

3Com NBX IP Telephony

Product Lifecycle Notice

End of Sale

Introduction

This 3Com End of Life (EOL) announcement, effective **June 1st, 2010**, covers all 3Com NBX IP Telephony Solution Platforms, NBX Expansion Chassis, Gateway Modules, Field Replacement Units and memory upgrades. The **End of Sale (EOS)** date, which is the last day to order the affected product(s), is **July 30th, 2010**, or earlier if inventories are depleted. After discontinuance, customers with active, paid 3Com service and support contracts will continue to get support until 3Com's last date of support for NBX products.

Product Information

The 3Com NBX IP Telephony system has been available for more than twelve years. Since then, 3Com has successfully launched the SIP based VCX IP Telephony product. The NBX is being replaced by the 3Com VCX Connect Series Platform. There is no one-for-one replacement for any of the SKUs, so you cannot, for example, use VCX MSR Gateway modules or VCX MSR MIM modules in an existing NBX V5000, V3000 or V3001 system.

The VCX Connect product family provides many additional benefits and should be used in any new opportunity:

- Built-in licensing, more competitively priced than NBX for Analog/T1 cards
- Higher performance standards-based IP-PBX that runs on a modular routing platform providing
 - Routing and optional switching and security functions
- New 3Com 350x Series IP Phones (compatible with VCX only)
- A Multi site architecture with web based centralized administration, global directory, and global voice mail
- Optional redundancy of IP Telephony and IP Messaging, VCX Connect ships natively with Unified Messaging
- Soft phone client with video, chat and presence capabilities as well as optional support for Microsoft Outlook integration, file transfer, desktop call recording
- LDAP synchronization with Microsoft Active Directory, IBM Lotus Domino, OpenLDAP
- Hot Desking (Roaming) between VCX Connect locations allows users to register and login from multiple phones across different locations.
- Call Admission Control support
- Forced Account Code and Customer Accounting and Billing Code portability between locations
- Native Hunt Groups and Automatic Call Distribution (ACD) capability
- Enhanced 911 (E911) Emergency Services

- Leverage existing 31xx Series IP Phone investment
- Optional applications include, mobility for telecommuters using 3Com IP Telecommuter Module, multi-media conference bridges, support for 3Com's Intelligent Management Center (IMC) and Voice Services Manager (VSM) network management tool, advanced call center and contact center capabilities.
- Harness the full power of VoIP through SIP Trunking

*Note: For a comprehensive list of VCX Connect features, please refer to the VCX Data Sheets.

Reason for Discontinuation

The NBX product family has had a long, successful run over the last 12 years. HP/3Com's future investments in the voice arena will be centered around a standards based solution, and as such will be focused on the development and marketing efforts of the award winning VCX product line. For more information regarding the various VCX solutions, please refer to the 3Com/HP Partner website or contact your 3Com/HP Account Executive.

End of Life Milestones and Support Dates for 3Com NBX end-of-life SKUs.

EOS Milestones	Explanation/Definition	Date
End-of-Life (EOL) Announcement Date	The date that 3Com officially announces and distributes the end of sale and end of life of the product to the general public.	1-Jun-10
End-of-Sale (EOS) Date	The last date to order the products on the EOL list through 3Com Order Management. The listed SKUs will not be available after this date	30-Jul-10
End of Sustaining Engineering Date	3com will provide critical bug fixes up until this date for customers with service contracts.	30-Jul-11
End of Service Contract Date	3Com NBX service contracts will be sold with expiration dates no later than this date.	30-Jul-12
Last Date of Telephone Support	The last date to get 3Com Telephone support on product issues (SW and HW) for customers with service contracts.	30-Jul-12
Last Date for Spares	The last date 3Com will replace faulty NBX hardware for customers with service contracts.	30-Jul-12
Last Date for Repairs	The last-possible date HW can be returned to factory for fee-based repair services.	30-Jul-15
End of Software Warranty (Technical Support)	The last-possible date for 3Com's 90 day software support.	30-Oct-10
End of Warranty (Hardware Support)	The last possible date for 3Com's one year return to factory hardware repair warranty.	30-Jul-11

