Avaya Communication Manager

System Capacities Table

Release 2.2
555-245-601
Issue 3.2
April 2005

Symbols and naming conventions used in the tables:

Symbol	Meaning
*	Software capacity limit cannot be achieved due to hardware capacity limits for this platform.

	Avaya Communication Manager	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2
		G3 CSI & SI (See Note 10)	S8700 IP Connect	S8700 Multi Connect	S8500 [71.3]	S8300 /G700	S8100	S8300 /G350 (See Note 5)
	ITEM	w/ CMC1 /MCC1, SCC1	w/G350, G600, G650, G700	w/G350, G650, G700, SCC1, MCC1	w/G350, G600, G650, G700, SCC1, MCC1, CMC1	w/G350, G700	w/CMC1 w/G600	No subtend-ing Media Gateways
	NOTE-1: This table contains Avaya Communication Manager™ (CM) Release 2 (includes Rel 2.0, 2.1 and 2.2) software-defined maximums. Also NOTE that Media Server S8710 is a newly introduced CM server, with same capacities and configurations as S8700. Some of the capacities are offer specific, and are determined by the License File.							
	NOTE-2 For Rel 2.0 and Beyond only: For the S8500 Platform: The System Software Capacities are the same as for the S8700 platform, from the Avaya Communnication Manager perspective. The Hardware limits are that of the G3SI platform.							
	NOTE-3: The CSI and SI are represented in the same column SInce the Software-defined capacities are that of medium-SIzed switch (G3SI), except for maximum stations being 900 instead of 2400. Also, CSI does not support EPNs. These and other hardware-based differences between the CSI and SI models are noted in specific rows and columns as appropriate. ProLogix is usually configured as a CSI.							
	NOTE-4: An asterisk (*) indicates that the software-defined capacity can not be reached due to HW or Processor capacity limits for the platform..							
	NOTE-5: This column reflects G350 as an ICC (S8300/G350) - not as LSP. In Release 2.0 the G350 ICC (1) does NOT support subtending Media Gateways (2) does NOT support Octaplane and (3) Capacities for G350 as ICC is different from G350 as an LSP. For Release 2.1 and beyond: G350 (Both ICC and ECC) supports Call Center applications. See the policy statement in footnote 71.4 for details. An ICC processor used as an LSP has the same support capacities as the primary server.							
	NOTE-6: Regarding the G3 R platform in Release 2.0 and beyond, please see the attached Introduction section.							
	NOTE-7: S8100 (a.k.a. Windows/D1/IP600/gaznt) is NOT OFFERRED with CM SW Rel. 2.1 and beyond. However S8100 continues to be supported and offered with CM 2.0. Also see Introductory Memo of this document.							
	NOTE-8: For the S8300 Offer (with G350 and G700): Due to memory needs, Release 2.1 and beyond requires the S8300B board if configured as ICC or LSP.							
	NOTE-9: G150 Remote Office Gateway is H.323-based Media Gateway. The system capacity limits for these are different from the ones for the H.248 Media Gateways such as the G350, G700 etc. and do not count towards those limits.							
	NOTE-10: G3SI offer End-of-Sale: For New Systems: The last date we can sell new systems will be the end of June 2005. For Upgrades: The end date for upgrades is December 2005. Software Release: The last software release we will support is CM2.2.							
10	***ABBREVIATED DIALING***							
15	AD Lists Per System: (CSI) SI	(2400*) 2400	11,003[68]	11,003[68]	11,003[68]	2,400	2,400*	2400 *
20	AD List Entry Size	24	24	24	24	24	24	24
25	AD Entries Per System	12,000	250,000[69]	250,000[69]	250,000[69]	12,000	12,000*	12000*
30	***ABBREVIATED DIALING BUTTONS[1]***							
35	Entries per System[1]	(note 1)	(note 1)	(note 1)	(note 1)	(note 1)	(note 1)	(note 1)
40	Enhanced List (System List)	1	2[70]	2[70]	2[70]	1	1	1
45	Max. entries	10,000	10,000	10,000	10,000	10,000[71.1]	10,000	10,000[71.1]
50	Group Lists	100	1,000	1,000	1,000	100	100	100
55	Max. entries	100	100	100	100	100	100	100
60	Group lists / extension	3	3	3	3	3	3	3
65	System List	1	1	1	1	1	1	1
70	Max. entries	100	100	100	100	100	100	100
75	Personal Lists (CSI: *)	(2400*) 2400	10,000	10,000	10,000	2,400	2,400*	2,400
80	Max. entries	100	100	100	100	100	100	100
85	Personal lists / extension	3	3	3	3	3	3	3
90	***ANNOUNCEMENTS: See Footnote 105, and also info under the following: ACD, Call Vectoring, Hunt Groups, Recorded Announcements and S8300 Specific Capacities***							
95	***APPLICATIONS ADJUNCTS (CSI) SI entries where different***	(CSI) SI		(CSI) SI			(CSI) SI	
100	ASAI Adjuncts	8	16	16	16	16	8	16
105	Asynchronous Links (RS232)	(5) 9	10	10	10	9	NA	9
110	Asynchronous Links (CLAN)		10	10	10		NA	
115	CDR Output Devices[4.6]	2	2	2	2	2	Footnote[53]	2
120	Journal Printers : System Printer[4.6]	2:1	2:1	2:1	2:1	2:1	NA	2:1

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		G3 CSI & SI (See Note 10)	S8700 IP Connect	S8700 Multi Connect	S8500 [71.3]	S8300 /G700	S8100	S8300 /G350 (See Note 5)
	ITEM	w/ CMC1 /MCC1, SCC1	w/G350, G600, G650, G700	w/G350, G650, G700, SCC1, MCC1	w/G350, G600, G650, G700, SCC1, MCC1, CMC1	w/G350, G700	w/CMC1 w/G600	No subtend-ing Media Gateways
125	Property Mgmt Systems[4.6]	1	1	1	1	NA	NA	NA
130	***CCS (Converged Communication Server) for SIP features and services: See Section on SIP***							
135	***Communication Manager API***							
140	CMAPI Servers per CM	NA	15	15	15	15	15	15
145	***Adjunct Links***							
150	Maximum Links[4.1]	25	33	33	33	25	25	25
155	BX.25 Physical Links[4]	(NA) 8	NA	NA	NA	NA	NA	NA
160	PPP Links/switch using CLAN board[4.1]	25	33	33	33	NA	25	NA
165	IP Routes (with C-LAN)[4.1]	400	650	650	650	NA	400	NA
170	***VOICE PROCESSING ADJUNCTS***							
175	***Traditional AUDIX***	(NA) 1	8	8	8[113]	1	NA	1
180	***EMBEDDED AUDIX***	1	NA	1	1	1	NA	1[71.4]
185	EMBEDDED AUDIX DCP Emulation	1	NA	1	1	NA	NA	NA
190	DEFINITY AUDIX Control Link	(NA) 1	NA	NA	NA	NA	NA	NA
195	***INTUITY AUDIX***							
200	INTUITY AUDIX (Via Mode Code)	1[4.2]	1[4.2]	1[4.2]	1[4.2]	1[4.2]	NA	1[4.2]
205	INTUITY AUDIX (Via BX.25)	(NA) 1	NA	NA	NA	NA	NA	NA
210	INTUITY AUDIX (Via TCP/IP)	1	8	8	8	1	NA	1
215	INTUITY AUDIX (MAPD)	1	1	1	1	NA	NA	NA
220	Mode Code Voice Mail Systems	1[4.2]	1[4.2]	1[4.2]	1[4.2]	1[4.2]	NA	1[4.2]
225	QSIG MWI Hunt Groups for QSIG-integrated Messaging Platforms [4.3]	NA	10	10	10	10	NA	10
225	DEFINITY ONE/IP600 and S8100 Co-resident AUDIX	NA	NA	NA	NA	NA	1	NA
230	***OTHER ADJUNCTS***							
235	CMS X.25 Adjunct (PI/PGATE)	(NA) 1	NA	NA	NA	NA	NA	NA
240	CMS C-LAN Adjuncts[4.5]	2	2	2	2	NA	1	NA
245	BX.25 Processor Channels	(NA) 64	NA	NA	NA	NA	NA	NA
250	BX.25 Hop Channels	(NA) 64	NA	NA	NA	NA	NA	NA
255	TCP/IP Processor Channels (Includes Gateway Channels)	(128) 256	384	384	384	128	128	128
260	***AUTOMATIC CALL DISTRIBUTION (ACD) NOTE-1: See end of table for CMS adjunct capacities. NOTE-2: See EAS Section for capacities with EAS active. NOTE-3: In Release 2.1: These capacities DO APPLY to S8300/G350 since Call Center applications are supported in BOTH ICC and ECC conficurations. NOTE-4: Release 2.1 Blade Server DOES NOT SUPPORT Call Center.***							
265	Announcements per Split	2	2	2	2	2	2	2
270	Announcements per System	128	3,000	3,000	3,000	3,000	128	3,000
275	Splits	99	2,000	2000	2000	99	99	99
280	ACD Members per Split	200	1,500	1,500	1,500	200	200	200
285	Max. Administered ACD members[4.4]	1,000	60,000	60,000	60,000	1,000	1,000*	1,000
290	Logged-In Splits per Agent[5]	4	4	4	4	4	4	4
295	***Max. logged-in ACD agents (per system) when each logs into:*** [6]							
300	1 Split	500	5,200	5,200	5,200	500[71.1]	100 [66]	500[71.1]
305	R3V9 CMS (See Note 80)	32,000	32,000	32,000	32,000	32,000	32,000	32,000
310	R3V11/R12 CMS (See Note 80)	41,600	41,600	41,600	41,600	41,600	41,600	41,600
315	2 Splits	500	5,200	5,200	5,200	500[71.1]	100 [66]	500[71.1]
320	R3V9 CMS (See Note 80)	32,000	32,000	32,000	32,000	32,000	32,000	32,000
325	R3V11/R12 CMS (See Note 80)	41,600	41,600	41,600	41,600	41,600	41,600	41,600
330	3 Splits	333	5,200	5,200	5,200	333[71.1]	100 [66]	333[71.1]
335	R3V9 CMS (See Note 80)	26,664	26,664	26,664	26,664	26,664	26,664	26,664
340	R3V11/R12 CMS (See Note 80)	33,333	33,333	33,333	33,333	33,333	33,333	33,333
345	4 Splits	250	5,200	5,200	5,200	250	100 [66]	250

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		G3 CSI & SI (See Note 10)	S8700 IP Connect	S8700 Multi Connect	S8500 [71.3]	S8300 /G700	S8100	S8300 /G350 (See Note 5)
	ITEM	w/ CMC1 /MCC1, SCC1	w/G350, G600, G650, G700	w/G350, G650, G700, SCC1, MCC1	w/G350, G600, G650, G700, SCC1, MCC1, CMC1	w/G350, G700	w/CMC1 w/G600	No subtend-ing Media Gateways
350	R3V9 CMS (See Note 80)	20,000	20,000	20,000	20,000	20,000	20,000	20,000
355	R3V11/R12 CMS (See Note 80)	25,000	25,000	25,000	25,000	25,000	25,000	25,000
360	Queue Slots per Group[7]	200/NA	999/NA	999/NA	999/NA	200/NA	200/NA	200/NA
365	Queue Slots per System[7]	1500/NA	25000/NA	25000/NA	25000/NA	1500/NA	1500/NA	1500/NA
370	***ARS / AAR***							
375	AAR/ARS Patterns (Shared)	254	999	999	999	254	254	254
380	Number of entries in ARS/AAR Analysis Tables (ARS/AAR Tables: 1 per location: S8700/8500: 250; S8300: 50)	2,000	8,000 [111]	8,000 [111]	8,000 [111]	4,000	2,000	4,000
385	Choices per RHNPA Table	12	24	24	24	12	12	12
390	Digit Conversion Entries	400	4000 [111]	4000 [111]	4000 [111]	2000	400	2000
395	***AAR/ARS Digit Conversion***							
400	Digits Deleted for ARS/AAR	28	28	28	28	28	28	28
405	Digits Inserted for ARS/AAR	18	18	18	18	18	18	18
410	***AAR/ARS Sub-Net Trunking***							
415	Digits Deleted for ARS/AAR[8]	28	28	28	28	28	28	28
420	Digits Inserted for ARS/AAR	36	36	36	36	36	36	36
425	Entries in each RHNPA Tables	1,000	1,000	1,000	1,000	1,000	1,000	1,000
430	Facility Restriction Levels (FRLs)	8	8	8	8	8	8	8
435	Inserted Digit Strings[9]	1,200	3,000	3,000	3,000	1,200	1,200	1,200
440	***Patterns for Measurement***							
445	Shared Patterns for Measurement	20	25	25	25	20	20	20
450	**Rel 2.0:** RHNPA (Remote Home Numbering Plan Area)Tables	32	32	32	32	32	32	32
451	**Rel 2.1:** RHNPA Tables	32	**250**	**250**	**250**	32	32	32
455	Routing Plans	8	8	8	8	8	8	8
460	ARS Toll Tables	32	32	32	32	32	32	32
465	Entries per Toll Table	800	800	800	800	800	800	800
470	Trunk Groups in an ARS/AAR Pattern	6	16	16	16	6	6	6
475	UDP (Entries)	10,000	80,000	80,000	80,000	10,000	10,000	10,000
480	TOD Charts	8	8	8	8	8	8	8
485	Toll Analysis Table Entries	1,000	2,000 [111]	2,000 [111]	2,000 [111]	1,000	1,000	1,000
490	***ASAI - See CALLVISOR ASAI***							
495	***ATM***							
500	WAN Spare Processor (WSP)	NA	NA	NA	NA	NA	NA	NA
505	***ATTENDANT SERVICE (NOTE: IP Soft Console Capacities is a NEW ENTRY, but NOT a NEWLY INTRODUCED CAPACITY)***							
510	Attendant Consoles(day:night)[10]	16 (15:1)	28 (27:1)	28 (27:1)	20(27:1)	16 (15:1)	16 (15:1)	16 (15:1)
511	IP Soft Consoles(day:night)[10] (Rel. 10 and beyond)	16 (15:1)	28 (27:1)	28 (27:1)	20 (27:1)[10.1]	16 (15:1)	16 (15:1)	16 (15:1)
515	Attendant Console 100s Groups/Attendant	20	20	20	20	20	20	20
520	Attendant Control Restriction Groups	96	96	96	96	96	96	96
525	***Centralized Attendant Service***							
530	Release Link Trunks at Branch	99	255	255	255	99	99	99
535	Release Link Trk Grp at Branch	1	1	1	1	1	1	1
540	Release Link Trunks at Main	400	4,000	4,000	4,000	400	400	400
545	Release Link Trk Grp at Main[11]	99	2,000	2,000	2,000	99	99	99
550	***Other Access Queues***							
555	Max. Number of Queues	12	12	12	12	12	12	12
560	Max. Number of Queue Slots[12]	80	80	80	80	80	80	80
565	Size range of Reserved Queue	2 - 75	2 - 75	2 - 75	2 - 75	2 - 75	2 - 75	2 - 75
570	Reserved Queue Default Size	5	5	5	5	5	5	5

