



eNetworks

COMBINING VOICE AND DATA SERVICES
OVER LOCAL AND WIDE AREA NETWORKS

3Com® NBX® 100 Communications System

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Effective communication is as essential to growing companies as working capital and a strong business plan. But until recently, small- to mid-sized businesses and branch offices had to settle for less—or pay for more than they needed—when it came to their business telephone systems.

3Com has changed all that with the 3Com® NBX® 100 Communications System. The 3Com NBX 100 Communications System gives you a voice solution with everything you need to keep your business going—and growing. From sophisticated call handling and call center capability to integrated voice mail and computer/telephony integration. From Caller ID and multiple, multilevel automated attendant to easy adds, moves, and changes. From local area networking and wide area networking (LAN/WAN) to Internet connection ability. You get it all—affordably and manageably.

Perhaps the greatest feature of the 3Com NBX 100 Communications System is its flexibility. It adapts to the way your business operates, not the other way around. Its messaging solutions offer something for everyone, from office staff to telecommuters to branch office personnel to mobile workers. You can tailor your NBX 100 system to your business requirements, your networking infrastructure, and your workforce needs. Best of all, as your business changes and grows, the NBX 100 system will grow right along with you.

Now businesses of all sizes can have affordable access to both the functionality of advanced telephony and the power, scalability, and open connectivity of 3Com data networking solutions. With the 3Com NBX 100 Communications System, there are no limits—to your productivity, your connectivity, or your growth.

The NBX 100 Communications System comprises the business telephone set and the system chassis.



Start reaping the benefits of a single voice/data infrastructure.

For many growing organizations, it's too costly and difficult to operate and manage separate voice and data networks. The 3Com NBX 100 Communications System solves this problem by combining voice and data services over a single infrastructure—an Ethernet LAN. Ethernet is by far the predominant LAN standard for business with over 300 million nodes in the U.S. alone. This approach yields a wide range of additional capabilities and benefits for users and organizations alike, including:

Reduced cost. By eliminating the need for duplicate networks, the NBX 100 system dramatically reduces the cost of cabling and installation, as well as ongoing operation and management.

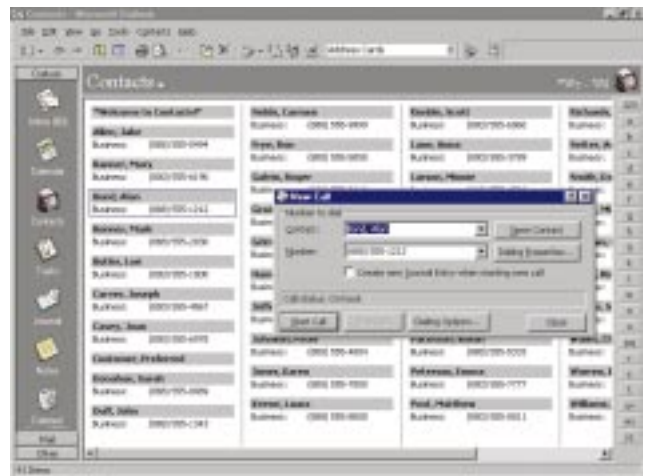
A free LAN. If your organization lacks a LAN, you'll get one at no extra cost with the installation of an NBX 100 Communications System. With one installation, your entire organization gets a feature-rich telephone system—plus all the printing, file sharing, and shared Internet infrastructure benefits of a LAN. Just plug your PC into the NBX 100 telephone—or directly into an Ethernet outlet—and you're connected.

Greater value from your network. For organizations that already have an Ethernet LAN, the NBX 100 Communications System acts like any other network device, providing a new way to derive greater value and usefulness from your network investment. And since the NBX 100 system operates independent of computer and network operating systems, you can be sure it will work with all your desktop systems and servers, as well as all standard Ethernet hubs, switches, and routers.

Shared Internet connection. The LAN benefits you gain with the installation of the NBX 100 system will continue to provide your business with new opportunities for growth and productivity. By installing a 3Com PathBuilder™, NETBuilder®, or OfficeConnect® router, every employee can enjoy shared access to the Internet—one of the most powerful business-building tools for growing companies.

