

# 3Com® NBX® 25



## Communications System

*Combining voice and data services for small businesses*

The NBX 25 system features state-of-the-art voice services like voice mail, auto attendant, Caller ID, conferencing, call forwarding, and speed dialing.



### Key Benefits

**Built-in 8-port local area network (LAN) infrastructure**

**Single-wire cabling for voice and data (convergence)**

**Built-in voice mail and auto-attended attendant**

**Supports up to 25 nodes (lines and stations)**

**Easy-to-use Web browser-based administration**

**Call Detail Reporting (CDR)**

**Robust telephony features**

**Call center capabilities**

Small businesses require an affordable, flexible phone system platform that provides no-compromise call processing features and functionality while minimizing the day-to-day operation and maintenance hassles associated with conventional telephone systems.

The 3Com® NBX® 25 Communications System delivers exactly that. With the NBX 25 system, small companies can have access to feature-rich call processing, toll-quality voice communications, and all the productivity-enhancing benefits of an Ethernet LAN—in a single converged network. By combining voice and data on a single network infrastructure, the NBX 25 system eliminates the cost of installing two separate systems—one for voice and one for data. This offers greater scalability, simplifies administration, and significantly reduces overall cost of ownership. An organization can grow from one to 25

nodes (lines and stations) with up to 12 central office (CO) lines—without wholesale system replacements.

The NBX 25 system does more than simply eliminate duplicate cabling. It allows companies that do not have a LAN to reap all the benefits of networking, including file sharing, e-mail, print sharing, and shared Internet access\* on a companywide basis.

Adding a new user is as simple as plugging in an NBX business telephone and making a few menu choices. Deleting users is equally easy. Because the NBX business telephone is an intelligent LAN device that retains its identity, even if it's unplugged and moved, it will auto-discover and come right up. Users can easily change office locations anywhere on the company network without requiring a special technician on-site.

\*Additional remote access server, LAN modem, or router required, sold separately.

# LAN Telephony

Voice communications and Ethernet LAN connectivity in a single converged network

## Simple, Systemwide Management and Control



The NBX NetSet™ administration utility delivers a true breakthrough—simple, systemwide management. With the NetSet utility, anyone with minimum training can perform routine administrative functions via a standard Web browser, such as Netscape Navigator or Microsoft Internet Explorer. From a single input screen, administrators can set up a user's extension number, toll-call restrictions, voice mailbox, feature buttons, and CDR tracking. The NetSet utility also enables administrators to do the following:

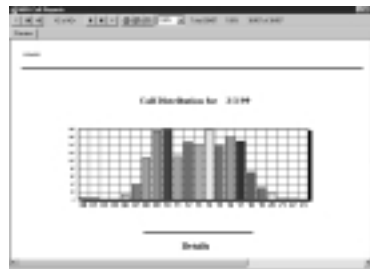
- Create and change up to 100 systemwide speed dials
- Add or modify call coverage points and call routing paths
- Add or modify call forwarding services to ensure that all calls are answered promptly
- Change system parameter settings
- Perform troubleshooting
- Program the voice mail and automated attendant system
- Set up hunt groups and calling groups

### Toll Restrictions

Uncontrolled telephone usage can be a major expense for any business. The NBX 25 system solves this problem by providing a programmable dial plan that enables organizations to restrict access from certain phones or during certain hours of the day. The dial plan can also help small businesses save

money by automatically routing outbound calls to discount long-distance services, such as 10-10-XXX.

### Call Detail Reporting (CDR)



In addition to the dial plan, the NBX 25 system controls costs by letting small-business owners track usage by user via the NBX Call Reports CDR application. This can help minimize unauthorized long-distance calling.

### Time of Day Service Modes

Organizations can program their NBX 25 system to respond differently at up to four times a day. Each of these customer-defined service modes—such as Open, Closed, Lunch, and Other—can be linked to specific hours of operation. Each service mode can have its own automated attendant, giving small businesses the flexibility to define how they want their calls to be answered and routed.