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	ITEM	w/ CMC1 /MCC1, SCC1	w/G350, G600, G650, G700	w/G350, G650, G700, SCC1, MCC1	w/G350, G600, G650, G700, SCC1, MCC1, CMC1	w/G350, G700	w/CMC1 w/G600	No subtend-ing Media Gateways
575	Queue Length	80	300	300	300	80	80	80
580	Switched Loops/Console	6	6	6	6	6	6	6
585	***AUTHORIZATION***							
590	Authorization Codes	5,000	90,000	90,000	90,000	5,000	5,000	5,000
595	Station Security Code Length	7	7	7	7	7	7	7
600	Classes of Restriction	96	96	96	96	96	96	96
605	Classes of Service	16	16	16	16	16	16	16
610	Length of Authorization Code	4 - 13	4 - 13	4 - 13	4 - 13	4 - 13	4-13	4 - 13
615	Length of Barrier Code	4-7	4-7	4-7	4-7	4-7	4-7	4-7
620	Length of Account Codes [93]	1 - 15	1 - 15	1 - 15	1 - 15	1 - 15	1 - 15	1 - 15
625	Restricted Call List	1	1	1	1	1	1	1
630	Remote Access Barrier Codes	10	10	10	10	10	10	10
635	CDR Account Code List	1	1	1	1	1	1	1
640	Toll Call List	1	1	1	1	1	1	1
645	Unrestricted/Allowed Call Lists	10	10	10	10	10	10	10
650	Total Call List Entries	1,000	1,000	1,000	1,000	1,000	1,000	1,000
655	***AUTOMATIC CALL BACK (ACB) CALLS***							
660	Max ACB Calls	240	1,500	1,500	1,500	240	240	240
665	***AUTOMATIC WAKEUP***							
670	Simultaneous Display Requests	10	30	30	30	10	10	10
675	Wakeup Requests per System	2,400	15,000	15,000	15,000	2,400	2,400	2,400
680	Wakeup Request per Extension	2	2	2	2	2	2	2
685	Wakeup Requests per 15 min Interval	450	950	950	950	450	450	450
690	***BASIC CALL MANAGEMENT SYSTEM (BCMS)***							
695	Measured Agents or Login Ids	400	2,000	2,000	2,000	400[71.1]	100 [66]	400[71.1]
700	Measured Agents Per Split/Skill	200	1,500	1,500	1,500	200	100 [66]	200
705	Measured Splits/Skills	99	600	600	600	99	99	99
710	Measured Agent-split/skill pairs	1,000	40,000	40,000	40,000	1,000	1,000	1,000
715	Measured Trunk Groups	32	32	32	32	32	32	32
720	Measured VDNs	99	512	512	512	99	99	99
725	Max. Agents Displayed by Monitor BCMS Split Command[12.1]	100	100	100	100	100	100 [66]	100
730	Max. BCMS Terminals	3	4	4	4	3	1	3
735	Max. Active Maintenance Commands for System	1	15	15	15	1	1	1
740	Max. Simultaneous BCMS Terminals in Monitor Mode[12.2]	1	13	13	13	1	1	1
745	***Reporting Periods***							
750	Intervals	25	25	25	25	25	25	25
755	Days	7	7	7	7	7	7	7
760	***CABINETS***	(CSI) SI		(CSI) SI			(CSI) SI	
765	***Inter-Port Network Connectivity:*** (CSI) SI where different							
770	Port Networks (see footnote for migration)	(1) 3	64	64	64	NA	1	NA
775	Max No. of Port Networks per MCC Cabinet	(1) 2	NA	5	NA [67]	NA	1	NA
780	Switch Nodes (Simplex)	NA	NA	3	NA	NA	NA	NA
785	Switch Nodes (Duplex)	NA	NA	6	NA	NA	NA	NA
790	DS1 Converter Complex (Simplex)	NA	41	41	41	NA	NA	NA
795	DS1 Converter Complex (Duplex)	NA	NA	82	NA	NA	NA	NA
800	***EPN*** [13]							
805	MCC	(NA) 2	NA	64	NA [67]	NA	NA	NA

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	ITEM	w/ CMC1 /MCC1, SCC1	w/G350, G600, G650, G700	w/G350, G650, G700, SCC1, MCC1	w/G350, G600, G650, G700, SCC1, MCC1, CMC1	w/G350, G700	w/CMC1 w/G600	No subtend-ing Media Gateways
810	SCC	(NA) 8	NA	64 (4/stk)	3 (4/stk)	NA	NA	NA
815	CMC	NA	64 (3/stk)	NA	64 (3/stk)	NA	NA	NA
815	G600 (19" Rack Mount)	NA	64(4/stk)	NA	64(4/stk)	NA	NA	NA
820	G650 (19" Rack Mount)	NA	64 (5/stk)	64 (5/stk)	64 (5/stk)	NA	NA	NA
820	***PPN***							
825	MCC (Medium)	(NA) 1	NA	NA	NA	NA	NA	NA
830	SCC/ESCC	(NA) 4	NA	NA	NA	NA	NA	NA
835	CMC	(3) NA	NA	NA	NA	NA	1 (3/stk)	NA
840	G600 19" Rack Mount Cabinet	NA	NA	NA	NA	NA	1	NA
845	***CALL APPEARANCES***							
850	Bridged Images/Appearance[15]	64	64	64	64	64	64	64
855	Call Appearances / Station[16]	54	54	54	54	54	54	54
860	Max. Appearances per Ext.	10	10	10	10	10	10	10
865	Min. Appearances per Ext.	0	0	0	0	0	0	0
870	Total Users with Bridged Appearances	2,400	36,000 [71.2]	36,000 [71.2]	36,000 [71.3]	2,400 [71.1]	2,400*	2400 [71.4]
875	Max. Simultaneous Off-Hook per Call[17]	5	5	5	5	5	5	5
880	***CALL COVERAGE***							
885	Coverage Answer Groups(CAG)	200	1000	1000	1000	200	200	200
890	Coverage Paths	999 2,000[98]	999 9,999[98]	999 9,999[98]	999 9,999[98]	999 2000[71.1]	999 2,000[98]	999 2000[71.4]
895	Coverage Paths Incl. in Call Covg. Report	100	200	200	200	100	100	100
900	Coverage Path per Station	2	2	2	2	2	2	2
905	Coverage Points in a Path	6	6	6	6	6	6	6
910	Remote Coverage Points	999 2,000[97]	10,000	10,000	10,000	999 2,000[97]	999 2,000[97]	999 2,000[97]
915	Max Users/Coverage Path	3500*	47,088	47,088	47,088	3500*	3,500*	3500*
920	Members per CAG	8	8	8	8	8	8	8
925	Time of Day Coverage Tables	999	999	999	999	999	999	999
930	Time of Day Changes per Table	5	5	5	5	5	5	5
935	Remote Admin Coverage Paths	2	2	2	2	2	2	2
940	***CALL DETAIL RECORDING***							
945	Intra-switch Call Trackable Extensions	1,000	5,000	5,000	5,000	1,000	1,000	1,000
950	Max. No. of CDR Records That Can Be Buffered in the Switch [54.1]	500	17,326	17,326	17,326	500	**500** [54]	500
955	No. of Records Buffered for the Primary. Output Device That Will Cause Secondary Device to be Busied Out for 2 Minutes [54.1]	200	1,900	1,900	1,900	200	NA	200
960	***CALL FORWARDING***							
965	Call Forwarded Digits(off-net)	16	16	16	16	16	16	16
970	Total number of Call Forwarded stations	2,400	36000 [71.2]	36,000 [71.2]	36000 [71.3]	2400 [71.1]	2400 [71.1]	2400 [71.1]
975	***CALL PARK***							
980	Attd. Grp. Common Shared Ext. Numbers. Per System[19]	80	80	80	80	80	80	80
985	No. of Parked Calls	723	10,604	10,604	10,604	723	723	723
990	***CALL PICKUP GROUPS: (CSI) SI differ SInce it is based on station user max***							
995	Call Pickup Members/Group	50	50	50	50	50	50	50
1000	Call Pickup Members/System	(900) 2400	36,000	36,000	36,000	2400[71.1]	2,400*	2400[71.1]
1005	No. of Groups	800	5,000	5,000	5,000	800	800	800
1010	***CALL VECTORING.***							
1015	Skills a Call Can Simultaneously Queue to	3	3	3	3	3	3	3
1020	Priority Levels	4	4	4	4	4	4	4
1025	Recorded Announcements/Audio Sources for Vector Delay	128	3,000	3,000	3,000	3,000	128	3,000

	Avaya Communication Manager	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2
		G3 CSI & SI (See Note 10)	S8700 IP Connect	S8700 Multi Connect	S8500 [71.3]	S8300 /G700	S8100	S8300 /G350 (See Note 5)
	ITEM	w/ CMC1 /MCC1, SCC1	w/G350, G600, G650, G700	w/G350, G650, G700, SCC1, MCC1	w/G350, G600, G650, G700, SCC1, MCC1, CMC1	w/G350, G700	w/CMC1 w/G600	No subtend-ing Media Gateways
1030	Steps per Vector	32	32	32	32	32	32	32
1035	Vector Directory Numbers	512	20,000	20,000	20,000	512	512	512
1040	CMS Measured VDNs	512	20,000	20,000	20,000	512	512	512
1045	R3V9/R3V11/R12 CMS	20,000	20,000	20,000	20,000	20,000	20,000	20,000
1050	Vectors per System	256	999	999	999	256	256	256
1055	R3V9/R3V11/R12 CMS[80]	7,992	7,992	7,992	7,992	7,992	7,992	7,992
1060	Number of Collected Digits for Call Prompting or CINFO	16	16	16	16	16	16	16
1065	Number of Dial-Ahead Digits for Call Prompting	24	24	24	24	24	24	24
1070	Vector Routing Tables (100 entries per table)	10	100	100	100	10	10	10
1075	BSR Application Routing Tables (forms)	255	511	511	511	255	255	255
1080	BSR Application-Location Pairs[20.5]	1,000	2560	2560	2560	1,000	1,000	1,000
1085	Holiday Tables (15 entries per table)	10	10	10	10	10	10	10
1090	***CALLVISOR ASAI*** (system wide limits shown unless otherwise noted - each limit is achievable on a single link)							
1095	Adjunct Control Associations per Call (3rd prty make call or take control)	1	1	1	1	1	1	1
1100	Active Adjunct Control Associations (Simultaneous Active Call Controlled Calls and Max Adj. Transaction Records)	600	8,000	8,000	8,000	600	600	600
1105	Active Adjuct Route Requests	300	2,000	2,000 or 4,000[112]	2,000	300	300	300
1105	Active Notifications per Call	3	6	6	6	6	3	6
1110	Active Notifications per Split Domain	3	6	6	6	6	3	6
1115	Active Notifications per VDN Domain	3	6	6	6	6	3	6
1120	Domain-Control Associations per Call	12	24	24	24	24	12	24
1125	**Rel 2.0**: 3rd-pty Domain-Control Station Associations (Active Sta. Control Assoc.)	2,000	6,000	6,000	6,000	2,000	2,000	2,000
1126	**Rel 2.1:** 3rd-pty Domain-Control Station Associations (Active Sta. Control Assoc.)	2,000	**21,000**	**21,000**	**21,000**	2,000	2,000	2,000
1130	Domain-Control Split/Skill Associations	300	2,000	2,000	2,000	300	300	300
1135	Domain-controllers per Station Domain	2	4	4	4	4	2	4
1140	Domain-controllers per Split/skill Domain	4	8	8	8	8	4	8
1145	Event Notification Associations	300	10,000	10,000	10,000	300	300	300
1150	Max. Calls With Send DTMF Active	16	32	32	32	32	16	32
1155	Max Simultaneous Calls Being Classified	80	600	600	600	NA	80	NA
1160	Simultaneous Billing (MultiQuest) Requests	100	1,000	1,000	1,000	100	100	100
1165	Simultaneous Selective Listening Disconnected Paths	75	300	300	300	75	75	75
1170	***ASAI Traffic: (CSI) SI where different***							
1175	Messages/Second Per ASAI/BRI Link	30	30	30	30	NA	NA	NA
1180	Inbound Msgs/Sec Per MAPD CTI Link	(120/200[109]) 200	200	200	200	NA	120/200[109]	NA
1185	Outbound Msgs/Sec Per MAPD CTI Link	(120/240[109]) 240	240	240	240	NA	120/240[109]	NA
1190	Msg/Sec per MAPD (full duplex)	(120/240[109]) 240	240	240	240	NA	120/240[109]	NA
1195	Inbound Msgs/Second Per ASAI IP Link	200	200	200	200	200	50	200
1200	Outbound Msgs/Second Per ASAI IP Link	240	240	240	240	240	240	240
1205	Msgs/Sec/System (full duplex)	(120/240[109]) 240	**720**	720	720	240	(120/240[109]) 240	240
1210	***Maximum CTI Links***							
1215	Maximum ASAI Links (Open and Proprietary)	8	16	16	16	16	8	16
1220	Max Co-resident DLG Interfaces	8	16	16	16	16	8	16
1225	CTI Links per MFB	(NA) 4	4	4	4	NA	NA	NA
1230	CTI Links per MAPD	8	8	8	8	NA	8	NA
1235	***CONFERENCE***	(CSI) SI		(CSI) SI			(CSI) SI	
1240	Maximum Number of Parties in a Conf	6	6	6	6	6	6	6
1245	Simultaneous 3-way Conf. Calls[21]	(161) 484	10,304	10,304	10,304	157/MG	157/MG	157

