

SALES REFERENCE GUIDE

PLATFORMS

**VCX™ CONNECT 100 IP COMMUNICATIONS PLATFORM**  
(3CRC100A standalone or primary; 3CRC101A optional secondary)

Ideal for small organizations that need high availability communications combined with open standards multimedia and application integration.

- › Supports up to 100 users for IP communications and IP messaging
- › Includes phone and voicemail licenses for 25 users
- › Supports analog connections (four ports FXO; four ports FXS)
- › Four free slots for additional analog or T1/E1 line modules
- › Redundant power supply and hard drive (RAID 1) options
- › Optional secondary server can provide hot standby for high availability
- › SIP-based for integration with third-party devices and applications



**VCX CONNECT 200 IP COMMUNICATIONS PLATFORM**  
(3CRC200A standalone or primary; 3CRC201A optional secondary)

Ideal for medium or small but growing organizations that need communications with high availability combined with open standards multimedia and application integration.

- › Supports up to 250 users for IP communications and IP messaging
- › Includes phone and voicemail licenses for 25 users
- › Supports analog and digital 3Com VoIP gateways
- › Industry-standard COTS (commercial off-the-shelf) server
- › Redundant hard drive (RAID 1) option
- › Optional secondary server can provide hot standby for high availability
- › SIP-based for integration with third-party devices and applications



APPLICATIONS

**ADVANCED APPLICATIONS**

VCX Connect solutions support a wide range of Session Initiation Protocol (SIP)-compliant software and communication devices. Standard, integrated applications are included with the purchase of a VCX platform. Optional 3Com applications and third-party applications are pre-tested for seamless deployment and use.

Enabled applications facilitate collaboration and improve the delivery of services. They let mobile workers access and respond to their voice messages while on the road and allow both mobile and office workers to read and manage voice mails from within their email application. Customer satisfaction can be enhanced with soft operator consoles and contact center applications that ensure calls are handled quickly and effectively.

**Standard, Integrated Applications**

**3Com unified messaging software** allows users to see voice mail, email and faxes in single inbox; multiple options for message notification give mobile workers flexible contact options.

**3Com auto-attendant software** automates many call management tasks by creating interactive voice response (IVR) scripts to handle caller routing or information requests.

**Optional Applications**

The **3Com IP Conferencing Module** enables fast set-up of ad hoc or scheduled conferences to facilitate collaborative sessions between employees, partners, customer and suppliers. Internal users may also use the multimedia capabilities of the **3Com Convergence Center Client** for video and desktop sharing.

The **3Com Presence Module** lets internal users know in advance the availability of the person they wish to contact, facilitating quick click-to-call and click-to-conference communication. The Convergence Center Client displays presence status on the desktop and provides secure internal IM communications, further extending collaboration options.

The **3Com IP Telecommuting Module** provides a secure connection between a corporate network and the Internet to enable the use of SIP devices at smaller sites without dedicated WAN connections. 3Com IP phones can be used in home offices, for instance, behind an Internet broadband gateway without requiring any additional network equipment.

**Third-Party Applications**

The **3Com Open Network™ (3Com|ON™) Program** verifies interoperability of applications from solution vendors. Visit [www.open.3com.com](http://www.open.3com.com) for information about contact centers, call recording systems and telephony management systems that have been pre-tested to work seamlessly with VCX Connect platforms.

IP PHONES\*

**3103 MANAGER (3C10403B)**

- › Gigabit PC port
- › Large, context-sensitive display
- › Multiline services and display
- › Executive and manager phone



**CONVERGENCE CENTER CLIENT (SOFTPHONE)**

- › Multimedia SIP client for Windows
- › No extra cost for use with 3Com phone license
- › Supports presence, IM and video



**3102 BUSINESS (3C10402B)**

- › 18 programmable buttons
- › Multiline service
- › Full-duplex speakerphone
- › Ideal for power users



**3105 ATTENDANT CONSOLE (3C10405B)**

- › 50-button DSS
- › 100 station selections
- › Receptionist/call-coverage use



**3101 BASIC (3C10401B)**

- › Four dedicated feature buttons
- › Multiline services and display
- › Ideal for everyday office use



**3101 W/SPEAKER (3C10401SPKRB)**

- › Four dedicated feature buttons
- › Half-duplex speakerphone
- › Multiline services and display
- › Ideal for everyday office use



**MULTIMEDIA DEVICES**

VCX Connect platforms use SIP to establish connections, allowing them to support SIP-based multimedia devices and softclients. Convergence Center Client users can initiate video calls as easily as voice calls with the addition of a USB webcam to their PC, an advantage that lets remote workers make person-to-person calls with video so they can interact more effectively with colleagues and partners. The Client also allows desktop sharing that lets remote users view and control desktop content without requiring the local installation of an application. The optional IP Conferencing Module further extends these capabilities to groups of remote users.

