



Communication Server 1000E Planning and Engineering Avaya Communication Server 1000

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Chapter 1: New in this release

The following section details what is new in this document for Avaya Communication Server 1000 (Avaya CS 1000) Release 7.5.

Navigation

- [Features](#) on page 15
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Features

The Extend Local Calls (ELC) feature is introduced. The engineering calculations are updated to support the ELC feature.

The Avaya Aura[®] Session Manager (SM) is supported. The SM can replace the Network Routing Service (NRS) for most CS 1000E deployments. The Signaling Server algorithm calculations are updated to include SM content.

Other changes

This section contains the following topic:

- [Revision history](#) on page 15

Revision history

April 2012	Standard 05.11. This document is up-issued to include information about the surge-suppression cable for certain trunk cards.
March 2012	Standard 05.10. This document is up-issued to include updates to CSQI/CSQO limits.
March 2012	Standard 05.09. This document is up-issued to include information about supported codecs and the MAS session connection call rate.

New in this release

February 2012	Standard 05.08. This document is up-issued for changes in technical content. The section Signaling Server capacity limits on page 238 is updated.
November 2011	Standard 05.07. This document is up-issued to include an update to the number of IP Attendant Consoles available for IP Media Services sessions.
July 2011	Standard 05.06. This document is up-issued to update the Security Server capacities table with MAS cph details.
June 2011	Standard 05.05. This document is up-issued to include the Avaya Common Server (HP DL360 G7).
March 2011	Standard 05.04. This document is up-issued to include recommended fax configurations in the Communication Server 1000 Release 7.5.
February 2011	Standard 05.03. This document is up-issued to remove legacy feature and hardware content that is no longer applicable to or supported by Communication Server 1000 systems.
November 2010	Standard 05.02. This document is issued to support Avaya Communication Server 1000 Release 7.5.
November 2010	Standard 05.01. This document is issued to support Avaya Communication Server 1000 Release 7.5.
March 2012	Standard 04.05. This document is up-issued to include updates to CSQI/CSQO limits.
March 2012	Standard 04.04. This document is up-issued to include information about supported codecs and the MAS session connection call rate.
October 2010	Standard 04.03. This document is up-issued to update the dedicated Signaling Server capacity limits to support Avaya Communication Server 1000 Release 7.0.
August 2010	Standard 04.02. This document is up-issued to update planning and engineering capacities, and the Signaling Server algorithm to support Avaya Communication Server 1000 Release 7.0.
June 2010	Standard 04.01. This document is issued to support Avaya Communication Server 1000 Release 7.0.
February 2010	Standard 03.08. This document is up-issued to replace Baystack with Ethernet Routing Switch.
October 2009	Standard 03.07. This document is up-issued to include Media Gateway Extended Peripheral Equipment Controller (MG XPEC) content.
September 2009	Standard 03.06. This document is up-issued to include Media Gateway 1010 content.
August 2009	Standard 03.05. This document is up-issued to update Memory-Related parameters.
June 2009	Standard 03.04. This document is up-issued to include an introduction to the CP PM Co-resident Call Server and Signaling server feature in the

	New in this release chapter, and to add SIP in the Data network planning for VoIP chapter.
June 2009	Standard 03.03. This document is up-issued to include updates for Signaling Server algorithm constants.
May 2009	Standard 03.02. This document is up-issued to include a task flow graphic for Communication Server 1000 Release 6.0.
May 2009	Standard 03.01. This document is issued to support Nortel Communication Server 1000 Release 6.0.
October 2008	Standard 02.07. This document is up-issued to include information about Call Servers memory capacity.
October 2008	Standard 02.06. This document is up-issued to include the limit of 128 ITG cards or 4096 DSPs as a system limit. The table System Parameters includes the updated technical content.
May 2008	Standard 02.05. This document is up-issued to reflect changes in technical content for mobile extensions.
May 2008	Standard 02.04. This document is up-issued to include information about the maximum call rate supported in the Signaling Server software element.
February 2008	Standard 02.03. This document is up-issued to include additional Modem Pass Through Allowed information, corrections to software degradation release factors, and COTS servers running NRS on Linux cannot run signaling server applications.
January 2008	Standard 02.02. This document is up-issued to include Modem Pass Through Allowed information, updates for supported IP Phones, and Enterprise Configurator.
December 2007	Standard 02.01. This document is issued to support Nortel Communication Server 1000 Release 5.5.
December 2007	Standard 01.05. This document is up-issued with corrections to the memory requirements and number of IP users in PD/CL/RL applications. This document also contains corrections to CP PM supported slots in an Option 11C cabinet.
November 2007	Standard 01.04. This document is up-issued to include Survivable and Distributed Media Gateway ELAN traffic estimations.
July 2007	Standard 01.03. This document is up-issued with corrections to ISP 1100 Signaling Server Network Routing Service limits for calls per hour, end points, and routing entries.
June 2007	Standard 01.02. This document is up-issued with corrections to real time factors and software release degradation factors. This document also contains revised maximum number of IP users in PD/CL/RL applications.
May 2007	Standard 01.01. This document is issued to support Nortel Communication Server 1000 Release 5.0. This document is renamed

New in this release

Communication Server 1000E Planning and Engineering (NN43041-220) and contains information previously contained in the following legacy document, now retired: Communications Server 1000E: Planning and Engineering (553-3041-120).

Chapter 2: Customer service

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Chapter 3: Overview of the engineering process

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Introduction

Warning:

Before an Avaya Communication Server 1000E (Avaya CS 1000E) system can be installed, a network assessment must be performed and the network must be VoIP-ready.

If the minimum VoIP network requirements are not met, the system will not operate properly.

For information about the minimum VoIP network requirements and converging a data network with VoIP, see *Avaya Converging the Data Network with VoIP Fundamentals*, NN43001-260.

A switch must be engineered upon initial installation, during upgrades, and when traffic loads change significantly or increase beyond the bounds anticipated when the switch was last engineered. A properly engineered switch is one that all components work within their capacity limits during the busy hour.

This document is not intended to provide a theoretical background for engineering principles, except to the extent required to make sense of the information. Furthermore, in order to control complexity, technical details and data are sometimes omitted when the impact is sufficiently small.

This document does not address the engineering or functionality of major features, such as Automatic Call Distribution (ACD) or Network Automatic Call Distribution (NACD), and of auxiliary processors and their applications, such as Symposium and Avaya CallPilot. Guidelines for feature and auxiliary platform engineering are given in documents relating to the specific applications involved. This document provides sufficient information to determine and account for the impact of such features and applications upon the capacities of the system itself.

About this document

This document is a global document. Contact your system supplier or your Avaya representative to verify that the hardware and software described are supported in your area.

Subject

Warning:

Before an Avaya CS 1000E system can be installed, a network assessment must be performed and the network must be VoIP-ready.

If the minimum VoIP network requirements are not met, the system will not operate properly.

For information about the minimum VoIP network requirements and converging a data network with VoIP, see *Avaya Converging the Data Network with VoIP Fundamentals*, NN43001-260.

This document provides the information necessary to properly engineer a Communication Server 1000E (CS 1000E) system. There are two major purposes for using this document: to engineer an entirely new system, and to evaluate a system upgrade.

The Enterprise Configurator provides an alternative to the manual processes given in this document. It is beyond the scope of this document to describe the Enterprise Configurator process.

Note on legacy products and releases

This document contains information about systems, components, and features that are compatible with CS 1000 software. For more information about legacy products and releases, click the **Technical Documentation** link under **Support & Training** on the Avaya home page:

<http://www.avaya.com>

Applicable systems

This document applies to the CS 1000E system.

When upgrading software, memory upgrades can be required on the Signaling Server, the Call Server, or both.

Intended audience

This document is intended for system engineers responsible for engineering the switch and the Avaya Technical Assistance Support personnel who support them. Engineers can be employees of the end user, third-party consultants, or distributors.

The engineer responsible for system implementation should have several years of experience with Avaya PBX systems.

Others who are interested in this information, or find it useful, are Sales and Marketing, Service Managers, Account Managers, and Field Support.

Conventions

In this document, CS 1000E is referred to generically as system.

In this document, the following Chassis or Cabinets are referred to generically as Media Gateway:

- Option 11C Mini Chassis (NTDK91) and Chassis Expander (NTDK92)
- Option 11C Cabinet (NTAK11)
- Avaya MG 1000E Chassis (NTDU14) and Expansion Chassis (NTDU15)
- Media Gateway 1010 (MG 1010) (NTC310)
- IPE module (NT8D37) with MG XPEC card (NTDW20)

In this document, the following cards are referred to generically as Gateway Controller:

- Media Gateway Controller (MGC) card (NTDW60 and NTDW98)
- Common Processor Media Gateway (CP MG) card (NTDW56 and NTDW59)
- Media Gateway Extended Peripheral Equipment Controller (MG XPEC) card (NTDW20)

In this document, the following hardware platforms are referred to generically as Server:

- Call Processor Pentium IV (CP PIV)
- Common Processor Pentium Mobile (CP PM)
- Common Processor Media Gateway (CP MG)
- Common Processor Dual Core (CP DC)
- Commercial off-the-shelf (COTS) servers
 - IBM x306m server (COTS1)
 - HP DL320 G4 server (COTS1)
 - IBM x3350 server (COTS2)
 - Dell R300 server (COTS2)
 - HP DL360 G7 (Avaya Common Server)

In this document, the generic term COTS refers to all COTS servers. The term COTS1, COTS2, or Common Server refers to the specific servers in the preceding list.

Co-res CS and SS is not supported on COTS1 servers (IBM x306m, HP DL320-G4)

The following table shows CS 1000 supported roles for various hardware platforms.

Table 1: Hardware platform supported roles

Hardware platform	VxWorks Server	Linux Server	Co-res CS and SS	Gateway Controller
CP PIV	yes	no	no	no
CP PM	yes	yes	yes	no
CP DC	no	yes	yes	no
CP MG	no	no	yes (see note)	yes (see note)
MGC	no	no	no	yes
MG XPEC	no	no	no	yes
COTS1	no	yes	no	no
COTS2	no	yes	yes	no
Common Server	no	yes	yes	no
<p>Note: The CP MG card functions as the Co-res CS and SS, and the Gateway Controller while occupying slot 0 in a Media Gateway.</p>				

Related information

This section lists information sources that relate to this document.

Documents

The following documents are referenced in this document:

- *Avaya Feature Listing Reference, NN43001-111*
- *Avaya Signaling Server IP Line Applications Fundamentals, NN43001-125*
- *Avaya Network Routing Service Fundamentals, NN43001-130*
- *Avaya Converging the Data Network with VoIP Fundamentals, NN43001-260*
- *Avaya Electronic Switched Network Signaling and Transmission Guidelines, NN43001-280*
- *Avaya Transmission Parameters, NN43001-282*
- *Avaya Dialing Plans Reference, NN43001-283*
- *Avaya Circuit Card Reference, NN43001-311*
- *Avaya IP Peer Networking Installation and Commissioning, NN43001-313*
- *Avaya Branch Office Installation and Commissioning, NN43001-314*
- *Avaya Linux Platform Base and Applications Installation and Commissioning, NN43001-315*
- *Avaya SIP Line Fundamentals, NN43001-508*
- *Avaya Co-resident Call Server and Signaling Server Fundamentals, NN43001-509*
- *Avaya Automatic Call Distribution Fundamentals, NN43001-551*
- *Avaya System Management Reference, NN43001-600*
- *Avaya Access Control Management Reference, NN43001-602*
- *Avaya Software Input Output Administration, NN43001-611*
- *Avaya Security Management, NN43001-604*
- *Avaya Element Manager System Reference - Administration, NN43001-632*
- *Avaya Telephones and Consoles Fundamentals, NN43001-567*
- *Avaya IP Phones Fundamentals (NN43001-368), NN43001-368*
- *Avaya ISDN Primary Rate Interface Fundamentals, NN43001-569*
- *Avaya Basic Network Feature Fundamentals, NN43001-579*
- *Avaya ISDN Basic Rate Interface Feature Fundamentals, NN43001-580*
- *Avaya Traffic Measurement Formats and Outputs Reference, NN43001-750*
- *Avaya Software Input Output Reference Maintenance, NN43001-711*

- *Avaya Communication Server 1000M and Meridian 1 Large System Planning and Engineering, NN43021-220*
- *Avaya Communication Server 1000E Installation and Commissioning, NN43041-310*
- *Avaya Communication Server 1000E Software Upgrades, NN43041-458*
- *Avaya CallPilot Planning and Engineering, 555-7101-101*

Online

To access Avaya documentation online, click the **Technical Documentation** link under **Support & Training** on the Avaya home page:

<http://www.avaya.com>

Engineering a new system

[Figure 1: Engineering a new system](#) on page 27 illustrates a typical process for installing a new system. The agent expected to perform each step of the process is listed to the right of the block. The highlighted block is the subject of this document.

Engineering a system upgrade

In cases of major upgrades or if current resource usage levels are not known, Avaya recommends following the complete engineering process, as described for engineering a new system.

If minor changes are being made, calculate the incremental capacity impacts and add them to the current resource usage levels. Then compare the resulting values with the system capacities to determine whether the corresponding capacity has been exceeded.

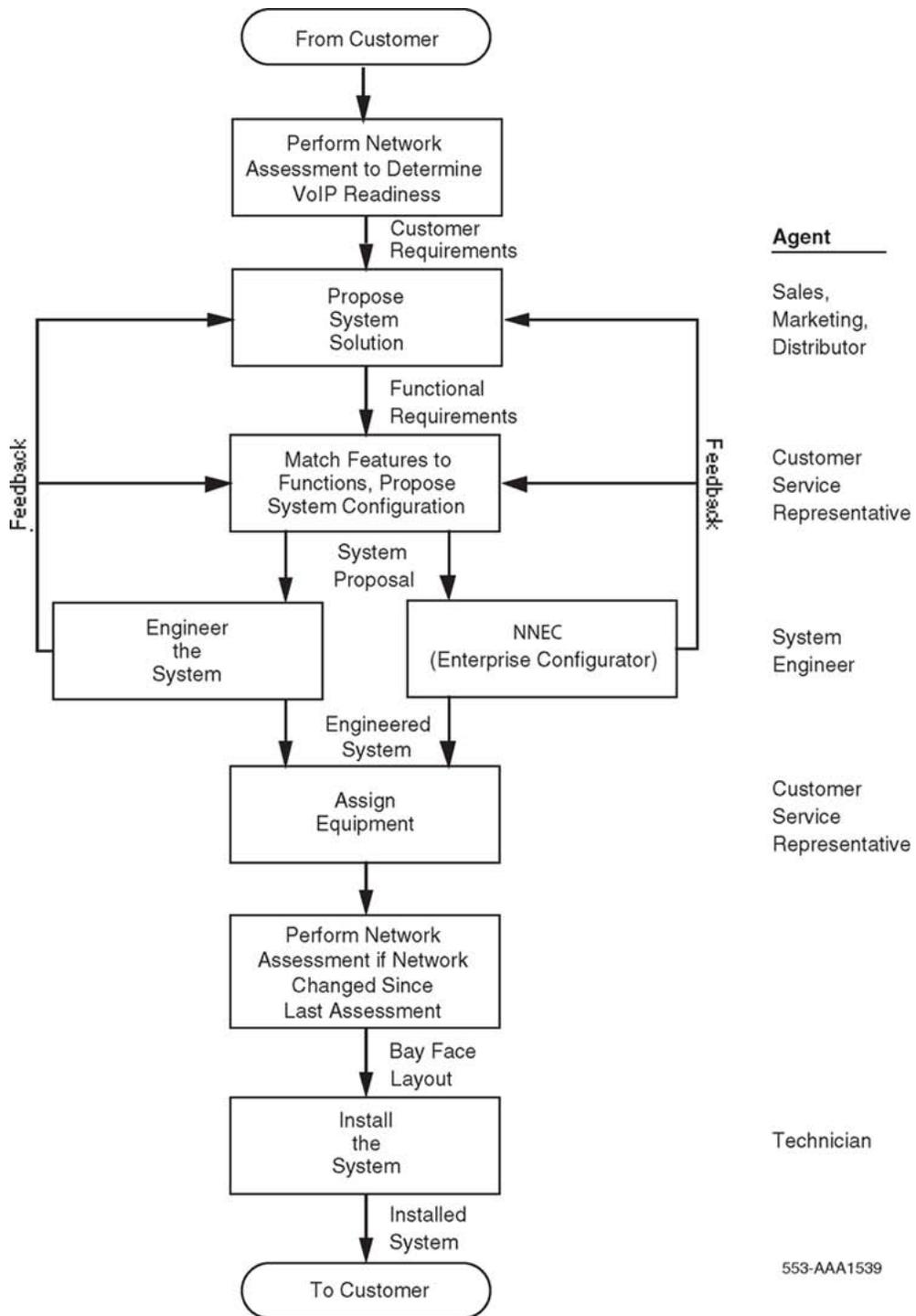


Figure 1: Engineering a new system

Communication Server 1000 task flow

This section provides high-level task flow diagrams for CS 1000 network and CS 1000 SA/HA system installations or upgrades. The task flow indicates the recommended sequence of events to follow when configuring a system and provides the document number that contains the detailed procedures required for the task. For more information refer to the following publications, which are referenced in the task flow diagram:

- *Avaya Linux Platform Base and Applications Installation and Commissioning, NN43001-315*
- *Avaya Communication Server 1000E Installation and Commissioning, NN43041-310*
- *Avaya Communication Server 1000E Software Upgrades, NN43041-458*

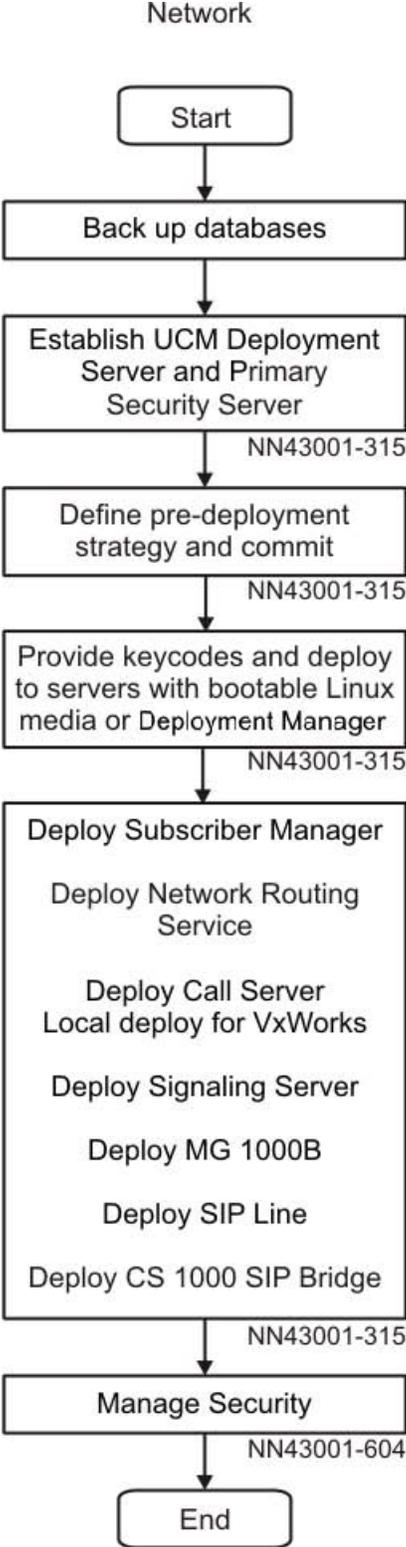


Figure 2: Communication Server 1000E network task flow

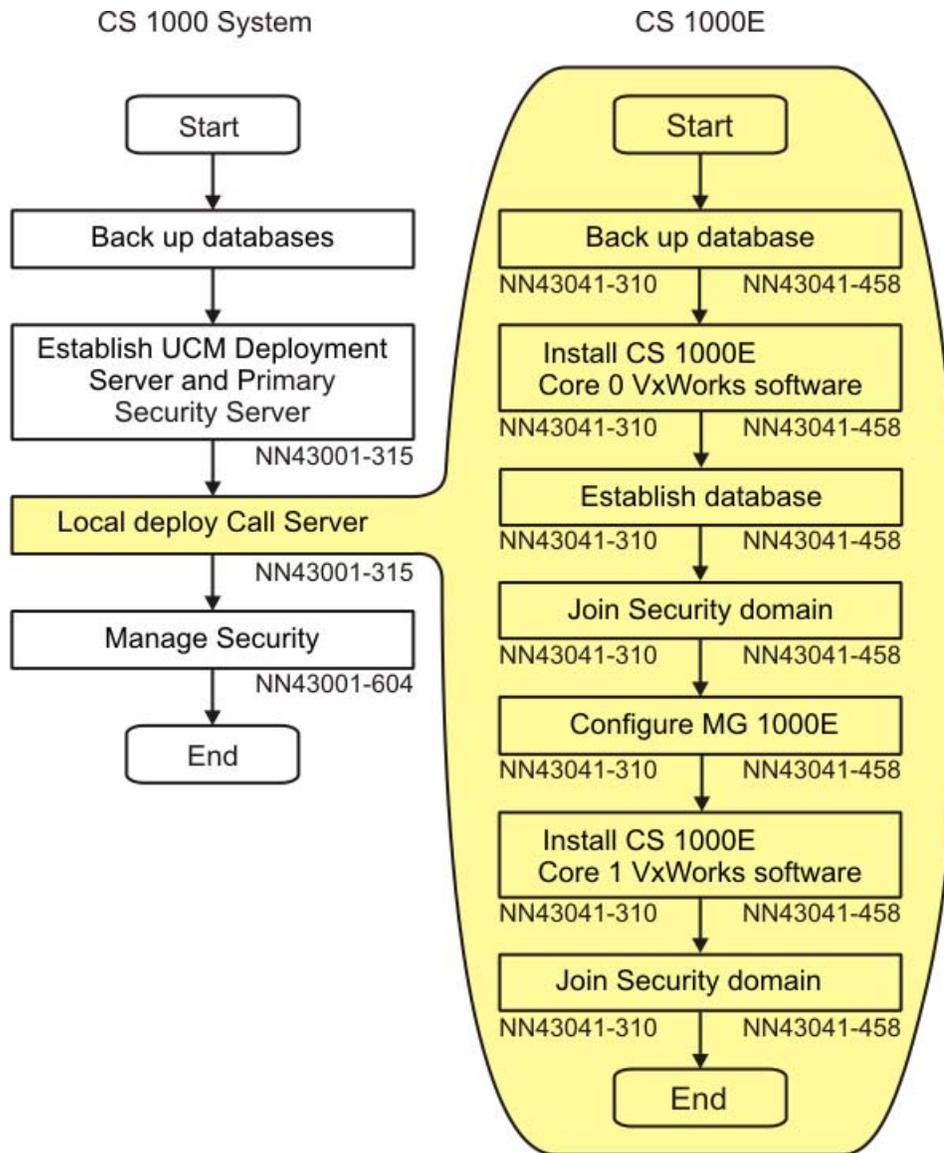


Figure 3: Communication Server 1000E deployment task flow

Enterprise Configurator

The Enterprise Configurator (EC) is a global engineering and quotation tool to assist the site engineer, sales person, or customer in engineering the switch. It is available in both stand-alone and web-based versions. For users in North America and the Caribbean and Latin America (CALA), it replaces Meridian Configurator and 1-Up. For users in Europe, Middle East, and Africa (EMEA) countries, it replaces NetPrice.

The EC provides a simple "needs-based" provisioning model that allows for easy configuring and quoting. The EC supports CS 1000E new system sales and upgrades by analyzing input

specifications for a digital PBX to produce a full range of pricing, engineering reports, and graphics. These reports include equipment lists, cabling reports, software matrix, engineering capacities, and pricing for currently available CS 1000E configurations. Graphics depict the engineered platform, card slot allocations as well as loop assignments.

The EC runs on the user's Windows-based or MacOS personal computer. It uses standard browser and Microsoft Office applications. For details on computer system requirements and for user instructions, refer to the Avaya web site. Enterprise Configurator implements the algorithms specified in this document for real time, memory, and physical capacities. It is the official tool for determining whether a proposed configuration will meet the customer's capacity requirements.