	Avaya Communication Manager	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2
		G3 CSI & SI (See Note 10)	S8700 IP Connect	S8700 Multi Connect	S8500 [71.3]	S8300 /G700	S8100	S8300 /G350 (See Note 5)
	ITEM	w/ CMC1 /MCC1, SCC1	w/G350, G600, G650, G700	w/G350, G650, G700, SCC1, MCC1	w/G350, G600, G650, G700, SCC1, MCC1, CMC1	w/G350, G700	w/CMC1 w/G600	No subtend-ing Media Gateways
1250	Simultaneous 6-way Conf. Calls[22]	(80) 242	5,152	5,152	5,152	78/MG	78/MG	78
1255	***Meet-Me Conferencing***							
1260	Max. No. of Conference Parties	3-6	3-6	3-6	3-6	3-6	3-6	3-6
1265	Max Required Security Code Length	0 or 6	0 or 6	0 or 6	0 or 6	0 or 6	0 or 6	0 or 6
1270	Meet-Me Conference VDNs	175	1,800	1,800	1,800	175	175	175
1275	***DATA PARAMETERS***							
1280	Administered Connections	128	128	128	128	NA	128	NA
1285	***ALPHANUMERIC DIALING***							
1290	Max. entries	200	1,250	1,250	1,250	NA	200	NA
1295	Characters/Entry	22	22	22	22	NA	22	NA
1300	PRI Endpoints(PE)	25	50	50	50	NA	8	NA
1305	Access Endpoints(# of Trunks)	400	8000	8000	8000	NA	400	NA
1310	***MULTIMEDIA PARAMETERS***							
1315	TN787D MMI Boards	4	NA	12	12	NA	4	NA
1320	TN788B VC Boards	25	NA	69	69	NA	25	NA
1325	MMI and VC Boards in Multiple PN	(NA)Yes	NA	Yes	Yes	NA	NA	NA
1330	Multimedia One Number Conferences Per System	800	NA	2,000	2,000	NA	800*	NA
1335	Multimedia Dynamic Conference Records	64	NA	192	192	NA	64	NA
1340	Maximum Number of BRI Connections[101]	1,000	7,000	7,000	7,000	NA	1,000*	NA
1345	MASI Nodes	12	NA	15	15	NA	12	NA
1350	MASI Links	15	NA	15	15	NA	15	NA
1355	MASI Trunk Groups	96	NA	120	120	NA	96	NA
1360	***DIGITAL DATA ENDPOINTS***	800	7,500	7,500	7,500	NA	800	NA
1365	***DIAL PLAN***							
1370	DID LDNs	8	20	20	20	8	8	8
1375	Extensions (total)[24]	3500*	49,828	49,828	49,828	3,500	3,500*	3,500
1380	"Station" Extensions[24.1]	2416*	36,051	36,051	36,051	2,416	2,416*	2,416
1385	Extension No. Portability (UDP Entries)	10,000	80,000	80,000	80,000	10,000	10,000	10,000
1390	***Feature Dial Access Codes***							
1395	Number of Codes[100]	121	122	122	122	122	122	122
1400	No.of Digits in a Feature Access Code	1 - 4	1 - 4	1 - 4	1 - 4	1 - 4	1 - 4	1 - 4
1405	Integrated Directory Entries[27]	2,416	36,028	36,028	36,028	2,416	2,416*	2,416
1410	Maximum Extension Size	7	7	7	7	7	7	7
1415	Minimum Extension Size	1	1	1	1	1	1	1
1420	Miscellaneous Extensions[25]	900	26,258	900	900	900	900	900
1425	***NAMES***							
1430	No. of names[28]	4,215	48,845	48,845	48,845	4,215	4,215	4,215
1435	No. of characters in a name	27	27	27	27	27	27	27
1440	***Non-DID LDNs***	50	666	666	666	50	50	50
1445	***EXTENSIONS (total)[24]***							
1450	Prefix Extensions	Yes	Yes	Yes	Yes	Yes	Yes	Yes
1455	Prefix Extensions Lengths99	2-6	2-6	2-6	2-6	2-6	2-6	2-6
1460	***Trunk Dial Access Codes***							
1465	No. of Dial Access Codes	317	2,218	2,218	2,218	317	317*	317
1470	No. of digits in DAC	1 - 4	1 - 4	1 - 4	1 - 4	1 - 4	1 - 4	1 - 4
1475	*Locations*[106]	10	250[106]	250[106]	250[106]	50	1	50
1480	***DO NOT DISTURB (DND)***							
1485	DND Requests per System	2,400	36,000	36,000	36,000	2400 [71.1]	2,400*	2400 [71.1]

	Avaya Communication Manager	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2
		G3 CSI & SI (See Note 10)	S8700 IP Connect	S8700 Multi Connect	S8500 [71.3]	S8300 /G700	S8100	S8300 /G350 (See Note 5)
	ITEM	w/ CMC1 /MCC1, SCC1	w/G350, G600, G650, G700	w/G350, G650, G700, SCC1, MCC1	w/G350, G600, G650, G700, SCC1, MCC1, CMC1	w/G350, G700	w/CMC1 w/G600	No subtend-ing Media Gateways
1490	Simultaneous Display Requests	10	30	30	30	10	10	10
1495	***DISPLAY***							
1500	Display Formats	50	50	50	50	50	50	50
1505	Simultaneous Updating Displays	100	500	500	500	100	100	100
1510	***DEFINITY WIRELESS BUSINESS SYSTEM (DWBS)[51]***							
1515	Terminals	1500	1500	1500	1500	NA	400	NA
1520	Radio Controller Circuit Packs[49]	50	150	150	150	NA	50	NA
1525	Wireless Fixed Bases	100	300	300	300	NA	100	NA
1530	Cell Antenna Units	400	1200	1200	1200	NA	400	NA
1535	Coverage (million sq. ft.)	3	3	3	3	NA	3	NA
1540	Button Capacity for Wireless	18	18	18	18	NA	18	NA
1545	***EC500 OPTIM, EC500*** [105]							
1550	Software-defined Station Capacity [104]	(900) 2400	36,000[71.2]	36,000 [71.2]	36,000 [71.2]	2400	900	2400 [71.4]
1555	EC500, OPTIM Mapping Table Capacity	(45) 1200	36,000 [71.2]	36,000 [71.2]	36,000 [71.3]	1200	450	1200
1560	SW-defined Station Capacity Based Max EC500 Users, with Typical configuration of 1 Principal + 2 XMOBILEs[105]	(300) 450	36,000 [71.2, 105]	36,000 [71.2, 105]	2400 [71.3, 105]	450 [71.1, 105]	300	450 [71.4, 105]
1565	***EXPERT AGENT SELECTION (EAS) (note 83)***							
1570	Skill Groups	99	2,000	2,000	2,000	99	99	99
1575	VDN Skill Preferences	3	3	3	3	3	3	3
1580	Max. Skills a Call Can Simultaneously Queue to	3	3	3	3	3	3	3
1585	Max. Administered ACD Members (login ID-skill pairs)[28.1]	6,000	180,000	180,000	180,000	6,000	6,000	6,000
1590	Max. Staffed (logged-in) ACD Members[28.3] ie., agent-skill pairs	1,000	60,000	60,000	60,000	1,000	1000* [66]	1,000
1595	R3V9 CMS (See Note 80)	32,000	32,000	32,000	32,000	32,000	32,000	32,000
1600	R3V11/R12 CMS (See Note 80)	100,000	100,000	100,000	100,000	100,000	100,000	100,000
1605	Max. Administered Agent Login IDs[28.4]	1,500	20,000	20,000	20,000	1,500	1,500	1,500
1610	***Max. Skills per Agent***							
1615	R3V9/R3V11 CMS	20	20	20	20	20	20	20
1620	**R12 CMS**	20	60	60	60	20	20	20
1625	Skill Levels (preferences) per Agent Skill	16	16	16	16	16	16	16
1630	Max. Staffed (logged-in) EAS Agents per Skill (members per group)	200	1500	1500	1500	200	200	200
1635	***Max. Logged in EAS Agents (per system) When Each Has:[6]***							
1640	1 Skill	500	5,200	5,200	5,200	500[71.1]	100 [66]	500[71.1]
1645	R3V9 CMS (See Note 80)	32,000	32,000	32,000	32,000	32,000	32,000	32,000
1650	R3V11/R12 CMS (See Note 80)	41,600	41,600	41,600	41,600	41,600	41,600	41,600
1655	2 Skills	500	5,200	5,200	5,200	500[71.1]	100 [66]	500[71.1]
1660	R3V9 CMS (See Note 80)	32,000	32,000	32,000	32,000	32,000	32,000	32,000
1665	R3V11/R12 CMS (See Note 80)	41,600	41,600	41,600	41,600	41,600	41,600	41,600
1670	4 Skills	250	5,200	5,200	5,200	250[71.1]	100 [66]	250[71.1]
1675	R3V9 CMS (See Note 80)	20,000	20,000	20,000	20,000	20,000	20,000	20,000
1680	R3V11/R12 CMS (See Note 80)	25,000	25,000	25,000	25,000	25,000	25,000	25,000
1685	10 Skills	100	5,200	5,200	5,200	100	100 [66]	100
1690	R3V9 CMS	8,000	8,000	8,000	8,000	8,000	8,000	8,000
1695	R3V11/R12 CMS	10,000	10,000	10,000	10,000	10,000	10,000	10,000
1700	20 Skills	50	3,000	3,000	3,000	50	50	50
1705	R3V9 CMS	4,000	4,000	4,000	4,000	4,000	4,000	4,000
1710	R3V11/R12 CMS	5,000	5,000	5,000	5,000	5,000	5,000	5,000
1715	60 Skills (R12 CMS Required)	NA	1,000	1,000	1,000	NA	NA	NA
1720	R12 CMS	NA	1,666	1,666	1,666	NA	NA	NA

	Avaya Communication Manager	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2
		G3 CSI & SI (See Note 10)	S8700 IP Connect	S8700 Multi Connect	S8500 [71.3]	S8300 /G700	S8100	S8300 /G350 (See Note 5)
	ITEM	w/ CMC1 /MCC1, SCC1	w/G350, G600, G650, G700	w/G350, G650, G700, SCC1, MCC1	w/G350, G600, G650, G700, SCC1, MCC1, CMC1	w/G350, G700	w/CMC1 w/G600	No subtend-ing Media Gateways
1725	***EXTERNAL DEVICE ALARMING***	32	NA	90	90	32	32	32
1730	***FACILITY BUSY INDICATORS***							
1735	Buttons per Tracked Resource	100	500	500	500	100	100	100
1740	No. of Indicators(Station & Trk Grps)	3,600	10,000 25,000[95]	10,000 25,000[95]	10,000 25,000[95]	3,600	3,600*	3,600
1745	***HUNT GROUPS (NON ACD)*** [28.5]							
1750	Announcements per Group	1	1	1	1	1	1	1
1755	Announcements per System (See Footnote 18)	128	3,000	3,000	3,000	3,000	128	3,000
1760	Total Hunt Groups	99	2,000	2,000	2,000	99	99	99
1765	Members per Group	200	1,500	1,500	1,500	200	200	200
1770	Group Members per System[28.5]	1,000	10,000	10,000	10,000	1,000	1,000	1,000
1775	Rel. 2.0 or earlier Queue Slots per Group[7]	200	999	999	999	200	200	200
1780	Rel. 2.0 or earlier Queue Slots per System[7]	1,500	25,000	25,000	25,000	1,500	1,500	1,500
1801	**Release 2.1: Dynamic Allocation of Hunt Group Queue Slots [7] - system-wide or per-group limits are NOT Applicable**	**Dynamic Alloc. Limits**	**Dynamic Alloc. Limits**	**Dynamic Alloc. Limits**	**Dynamic Alloc. Limits**	**Dynamic Alloc. Limits**	NA	**Dynamic Alloc. Limits**
1785	***INTERCOM TRANSLATION TABLE (ICOM): Automatic, Manual and Dial***							
1790	ICOM groups per system	32	256	256	256	32	32	32
1795	Auto/Manual	32	256	256	256	32	32	32
1800	Dial	32	256	256	256	32	32	32
1805	***Members per ICOM group***							
1810	Auto	32	32	32	32	32	32	32
1815	Dial	32	32	32	32	32	32	32
1820	Members per System	1,024	8,192	8,192	8,192	1,024	1,024*	1,024
1825	***INTEGRATED MANAGEMENT***							
1830	***See COMPAS ID 96290 for capacity information for Integrated Management (Number of Media Servers supported by each application, and number of concurrent users accessing the application).***							
1835	***IP PLATFORM***							
1840	***IP600 HARD DISK DRIVE (Appliucable to DefinityOne and S8100 only)***							
1845	Total Capacity (megabytes)	NA	NA	NA	NA	NA	3200	NA
1850	C drive allocation	NA	NA	NA	NA	NA	1200	NA
1855	D drive allocation	NA	NA	NA	NA	NA	1900	NA
1860	Station Capacity[63]	NA	NA	NA	NA	NA	408	NA
1865	***IP Solutions*** (Note: (CSI) SI where the capacities are different). **See Attendant category for IP Attendant Consoles and Soft Console capacities**							
1870	TN799 Circuit Packs (CLAN) [81]	(8) 64	64	64	64	NA	17*	NA
1875	(TN802B + TN2302) IP Media Processors	(8) 50	200	200	200	NA	50*	NA
1880	Network Regions	80	250	250	250	50	80*	50
1885	System-wide H.248 Media Gateways (G350, G700 etc.)	NA	250[71.2]	250 [71.2]	250 [71.3]	50[71.1, 113]	NA	NA
1890	LSPs: **Rel 2.0:** SW limit (Offer limit in brackets)	NA	250(50)[71.2]	250(50)[71.2]	250(50)[71.2]	50(10) [71.1]	NA	NA
1895	LSPs: **Rel. 2.1 (NOTE: Offer limit SAME AS SW limit)**	NA	**250[71.2]**	**250 [71.2]**	**250[71.2]**	**50[71.1, 113]**	NA	NA
1900	Media Gateways **per LSP**	NA	50[71.2]	50 [71.2]	50 [71.3]	50	NA	NA
1905	H.323 Endpoints (stations and trunks combined)	1500	12000[71.2]	12000[71.2]	3200[71.3] (2400+800)	900[71.1, 113] (450+450)	408/618[64]	900[71.4] (450+450)
1910	**Rel 2.0:** ISDN/IP Trunks (pool of ISDN, IP, and SIP trunk Ports). (Offer limit in brackets) For SIP Trk Max: See below.	400	8000 (4000)[71.2]	8,000	8000 [71.3]	450[71.1, 113]	168 [63]	450[71.4]
1915	**Rel 2.1:** ISDN/IP Trunks (pool of ISDN, IP, and SIP trunk Ports). For SIP Trk Max: See SIP Server below.	400	**8000[71.2]**	8,000	800 [71.3]	450[71.1, 113]	168 [63]	450[71.4]
1920	Signaling Groups [60]	110	650	650	650	650	46	650 *
1925	***Remote Office Feature Group***							
1930	Remote Office Gateways (R300, and the newly introduced H.323 RO Gateway G150)	80	250	250	250	50	16*	50

