3COM 350x SERIES IP PHONES

A new standard in energy efficient, full-featured, SIP-based IP business communications

Representative 3Com 350x IP Phones from left to right: 3501, 3503, 3502.

OVERVIEW

3Com® 350x Series IP phones meet the diverse communications needs of organizations of all sizes with their full range of call handling features and functionality that encourage collaboration and increase productivity. The phones have ergonomically designed desk-mounts, wall-mounts and handsets and are available with high resolution backlit and color displays. Rich, full body, voice clarity as well as intuitive interfaces, Gigabit Ethernet support, environmentally friendly power save options and ease of installation and configuration combine to provide investment protection, improved efficiency and reduced operating expenses.

KEY BENEFITS

A PHONE PORTFOLIO FOR ALL BUSINESS NEEDS

3Com 350x Series phones offer a comprehensive suite of devices designed for the most demanding and varied range of work environments and users. Easy-to-use features make these phones ideal for common areas and everyday desktop business use, as well as for knowledge workers, departmental administrators and teleconference participants with intensive communication requirements.

GREEN TECHNOLOGY

In step with 3Com's commitment to developing products that use less energy, are cost-effective to operate and have the lowest possible negative impact on the environment, all 3Com 350x Series IP phones support 802.3af Power over Ethernet (PoE) and come with configurable energy conservation options that include both a screen save capability and a deep sleep power save mode that shuts off the associated phone LCD and all backlit buttons. With power save mode enabled, 3Com 350x IP Series phones reduce energy use by up to 50% relative to peak usage requirements. In addition, optional 350x Series IP phone power adapters are designed to be ENERGY STAR 2.0 compliant to make them more efficient than conventional adapters.

GIGABIT ETHERNET CONNECTIVITY

To ensure that the desktop phone is an integral part of a high-performance network and ready for future connectivity needs, 3Com 350x Series IP phones offer two switched Gigabit Ethernet (10/100/1000 Mbps) ports with 802.3af PoE support. These ports enable Gigabit Ethernet connectivity for PCs without the need for a standalone switch port, reducing cabling costs and the need for extra network connections.

PRODUCTIVITY-ENHANCING FUNCTIONALITY

A broad range of functions combined with 3Com VCX® IP telephony platforms offer organizations exceptional scalability and reliability. These capabilities include SIP-based messaging, conferencing, presence, multi-line support, shared call/bridged line appearance, busy lamp field, flexible button mappings, softkeys, dedicated menu buttons for one-touch access and a myriad of other Voice over IP (VoIP) functions that optimize communications and collaboration. And to enhance productivity for international business deployments, 3Com 350x Series IP phones support ten different languages.

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KEY BENEFITS (continued)

EXCEPTIONAL SOUND CLARITY

The 3Com 350x Series IP phones deliver superior voice quality over the network. All users experience rich, high-fidelity, audio - a particularly important benefit in a multi-site networking environment. Clear, high-quality audio performance is ensured by the wideband audio codecs G.722 and G722.2 used on most models. Standard headset connections, handset-lifter friendly designs, wideband-ready handsets, dedicated handset-headset change-over buttons and full-duplex speakerphones with echo cancellation and noise reduction further enhance the experience of hands-free communications.

FEATURES AT A GLANCE

3COM 3500B IP PHONE

This cost-efficient two-line Fast Ethernet phone is ideal for small, midsize or enterprise businesses requiring a phone in areas with limited call activity such as waiting rooms, hallways, classrooms, warehouses, laboratories, cafetarias and low traffic retail and wholesale establishments.

› 3.5 inch (85mm x 28mm), grayscale, four-character line LCD display
› 192 x 64 pixels resolution
› Support for up to two simultaneous calls
› Two switched 10/100 uplink ports

3COM 3500 IP PHONE

Similar to the 3500B model, this two-line Gigabit Ethernet phone offers the added benefits of increased bandwidth for higher performance, and is suitable for small, midsize or enterprise businesses requiring a phone in areas with limited call activity such as waiting rooms, hallways, classrooms, warehouses, laboratories, cafetarias and low traffic retail and wholesale establishments.