Where applicable, in this document, references are made to the EC inputs that correspond to parameters being described.

Chapter 4: Regulatory information

Contents

This chapter contains the following topics:

[System approval](#) on page 33

[Electromagnetic compatibility](#) on page 34

[Notice for United States installations](#) on page 35

[Notice for Canadian installations](#) on page 37

[Canadian and US network connections](#) on page 38

[Notice for International installations](#) on page 39

[Notice for Germany](#) on page 40

System approval

The Avaya Communication Server 1000E (Avaya CS 1000E) system has approvals to be sold in many global markets. Regulatory labels on the back of system equipment contain national and international regulatory information.

Some physical components in systems have been marketed under different names in the past. Previous naming conventions utilizing the terms Succession 1000 and CSE 1000 have been harmonized to use the term Avaya CS 1000. Similarly, previous naming conventions utilizing the terms Meridian and Option have been harmonized to use the term Meridian 1 PBX. Product names based on earlier naming conventions can still appear in some system documentation and on the system regulatory labels. From the point of view of regulatory standards compliance, the physical equipment is unchanged. As such, all the instructions and warnings in the regulatory sections of this document apply to the CS 1000M, CS 1000S, and CS 1000E systems, as well as the Meridian, Succession 1000, and CSE 1000 systems.

Electromagnetic compatibility

Caution:

In a domestic environment, the system can cause radio interference. In this case, the user can be required to take adequate measures.

[Table 2: EMC specifications for Class A devices](#) on page 34 lists the EMC specifications for the system.

Table 2: EMC specifications for Class A devices

Jurisdiction	Standard	Description
United States	FCC CFR 47 Part 15	FCC Rules for Radio Frequency Devices (see Note 1a)
Canada	ICES-003	Interference-Causing Equipment Standard: Digital Apparatus
Europe	EN 55022/ CISPR 22	Information technology equipment — Radio disturbance characteristics — Limits and methods of measurement (see Note 2)
	EN 55024	Information technology equipment — Immunity characteristics — Limits and methods of measurement
	EN 61000-3-2	Limits for harmonic current emissions (equipment input current ≤ 16 A per phase)
	EN 61000-3-3	Limitation of voltage fluctuations and flicker in low-voltage supply systems for equipment with rated current ≤ 16 A
Australia	CISPR 22/ AS/ NYS 3548	Limits and methods of measurement of radio disturbance characteristics of information technology equipment (see Note 2)
Korea	KN22	Information technology equipment — Radio disturbance characteristics — Limits and methods of measurement
	KN24	Information technology equipment — Immunity characteristics — Limits and methods of measurement
Taiwan	CNS 13438	Limits and methods of measurement of radio disturbance characteristics of information technology equipment

Jurisdiction	Standard	Description
		<p>Note 1a: FCC CFR 47 Part 15.21 statement: "Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, can cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user is required to correct the interference at his own expense."</p> <p>Note 1b: The user should not make changes or modifications not expressly approved by Avaya. Any such changes can void the user's authority to operate the equipment.</p>
		<p>Note 2: EN 55022/CISPR 22 statement: "WARNING This is a class A product. In a domestic environment this product can cause radio interference, in which case the user can be required to take adequate measures."</p>

Notice for United States installations

The system complies with Part 68 of the United States Federal Communications Commission (FCC) rules. A label containing the FCC registration number and Ringer Equivalence Number (REN) for the equipment is on the back of each Media Gateway and Media Gateway Expander. If requested, you must provide this information to the telephone company.

Regulatory labels include:

- FCC registration: AB6CAN-61117-MF-E
- FCC registration: AB6CAN-61116-PF-E
- FCC registration: AB6CAN-18924-KF-E
- Service code: 9.0F, 6.0P
- Ringer equivalence (REN): 2.7A

The FCC regulation label includes the REN. This number represents the electrical load applied to your telephone line after you plug the system into the wall jack. The telephone line for your premises does not operate correctly if the total ringer load exceeds the capabilities of the telephone company's Central Office (CO) equipment. If too many ringers connect to the line, there may not be enough energy to ring your system. If the ringer load exceeds the system's capabilities, you can have problems dialing telephone numbers.

For more information about the total REN permitted for your telephone line, contact your local telephone company. However, as a guideline, a total REN of five should support normal operation of your equipment.

If your system equipment causes harm to the telephone network, the telephone company can temporarily discontinue your service. The telephone company can ask you to disconnect the equipment from the network until the problem is corrected and you are sure the equipment is

working correctly. If possible, the telephone company notifies you before they disconnect the equipment. You are notified of your right to file a complaint with the FCC.

Your telephone company can make changes in its facilities, equipment, operations, or procedures that can affect the correct operation of your equipment. If the telephone company does make changes, they give you advance notice. With advance notice, it is possible for you to make arrangements to maintain uninterrupted service.

If you experience trouble with your system equipment, contact your authorized distributor or service center.

You cannot use the equipment on public coin service provided by the telephone company. Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission, or corporation commission for information.

The equipment can provide access to interstate providers of operator services through the use of Equal Access codes. Failure to provide Equal Access capabilities is a violation of the Telephone Operator Consumer Services Improvement Act of 1990 and Part 68 of the FCC Rules.

Hearing aid compatibility

All proprietary telephones used with the system meet with the requirements of FCC Part 68 Rule 68.316 for hearing aid compatibility.

FCC compliance: Registered equipment for Direct Inward Dial calls

Equipment registered for Direct Inward Dial (DID) calls must provide proper answer supervision. Failure to meet this requirement is a violation of part 68 of the FCC's rules.

The definition of correct answer supervision is as follows:

- DID equipment returns answer supervision to the Central Office when DID calls are:
 - answered by the called telephone
 - answered by the attendant
 - routed to a recorded announcement that can be administered by the user
 - routed to a dial prompt
- DID equipment returns answer supervision on all DID calls forwarded to the Central Office. Exceptions are permitted if a call is not answered, a busy tone is received, or a reorder tone is received.

Radio and TV interference

The system complies with Part 15 of the FCC rules in the United States of America. Operation is subject to the following two conditions:

1. The system must not cause harmful interference.
2. The system must accept any interference received, including interference that can cause undesirable operation.

You can determine the presence of interference by placing a telephone call while monitoring. If the system causes interference to radio or television reception, try to correct the interference by moving the receiving TV or radio antenna if this can be done safely. Then move the TV or radio in relation to the telephone equipment.

If necessary, ask a qualified radio or television technician or supplier for additional information. You can refer to the document "How to Identify and Resolve Radio-TV Interference", prepared by the Federal Communications Commission. This document is available from:

U.S. Government Printing Office Washington DC 20402

Notice for Canadian installations

Industry Canada uses a label to identify certified equipment. Certification indicates that the equipment meets certain operations, safety, and protection requirements for telecommunications networks. Industry Canada does not guarantee that the equipment will operate to the user's satisfaction.

The Load Number (LN) assigned to each terminal device is the percentage of the total load that can be connected to a telephone loop using the device. This number prevents overload. The termination on a loop can have any combination of devices, provided that the total of the Load Numbers does not exceed 100. An alphabetical suffix is also defined in the Load Number for the appropriate ringing type (A or B), if necessary. For example, LN = 20 A indicates a Load Number of 20 and an "A" type ringer.

Before you install any equipment, make sure that it can connect to the facilities of the local telecommunications company. Install the equipment using acceptable methods of connection. In some cases, a certified connector assembly (telephone extension cord) can extend the company's inside wiring associated with a single line individual service. Understand that compliance with the above conditions does not always prevent degradation of service.

Repairs to certified equipment must be made by an authorized Canadian maintenance facility designated by the supplier. If you make repairs or modifications to this equipment, or if the equipment malfunctions, the telephone company can ask you to disconnect the equipment.

Make sure that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, connect together. This precaution is for the users' protection, and is very important in rural areas.

⚠ Voltage:

DANGER OF ELECTRIC SHOCK

The system frame ground of each unit must be tied to a reliable building ground reference.

⚠ Voltage:

DANGER OF ELECTRIC SHOCK

Do not attempt to make electrical ground connections yourself. Contact your local electrical inspection authority or electrician to make electrical ground connections.

Radio and TV interference

The system does not exceed Class A limits for radio noise emissions from digital apparatus, as set out in the radio interference regulations of Industry Canada (ICES-003).

Canadian and US network connections

[Table 3: Network connection specifications](#) on page 38 contains information that must be given to the local telephone company when ordering standard network interface jacks for the system.

[Table 3: Network connection specifications](#) on page 38 includes columns for system port identification, Facility Interface Code (FIC), Service Order Code (SOC), Uniform Service Order Code (USOC) jack identification, and associated Avaya equipment part numbers.

Table 3: Network connection specifications

Ports	Facility Interface Code	Service Order Code	REN	Network jacks	Manufacturer network interface port designation
MTS/WATS					
2-Wire, LSA, L-S (2-Wire, Local Switched Access, Loop-Start)	02LS2	9.0F	2.7A	RJ21X CA21X*	NT8D14
2-Wire, LSA, G-S	02GS2	9.0F	2.7A	RJ21X	NT8D14

Ports	Facility Interface Code	Service Order Code	REN	Network jacks	Manufacturer network interface port designation
(2-Wire, Local Switched Access, Ground-Start)				CA21X*	
2-Wire, LSA, R-B (2-Wire, Local Switched Access, Reverse-Battery)	02RV2-T	9.0F	0.0B	RJ21X CA21X*	NT8D14
1.544 Mbps OSI, SF	04DU9-BN	6.0P	N/A	RJ48 CA48*	NTRB21
1.544 Mbps OSI, SF	04DU9-KN	6.0P	N/A	RJ48 CA48*	NTRB21
Analog PL facilities					
8-port OPX line	OL13C	9.0F	N/A	RJ21X	NT1R20
E&M TIE Trunk (TIE line, lossless, 2-wire type 1 E&M)	TL11M	9.0F	N/A	RJ2EX CA2EX*	NT8D15
E&M 4-Wire DRTT (TIE line, lossless, dial repeating, 4-wire type 1 E&M)	TL31M	9.0F	N/A	RJ2GX CA2GX*	NT8D15
E&M 4-Wire DRTT (TIE line, lossless, dial repeating, 4-wire type 2 E&M)	TL32M	9.0F	N/A	RJ2HX CA2HX*	NT8D15
Digital					
1.544 Mbps superframe	04DU9-BN	6.0P	N/A	N/A	NT5D12
1.544 Mbps extended superframe	04DU9-KN	6.0P	N/A	N/A	NT5D12
* RJ with CA for Canada					

Notice for International installations

If there is not enough planning or technical information available for your country of operation, contact your regional distributor or authority.

European compliance information

The system meets the following European technical regulations: CTR 1, CTR 2, CTR 3, CTR 4, CTR 6, CTR 10, CTR 12, CTR 13, CTR 15, CTR 17, CTR 22, CTR 24, and the I-ETS 300 131.

Supported interfaces

Analog interfaces are approved based on national or European specifications. Digital interfaces are approved based on European specifications.

Safety specifications

The system meets the following European safety specifications: EN 60825, EN 60950, and EN 41003.

Notice for Germany

Empfangen und Auspacken des Communication Server 1000E

Dem Gerät sollte eine Teileliste beiliegen, die alle im Lieferumfang des Systems enthaltenen Teile auflistet. Vergleichen Sie diese Teileliste mit den erhaltenen Teilen. Sollte die Teileliste mit den erhaltenen Teilen nicht übereinstimmen, benachrichtigen Sie unverzüglich den Lieferungsagenten und Avaya. Alle mit dem System bestellten Optionen sind werkseitig installiert und nicht separat auf der Teileliste aufgelistet. Bewahren Sie die Versandkartons auf, um sie ggf. wiederverwenden zu können.

Hinweis: Falls die Versandkartons bei Empfang beschädigt sind, sollten Sie den Lieferungsagenten bitten, bei dem Auspacken und der Inspektion des Geräts anwesend zu sein.

1. Stellen Sie sicher, daß sich der Verpackungskarton in aufrechter Position befindet.
2. Schneiden Sie das Verpackungsklebeband vorsichtig mit einem Schneidmesser auf, und öffnen Sie dann den Karton.
3. Entfernen Sie die Kartonverpackung, das Schaumstoff- verpackungsmaterial und die schützende Plastikverpackung.
4. Heben Sie das Chassis vorsichtig aus dem Karton, und plazieren Sie es an dem gewünschten Aufstellungsort.

Richtlinien zum Aufstellen des Systems

Bei der Wahl des Systemstandorts empfiehlt es sich, folgende Punkte in Betracht zu ziehen:

1. Stabilität. Stellen Sie das System in einem Bereich auf, der vor übermäßigen Bewegungen und Erschütterungen geschützt ist.
2. Sicherheit. Installieren Sie das System im Hinblick auf Sicherheit. Sorgen Sie dafür, daß Kabel und Drähte den Zugang nicht behindern.
3. Zugang. Stellen Sie das System so auf, daß es problemlos gewartet werden kann. Bei Wartungsarbeiten ist Zugang zur Vorder- und Rückseite des Systems erforderlich.
4. Betriebsumgebung. Stellen Sie das System in einem Bereich auf, an dem es Hitze, Staub, Rauch und elektrostatischer Entladung (ESE) nicht ausgesetzt ist.
5. Kühlung. Lassen Sie Platz für eine ausreichende Luftzirkulation zur Kühlung. Stellen Sie sicher, daß vor und hinter dem System mindestens 10 cm Freiraum gelassen wird. (Zusätzliche Richtlinien zur Kühlung des Gerätes finden Sie im nächsten Abschnitt.)

Kühlen des Gehäuses

Es ist äußerst wichtig, daß alle Geräte eines Systems sachgemäß gekühlt werden. Die Eingangslufttemperatur der Systemkomponenten muß im allgemeinen unter 45° C (113° F) liegen. Interne, durch Gleichstrom betriebene Ventilatoren kühlen die Laufwerke und Module des Systems ab. Die Übergangsmodule an der Rückseite des Chassis werden durch natürliche Konvektion gekühlt. Um eine ausreichende Kühlung zu gewährleisten, sollten Sie:

- Vor und hinter dem System mindestens 10 cm Freiraum lassen.
- Sicherstellen, daß die Verkleidungen aufgesetzt, alle vorderen und rückwärtigen Schlitze gefüllt und alle Öffnung abgedeckt sind.
- Alle nicht verwendeten Modulschlitze abdecken.

Bei der Installation des Systems in einer bestimmten Betriebsumgebung sollten die technischen Daten zur Betriebsumgebung der Systemkomponenten beachtet werden. Zum

Beispiel: Bei Umgebungstemperaturen über 45° C (113° F) wird der Betrieb von Disketten- und Festplattenlaufwerken nicht mehr zuverlässig. Im Falle eines Gerätes, das in einem Gehäuse installiert ist, sollten Sie beachten, daß die interne Umgebungstemperatur unter Umständen über die maximal mögliche, externe Umgebungstemperatur ansteigen kann.

ESE und Sicherheit



ESE-ANTISTATIKBAND VERWENDEN

Avaya empfiehlt, bei allen Installations- oder Aufrüstarbeiten am System ein Antistatikband und eine ableitende Schaumstoffunterlage zu verwenden. Elektronische Komponenten, wie z.B. Plattenlaufwerke, Platinen und Speichermodule, können gegen ESE äußerst empfindlich sein. Nach dem Entfernen des Bauteils aus dem System oder aus der Schutzhülle wird das Bauteil flach auf eine geerdete und statikfreie Oberfläche gelegt, und im Falle einer Platine mit der Komponentenseite nach oben. Das Bauteil nicht auf der Oberfläche hin und her bewegen. Ist kein ESE-Arbeitsplatz verfügbar, so können ESE-Gefahren durch das Tragen eines Antistatikbands (in Elektronik- Fachgeschäften erhältlich) vermieden werden. Dabei ist ein Ende des Bandes um das Handgelenk zu legen. Das Erdungsende (normalerweise ein Stück Kupferfolie oder eine Krokodilklemme) an einer elektrischen Masseverbindung anschließen. Hierbei kann es sich um ein Stück Metall handeln, das direkt zur Erde führt (z.B. ein unbeschichtetes Metallrohr) oder ein Metallteil eines geerdeten, elektrischen Gerätes. Ein elektrisches Gerät ist geerdet, wenn es einen dreistiftigen Schukostecker besitzt, der in eine Schuko-Steckdose gesteckt wird. Das System selbst kann nicht als Masseverbindung verwendet werden, weil es bei allen Arbeiten vom Netz getrennt wird.

Voltage:

WARNUNG

Vor dem Ausführen dieser Verfahren ist die Stromzufuhr des Systems auszuschalten und das System vom Stromnetz zu trennen. Wenn der Strom vor dem Öffnen des Systems nicht ausgeschaltet wird, besteht die Gefahr von Körperverletzungen und Beschädigungen des Gerätes. Im Gerät sind gefährliche Spannungen, Strom und Hochenergie vorhanden. An den Anschlußpunkten der Betriebsschalter können gefährliche Spannungen anliegen, auch wenn sich der Schalter in der ausgeschalteten Position befindet. Das System darf nicht bei abgenommener Gehäuseabdeckung betrieben werden. Vor dem Einschalten des Systems ist die Gehäuseabdeckung stets anzubringen.

Sicherheits- und Betriebsnormen

Diese Systeme entsprechen den Sicherheits- und Betriebsnormen, die für einzelne Geräteteile gelten. Es ist jedoch möglich, dieses Produkt mit anderen Einzelteilen zusammen zu verwenden, die ein System ergeben, welches nicht den Systemrichtlinien entspricht. Da Avaya

nicht voraussehen kann, welche Geräte mit diesem Gehäuse verwendet werden oder wie dieses Gehäuse verwendet wird, sind der Systemintegrator und der Installateur völlig dafür verantwortlich, daß das gesamte fertiggestellte System den Sicherheitsanforderungen von UL/CSA/VDE sowie den EMI/HFI-Emissionsgrenzen entspricht.

Vorsichtshinweise zur Lithium-Batterie

Dieses System enthält Lithium-Batterien.

 **Caution:**
VORSICHT

Bei einem inkorrekten Auswechseln der Lithium-Batterien besteht Explosionsgefahr. Wechseln Sie die Batterien nur mit dem gleichen oder einem gleichwertigen Batterietyp, der von dem Hersteller empfohlen ist, aus. Entsorgen Sie gebrauchte Batterien gemäß den Herstelleranweisungen.

 **Caution:**
VORSICHT

Bitte nehmen Sie vor Ort keine Wartung bzw. Austausch der Lithium-Batterien selber vor. Um die Batterien sachgemäß warten oder auswechseln zu lassen, setzen Sie sich mit Ihrem Avaya Servicevertreter in Verbindung.

Installation in ein 19-Zoll-Rack

Um das Gerät in ein Rack einzubauen, gehen Sie folgendermaßen vor:

 **Caution:**
VORSICHT

Befestigen Sie das Chassis nicht oben am Rack. Ein kopflastiges Rack kann Umkippen und Geräte beschädigen sowie Personal verletzen.

Um Verletzungen von Personen oder Beschädigungen der Geräte zu vermeiden sollten folgende Schritte von zwei Personen ausgeführt werden.

1. Schieben Sie das Chassis vorne in das Rack.
2. Befestigen Sie das Chassis mit Schrauben. (Um Genaueres über die hierzu empfohlenen Schraubenarten zu erfahren, wenden Sie sich bitte an den Hersteller des Racks.)
3. Stellen Sie sicher daß der Netzschalter (ON/OFF oder EIN/AUS) am Chassis auf OFF (O) gestellt ist. Ist Ihr System mit einem Spannungswahlschalter versehen, so stellen Sie den Schalter auf die Ihrem Standort gemäße Betriebsspannung.

4. Stecken Sie das Sockelende des Chassisnetzkabels in die Netzsteckbuchse an der Rückseite des Chassis.
5. Installieren Sie alle Kommunikationskabel.
6. Stecken Sie alle Netzkabel in eine geerdete, gegen Spannungsspitzen geschützte Schuko-Steckdose.
7. Um den Netzstrom einzuschalten, stellen Sie den Netzschalter (ON/OFF) an der Rückseite des Chassis auf ON (1). Die normale Startroutine des Systems erfolgt, und das System ist dann einsatzbereit.

 **Voltage:**

WARNUNG

Vor Wartungsarbeiten am Chassis ist das Netzkabel vom Stromnetz zu trennen, um die Gefahr eines elektrischen Schlages oder andere mögliche Gefahren zu reduzieren.

Chapter 5: Data network planning for VoIP

Contents

This chapter contains the following topics:

[Introduction](#) on page 45

[Data network planning for VoIP](#) on page 46

[100BaseTx IP connectivity](#) on page 48

Introduction

Warning:

Before an Avaya Communication Server 1000E (Avaya CS 1000E) system can be installed, a network assessment must be performed and the network must be VoIP-ready.

If the minimum VoIP network requirements are not met, the system will not operate properly.

For information about the minimum VoIP network requirements and converging a data network with VoIP, see *Avaya Converging the Data Network with VoIP Fundamentals, NN43001-260*.

The data network's infrastructure, engineering, and configuration are critical to achieve satisfactory IP Telephony voice quality. A technical understanding of data networking and Voice over IP (VoIP) is essential for optimal performance of the Avaya CS 1000E system.

See *Avaya Converging the Data Network with VoIP Fundamentals, NN43001-260* for detailed information about network requirements. These requirements are critical to the system Quality of Service (QoS).

Data network planning for VoIP

Consider the following when planning the network:

- system network requirements (for ELAN and TLAN subnets)
- basic data network requirements for Call Server to Media Gateway connections, including the following:
 - jitter
 - delay
 - bandwidth
 - LAN recommendations
- basic data network requirements for IP Phones
 - bandwidth
- power requirements for IP Phones

Evaluating the existing data infrastructure

Evaluate the existing data infrastructures (LAN and WAN) to confirm their suitability for VoIP deployment. In some cases, VoIP deployment requires additional bandwidth, improved performance and QoS, and greater availability.

To evaluate voice performance requirements, review such items as device inventory, network design, and baseline information about network performance. Links and devices must have sufficient capacity to support additional voice traffic. You may need to upgrade links that have high peak or busy hour utilization.

When assessing the environment, target devices with the following characteristics:

- high CPU utilization
- high backplane utilization
- high memory utilization
- queuing drops
- buffer misses for additional inspection
- potential upgrade

Peak utilization characteristics in the baseline are valuable in determining potential voice quality issues.

To evaluate requirements for the VoIP network, review network topology, feature capabilities, and protocol implementations. Measure redundancy capabilities of the network against availability goals with the network design recommended for VoIP.

Evaluate the overall network capacity to ensure that the network meets overall capacity requirements. Overall capacity requirements must not impact existing network and application requirements. Evaluate the network baseline in terms of the impact on VoIP requirements.

To ensure that both VoIP and existing network requirements are met, it can be necessary to add one or more of the following:

- memory
- bandwidth
- features

Planning deployment of a CS 1000E system on a data network

To deploy the CS 1000E system on a data network, consider the following data networking details and see *Avaya Converging the Data Network with VoIP Fundamentals, NN43001-260*:

- VoIP technology
 - H.323 protocols
 - Session Initiation Protocol (SIP)
 - VoIP concepts and protocols
 - Real-time Transport Protocol (RTP)
 - Codecs including G.711 and G.729
- data network architecture
 - TCP/IP
 - IP subnetting
 - routing protocols including EIGRP, OSPF, RIP, and BGP
- data services and peripherals
 - DNS
 - DHCP
 - TFTP
 - Web server
 - QoS

QoS planning

An IP network must be engineered and provisioned to achieve high voice quality performance. It is necessary to implement QoS policies network-wide to ensure that voice packets receive consistent and proper treatment as they travel across the network.

IP networks that treat all packets identically are called "best-effort networks". In a best-effort network, traffic can experience varying amounts of delay, jitter, and loss at any time. This can produce speech breakup, speech clipping, pops and clicks, and echo. A best-effort network does not guarantee that bandwidth is available at any given time. Use QoS mechanisms to ensure bandwidth is available at all times, and to maintain consistent, acceptable levels of loss, delay, and jitter.