Manageable network growth. With your NBX 100 system and Ethernet LAN in place, you have a solid foundation for manageable, affordable network growth. You can choose from 3Com's wide range of LAN and WAN products to support your growth and expand your capabilities as your business prospers—without wholesale system changes or disruptions.

Free computer telephony integration (CTI) services. CTI links telephony call answer and routing to computer applications to enhance business performance. For example, with CTI, important customer information, such as name, order history, and charge card data, can be displayed instantly and automatically on the user's PC screen whenever a customer calls to place an order or request service. Plus, CTI lets you make outbound calls from your PC with a simple mouse click—right from your contact management application. Because it supports the Microsoft Telephony Applications Programming Interface (TAPI) standard, the 3Com NBX 100 system enables growing businesses to take immediate advantage of CTI applications that used to require expensive, proprietary equipment.



The NBX 100 system supports CTI services, allowing you to dial calls from your popular desktop applications, such as Microsoft Outlook.



The NBX 100 business telephone

Get a business telephone as familiar as it is advanced.

The best way to leverage the power of the 3Com NBX 100 Communications System is with the NBX business telephone. The NBX business telephone looks like a traditional multiline business phone, but it does much more. As an intelligent network device, it actually brings the power of personal communications to the desktop. Its standard features include:

- Built-in speakerphone with Hands-Free Answer services
- Two-line display with Caller ID support and directory dialing via soft keys
- Preprogrammed Conference, Transfer, Redial, and Hold
- One-button access to Voice Messaging Services
- One-button Speed Dial
- One-button Forward to Voice Mail
- Call pickup from any phone
- User-programmable buttons to customize each business telephone
- Data jack for connecting each user's PC to the LAN

For all its power, the NBX business telephone is extremely easy to use. There are no complicated user manuals to read and no extensive training required. In minutes, any user can become productive. What's more, because the NBX business telephone is an intelligent device, you can move it from one office, plug it into another, and still retain your extension number and phone settings.

The NBX business telephone isn't the only way to connect to the NBX 100 system. Users can also make and receive calls using a headset and NBX pcXset PC telephone client

software. This option is ideal for call center workers. With pcXset, you can enjoy all the features and functionality of the NBX 100 system directly from your computer, without using a separate telephone set. And by using the NBX Analog Adapter or Analog Terminal Card, you can connect analog devices to the NBX 100 system, including conventional phones, cordless phones, speakerphone adjuncts, Group 3 fax machines, and external alerts or bells.



The NBX 100 pcXset is a software-only phone version that can be used directly on your computer.

Get the productivity features to power your business.

Unlike traditional PBX solutions, the 3Com NBX 100 system is software-driven. 3Com loads the NBX 100 Communications System with a wealth of value-added features and functionality that would otherwise cost extra and require hardware upgrades or service calls. Adding new functionality to your NBX 100 system is as simple as downloading software.

Call Management Features

The 3Com NBX 100 Communications System makes every call an opportunity to better serve a customer, to attract new business, or simply to operate your business more efficiently. The NBX 100 system lets you manage both incoming and outgoing calls around the clock more effectively—wherever you are. Every system includes:

- **Caller ID services** Displays the names and telephone numbers of people calling you from within and outside your organization.
- **Attendant console operations** Lets you designate one or more telephones with Busy Lamp Indicators to handle incoming calls.

- **Multiple, multilevel automated attendant services** Lets you create up to 99 different automated attendants with 20 levels of submenus, so callers can route themselves quickly and accurately to the individual or workgroup best suited to handle their calls.
- **Call center capability** Enables customer service and order entry groups to manage call volume efficiently.
- **Call forwarding** Eliminates missed calls by forwarding them directly to voice mail, another hunt or calling group, or even to an outside party.
- **Systemwide paging** Helps callers locate users away from their phones.
- **One-touch speed dialing** Provides instant access to your most frequently-dialed numbers.
- **LCD directory display and soft-key dialing** Connects you quickly to other system users.
- **PC/telephone integration** Enables you to make calls directly from your PC, integrate contact management software with screen pops, and much more.
- **Time-of-day service modes** Lets you program different automated attendant greetings and call routing paths for different times of day, such as Open, Closed, and Lunch.