› 3.5 inch (85mm x 28mm), grayscale, four-character line LCD display
› 192 x 64 pixels resolution
› Support for up to two simultaneous calls
› Two switched 10/100/1000 Gigabit Ethernet uplink ports

3COM 3501 IP PHONE

This two-line wideband-audio-ready Gigabit Ethernet phone with a crisp backlit display allows users to set multiple levels of backlit intensity for environments with varied lighting and is well-suited for environments with light to moderate voice communications require-ments such meeting rooms, lounges, classrooms, cubicles, remote teleworker home offices and low volume call centers.

› Backlit 3.5 inch (85mm x 28mm), grayscale, four-character line LCD display
› 192 x 64 pixels resolution
› Support for up to two simultaneous calls
› Two switched 10/100/1000 Gigabit uplink ports
› Wideband audio-readiness (speaker and handset)

FEATURES AT A GLANCE (continued)

3COM 3502 IP PHONE

This six-line Gigabit Ethernet phone with innovative phone features is designed for businesses with more-advanced voice needs and users who make and receive frequent calls. It is ideal for professionals and knowledge workers who actively use digitally labeled speed dials, manage multiple calls in a time-sensitive manner and work in environments such as educational institutions, banks, dental clinics or hospitals, government offices, manufacturing facilities and home offices.

> Backlit 4.3 inch (95mm x 52mm), grayscale, 8-character line LCD display
> 240 x 128 pixel resolution
> Support for up to six simultaneous calls
> Two switched Gigabit Ethernet ports
> Dedicated Forward-to-Mail feature key
> Five backlit programmable buttons beside LCD
> Sixth button that acts as a next-page button (3 pages)
> 15 total programmable buttons
> Customizable digital labels
> Wideband audio-readiness (speaker and handset)
> Highlighted mapped feature when enabled

3COM 3503 IP PHONE

This eight-line full-featured Gigabit Ethernet phone is similar to the 3502 phone but has a larger, high-resolution, anti-glare, color display. It is designed for power users—such as executives, managers and high volume contact center agents in small or large enterprise offices who need to efficiently handle a high volume of calls and use sophisticated IP telephony features with relative ease.

> Backlit 5 inch (110mm x 67mm), 10 character line TFT Color anti-glare LCD display
> 800 x 480 pixel resolution
> Support for up to eight simultaneous calls
> Two switched Gigabit Ethernet ports
> Seven backlit programmable buttons
> Eighth button acts as next-page button (3 pages)
> 21 total programmable buttons
> Customizable digital labels
> Dedicated Forward-to-Mail feature key
> Five softkeys
> Icon- and text-driven menu selections
> Wideband audio-readiness (speaker and handset)
> Customizable background image
> Blue highlight for mapped features