List of End-of-Sale SKUs

3Com Part #	Product Name	EOL Announcement	Last Customer Order
3CR10800A-XX	NBX V3001 Analog Platform	06/01/10	07/30/10
3CR10801A-XX	NBX V3001 BRI Platform	06/01/10	07/30/10
3C10602A-XX	NBX V3001R Redundant Platform	06/01/10	07/30/10
3C10245	NBX V3001 Family 512MB Memory Upgrade Kit	06/01/10	07/30/10
3C10240	NBX V3000 Family 512MB Memory Upgrade Kit	06/01/10	07/30/10
3C10118A	NBX V3000 Analog Replacement Hard Disk FRU	06/01/10	07/30/10
3C10118C	NBX V3000 Family Replacement Hard Disk FRU	06/01/10	07/30/10
3CR10841A	NBX V3001 Analog Chassis FRU	06/01/10	07/30/10
3CR10842A	NBX V3001 BRI Chassis FRU	06/01/10	07/30/10
3C10208A	NBX V3001R/V3001 Replacement Hard Disk FRU	06/01/10	07/30/10
3C10243	NBX V3001R Replacement FRU	06/01/10	07/30/10
3C10244	NBX V3001R Replacement Power Supply FRU	06/01/10	07/30/10
3C10199A	V3001R Disk Mirroring Kit	06/01/10	07/30/10
3C10233	NBX V5000 256 MB Memory Upgrade Kit	06/01/10	07/30/10
3C10207	NBX V5000 Call Processor Disk Mirroring Kit	06/01/10	07/30/10
3C10209A	NBX V5000 Replacement Hard Disk FRU	06/01/10	07/30/10
NBX Expansion Chassis			
3C10605A-XX	NBX V3000 Four (4) Universal Card Slot Expansion Chassis	06/01/10	07/30/10
Gateway Modules			
3C10114C	NBX Analog FXO Line Card	06/01/10	07/30/10
3C10116D	NBX T1/PRI Card	06/01/10	07/30/10
3C10117C	NBX Analog Terminal Card	06/01/10	07/30/10
3C10164D-ST	NBX BRI-ST Card	06/01/10	07/30/10
3C10165D	NBX E1/PRI Card	06/01/10	07/30/10
3C10370	NBX Uplink Card	06/01/10	07/30/10
3C10390	3Com Legacy Link for Norstar 16-Port Gateway Card	06/01/10	07/30/10
3C10391	3Com Legacy Link for Meridian 16-Port Gateway License	06/01/10	07/30/10
3C10392-XX	3Com Legacy Link Analog FXS 16-Port Gateway Card	06/01/10	07/30/10
3C10283	3Com Legacy Link for Norstar 16-Port Gateway Device License	06/01/10	07/30/10
3C10361	3Com Legacy Link High Density Analog Handset Gateway License	06/01/10	07/30/10
Telephones			
3C10399A	3Com 3100 Entry Phone	06/01/10	07/30/10
3C10403A	3Com 3103 Manager Phone	06/01/10	07/30/10
3C10399B	3Com 3100 Entry Phone	06/01/10	07/30/10
3C10401B	NBX 3101 Basic Phone	06/01/10	07/30/10
3C10402C	3Com 3102C Backlit Business Phone	06/01/10	07/30/10
3C10403B	3Com 3103 Manager Phone	06/01/10	07/30/10
3C10400B-XX	NBX Analog FXS Adapter	06/01/10	07/30/10
3CRVH700996B	NBX IP Messaging/Conferencing Chassis FRU	06/01/10	07/30/10
3CRVH701896B	NBX IP Messaging Hard Disk FRU	06/01/10	07/30/10
3CRVH701497	NBX IP Conferencing Hard Disk FRU	06/01/10	07/30/10
3C0VH701996B	NBX IP Messaging/Conferencing Redundant RAID Hard Disk	06/01/10	07/30/10
Telephone Accessories			
3C10247	NBX Wall Mount Bracket	06/01/10	07/30/10
3C10368	3 Handsets - NBX 110x/210x phn	06/01/10	07/30/10
3Com eXchange Call Center			
3C10380	eXchange Call Center Base Package	06/01/10	07/30/10
EPIC Contact Center			
3C0EP100092	EPICCenter Base Package Bundle	06/01/10	07/30/10
NBX Administration Software Licenses			
3C10475	NBX Dial Plan Editor License	06/01/10	07/30/10
3C10476	Multisite Backup Tool License	06/01/10	07/30/10
NBX 100 IP Telephony Solution			
3C10119	NBX 100 Hard Drive Field Replacement Unit (FRU)	06/01/10	07/30/10