Call Routing Features

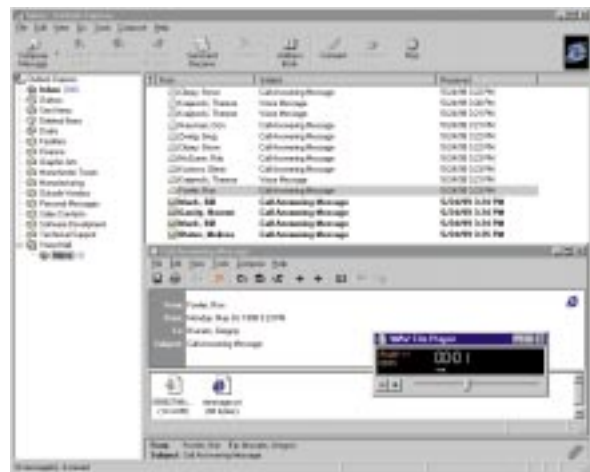
Directing calls promptly is more than just a matter of productivity—it's also an important measure of customer satisfaction. That's why the NBX 100 Communications System gives you a full complement of call directing features, including:

- **Hands-free announcement** Makes it easier to reach people for important calls.



NBX 100 attendant console

- **Transfer services** Moves callers quickly across your business or forwards calls to external phone numbers, such as remote offices, cellular phones, and business partners.
- **Direct transfer to another user's voice mail** Avoids making callers wait while the phone rings.
- **Call park** Puts calls in a “holding pattern” so workers away from their desks can retrieve calls from any other phone location.
- **Phantom mailboxes** Keeps remote workers in touch wherever they go.
- **Conference calling** Joins four parties, including up to three external parties, on a single call.
- **Hunt groups** Routes each incoming call to the next available person in a group, such as in an informal call center organization. With the NBX 100 system, you can set up both linear and circular hunt groups—up to 48 groups per system.
- **Calling groups** Ensures coverage for important calls by routing them to a predefined group of extensions until an available person picks up. An organization can have up to 48 calling groups per system.
- **Automatic Route Selection (ARS)** Helps you control costs by reducing unauthorized toll calls and automatically routing each outbound call to the most cost-effective line or carrier.



Using standard applications such as Microsoft's Outlook Express, you can manage your voice mail messages just like you do your e-mail messages.

Voice Messaging Features

Powerful voice messaging is a standard feature available to all 3Com NBX 100 Communications System users at no additional charge. With Advanced PowerMail eXchange™ (APX), you never miss important business communications. Now customers and partners can quickly obtain the information they need—at any hour of the day or night.

Advanced PowerMail eXchange includes:

- **Multiple, multilevel automated attendant** Provides information and messaging directions to callers when your phones are unattended, allowing callers to dial by name, number, or department.
- **Integrated voice mail** Offers personalized greeting, password security, and group messaging—all designed to grow with your business.
- **Mail lists** Allows you to simplify the process of sending messages to user-defined groups.
- **Unified messaging** Enables you to use a standard e-mail client to view new and saved message folders and to listen and reply to messages directly through your PC.
- **Message notification** Indicates how many messages are in your mailbox via the display panel.
- **Multimedia messaging** Allows you to send, receive, file, and save voice mail messages as attachments to e-mail when the NBX 100 system is integrated with your e-mail system.
- **Off-site notification** Lets you reach traveling users via pager, phone, or cell phone; cascades notification to up to five external numbers, informing users that they have messages to check.



The NBX 100 system will notify you of new messages via alternate numbers, including your pager.

Get an enterprisewide voice/data network solution.