	Avaya Communication Manager	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2
		G3 CSI & SI (See Note 10)	S8700 IP Connect	S8700 Multi Connect	S8500 [71.3]	S8300 /G700	S8100	S8300 /G350 (See Note 5)
	ITEM	w/ CMC1 /MCC1, SCC1	w/G350, G600, G650, G700	w/G350, G650, G700, SCC1, MCC1	w/G350, G600, G650, G700, SCC1, MCC1, CMC1	w/G350, G700	w/CMC1 w/G600	No subtend-ing Media Gateways
1935	***SIP Server (Converged Communication System or CCS)***							
1940	SIP Trunks supported by CM (Linux platforms only). Part of ISDN/IP/SIP trunk pool	NA	1,000[71.2]	1,000[71.2]	800[71.2]	100[71.1, 113]	NA	100
1945	Number of Edge Nodes	NA	1	1	1	1	NA	1
1950	Number of Home Nodes	NA	10	10	10	10	NA	10
1955	Number of IM (Instant Message) Clients per node	NA	500	500	500	500	NA	500
1960	***SBS (Separation of Bearer and Signaling) NOTE: New entry in caps table, though it is not a new feature in 2.0)***							
1965	SBS Trunks	(0) 100	1,000	1,000	1,000	NA	NA	NA
1970	SBS Stations	(0) 50	500	500	500	NA	NA	NA
1975	***S8300 specific Capacities (NOTE: Some of them are Applicable to S8300/G700 but Not Applicable to S8300/G350). For example, G700 supports stacked MGs; G350 does not.***							
1980	Max Media Modules per Stacked Gateway (4MMs per MG)	NA	NA	NA	NA	40 (10MGs*4)	NA	NA [71.4]
1985	Total TTRs per Stacked Gateway (10 MGs/stack)	NA	NA	NA	NA	64	NA	16
1990	Tone Detection Devices per Gateway (General)[39]	NA	NA	NA	NA	15	NA	15
1995	ASAI CTI Links	NA	NA	NA	NA	16 (with ICC)	NA	16 (with ICC)
2000	***Embedded Voice Mail***							
2005	Number of Mail Boxes	NA	NA	NA	NA	450	NA	450 [71.4]
2010	Number of Ports	NA	NA	NA	NA	8	NA	8
2015	Number of Hours of Storage	NA	NA	NA	NA	1400	NA	1400
2020	***Embedded Announcements***							
2025	Announcement Files	NA	NA	NA	NA	256	NA	256
2030	Minutes of Recording	NA	NA	NA	NA	20	NA	10
2035	Number of Simultaneous Playback Channels	NA	NA	NA	NA	15	NA	6
2040	Number of Record Channels	NA	NA	NA	NA	1	NA	1
2045	***LAST NUMBER DIALED***							
2050	Entries/System[29]	3,216	43,528	43,528	43,528	3,216	3,216*	3,216
2055	Number of Digits	24	24	24	24	24	24	24
2060	***LEAVE WORD CALLING (SWITCH BASED)***							
2065	System-wide Messages Stored	2,000	6,000	6,000	6,000	2,000	2,000*	2,000
2070	Messages per User	125	125	125	125	125	125	125
2075	***REMOTE MESSAGE WAITING INDICATORS***							
2080	Per Extension	80	80	80	80	80	80	80
2085	Per System (G3R and Linux Servers: Station user max / 20; G3SI and G3CSI: Station user max / 10)	240	1800	1800	1800	240	90	240
2090	Simultaneous Message Retrievers	60	400	400	400	60	60	60
2095	System-wide Super Message Retrievers (can retrieve anyone's messages)	10	10	10	10	10	10	10
2100	***MALICIOUS CALL TRACE***							
2105	Max. Simultaneous Traces	16	16	16	16	16	16	16
2110	***MULTIPLE LISTED DIRECTORY NUMBERS (MLDN)***							
2115	Via DID	8	20	20	20	8	8	8
2120	Via DID w/Tenant Partition	20	100	100	100	20	20	20
2125	Via CO	99	2000	2000	2000	99	99	99
2130	***MODEM POOL GROUPS - Mode 2/Analog***							
2135	Group members per system	160	NA	2,016	2,016	160	160	160
2140	Number of groups	5	NA	63	63	5	5	5
2145	Members per group	32	NA	32	32	32	32	32
2150	***NETWORKING (Also see Trunks)***							
2155	CAS RLT Nodes	99	99	99	99	99	99	99
2160	***DCS Nodes*** [31]							
2165	BX.25 (Private): (CSI) SI	(NA) 63*	NA	NA	NA	NA	NA	NA

	Avaya Communication Manager	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2
		G3 CSI & SI (See Note 10)	S8700 IP Connect	S8700 Multi Connect	S8500 [71.3]	S8300 /G700	S8100	S8300 /G350 (See Note 5)
	ITEM	w/ CMC1 /MCC1, SCC1	w/G350, G600, G650, G700	w/G350, G650, G700, SCC1, MCC1	w/G350, G600, G650, G700, SCC1, MCC1, CMC1	w/G350, G700	w/CMC1 w/G600	No subtend-ing Media Gateways
2170	TCP/IP	63*	63	63	63	63*	63*	63*
2175	ISDN PRI (Public and/or Private)	63*	63	63	63	63*	63*	63*
2180	Hybrid (combination of PRI, BX.25, & TCP/IP)	63*	63	63	63	63*	63*	63*
2185	ENP Nodes[32]	999	999	999	999	999	999	999
2190	***QSIG Nodes: No Fixed Node Capacity See Footnote 73.***							
2195	***QSIG/DCS Interworked Nodes*** [76]	63*	63	63	63	63*	63*	63*
2200	***PAGING***							
2205	Code Calling IDs	125	125	125	125	125	125	125
2210	Loudspeaker Zones	9	9	9	9	9	9	9
2215	***Group Paging using Speaker Phone*** [50]							
2220	Number of groups	32	32	32	32	32	32	32
2225	Members per Group	32	32	32	32	32	32	32
2230	***PARTITIONS***							
2235	Attendant Group	15	27	27	27	15	15	15
2240	Tenant Partition	20	100	100	100	20	20	20
2245	Multiple Music on Hold Sources	20	100	100	100	20	20	20
2250	***PERSONAL CO LINES (PCOL)***							
2255	PCOL Appearances	16	16	16	16	16	16	16
2260	PCOL Lines(Trunk Groups)	200	200	200	200	200	200	200
2265	PCOL Trunks Per Trunk Group	1	1	1	1	1	1	1
2270	***PORTS (Max Ports incl. Stations and trunks): (CSI) SI where different***							
2275	***SW-defined Max Ports on System (Stations and Trunks)***	(1300) 2,800*	44000[71.2] (36k+8k)	44000[71.2] (36k+8k)	3200[71.3] (2400+800)	44900[71.1, 113] (44000+900)	1,300	44900[71.4] (44000+900)
2280	***PORT CIRCUIT PACK SLOTS*** [34] ***: (CSI) SI where different***							
2285	***Per EPN***							
2290	MCC Std. Reliability	(NA) 99	NA	99	99	NA	NA	NA
2295	SCC Std. Reliability	(NA) 71	NA	71	71	NA	NA	NA
2300	***Per PPN***							
2305	MCC Std. Reliability	(NA) 89	NA	60,80	60,80	NA	NA	NA
2310	Small Cabinet Std. Reliability	(NA) 33	NA	33	33	NA	NA	NA
2315	ESCC Std. Reliability	(NA) 70	NA	NA	NA	NA	NA	NA
2320	CMC Std. Reliability	(28) NA	NA	NA	NA	NA	28	NA
2325	***RECORDED ANNOUNCEMENTS / AUDIO SOURCES FOR VECTOR DELAY***							
2330	Anouncement/Audio Sources per System [18]	128	3,000	3,000	3,000	3,000	128	3,000
2335	***Analog & Aux Trunk Announcements***							
2340	Queue Slots per Announcement	150	1,000	1,000	1,000	1,000	150	1,000
2345	Queue Slots per System	150	1,000	1,000	1,000	1,000	150	1,000
2350	Calls Connected to Same Annc.	150	1,000	1,000	1,000	1,000	150	1,000
2355	***Integrated Announcements***							
2360	Queue Slots for System	200	4,000	4,000	4,000	4,000	200	4,000
2365	Calls Connected to Same Announcement	50	1,000	1,000	1,000	1,000	50	1,000
2370	Total Announcement Sources: Integrated Boards (10) plus 250 **E**mbedded **VAL** Sources on G350/700 MGs (if they are supported)	5 TN2501	10 TN2501 + 250 EVAL	10 TN2501 + 250 EVAL	8 TN2501 + 250 EVAL	50 EVAL	5 EVAL	50 EVAL
2375	***TN750 C Boards***							
2380	Channels per Board (playback ports)	16	NA	NA	NA	NA	NA	NA
2385	Maximun Announcements per Board	256*	NA	NA	NA	NA	NA	NA
2390	Board Contents Saved[88]	1	NA	NA	NA	NA	NA	NA
2395	***Recording Time (Min:Sec)***							

	Avaya Communication Manager	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2
		G3 CSI & SI (See Note 10)	S8700 IP Connect	S8700 Multi Connect	S8500 [71.3]	S8300 /G700	S8100	S8300 /G350 (See Note 5)
	ITEM	w/ CMC1 /MCC1, SCC1	w/G350, G600, G650, G700	w/G350, G650, G700, SCC1, MCC1	w/G350, G600, G650, G700, SCC1, MCC1, CMC1	w/G350, G700	w/CMC1 w/G600	No subtend-ing Media Gateways
2400	16 KB Recording	8:32	NA	NA	NA	NA	NA	NA
2405	32KB Recording	4:16	NA	NA	NA	NA	NA	NA
2410	64KB Recording	2:8	NA	NA	NA	NA	NA	NA
2415	***TN2501AP (VAL) Boards***							
2420	Channels per Board (Playback Ports)	31	31	31	31	NA	31	NA
2425	Maximum Announcements per Board	256*	256*	256*	256*	NA	256*	NA
2430	Board Content Saved	All active boards	All active boards	All active boards	All active boards	NA	All active boards	NA
2435	***Recording Time per Board (in Minutes)*** [90]							
2440	Low-end Option (Max. 1 Board)	10	10	10	10	NA	10	NA
2445	High-end Option (with upto 5 Boards for CSI/SI; 10 for G3R and S8700)	60	60	60	60	NA	60	NA
2450	***G600 Embedded Integrated SSP (Scalable Speech Processor) Announcements***							
2455	SSP Boards	NA	1 per G600	NA	1 per G600	NA	1 per G600	NA
2460	Channels per SSP Integ. Annc. Circuit Pack	NA	8	NA	8	NA	8	NA
2465	Maximum Announcements per Board	NA	128	NA	128	NA	128	NA
2470	Board Contents Saved	NA	All	NA	All	NA	All	NA
2475	***Recording Time (Min)***							
2480	16 KB recording	NA	240	NA	240	NA	240	NA
2485	32KB recording	NA	120	NA	120	NA	120	NA
2490	64KB recording	NA	60	NA	60	NA	60	NA
2495	***Embedded Integrated VAL (Voice Annc. Over LAN) Announcements***							
2500	Channels per Board (playback ports)	NA	15	15	15	15	NA	6
2505	Maximum Announcements per Board	NA	256	256	256	256	NA	256
2510	Board Contents Saved	NA	all active boards	all active boards	all active boards	all active boards	NA	all active boards
2515	Recording Time per Board in minutes	NA	20	20	20	20	NA	10
2520	***STATIONS (See Voice Terminals; also see Ports for maximum ports incl. Stations and trunks)***							
2525	***SYSTEM ADMINISTRATION***							
2530	# Of Login IDs: Customer + Service	11 + 5	50 + 5	50 + 5	50 + 5	11 + 5	11 + 5	11 + 5
2535	Admin History File Entries	500	1,800	1,800	1,800	500	500	500
2540	Simultaneous Admin Commands[2]	1	10	10	10	1	1	1
2545	Simultaneous Maintenance Commands[2]	1	5	5	5	1	1	1
2550	Simultaneous System Mgmt. Sessions [2]	5	15	15	15	5	5	5
2555	Number of Scheduled Reports	50	50	50	50	50	(note 58)	50
2560	Access Security Gateway Session History Log Entries	100	250	250	250	100	NA	100
2565	***SPEECH SYNTHESIS CIRCUIT PACKS***							
2570	# of Speech Synthesis Circuit Packs	6	40	40	40	NA	6	NA
2575	Channels per Speech Circuit Pack	4	4	4	4	NA	4	NA
2580	***TERMINATING EXTENSION GROUPS (TEG)***							
2585	TEGs	32	32	32	32	32	32	32
2590	Users That May Share a TEG	4	4	4	4	4	4	4
2595	***TIME SLOTS[36,37] (CSI) SI where applicable***							
2600	Simultaneous Ckt Switched Calls[36]	(242) 726	15,424	15,424	15,424	236	242	236
2605	Total Time Slots	(512) 1536	32,768	32,768	32,768	512[71.1]	512	512[71.4]
2610	Time Slots for Voice & Data[38]	(484) 1452	30,976	30,976	30,976	472[71.1]	484	472[71.4]
2615	Time Slots per Port Network	512	512	512	512	512/MG	512	512
2620	***TONE CLASSIFIERS***							
2625	Tone Receivers (General)[39]	200	1200	1200	1,200	15 / G700	200	**15 / G350**