### Easy Operation for Users

The NBX 25 Communications System is extremely easy to use. Preprogrammed buttons make it simple to conference, transfer, redial, and hold calls. One touch provides instant access to voice messaging services, speed dial, and forward to voice mail. These capabilities are complemented by a two-line alphanumeric LCD display that provides powerful features, including Caller ID support. Users can call other in-house users by scrolling through an internal directory on the LCD display and pressing a soft key to initiate the call. Each NBX business telephone includes a built-in speakerphone with hands-free answer service.

## User Programming and Access

With the NetSet administration utility, users can modify telephone settings to their individual requirements from their Web browser, including the following:

- Assign and change one-touch speed dials and print telephone button labels
- Create and change up to 100 personal speed dials
- Manage off-site message notification services
- Modify call coverage destinations

Users also have access to the following:

- View the internal directory to find telephone extensions of other users
- View the members of hunt groups and calling groups to which they belong
- Access user manuals online

### Flexible User Connectivity

In addition to the NBX business telephone, the NBX 25 system supports standard 2500 series-compatible analog devices, such as speakerphones, fax machines, and cordless phones. Customers can easily connect these and other analog devices to the NBX 25 system via optional stand-alone NBX analog adapters or the NBX 4-port analog terminal card.

### Comprehensive Call Routing and Management

For continued success and customer satisfaction, organizations need timely and efficient management of inbound calls. The NBX 25 system's Advanced PowerMail eXchange™ (APX) voice messaging system supports these critical needs with an array of call routing and management features.

### Multiple and Multilevel Automated Attendant

The NBX 25 system includes four automated attendant ports and four hours of voice mail storage. Automated attendant lets incoming callers route themselves quickly and accurately to the individual or department they want to reach. Callers can choose to dial by extension, name, or department. To provide the appropriate response at all hours, admin-

istrators can generate a set of customized greetings and activate the appropriate one based on the time of day. Because the automated attendant module can answer four calls simultaneously, small businesses can respond effectively to fluctuating call volumes without adding additional staff. The module also supports both multiple and multilevel automated attendant operations, enabling users and departments to set up customized incoming call greeting and routing to suit their unique needs. Features include the following:

- Up to 5 customizable automated attendants per system
- Up to 20 levels of submenus per automated attendant menu
- Up to 9 menu choices per automated attendant menu
- Programming of automated attendant trees via the NetSet administration utility
- NetSet utility setup and testing to ensure proper configuration

### **User Message Control**

APX voice messaging gives each user individual control over how calls and messages are handled. Users can set up their own mailboxes via first-time setup help; create personal greetings; manage new and old messages with options to save, delete, reply, and forward, as well as mark messages as private and/or urgent. Users can also address messages by name, extension, or distribution list for fast and easy message dissemination to coworkers.

### **Message Notification and Retrieval**

The APX system alerts users to new messages via an LED message waiting button on the NBX telephone—while the phone's built-in display shows the number of new and saved messages. Users no longer have to wonder how many messages are waiting for them. With the NBX 25 system, retrieving messages is as simple as pressing the MSG button and entering a password.

### **Off-Site Notification and Retrieval**

When users are off-site, APX voice messaging can notify them of new messages via pager, telephone, or cellular phone. Users can retrieve voice messages easily from anywhere using a touchtone telephone.

### **Programmable Call Center Hunt Groups**

The NBX 25 Communications System includes support for up to five linear or circular hunt groups or calling groups for call center applications, such as customer service, technical support, and order entry. With linear hunting, users are organized into groups that share a common group extension. Inbound calls are always handled in the same manner, following a sequential, predefined (top down) order. In circular hunt groups, calls are handled dynamically, delivered automatically to the next available member in the group; this helps ensure that no calls are missed and all users share the call load. If no member of the group is available, the system can stack the callers in a queue or provide alternate coverage. Hunt group programming is password-protected. All group calls are tracked and can be reported using the built-in CDR application.

### **Calling Groups**

Small businesses often have limited administrative staff and expect employees to help answer incoming calls. With the 3Com NBX 25 system, companies like these can create calling groups to manage call flow—even if an automated attendant answers the telephone. For example, if callers want to speak directly to a person instead of leaving a voice mail message, they can press “0” on the automated attendant menu. This can trigger an alert to multiple individuals in the calling group to ensure that the call is answered promptly. Calling groups may also handle more than one alerting call at a time.