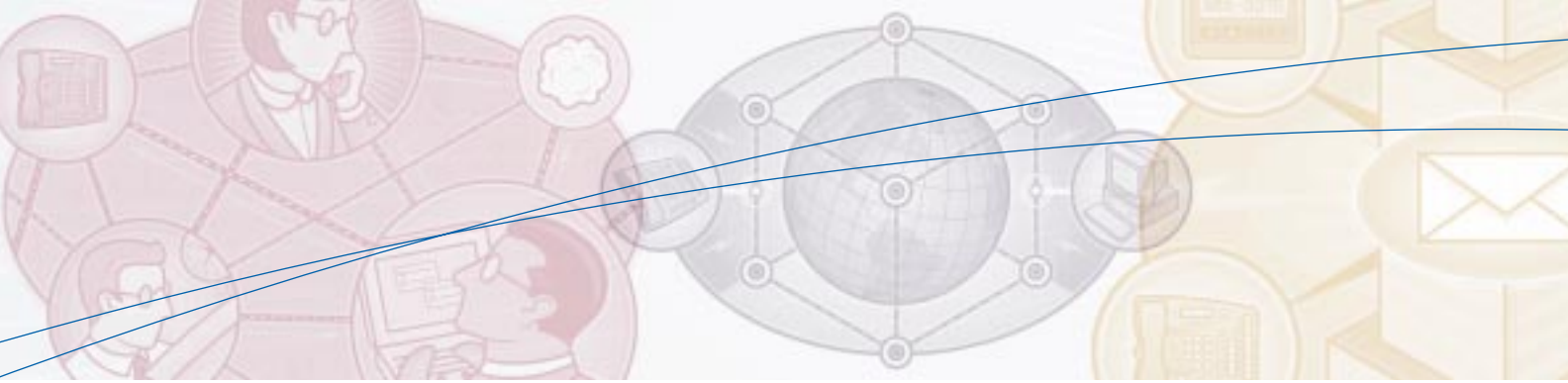
Right out of the box, the 3Com NBX 100 system is fully equipped to support a single office site with up to 200 nodes. But it doesn't stop there. As your business grows, you may establish remote offices, or have traveling representatives or telecommuters on your staff. These field contributors can still enjoy the benefits of your NBX 100 Communications System.

Branch-to-Branch Dialing over IP Backbone

You can connect multiple branch offices to your headquarters system via WAN or Internet using a standard multiprotocol router, such as the 3Com PathBuilder or NETBuilder II router. You choose the network: DSL, cable, Frame Relay, or ISDN with support for industry-standard Internet protocol (IP) networking. You can even take advantage of low-cost, high-quality Voice-over-IP (VoIP) H.323 services using 3Com NBX ConneXtions H.323 gateway application. Because NBX ConneXtions uses the Internet as a dialing path for location-to-location calling over long distances, it provides the benefits of traditional telephone tie lines and off-premise extension (OPX) circuits at a much lower cost.

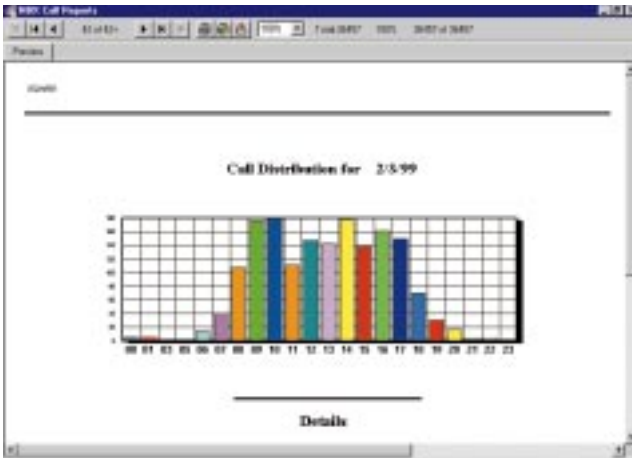
Telecommuter Connectivity

Telecommuters and traveling workers can connect to your office phone system from anywhere simply by plugging an NBX 100 business telephone into a standard router and connecting to your LAN via WAN or Internet. To outside callers, these mobile workers will seem to be in the office. With full access to the headquarters' network, phone features, e-mail, file servers, and the Internet, everyone in the organization can stay in touch—and in control.



Track and control costs.

Unauthorized long-distance telephone calls can be a major drain on a growing company's profitability. That's why the NBX 100 system includes a comprehensive dial plan. It enables you to automatically allow, disallow, and route calls based on parameters, such as time of day, day of week, the individual user's class of service, exchange number, and area and country codes. If your company charges clients for phone consultations—or charges phone use to internal account numbers—the NBX 100 system offers complete call detail reporting, including the ability to assign account codes to active calls.



Call Detail Recording (CDR) allows you to track and report on phone usage.