For planning details for QoS, see *Avaya Converging the Data Network with VoIP Fundamentals, NN43001-260*.

Core network planning

CS 1000E IP Telephony network design consists of two networks:

1. ELAN (Embedded LAN) subnet
2. TLAN (Voice LAN) subnet

The ELAN (Embedded LAN) subnet, isolates critical telephony signaling between the Call Server and the other components. The TLAN (Telephony LAN) subnet, carries telephony, voice, and signaling traffic, and connects to the customer network and the rest of the world.

100BaseTx IP connectivity

Between the Call Server and Media Gateway, the CS 1000E supports 100BaseTx IP connectivity or campus data network connectivity. Campus data network connectivity is provided through ELAN and Layer 2 switches.

To satisfy voice quality requirements, adhere to applicable engineering guidelines. See *Avaya Converging the Data Network with VoIP Fundamentals, NN43001-260* for details. Contact the local Data Administrator to obtain specific IP information.

Campus network system requirements

The following campus network system requirements are necessary:

- The ELAN subnet and the TLAN subnet must be separate.
- ELAN subnet applications must be on the same subnet. This includes the Voice Gateway Media Cards, which must be on the same ELAN subnet.
- Voice Gateway Media Cards in the same node must be on the same TLAN subnet.
- Use of the VLAN concept is a practical way to maintain the same subnet for remote locations.

See *Avaya Converging the Data Network with VoIP Fundamentals, NN43001-260* for information about basic data network and LAN requirements for Call Server to Media Gateway connections, including the following:

- Packet Delay Variation (PDV) jitter buffer
- bandwidth planning
- LAN recommendations for Excellent Voice Quality
- monitoring IP link voice quality of service
- basic data network requirements for IP Phones
 - bandwidth requirements
 - bandwidth planning

Media conversion devices

Third-party media conversion devices can extend the range of the 100BaseTx and convert it to fiber. Use caution when extending the length of cable used with a media converter. Do not exceed the specified round-trip delay parameters.

Chapter 6: System architecture

Contents

This chapter contains the following topics:

[Main components and architecture](#) on page 51

[Communication Server 1000E Call Server](#) on page 56

[Media Gateway](#) on page 66

[Signaling Server](#) on page 84

[Terminal Server](#) on page 90

[Layer 2 switch](#) on page 91

[Power over LAN \(optional\)](#) on page 92

[Telephones](#) on page 93

[Component dimensions](#) on page 94

Main components and architecture

A typical Avaya Communication Server 1000E (Avaya CS 1000E) solution is composed of a Call Server, Media Gateway, and Signaling Server. You can also add components such as Layer 2 switches and optional Terminal Servers.

- The Call Server provides call processing capability. You can deploy an Avaya CS 1000E Standard Availability, High Availability, or Co-resident Call Server and Signaling Server. (see [Communication Server 1000E Call Server](#) on page 56)
- The Media Gateway cabinet or chassis platform provides the CS 1000E system with IPE card slots for connection of telephones and trunks. The Media Gateway houses the Gateway Controller and can house Server cards. Call Servers can support up to 50 Media Gateways and optional Avaya CS 1000 Media Gateway 1000E (Avaya MG 1000E) expander chassis. (see [Media Gateway](#) on page 66).

- The Signaling Server provides the CS 1000E system with SIP/H.323 signaling between components. Signaling Servers (total number required depends on capacity and survivability levels). (see [Signaling Server](#) on page 234)
- The Layer 2 switch provides the CS 1000E system with additional ports to transmit data packets to devices interconnected by Ethernet to the ELAN or TLAN subnets (see [Layer 2 switch](#) on page 91).
- The Terminal Server is an option that provides the CS 1000E system with additional serial ports for applications and maintenance. For more information about the MRV Terminal Server, see [Terminal Server](#) on page 90.

CS 1000E systems can be configured for either Standard Availability, High Availability (system redundancy), or Co-resident Call Server and Signaling Server (Co-res CS and SS).

[Figure 4: CP PM Standard Availability](#) on page 53 shows the typical main components of a Standard Availability CP PM Communication Server 1000E solution.

[Figure 5: Co-resident Call Server and Signaling Server](#) on page 54 shows the typical main components of a Co-resident Call Server and Signaling Server CS 1000E solution.

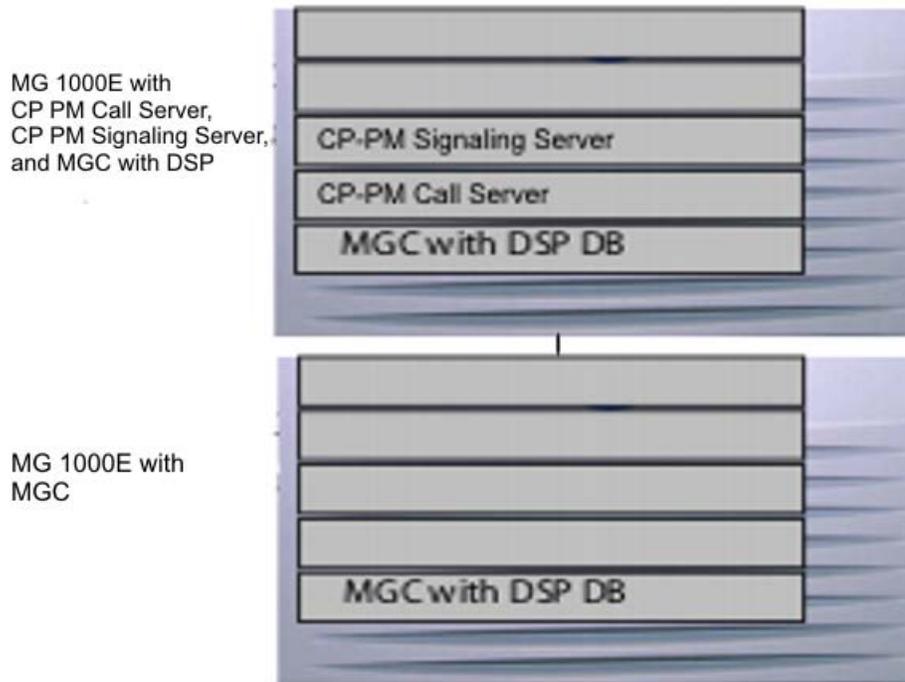
[Figure 6: CP PM High Availability](#) on page 55 shows the typical main components of a High Availability CP PM equipped CS 1000E solution.

[Figure 7: CP PIV High Availability](#) on page 56 shows the typical main components of a High Availability CP PIV equipped CS 1000E solution.

Important:

CP PIV equipped CS 1000E cannot be configured for Standard Availability. CS 1000E systems equipped with a stand-alone CP PM processor can be configured for Standard Availability or upgraded to High Availability with an additional CP PM processor and software package 410 HIGH_AVAIL HIGH AVAILABILITY. CS 1000E systems with Co-resident Call Server and Signaling Server cannot be configured for High Availability. The remainder of this chapter discusses each component in further detail.

The Communication Server 1000E system supports various types of hardware platforms. You must ensure that your hardware platform can support your target CS 1000E configuration. For more information about supported roles for each hardware platform, see [Table 1: Hardware platform supported roles](#) on page 24



Additional MG 1000Es and MG 1000E Expanders can be added in a Standard Availability system, however this configuration has one Call Server and the system will not be survivable in case of failure.

Figure 4: CP PM Standard Availability

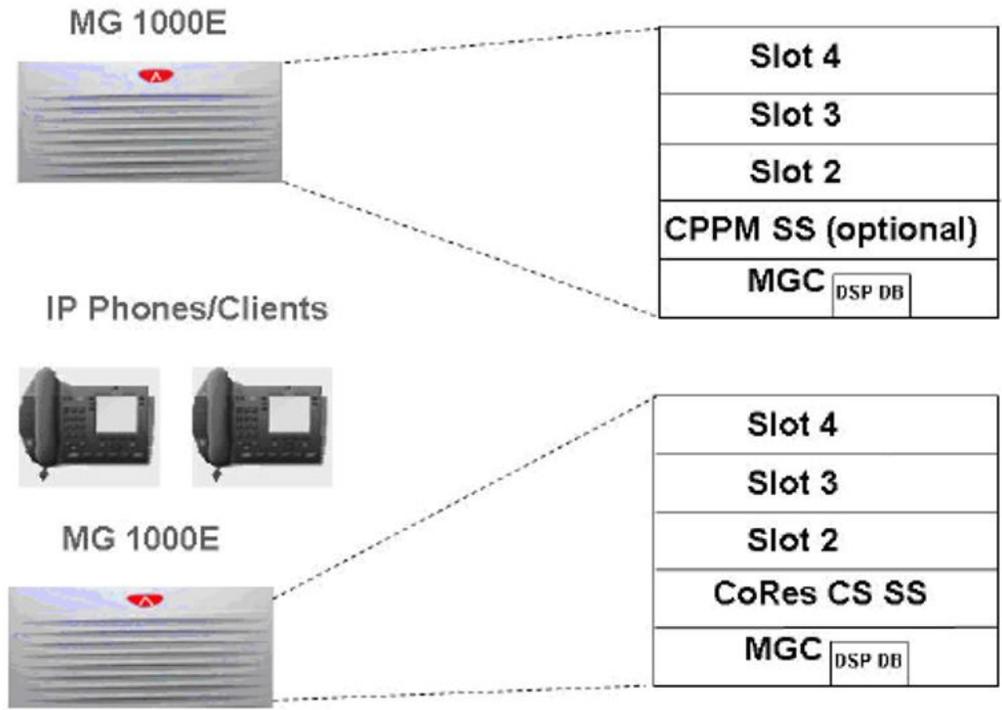


Figure 5: Co-resident Call Server and Signaling Server

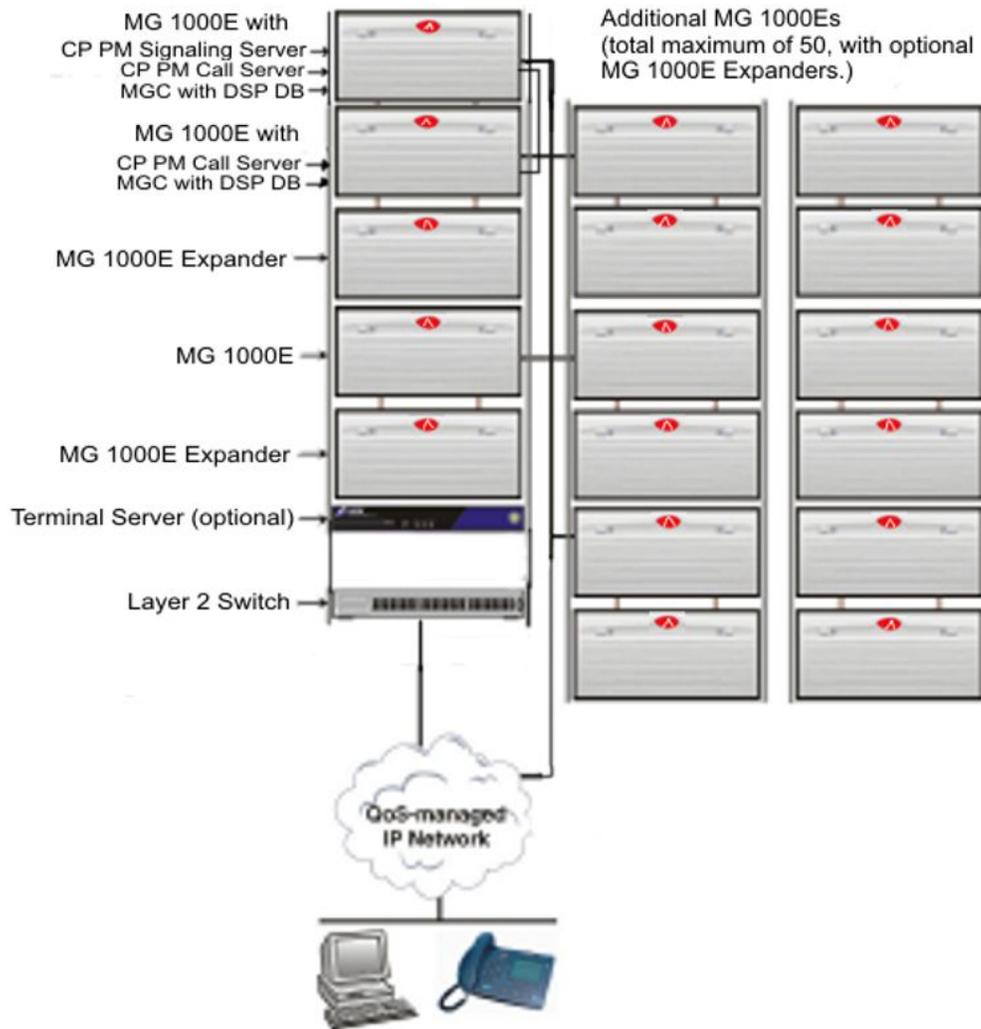


Figure 6: CP PM High Availability

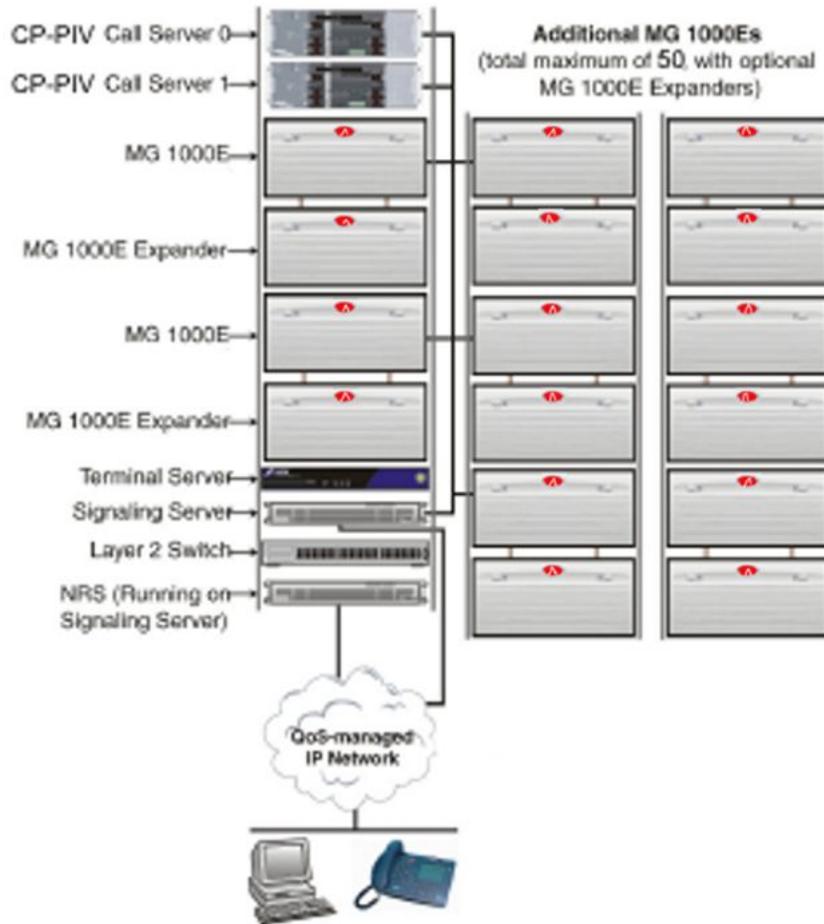


Figure 7: CP PIV High Availability

Communication Server 1000E Call Server

The CS 1000E Call Server serves as the call processor for the CS 1000E system. You can deploy a Call Server in a stand-alone Standard Availability (SA), stand-alone High Availability (HA) or in a Co-resident Call Server and Signaling Server (Co-res CS and SS) configuration. You can add another CP PM to a stand-alone SA system to create a CP PM equipped HA system (redundant system).

The CS 1000E SA and HA system software is VxWorks based. The CS 1000E Co-res CS and SS software is Linux based.

Functional description

The Call Servers provide the following functionality:

- provide main source of call processing
- process all voice and data connections
- control telephony services
- control circuit cards installed in Media Gateways
- provide resources for system administration and user database maintenance

Operating parameters

The CS 1000E can be equipped as SA (single Call Server) or High Availability (dual Call Server) (Core 0 and Core 1) to provide a fully redundant system. The CP PIV supports High Availability only. The Co-resident Call Server and Signaling Server does not support High Availability.

Core 0 and Core 1 can operate in redundant mode over the High Speed Pipe (HSP) with software package 410 HIGH_AVAIL HIGH AVAILABILITY: one runs the system while the other runs in a warm standby mode, ready to take over system control if the active Call Server fails.

The system configuration and user database are synchronized between the active and inactive Call Servers. This lets the inactive Call Server assume call processing in the event of failure of the active Call Server.

The Call Server uses a proprietary protocol to control the Media Gateways. This proprietary protocol is similar to industry-standard Media Gateway Control Protocol (MGCP) or H.248 Gateways.

CS 1000E Call Servers can control up to 50 Media Gateways.

The Call Servers provide connectivity to telephony devices using IP signaling through Media Gateways rather than by direct physical connections.

The CS 1000E system supports lineside T1 (NT5D14) and lineside E1 (NT5D34) cards. For further information about T1/E1 lineside cards, see *Avaya Circuit Card Reference, NN43001-311*

Physical description of a CP PIV Call Server

[Figure 8: CS 1000E CP PIV Call Server \(front and rear\)](#) on page 58 shows the front (without cover) and rear of one Call Server.

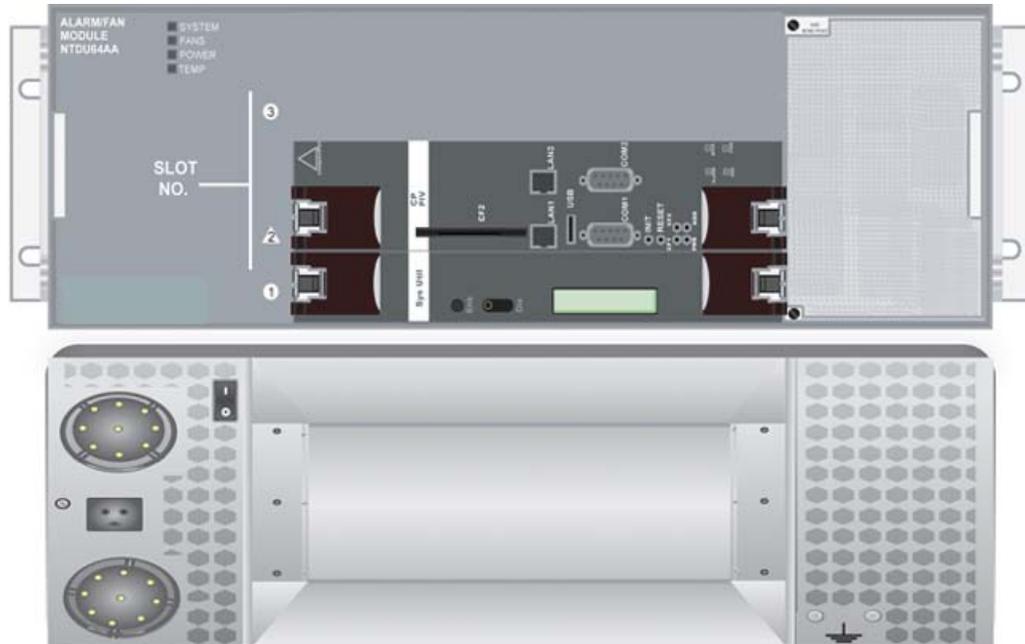


Figure 8: CS 1000E CP PIV Call Server (front and rear)

CP PIV Call Server hardware components

Similar to the set of core circuit cards used in CS 1000M Large System, each CP PIV Call Server contains the following:

- CP PIV Call Processor card
- System Utility card

In addition, each Call Server is equipped with the following modules:

- Power supply module
- Alarm/fan module

CP PIV Call Processor card

The CP PIV Call Processor card (NT4N39AA) is the main processor for the Call Server, controlling all call processing and telephony services. It also provides the system memory required to store operating software and customer data.

The CP PIV Call Processor card provides the following connectors:

- The Com 1 port is an RS232 serial port you directly connect to a system terminal for system access. You can optionally connect the Com 1 port to an IP-based Terminal

Server, which provides standard serial ports for system maintenance and third-party applications (for more information, see [Terminal Server](#) on page 90).

- The Com 2 port is an additional RS-232 port (for system maintenance only).
- The LAN 1 Ethernet port connects the Call Server to the Embedded LAN (ELAN) subnet through an ELAN Layer 2 switch to provide IP connections between the Call Server, Signaling Servers, and Media Gateways. The port is a 10/100/1000MB autonegotiate port.
- The LAN 2 Ethernet port connects Call Server 0 to Call Server 1 over a 1 Gbps auto negotiating high speed pipe to provide communication and database synchronization.
- The USB port is not supported by the CS 1000E system and cannot be used.

System Utility card

The System Utility card (NT4N48) provides auxiliary functions for the Call Server.

The minimum vintage for the System Utility card with CS 1000E is NT4N48BA.

System Utility card functions include:

- LCD display for system diagnostics
- interface to the Call Server alarm monitor functions
- Core-selection DIP switches to specify Call Server 0 or Call Server 1
- software security device holder

The software security device enables the activation of features assigned to the CS 1000E system. The security device for a CS 1000E Call Server is similar to the one used on a CS 1000M Large System

Filler Blank

The filler blank covers over the disk carrier slot used in the older CP PII-based system. The blank supports the blue LEDs that illuminate the Logo.

Power supply module

The AC power supply module (NTDU65) is the main power source for the Call Server and is field-replaceable.

Alarm/fan module

The alarm/fan module (NTDU64) provides fans for cooling the Call Server and provides status LEDs indicating the status of Call Server components. The alarm/fan module is field-replaceable.

Physical description of a CP PM Call Server

[Figure 9: CS 1000E Media Gateway with CP PM Call Server \(front\)](#) on page 61 shows the front (without cover) of a NTDU14 Media Gateway 1000E chassis. For a CP PM Call Server configuration, the Media Gateway contains a Media Gateway Controller (MGC) card and Call Processor Pentium Mobile (CP PM) card.

[Figure 10: Option 11C cabinet upgraded to CS 1000E CP PM Call Server](#) on page 62 shows the front (without cover) of an Option 11C cabinet upgraded with MGC and CP PM cards.

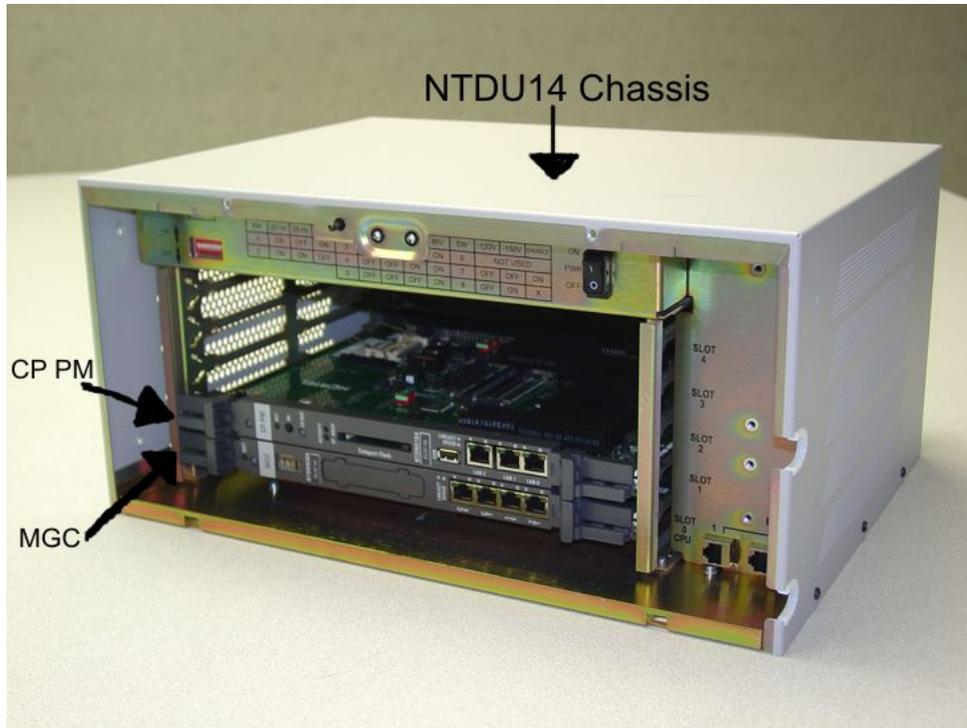


Figure 9: CS 1000E Media Gateway with CP PM Call Server (front)



Figure 10: Option 11C cabinet upgraded to CS 1000E CP PM Call Server

CP PM Call Server hardware components

Each CP PM Call Server requires the following hardware:

- CP PM supported chassis:
 - Option 11C cabinet (except for slot 0)

- Option 11C Mini chassis (except for slot 0 and slot 4)
- Option 11C Mini expander chassis
- Avaya Media Gateway 1000E main chassis (except for slot 0)
- Avaya Media Gateway 1000E expander chassis
- Media Gateway 1010 (except for slot 0)
- IPE module with MG XPEC card (except for controller slot)
- CP PM card
- MGC card with DSP daughterboards in each Media Gateway chassis or cabinet
- MG XPEC card in each IPE module

CP PM chassis

The CP PM is a circuit card that you insert in a Media Gateway. For more information, see [Media Gateway](#) on page 66 . For information about upgrading Option 11C equipment to support the CP PM card, see *Avaya Communication Server 1000E Upgrades, NN43041-458*.