PORTFOLIO CAPABILITY COMPARISON CHART

	3500B	3500	3501	3502	3503
PHONE FEATURES					
Maximum number of lines	2	2	2	6	8
Programmable buttons	2*	2*	2*	15 (on 3 screens)	21 (on 3 screens)
Fixed feature buttons	10 (Hold, Transfer, Conference, Redial, Speaker, Mute, Volume , Headset, Message, Program Menu)	10(Hold, Transfer, Conference, Redial, Speaker, Mute, Volume , Headset, Message, Program Menu)	10 (Hold, Transfer, Conference, Redial, Speaker, Mute, Volume , Headset, Message, Program Menu, Fwd Mail)	11 (Hold, Transfer, Conference, Redial, Speaker, Mute, Volume , Headset, Message, Program Menu, Fwd Mail)	11(Hold, Transfer, Conference, Redial, Speaker, Mute, Volume , Headset, Message, Program Menu, Fwd Mail)
Softkeys	4*	4*	4	4	5
Four-way cursor control with select key	Yes	Yes	Yes	Yes	Yes
Display	4 LCD lines, 3.5 inch (85 x 28mm), 192 x 64 pixels, grayscale	4 LCD lines, 3.5 inch (85 x 28mm), 192 x 64 pixels, grayscale	4 LCD lines, 3.5 inch (85 x 28mm), 192 x 64 pixels, backlit, grayscale	8 LCD lines, 4.3 inch (95 x 52mm), 240 x 128 pixels, backlit, grayscale	10 LCD lines, 5.0 inch (110.6 x 67.4mm), 800 x 480 pixels, backlit, color, anti-glare
Message waiting (LED)	Yes	Yes	Yes	Yes	Yes
Ethernet ports	2(10/100), not AUTO-MDIX	2(10/100/1000)	2(10/100/1000)	2(10/100/1000)	2(10/100/1000)
PoE support (802.3af)	Yes	Yes	Yes	Yes	Yes
Power usage watts (active / power save mode)	2.8W/2.4W	6.4W/4.4W	8.1W/5.7W	9.1W/5.8W	10.6W/5.3W
Speakerphone	Full duplex	Full duplex	Full duplex	Full duplex	Full duplex
Headset compatiblity	RJ-9 jack (LED indicator)	RJ-9 jack (LED indicator)	RJ-9 jack (LED indicator)	RJ-9 jack (LED indicator)	RJ-9 jack (LED indicator)
Adjustable deskstand (35 and 55 degree)	Yes	Yes	Yes	Yes	Yes
Wall mount	Yes (optional)	Yes (optional)	Yes (optional)	Yes (optional)	Yes (optional)
Feature buttons with icons for localization	Yes	Yes	Yes	Yes	Yes
Handset cord length	2.5m/8.2ft	2.5m/8.2ft	2.5m/8.2ft	2.5m/8.2ft	2.5m/8.2ft
Hearing-aid compatible	Yes	Yes	Yes	Yes	Yes
Class B emissions	Yes	Yes	Yes	Yes	Yes
IP TELEPHONY					
Supported codecs	G.711 µ/A, G.729A (Annex B)	G.711 µ/A, G.729A (Annex B)	G.722 & G.722.2 Wideband,G.711 µ/A, G.729A (Annex B)	G.722 & G.722.2 Wideband,G.711 µ/A, G.729A (Annex B)	G.722 & G.722.2 Wideband,G.711 µ/A, G.729A (Annex B)
Wideband audio (G.722) handset	No	No	Yes	Yes	Yes
Wideband audio (G.722) speakerphone	No	No	Yes	Yes	Yes
Adaptive jitter buffer	Yes	Yes	Yes	Yes	Yes
QoS: IP-ToS, 802.1p	Yes	Yes	Yes	Yes	Yes
Platform support	VCX	VCX	VCX	VCX	VCX
MANAGEMENT OPTIONS					
Digital labels	Yes	Yes	Yes	Yes	Yes
Definable ring tones	9	9	9	9	9
Browser-based administration	Yes	Yes	Yes	Yes	Yes
OPERATING CONDITIONS					
Working Temperature	0° to 40°C (32° to 104°F)	0° to 40°C (32° to 104°F)	0° to 40°C (32° to 104°F)	0° to 40°C (32° to 104°F)	0° to 40°C (32° to 104°F)
Storage Temperature	-40° to 70°C (-40 to 158°F)	-40° to 70°C (-40 to 158°F)	-40° to 70°C (-40 to 158°F)	-40° to 70°C (-40 to 158°F)	-40° to 70°C (-40 to 158°F)
Working Humidity	5 to 95% (non-condensing)	5 to 95% (non-condensing)	5 to 95% (non-condensing)	5 to 95% (non-condensing)	5 to 95% (non-condensing)
DIMENSIONS / WEIGHT					
Phone LxWxH dimensions without handset (cm/in)	22.0 x 19.8 x 5.4 (8.7 x 7.8 x 2.1)	22.0 x 19.8 x 5.4 (8.7 x 7.8 x 2.1)	22.0 x 19.8 x 5.4 (8.7 x 7.8 x 2.1)	24.6 x 21.3 x 5.7 (9.7 x 8.4 x 2.2)	26.9 x 22.6 x 5.4 (10.6 x 8.9 x 2.1)
Phone LxWxH dimensions with handset (cm/in)	22.0 x 19.8 x 9.1 (8.7 x 7.8 x 3.6)	22.0 x 19.8 x 9.1 (8.7 x 7.8 x 3.6)	22.0 x 19.8 x 9.1 (8.7 x 7.8 x 3.6)	24.6 x 21.3 x 9.4 (9.7 x 8.4 x 3.7)	26.9 x 22.6 x 9.1 (10.6 x 8.9 x 3.6)
Phone box/package LxWxH dimensions (cm/in)	37.7 x 26.7 x 11.0 (14.8 x 10.5 x 4.3)	37.7 x 26.7 x 11.0 (14.8 x 10.5 x 4.3)	37.7 x 26.7 x 11.0 (14.8 x 10.5 x 4.3)	37.7 x 26.7 x 11.0 (14.8 x 10.5 x 4.3)	37.7 x 26.7 x 11.0 (14.8 x 10.5 x 4.3)
Phone weight without box (kg/lb)	1.05/2.31	1.05/2.31	1.05/2.31	1.25/2.75	1.28/2.82
Phone weight with box (kg/lb)	1.5/3.30	1.5/3.30	1.5/3.30	1.85/4.08	1.85/4.08