Frequently Asked Questions:

Are all 3Com NBX SKUs being discontinued?

No. At the moment, 3Com is discontinuing all the listed hardware SKU's as described in this EOL announcement. Add-on software licenses and three 31xx Series IP Phone models listed here (3101SP Basic Phone with Speaker - 3C10401SPKRB, 3102 Business Phone - 3C10402B and 3105 Attendant Console - 3C10405B along with power adapters) will continue to be available for customers who are still expanding their NBX deployments or adding users. For full details on available NBX SKU's, please refer to the latest NBX price list.

Can existing NBX customers exchange hardware for VCX systems or upgrade to VCX free of charge?

No. The VCX solution is a different IP telephony solution than the NBX and requires customers to purchase new VCX hardware, new VCX licenses and to install new VCX software. Please contact your local 3Com/HP Sales representative or please check the 3Com/HP Partner Access website for further details.

Can 3Com NBX customers who recently purchased an EOS SKU, return product for refunds since its still under warranty or contract?

No. Standard 3Com Warranty applies on all products sold. 3Com will continue to support obsolete (EOS) products as per 3Com terms and conditions. Please refer to the Support Dates table in this announcement for more details.

Can current 3Com NBX customers transfer their NBX licenses to VCX?

No. The VCX solution is a different IP telephony solution with different licensing requirements , as such requires you to purchase new VCX licenses. NBX licenses are tied to the NBX hardware and will not work on VCX systems and this should not be attempted.

Can current 3Com NBX customers continue to use their IP Phones with the VCX?

Yes. Please refer to the table below for compatible phones. New VCX IP Phone license and software must be used for IP Phones to work on a VCX platform. VCX Software 9.5 or higher is required to operate the 350x Series IP Phones which are only supported on VCX.

Platform	IP Phone Models Supported
NBX	110x, 2101x, 2102A, 2102B or PE, 3100A/B, 3101A/B, 3101SP KRA/B, 3102A/B, 3102C, 3103A/B, 3105A/B, 3106, 3107, 3108
VCX	3101A/B, 3101SPKRA/B, 3102A/B, 3102C, 3103A/B, 3105A/B, 3503, 3502, 3501, 3500, 3500B

Where can I find out more information regarding 3Com VCX IP telephony?

http://www.3com.com/products/en_US/productshome.html and in Partner Access. Alternatively, contact the local 3Com/HP sales representative for more information

Will 3Com honor existing support contracts for their duration?

3Com will honor support contracts for up to 2 years past the End-of-Sale date and HP will continue to sell contracts for 2 years past EOL announcement of June 1st. If any contract expiration date is beyond this EOS+2yrs date, a refund will be issued at the end of service

date.

I have a 3Com eXchange Call Center and EPIC Contact Center solution with my NBX system. Can I continue to use them?

Yes, you can continue to use these, 3Com will continue to sell eXchange and EPIC licenses on any existing NBX deployments. However, if you migrate to the VCX solution, the NBX TAPI versions of eXchange and EPIC will not be supported on the VCX. Customers must upgrade to the SIP versions of eXchange and EPIC Contact Centers for VCX.