For information about upgrading CS 1000M IPE modules to support CS 1000E Server cards, see *Avaya Communication Server 1000M and Meridian 1 Large System Planning and Engineering, NN43021-220* and *Avaya Communication Server 1000E Installation and Commissioning, NN43041-310*.

CP PM card

The Common Processor Pentium Mobile (CP PM) card can be configured as a Call Server. The CP PM offers similar features to that of the CP PIV processor, but uses an IPE slot form factor, allowing for a CS 1000E product with only a single Media Gateway chassis. The CP PM card can also be configured as a stand-alone Signaling Server, or a Co-resident Call Server and Signaling Server.

[Figure 11: CP PM card NTDW61](#) on page 64 shows the CP PM faceplate and CP PM circuit card. The NTDW61 CP PM card is designed for use in Media Gateway IPE slots.

The NTDW99 CP PM card contains a metal faceplate that provides enhanced EMC containment. The NTDW99 CP PM card is designed for use in Media Gateway 1010 chassis slots 22 and 23.



Figure 11: CP PM card NTDW61

CP PM hardware includes the following components and features:

- Intel Pentium M processor
- Integrated Intel 855MGE GMCH/Intel ICH-4 controller chipset

- Two Compact Flash sockets: 1 GB fixed media disk (FMD) on the card and a hot swap removable media disk (RMD) accessible on the faceplate
- 1 GB DDR RAM (expandable up to 2 GB)
- Three Ethernet ports (TLAN, ELAN, HSP):
- One USB 2.0 port, for future use
- Security device, housed on board

CP PM System Utility functionality

The CP PM Call Server solution does not require an external System Utility (SUTL) card. The CP PM provides similar SUTL functionality without requiring any external hardware. Instead of setting a switch to indicate the CPU side information, side settings are configured from the overlays or from the installation program. SUTL functionality provides a redundancy LED (CPU display), and security device.

Co-resident Call Server and Signaling Server hardware components

You can deploy a Co-resident Call Server and Signaling Server (Co-res CS and SS) with various hardware platforms. The Co-res CS and SS hardware platforms run the Linux Base Operating System. The following Servers support the Co-res CS and SS configuration:

- Common Processor Pentium Mobile (CP PM)
- Common Processor Dual Core (CP DC)
- Common Processor Media Gateway (CP MG)
- Commercial off-the-shelf (COTS) servers
 - IBM x3350 server (COTS2)
 - Dell R300 server (COTS2)
 - HP DL360 G7 server (Avaya Common Server)

For a description of each Server hardware platform, see *Avaya Circuit Card Reference, NN43001-311*.

During hardware installation, the Server circuit cards (CP PM, CP DC, CP MG) are inserted into a Media Gateway cabinet or chassis. COTS2 and Common Servers are inserted into standard 19" racks. Each Co-res CS and SS requires a Gateway Controller in a Media Gateway. The Gateway Controller can be a Media Gateway Controller (MGC) card, or a Common Processor Media Gateway (CP MG) card. The CP MG card functions as a Co-res CS and SS, and a Gateway Controller while occupying slot 0 in a Media Gateway.

For more information about Co-res CS and SS, see *Avaya Co-resident Call Server and Signaling Server fundamentals, NN43001-509*. For information about installing or configuring Co-res CS and SS applications, see *Avaya Linux Base and Applications Installation and Commissioning, NN43001-315*

Media Gateway

Media Gateways provide basic telephony media services, including tone detection, generation, and conference to CS 1000E telephones. The Media Gateway houses IPE circuit cards and connectors for access to the Main Distribution Frame. The Media Gateway with Media Gateway Controller (MGC) supports digital trunk and PRI access to the PSTN and to other PBX systems. The Media Gateway also supports Avaya Integrated Applications, including Integrated Recorded Announcer. It can also provide connectivity for digital and analog (500/2500-type) telephones as well as analog trunks for telephone and fax.

Media Gateway hardware

The term Media Gateway refers to the following Media Gateway hardware types:

- MG 1000E chassis (NTDU14) and Media Gateway Expander chassis (NTDU15)
- Option 11C Mini chassis (NTDK91) and Option 11C Mini Expander chassis (NTDK92)
- Option 11C cabinet (NTAK11)
- MG 1010 chassis (NTC310)
- IPE module (NT8D37) with MG XPEC card (NTDW20)

For a physical description of the Media Gateway hardware, see *Avaya Communication Server 1000E Overview, NN43041-110*

The Branch Office uses the same Media Gateway hardware. For more information about Branch Office, see *Avaya Branch Office Installation and Commissioning, NN43001-314*.

Functional description

The Media Gateway provides the following functionality:

- tones, conference, and digital media services (for example, Music and Recorded Announcement) to all phones
- support for CallPilot and Avaya Integrated Applications
- direct physical connections for analog (500/2500-type) phones, digital phones, and fax machines

- direct physical connections for analog trunks
- provides digital trunks to the PSTN and trunking to other PBX systems using E1, T1, and ISDN BRI circuit cards
- supports analog trunks
- supports Voice Gateway Media Cards for transcoding between IP and TDM
- supports the DECT application

Circuit cards

The following circuit cards are supported in Media Gateways:

- One Gateway Controller card is required in each Media Gateway chassis or cabinet. See [Media Gateway Controller \(MGC\) card](#) on page 68 or [Common Processor Media Gateway \(CP MG\) card](#) on page 71 for Gateway Controller card details.
- An MG XPEC card in each IPE module. See [Media Gateway Extended Peripheral Equipment Controller \(MG XPEC\) card](#) on page 72 for card details.
- Server cards (CP PM, CP DC, CP MG).
- Voice Gateway Media Cards. See [Voice Gateway Media Card](#) on page 81 for card details.
- Intelligent Peripheral Equipment (IPE) cards. See [Operating parameters](#) on page 67 for specific cards supported on Media Gateways.

For more information about circuit cards, see *Avaya Circuit Card Reference, NN43001-311*.

Security device

The security device on the Media Gateway is a generic security device that allows Media Gateways to register with the CS 1000E Call Servers.

Control for the activation of features assigned to the CS 1000E system, including Media Gateways, is provided by the security device on the System Utility card in CP PIV systems, and the security dongle on all other supported hardware platforms.

For more information about security devices, see *Avaya Security Management, NN43001-604*.

Operating parameters

The Media Gateway operates under the direct control of the Call Server. Up to 50 Media Gateways can be configured on the Call Server.

To allow IP Phones to access digital media services, you must configure Media Gateways with Digital Signal Processor (DSP) ports. The MGC with DSP daughterboards can provide up to

128 DSP ports, or 256 DSP ports when configured as a PRI Gateway. The CP MG card is available with 32 or 128 DSP ports. You can install Voice Gateway Media Cards into a Media Gateway to provide additional DSP ports beyond the DSP port limit of the Gateway Controller card.

The Media Gateways support the following circuit cards and applications:

- Voice Gateway Media Cards: transcode between the IP network and digital circuit cards
- Service cards: provide services such as Music or Recorded Announcements (RAN)
- Analog interfaces to lines and trunks: support analog (500/2500-type) phones and fax, analog PSTN trunks, and external Music or RAN sources
- Analog trunk cards
- Digital line cards: support digital terminals, such as attendant consoles, M2000 and Avaya 3900 Series Digital Deskphones, and external systems that use digital line emulation, such as Avaya CallPilot Mini
- Digital PSTN Interface Cards, including E1, T1, and ISDN Basic Rate interfaces: provide access to PSTN
- CLASS Modem card (XCMC)
- DECT Mobility cards
- Avaya Integrated Applications, including:
 - Integrated Conference Bridge
 - Integrated Call Assistant
 - Integrated Call Director
 - Integrated Recorded Announcer
 - Hospitality Integrated Voice Services
 - MGate cards for CallPilot
 - CallPilot IPE

Digital Trunks, PRI and BRI, and DECT Mobility Cards are only supported in Media Gateways with MGC.

Media Gateway Controller (MGC) card

The MGC card occupies the system controller slot 0 in a Media Gateway chassis.

The MGC card provides a gateway controller for IP Media Gateways in a CS 1000E system. The MGC only functions as a gateway controller under control of a CS 1000E Call Server.

The MGC card supports up to 128 DSP ports with the two expansion sites to accommodate digital signal processor daughterboards. 128-port DSP daughterboard NTDW78, 96-port DSP daughterboard NTDW64 and 32-port DSP daughterboard NTDW62 can be installed on the

MGC. The DSP daughterboards support VoIP voice gateway resources on the MGC, reducing the amount of separate Voice Gateway Media Cards.

The MGC DSP daughterboard security feature provides an infrastructure to allow endpoints capable of SRTP/SRTCP to engage in secure media exchanges. The media security feature can be configured by the administrator or, optionally, by the end user. This feature provides for the exchange of cryptographic material needed by the SRTP-capable endpoints to secure media streams originating from those endpoints.

For more information about Media Security or SRTP, see *Avaya Security Management, NN43001-604*.

DSP daughterboards include voice gateway (VGW) application; they do not include the Terminal Proxy Server (TPS) application. DSP daughterboards cannot be used for load sharing of IP Phones from Signaling Servers, or as backup TPS in case of failures.

[Figure 12: Media Gateway Controller card \(NTDW60\)](#) on page 70 shows the MGC faceplate and MGC circuit card (with two DSP daughterboards installed).

The MGC card (NTDW98) contains a metal faceplate for enhanced EMC containment. The NTDW98 MGC card is designed for use in a Media Gateway 1010 chassis.

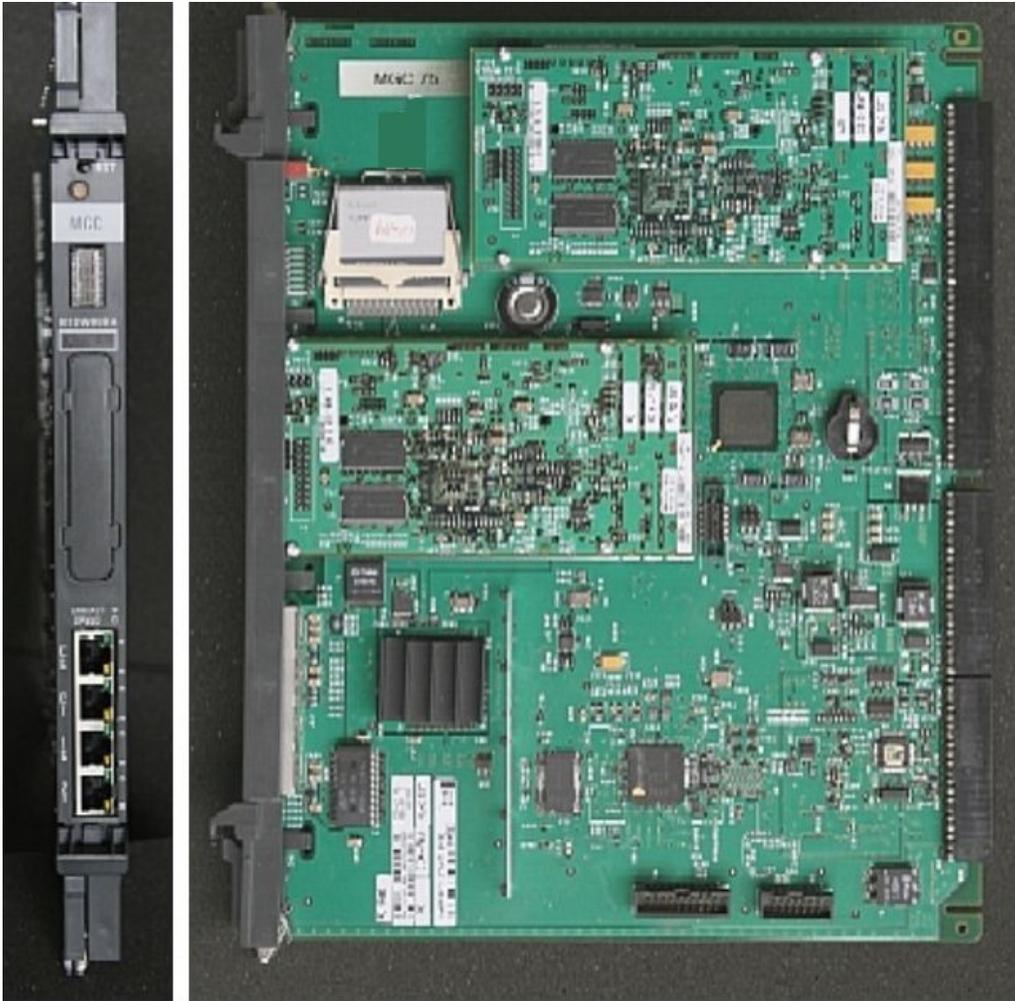


Figure 12: Media Gateway Controller card (NTDW60)

The MGC card (without expansion daughterboards) includes the following components and features:

- Arm processor
- 128 MB RAM
- 4 MB boot flash
- Internal Compact Flash (CF) card mounted on the card. It appears to the software as a standard ATA hard drive
- Embedded Ethernet switch
- Six 100 BaseT Ethernet ports for connection to external networking equipment
- Four character LED display on the faceplate
- Two PCI Telephony Mezzanine Card form factor sites for system expansion

- Real time clock (RTC)
- Backplane interface
- Three serial data interface (SDI) ports



Figure 13: NTDW63 MGC adapter for Option 11C

When installing an MGC in an Option11C cabinet, a NTDW63 adapter is required to provide ports for Ethernet and clock reference.

Important:

The MGC is a gateway controller that replaces the SSC in a Media Gateway. It also reduces the need for separate Voice Gateway Media Cards with the use of onboard DSP daughterboards. The MGC-based Media Gateway supports PRI/PRI2/DTI/DTI2 trunks, BRI trunks, D-channels, and clock controllers. The MGC remote SDI feature reduces the need for separate Terminal Servers.

For more information about the MGC card, see *Avaya Circuit Card Reference, NN43001-311*.

Common Processor Media Gateway (CP MG) card

The hardware for the Common Processor Media Gateway (CP MG) card consists of integrating a Common Processor, a Gateway Controller, and non-removable Digital Signal Processor (DSP) resources into a single card for use in a Communication Server 1000E system. The CP MG card design is based on the CP PM card and MGC card with DSP daughterboards. The CP MG card is available in two versions:

- NTDW56BAE6 - CP MG card with 32 DSP ports
- NTDW59BAE6 - CP MG card with 128 DSP ports

The CP MG card provides improvements in port density and cost reductions by functioning as a Co-resident Call Server and Signaling Server (Co-res CS and SS) and a Gateway Controller with DSP ports while only occupying one slot in a Media Gateway cabinet or chassis. The CP MG card occupies the system controller slot 0 in a Media Gateway.

The CP MG card includes the following components and features:

- Intel EP80579 integrated processor, 1200 Mhz (Common Processor)
- 2 GB DDR2 RAM (expandable to 4 GB)

- 160 GB SATA hard drive
- USB to 1-wire bridge chip from Intel processor to security device
- One faceplate USB 2.0 port for software installations and upgrades
- Two faceplate Common Processor TTY serial ports
- Mindspeed Chagall-2 processor M82515 to run Avaya proprietary software (MGC, tone and conference)
- SPI flash for BIOS storage
- Compact Flash card (ATA) for Chagall-2 file system
- Onboard flash boot-ROM
- Three backplane TTY ports, two from Chagall-2, one from Intel Common Processor
- Mindspeed Picasso M82710 or Matisse M82910 for VoIP or DSP resources
- Ten port embedded fast Ethernet switch
- One faceplate 100 BaseT T-LAN port
- One faceplate 100 BaseT E-LAN port
- One backplane 100 BaseT T-LAN port
- One backplane 100 BaseT E-LAN port
- Faceplate status LED and card reset buttons
- In-rush power controller to support hot-plug

The Gateway Controller component of the CP MG card is based on the same architecture as the MGC card. For more information about the Gateway Controller architecture, see [Media Gateway Controller \(MGC\) card](#) on page 68. The Gateway Controller component of the CP MG card registers with the Call Server with an Internet Protocol Media Gateway (IPMG) type of MGS. The Communication Server 1000E system uses a common Gateway Controller loadware for the MGC, MG XPEC, and MGS.

For more information about the CP MG card, see *Avaya Circuit Card Reference, NN43001-311*.

Media Gateway Extended Peripheral Equipment Controller (MG XPEC) card

You can convert NT8D37 Communication Server 1000M and Meridian 1 large system IPE modules into Communication Server 1000E Media Gateways with the Media Gateway Extended Peripheral Equipment Controller (MG XPEC) card. The MG XPEC card provides a solution to migrate IPE modules from a Meridian 1 TDM system, or CS 1000M system to a CS 1000E system. The MG XPEC card converts one IPE module into two Media Gateway shelves (type MGX) for use in a CS 1000E system.

The NTDW20 MG XPEC card replaces the NT8D01 controller card in the controller slot of a NT8D37 IPE module. The MG XPEC card is a dual card assembly that contains a motherboard

and a daughterboard. Each board of the dual assembly contains 192 non-removable Digital Signal Processor (DSP) ports. The MG XPEC card is essentially equivalent to two Media Gateway Controller (MGC) cards. The MG XPEC motherboard controls slots 0 to 7 on the left half of the IPE module, and the MG XPEC daughterboard controls slots 0 to 7 on the right half of the IPE module.

For information about converting an IPE module into Media Gateways with the MG XPEC card, see *Avaya Communication Server 1000M and Meridian 1 Large System Planning and Engineering, NN43021-220*.

Network connections

The ELAN of the Media Gateway can reside in a separate layer 3 subnet from that of the Call Server ELAN. When connecting the Media Gateway to the ELAN through a Layer 3 switch the connection from the Call Server to the Media Gateway must have a round trip delay of less than 80 msec and have a packet loss of less than 0.5 % (0% recommended).

[Figure 14: Redundant network connections with MGC Dual Homing](#) on page 74 is a schematic representation of redundant network connections for Media Gateways with MGC. The call servers, signaling servers, switches, and chassis can be any of the supported types.

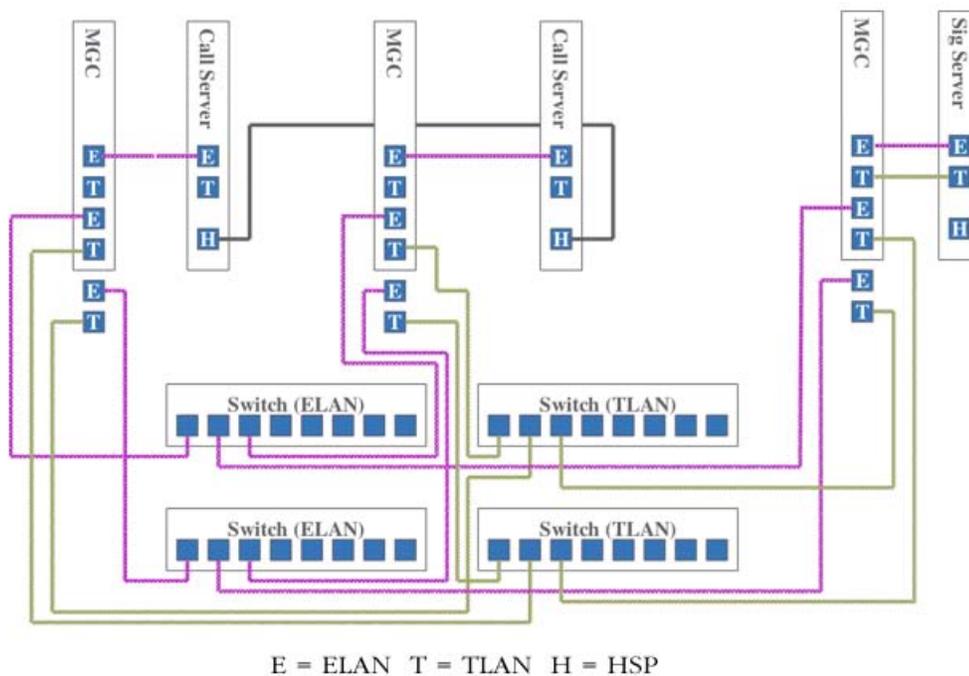


Figure 14: Redundant network connections with MGC Dual Homing

The separate LAN subnets that connect the Media Gateway and the Call Server to the customer IP network are as follows:

- **ELAN** The ELAN subnet (100BaseT, full-duplex) is used to manage signaling traffic between the Call Server, Signaling Server, and Media Gateways. The ELAN subnet isolates critical telephony signaling between the Call Servers and the other components.
- **TLAN** The TLAN subnet (100BaseT, full-duplex) is used to manage voice and signaling traffic. It connects the Signaling Server and Voice Gateway Media Cards to the Customer LAN. It also isolates the IP Telephony node interface from broadcast traffic.

The HSP (high speed pipe) is a 1000BaseT connection used to provide standby call server redundancy. The HSP provides connectivity for High Availability if two CP PM or CP PIV call servers are connected through the HSP, and the Campus Redundancy software package 410 HIGH_AVAIL HIGH AVAILABILITY has been purchased. The HSP is not supported on Co-res CS and SS configurations.

Avaya CS 1000 Media Gateway 1000E

The CS 1000E Call Server can connect to and control a maximum of 50 Avaya CS 1000 Media Gateway 1000Es (Avaya MG 1000E) with optional Media Gateway Expanders. Each Avaya MG 1000E houses a Gateway Controller and contains four slots for IPE cards. Each MG 1000E

supports an optional Media Gateway Expander through copper connections for a total of eight slots.

Physical description

The following sections describe the front and rear components of the MG 1000E (NTDU14).

Front components

[Figure 15: Front components in the MG 1000E \(NTDU14\)](#) on page 75 shows the Media Gateway with the front cover removed. Note the following:

- The DIP switches configure telephone ringing voltages, ringing frequencies, and message waiting voltages.
- The 100BaseT bulkhead ports 1 and 2 provide MGC daughterboard ports with connections to rear bulkhead ports.