**SYSTEM RESILIENCE**

The critical nature of business communications requires a network investment that ensures high availability and minimizes risk due to system downtime. VCX Connect solutions can include redundant components that reduce the likelihood of a system failure. Redundant power supplies are available for VCX Connect 100 platforms and both VCX Connect 100 and VCX Connect 200 platforms can benefit from redundant RAID disks. Full redundancy can be ensured with the deployment of a secondary server to provide a complete hot standby that is ready to take over communications services in the event of a system failure.

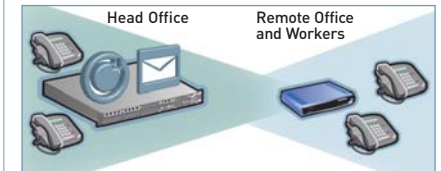
\*All 3Com IP phones require a phone license (Standard or Basic) to operate. See the 3Com Voice Solutions Price List for pricing and ordering information.

SELLING HIGHLIGHTS	REASONS TO BUY	ASK CUSTOMERS
<ul style="list-style-type: none"> <li>▶ Built-in capabilities               <ul style="list-style-type: none"> <li>– Voice messaging (VM)</li> <li>– Auto-attendant (AA)</li> <li>– Call detail reporting (CDR)</li> <li>– Voicemail/email integration</li> </ul> </li> <li>▶ Licenses for 25 users included with purchase</li> <li>▶ Easy and economical to scale; additional licenses can support a maximum of 100 devices/100 mailboxes (VCX Connect 100) and 250 devices/250 mailboxes (VCX Connect 200)</li> <li>▶ Redundant components and servers for high availability multimedia communications</li> <li>▶ Range of 3Com SIP phones that match handset selection to user need</li> <li>▶ Gigabit-to-the-desktop (3Com 3103 Manager IP Phone)</li> <li>▶ Expandable functions supported by third-party SIP devices, e.g., conference phones and video phones</li> <li>▶ Handsfree installation of 3Com phones via DHCP options</li> <li>▶ Web-based, easy-to-use configuration tools</li> <li>▶ Voicemail support for seven languages/dialects with localized enduser web interface support for English, French, Spanish, German and Chinese</li> <li>▶ Shared administration responsibilities made possible by separate passwords for user and routing logins</li> <li>▶ Intersite SIP-based calling enabled by use of multiple VCX Connect systems</li> <li>▶ Native SIP for future-proofing and interoperability with third-party devices and applications</li> <li>▶ Proven high performance and value built into the VCX Connect family               <ul style="list-style-type: none"> <li>– First networked PBX, the 3Com NBX® 100 Communications System, in 1998 and the first SIP-based multimedia enterprise communications solution, VCX solutions and associated Convergence Applications Suite, in 2003</li> <li>– Over 30,000 3Com IP telephony customers worldwide</li> </ul> </li> <li>▶ Ideal for financial, retail, education, law and insurance industries where ease of use, economy and feature set are critical</li> </ul>	<ul style="list-style-type: none"> <li>▶ Need a <b>feature-rich, pure IP telephony platform</b></li> <li>▶ Require the investment protection of a migration path to <b>SIP-based communications</b></li> <li>▶ Require a fully redundant multi-server system for <b>high availability</b></li> <li>▶ Moving/relocating facilities creates the opportunity to gain the <b>benefits of a secure converged network</b></li> <li>▶ Currently have Centrex, a voice service provided by a service provider, and want a <b>more cost-effective, in-house solution</b></li> <li>▶ <b>Outgrown</b> the voicemail port/digital line/station ports of the organization's key system or PBX</li> <li>▶ Want to <b>save money</b> on toll charges</li> <li>▶ Need to <b>consolidate trunk connections</b> (analog or digital lines coming into the business) to lower expenses</li> <li>▶ Want a <b>contact center</b> to improve customer service and increase professionalism</li> <li>▶ Current phone system is being discontinued by the manufacturer and want to <b>transition to a single, converged voice/data network</b> (ready to evaluate new phone system)</li> <li>▶ Having <b>difficulty acquiring parts and phones</b> for a legacy phone system</li> <li>▶ Phone <b>system lease is expiring</b> and need to evaluate a purchase/lease of a new system</li> <li>▶ Need an <b>easy-to-manage call center</b> without a separate management interface</li> <li>▶ <b>Having difficulty administering current PBX</b> third-party application server</li> <li>▶ <b>Need to reduce administration burden</b> and empower users to control functions such as speed dials, call forwarding and call coverage options</li> <li>▶ <b>Ready for Gigabit-to-the-desktop</b> (1,000 Mbps) for faster throughput, lower latency and advanced phone-based applications</li> <li>▶ Want a <b>single cable for both voice and data</b> to save money on additional cable runs and ease installation of IP phone system</li> </ul>	<ul style="list-style-type: none"> <li>▶ Is your current system giving you what you need? Any pain points? Focus on:               <ul style="list-style-type: none"> <li>– Capacity of system, including voice messaging and auto-attendant ports</li> <li>– Staying competitive with new applications, such as call centers for enhanced customer support</li> <li>– Relationship with current vendor</li> <li>– Reliability</li> </ul> </li> <li>▶ Are you spending a large part of your communications budget on moves/adds/changes (MACs)?</li> <li>▶ Do employees work from home? On the road?</li> <li>▶ Do some of your workers infrequently use the office and/or hot-desk?</li> <li>▶ Do you have facility-based workers who would like to use SIP/Wi-Fi phones?</li> <li>▶ Do you need a single system to provide telephony services to multiple locations?</li> <li>▶ Do you anticipate the need for additional office space? Adding new business locations?</li> <li>▶ Do you have a need to remotely manage and maintain systems for multiple offices?</li> <li>▶ Are you planning a move to a new location?</li> <li>▶ Is your current PBX or key system under lease? If so, when does the lease expire?</li> <li>▶ Does your current phone system support worker mobility? Telecommuting?</li> <li>▶ How are the needs of mobile workers within your office building being supported?</li> <li>▶ How are calls handled by your customer support or help desk?</li> <li>▶ How is your front desk/reception area being staffed? Is that solution working well?</li> <li>▶ Does your organization now offer a toll-free or 800 number? If so, how are those services implemented?</li> <li>▶ Does your organization need support for a language other than English?</li> <li>▶ Will your organization be moving to SIP trunking sometime in the future?</li> </ul>