	Avaya Communication Manager	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2
		G3 CSI & SI (See Note 10)	S8700 IP Connect	S8700 Multi Connect	S8500 [71.3]	S8300 /G700	S8100	S8300 /G350 (See Note 5)
	ITEM	w/ CMC1 /MCC1, SCC1	w/G350, G600, G650, G700	w/G350, G650, G700, SCC1, MCC1	w/G350, G600, G650, G700, SCC1, MCC1, CMC1	w/G350, G700	w/CMC1 w/G600	No subtend-ing Media Gateways
2630	TTR Queue Size	4	4	4 (SCC/MCC)	4	NA	4	NA
2635	Prompting TTR Queue Size	80	80	80 (SCC/MCC)	80	NA	80	NA
2640	***TRUNKS (CSI) SI where applicable) For Max IP trunks, SIP trunks, Signaling Groups etc. see IP Solutions.***							
2645	DS1 Circuit Packs (PRI/Station only, Total (PRI+Line-side DS1)	(8) 30	400 566[94]	400 566[94]	400 566[94]	NA	30*	NA
2650	Queue Slots for Trunks	198	4,000	4,000	4,000	198	198	198
2656	**Rel 2.0:** Max No. of Trunks of all types in System	400	4000 [71.2,102]	8,000[71.2,102]	800[71.2,102]	450[71.1,102]	400 *.[102]	450[71.4,102]
2655	**Rel 2.1:** Max No. of Trunks of all types in System	400	**(4000) 8,000 [71.2,102]**	8,000[71.2,102]	800[71.2,102]	450[71.1,102]	400 *.[102]	450[71.4,102]
2660	***Total PRI Interfaces*** [40]	(8) 30	400	400	400	NA	30	NA
2665	Qty Emulated Circuits per ATM CES Interface	8	8	8	8	NA	8	NA
2670	Qty of PRI D-channels per ATM CES Interface	8	8	8	8	NA	8	NA
2675	Max. Qty. ATM Interfaces used for CES per PN	2	2	2	2	NA	2	NA
2680	Max. Qty. ATM Interfaces used for CES per System	(2) 6	88	88	88	NA	2	NA
2685	Max. Qty. ATM Interfaces (CES+PNC) per system	(2) 6	88[103]	176	88[103]	NA	2	NA
2690	***BRI TRUNKS*** [42]							
2695	BRI Trunk Circuit Packs	8	60	60	60	60	8	NA
2700	BRI Trunks - Total[42.1]	(160) 192	1,440	1440	1,440	450[71.1]	300	450[71.4]
2705	***SBS Trunks (See IP Solutions)***							
2710	***ISDN Temporary Signaling Connections***							
2715	TSCs in System	656	8,256	8256	8,256	656	656	656
2720	Call Associated TSCs	400	8,000	8000	8,000	400[71.1]	400	400[71.4]
2725	Non Call Associated TSCs	256	256	256	256	256	256	256
2730	Administered TSCs	128	128	128	128	128	128	128
2735	***Ringback Queue Slots***	198	1,332	1332	1,332	198	198	198
2740	***Trunk Groups***							
2745	Trunk Grp Hourly Measurements	25	75	75	75	25	25	25
2750	Trunk Groups in the System	99	2,000	2000	2,000	99	99	99
2755	Trunk Members in a Trunk Group	99	255	255	255	99	99	99
2760	***ISDN Services***							
2765	Incoming Call Handling Treatment (per Trunk Group)	18	54	54	54	18	18	18
2770	Incoming Call Handling Treatment (per System)	288	576	576	576	288	288	288
2775	User Defined Services	24	60	60	60	24	24	24
2780	Usage Allocation Entries (per Plan)	15	15	15	15	15	15	15
2785	***VOICE TERMINALS*** [43] ***(NOTE: The CSI station max is 900). For Blade Server, Station Max is 500.***							
2790	Associated Data Modules (e.g. DTDMs)	800	NA	NA	NA	NA	NA	NA
2795	Stations (Overall Maximum Number of Stations of all types)[46]	(900) 2400	36,000[71.2, 101]	36,000[71.2, 101]	36,000[71.3, 101]	**2400[71.1,113]**	**240/450[64]**	2400[71.4]
2800	***BRI (Point-to-Point and Multipoint) Stations (part of the Overall Max)*** [44]							
2805	Point-to-Point	(900) 1000	7,000	7,000	7,000	NA	1000*	NA
2810	Multipoint (Passive Bus)	(900) 1000	7,000	7,000	7,000	NA	1000*	NA
2815	Digital Stations(part of the Overall Max)[45]	(900) 2400	36,000[71.2, 101]	36,000[71.2, 101]	36,000[71.3, 101]	**2400[71.1,113]**	**240/450[64]**	2400[71.4]
2820	Display Stations (part of the Overall Max)	(900) 2400	36,000[71.2, 101]	36,000[71.2, 101]	36,000[71.3, 101]	**2400[71.1,113]**	**240/450[64]**	2400[71.4]
2825	IP Stations (part of the Overall Max)[45]	(900) 1500	12,000	12,000	2,400	450	**240/450[64]**	40[71.4]
2830	Sta. Button Capacity (K Units)[47]	662.4	17,496	17,496	17,496	662.4	656.4	662.4
2835	Number Of Administrable Physical Buttons	54,400	1,440,000	1,440,000	1,440,000	54,400	54,400	54,400
2840	Station Button Feature Capacity[48]	15,900	15,900	15,900	15,900	15,900	15,900	15,900
2845	***VUSTATS***							
2850	Measured Agents or Login Ids	400	2000	2000	2000	400[71.1]	100 [66]	400[71.4]

	Avaya Communication Manager	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2	ACM Rel. 2.2
		G3 CSI & SI (See Note 10)	S8700 IP Connect	S8700 Multi Connect	S8500 [71.3]	S8300 /G700	S8100	S8300 /G350 (See Note 5)
	ITEM	w/ CMC1 /MCC1, SCC1	w/G350, G600, G650, G700	w/G350, G650, G700, SCC1, MCC1	w/G350, G600, G650, G700, SCC1, MCC1, CMC1	w/G350, G700	w/CMC1 w/G600	No subtend-ing Media Gateways
2855	Measured Splits	99	600	600	600	99	99	99[71.4]
2860	Measured Trunk Groups	32	32	32	32	32	32	32[71.4]
2865	Measured VDNs	99	512	512	512	99	99	99[71.4]
2870	***Reporting Periods***							
2875	Intervals	25	25	25	25	25	25	25
2880	Days	1	1	1	1	1	1	1
2885	***CMS Switch Links*** [87]							
2890	R3V9/R3V11/R12 CMS	1 or 2	1 or 2	1 or 2	1 or 2	1 or 2	1	1 or 2
2890								
2895	***CMS Capacities (The CMS enhancements are noted below, with some corresponding CM releases and capacities)***							
2900	**CMS Capacity Item**	**CM R9**	**R3V9 CMS Total**		**CM 1.x (S8700)**	**R3V11 CMS Total**	**CM 2.0 (S8700)**	**R12 CMS Total**
2905	ACDs (multi-ACD configuration)		8			8		8
2910	ACD Admin Log Records		30,000			30,000		30,000
2915	Agent Traces Active		400			400		400
2920	Agent Trace Records		500,000			500,000		500,000
2925	Call Records (internal)		5,000			5,000		5,000
2930	CWC[85]		1,999			1,999		1,999
2935	Max. CWCs collected in the call record		1			6		6
2940	Exception Records		2,000			2,000		2,000
2945	Logged-in Agent/Skill Pairs over 8 ACDs	10,000	32,000		60,000	100,000	60,000	100,000
2950	Splits/Skills per ACD	999	1,000		999	1,000	2,000	2,000
2955	Skills over 8 ACDs		8,000			8,000		16,000
2960	Login/Logout Records		999,999			999,999		999,999
2965	Measured + Unmeasured Trunks[84]		20,000			40,000		40,000
2970	Measured Trunk Groups	666	666		2,000	8,000	2,000	8,000
2975	Locations / Location IDs	44	44		250	44	250	250
2980	Simultaneous active client sessions[86]		400			400		400

END OF TABLE

NOTE:

1. **As stated earlier, the Capacities Table in this document contains CM Software defined maximums. This footnote contains many explanations, and some of the major offer limits.**
2. **For information regarding End-of-Sale of platforms such as G3R and G3SI, see the Introduction and the NOTES in the beginning of the capacities table.**

Footnote Number:	***Detailed Description***
*****	***Software capacity limit cannot be achieved due to Hardware or Processor capacity limits for this platform.***
Note:	***IP-Connect in these footnotes refers to an S8700, S8710 or the S8500 Media Server with G600/G700/G350 MGs;*** ***Multi-Connect refers to a configuration consisting of S8700, S8710 or the S8500 Media Server with G700/G350/G650/MCC1/SCC1 Media Gateways.***
Note:	***As specified earlier the S8100 is not supported with CM 2.1 and beyond.***
1	There is no limit on the maximum number of auto dial buttons (other than the system limit on button capacity). See Station Button Capacity for system button limitations.
2	System Management sessions are used for system administration and maintenance purposes, and some of the platforms allow multiple simultaneous sessions. The S8700, S8710 offers, for example, can support 15 simultaneous sessions. But the system allows maximum 10 simultaneous admin sessions for add/change, etc., as long as they are not accessing the same data - i.e., 2 admin users cannot change the same station object simultaneously. Commands such as test, busyout, release, status are maintenance commands, and up to 5 such simultaneous commands can be issued in addition to the admin commands, as long as they are not accessing the same data, and the command is not designated as a 'single user' command.
3	(Footnote removed)
4	In the case of SCC/ESCC/CSCC, only 4 BX.25 physical links are supported in the configuration.
4.1	The TN799 (C-LAN) circuit pack has one Ethernet connection and 16 PPP connections. The sum of links via BX.25, PPP and Ethernet ports has to be less than the maximum number of communication-interface links per switch. IP Routes (with C-LAN) refers to the size of the IP routing table accessed by the "change ip-route" command.
4.2	Mode code integration with Intuity AUDIX is marketed only on G3 CSI models.
4.3	Although the system supports 10 QSIG hunt groups, the number of messaging adjuncts depends on the PRI signaling groups on the system.
4.4	Number of agent-split combinations supported. Agent-split pairs is the total combination used by ACD agents, Auto-Available Splits (AAS) ports (e.g., VRUs), non-ACD hunt groups (groups with or without queues, Message Center Service, INTUITY/AUDIX, Remote AUDIX, etc.). Each non-ACD hunt group member, AAS split member, and split assigned to an ACD agent is counted when administered.
4.5	The number of CMS adjuncts using CLAN for connectivity to the switch counts toward the maximum capacity of TN799 circuit packs (CLAN).

4.6 These links can be administered over the CLAN TN799 circuit pack or traditional Data Modules.

5 An agent can be assigned more splits during administration but only this number can be simultaneously logged into.

6 The number of agents that can log into the same split/skill is limited by the maximum Members per Group limits. Maximum agent limits are reduced by the number of non-ACD members and AAS ports administered and, with non-EAS, the additional splits assigned to agents that are not logged into.

7 Queue slots are shared across non-ACD, ACD (splits/skills) and AAS hunt groups. NOTE: The capacity limits for System and Per Group Queue Slots are not applicable with any platforms that run Rel 2.1 or later CM Software due to the Release 2.1 Dynamic Hunt Group Queue Slot Allocation feature. Hunt group queue slots are now allocated on an as needed basis allowing all calls that are possible to be in queue. The common pool of queue slots is 1,000 for the CSI/SI/S8100/S8300 server platforms and 12,000 for the S8500/S8700/ S8710 platforms.

8 Plus up to 7 Inter-eXchange Carrier (IXC) digits.

9 This is the number of available 12-character inserted-digit-strings available for AAR/ARS preferences.

10 The number of attendant consoles listed is per software limitations. One console is supported per CMC without supplemental power.

10.1 The number of IP Soft attendant consoles: **On the S8500**, **the Offer limit is 20**. This is based on license file truncation limits.

11 The number of release link trunk groups counts towards the total number of trunk groups in the system.

12 "Maximum number of queue slots" is referred to as "emergency access queue length" in G3 SI.

12.1 The Monitor Split command shows the status for only the first 100 agents logged into the split, regardless of how many additional agents log into the split.

12.2 BCMS monitoring, being a maintenance command, is limited by the active maintenance commands limit, reduced by 2 in G3r and by 3 in the S8700, S8710 platform (since 2 active command slots are reserved for the INADS and SAT logins respectively).

13 Only EPNs in the G3SI/S8500 (direct connect migration), G3R and S8700, S8710 Multi-Connect systems can be DS1-remoted EPNs.
The numbers reflect the number of cabinets, not the number of EPNs.
The entries in the S8500 and S8700, S8710 (MC and IPC) columns reflect the PNs (and in brackets, the number of stacked cabinets per PN).

14 NOTE: The CSI and SI configurations are represented in the same column; however EPNs are not applicable to the CSI configurations (including the ProLogix). They are applicable to the SI configurations only.

15 64 bridged appearances (principal + 63) are supported on all platforms when ASAI is not used. The capacity is 16 with ASAI (Category A only).

16 The number of call appearances is the sum of primary and bridged appearances; at most 10 can be primary. A maximum of 54 administrable buttons can be supported for the 7434 terminal without display.

The 8434 terminal with display and expansion module can support up to 52 call appearances.

