

**SMB communications  
platforms that integrate  
SIP-based multimedia  
and unified messaging  
services**

**OVERVIEW**

3Com® VCX™ Connect solutions let organizations with up to 250 phone users economically replace their aging PBXs with an advanced, standards-based communications system that integrates IP telephony and unified messaging applications onto a single platform. Support of a full range of 3Com IP phones, including a multimedia softphone, ensures high-quality audio and easy access to powerful VCX Connect features.

An open standards approach enables a reduced cost of ownership and increases investment protection. Since Session Initiation Protocol (SIP) is used for signalling, organizations can either deploy 3Com IP phones or choose SIP-compatible devices and applications that best match their needs. Numerous VoIP gateway options facilitate migration from PSTN to IP-based communications, allowing the continued use of legacy PBXs as needed to minimize business disruptions and align implementations with budget considerations. VCX Connect systems also support optional redundancy on critical components to increase resilience and further ensure business continuity.

**KEY BENEFITS****USE ADVANCED TELEPHONY CAPABILITIES WITH EASE**

As organizations replace traditional phone systems, they need to ensure that the capabilities of their new system can be easily learned and used. Though there are a variety of 3Com IP phone options, all models offer similar and familiar operation that requires little or no change in user behavior. Many features are available at the touch of a button, while other less-used features can be invoked through a simple menu system. The integrated voicemail system of a VCX Connect solution includes extensive help resources—first-time users can be coached through mailbox set-up and receive prompts about other system capabilities. More practiced communicators can easily reply or forward voice mails to increase their message handling efficiency and productivity.

**INTEGRATE COMMUNICATIONS**

Standard VCX Connect features allow calls to be made using multimedia devices such as SIP-based video phones or software applications such as the 3Com Convergence Center Client that offers a rich, integrated set of communications capabilities—including instant messaging, voice, video



The 3Com VCX Connect 100 and 200 platform are shown here with 3Com IP phones, including the 3101, 3101SP, 3102 and 3103 models, as well as with the 3105 Attendant Console.

## KEY BENEFITS (CONTINUED)

and desktop sharing—to improve collaboration and enhance productivity. Without additional costs, the Client can be used in conjunction with any licensed 3Com IP phone.

Unified messaging, also a standard feature of a VCX Connect system, offers voicemail/email integration so that users can efficiently retrieve, review and respond to messages. Workers can access voicemail messages whenever they check their email box. In addition, they can receive faxes as email attachments, unifying all messages into a single inbox.

### **PAY AS YOU GROW**

VCX Connect comes complete with 25 user licenses for both phones and unified messaging. Increasing the number of users up to the maximum supported by the system involves simply purchasing additional licenses. VCX Connect 100 systems support up to 100 users and VCX Connect 200, up to 250 users. Though most users will prefer a 3Com desktop phone, mobile workers may only need a softphone installed on their laptop. In addition, PSTN connectivity is supported by a modular range of VoIP gateways that allows expansion in increments as few as two additional analog channels or, where required, an additional T1/E1 module for 24/30 additional channels.

### **ENSURE HIGH AVAILABILITY**

VCX Connect systems offer a variety of options for ensuring resiliency. Optional redundant power supplies and redundant disks (RAID) ensure business continuity in the event of a VCX Connect component failure. Additionally, both VCX Connect 100 and VCX Connect 200 platforms can be supplemented with a backup server providing full application redundancy. In this type of configuration, the secondary server can also be located at a different site for full geographic redundancy. Because the servers continually communicate configuration changes with each other, should the worst happen, the secondary server can immediately and seamlessly manage all VCX system services. Similarly, since 3Com phones and gateways are automatically configured with the information required to locate and use the backup server, highly available communications across the organization is assured.

### **SIMPLIFY DEPLOYMENT AND USE WITH OPEN STANDARDS**

Support of the SIP standard lets VCX Connect systems integrate with multiple devices and applications to create a unified communications environment. This budget- and resource-stretching flexibility is an extension of 3Com's early commitment to standards-based technology—the company was the first to market a SIP-based IP PBX. And since becoming a founding member of the SIP Forum in 2000, 3Com has continued to promote open standards, enthusiastically supporting interoperability with third-party vendors through the 3Com Open Network™ Program. Information on Program membership and tested third-party solutions is available at [www.open.3Com.com](http://www.open.3Com.com).

### **ENJOY MEDIA-RICH COLLABORATION**

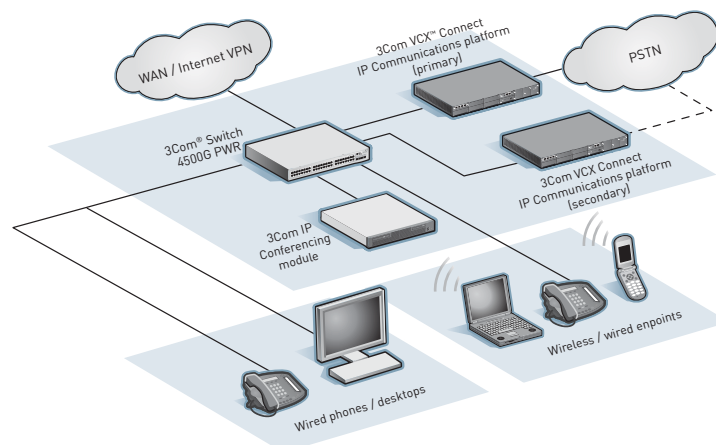
VCX Connect solutions can be enhanced with the optional 3Com VCX IP Conferencing and Presence modules that enable remote collaboration with any combination of voice, video and desktop sharing services. When combined with the powerful capabilities of the 3Com Convergence Client, they can be used to view a colleague's online availability status and for quick click-to-IM or click-to-call contact—all from a user's PC. The Client also lets users dial contacts from their desktop phone using information

## KEY BENEFITS (CONTINUED)

stored on their PC. And with the addition of an inexpensive webcam, the system transforms a PC into a personal video conferencing terminal, further enriching communications.