## VCX CONNECT CONFIGURATIONS

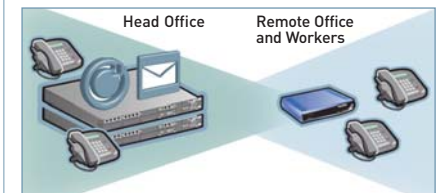
### HEAD OFFICE: SINGLE SERVER

Redundant component options support local users and remote IP phones and gateways.



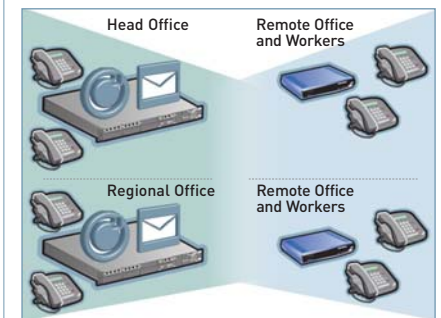
### HEAD OFFICE: PRIMARY AND SECONDARY SERVERS

Hot-standby server provides non-stop support of local users and remote IP phones and gateways.



### HEAD AND REGIONAL OFFICE: PRIMARY AND SECONDARY SERVERS

Primary server with geographically distributed secondary server provides redundancy for non-stop support of local users, remote IP phones and gateways.



Note: VCX Connect 100 system configurations are shown above. VCX Connect 200 systems can support the same server configurations, but require separate gateways at head and regional offices.

Visit [pa.3com.com/salestools](http://pa.3com.com/salestools) for more information about 3Com convergence solutions.

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