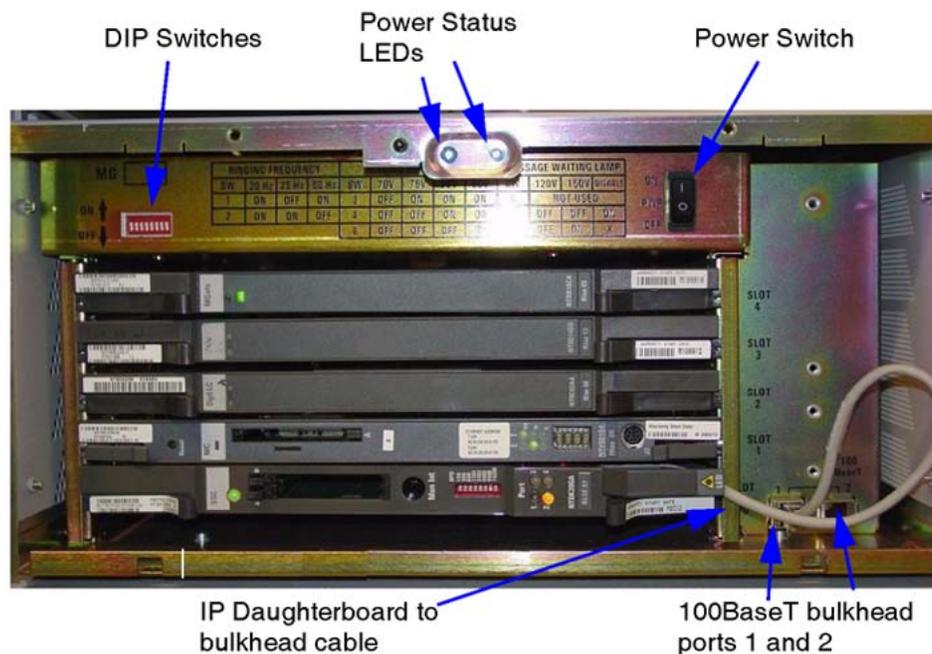


Figure 15: Front components in the MG 1000E (NTDU14)

Rear components

[Figure 16: Rear components in the MG 1000E](#) on page 76 shows the rear components on the Media Gateway. Note the following:

- The AC power cord connector provides AC connection to the Media Gateway.
- AUX extends Power Failure Transfer Unit (PFTU) signals to the Main Distribution Frame (MDF).
- GND is used for ground cable termination.
- 100BaseT bulkhead ports 1 and 2 provide connections from IP daughterboard ports on the MGC card to other system components.
- The Attachment Unit Interface (AUI) is used with cards that require a Media Access Unit (MAU).
- The AUI is used with MGC cards as a clock reference. When the AUI connection is used with an MGC, Ethernet link and speed LEDs cannot function.
- The serial port connects to maintenance terminals.
- DS-30X and CE-MUX interconnect the Media Gateway to the Media Gateway Expander.
- 25-pair connectors extend the IPE card data to the MDF.

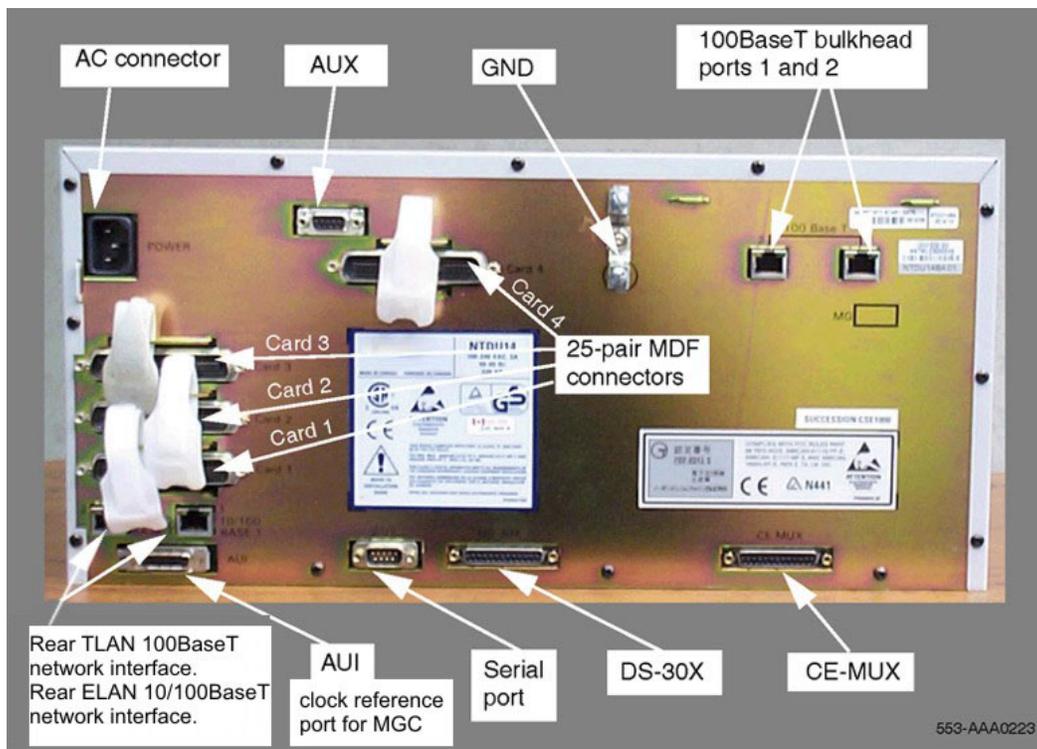


Figure 16: Rear components in the MG 1000E

Media Gateway Expander

The Media Gateway Expander supports up to four circuit cards. The Media Gateway Expander can directly support the Server cards. A Gateway Controller card in the corresponding MG 1000E controls each card in an Expander. Digital trunk interface packs are not supported in the Media Gateway Expander.

Physical description

[Figure 17: Media Gateway Expander \(NTDU15\)](#) on page 77 shows the Media Gateway Expander (NTDU15).



Figure 17: Media Gateway Expander (NTDU15)

Rear components

[Figure 18: Rear components in the Media Gateway Expander](#) on page 78 shows the rear components in the Expander. Note the following:

- The AC power cord connector provides an AC connection to the Expander.
- GND is used for ground cable termination.
- DS-30X and CE-MUX are used to interconnect the Media Gateway and the Expander.
- 25-pair connectors are used to extend IPE card data to the MDF.

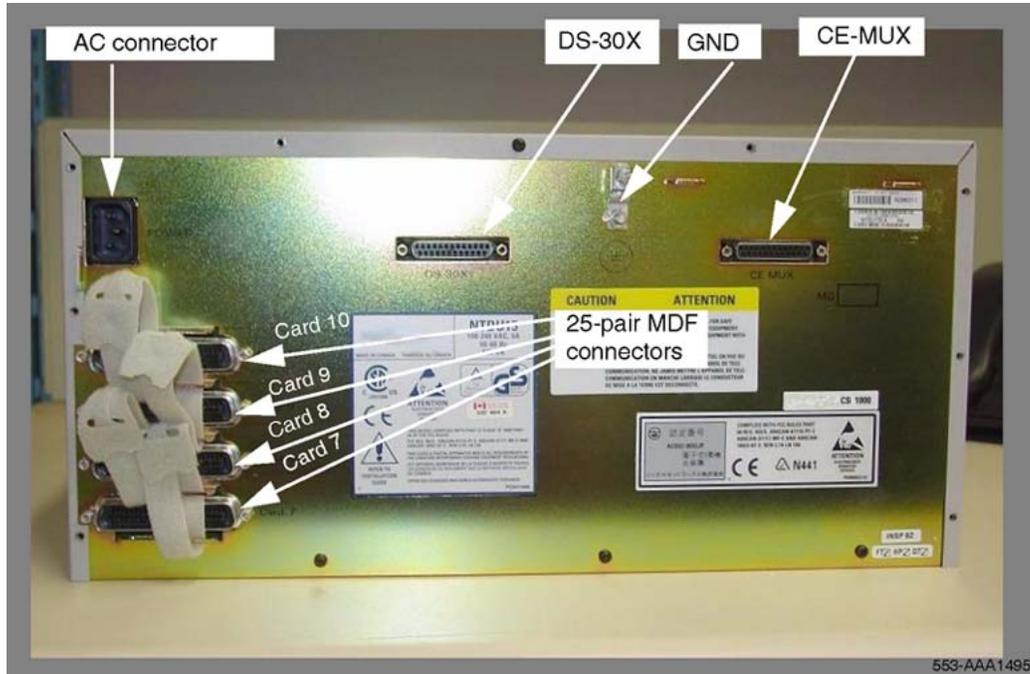


Figure 18: Rear components in the Media Gateway Expander

Media Gateway 1010

The Media Gateway 1010 (MG 1010) is a rack mount Media Gateway chassis that provides a larger amount of card slots than a MG 1000E with Media Gateway Expander. The CS 1000E Call Server can connect to and control a maximum of 50 MG 1010s. Each MG 1010 provides a dedicated Gateway Controller slot, two dedicated Server card slots, and ten slots for IPE cards. The MG 1010 is a single chassis that can provide more processing power and card capacity than a MG 1000E with the optional Media Gateway Expander.

Physical description

The Media Gateway 1010 chassis (NTC310AAE6) consists of:

- MG 1010 rack mount kit (NTC316AAE6)
- backplane assembly (NTC31002)
- Media Gateway Utility (MGU) card (NTC314AAE6)
- power supply, maximum of two with load sharing (NTC312AAE6)
- blower fans, N+1 arrangement for redundant cooling (NTC320AAE6)
- air filter (NTC315AAE6)
- front cover with EMC containment and a window to view status LEDs
- MG 1010 serial cable kit (NTC325AAE6)

Metal faceplate Server cards and Gateway Controller cards are required for enhanced EMI containment. Avaya recommends you to use metal CP PM card (NTDW99) and metal MGC card (NTDW98) in a MG 1010. All CP MG and CP DC cards contain metal faceplates.

The following sections describe the front and rear components of the MG 1010 (NTC310).

Front components

[Figure 19: Front components in the MG 1010](#) on page 79 shows the Media Gateway 1010 without the front cover. Note the following:

- Ten IPE card slots
- Two Server card slots
- One Gateway Controller card slot
- One Media Gateway Utility (MGU) card provides LED status, ringing, message waiting voltage, dual homing Ethernet cable ports, and serial cable ports
- One metal divider in chassis to separate MGU, Server cards, and Gateway Controller card from the IPE cards.



Figure 19: Front components in the MG 1010

[Figure 20: MG 1010 front cover](#) on page 80 shows the MG 1010 with the front cover. Note the following:

- Window to view LED status of all cards
- Decorative cover provides additional EMC shielding
- Two locking latches in top corners of front cover.

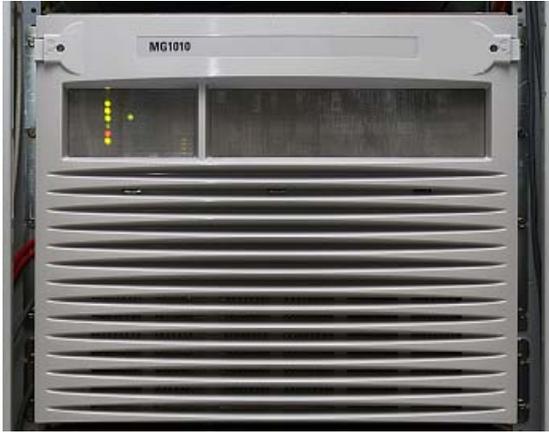


Figure 20: MG 1010 front cover

Rear components

[Figure 21: Rear components of the MG 1010](#) on page 81 shows the rear components of the MG 1010. Note the following:

- Hot swappable redundant power supplies
- Hot swappable fans in a redundant N + 1 configuration for chassis cooling
- One DECT connector
- One AUX connector
- Ten MDF connectors

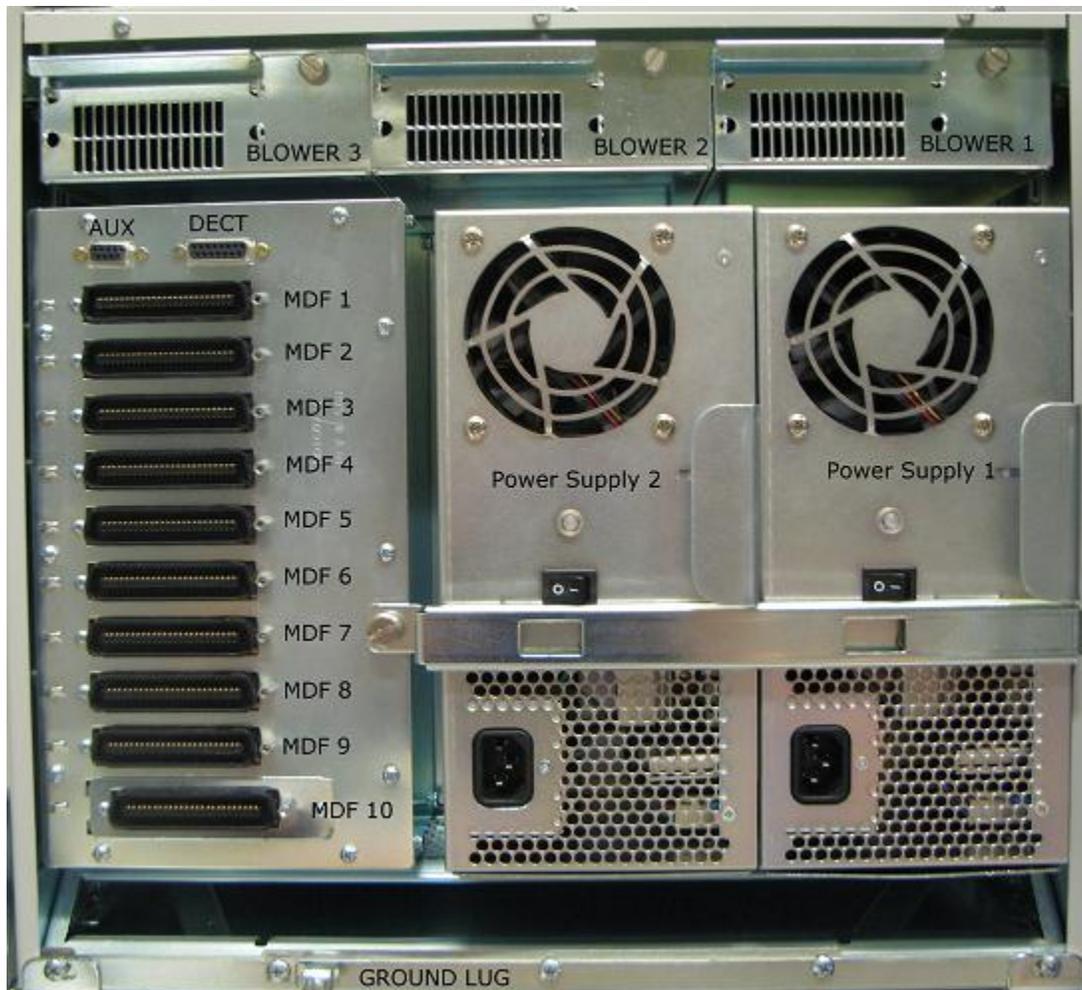


Figure 21: Rear components of the MG 1010

Voice Gateway Media Card

The Gateway Controller cards can provide a limited number of DSP ports. Voice Gateway Media Cards provide additional DSP ports for Media Gateways to translate between IP and TDM. Voice Gateway Media Cards provide interfaces that connect to the Telephony Local Area Network (TLAN) and Embedded Local Area Network (ELAN) subnets. The Voice Gateway Media Card is also known as a Media Card (MC).

[Figure 22: Media Card](#) on page 82 shows faceplate connectors and indicators on the 32-port line Media Card.

[Figure 23: Media Card 32S](#) on page 83 (MC32S) shows the faceplate connectors and circuit card of the 32-port secure Media Card.

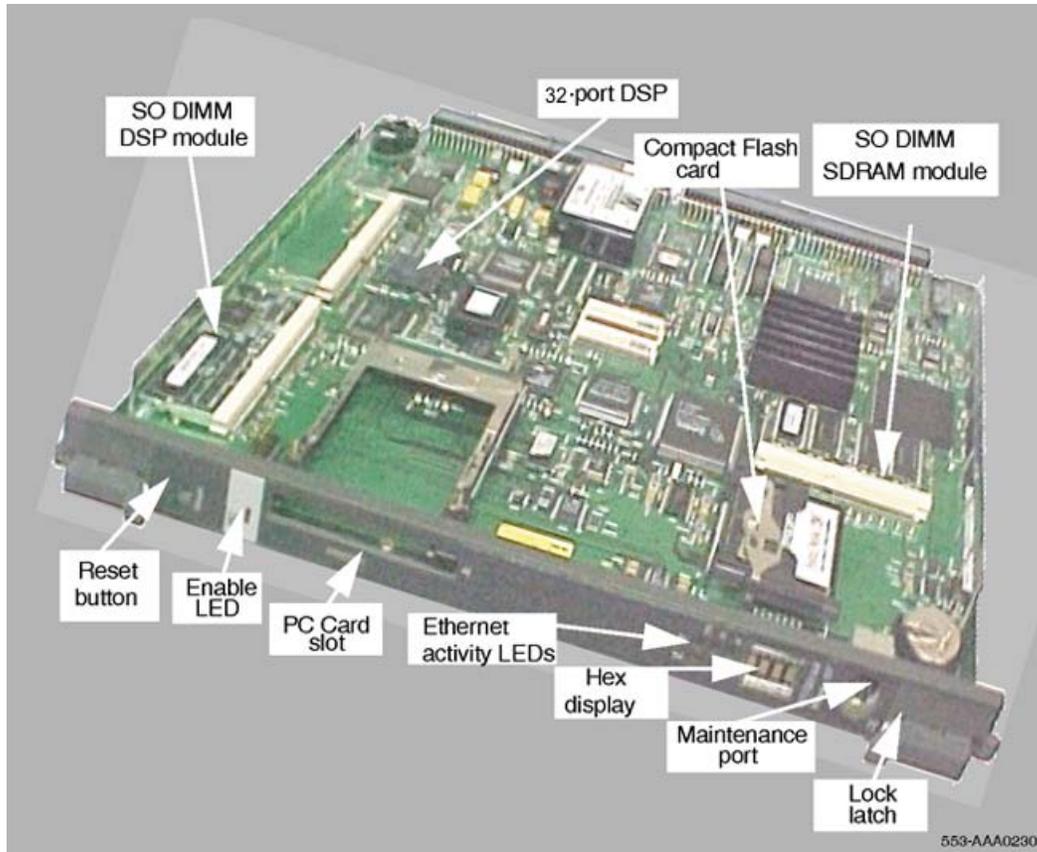


Figure 22: Media Card

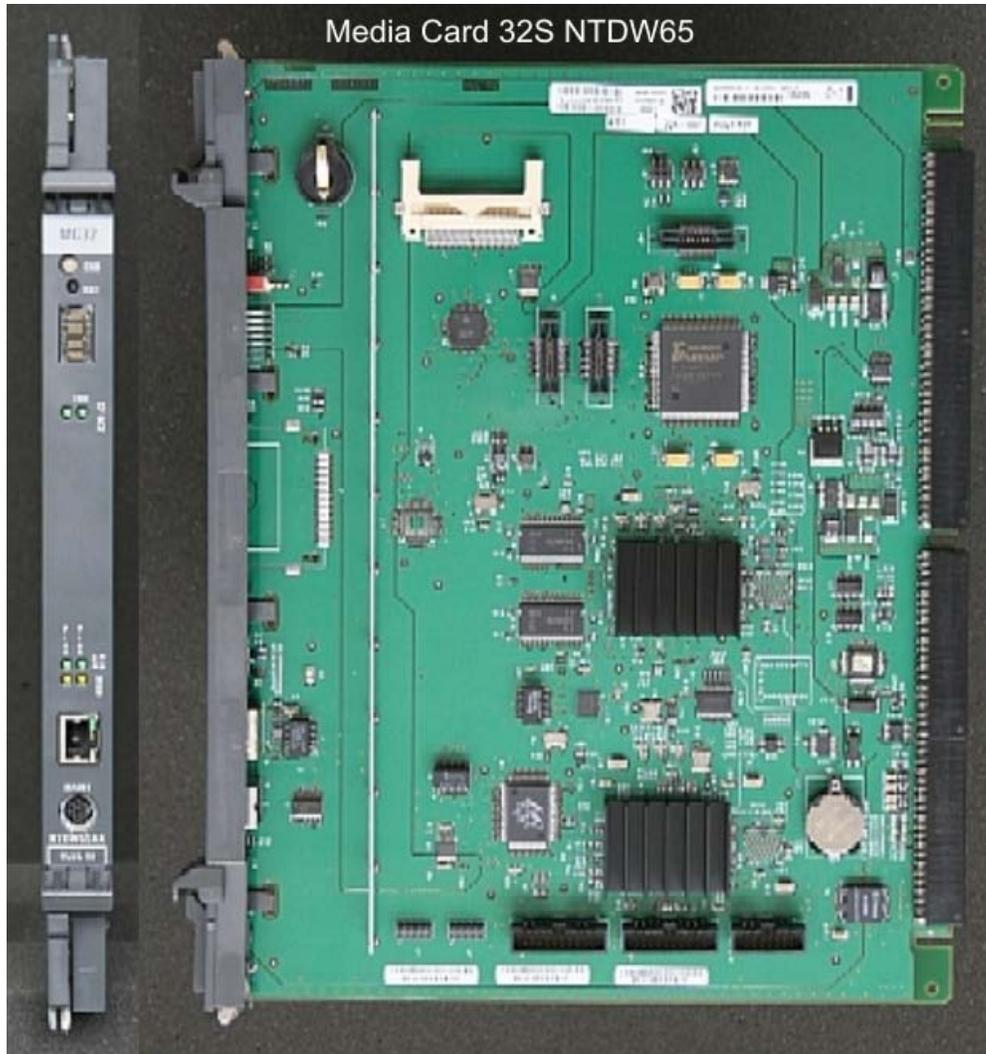


Figure 23: Media Card 32S

The MC32S provides 32 channels of IP-TDM connectivity between an IP device and a TDM device in the CS 1000 network. The MC32S is an IPE form factor card and can interwork with other voice gateway application cards, such as the MGC card.

The MC32S Media Security feature provides an infrastructure to allow endpoints capable of SRTP/SRTCP to engage in secure media exchanges. The media security feature can be configured by the administrator or, optionally, by the end user. This feature provides for the exchange of cryptographic material needed by the SRTP-capable endpoints to secure media streams originating from those endpoints.

For more information about Media Security or SRTP, see *Avaya Security Management, NN43001-604*.

For more information about Media Card features or the IP Line application, see *Avaya Signaling Server IP Line Applications Fundamentals, NN43001-125*.

Signaling Server

Main role

The Signaling Server provides SIP and H.323 signaling between components in a CS 1000E system.

The hardware platforms supported as stand-alone Signaling Servers are CP PM, CP DC, and Commercial off-the-shelf (COTS) Servers. Available COTS servers are IBM x306m, IBM x3350, HP DL320 G4, HP DL360 G7, and Dell R300 servers.

The Communication Server 1000E Linux Platform Base includes many operational, performance, and security hardening updates. The User Access Control (UAC) introduces eight Linux groups to define user privileges. Central Authentication provides user authentication across the security domain with single password. The Emergency Account allows you to log on through the Command Line Interface (CLI) if both the Primary and Secondary UCM are offline. Secure File Transfer Protocol (SFTP) is the default file transfer protocol. You must explicitly identify FTP users, all users can use SFTP.

The Linux Platform Base operating system installs on the Signaling Server and can run multiple applications, including:

- SIP and H.323 Signaling Gateways
- Terminal Proxy Server (TPS)
- Network Routing Service (NRS)
- SIP Line Gateway (SLG)
- Element Manager
- Application Server for Personal Directory (PD), Callers List (CL), Redial List (RL), and Unicode Name Directory (UND) for UNISlim IP Phones

SIP Line Gateway includes:

- SIP Line (SIPL)
- SIP Management Service, an Element Manager (EM) system management interface you use to configure and manage the SIP Line Service.

NRS includes:

- H.323 Gatekeeper
- SIP Proxy Server

- SIP Redirect Server
- NCS

The Signaling Server has both an ELAN and TLAN network interface. The Signaling Server communicates with the Call Server through the ELAN network interface.

CP PM Signaling Server physical description

[Figure 24: CP PM Signaling Server card and faceplate](#) on page 86 shows the CP PM Signaling Server. Two versions of the CP PM Signaling Server are available, each designed for use in the CS 1000M or CS 1000E chassis, however they are functionally identical. NTDW61 single slot CP PM card for Media Gateway chassis, or Option 11C cabinets. NTDW66 double wide faceplate CP PM card for CS 1000M Large System IPE cubes.