17 Does not apply to conferencing.

18 For administering announcements beyond 256: First the Call Center Release must be set to R8.1 or later. Then to access greater than 256 one must specifically refer to an announcement number greater than 256. For example, "change announcement 300". The administrator can then have access to another 16 pages and so on.

19 Shared extensions must be shared among all attendant groups in the system including Tenant Partition scenarios.

20 (Footnote removed)

20.1 VDNs are counted as part of the miscellaneous extensions capacity. The total of VDNs, hunt groups, announcements, LDNs, TEGs, PCOL groups, access endpoints, administered TSCs, and Code Calling IDs extensions and common shared extensions cannot exceed 20,317 for G3r. In addition, the total of stations (station extensions including ACD agent physical set extensions, Logical Agent IDs and AWOH) assigned and the VDNs assigned cannot exceed 25,000 for G3R (share message server space). Also, the total of all extensions assigned for any purpose cannot exceed 36,065 for G3R. See the Dial Plan section for details.

20.5 BSR (Best Service Routing) application numbers and location numbers each are limited to 255.

21 Simultaneous 3-way Conference Call = ROUND_DOWN(484 / 3) times number Port Networks.
NOTE: These are for non-IP endpoints. If IP endpoints are involved, a VoIP resource is used up. The available number of VOIP resources limits the number of such calls with IP endpoints.

22 Simultaneous 6-way Conference Call = ROUND_DOWN(484 / 6) times number Port Networks.
NOTE: These are for non-IP endpoints. If IP endpoints are involved, a VoIP resource is used up. The available number of VOIP resources limits the number of such calls with IP endpoints.

23 (Footnote removed)

24 Total extensions is the count of all extension assignments for any use. Included in this count are “station extensions,” “miscellaneous extensions,” data extension groups, PRI endpoint groups and trunk group extensions.

The origin of this value (36,065) from pre-D93 development is as follows:

MAX_STATIONS + MAX_VDNS + TEGs + PHANTOM_ACA + DATA ENDPOINTS + FIXED TSCs + HNT_GRP =
25,000 + 3,000 + 32 + 150 + 7500 + 128 + 255 = 36,065

By R10, we reached 20,000 VDNs, 999 Hunt Groups, and 1,000 Announcements. The formula had to be altered to the following:

MAX (MAX_STATION, MAX_VDN) + TEGs + PHANTOM_ACA + DATA_ENDPOINTS + FIXED_TSCs + HNT_GRP =
25,000 + 32 + 150 + 7500 + 128 + 999 = 33,309

A single system will not be able to support the maximum stations and maximum VDNs simultaneously. By not adjusting the number downward we have gained 2,736 extensions, which allowed for the growth in announcements.

In R11 (Rel 1.x), MAX_STATION increased to 36,000, which yields a total number of extensions of 44,809. The value of total # of extensions for G3R is approximately 80% of “Station Extension” + “Misc Extensions,”, and thus we obtain the recommended number 49,733. This holds true for R12 (Rel. 2.0 and beyond) as well.

24.1 “Station extensions” consist of attendant extensions station set assignments (including ACD agent physical sets), AWOH (administration without hardware) and administered Logical Agent IDs extensions.

25 Miscellaneous extensions consist of VDNs, hunt groups, announcements, LDNs, PCOL groups, common shared extensions, access endpoints, administered TSCs, Code Calling IDs, TEGs, Paging zones, and Phantom ACAs.

In Pre-D93, these values were:
(VDN=3000) + (HNT_GRP=255) + (ANN=256) + (LDN=20) + (PCOL=200) + (Common_Shared = 40) + (ACCESS_END=666) + (Fixed TSCs = 128) + (Code Calling = 125) + (TEGS = 32) + (Paging = 9) + (Phantom = 150) = 4,881 (Theoretical Maximum).

The value of 70% of the theoretical maximum is 3,417. The actual calculation was perform as: 2/3(VDNs) + 70% * (all the rest) = 2/3 (3000) + 0.7 * (1881) = 2000 + 1317 = 3,317.

Note that Access Endpoints are actually tied to the number of trunks, not the number of trunk groups. If the value of Trunks (4000) is used, then the theoretical maximum is 8,215 which means MAXMISC (3,317) is 40% of the theoretical maximum, which is inconsistent with the definition in sys_param.i/_mips.h. So, the effective percentage of MAXMISC to theoretical maximum is 68%

In R10, CMS measured VDNs were increased to 20,000. Miscellaneous extensions was increased to 20,317. The previous value already contained 3,000 VDNs, but rather than add 2/3 of the 17,000 difference, the complete value was added. The theoretical maximum then was 4881+17000 = 21,881, so 20,317 is 92%.

Also in R10, the following values were increased:
(Common Share ext = 80), (Announcements = 1000), (Hunt Groups = 999), (Access Endpoints = 4000) and (LDNs = 100). The R10 G3r theoretical maximum (correcting for Access Endpoints) was 26,823, and 20,317 is approximately 76% of theoretical maximum.

In R11, in addition to the previous increases, the following values were increased:
(Announcements = 3000) and (Access endpoints = 8000). The theoretical maximum is 32,823, and 80% of the theoretical maximum is a MAXMISC of 26,258.

26 (Footnote removed)

27 Integrated Directory Entries = Stations + Attendant Consoles.

28 Number of Names = number of stations + attendant consoles + trunk groups + digital data endpoints + miscellaneous extensions.

28.1 Total of the administered Login ID skill-pair members (for agents and AAS ports).

28.2 (Footnote removed)

28.3 Number of agent-skill combinations supported. When the switch release is on the VS/CSI/SI platform, CMS will assume the larger R capacity. Agent-skill pairs is the total combination used by ACD agents, Auto-Available Skills (AAS) ports (e.g., VRUs), non-ACD hunt groups (groups with or without queues, Message Center Service, INTUITY/AUDIX, Remote AUDIX, etc.). Each non-ACD hunt group member and AAS skill member is counted when administered. Each skill assigned to an EAS agent is counted as an ACD member when the EAS agent logs in, not when administered.

28.4 This limit may not be reachable depending on how many skills are assigned per Login ID due to the ACD Members Administered (Login ID-skill pair) limits. The following shows the Login ID limits for different number of skills per Login ID:

Maximum Login IDs With:	**CSI/SI (with R9/R10/1.x/2.0) or S8100/S8300 (with 1.x/2.0)**	**R (with R9/R10/1.x/2.0) or S8700/S8710 (with 1.1/1.2 and beyond)**	**S8700/S8710 (with 1.3)* and beyond**	**S8500, S8700, S8710**

1 to 4 Skills Each	1,500	10,000	20,000	20,000
9 Skills Each	666	7,222	20,000	20,000
10 Skills Each	600	6,500	18,000	18,000
20 Skills Each	300	3,250	9,000	9,000
60 Skills Each	NA	NA	NA	3,000

* The Login ID-Skill pair limit for S8700/S8710 was increased to 180,000 with Avaya Communication Manager Release 1.3

28.5 Hunt group members include non-ACD (hunting, Message Center Service, Intuity/AUDIX, Remote AUDIX, etc.) and ACD uses (splits or skills including Auto-Available Splits/Skills). Each ACD agent-split/skill assignment counts as a hunt group member.

29 Last Number Dialed Entries = Stations + Digital Data Endpoints + Attendant Consoles

31 Intuity supports 20 DCS nodes.

32 These numbers are node number addresses.

33 (Footnote removed)

34 Only port slots are included in this count. For example, there are 100 slots per MCC EPN cabinet with 99 port slots and one slot dedicated for the Tone Clock board. There may be other service circuits required which would further reduce the number of port slots available. In G3r and G3SI MCC port carriers, the service slots may be equipped with service boards that do not require tip and ring connections.

35 (Footnote removed)

36 242 Simultaneous Circuit Switched Calls per port network. G3 R has a total of 7,744 simultaneous voice/data/video calls, which is limited by the number of call records supported. Multimedia calls tend to be multi-party calls. See DEFINITY Hardware and Traffic Guidelines for further details.

37 The G3 CSI supports PRI D-Channels over the TDM bus. Each D-Channel for PRI uses one timeslot pair. For each D-Channel used, subtract two timeslots from the total available for voice and data conversations.

38 484 time slots for voice and data per port network.

39 The switch uses the TN744 Call Classifier/Detector for basic TTR usage as well as call prompting/call classification/MFC. In addition, the TN2182 Tone/Clock/Detector is used for multiple tone detection functions. The number of TN748, TN420, or TN744 boards is limited only by the number of available slots. The number of TN2182 boards is limited only as described in DEFINITY Hardware and Traffic Configuration Guidelines. There is a single limit on the total number of tone receiver (classifier) ports for the system.

1. TN748/TN420 have 4 ports for TTR use
2. TN748/TN420 have 2 ports for GPTD use
3. TN744 has 8 ports for call prompting/call classification/MFC/TTR/GPTD use
4. TN2182 has 8 ports for call prompting/call classification/MFC/TTR/GPTD use
5. On the G700s: the maximum Tone Receivers per G700 was increased from 12 to 15 in Rel. 1.3. It should be noted that in spite of this enhancement, the TTR capacity of the G700 affects the Busy Hour Call Capacity – especially the Call Center call mix.
6. The IPSIs have 8 TTR resources embedded wiithin them.

40 Counts towards the total number of DS1 circuit packs.

41 Total number of Measured Trunks on the G3 CSI is 400. However the limit as per the G3 CSI Offer Document is 390.

42 The TN2185 BRI Trunk circuit pack provides 8 ports. The TN556B and TN2198 provide 12 ports. Each port (2B + D) provides 2 BRI trunks.

42.1 A G3 CSI is limited to 512 Data Link Connection Identifiers (DLCI), of which only 320 may be used for BRI trunks. Each BRI port takes 4 DLCIs, so that allows for 80 ports. Since each “port” is really 2B+D, there are two BRI trunks per port. So 80 ports equates to 160 BRI trunks. However, since the system-wide trunk maximum is 100, the maximum BRI trunks for G3 CSI is also 100. For the S8300, it is 400 since the system maximums for S8300 follow the G3SI maximums.

42.2 More information regarding BRI trunks (including TN2185, TN556 (suffix C and later), MM722 and MM720 that are administered using the "add bri trunk" command, and BRI stations.

1. The maximum number of BRI stations is 7000. This is still true for an S8300 controlling MGs only. But HW limits are reached before the SW max is reached.
2. Re. BRI trunks: **In Rel 2.2 and beyond** all Linux platforms of CM software (S8700/S8710, S8500/S8500B, S8300) support **max 250 BRI trunk boards.** This includes TN2185, TN556 (suffix C and later), MM722 and MM720 that are administered using the "add bri trunk" command. Note that the 720 can be either NT or TE mode, but as long as it is administered as a trunk board it counts towards that maximum.

Also note that for S8300/G700, which can:

1. Altho' SW allows 250 max BRI trunk boards, the physical limit is different, since it supports **max 50 Media Gateways** (could be a combination of G700, G350 and G250s as MGs), and the max BRI boards is based on the types of MG and how many Media Modules (MM) they can support.
   - G700 MGs support max 4 MMs each. IF only G700 MGs are used: S8300/G700 can have max 199 BRI trunk boards - i.e., (50 MGs * 4 per MG) -1 (since the G700 with the processor module in it can have max 3 other media modules). This max of 199 is based on the assumption there are no LSPs. If there are G700s as LSPs they will also house max 3 other MMs. So the system can be customized in many ways
   - G350 MGs support max 5 MMs each;
   - G250 BRI has a built-in 2-port BRI, (like the MM722);.
2. **However the S8300 supports maximum 450 trunks**. So the most likely way you would get the full 250 BRI trunk boards with max 250 MGs is: if many of them are MM722s with only a few trunks per board. With a MM720, if we assume you use all 16 ports on each MM, you'd only get up to 28 or 29 MMs before you'd hit the system-wide 450 trunk limit.

43 The Station user maximum for CSI configuration is 900 (not 2400). All other maximums are that of the SI configuration.

The following items reduce the total number of available "Stations" on a switch:

1. Analog Music-On-Hold
2. Attendants
3. Modem Pool Conversion Resources
4. TAAS Port
5. Stations (Digital, display, BRI, etc.)
6. Analog Announcements
7. Analog External Alarm Port
8. EAS Agent Login Ids
9. ACD Agents

These items constitute all the valid objects within software that limit the number of available stations on a switch. Attendant Consoles and Stations are not the only objects that reduce the total number of available stations on a switch. See the Dial Plan section of the Capacities Table for more details.

44 All BRI stations can be display stations.

45 Capacities depend upon the release/version of IP phones.

45.1 The "Logged-In IP Softphone Agents" field on the customer options form, which counts for display purposes the ACD agents (either non-EAS or EAS) logging in with IP softphones, is set to the lesser of the two by the RFA/License File: "Logged-in ACD Agents" field, or the "Maximum Concurrently Registered IP Stations" field.

46 Including extensions administered without associated hardware. See the Dial Plan section of the Capacities Table for more details.

47 "Station Button Capacity (units)" replaces "Maximum Button Modules" (from pre-R1V5.1).

48 The following button features share a common resource in memory:

1. Call Forwarding All
2. Call Forward Busy Don't Answer
3. Send Extension Calls (SAC with extension)
4. Station Busy Indicators
5. Trunk Group Status
6. Hunt Group Status
7. Loudspeaker Paging Zone Status
8. PCOL Group Status
9. Data Module
10. Terminating Extension Group Status
11. Announcement Status
12. Attendant Group Status/DXS
13. Remote Trunk Group Select

49 **As of Oct. 2002, the DWBS system has been discontinued.** For G3R, TN789 Radio Controller Circuit Packs cannot be used in DS-1 remote EPNs.

50 Due to downlink buffer overflow problem, the Group Page with Speakerphone feature does not work with TN754A or TN754B. Minimum vintage of TN754C is required. Earlier vintage boards may cause lost messages, pages not terminating, phantom ringing, invalid displays etc.

51 **As of Oct. 2002, the DWBS system has been discontinued**. The in-building system that replaces the DWBS is provided in collaboration with SpectraLink®. There are 2 offers: the 900 MHz system, and the 24GHz system called the IP Wireless Telephone System. The 900 MHz phone (3410) is administered on the MV as 8410; the 2.4GHZ phone (3606) is administered as 4606. As a result the SpectraLink® wireless user maximum is based on the station user maximum for each of the platforms.

