



Boosting Productivity with  
Robust Desktop Phones and Software



3Com<sup>®</sup> NBX<sup>®</sup>  
Worktops

“... what's truly revolutionary about NBX is that its many features are so simple to use. I can even move, add, or change phones in minutes. . .”

*Dusty Huxford,  
Financial Computer Support, Inc.*

## 3Com Worktops—Powerful and Easy to Use

3Com networked telephony solutions provide customers with unprecedented capabilities to manage communications more effectively—saving time and money. The broad array of 3Com® NBX® worktop choices—both phones and desktop applications—gives users the intuitive tools they require to best control their communications.

## 3Com NBX Phones

The family of NBX phones provides users easy access to a full range of powerful networked telephony services. Most commonly used features are directly at a user's fingertips.

Because the NBX system is based on next-generation technology, users also can access advanced services, including in Release 4.1 call logs for all incoming and outgoing calls. Users can search the internal name directory for co-workers and dial right from their phone's display or even from their computer screen. It all adds up to a solution that allows users to accomplish more—from an intuitive, easy-to-use system.

## Phone Choices

### **NBX 2102-IR Business Phones**

These multiline business phones have a wireless infrared-enabled communications port, letting users dial calls from Palm OS-enabled organizers. Powerful and easy to use, they feature 18 programmable and 10 pre-programmed feature buttons, a two-line by 24-character LCD display—providing caller ID information and internal name directory access—and two 10/100 switched Ethernet ports. Release 4.1 software delivers the high quality audio of full-duplex speakerphones.

### **NBX 2102 Business Phones**

The NBX 2102 model offers the same 10/100 Ethernet connectivity and rich telephony functionality of the 2102-IR, without the infrared port.

### **NBX 1102 Business Phones**

This model offers the same baseline functionality and feature button set as the 2102 series. A two-line by 16-character LCD display and two 10 Mbps shared Ethernet ports complement this standard half-duplex speakerphone.

### **NBX 2101 Basic Phones**

These phones offer affordable, simple, and powerful 10/100 Ethernet connectivity, with four dedicated feature buttons, three programmable buttons, and up to two call appearances. Two-line displays provide caller ID information and internal name directory access.

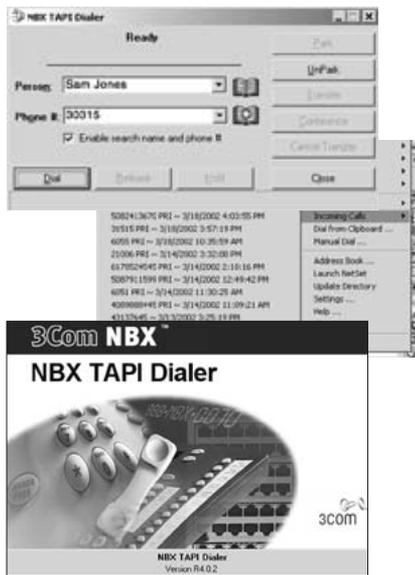


Right to Left: 3Com NBX Business Phone offering easy access to a full suite of features and services, including connectivity to Palm Computing OS-enabled organizers; 3Com NBX Basic Phone, ideal for locations needing intelligent, multiline IP/Ethernet connectivity at an exceptionally affordable price.

## Desktop Call Control

### NBX TAPI Dialer

Designed to interact with Microsoft's Telephone Application Protocol Interface (TAPI), the NBX TAPI Dialer works with any Windows PC. Though its name may be unfamiliar, it's a tool that's easy to get used to—giving users phone capabilities directly on their computer monitor.



With the NBX TAPI Dialer, users can customize calling and directory services, and place calls from their computers with just a click of the "Dial" button.

NBX TAPI Dialer is a free software application. Any NBX user running Windows on their PC or laptop can use it to manage incoming and outgoing calls, access the internal name directory of their organization's NBX system, and view their most recent incoming and outgoing call logs. The TAPI Dialer is so smart it will even dial telephone numbers by simply "dragging and dropping" them from other PC applications.

## Moving and Reorganizing Staff Made Simple

3Com voice communications technology completely eliminates the high costs and high anxiety normally associated with moving an office telephone. Anyone who has ever had to wait

days for an expensive service call will truly appreciate the self-locating capabilities of NBX phones. Just unplug a phone from one location and plug it into another network jack. Personal settings, extension numbers, and voice mail all move with the phone.

## Customizable for Every Need

3Com understands that every organization is different and has unique requirements for its individual users.

An incredibly intuitive administrative interface—3Com NBX NetSet™—lets administrators fully customize 3Com NBX phones to meet business needs and customer expectations. This browser-based utility features pull-down menu choices tailored to the capabilities of each type of phone. For larger organizations, it offers time saving tools that simplify creation of departmental profiles for managing a large number of users.



The user-friendly browser-based interfaces of NBX NetSet make programming and managing NBX phones easy and convenient.

NetSet also offers individual users customization options. They can control frequently used capabilities, such as adding speed dials, changing ringer tones, or creating off-site notification options for new incoming messages.

"For completely integrated, location-independent communications, the NBX LAN telephony solution can't be beat. It's a boon...where timely voice communications are critical to business success."

*Jim Clark,  
President, AC&C Network Services*

## 3Com NBX Attendant Console—Making Good First Impressions

What's more important than the first impression clients get when they call your organization? 3Com worktop options include attendant consoles that help receptionists manage calls with efficiency and professionalism.



If required in larger enterprises, multiple NBX Attendant Consoles can be used on a single desktop.

The 3Com NBX 1105 Attendant Console features 50 programmable buttons, giving access to 100 available functions with a "shift" capability accessed by the touch of a single button.

It provides receptionists or attendants with immediate status information on users throughout the location. For larger locations, multiple consoles on a single desktop can support hundreds of users and a variety of specialty applications.

Like every NBX phone, the Attendant Console is strikingly flexible and easily programmed—fully supported by NBX NetSet. It sports a long list of capabilities, such as Direct Station Select (DSS), Busy Lamp Field status (BLF), CO line appearances, call park zones, and speed dials that provide fast and effective connectivity.

## Attendant Applications

Phone ringing off the hook? In an office that receives a large number of calls, an attendant may need more than fast fingers to manage calls effectively.

Complement Attendant Software (CAS) is the affordable solution to enhancing productivity by automating call handling. Used on a PC or laptop, this software interacts with NBX phones to give fast directory access and keyboard control of call handling.

The PC interface simplifies complex information by showing a complete view of multiple inbound and outbound calls, queuing the incoming calls at the top of the screen, and displaying caller information, call status, and transaction time. When a call needs to be transferred, a user only has to press "Enter" after selecting a new destination from a display of internal users.

CAS also helps organizations eliminate the inconvenience and inefficiency of using outdated phone lists. The software retrieves internal name directory information right from the NBX call processor, so it's always up-to-date. Users can add names or manipulate the information by first name, last name, department, etc. with equal ease.

This attendant software comes as a system-wide site license, so it can be installed on as many desktops as needed. It gives businesses better control of their communications—from an individual desktop, a department receptionist, or an informal call center—and assurance that calls always receive prompt and professional attention.

Contact an NBX Voice Authorized Partner or visit [www.3com.com](http://www.3com.com) for more details about 3Com NBX worktops.

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To learn more about 3Com solutions, visit [www.3com.com](http://www.3com.com). 3Com Corporation is publicly traded on Nasdaq under the symbol COMS.

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