The NTDW99 CP PM card is an update to the NTDW61 CP PM card. It is functionally identical, however it contains a metal faceplate for enhanced EMC containment. The NTDW99 CP PM card is designed for use in a Media Gateway 1010 chassis.

replace the Common Processor Pentium Mobile (CP PM) card. The CP DC card contains a dual core AMD processor and upgraded components which can provide improvements in processing power and speed over the CP PM card. The CP DC card requires the Linux Base Operating System, and supports Co-resident Call Server and Signaling Server, or stand-alone Signaling Server configurations.

The CP DC card is available in two versions:

- NTDW53AAE6 - single slot metal faceplate CP DC card (CS 1000E).
- NTDW54AAE6 - double slot metal faceplate CP DC card (CS 1000M).

The CP DC card provides performance improvements in MIPS, maximum memory capacity, and network transfer rate, and occupies one IPE slot in a Media Gateway.

CP DC Signaling Server hardware components

The CP DC card includes the following components and features:

- AMD Athlon 64 X2 1.8 Ghz dual core processor
- 2 GB DDR2 RAM
- 160 GB SATA hard drive
- Three faceplate USB 2.0 ports for software installations, upgrades, patching, and USB keyboard and mouse support
- One faceplate VGA port for monitor support
- Two faceplate Gigabit Ethernet ports
- Faceplate status LED and card reset buttons

You can use a USB 2.0 storage device to install or upgrade the Linux Base Operating System. The CP DC card does not support Compact Flash (CF) cards.

An NTDW5309E6 2 GB memory upgrade kit is available for Media Application Server (MAS) deployments. This upgrades a CP DC card to a total of 4 GB DDR2 RAM.

COTS Signaling Server physical description

Commercial off-the-shelf Signaling Servers are multivendor servers based on 1U rack-mounted server chassis design.

COTS Signaling Server hardware components

IBM x306m and HP DL320 G4 (COTS1) Signaling Servers provide the following features:

- Intel Pentium 4 processor at 3.6 GHz
- One 80 GB SATA simple swap hard drive (2 front bays, 1 used)
- 2 GB PC2-4200 ECC DDR2 SDRAM (4 DIMM slots, 2 used)
- Two 10/100/1000BaseT Ethernet ports
- Four USB 2.0 ports (2 front, 2 back)
- One slim line CD-RW/DVD ROM drive
- One serial port

IBM x3350 and Dell R300 (COTS2) and HP DL360 G7 (Common Server) Signaling Servers provide the following features:

- Intel Xeon quad-core processor (minimum of 2.4 GHz)
- Two simple swap Serial-attached SCSI (SAS) or SATA hard drives (minimum of one 75 GB hard drive)
- 4 GB of RAM PC2-5300 DDR II with error correcting code (ECC)
- Two 10/100/1000BaseT Ethernet ports
- Four USB 2.0 ports
- One slim line CD-RW/DVD ROM drive
- One serial port

COTS servers do not have an INI button. COTS servers have a reset button on the front panel to perform cold starts. Software warm starts can be invoked through the command line interface (CLI) on the servers (reboot).

Software applications

The following software components operate on the Signaling Server:

- Terminal Proxy Server (TPS)
- SIP Gateway (Virtual Trunk)
- SIP Line Gateway (SLG)
 - SIP Line
 - SIP Management Service
- H.323 Gateway (Virtual Trunk)

- H.323 Gatekeeper
- Network Routing Service (NRS)
 - SIP Redirect Server
 - SIP Proxy Server
 - SIP Registrar
 - NRS Manager
- CS 1000 Element Manager
- Application Server for the Personal Directory, Callers List, Redial List, and Unicode Name Directory features

Signaling Server software elements can coexist on one Signaling Server or reside individually on separate Signaling Servers, depending on traffic and redundancy requirements for each element.

For descriptions of the function and engineering requirements of each element, see [Table 43: Elements in Signaling Server](#) on page 234. For detailed Signaling Server engineering rules and guidelines, see [Signaling Server algorithm](#) on page 271. For more information about H.323, SIP Trunking NRS and SIP Proxies see *Avaya IP Peer Networking Installation and Commissioning, NN43001-313* and *Avaya Network Routing Service Fundamentals, NN43001-130*.

For more information about SIP Line and IP Line, see *Avaya SIP Line Fundamentals, NN43001-508* and *Avaya Signaling Server IP Line Applications Fundamentals, NN43001-125*.

Functional description

The Signaling Server provides the following functionality:

- provides IP signaling between system components on the LAN
- enables the Call Server to communicate with IP Phones and Media Gateways
- supports key software components (see [Software applications](#) on page 88)

Operating parameters

The Signaling Server provides signaling interfaces to the IP network using software components that run on the Linux Base operating system. For more information about the Signaling Server Linux Base, see *Avaya Linux Platform Base and Applications Installation and Commissioning, NN43001-315*.

The Signaling Server can be installed in a load-sharing, survivable configuration.

The total number of Signaling Servers that you require depends on the capacity and redundancy level that you require (see [Signaling Server calculations](#) on page 284).

Terminal Server

The MRV IR-8020M IP-based Terminal Server provides the Call Server with standard serial ports for applications and maintenance.

Important:

A CS 1000E configured with a Gateway Controller does not require a separate Terminal Server. The Gateway Controller provides serial ports for connectivity.

Physical description

[Figure 25: Terminal Server](#) on page 90 shows the Terminal Server.

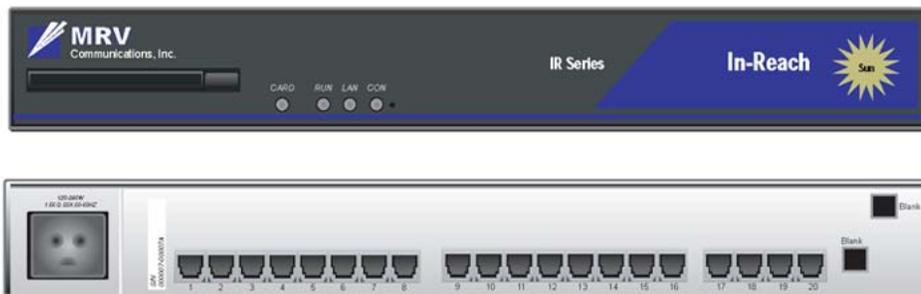


Figure 25: Terminal Server

Hardware components

The MRV Terminal Server provides 20 console ports for modular RJ-45 connectors. It is also equipped with one RJ-45 10BaseT connection for network interface to the ELAN subnet and an internal modem to provide remote access.

Operating parameters

A CS 1000E configured with a Gateway Controller does not require a separate Terminal Server. The Gateway Controller provides serial ports for connectivity.

Traditionally, serial ports are used to connect terminals and modems to a system for system maintenance. As well, many third-party applications require serial port interfaces to connect to a PBX. Because the Call Server provides only two local serial ports for maintenance purposes, an IP-based Terminal Server is required to provide the necessary serial ports.

The Terminal Server provides standard serial ports for applications. These applications include billing systems that analyze Call Detail Recording (CDR) records, Site Event Buffers (SEB) that track fault conditions, and various legacy applications such as Property Management System (PMS) Interface and Intercept Computer applications. In addition, serial ports are used to connect system terminals for maintenance, modems for support staff, and printers for system output.

The Terminal Server is configured to automatically log in to the active Call Server at start-up. For this reason, each Call Server pair requires only one Terminal Server. Customers can configure up to 16 TTY ports for each Call Server pair.

The Terminal Server can be located anywhere on the ELAN subnet. However, if the Terminal Server is used to provide local connections to a Com port on the Call Server, it must be collocated with the system.

The Terminal Server can also be used as a central point to access and manage several devices through their serial ports.

Important:

Currently, the CS 1000E only supports the MRV IR-8020M commercial Terminal Server.

Layer 2 switch

The Layer 2 switch transmits data packets to devices interconnected by Ethernet to the ELAN or TLAN subnets. The switch only directs data to the target device, rather than to all attached devices.

Physical description

ELAN Layer 2 switch

[Figure 26: ELAN Layer 2 switch \(Ethernet Routing Switch 2550T\)](#) on page 92 shows an example of an ELAN Layer 2 switch.



Figure 26: ELAN Layer 2 switch (Ethernet Routing Switch 2550T)

TLAN Layer 2 switch

To provide Layer 2 connections on the TLAN subnet, Avaya recommends the Ethernet Routing Switch 2526T, which has embedded Power-over-LAN capabilities for powering IP Phones.

Optionally, other Power-over-LAN units can also be used to provide power to IP Phones.

[Figure 27: TLAN Layer 2 switch \(Ethernet Routing Switch 2526T\)](#) on page 92 shows the Ethernet Routing Switch 2526T.



Figure 27: TLAN Layer 2 switch (Ethernet Routing Switch 2526T)

Operating parameters

These components must be supplied by the customer. For more information, see *Avaya Converging the Data Network with VoIP Fundamentals, NN43001-260*.

Power over LAN (optional)

An optional Power over LAN unit adds power and data communication over standard Category 5 LAN drops for powering IP Phones. The Power over LAN unit eliminates the need to connect each telephone to an AC power outlet. This saves in desktop wiring and enables the use of a centralized Uninterruptable Power Supply (UPS) for power backups. Using a Power over LAN unit eliminates the need to use a separate power transformer for each IP Phone.

For more information, see *Avaya Converging the Data Network with VoIP Fundamentals*, NN43001-260.

Telephones

The CS 1000E system supports the following:

- IP Phones
 - IP Phone 2001
 - IP Phone 2002
 - IP Phone 2004
 - Avaya 2007 IP Deskphone
 - Avaya 1120E IP Deskphone
 - Avaya 1140E IP Deskphone
 - Avaya 1150E IP Deskphone
 - Avaya 1210 IP Deskphone
 - Avaya 1220 IP Deskphone
 - Avaya 1230 IP Deskphone
 - Avaya 2050 Mobile Voice Client (MVC)
 - Avaya 2050 IP Softphone
 - Avaya 2033 IP Conference Phone
 - WLAN Handset 2210, 2211 and 2212
 - IP Phone Key Expansion Module (KEM)
- analog (500/2500-type) telephones
- digital deskphones
- attendant consoles
- DECT handsets
- 802.11 Wireless LAN terminals

Component dimensions

All rack mount components fit in 19-inch racks. [Table 4: Height dimension of CS 1000E components](#) on page 94 lists the height of each rack mount component. COTS Servers require the use of 4 post racks.

Option 11C cabinet is a supported CS 1000E enclosure. Option 11C cabinets are 25" high x 22" wide. They can be wall or floor mounted. Option 11C cabinets are not rack mountable.

Table 4: Height dimension of CS 1000E components

Component	Height
NTDU62 CP PIV Call Server	3 U
Signaling Server (COTS)	1 U
NTDU14 Media Gateway	< 5 U
NTDU15 Media Gateway Expander	< 5 U
NTC310 Media Gateway 1010	9 U
MRV Terminal Server	1 U
Ethernet Routing Switch 2526T	1 U
Ethernet Routing Switch 2550T	1 U
1 U = 4.4 cm (1-3/4 in.)	

The clearance in front of rack-mounted equipment is the same for all major components. For the Call Servers, Media Gateways, and Media Gateway Expanders, the distance from the mounting rails of the rack to the front of the bezel/door is 7.6 cm (3 in.).

Chapter 7: Configuration options

Contents

This chapter contains the following topics:

[Introduction](#) on page 95

[Fax/Modem pass through](#) on page 96

[Recommendations for Fax configuration in the CS 1000 system](#) on page 98

[Option 1: Campus-distributed Media Gateways](#) on page 101

[Option 2: Campus Redundancy](#) on page 102

[Option 3: Branch Office](#) on page 103

[Option 4: Geographic Redundancy Survivable Media Gateway](#) on page 104

Introduction

The IP-distributed architecture of the Avaya Communication Server 1000E (Avaya CS 1000E) enables flexibility when it comes to component location. Given this flexibility, the Avaya CS 1000E offers many configuration options to support increased system redundancy.

The CS 1000E can be deployed in LAN and WAN environments. Most fall into one of the following categories:

- Multiple buildings in a campus
 - Campus-distributed Media Gateways
 - Campus Redundancy
- Multiple sites
 - Central Call Server with Branch Office
 - Geographic Redundancy
 - Geographic Redundancy Survivable Media Gateway

These configurations provide CS 1000E systems with many options for redundancy and reliability. Careful planning is required to determine the configuration that is appropriate for your needs.

The following sections describe each of these configuration options.

Fax/Modem pass through

The Fax/Modem pass through feature provides a modem pass through allowed (MPTA) class of service (CLS) for an analog phone TN. MPTA CLS dedicates an analog phone TN to a modem or a Fax machine terminal. A connection that initiates from the dedicated TN, and/or calls that terminate at the dedicated TN through a Digital Signal Processor (DSP), use a G711 NO VAD codec on the Call Server.

Modem Pass through is a specific configuration of a G.711 VoIP channel that improves modem performance compared to standard VoIP configuration. Automatic switch to Voice Band Data (VBD) is a feature of the DSP; the DSP monitors the data stream to distinguish between voice and data calls. The DSP reconfigures to modem pass through mode when it determines the call is a modem call.

For modem calls between CS 1000 systems connected by analog and digital trunks, you must configure MPTA CLS on the Call Server of each CS 1000 system for analog units connected to modems. MPTA CLS configuration is necessary because the call setup negotiation is not done end to end as it is for virtual trunks. If the analog unit on one Call Server uses MPTA CLS and the analog unit on the other Call Server uses modem pass through denied (MPTD) CLS, the modem call fails.

MPT CLS is supported by the G.711 codec only; MPT CLS includes no other codecs. The packet interval for G.711 codec is set to 20 msec in MPT.

The maximum speed supported for modem and fax is 33.6 Kbps. This limit is imposed by the analog line card.

MPT allows CS 1000 to support the following:

- modem pass through
- Super G3 (SG3) fax at V.34 (33.6 Kbps)
- V.34 rate (33.6 Kbps) modems
- Fax machines that support V.17, V.27, V.29, and V.34 protocols

For interface commands, responses, and definitions for MPT see [Table 5: Interface commands and responses](#) on page 96.

Table 5: Interface commands and responses

Command prompt	User response	Description
CLS	MPTA	Turn on the MPT feature.
CLS	MPTD	Turn off the MPT feature.

Note:

CLS MPTA and MPTD is included in LD10 for analog line card units.

For information about feature packaging requirements see [Table 6: Feature packaging requirements](#) on page 97.

Table 6: Feature packaging requirements

Package mnemonic	Package number	Package description	Package type (new, existing, or dependency)	Applicable market
Softswitch	402	Identifies a softswitch system.	Existing	All
Media Gateway	403	Identifies a system that is equipped with Media Gateways.	Existing	All

Modem traffic

The CS 1000E supports modem traffic in a campus-distributed network with the following characteristics:

- Media Card configuration:
 - G.711 codec
 - 20 msec packet size
- one-way delay less than 5 msec
- low packet loss
- V.34 rate (33.6 Kbps)

Performance degrades significantly with packet loss.

Modem and fax traffic performance is improved with Modem/Fax Pass Through Allowed (MPTA) class of service in an analog phone TN. The call server selects a G.711 codec with no Voice Activity Detection (VAD) to setup the call. Call Server disconnection or slow modem and fax data rates caused by closing the voice connection and reconnecting with T.38 codec have been eliminated with MPTA.

The CS 1000E supports Modem Pass Through and Super G3 (SG3) fax at V.34 (33.6 Kbps). You can configure MPTA for a TN, and the codec used by the DSP for that TN will be G.711 NO VAD only.

Performance degrades significantly with packet loss. Packet loss and latency in modem pass through mode can degrade connectivity rate, throughput rate and drop calls.

If you plan to route modem calls through analog trunks, you must configure the line cards for the modems and the analog trunks to route in the same Media Gateway. Delay issues can also

be addressed by using a baud rate of 2400 baud or lower on the modem, provided the customer needs can be met at the low baud rate.

Avaya recommends you use digital trunks and only hardware modems in large systems which require modems and a large number of trunks. Do not deploy software modems across different Media Gateways regardless of the trunk type. Replace software modems with hardware modems or other IP interfaces.

The following hardware modems have been tested with the Communication Server 1000E using digital trunks:

- U.S. Robotics 5637
- U.S. Robotics 5685E
- U.S. Robotics 5699B

The guidelines listed above must be considered for upgrades to a CS 1000E system from a Option 11C or CS 1000M. Some configuration changes may be necessary.

Important:

Avaya has conducted extensive but not exhaustive tests of modem-to-modem calls, data transfers, and file transfers between a CS 1000E and Media Gateway, using Virtual Trunks and PRI tandem trunks. While all tests have been successful, Avaya cannot guarantee that all modem brands will operate properly over all G.711 Voice over IP (VoIP) networks. Before deploying modems, test the modem brand within the network to verify reliable operation. Contact your system supplier or your Avaya representative for more information.

Recommendations for Fax configuration in the CS 1000 system

Fax settings and performance over Voice over IP (VoIP) solutions vary depending on the network configuration. In order to achieve a successful faxing environment, the VoIP solution must be engineered properly. This section describes the configuration and network design aspects that need to be taken into consideration when implementing faxing in VoIP solutions.

CODECs:

T.38:

- Older fax machines use V.21
- For lower speeds such as V.21, T.38 protocol should be used in the VoIP segments of the call

Modem pass-through (G.711):

- Newer fax machines use modem protocols to achieve higher speeds (V.34)
- The Modem pass-through feature is intended for modems and high speed faxes employing V.34, using clear channel G.711 over the VoIP segments of the call.
- The Modem pass-through feature detects the phase reversal tone negotiation used for higher speeds and instructs the Digital Signal Processors (DSPs) involved in the call to disable echo cancellation and all other non-linear components.
- The Modem Pass-Through Denied (MPTD) class of service (CoS) for analog fax lines allows the DSPs to switch between T.38 protocol for lower speeds and G.711 protocol for higher speeds.
- The MPTD CoS must be used on analog line card (ALC) units connected to fax machines when there are trunk cards present in the IP Media Gateway (IPMG) and other IPMGs that connect to the TN. The MPTD class of service is required in order to support T.38 and V.34 faxes that could originate or terminate from/to the TN.
- In order for MPTD CoS to work, a system bandwidth strategy of BQ (Best Quality) must be used.
- The Modem Pass-Through Allowed (MPTA) CoS should be used only for modems, as it will force all calls to use G.711 protocol.
- When going to the TN, there is no control over the far-end; however, if the far-end supports T.38 and Modem pass-through, speeds of 33.6 Kbps should be achievable.

Important:

Fax performance at higher speeds (33.6 Kbps) requires that all network elements are properly engineered to support it. When high speed faxes cannot be achieved with a consistent success rate, Avaya recommends that the fax units be set at a lower speed (14.4 Kbps).

Typical scenarios

Typical scenarios for faxing in a CS 1000E solution are:

- two faxes connected to analog lines in the same Media Gateway Controller (MGC)
- two faxes connected to analog lines in different MGCs of the same CS 1000E system
- one fax connected to an analog line in an MGC, to an IP trunk, to a remote system with a fax
- one fax connected to an analog line in an MGC, to an analog trunk in the same MGC, and then to a TN (Local or Long Distance (LD)) fax

- one fax connected to an analog line in an MGC, to a digital trunk in the same MGC, and then to a TN (Local or LD) fax
- one fax connected to an analog line in an MGC, to a digital trunk in a different MGC of the same CS 1000E system, to a TN (Local or LD) fax

Note:

The following scenario is not supported for faxing: one fax connected to an analog line in an MGC, to an analog trunk in a different MGC of the same CS 1000E system, to a TN (Local or LD) fax.

Recommendations for faxing in a data network

Depending on the fax scenario used, fax calls can traverse the IP network, either internally (e.g., MGC to MGC) or externally (e.g., IP trunks). It is important to engineer the data network to support the following:

- Media card configuration:
 - G.711/T.38 codecs
 - 20 ms packet size
- Round trip delay must be less than 50 ms
- Packet loss must be less than 0.5%
- V.34 rate (33.6 Kbps) can be used as long as the far end supports the Modem pass-through feature
- Mean jitter is less than 5 ms

Important:

Performance degrades significantly with packet loss (must be less than 0.5%) and when the delay (round trip) is greater than 50 ms and the mean jitter is greater than 5 ms.

Important:

Avaya conducted extensive but not exhaustive test of fax calls in different scenarios. While all tests succeeded, Avaya cannot guarantee that all fax brands can operate properly over all G.711 Voice over IP (VoIP) networks. Before you deploy faxes, test the fax within the network to verify reliable operation. Contact your system supplier or your Avaya representative for more information.

Configuration for analog line cards connected to faxes

The typical configuration recommended for analog line cards connected to faxes is as follows:

- MGCs:
 - Enable Modem pass-through mode in the Element Manager
 - Enable V.21 FAX tone detection in the Element Manager
 - Set Voice Gateway (VGW) trunks to the zone with Best Quality (BQ)
- Analog lines:
 - Use Class of Service FAXA to set the proper trunk capability for fax calls
 - Use Class of Service Modem Pass-Through Denied (MPTD). This setting allows lower speed faxes (up to 14.4 Kbps) to use T.38, and higher speed faxes to use G.711 clear channel (no echo cancellation, no non-linear DSP features)

Option 1: Campus-distributed Media Gateways

With multiple buildings in a campus, you can distribute Media Gateways across a campus IP network. [Figure 28: Campus-distributed Media Gateways](#) on page 102 shows Media Gateways distributed across multiple buildings in a campus setting.

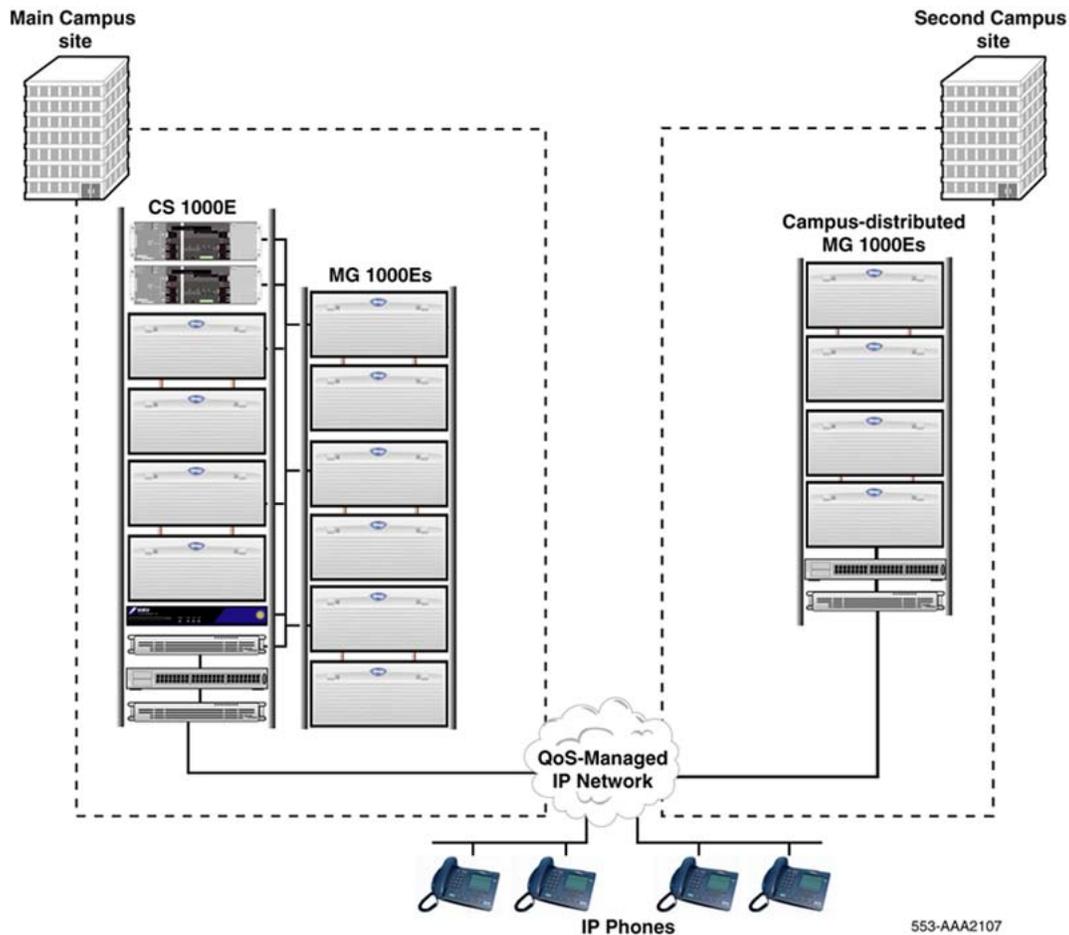


Figure 28: Campus-distributed Media Gateways

In this configuration, a CS 1000E system is installed at the main site, and additional Media Gateways and an optional Signaling Server are installed at a second campus site. All IP Phones are configured and managed centrally from the main site.