### **Proven Best-of-Breed Technology**

The NBX 25 system is a breakthrough product that harnesses advanced 3Com technology to deliver a revolutionary voice/data solution for small companies. By combining advanced voice technology with 3Com global leadership in data networking solutions, the 3Com NBX 25 Communications System enables small companies to enjoy the same rich communications environment as large enterprises—at less cost—while greatly simplifying the day-to-day operation of their communications network.

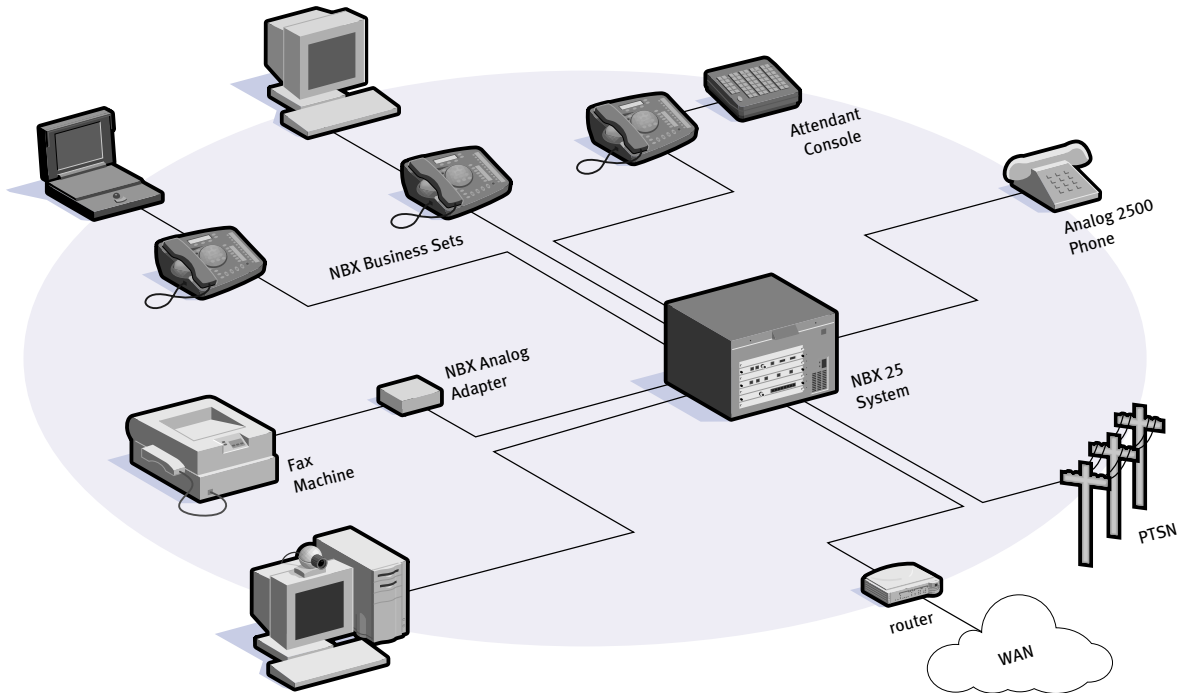
### **High Availability and Reliability**

Although the NBX 25 system shares the LAN infrastructure of switches and hubs with the data network, it operates independent of computers, servers, and network operating systems. This ensures that the phone system continues to function even during a network server failure. Because the NBX 25 system is an open, standards-based platform, it will work with a customer's existing desktop computers, servers, and Ethernet hubs, switches, and routers.

### **Small Businesses Get Big Results**

No traditional key/hybrid phone system offers the built-in features, premium functionality, free LAN, ease of use, and manageability of the NBX 25 system. Best of all, it's all backed by the quality, reliability, technological innovation, and world-class support of 3Com, the leading networking and communications vendor for small businesses.

## 3Com NBX 25 Communications System



### Small-Office Connectivity

The 3Com NBX 25 Communications System provides full-featured, comprehensive business telephone services to small businesses.