* Of the four buttons below the LCD, the two on the right are unlighted, programmable and may be used as softkeys.

Compliance and Safety

Class B digital device pursuant to part 15 of FCC Rules

Complies with:

Canadian Interference-Causing Equipment Regulation ICES-003

European Low Voltage Directive 2006/95/EC and EMC Directive 2004/18/EC

Requirements of EN55022/CISPR222/AS-NZS 55022 for Class B Information Technology Equipment (ITE)

Requirements of VCCI for Class B Information Technology Equipment (ITE)

Covered by the Waste Electircal and Electronic Equipment Directive (WEEE)

Additional certifications may be found on the product label.

Supported Languages: User Interface

Chinese (Simplified), Dutch, English (US), French (European), German, Italian, Korean, Portuguese (Brazilian), Spanish (Latin) and Russian.

Warranty and Other Services

3Com 350x Series IP Phones, phone stand and wall mount come with a One Year Limited Hardware Warranty and Ninety-Day Limited Software Warranty. Refer to www.3com.com/warranty for details.

AC Power Adapter (optional)

Input (rated): 100-240V, 50/60Hz; Input (maximum): 90-264V, 47/63Hz

Output: 48VDC, 5% DC precision

Maximum output current: 0.52A

Maximum output power: 25W

Maximum ripple noise: 300mV

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

Working humidity: 5-95%, non-condensing

Output cable length: 1.5m

Certifications: TUV-GS, CE, UL, CUL, FCC, C-TICK, AS/NZS 60950-1 Cert, K-MARK, SABS, S-MARK, PSE, CCC, NOM, CB; EMC: CE, RE:Class B; surge level 3

Safeguard output: over voltage safeguard, over current safeguard, short circuit safeguard

Energy Saving: CEC, ENERGY STAR 2.0, CoC, Australia MEPS, Korea MEPS

ORDERING INFORMATION

PRODUCT DESCRIPTION	3COM SKU
PHONES *(see notes below)*	
3Com 3500B IP Phone	0235A0D7
3Com 3500 IP Phone	0235A0D6
3Com 3501 IP Phone	0235A0D8
3Com 3502 IP Phone	0235A0D9
3Com 3503 IP Phone	0235A0DA
ACCESSORIES	
3Com 3500 Series IP Phone Wall Mount	0231A0ER
3Com 3500 Series IP Phone Stand	0231A0ES
3Com 3500 Series IP Phone AC Power Adapter	0231A0EQ

NOTES

› *Phone licenses are required to operate all 3Com IP Phones on VCX platforms.*

› *VCX 9.5 or higher system software is required for all 350x Series IP Phones.*

› *IP phones are packaged with a desktop mount, Quick Install Guide, phone handset, handset cord, Ethernet cable and registration card.*

Visit www.3com.com for more information about 3Com network solutions.

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