For details on the specific operating and network parameters for the Media Gateway, see [Media Gateway](#) on page 66.

Option 2: Campus Redundancy

With Campus Redundancy, customers can separate the Call Server pair across a campus IP network by extending the HSP over a network. As determined by software, the individual call processors are referred to as Call Server Core 0 and Call Server Core 1. The distance depends upon network parameter limitations specified in *Avaya System Redundancy Fundamentals, NN43001-507*. This provides additional system redundancy within a local configuration. The Call Servers function normally and the inactive Call Server assumes control of call processing if the active Call Server fails.

To do this, the ELAN subnet and the subnet of the High Speed Pipe (HSP) are extended between the two Call Servers using a dedicated Layer 2 Virtual LAN configured to meet specified network parameters. [Figure 29: Campus Redundancy configuration](#) on page 103 shows a CS 1000E system in a Campus Redundancy configuration. For more information, see *Avaya System Redundancy Fundamentals, NN43001-507*.

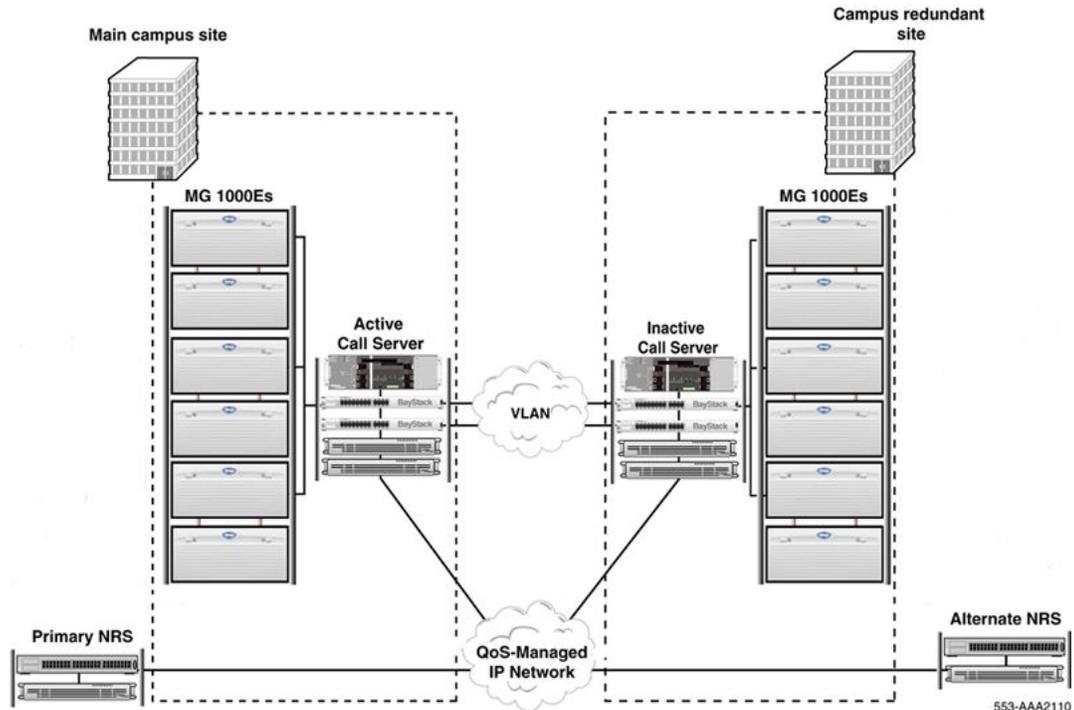


Figure 29: Campus Redundancy configuration

Option 3: Branch Office

The CS 1000E system supports the Branch Office feature, which provides central administration of Media Gateways at remote sites. [Figure 30: Branch Office configuration](#) on page 104 shows a CS 1000E system with a Media Gateway installed at a remote branch office.

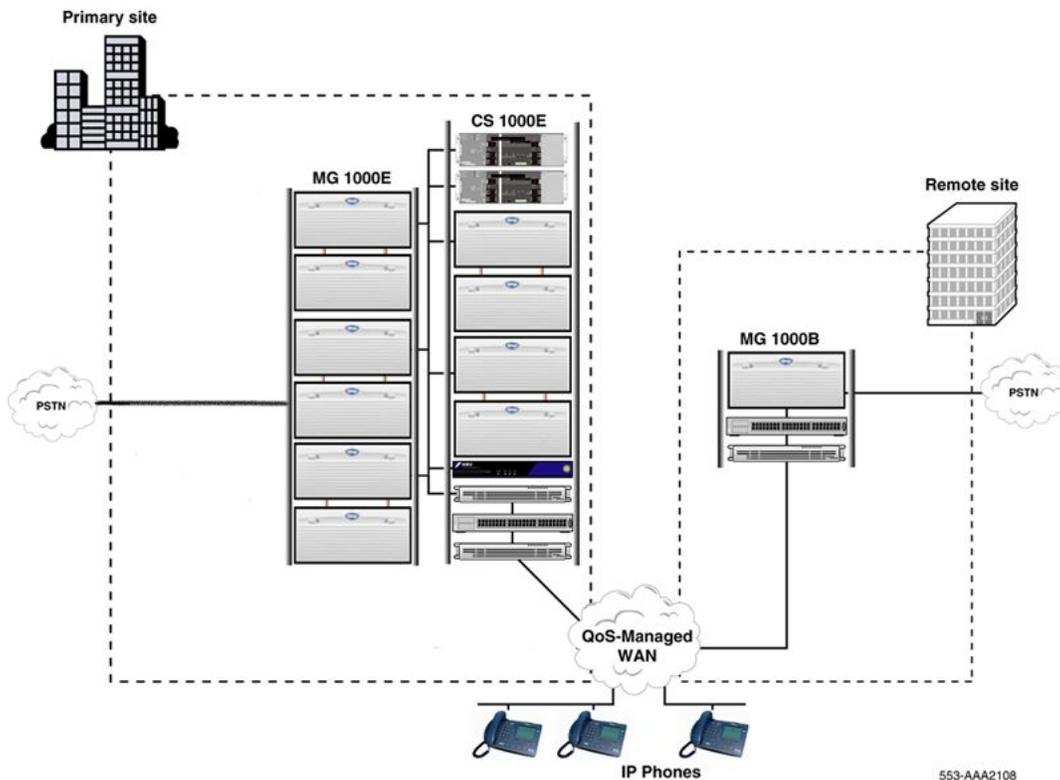


Figure 30: Branch Office configuration

In this configuration, the Branch Office Media Gateway is survivable. This ensures that telephone service remains available if the main office fails. For more information about Branch Office, see *Avaya Branch Office Installation and Commissioning, NN43001-314*. For more information about Survivable Media Gateway, see *Avaya System Redundancy Fundamentals, NN43001-507*.

Option 4: Geographic Redundancy Survivable Media Gateway

Geographic Redundancy Survivable Media Gateway is an enhancement over Geographic Redundancy. A Geographic Redundancy Survivable Media Gateway configuration consists of 1 primary Call Server and up to 50 secondary Call Servers that can be configured as alternate Call Server 1 or alternate Call Server 2.

Geographic Redundancy Survivable Media Gateway provides primary Call Server redundancy, WAN failure redundancy, and both IP and TDM resources redundancy. If the primary Call Server or WAN fails, each configured alternate Call Server provides service to the peripheral equipment and resources that it has been assigned.

The Geographic Redundancy Survivable Media Gateway replication system has a single database, administered on the primary Call Server and replicated to all secondary Call Servers.

[Figure 31: Geographic Redundancy Survivable Media Gateway configuration](#) on page 105 shows the different paths of registration and replication.

TDM resources redundancy is achieved by [Media Gateway and Voice Gateway Media Card Triple Registration](#) on page 105.

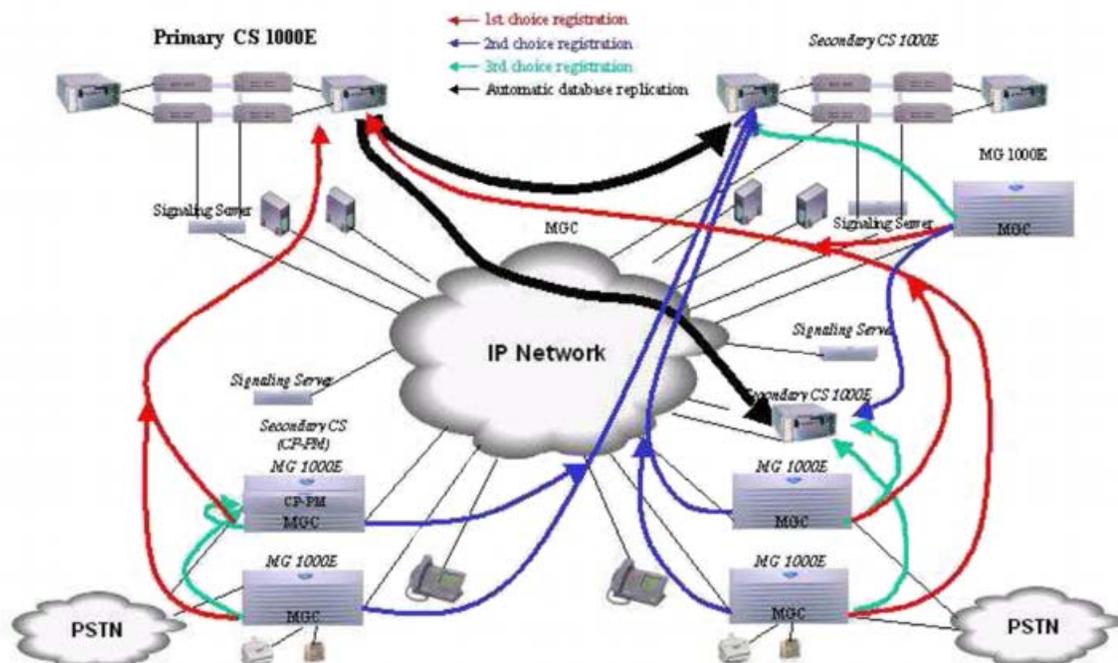


Figure 31: Geographic Redundancy Survivable Media Gateway configuration

For more information about Geographic Redundancy Survivable Media Gateway, see *Avaya System Redundancy Fundamentals, NN43001-507*.

Media Gateway and Voice Gateway Media Card Triple Registration

Media Gateways equipped with MGC enhance redundancy by providing survivability over Layer 3 connections for network-dispersed Media Gateways. Redundancy is performed by allowing the Media Gateway to register to either primary Call Server, alternate Call Server 1, or alternate Call Server 2.

In normal mode, all Media Gateways in a CS 1000E are registered on the primary Call Server, and the primary Call Server provides service to all resources in the system. During a primary Call Server failure, the Media Gateway first attempts to connect to the primary Call Server without a service interruption using the Dual-Homing feature of the MGC. If a connection to

the primary Call Server cannot be established, the Media Gateway reboots and registers to its configured alternate Call Server 1.

During a WAN failure, the Media Gateway reboots and registers to its configured alternate Call Server 2. Once the alternate Call Server connection is established, the Media Gateway can provide service to the resources in its own area.

When the Media Gateway is registered to any of the alternate Call Servers, it continues to poll configured Call Servers. When the primary Call Server is detected, the Media Gateway can automatically switch back to register with the primary Call Server if the registration switching policy is defined as automatic. Switching policy can also be set to manual and the Media Gateway remains registered to an alternate Call Server until a command is entered.

With Voice Gateway Media Card Triple Registration, the Voice Gateway Media Card can register with the primary Call Server, alternate Call Server 1, or alternate Call Server 2. The Voice Gateway Media Card is configured with three IP addresses: primary, alternate 1, and alternate 2. The IP addresses of the three Call Servers must be defined on the Media Card level. To avoid the Media Gateway and Voice Gateway Media Card registering on different alternate Call Servers during a primary Call Server failure, the Media Gateway sends a message to Voice Gateway Media Card in each Media Gateway to register with the same alternate Call Server that the Media Gateway is registered with.

Chapter 8: Planning reliability strategies

Contents

This chapter contains the following topics:

- [Introduction](#) on page 107
- [Response to different points of failure](#) on page 108
 - [Call Server failure](#) on page 108
 - [Network failure](#) on page 109
 - [Signaling Server failure](#) on page 110
 - [NRS failure](#) on page 111
 - [NRS failure fail-safe](#) on page 112
- [CS 1000E resiliency scenarios](#) on page 113
 - [Call Server failure](#) on page 114
 - [Signaling Server failure](#) on page 116
 - [NRS failure](#) on page 117
 - [Branch Office scenarios](#) on page 119
- [Alternate Call Servers and survivability](#) on page 125
 - [IP telephony node configuration](#) on page 125
 - [Alternate Call Server considerations](#) on page 126
 - [Campus survivable Media Gateway considerations](#) on page 127
 - [Configuring for survivability](#) on page 128

Introduction

Reliability in the Avaya Communication Server 1000E (Avaya CS 1000E) system is based on:

1. The reliability/mean time between failures (MTBF) of components
2. Data Network robustness
3. End-point survivability
4. MGC dual-homing

Communications reliability is critical to the operation of any business. A number of capabilities are available in Avaya CS 1000E system to ensure that telephony is available when:

- a hardware component fails
- a software component fails
- the IP network suffers an outage

The CS 1000E system provides several levels of redundancy to ensure that the telephony services can withstand single hardware and network failures. The following component redundancy is provided:

- Call Server with automatic database distribution by the way of configured alternate Call Servers
- Signaling Server software, including Session Initiation Protocol (SIP) Gateway, H.323 Gateway, and IP Phone software
- Network Routing Service (NRS), including H.323 Gatekeeper
- Campus-distributed Media Gateways in Survival Mode

Response to different points of failure

The following topics describe possible failure points and suggested remedies.

- [Call Server failure](#) on page 108. See [Call Server failure](#) on page 108.
- [Network failure](#) on page 109. See [Network failure](#) on page 109.
- [Signaling Server failure](#) on page 110. See [Signaling Server failure](#) on page 110.
- [NRS failure](#) on page 111. See [NRS failure](#) on page 111.
- [NRS failure fail-safe](#) on page 112. See [NRS failure fail-safe](#) on page 112.

Call Server failure

[Figure 32: Call Server failure](#) on page 109 shows a network-wide view of Call Server failure.

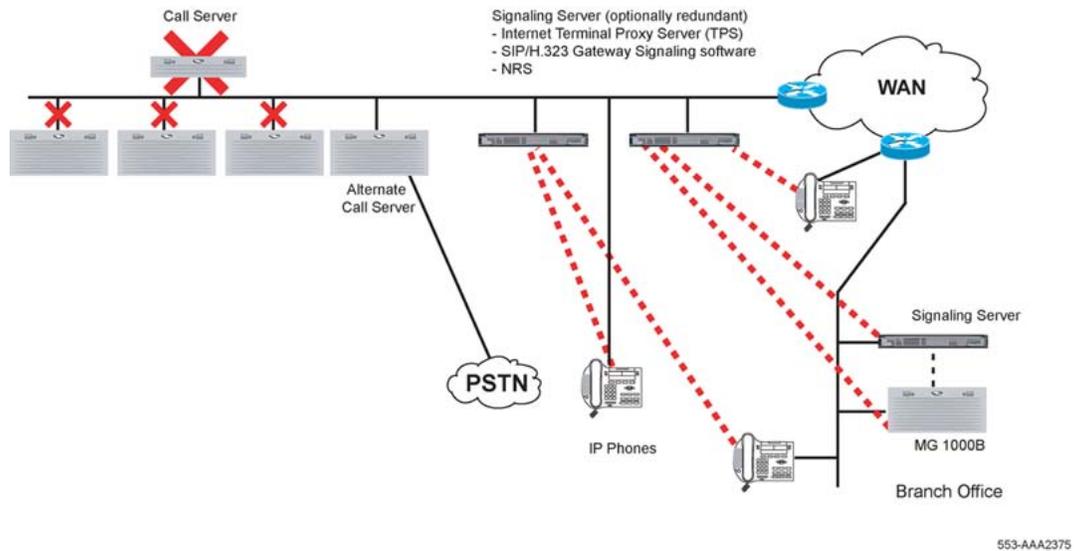


Figure 32: Call Server failure

Alternate Call Server

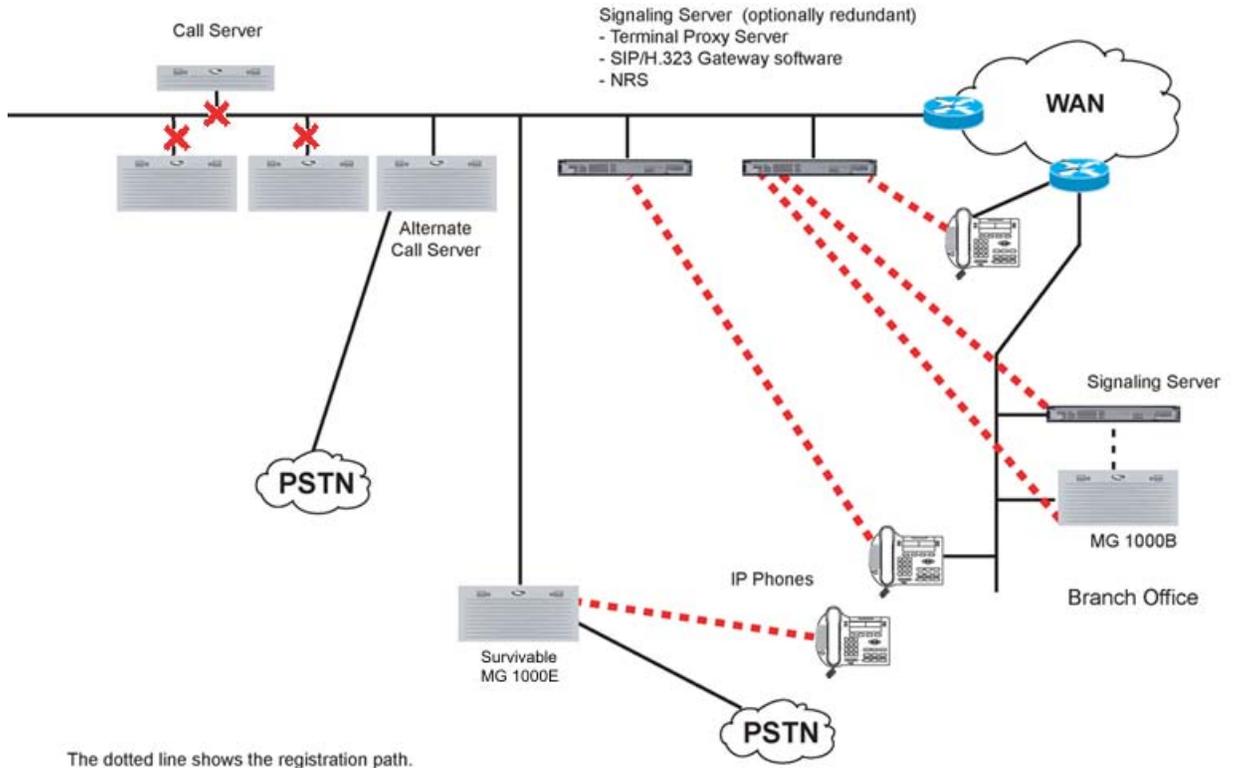
This situation applies when the CS 1000E equipment is collocated and not widely distributed.

When planning reliability strategies, provision one Media Gateway as an alternate Call Server 1 within the IP Telephony node. To support an alternate Call Server 1, the installer must configure the alternate Call Server IP address in Element Manager.

If the primary Call Server fails, as shown in [Figure 32: Call Server failure](#) on page 109, the Media Gateway assigned as an alternate Call Server 1 assumes the role of the Call Server. The Signaling Servers register to alternate Call Server 1 and system operation resumes. Operation resumes with single Media Gateway cards, such as analog and PRI cards.

Network failure

[Figure 33: Network failure with Survivable Media Gateway](#) on page 110 illustrates a network failure with Survivable Media Gateway.



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Figure 33: Network failure with Survivable Media Gateway

Campus-distributed Media Gateway in Survival Mode

Media Gateways equipped with CP PM can be configured as survivable when distributed throughout a campus environment. Therefore, basic telephony services can be provided in the event of a network outage. When planning for survivable Media Gateway, consider the location of critical telephones and trunks.

Signaling Server failure

[Figure 34: Signaling Server failure](#) on page 111 illustrates the failure of a Signaling Server.

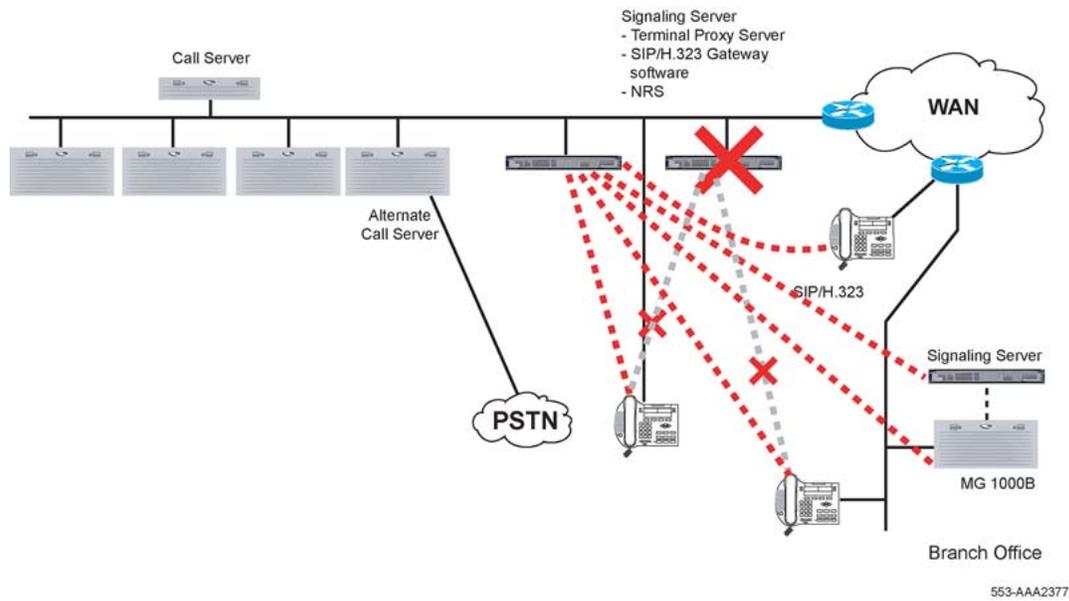


Figure 34: Signaling Server failure

Signaling Server redundancy

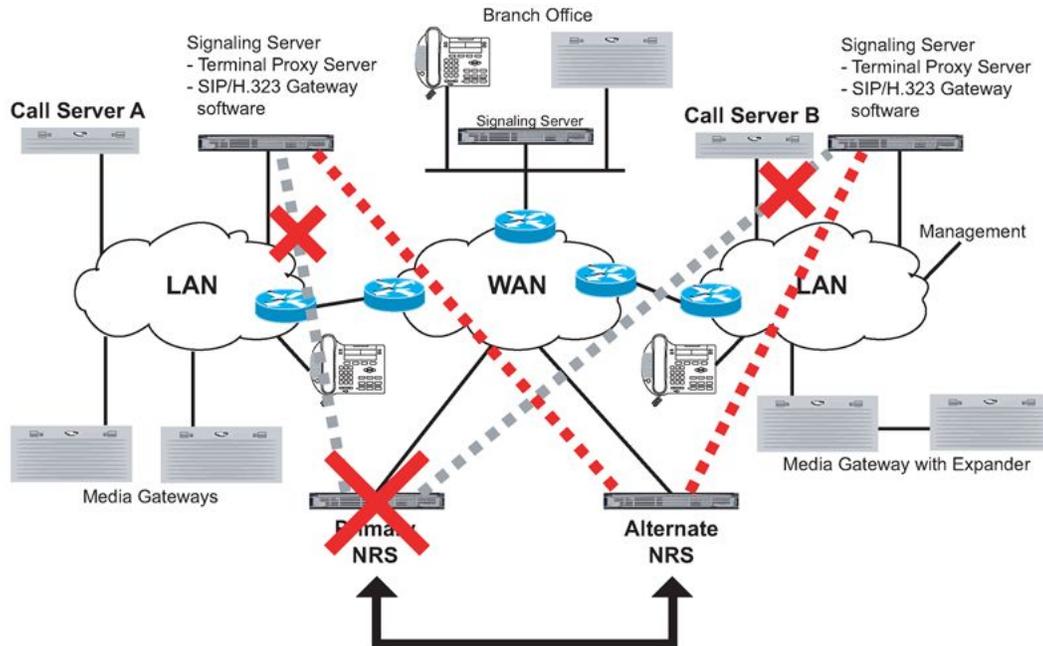
Signaling Server redundancy provides a load-sharing basis for the IP Phone Terminal Proxy Server (TPS) and an alternate route for the NRS and SIP and H.323 Gateway software.

