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3Com® NBX® pcXset: "Softphone" Software That Gives Businesses an Edge

The Problem— Working Remotely and Productively

The Solution— Full-Featured NBX Phone Functionality on a PC

Moving from one location to another and trying to set up a mini office out of a laptop bag is a common challenge for many mobile workers and telecommuters. Though e-mail and Instant Messaging connectivity are readily available, until recently, reliable business communication away from the office via the telephone was limited. Even cell phone use is problematic at times. Erratic voice quality, limited access to business phone capabilities, inadequate battery life, and expense can all seriously impact productivity.

3Com® NBX® pcXset client software, used with a Windows laptop or PC and a compatible USB headset or handset, creates the equivalent of an NBX business phone on a computer desktop. This "softphone" lets users manage multiple calls from incoming caller-ID information or view their voicemail messages thousands of miles from the main office. With a multimedia computer, the softphone offers the same features, functions, and TAPI support as an NBX business phone.

Since the phone is part of the PC, users can choose from a variety of connectivity options, including wireless Ethernet, and enhanced security options available from Virtual Private Networks.

Once NBX pcXset is active, users are fully connected to their office. They can make and answer calls as if at their desk. Though both the computer and the pcXset software must be running for the software to accept calls, voice-

mail messages are still received if neither is running—voice mail runs on the NBX call processor, not on the software.

It's easy for customers to stay in touch. They only need to remember a single number—the office telephone. Unanswered calls can be directed to voice mail or the office's receptionist, eliminating the need to provide multiple cell phone, pager, and personal contact numbers. The location of a user or phone is irrelevant.

Trying a "softphone" is easy. 3Com NBX pcXset client software can be used on a range of Windows-based platforms, from Windows 95 to XP. And every SuperStack® 3 NBX and NBX 100 system comes with one free user license. The NBX Resource Pack CD includes the pcXset application software. Via software keycodes, per user licensing offers an affordable, incremental growth path, from just one additional user license to full site coverage.
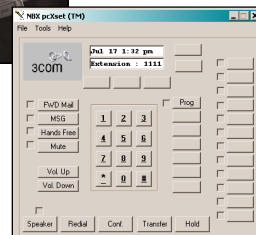

The NBX pcXset Configuration Wizard makes installation straightforward. It helps users configure the pcXset software in minutes so that it can interact with both the NBX call processor and with the computer on which it is installed.

The NBX pcXset lets users customize their phone, setting options based on personal usage. They can choose between two display images—an NBX business phone or a Windows phone. Views, network settings, and sounds are easily configured from the tools menu on the softphone screen. Brief text descriptions for features or speed dials are entered with a right click on any Access button. Users can even add a description that appears as a "tooltip" comment when a cursor is placed over any of the buttons. Instead of clicking telephone controls with a mouse, keyboard shortcuts are also an option for added ease of use.

The NBX pcXset softphone can be displayed on a computer screen as an NBX business phone (above) or in a Windows application style (below).

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