52 (Footnote removed)

53 Stores CDR records on the local hard disk.

54 **On S8100 or D1 platforms only**: The system uses two files to store and control CDR records. One file is named cdr.out and the other cas.in. Both files are in the directory d:\AvayaData\CDR. Every 10 minutes, the system checks for the presence of the file cas.in. If the file cas.in is NOT present, the system will rename the cdr.out file to be cas.in and will create a new cdr.out file. If the cdr.out file reaches a size of 100,000 bytes or contains 1000 records, the system will stop writing records and begin buffering records internally. Once 500 records have been buffered internally, new records are discarded. Data is lost.

The call accounting system should delete the file cas.in when it is ready to accept a new set of cdr records. Within 10 minutes, the system will rename the cdr.out file to cas.in as explained above (assuming the cdr.out file is not empty). As soon as the cas.in file appears, the call accounting system may process the records and then delete the cas.in file again.

The call accounting system MUST process the records at a rate to match the expected switch call rate in order to not lose data.
On other platforms: CDR must be collected in real time using external CDR collection devices such as the terminal server, or an application that supports RSP (Reliable Session Protocol).

54.1 S8700 and S8710 can buffer at most 17,326 records. The second number, 1900 is a watermark number. Assume both primary and secondary CDR devices are up, then if the buffered records (there is one buffer only) reaches 1900 or higher, the secondary CDR will be dropped down for 2 minutes. But the primary CDR will continue to be up and sending records.
This indicates that secondary CDR device should not be used for sending records, but for debug and etc. In most case, only the primary CDR device is used.

55 (Footnote removed)

56 (Footnote removed)

56.1 Saved on TN750C only.

57 (Footnote removed)

58 Reports are not produced via the system, but through ASA. There is no limit to this activity in ASA.

59 The total number of stations (including ACD agent physical sets, Logical Agent IDs and AWOH) assigned and the VDNs assigned cannot exceed 25,000 for G3r and 36,000 for S8700, S8710 and S8500 (share message server space). Dial plan limits also apply.

60 The signaling connections are shared by ISDN, ATM trunk signaling, and IP signaling groups. This number is the maximum number of DS1s and the number of support Remote Offices.

61 (Footnote removed)

62 (Footnote removed)

63 Maximum number of IP ports is 408. Total combined IP trunks and stations cannot exceed maximum number of IP ports. Value of 168 for IP trunks is the recommended limit. Value of 240 IP stations is the recommended limit. (See note 64.)

64 Maximum stations for S8100 Media Server with CMC1 Media Gateway, or G650 Media Gateway:
- → 240 stations with embedded messaging enabled; (when the 168 H.323 trunks are included, the total for H.323 endpoints is 408)
- → 450 stations with embedded messaging disabled. (when the 168 H.323 trunks are included, the total for H.323 endpoints is 618).

65 (Unused)

66 Logged-in Agent capacity is limited by the offer via the Logged-In Agent customer option. See the S8100 with CMC1 or S8100 with G600 Offer Definition for details.

67 For S8500:
- → For Migrations from SI/R Simplex direct connect: it is a max of 3.
- → For new shipments: Not available since new shipments are all IP connect media gateways.

68 Must be increased to support the 10,000 personal lists, and 100 group lists, 1 system list, 2 enhanced lists (implementation as 2 lists rather than 1).

69 This amount would allow users to have the 20,000 Enhanced AD entries (implemented as 2 lists), 10,000 personal lists with 20 entries each rather than 100, a System list of 100, and 100 Group lists

with 100 entries each. This would max out at 230,100 entries that could be made the max instead of 250,000.

70 The 10,000 additional Enhanced AD Entries on a second list (rather than expanding the 1 Enhanced AD list) allows 4-digit dialing via FAC to remain as before. To expand the 1 list would have required users to enter 5 digits when dialing via FAC.

NOTES re. Foot Notes 71, 71.1, 71.2, 71.3 and 71.4

Footnotes 71 and 71.1 are related to the S8300w/G700 offer; and 71.2 is related to the S8700, S8710 platform; 71.3 is related to the S8500 platform; 71.4 contains information re. the S8300/G350 offer. On these platforms:

- Some of the maximums (such as maximum stations, trunks, EC500 users, IP stations, IP trunks, LSPs etc.) set by the ACM software are different from the offer-based limits in the various releases. Few of these offer-based limits are mentioned here.
- **Features** such as Call Forwarding are turned ON/OF by the License File but not the actual capacity limits. However on some of the platforms the ACM software-based limits may not apply to these features since their maximums are scaled by the associated capacities that they are coupled with, set by either the License File, or based on the hardware/platform limitations (boot-time configurations).
- Similar derived capacity limitations applies to features such as call pickup, bridging, etc., which may not be controlled by the license file either for turning the feature ON or OFF, or for feature-specific capacities.
- **Call Capacities** (such as simultaneous 2-way, 3-way or 6-way calls) in the table are for non-IP endpoints. If IP endpoints are involved, a VoIP resource is used up. The available number of VOIP resources limits the number of such calls with IP endpoints. (Also see Foot notes 21 and 22).

71 See the sub-sections below for server specific information. The System maximums (such as maximum stations, trunks, IP stations, maximum ports, LSPs etc.) set by MultiVantage software are different from the offer-based limits in the various releases. Some of the differences are noted below.

Media Gateways supported by the Servers:

Servers → Gateways↓	**S8700, S8710 IP Connect**	**S8700, S8710 MultiConn**	**S8500 (3-PNs as DirectConn / 64 MGs as IPConnect**	**S8300 /G700**	**S8100 /G600**	**Comments**
G350	Yes	Yes	Yes	Yes		Counts towards max MGs
G600	Yes		Yes		See Note	S8100/G600 does NOT support any MGs
G650	Yes	Yes	Yes	Yes		Counts towards max 64 PNs
G700	Yes	Yes	Yes	Yes		Counts towards max MGs
SCC/MCC		Yes	Yes			Counts towards the PNs. **S8500** supports max 3; **S8700, S8710**: supports max 64.
CMC			Yes			S8500 supports max 64 CMC / S8100

Release 2.1: NOTE Re. Blade Server: **See Footnote 113**.

71.1 **S8300/G700 (ICC):** The S8300 w/G700 has an in-born capacity similar to that of a G3 SI when the Internal Call Controller is in use. When the G700 Media Gateway is being controlled by another platform, the administration of the G700 Gateway counts against the MG capacities already defined for that platform.
Following table provides some of the S8300/G700 offer details (the number of media gateways, Stations and trunks). Also, the number of supported media gateways limits the entry in the "Total Number of Integrated Boards And/Or Embedded Virtual Announcements Boards" field for the S8300 ICC platform (1 per media gateway).

S8300/G700	**Release 1.3**	**Release 2.0**	**Release 2.1**
Media Gateways	50 G700 MGs	50 G350 / G700 MGs	50 G350/G700 MGs
Number of trunks	450	450	450
Number of stations	450	450	450
Number of LSPs	10	10	50

Voice Over Internet Protocol (VOIP) Engine Capacities: Each VOIP Engine supports 64 G.711 equivalent calls.
In a Configuration with ICC: One VOIP engine is included on the main ICC. 3 more VOIP Engines can be added for increasing the call capacity, for a maximum of 4 VOIP Engines.
In a Configuration without ICC: Each Media Gateway can support up to 5 VOIP Engines.
This is limited by the number of available Media Module slots that are populated with VOIP Engines. The following table provides VOIP Engine Capacities.
NOTE: This table applies to all releases of S8300 w/MG700.

VOIP Capacity of a Single Media Gateway (MG) with and without Internal Call Controller						
Description	**VOIP Engine and Call Capacities** The column with the ( ) Applies to "Without ICC" Configuration only, which supports 5 MGs					**Constraining Factor**
Number of VOIP Engines Installed in a Single MG → / Type of call | V	1	2	3	4	**(5)**	
IP Phone to Legacy Station, Analog Trunk or E1/T1 Facility	32	64	96	128	**(160)**	Simultaneous G.711 equivalent non-encrypted 2-Way Conversations limited by the VoIP Engine (Note B). Includes call progress tones
IP Phone to IP Phone 2-Way Conversations						Dependent on (1) Ability of the IP phones to Shuffle (2) Performance of the LAN
IP Phone to IP Phone 2-Way Conversations that require Hair Pin capability	64	128	192	256	**(320)**	(1) Limited by the VoIP Engine (2) Performance of the LAN
IP Phone to IP Phone 3-Way Conference	10	21	32	42	**(53)**	Simultaneous 3-Way Conversations Limited by the VoIP Engine (Note A)
Transcoding IP to IP phone (from G711, G729 and G723)	32	64	96	128	**(160)**	Simultaneous 2-Way Conversations Limited by the VoIP Engine (Note A)

Note A: It is important to note that calls between IP Phones depends on (a) the ability of IP Phones to shuffle and (b) the performance of the LAN.
Note B: The maximum cannot be reached simultaneously with all types of calls that require a VOIP Port.

On each Media Gateway, 512 Time-Slots are available, out of which 40 time-slots are used for Call Progress Tones. Each Media Gateway can support a maximum of 236 simultaneous Non-IP connections (472 total time-slots divided by 2 time-slots per call).

71.2 **Rel 2: S8700, S8710 Platform (IP Connect / MultiConnect)**

Release 2.1 Capacity changes for IP Connect and MultiConnect are provided in the bullet items below.

1. Media Gateways: In Release 2 (**both 2.0 and 2.1**), as in Rel. 1.3, the S8700, S8710 MultiConnect and IPConnect platforms support 250 MGs.
2. LSPs:
    a. **Release 2.0:** These platforms also support **50** LSPs. Each LSP can support up to 50 G700 Media Gateways.
    b. **Release 2.1:** These platforms also support **250** LSPs. Each LSP can support up to 50 G700 Media Gateways
3. Port Networks (**both Rel 2.0 and 2.1**): In addition to these MGs, they support PNs also:
    a. The S8700, S8710 Multi-connect also supports 64 PNs (MCC, SCC, G650).
    b. S8700, S8710 IPConnect supports 64 PNs (G600, G650, CMC1).
4. Station Max:
   For the S8700, S8710 IP Connect:
    a. **Rel 1.3** allowed 12k IP+ 4k non-IP stations;

b. **In Rel. 2.0,** the 16k stations can be any mix of station types (but the max IP stations is still 12k)
c. **In Rel 2.1:** Station Maximum is the same as for MultiConnect (36,000).

On the MultiConnect:
The station max is 36k, however 12k is the max for IP stations.
NOTE: This applies to S8700 IP Connect also in Rel 2.1 and beyond; and for S8700: Rel. 2.2 and beyond.

5. Trunks:
Both IPConnect and MultiConnect support SW-defined limit of 8,000 trunks. But the **offer-based limits** are as follows:
   a. Release 2.0:
      i. On S8700, S8710 IP Connect the Offer-based limit for overall trunk max as well as IP trunk max is **4000 (which is part of the maximum 12K IP endpoints)**.
      ii. On MultiConnect Offer limit for IP trunks is **8000** (same as the system max).
   b. **Release 2.1:** On both IP Connect and MultiConnect systems the Offer limit is **8000** trunks.
6. SIP Trunks:
   a. **In Release 2 (both 2.0 and 2.1):** Although the trunk max is 8000, they allow maximum 1000 SIP trunks (a license file based limit).
   b. **In Release 2.2**: The same limit applies.
7. Maximum Ports: The Offer max for Maximum ports is as specified below (the Software-defined max ports is 44,000 - i.e., 36k endpoints + 8k trunks):
   a. **Release 2.0**:
      i. Max ports for IP-Connect is 16,000 ports (this includes both IP and traditional stations and trunks; max IP ports is still 12k).
      ii. Max ports for MultiConnect 44,000 ports (including both IP and traditional stations and trunks).
   b. **Release 2.1**: Max ports on IP-Connect is the same as on MultiConnect systems: 44,000 ports (including both stations and trunks).

Other system maximums set by CM software may be different from the offer-based limits in the various releases.

71.3 **S8500** is **a new server being introduced in Release 2.0** of CM. It is a single server Linux offer, and its capacities are the same as for the S8700, S8710, except where it is truncated by the License File. S8500 specific information:

1. S8500 supports 250 G650/G700/G350 MGs. However the G650 MG is the default offer; this configuration is most suitable for new shipments of the system.
2. In addition, it supports traditional PNs as follows (these are suitable for upgrading G3si to S8500):
   a. S8500 can support up to 64 CMC (S8100) cabinets as PNs
   b. S8500 supports 3 PNs if the PNs are MCC or SCC cabinets
3. Although the software supports 8000 trunks, the license file limit is 800 trunks, thus allowing for maximum 3200 ports (2400 stations and 800 trunks) that could consist of both traditional non-IP, and IP endpoints/trunks).
4. S8500 is a standalone offer in Release 2; S8500 as ESS will be supported in a later release.
5. Re. 2.0: 50 LSPs; Rel 2.1: 250 LSPs.

71.4 **S8300/G350 Offer – New offer in Release 2.0:**

This is a new offer in Release 2.0, target market being small branch office of a large distributed system. In a standalone configuration, it is a S8300 Server on a G350 Media Gateway, and provides WAN, LAN and PSTN connectivity. Its capacities are much less than S8300/G700.

1. **Hardware:**
   Media Modules: It supports 6 physical slots (not all are for voice; only 4 out of 6 are recommended for voice; other 2 are for WAN connectivity). It consists of: 1 High-Density Media Module (HDMM) slot, 1 slot for Call Controller (S8300), and 4 slots for other media modules. NOTE: Release 2.1 can support up to 3 Analog Media Modules (MM711).
   Embedded AUDIX (CHIA) is supported. But note that this takes up a Media Module slot, and this reduces the number of MM slots available for other purposes. The number of mailboxes on the CHIA is

the same as for the G700 platform (450 mailboxes) although the number of users on the G350 platform is only 40 in Release 2.0.
Tone detectors: G350, just like the G700, supports 15 Tone Detectors.