## FEATURE HIGHLIGHTS

- › Support for standard PBX features and of advanced multimedia communications
- › Optional secondary server for geographic redundancy
- › Hotdesk and/or softphone functions for mobile workers or remote workers at branch offices
- › 25 licenses for telephony and voice mail included with each VCX Connect platform
- › Collaboration using voice, video and instant messaging via the 3Com Convergence Client
- › Optional application modules that support conferencing, telecommuter mobility and presence
- › Support for SIP-based endpoints and applications
- › Access to a comprehensive set of legacy PBX features for use of retained analog phones
- › Fax delivery to email
- › Interoperability tested with many third-party SIP devices and applications
- › Single-line and multi-line phone support and bridged extensions for executives and administrators
- › Smooth, incremental migration to IP communications using digital and analog gateways
- › Multiple phone appearances to an extension
- › Support of hard and soft operator consoles
- › Use of 3Com Enterprise Management Suite (EMS) to report computed Mean Opinion Scores (MOS)
- › Usable with a UPS for UPS monitoring and a graceful shutdown in the event of an extended power failure
- › Simple addition, deletion and amendment of users via XML files
- › Option of multiple system login levels to support a division of system responsibilities—administrators handling user administration may be different than those who are managing dial plans and routing



3Com VCX Connect solutions provide advanced telephony, messaging and optional multimedia communications services with application redundancy and the cost savings needed to compete in today's market environments.

## SPECIFICATIONS

### VCX CONNECT 100

Communications server supporting up to 100 users with IP telephony and unified messaging software

Integrated auto-attendant (AA) software; up to 12 simultaneous AA, music-on-hold or voicemail ports supported

Modular chassis with server, four (4) FXO analog ports and four (4) FXS analog ports as standard

Options for up to four (4) additional line cards:

- › four-port FXO card
- › four-port FXS card
- › T1/E1 cards – one- or two-span (maximum of two T1 or E1 spans per chassis)

Redundancy options:

- › Power supply
- › RAID disk
- › Secondary server (redundant power supply and RAID disk are also options for the secondary server)

#### Dimensions (length, width, height)

14 x 19 x 1.75 in;  
35.6 x 48.3 x 4.5 cm

#### Weight

7.26 kg

#### Power

120-240 VAC/140W

### VCX CONNECT 200

Communications server supporting up to 250 users with IP telephony and unified messaging software

Integrated auto-attendant (AA) software; up to 60 simultaneous AA, music-on-hold or voicemail ports supported

Redundancy options:

- › RAID disk
- › Secondary server (with option of redundant RAID disk on this server)

Gateways can be selected from VCX analog FXS and FXO models and from T1/E1 options

#### Dimensions (length, width, height)

22 x 19 x 1.75 in;  
56 x 48.3 x 4.5 cm

#### Weight

17.25 kg

#### Power

120-240 VAC/350W

### UNIFIED MESSAGING SYSTEM

Protocols

- › IMAP4, POP3, SMTP and VPIM

Voicemail language prompts

- › English (US and UK), French (Parisian and Canadian), Italian, Spanish (Castilian and LAT)

Codec support

- › Either G.711 or G.729

### VCX CONNECT FAMILY SUPPORTS:

3Com 3101, 3101SP, 3102 and 3103 IP Phones and 3Com 3105 Attendant Console

3Com Convergence Client (software client with presence, instant messaging, desktop sharing, voice and video)

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

Analog phones using 3Com Analog Media FXS gateways

3Com IP Conferencing Module

3Com Presence Module

3Com IP Telecommuting Module

iQNet VistaPoint Console (Windows OS)

CDR reporting software (Windows XP-based)

Other applications such as contact centers, call recording solutions, etc. are available from partners in the 3Com | ON program; details at [www.open.3Com.com](http://www.open.3Com.com)

## ORDERING INFORMATION

### PRODUCT DESCRIPTION

### 3COM SKU

#### Application Platforms

VCX Connect 100 (included 25 user licenses for IP communications and IP messaging)	3CRC100A
VCX Connect 100 optional redundant secondary server	3CRC101A

VCX Connect 200 (included 25 user licenses for IP communications and IP messaging)	3CRC200A
VCX Connect 200 optional redundant secondary server	3CRC201A

#### Optional Components

VCX Connect 100 four (4) port FXS add-on module	3CRVG52002-07
VCX Connect 100 four (4) port FXO add-on module	3CRVG52001-07
VCX Connect 100 one (1) span T1/E1 add-on module	3CRVG71226-07
VCX Connect 100 two (2) span T1/E1 add-on module	3CRVG71227-07
VCX Connect 100 redundant hard disk RAID1 (40 GB)	3C0VG60006-06
VCX Connect 100 redundant power supply module	3C0VG60005-06
VCX Connect 200 redundant hard disk RAID1 (160 GB)	3C0VH701996B

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