

3Com® VCX™ IP Telephony Solution

Changing the way business speaks.

DATA SHEET



The **3Com® Convergence Applications Suite** is a comprehensive set of powerful business-enhancing services. IP Telephony, one of the application modules in this suite, offers two service-supporting platforms—NBX® and VCX™ solutions.

Lower Cost

- Experience high-availability networking
- Interoperate with SIP-compliant devices
- Enable smooth migration to IP telephony solutions
- Take advantage of exceptional scalability to ease growth expenses

Increase Productivity

- Give users easy access to advanced telephony services

Strengthen Customer Interactions

- Support mobile workers and remote service agents
- Make call center operations more flexible

Key Benefits

Solving Enterprise Challenges

As acquisitions, divestitures, mergers, and strategic alliances transform requirements for effective communications, companies more than ever need both their voice and their data communications to be flexible, secure, and highly available from anywhere at anytime. To meet these requirements, the 3Com® VCX™ platform provided by the IP Telephony module of the 3Com Convergence Applications Suite helps enterprises eliminate the boundaries of time and distance.

3Com has a history of providing businesses with innovative tools needed for enhanced operations and customer services. A leader in the convergence market with over 16,000 convergence customers, 3Com introduced the world's first IP-PBX in 1998, the first SIP-based carrier softswitch in 1999, and the first convergence applications suite in 2004. This suite is built around a simple idea—telephony is an enterprise application, critical to delivering an advanced portfolio of real-time telephony, presence, messaging, and conferencing capabilities to users anywhere in the world, within a common framework of call control, authentication, privacy, location, and presence management services.

Lowering Cost

The 3Com VCX solution supports server software with the high-availability features required by telco environments. Users can authenticate themselves to an IP phone for accessing personal settings such as soft buttons, speed dials, and call logs. The IP phones are registered to call controllers that are organized in a hierarchy to minimize costly interruptions in business operations. In the unlikely event of a call controller failure, user settings can be available immediately and registered on a backup controller. Companies can balance needs for availability, performance, and economy by deploying the VCX system on one or more servers.

The VCX platform offers cost-effective integration with business applications, providing capabilities such as click-to-call or data-filled screen pops. 3Com assures interoperability with dozens of Session Initiation Protocol (SIP)-compliant devices and provides a frequently updated compatibility list on the 3Com web site.

3Com also helps enterprises implement a smooth migration from existing and highly complex multivendor environments. The 3Com VCX system controls the digital trunking between legacy PBXs around which VCX gateways are deployed. As a legacy PBX is depreciated—and for new sites or new users—3Com IP telephony services are made available, lowering costs with immediate savings and enabling a practical investment strategy.

Increasing User Productivity

Internal calling can represent as much as 80% of all business telephone activity. With the 3Com IP telephony module, organizations can easily implement a four- or five- digit dialing plan for the whole company, eliminating seconds from each internal call.

To meet the needs of an increasingly mobile workforce nurtured by the growing prevalence of converged and broadband connectivity, the 3Com IP telephony solutions offer even casual remote workers all the services they need in their office, in their home office, or in any corporate center—without awkward call forward functions or multiple voicemail boxes.

Strengthening Customer Interactions

3Com VCX systems can be integrated with advanced call center management, routing, monitoring, and recording components for more effective agent activities. Remote workers or at-home agents can be easily supervised and supported as if they were physically in the main call center.

Specifications

Hardware

Standard Intel server running Linux kernel

Software

Linux kernel with enhancements for performance, multi-threading, and security services

Selected Telephony Features

Abbreviated dialing
 Anonymous call reject
 Black list
 Bridged call appearance
 Call blocking
 Call conference
 Call drop
 Call duration display
 Call forward all
 Call forward busy
 Call forward on no answer
 Call forward programmable
 Call history on provisioning system
 Call hold

Call hold reminder
 Call number suppression
 Call park timeout
 Call park/retrieve
 Call pickup
 Call return
 Call screening
 Call transfer attended
 Call transfer unattended
 Called ID
 Calling history—answered calls
 Calling history—missed calls
 Calling history—placed calls
 Direct phone to gateway dialing
 Direct transfer to voice mail
 Directed pick-up
 Distinctive ringing
 Do not disturb
 Follow me
 Handsfree support

Hard attendant console support
 Headset support
 Hot ring down circuits (hotline)
 Hotelling
 Last number redial
 Message waiting indication
 Messaging waiting light
 Missed call indicator

Related Components

3Com IP phones
 3Com VCX gateways
 3Com IP Messaging module
 3Com IP Conferencing module
 3Com Presence module
 3Com Convergence Center Client software
 3Com SuperStack® 3 Switch 4400 PWR—with Power over Ethernet support
 3Com Router 3000, 5000, and 6000 families
 3Com IntelliJack™ Switches

Ordering Information

PRODUCT DESCRIPTION	3COM SKU
3Com VCX V7000 Per Seat Licenses	
3Com VCX IP Call Controller Standard IP Phone License	3COVS72100-05
3Com VCX IP Call Controller Basic IP Phone License	3COVS72101-05
3Com VCX Analog Media Gateway Call Processor Port License	3COVS71110-05
3Com VCX Servers	
3Com IP Call Controller Server	3CRVH700896A
3Com Call Detail Record Reporting Application	
3Com Call Detail Reporting Application Site License	3COVS72250-05

For additional information, visit www.3com.com, call 877-IPT-3COM, or write evs_deal@3com.com.



3Com Corporation, Corporate Headquarters, 350 Campus Drive, Marlborough, MA 01752-3064

To learn more about 3Com solutions, visit www.3com.com. 3Com is publicly traded on NASDAQ under the symbol COMS.

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