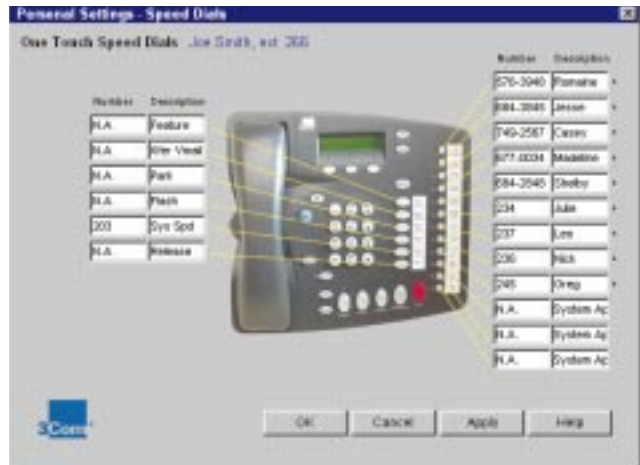
Manage it all with ease.

With the NBX 100 Communications System, customizing your telephone system has never been easier. Besides providing training for new users, the user-friendly NBX NetSet™ administration utility lets users program many phone features themselves—from speed-dial numbers to ringer tone. The NBX NetSet administration utility is included free of charge with every NBX 100 system.

System administration is equally easy. Administrators can add new users and perform user or systemwide changes—simply and affordably, locally or remotely—using a standard Web browser, such as Netscape Navigator or Microsoft Internet Explorer. No high-priced service calls. No dedicated technical

staff required. Best of all, no waiting. Since changes take only seconds to make, your system and its user list always stay up to date.

NBX NetSet is a browser-based administration utility.





Choose a quality vendor who can help you grow.

There are two things you demand above all else from any business communication system: quality and reliability. The NBX 100 Communications System delivers on both.

We support standards-based Quality of Service (QoS) that enables phone conversations to coexist with data traffic and still deliver the crystal-clear voice communications your business requires. That same quality extends all the way to our ISO-certified factory, where we manufacture our products to the highest standards.

The 3Com NBX 100 Communications System is also highly reliable. Neither a file server crash nor PC problems can affect its performance. The NBX 100 is a stand-alone system that shares the data infrastructure, but is not dependent on the network server or network operating system. It runs independent of operating systems such as Windows, Windows NT, NetWare, Macintosh, and UNIX. The NBX 100 system uses an embedded real-time operating system that delivers 99.99% reliability—that means only one minute of scheduled downtime occurs for every 1,000 operating hours. The NBX 100 Communications System is a distributed system with DSP technology built into every phone. Besides providing an extra measure of reliability, this enables you to extend the useful life of your phones through easy software upgrades.

But your greatest assurance of quality and reliability is the name on the product: 3Com. If you've ever used a Palm Pilot™ connected organizer, a 3Com modem, or an OfficeConnect or SuperStack® networking product, you know about 3Com's reputation for excellence in business product design, performance, and support. With more than 300 million customers worldwide, 3Com Corporation connects more people to information in more ways than any other networking company. 3Com delivers innovative information access products and network system solutions to large,

medium and small enterprises, carriers and network service providers, PC OEMs, and consumers. From the desktop to the heart of your communications network—and beyond.

As the world's first—and only—reliable, powerful, network-based business telephony system, the NBX 100 Communications System puts all the benefits of computer telephony within your reach: greater productivity, lower cost, and freedom of choice for networks, desktops, and applications. Plus you're assured the quality, reliability, and functionality your growing business needs.

With the 3Com NBX 100 Communications System, you're in control of your phone system, your LAN, and your future.