What about NBX TAPI Applications? Can the NBX TAPI Applications such as CAS and DCA be used with the VCX?

No, TAPI applications are only supported on the NBX platform. VCX has its own set of SIP applications that provide similar functionality, please refer to the VCX Price List for further details.

If I purchase add-on licenses or phones for my NBX solution, what effect does it have on my system warranty? What about the warranty on the just purchased add-on product?

Add-on licenses or new IP Phones purchased for the NBX solution will not effect the current NBX system warranty, however, the new add-on software and IP Phone licenses will come with the default 3Com warranty provided for each of those SKUs.

Going forward, will product support for NBX be provided by 3Com or HP?

Please continue to use the 3Com product support information as usual until further notice. Any changes to the current process will be communicated on a future date.

How will VCX IP Telephony Authorization work with the transition to HP?

VCX products will be included within the HP Networking **E Series** products, and they will be restricted to partners with "VCX/Voice I5" Authorization, so anyone with only NBX authorization will NOT be able to sell VCX products.

Will 3Com Voice Authorized NBX partners be allowed to sell VCX from June 1st, 2010 onwards?

Existing 3Com Voice Authorized NBX partners will NOT automatically continue to be authorized to sell VCX products, VCX authorization must be achieved.

Will existing NBX support and service contracts be converted to HP contracts?

NBX partners will be contacted directly over the coming weeks regarding HP contracts and any program requirement updates

Will HP Partners be able to sell the NBX products between June 1st, 2010 and the End of Sale date of July 30th, 2010?

NBX products will only be available to existing 3Com IP Telephony Specialized partners via Distribution as until the End of Sale date or until stock runs out.

How long will NBX Partner Authorizations be valid?

NBX authorizations will be valid until such time as no more products remain

Will authorized NBX resellers be given a grace period before they are VCX authorized?

No, NBX partners should become VCX authorized as soon as possible, preferably during the

time between June 1st, 2010 and July 30th, 2010, to continue the successful momentum of the 3Com IP Telephony with the new award winning VCX product line that meets the diverse IP telephony needs of both SMB and SME businesses. The VCX products will be restricted only to partners that are trained. This requirement may differ in different regions. 3Com/HP reserves the right to exercise its "One Time Exception Process" where applicable.

Will 3Com offer 3Com Voice Authorized NBX partners a VCX upgrade option or promotion?

Please check with your local/regional sales representative to get more details.

Can current NBX system databases be migrated to a VCX system?

No, NBX databases are not compatible with VCX systems.

Can an NBX multi-year or active contract balance be converted to a VCX contract if customer migrates to a VCX system?

No, 3Com/HP will issue refunds to NBX customers at the end of service dates if NBX contracts go beyond this date, however, new support and service contracts must be purchased with each VCX system.

Can an NBX customer who purchased SIP based NBX applications such as the NBX IP Messaging server or the NBX IP Conferencing Server continue to use these with a new VCX system?

No, the NBX SIP applications were priced and bundled to work with the NBX systems only, they will not be supported with the VCX systems. VCX offers integrated IP Telephony and IP Messaging servers and updated versions of all applications that are only supported by VCX.

Can NBX customers using SIP based 3rd party IP Phones continue to use them with VCX?

Possibly, only 3rd party SIP phones that have been qualified with the VCX will work as long as VCX 3rd party phone licenses are installed.

Can NBX customers using the 3Com 3108 SIP Wireless phone continue to use it on a VCX system?

No, the 3Com 3108 SIP Wireless phone is a discontinued product and has never been supported on the VCX system. Please refer to the 3Com ON program website to read more about the Polycom Wireless phones that have been tested with the VCX.

Can NBX customers using the V7111 24 Channels Analog (FXS) Media Gateway Supported in NBX SIP Mode use it with VCX since VCX is a SIP based telephony system?

Yes, this will be supported as long as the software has been updated to support the latest VCX software versions and appropriate VCX analog phone licenses are purchased.