2. **Call Center features and services are now supported for both ICC (S8300/G350) and ECC (S8700, S8710, S8500, etc.) configurations starting with CM 2.1 - CM 2.0 was certified with ECC only.**
3. **Stations:** It supports **maximum 40 users** that could be a combination of IP, analog and DCP stations. Maximum for each of these types are: 40 IP endpoints, 24 DCP stations, 18 analog stations. The Software will not prevent administering more than these limits, but in doing so the configuration may not be practical (all station, no trunks; or all stations, no WAN connectivity).
4. **Trunks:** It can support up to 18 (16 + 2 fixed ports) analog trunks, 1 T1/E1 for digital trunks, and 2 8-port BRI trunk media modules.
5. **IP endpoints** (station and trunk): 40.

72 NOT APPLICABLE See Footnote 108 for S8100 offer).

This is Prologix and MAP-D Specific: For use of Co-Resident DLG, you must install a CLAN interface for the G3 CSI, G3 SI, S8100 w/CMC1, and S8100 w/G600 platforms in order to take advantage of the CLAN bus bridging. The bus bridging provides 1 TDM timeslot, which is 64 kbits, thus producing 4 ASAI links (ASAI links are 16 kbits each).

73 QSIG integrated nodes are not limited by a fixed node capacity. However, the size of a QSIG network is limited by physical connectivity and the inter-switch dial plan limitations based upon the customer configuration. With the use of AAR dialing, it is possible to address another user within a QSIG network with up to a 20-digit number, so it is possible to have large QSIG networks.

74 When this threshold has been reached, the link is temporarily busied out. There is no user intervention required to re-establish the link.

75 (Footnote removed)

75.1 For Category B only (Not offered in Release 2.0 and beyond): BCMS only allows a maximum of 25 agents to be Measured, although the System maximum for the number of Logged-In Agents may be more.

76 The line item applies to hybrid QSIG/DCS networks. The QSIG portion of the network is unrestricted with respect to the number of nodes (see note 73). The DCS portion, however, is restricted to the DCS node limitations that already exist. Note that a switch that acts as a gateway (both DCS and QSIG links) deducts from the overall DCS node limit.

77 R6.3.2 CSI and later without the C-LAN board supports 120 messages/sec. R7 CSI and later, with C-LAN, supports 240 messages/sec. The system limit is 240 messages/sec.

78 (Footnote removed)

79 The values delineated here are on a per G700 gateway. Each G700 has its own embedded voice announcement capability up to a system maximum level of 10. This maximum is not currently achievable since you can only stack 8 G700 chassis together via the Cajun Octaplane cabling.

80 If the capacity of CMS exceeds the capacity of the DEFINITY ECS or MultiVantage (for a single ACD configuration), the DEFINITY ECS or MultiVantage capacity takes precedence. Additional capacity is provided to support the optional Multi-ACD CMS configuration. The capacities shown for CMS represents the total capacity across all ACDs (total of 8) supported in a Multi-ACD configuration. ACD Member/Agent Login capacities reflect the maximum number of CMS measured agent-split/skill pairs (including AAS ports) that can be logged-in across 8 ACDs. Capacities for R3V11 or later CMS assume a limit of 100K agent-skill pairs. Increased agent-skill pair capacity on CMS will increase CMS platform requirements (see Note 84.1).

81 64 is the maximum for number of CLAN boards on all platforms for MultiVantage; however, the largest supported configuration contains 40 CLANs.

82 The S8700, S8710 platform does not support the TN750C announcement board. Customers must upgrade to the VAL (Voice Announcement on LAN) board or use the G700/G350 embedded sources for announcement capability.

83 AAS ports are included in the ACD Members, Logged-In Agents and Logged-In IDs Staffed counts on DEFINITY ECS. Only measured logged-in ACD agent-split/skill pairs (including AAS ports) are counted towards the CMS limits.

84 CMS requires allocation of trunk data structures called "unmeasured trunks" for tracking of agent-to-agent, bridging, conference, and transfer call sequences that use capacity from the total indicated. The recommended assignment per ACD for "unmeasured trunks" is 25% of the measured trunks. All trunks supported on the CM platform can be assigned as externally measured by CMS.

84.1 Based on performance studies, the agent/skills pairs capacities for CMS vary depending on the hardware platform. These capacities are recommendations only and will not be enforced in the CMS software. The hardware platform specifics are as follows:

CMS Hardware Platform	**CMS per ACD Limit**	**CMS Total Limit**	
		15 Minute Archive	**30 Minute Archive**
Ultra 5/360	32,000	16,000	32,000
SunBlade 100/500	50,000	25,000	50,000
SunBlade 150/650	50,000	25,000	50,000
UE3000/2502 single processor	32,000	25,000	50,000
UE3000/2504 dual processor	50,000	50,000	100,000
E3500/4002 dual processor	60,000	37,500	75,000
E3500/4004 quad processor	60,000	75,000	100,000
E3500/4006 processor	60,000	100,000	100,000
Fire 880/9002	60,000	75,000	100,000
Fire 880/9004	60,000	100,000	100,000
Fire 880/9006	60,000	100,000	100,000
Fire 880/9008	60,000	100,000	100,000

85 Maximum number of call work codes that can be stored in the call work code tables on CMS. This is not the maximum number that can be collected in call records.

86 Each client session may include CMS ASCII terminals (max. of 250), Supervisor, Visual Vectors and Network Reporting clients.

87 Dual links to CMS require C-LAN TCP/IP.

88 Support for Mode 2 backup and restore is not provided in the S8700, S8710 Multi-Connect and S8700, S8710 IP Connect platforms.

89 With VAL (TN2501AP) boards, announcements are recorded as MS Windows wave files (*.wav - CCITT u-law/a-law, 8 KHz sampling, 8-bit mono) and can be transferred via FTP to and from the board on a per file basis to a client PC using LAN connectivity. Backup and restore is accomplished via FTP of all the files on each board to-from the client PC.

90 The TN2501AP VAL boards do not use compression to store announcements. All announcement files are 64 Kbps PCM wave files (CCITT u-law/a-law, 8 KHz sampling, 8-bit mono). Announcement file storage requires 8 Kbytes per second of recording time plus about 30 bytes for the header.

91 (Footnote Removed)

92 BRI Link limited to 8.

93 The system requires a fixed length account code between 1 and 15 unless SA 7991 “Variable Length Account Codes” has been activated.

94 An additional 166 DS1 interfaces are permitted in the system if SA 7491 is enabled; however, these additional DS1 interfaces can only be used for Line Side DS1 connections, not as trunks.

95 A total of 25,000 facility busy indicators are available for the G3r and S8700, S8710 Multi-Connect and S8700, S8710 IP Connect platforms when SA7994 is enabled.

96 A total of 80,000 UDP entries are available on the G3r when SA7948 is enabled.

97 A total of 10,000 remote coverage points are available on the G3r and 2,000 remote coverage points are available on the G3CSI and G3SI platforms when SA8467 is enabled. The S8700, S8710 Mulit-Connect and S8700, S8710 IP Connect platforms support 10,000 remote coverage points as standard.

98 A total of 2,000 coverage paths are available on the G3CSI and G3SI platforms when SA8467 is enabled, and 9,999 coverage paths on the G3r, S8700, S8710 IP Connect and S8700, S8710 Multi-Connect when SA8467 is enabled. Although the S8300 ICC platform maximums are based on the G3SI limits, the maximums for the S8300 platform is determined by the Offer limits, which may be lower than the system-defined maximum. Please see Note 71.1 for details.

99 Prefixed extensions can take any length between 2 and 6 digits. Only regular extensions can be of 7 digits in length. The prefixed extension length refers to the number of dialed digits, not the true extension length. For prefixed extensions of length 2-6, their corresponding administered true extension lengths range from 1-5.

100 In the code base, this number is known as MAXDAC, the maximum number of dial access codes that are commonly referred to as Feature Access Codes.

101 The S8700, S8710 IP-connect currently shares the same maximum as the S8700, S8710 Multi-connect, but the offer limit is based on License File truncation.

102 This value is the total number of traditional trunks permitted in the system. IP trunks are part of this overall max. For both IPConnect and MultiConnect, the maximum trunk capacity is the same as the SW max of 8000 trunk ports. However the maximum number of SIP Trunks supported on these is different. See Footnote 71.2 for details.

103 S8700, S8710 IP Connect does not support ATM PNC connectivity.

104 The administrative limit for EC500 mappings is half the Station User Maximum, for each of the target systems. However, it is possible to run out of station records before this limit is reached if configuring the EC500 users in a typical bridging arrangement that requires 3 station records per EC500 user (1 Principal desk set, and 2 XMOBILE stations as bridges of the 2 Call Appearances of the Principal).
Also see Footnote 71.1. EC500 maximums are also set based on the offer limits for the station maximums for the specific platforms.

105 **EC500 / EC500 OPTIM**: Station users administered with the EC500 capability count towards the station user maximums set by the platform-specific offer limits. But this offer limit does not include the XMOBILE mappings. The XMOBILE mappings are gated by the software-defined station user capacity.

- → On the traditional platforms, EC500 capacities are the same as the earlier releases (Principal + 2 XMOBILE stations in a typical configuration). The offer-limit based maximum EC500 users for S8300, for the various releases are as follows: max 125 EC500 users in Release 1.2; max 225 EC500 users in Release 1.3.
- → On the newer Linux platforms (S8700, S8710 IP Connect, S8700, S8710 MultiConnect and the S8500) in Release 2.0, the EC500 OPTIM user capacity is the same as the station user maximum for each of the platforms.

106 Locations administration allows for remote Port Networks as well as Remote Offices and Gateways to have slightly variant administration than the PPN or Controller. The Location administration allows for Time of Day Offset, Area Code, and Daylight Savings Rules to be applied differently at the various locations. These location values can also be used in AAR/ARS administration to make location specific route selection. Locations include EPNs as well as gateways, but there are some limitations.

Though the S8700, S8710 platform can support 64 EPNs plus 250 Media Gateways, the number of ARS Locations is limited to 250.
Location ID support by the Call Center CMS adjunct:

→ Release 12 of CMS (which coincides with Release 2.0 of ACM) supports up to 250 Location IDs.
→ Earlier releases of CMS support only up to 44 Location IDs. The switch (ACD software) maps any location ID above 44 to location ID 0 in agent and trunk event messages to CMS.

107 Only with ADJLK (CVCT).

108 8 links are possible; a CLAN board is necessary to get the full bandwidth.

109 120 applies to configuration with MAPD only (using TDM bus bridge); 240 applies to configuration with MAPD where CLAN serves as the bus bridge.

110 **Announcement Capacity**: The VAL Board (TN2501) has a capacity to record up to 1 hour of announcements; the G700 embedded announcement source can store up to 20 minutes of recording; the G350 embedded source can store up to 10 minutes.

111 ARS enhancements for the S8700, S8710 platform are as follows (Note that some of the G3R capacities were even lower):

1. Locations: increased from 64 to 250;
2. Digit Analysis entries increased from 4000 to 8000;
3. Digit Conversion entries increased from 3000 to 4000;
4. Toll entries increased from 1000 to 2000;

In addition, following 2 items indirectly allow the capability to have more entries on all the forms (analysis, conversion, toll) with longer digit strings

5. Long Internal Digit Nodes: increased from 3500 to 4500;
6. Short Internal Digit Nodes, increased from 6000 to 9000.

ARS enhancements for the S8300 platform (compared to G3SI capacities) are as follows:

1. Locations: increased from 10 to 50;
2. Digit Analysis entries increased from 2000 to 4000;
3. Digit Conversion entries increased from 400 to 2000;
4. Toll entries: 1000 (no change).

In addition, following 2 items indirectly allow the capability to have more entries on all the forms (analysis, conversion, toll) with longer digit strings

5. Long Internal Digit Nodes: increased from 500 to 1500;
6. Short Internal Digit Nodes, increased from 3000 to 6000.

112 Requires Increased Adjunct Route Capacity RTU enabled via License File.

113 Blade Server (Rel 2.1) Capacities are similar to the S8300, except as follows:

1. Stations: 500.
2. Trunks: 92.
3. Media Gateways: 50 (regardless of type, any mix).
4. A Single Modular Messaging Voice Mail System.
5. A single CDR Device.
6. Call Center is NOT supported.

7. IF a CLAN is present in the configuration, the Processor CLAN may not be used.
8. Processor CLAN can connect to:
    a. IP Telephones
    b. H.248 MGs
    c. Modular Messaging system
    d. CDR device
    e. SIP Server (CCS).

114 The **Remote Office Feature group** was created in R9.2 on CM. They provide connectivity over the WAN. The Remote Office Gateways can be served by S8700, S8710, S8500, S8300, G3si and G3csi as the Main CM.

- The **R300** was the first product instantiation to utilize this feature.
- The newly introduced **G150** IP Office Gateway is a H.323 based gateway, and operates under the jurisdiction of this feature group both from a perspective of call processing and administration. Three models of the G150 are being supported: G150 2T + 4A (3 VOIP); G150 4T + 4A + 8DS (3VOIP); and G150 4T + 4A + 8DS (16VOIP).
- The existing **MultiTech gateway** is an H.323 managed gateway. However it is not defined as a Remote Office gateway. It's use of the protocols is a bit different. It's stations are managed as H323 type of stations (which do count as IP stations). It's trunks are managed as IP trunks. But CM does not have a perspective of it as a "gateway" from the perspective of building tables and associating stations/trunks together from a maintenance/administrative/call processing point-of-view

The capacities for the RO Gateways is separate and independent from the H.248 MG capacity limits. From an engineering calculation point-of-view, one can start with the capacity limits re. Number of gateways per platform. But there is some interplay in that a system designer must look at:

1. CM Server Resources to check for the allowed limits of IP endpoints and IP Trunks.
   Each G150 analog/DCP station counts as IP one endpoint on the CM. Each analog trunk or digital trunk's DS0 counts as an IP trunk.
2. Signaling Groups Supported on the CM platform.

From the past experiences with gateway users, the signaling group limitation tends to be encountered as the first "hard limit". However, those customers that are adding some gateways to systems which are heavily loaded with existing stations and trunks can sometimes run into limitations on IP station or trunks. Each customer may be different and the account teams must do system configuration work with their engineers.