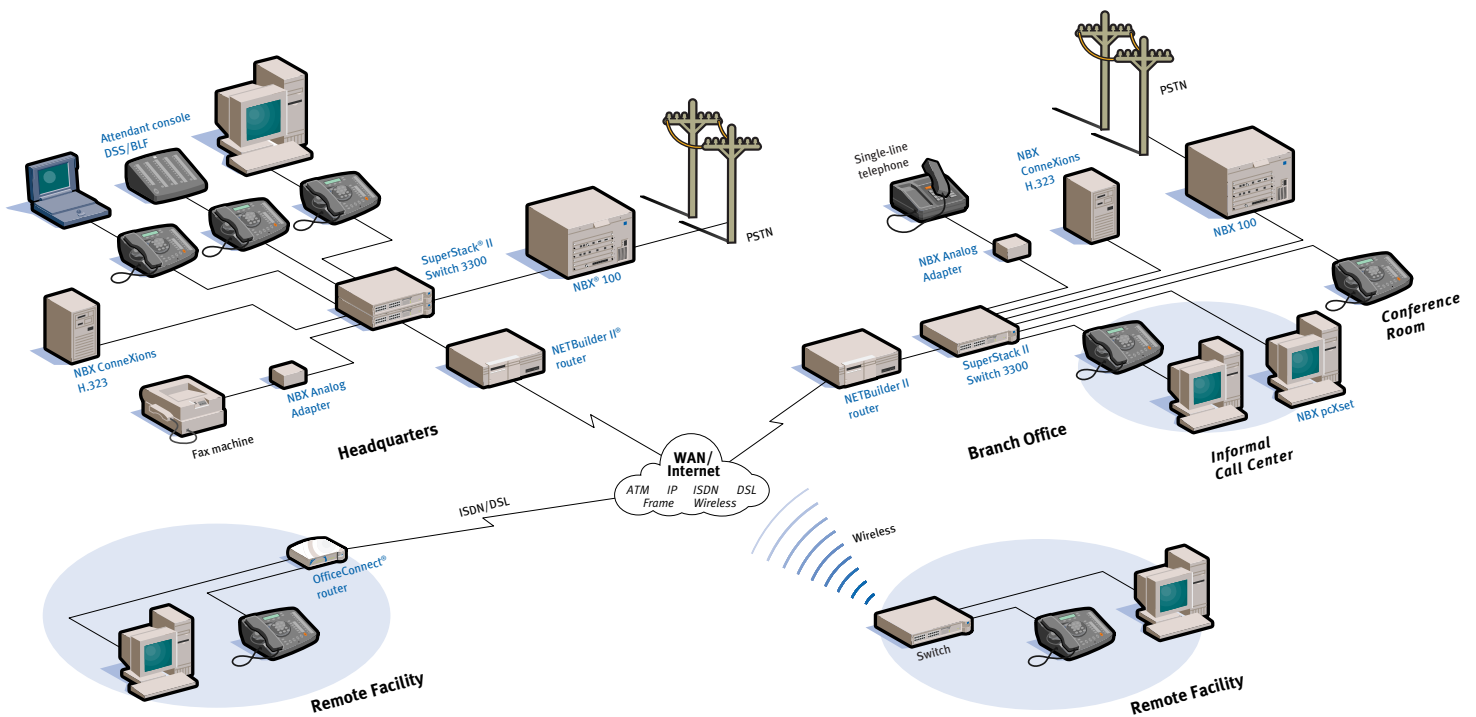
It's the voice solution that keeps businesses going—and growing.

Since its introduction in 1998, the award-winning 3Com NBX 100 Communications System has been recognized repeatedly as the best product in its class—by the trade press, analysts, and most importantly, 3Com customers. The NBX 100 communications system is certified as key system, hybrid system, and PBX product. The NBX 100 Communications System is more than technologically superior—it's a proven solution. Today, thousands of customers are keeping their businesses going—and growing—with the NBX 100 Communications System, making 3Com Corporation the fastest-growing PBX provider in the industry.

To learn more about 3Com voice solutions, call 1 800 NET 3COM or visit us on the Web at www.3com.com.

3Com NBX 100™ Communications System

We Make Networks Talk.™



Analog ■ T1 ■ IP ■ Ethernet ■ 802.1p/Q ■ IP TOS ■ IP Diffserv ■ HTTP ■ SMTP/MIME ■ TAPI

The 3Com NBX 100 system provides Y2K compliance, investment protection, and connectivity to both circuit-switched and packet-based networks.



3Com Corporation enables individuals and organizations worldwide to communicate and share information and resources at anytime from anywhere. As one of the world's preeminent suppliers of data, voice, and video communications technology, 3Com has delivered networking solutions to more than 300 million customers worldwide. The company provides enterprises, network service providers and carriers, small businesses, and consumers with comprehensive, innovative information access products and system solutions for building intelligent, reliable, and high-performance local and wide area networks.

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