

Highly scalable, resilient
IP communications with
full-featured telephony
services and SIP-based
multimedia capabilities

OVERVIEW

The 3Com® VCX™ IP Telephony Module delivers to large and midsize enterprises a next-generation, multimedia IP communications system that uses the IETF Session Initiation Protocol (SIP) standard. It supports a rich set of productivity-enhancing applications while providing most of the traditional phone features of a PBX. As a component of the 3Com Convergence Applications Suite, the telephony module supports incremental migration to an open, IP-based communications system designed to advance an organization's business objectives. It can run on any of a range of 3Com scalable servers for deployment in offices of any size. And the module supports centralized administration, configuration and management that can lower installation and operating costs and optimize IT staff as the system is implemented throughout an organization. To ensure business continuity, the module offers a distributed, replicated architecture to ensure full-function telephony at any site even during a WAN failure.

KEY BENEFITS

ECONOMICALLY EXPAND SERVICES TO MULTIPLE SITES

The 3Com VCX IP Telephony Module with its industry-standard Linux operating system, offers a distributed multisite architecture that can meet the needs of organizations from a few hundred to over 50,000 users. It can be deployed on large centralized servers for campus sites or distributed on small servers located in the branches of a multisite organization. With cost-effective platforms such as the 3Com V6000 solution installed locally, users at remote branch offices can enjoy the same telephony capabilities as users at headquarters. For additional cost savings, the module can run concurrently with other components of the 3Com Convergence Applications Suite on the same branch office server.

ENSURE BUSINESS CONTINUITY

Regardless of where users are located, their profiles are replicated to a secondary server for maximum system resilience. In the unlikely event of a local server failure, service automatically continues from the backup server, which may be installed at the same site or at a separate location. Distributed architecture ensures that remote sites do not lose telephony services even if the WAN fails and the site becomes isolated.

INTEGRATE COMPATIBLE, SIP-BASED APPLICATIONS

The module enables 3Com Convergence Applications Suite services that deliver messaging, mobility, conferencing, presence and contact center functions throughout the network. These SIP-based applications are compatible with SIP software and equipment from a range of vendors. 3Com regularly conducts third-party interoperability tests and performs rigorous testing of selected devices and applications as part of its Voice Solutions Partner Program. Read more about interoperability testing at www.3com.com/voip/interoperability.

CENTRALIZE MANAGEMENT TO LOWER COSTS

All the communications servers running the module can be managed centrally to lower expenses and staffing requirements. Servers at branch sites can be deployed or replaced without the need for highly skilled

KEY BENEFITS (CONTINUED)

technicians on site. 3Com VCX architecture makes it possible for the servers to autoconfigure themselves from central databases as soon as they are connected to the network. Since user profiles and dial plans can be preconfigured at the central servers, administrators can implement a virtually hands-free rollout of a telephony installation.

MIGRATE WITH EASE TO IP COMMUNICATIONS

The module may be deployed as an overlay to legacy PBXs by using 3Com VoIP gateways for interconnections. This implementation lets enterprises integrate advanced SIP-based applications with existing telephony infrastructure. As PBXs need replacing or the organization expands to new facilities, it can then deploy IP telephony at business sites and extensions. In addition to digital gateways, 3Com offers analog gateways to support legacy devices such as fax machines, analog phones, modems and intercoms.

BE ASSURED OF A SECURE ENVIRONMENT

To protect applications as part of an enterprise-wide security strategy, each instance of the module runs on a security-hardened version of the Linux operating system and is safeguarded by integrated firewalls.

Feature Highlights

Supports traditional voice and multimedia communications

Enables multisite deployments with carrier-class distributed architecture

Allows cost-effective centralized management and configuration for all remote sites and servers

Scales from a few hundred to over 50,000 users

Supports SIP-based endpoints and applications that include voice, video, instant messaging, conferencing, telecommuter mobility and presence

Provides a comprehensive set of legacy PBX features to SIP phones and analog phones

May be implemented on centralized communications servers using a resilient IP network, or on distributed servers to provide highly available IP communications resilient to WAN outages

Runs concurrently on the same server with other modules of the 3Com Convergence Applications Suite

Tested with many third-party SIP devices and applications for interoperability

Works with single-line and multiline phones

Permits smooth, incremental migration to IP communications using digital and analog gateways

Allows multiple phone appearances to an extension

Supports hard and soft operator consoles

SAMPLE TELEPHONY FEATURES

Automatic Phone Upgrades (3Com IP phones)	Hands-Free Installation of 3Com Phones
Blacklist/Whitelist	Hot Ring Down Circuits (hotline)
Block Caller ID	Hoteling (mobility)
Bridged Call Appearance	Hunt Groups and Calling Groups
Bridged Call Appearance—Shared Hold	Malicious Call Trace
Call Blocking	Multiple Registrations per Extension
Call Detail Records	Music on Hold
Call Forward	Music on Hold per Customer Group
Call Hold	Online Help (web interface)
Call Park/Retrieve	Paging
Call Return	Personal Speed Dialing
Call Screening	Phone DTMF Security
Call Transfer Attended	Priority Ringing
Call Transfer Unattended	Remote Call Pickup
Called ID	Send Beep
Calling History—Answered/Missed/Placed (3Com IP phones and web interface)	Serial Calling
Camp On	Server Access Security
Class of Service	Silent Monitor/Barge In
Complementary Attendant Console	Source-Based Routing
Conference Drop	Speed Dial BLF
Direct Transfer to Voice Mail	System Speed Dialing
Directed Call Pickup	Third-Party Call Forward
Distinctive Ringing	Toll Screening
Do Not Disturb	User Directory (3Com IP phones and web interface)
Feature Access Codes	Warm Ring-Down Circuits (warmline)
Group Call Pickup	
Group Paging	

SPECIFICATIONS

PLATFORM

3Com VCX IP Telephony Module comes preloaded on 3Com V6000 and V7000 server platforms
3Com Convergence Applications Suite software runs on Linux

CAPACITY

Over 50,000 users (number of users depends on number and configuration of server platforms)
Typical platform configurations will support up to 5,000 users (V7005) and up to 10,000 users (V7205)

PHONES SUPPORTED

3Com 2101, 2102 (Model B or PE)
3Com 3101, 3101SP, 3102, 3103
3Com 3105 console
3Com Convergence Client (soft client with presence, instant messaging, data sharing, voice and video)
Analog phones through 3Com VoIP gateways

PHONE LCD LANGUAGE SUPPORT

Chinese, English (US and UK), French (Parisian and Canadian), Italian, Portuguese, Spanish (Castilian and LAT)

ORDERING INFORMATION

PRODUCT DESCRIPTION

	3COM SKU
VCX V7005 Series Server 7.0 (IBM xSeries 306)	3CRVH701796A
VCX V7205 Series Server 7.0 (IBM xSeries 346)	3CRVH721896A
VCX V6000 Integrated Branch Communications Server 7.0	3CRVO71330-06

Note: The 3Com VCX IP Telephony Module is shipped pre-loaded on 3Com V7000 and V6000 server platforms. It can be configured in a variety of ways—customers must purchase right-to-use licenses for the specific server configuration and user features they require. 3Com Voice Authorized Partners can help in determining a configuration best suited for specific business requirements. A preliminary quote based on a defined configuration is available to partners and customers via the web-based 3Com Voice Solution Finder tool at www.3com.com/voipfinder.

For additional information on 3Com convergence solutions, please visit www.3com.com/voip

Visit www.3com.com for more information about 3Com secure converged network solutions.

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