### Business Telephone



Available in charcoal gray and warm white, the NBX business telephone's standard features include the following:

- Built-in speakerphone with hands-free answer services and mute
- Two-line display with Caller ID support
- Preprogrammed services, including conference, transfer, redial, and hold
- One-button access to voice messaging services (message retrieval)
- 18 programmable buttons for customization by administrators and/or users, such as speed-dial programming

- LCD display (2 line x 16 characters)
- Internal directory dialing via LCD and soft keys
- One-button call coverage forward to voice mail
- Hub port for connecting a computer to the LAN
- Volume control buttons

### Attendant Console



Organizations with a dedicated telephone attendant or receptionist can purchase the NBX attendant console, which enables one person to manage calls for the entire organization from a central location.

- Compact size fits in any office environment
- Equipped with 50 buttons with LEDs and a shift key, allowing for support of 100 features/devices
- Enables easy transfers, call parking, paging, and speed dialing

### Analog Adapter (1-port)



- Connects one analog device (such as standard or cordless phone, Group 3 fax, external alert or bell) to the NBX 25 system
- Includes one standard RJ-11 port
- Includes a hub port to connect an additional Ethernet device, such as a printer, computer, or NBX business telephone
- Supports switch-hook transfer services and flash
- Gives each user access to an APX voice mailbox, off-site notification, and hunt/calling groups
- Includes one standard RJ-45 connection port

## NBX 25 Chassis

The NBX 25 system chassis is a compact, 6-slot unit that can be mounted in a standard 19-inch data rack or on a wall. The system chassis includes the following:

- Support for LAN/WAN connectivity and built-in expansion capabilities
- Power cord
- Universal expansion slots for easy system expansion



NBX 25 Chassis  
NBX 25 Call Processor  
NBX Analog Line Card (4-port)  
NBX 10BASE-T Hub Card (8-port)

## NBX 25 Call Processor

- Manages all incoming and outgoing call traffic
- Controls the built-in application suite: APX voice messaging, automated attendant system, and embedded Web server
- Includes Call Detail Reporting
- Supports up to 25 nodes (lines and stations), but no more than 12 loop-start analog lines
- Includes standard connectors for music on hold (MOH) and external paging
- Features COM port for diagnostics

## NBX Analog Line Card (4-port)

- Connects up to four loop-start PSTN telephone lines via four RJ-11 interfaces
- Supports Caller ID services (where available and must be purchased separately from your service provider)
- Provides power failure cutover port

## NBX 10BASE-T Hub Card (8-port)

- Features eight 10 Mbps shared Ethernet ports, RJ-45 interfaces
- Includes one 10BASE2 BNC connector for expansion

## NBX Analog Terminal Card (not shown)

- Connects up to four analog devices (such as standard or cordless phones, Group 3 fax, external alert, or bell inputs on external paging amplifiers) to the NBX 25 system
- Offers analog phone users access to an APX voice mailbox, off-site notification, and hunt/calling groups
- Includes four standard RJ-11 ports
- Supports switch-hook transfer services and flash
- Supported by NetSet administration utility and APX call coverage

### Specifications

#### 3Com® NBX® 25 Communications System

##### Dimensions and Weight

6-Slot Chassis:  
 Height: 264.7 mm (10.5 in)  
 Width: 431.8 mm (17.3 in)  
 Depth: 225.6 mm (9 in)  
 Weight: 22 lb (empty)  
 30 lb (configured)

##### Power Requirements

Chassis: Canada and U.S.:  
 230/115 VAC, 60/50 Hz, 2/4 A

##### Power Dissipation

Chassis: 200 W (maximum)  
 Phone: 5 W (maximum)

##### Environmental Ranges

Operating temperature: 0 to 40°C  
 (32 to 104°F)

Storage temperature: -40° to  
 +70°C (-40° to +158°F)

Humidity: 5% to 85%  
 noncondensing

##### Configuration

Total system devices: 25 ports  
 (maximum), but no more than 12  
 CO lines

##### Standards—Network Access

Analog Lines: National  
 Requirements FCC Part 68,  
 Canada CS03

##### Safety

UL/CUL 1950 3rd Edition

##### Emissions

Chassis: FCC Part 15 Class A  
 Phone: FCC Part 15 Class B

### Ordering Information

#### NBX 25 KSU Bundle

Bundle includes: 1 NBX 25 6-slot chassis, AC power lead, 19-inch rackmounting and/or wall mounting kit ears, 1 NBX 25 Call Processor, 1 NBX Analog Line Card (4-port), and 1 NBX 10BASE-T Hub Card (8-port).

