

# 3COM® 3105 ATTENDANT CONSOLE

Fast and reliable call handling for organizations needing a highly professional response to incoming calls



## OVERVIEW

The 3Com® 3105 Attendant Console helps organizations make a good first impression by providing attendants, receptionists, workgroup administrators, and other first-contact workers with the tools needed to *handle inbound calls efficiently*.

*Ergonomics-inspired design encourages collaboration and increased productivity.* The console is equipped with 50 programmable buttons, each of which can invoke a second feature with a touch of the illuminated Shift key. Four additional buttons are reserved for frequently used features such as zone paging, call park, and transfer to voice mail.

When used with a 3Com Basic, Business, or Manager Phone, the console can indicate the phone status of up to 100 staff members—*attendants can quickly perform tasks* such as transferring calls and accessing direct line appearances.

For *easy scalability*, multiple consoles may be connected in parallel to service larger locations. And for location flexibility, the console also supports IEEE 802.3af Power over Ethernet.

*Self-locating capabilities save time and service-call expenses*, lowering total cost of ownership. Moving a phone involves simply plugging it into a network port at a new location. All personal settings, directory entries, and voice mail travel with the phone. Browser-based management eases configuration tasks, and web-based support makes advanced features easier to master. What's more, customization capabilities let users do many set-up procedures themselves.

## KEY FEATURES

- > 50 programmable keys with LEDs
- > 100 functions available by toggling Shift key
- > Four preprogrammed feature keys
- > Direct Station Selection and Busy Lamp Field (DSS/BLF) functions
- > Concurrent use of multiple consoles
- > 10/100 uplink port
- > Power over Ethernet support (IEEE 802.3af)

## 3COM IP PHONES PORTFOLIO AT A GLANCE

	3100 Entry Phone	3101 Basic Phones with and without Speaker	3102 Business Phones with and without Backlit Display	3103 Manager Phone	3105 Attendant Console	3106 Cordless Phone	3107 Cordless Phone	3108 Wireless Phone
Max. system (line) appearances	1	4 (NBX®) 2 (VCX®)	18	12	50	4	4	1
Programmable lighted buttons	No	4 (NBX)	18	8	50 / 100 with Shift Button	4	4	No
Fixed feature buttons	4	5	10	10	4	8	9	No
Display softkeys	No	3	3	10	No	No	No	No
Four-way cursor control	No	Yes	Yes	Yes	No	No	No	Yes
Display size	No	160 x 33 pixels	Backlit 160 x 33 pixels <sup>1</sup> or 160 x 33 pixels	320 x 120 pixels	No	2 lines	2 lines	color 1.8 in. TFT
Ethernet ports	1 (10/100)	2 (10/100)	2 (10/100)	2 (10/100/1000) [Gigabit]	1 (10/100)	1 (10/100)	1 (10/100)	No
PoE support (802.3af)	Yes	Yes	Yes	Yes	Yes	No	No	No
Speakerphone	No	Half duplex <sup>2</sup> or listen-only	Full duplex	Full duplex	No	No	No	No
Definable ring tones	No	9	9	9	No	No	No	Yes
Headset jack	No	No	Yes	Yes	No	Yes	Yes	Yes
Codecs G.711, ADPCM, G.729 A/B	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes <sup>3</sup>
Wideband Audio (G.722) handset	Yes	Yes	Yes	Yes	No	No	No	No
Wideband Audio (G.722) speaker-phone	No	No	Yes	Yes	No	No	No	No
Adaptive jitter buffer	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes
QoS: IP-ToS, 802.1p	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes
TAPI support	No	Yes	Yes	Yes	Yes	Yes	Yes	No
DHCP, Option 184	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Desk or wall mountable	Yes	Yes	Yes	Yes	Yes	Yes	Yes base unit	No
Removable faceplate for localization	No	No	Yes	Yes	No	No	No	No
Browser-based administration	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Platform support	NBX	NBX, VCX	NBX, VCX	NBX, VCX	NBX, VCX	NBX	NBX	NBX

1 Backlit display is available with the 3102 Backlit Business Phone (3C10402C)

2 Half-duplex speakerphone is available with the 3101 Basic Phone with Speaker (3C10401B)

3 ADPCM not supported on the 3108 Wireless Phone

## ORDERING INFORMATION

### PRODUCT DESCRIPTION

3Com 3105 Attendant Console

### 3COM SKU

3C10405B

\*Phone licenses are required to operate all 3Com IP phones on NBX or VCX platforms.

Visit [www.3com.com/phones](http://www.3com.com/phones) for additional information.

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All specifications are subject to change without notice.

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