3C10236

#### NBX 25 Chassis

Includes: 1 NBX 25 6-slot chassis, AC power lead, 19-inch rackmounting and/or wall mounting kit ears.

3C10231

#### NBX 25 Call Processor\*

The NBX 25 Call Processor is the foundation of the NBX 25 Communications system, managing all incoming and outgoing call traffic. It is also an application server for the APX Messaging System, embedded Web server, and other onboard and external application hosting and connectivity. Telephony adjunct connectors for Music on Hold, Paging, External Alerts, plus the system hard disk kit. Includes 4 attendant ports and 4 hours of message storage.

3C10230

#### NBX Analog Line Card

The NBX Analog Line Card connects up to four Loop Start PSTN telephone lines to the NBX system via 4 RJ-11 interfaces; includes built-in Caller ID services and built-in power failure transfer jack.

3C10114

#### NBX 10BASE-T Hub Card

The NBX 10BASE-T Hub Card includes 8 RJ-45 ports (10 Mbps shared Ethernet) and one 10BASE2 BNC uplink port for expansion.

3C10115

#### NBX Analog Terminal Card

The NBX Analog Terminal Card connects up to 4 tip/ring (2500 series compatible) analog devices, such as analog phone, cordless phone, Group 3 fax machine, speakerphone adjunct, etc. Does not support modems.

3C10117

#### NBX Business Phone (Charcoal Gray)

Includes 18 programmable buttons, 10 dedicated feature buttons, 2 x 16 LCD display plus 3 soft keys, integrated 10 Mbps hub port, RJ-45 Ethernet connector, and an external AC power adapter.

3C10121

#### NBX Business Phone (Warm White)

Includes 18 programmable buttons, 10 dedicated feature buttons, 2 x 16 LCD display plus 3 soft keys, integrated 10 Mbps hub port, RJ-45 Ethernet connector, and an external AC power adapter.

3C10122

#### NBX DSS/BLF Adjunct (Charcoal Gray)

DSS/BLF receptionist display adjunct supports up to 100 functions via a dedicated BLF button with status LED (50 buttons with high/low shift position); connects to LAN via an RJ-45 connector; requires AC power adapter.

3C10123

#### NBX DSS/BLF Adjunct (Warm White)

DSS/BLF receptionist display adjunct supports up to 100 functions via a dedicated BLF button with status LED (50 buttons with high/low shift position); connects to LAN via an RJ-45 connector; requires AC power adapter.

3C10124

#### NBX Power Adapter Kit

The powered line adapter kit enables the Business Phone, or DSS/BLF Adjunct, to be powered via the patch Category 3 or Category 5 Ethernet cable that extends from the local LAN dropout to the device, eliminating the need to pull both a Category 3 or Category 5 cable and a power cable to the device.

3C10125

#### NBX Analog Adapter

The NBX Analog Adapter provides a single port to support one tip/ring (2500 series compatible) analog device such as analog phone, cordless phone, Group 3 fax machine, speakerphone adjunct, etc. Does not support modems. The adapter includes one hub port for connecting an Ethernet-enabled device to the network, such as a computer, network printer, or NBX telephone set.

3C10120

#### NBX 25 Installation and Administration Guide

3C10232

#### NBX Business Telephone User Guide (5-pack)

3C10171

#### NBX 25 Resource Pack CD-ROM

3C10234

#### NBX 25 Resource Pack Kit

This resource kit includes the following: 1 NBX 25 Installation and Administration Guide, 5 NBX Business Telephone User Guides, and 1 CD-ROM.

3C10235

\*One Call Processor is required per system.

To learn more about 3Com voice solutions, call 1 800 NET 3COM or visit [www.3com.com](http://www.3com.com).

To learn more about 3Com products and services, visit our World Wide Web site at [www.3com.com](http://www.3com.com). 3Com Corporation is publicly traded on Nasdaq under the symbol COMS.

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Printed in U.S. on recycled paper

400559-001 04/00