When planning Signaling Server survivability strategies, a second or redundant Signaling Server should be installed. As shown in [Figure 34: Signaling Server failure](#) on page 111, two Signaling Servers can load-share when the Media Gateway contain multiple Media Cards. Also, one Signaling Server is a lead Signaling Server that acts as the primary, master TPS. The other Signaling Server is a follower Signaling Server that acts as a secondary, redundant TPS, Virtual Trunk, and NRS.

If the lead Signaling Server fails, an election process takes place and the follower Signaling Server becomes the master TPS. The IP Phones reregister to the follower Signaling Server and the system operation resumes. If the follower Signaling Server fails, the IP Phones that were registered to the follower Signaling Server reregister to the lead Signaling Server.

NRS failure

[Figure 35: NRS failure](#) on page 112 illustrates an NRS failure.



The dotted line shows the registration path.

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Figure 35: NRS failure

NRS redundancy

[Figure 35: NRS failure](#) on page 112 depicts a distributed environment where the TPS and NRS software reside with Call Server A and Call Server B on their own Signaling Server.

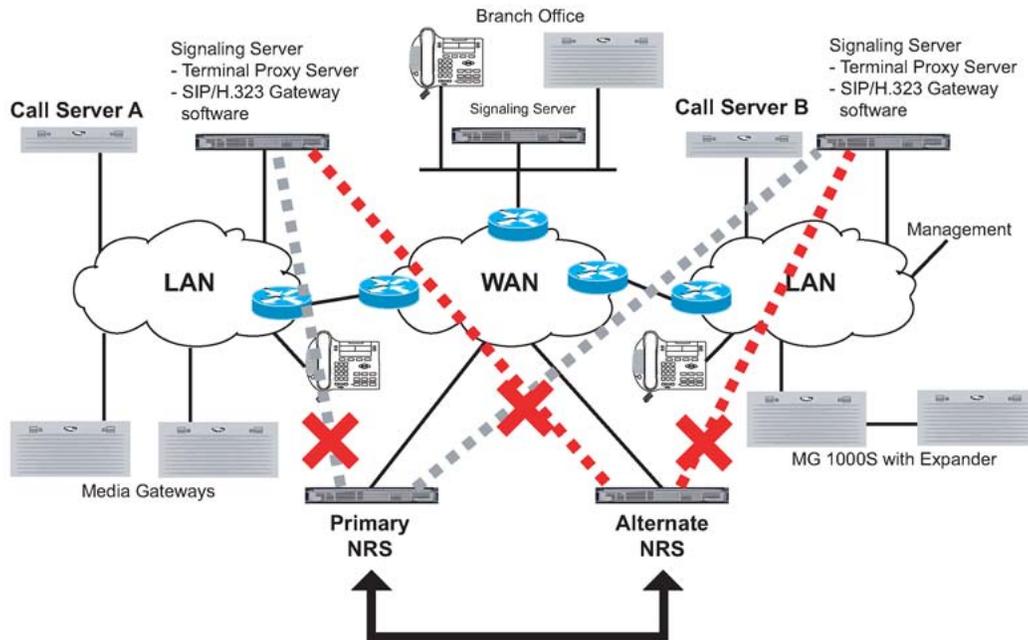
The NRS, TPS, and Gateway software can all reside on a single Signaling Server. Furthermore, primary software, the TPS, and the SIP and H.323 Gateways can all reside on Call Server A, while the second instance of NRS software can reside on a separate Signaling Server with the TPS.

CS 1000E networks are equipped with at least one NRS to provide management of the network numbering plan for private and public numbers. An optional redundant NRS can be installed in the network. This alternate NRS automatically synchronizes its database with the primary NRS periodically.

When planning NRS survivability strategies, install a second or redundant NRS. If the primary NRS fails, the alternate NRS assumes control. The Gateways time out and register to the alternate NRS. Network calls resume.

NRS failure fail-safe

[Figure 36: NRS failure fail-safe](#) on page 113 illustrates NRS fail-safe.



The dotted line shows the registration path.

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Figure 36: NRS failure fail-safe

In addition to NRS redundancy, SIP and H.323 Gateway interfaces can withstand communication loss to both NRS by reverting to a locally cached copy of the Gateway addressing information. Since this cache is static until one NRS becomes accessible, it is only intended for a brief network outage.

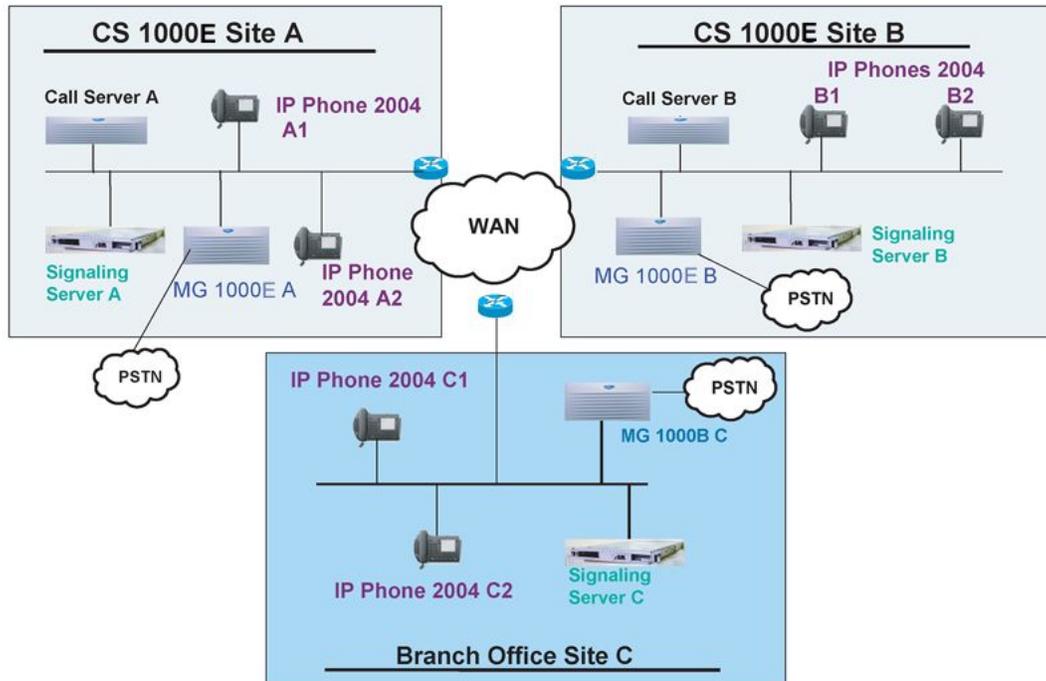
The NRS can be configured as primary, alternate, or Fail-safe. If both NRS fail or a network outage to an NRS occurs, the Gateways route calls using cached data until communication to the NRS resumes.

CS 1000E resiliency scenarios

This section describes the following resiliency scenarios:

- [Call Server failure](#) on page 114 (see [Call Server failure](#) on page 114)
- [Signaling Server failure](#) on page 116 (see [Signaling Server failure](#) on page 116)
- [NRS failure](#) on page 117 (see [NRS failure](#) on page 117)
- [Branch Office scenarios](#) on page 119 (see [Branch Office scenarios](#) on page 119)

Refer to [Figure 37: CS 1000E](#) on page 114 when reviewing these scenarios.



553-AAA2381

Figure 37: CS 1000E

Call Server failure

Resiliency Scenario 1

IP Phone 2004 A1 and A2 are talking over the LAN and Call Server A fails.

What happens to the call in progress?

The call stays up until the Media Gateway is finished rebooting, and then the call is dropped.

Describe what happens:

Media Gateway A reboots and, if it is configured as an alternate Call Server, it begins taking over all call processing. The Signaling Server reregisters to the alternate Call Server so service can be restored for all IP Phones.

Minutes before the call described in the situation can be initiated:

1.5 minutes for the Media Gateway reboot plus switchover timer. (Default for switchover timer is 2 minutes.)

Resiliency Scenario 2

IP Phone 2004 A1 and IP Phone 2004 B2 are talking and Call Server A fails.

What happens to the call in progress?

Same as Scenario 1.

The call stays up until the Media Gateway is finished rebooting, and then it is dropped.

Describe what happens:

Same as Scenario 1.

Media Gateway A reboots and if it is configured as an alternate Call Server, it begins taking over all call processing. The Signaling Server reregisters to the alternate Call Server so service can be restored for all IP Phones.

Minutes before the call described in the situation can be initiated:

Same as Scenario 1.

1.5 minutes for reboot plus switchover timer. (Default for switchover timer is 2 minutes.)

Resiliency Scenario 3

IP Phone 2004 A1 is talking to someone locally or off-net over a PSTN trunk in Media Gateway A, and Call Server A fails.

What happens to the call in progress?

Same as Scenario 1.

The call stays up until the Media Gateway is finished rebooting, and then it is dropped.

Describe what happens:

Same as Scenario 1.

Media Gateway A reboots and if it is configured as an alternate Call Server, it begins taking over all call processing. The Signaling Server reregisters to the alternate Call Server so service can be restored for all IP Phones.

Minutes before the call described in the situation can be initiated:

Same as Scenario 1.

1.5 minutes for reboot plus switchover timer. (Default for switchover timer is 2 minutes.)

Signaling Server failure

Resiliency Scenario 4

IP Phone 2004 A1 and IP Phone 2004 B2 are talking and Signaling Server A fails. A redundant Signaling Server is configured on Site A.

What happens to the call in progress?

- 50% of calls on Site A stay up for 2.5 minutes, and then are dropped.
- The other 50% of telephones registered to the redundant Signaling Server on Site A do not drop the call.

Describe what happens:

- IP Phone A1 (that is, 50% of calls) reboots and then reregisters with the redundant Signaling Server.
- The other 50% have no impact on the calls in progress and the telephones stay registered to the redundant Signaling Server.

Minutes before the call described in the situation can be initiated:

- 2 to 5 minutes depending on number of telephones (2 minutes for all telephones to realize the first Signaling Server is not responding, and then all telephones from the first Signaling Server reboot and start registering with the redundant Signaling Server). At this stage, 100% of telephones from Site A are registered to the redundant Signaling Server.
- Not applicable for other 50% of telephones.

Resiliency Scenario 5

IP Phone 2004 A1 and IP Phone 2004 A2 are talking and Signaling Server A fails. A redundant Signaling Server is configured on Site A.

What happens to the call in progress?

Same as Scenario 4.

- 50% of the calls stay up for 2.5 minutes, and then are dropped.
- Other 50% of telephones registered to the redundant Signaling Server do not drop the call.

Describe what happens:

Same as Scenario 4.

- 50% of telephones on Site A1 reboot and then reregister with the redundant Signaling Server.
- Other 50% are unaffected and have no impact on the calls in progress. Telephones stay registered to the redundant Signaling Server. At this stage, 100% of the telephones from Site A are registered to the redundant Signaling Server.

Minutes before the call described in the situation can be initiated:

Same as Scenario 4.

- 2 to 5 minutes depending on number of telephones (2 minutes for all telephones to realize the first Signaling Server is not responding, and then all the telephones reboot and start registering with redundant Signaling Server).
- Not applicable for other 50% of the telephones.

NRS failure

Resiliency Scenario 6

IP Phone 2004 A1 and IP Phone 2004 B2 are talking and the primary NRS fails. An alternate NRS is configured on Site B. Assume the primary NRS is a stand-alone box (without a TPS).

What happens to the call in progress?

The calls in progress are unaffected.

Describe what happens:

The alternate NRS takes over as Active NRS after the 30-second polling timer expires.

There is also the Time to Live timer for the H.323 endpoints to the Gatekeeper. This timer is usually configured shorter. This timer is also user configurable.

Minutes before the call described in the situation can be initiated:

New calls are established following:

- the 30-second polling timer expires
- the alternate NRS switches over to the Active NRS
- the Time to Live timer expires

Resiliency Scenario 7

IP Phone 2004 A1 and IP Phone 2004 B2 are talking and the primary NRS (Signaling Server) fails. Assume the primary NRS is Co-resident with the Signaling Server TPS on Site A. An

alternate NRS is configured on Site B. Assume the alternate NRS is Co-resident with Signaling Server TPS on Site B. A redundant Signaling Server is configured on Site A.

What happens to the call in progress?

Similar to Scenario 4.

- 50% of the calls on Site A stay up for 2.5 minutes, and then are dropped.
- Other 50% of the telephones registered to the redundant Signaling Server on Site A do not drop the call.
- Calls in progress are unaffected by the NRS switchover. If transient calls (for example, calls in ringing stage) exist, they are dropped due to the Signaling Server switchover.

Describe what happens:

- 50% of telephones on Site A (that is, 50% of the calls) reboot and then reregister with the redundant Signaling Server.
- Other 50% have no impact on the calls in progress and telephones stay registered to the redundant Signaling Server.
- The alternate NRS takes over as Active NRS after the 30-second polling timer expires.
- There is also the Time to Live timer for the H.323 endpoints to the Gatekeeper. This Time to Live timer is usually configured shorter than the 30-second polling timer. This timer is also user configurable. The Virtual Trunks from the first Signaling Server register to the redundant Signaling Server like the telephones.

Minutes before the call described in the situation can be reinitiated:

2 to 5 minutes depending on the number of telephones (2 minutes for all telephones to realize the first Signaling Server is not responding, and then all telephones from the first Signaling Server reboot and start registering with redundant Signaling Server). At this stage, 100% of the telephones from Site A are registered to the redundant Signaling Server.

For the other 50% of the telephones already registered to the redundant Signaling Server, new calls are established following:

- the 30-second polling timer expires
- the alternate NRS switches over to the Active NRS
- the Time to Live timer expires

Resiliency Scenario 8

IP Phone 2004 A1 and IP Phone 2004 B2 are talking and both the primary and alternate NRS fail (both are stand-alone NRS).

What happens to the call in progress?

Same as scenario 6.

The calls in progress remain unaffected.

Describe what happens:

The primary Signaling Server uses its Fail-safe NRS after it fails to register to the other NRS. At this point, the Fail-safe NRS cannot accept registrations from new endpoints.

Minutes before the call described in the situation can be initiated:

Both primary and alternate NRS timers expire. New calls are established following:

- the 30-second polling timer expires
- the alternate NRS switches over to the Active NRS
- the Time to Live timer expires

Branch Office scenarios

Resiliency Scenario 9

IP Phone 2004 C1 and C2 are talking over the LAN and Call Server A fails.

What happens to the call in progress?

The call stays up until Media Gateway A is finished rebooting, and then it is dropped.

Describe what happens:

Media Gateway A reboots at the Main Office site and acts as an alternate Call Server at Site A. The Branch Office telephones on Signaling Server A register with the alternate Call Server.

Minutes before the call described in the situation can be initiated:

1.5 minutes for reboot plus switchover timer. (Default for timer is 2 minutes.)

Resiliency Scenario 10

IP Phone 2004 C1 and A2 are talking and Call Server A fails.

What happens to the call in progress?

Same as Scenario 9.

The call stays up until Media Gateway A is finished rebooting, and then it is dropped.

Describe what happens:

Same as Scenario 9.

Media Gateway A reboots at the Main Office site and acts as an alternate Call Server at Site A. The Branch Office telephones on Signaling Server A register with the alternate Call Server.

Minutes before the call described in the situation can be initiated:

Same as Scenario 9.

1.5 minutes for reboot plus switchover timer. (Default for timer is 2 minutes.)

Resiliency Scenario 11

IP Phone 2004 C1 and C2 are talking over the LAN and Signaling Server A fails.

What happens to the call in progress?

The call stays up for 2.5 minutes, and then it is dropped.

Describe what happens:

C1 and C2 reboot and register with the branch office Signaling Server. The telephones are redirected back to the Main Office to register with the redundant Signaling Server.

Minutes before the call described in the situation can be initiated:

2 to 6 minutes; 2 to 5 minutes to reboot C1 and C2, plus the extra minute for redirection.

Resiliency Scenario 12

IP Phone 2004 C1 and A2 are talking over LAN and Signaling Server A fails.

What happens to the call in progress?

The call stays up for 2.5 minutes, and then it is dropped.

Describe what happens:

A2 reboots and registers with the redundant Signaling Server at the Main Office. C1 reboots, registers with the branch office Signaling Server, and then is redirected to register with the redundant Signaling Server at the Main Office. This assumes telephones are registered to the failing Signaling Server in this scenario. If 50% of telephones were registered to the surviving Signaling Server, telephones and calls would proceed as per normal healthy operation.

Minutes before the call described in the situation can be initiated:

For telephone A2, 2 to 5 minutes depending on the number of telephones (2 minutes for all telephones to realize the first Signaling Server is not responding, and then all telephones from the first Signaling Server reboot and start registering with the redundant Signaling Server). At this stage, 100% of telephones from Site A are registered to the redundant Signaling Server.

For telephone C1, 2 to 6 minutes. The extra minute is needed to register to the branch office Signaling Server and then be redirected back to the Main Office.

Not applicable for the other 50% of telephones if registered to the redundant Signaling Server.

Resiliency Scenario 13

IP Phone 2004 C1 and C2 at the branch office are talking and the WAN data network connection to the Main Office goes down.

What happens to the call in progress?

The call stays up for 2.5 minutes, and then it is dropped.

Describe what happens:

Telephones C1 and C2 reboot and then reregister with the Signaling Server at the branch office.

Minutes before the call described in the situation can be initiated:

Minimum of 1 minute after the call is dropped. The time depends on the number of Branch Office telephones. It is approximately 6 minutes for 400 telephones.

Resiliency Scenario 14

IP Phone 2004 C1 and A2 are talking and the WAN data network connection to the Main Office goes down.

What happens to the call in progress?

The speech path is lost as soon as the network connection is down.

Describe what happens:

A2 stays registered with Signaling Server A. C1 reboots and registers with Signaling Server at the branch office.

Minutes before the call described in the situation can be initiated:

Calls between Site A and Site C over IP only start after the WAN connection is fixed. Calls routed over PSTN Trunks can be completed as soon as the IP Phones reboot.

Resiliency Scenario 15

IP Phone 2004 C1 is talking to someone off-net over a PSTN trunk in Branch Office C and Call Server A fails.

What happens to the call in progress?

The call stays up until Media Gateway A is finished rebooting, and then it is dropped.

Describe what happens:

Media Gateway A reboots at the Main Office site and acts as an alternate Call Server at Site A. The Branch Office telephones on Signaling Server A register with the alternate Call Server.

Minutes before the call described in the situation can be initiated:

1.5 minutes for reboot plus switchover timer. (Default for timer is 2 minutes.)

Resiliency Scenario 16

IP Phone 2004 C1 is talking to IP Phone 2004 C2 and the branch office Signaling Server fails.

What happens to the call in progress?

No impact on the call in progress.

Describe what happens:

No impact on existing or future Branch Office IP to IP calls in progress.

Minutes before the call described in the situation can be initiated:

Not applicable.

Resiliency Scenario 17

IP Phone 2004 C1 is talking to someone off-net over a PSTN trunk in Branch Office C and the Signaling Server C (branch office) fails. (The behavior is the same as IP Phone 2004 A1 talking to someone off-net over a PSTN trunk in Media Gateway B and Signaling Server B fails.)

What happens to the call in progress?

No impact on the call in progress.

Describe what happens:

Telephone C1 is registered to the TPS at the Main Office site. A Virtual Trunk (SIP or H.323) session is initiated between the Signaling Server at the Main Office site and the Signaling Server at the branch office. With the loss of the Signaling Server at the branch office, the SIP or H.323 session fails. All idle Virtual Trunks become idle unregistered. Virtual Trunks that are busy on established calls also become unregistered, but they remain busy until the calls are released.

Minutes before the call described in the situation can be initiated:

If there is no redundant Signaling Server in the branch office, calls of this type cannot be initiated until the Signaling Server is reestablished. The call would, in this instance, be routed out over an alternative PSTN route.

Resiliency Scenario 18

A digital telephone in the branch office is talking to someone off-net over a PSTN trunk in Branch Office C and the Signaling Server C (branch office) fails.

What happens to the call in progress?

No impact on the call in progress.

Describe what happens:

The call from the digital telephone proceeds as normal. The Signaling Server does not participate in this call.

Minutes before the call described in the situation can be initiated:

Not applicable.

Resiliency Scenario 19

A digital telephone in the Main Office is talking to someone off net over a PSTN trunk in Branch Office C and Signaling Server A (Main Office) fails. A redundant Signaling Server is installed at Site A. (This is the same as a digital telephone in Media Gateway A talking to someone off-net over a PSTN trunk in Media Gateway B and Signaling Server A fails.)

What happens to the call in progress?

No impact on the call in progress.

Describe what happens:

The call from the digital telephone proceeds as normal. The Signaling Server at Site A fails, the Virtual Trunk (SIP or H.323 session) required to continue the call continues. All idle Virtual Trunks become idle unregistered and then register with the redundant Signaling Server installed at Site A. Virtual Trunks that are busy on established calls also become unregistered, but they remain busy. There is no impact on the media path between the DSP connected to digital telephone in the Main Office and that connected to the PSTN trunk. When the call is released by the user, the Virtual Trunk in the Main Office becomes idle, and then registers with the redundant Signaling Server installed at Site A.

Minutes before the call described in the situation can be initiated:

The call from the digital telephone proceeds as normal with no delay. The redundant Signaling Server at Site A initiates the Virtual Trunk (SIP or H.323 session) required to complete the call.

Resiliency Scenario 20

A digital telephone in the Main Office Site A is talking to someone off-net over a PSTN trunk in Branch Office C and Signaling Server A (Main Office) fails. No redundant Signaling Server is installed at Site A. PSTN is configured as an alternate route. (This is the same as a digital telephone in Media Gateway A talking to someone off-net over a PSTN trunk in Media Gateway B and Signaling Server A fails.)

What happens to the call in progress?

No impact to the call in progress.

Describe what happens:

All idle Virtual Trunks become idle unregistered. Virtual Trunks that are busy on established calls also become unregistered, but they remain busy until the calls are released. There is no impact on the media path between the DSP connected to the digital telephone and that connected to the PSTN trunk.

Minutes before the call described in the situation can be initiated:

The call from the digital telephone proceeds as normal. The PSTN from the Main Office site is used as an alternative route to complete the call.

Resiliency Scenario 21

A digital telephone in the Main Office Site A is talking to a digital telephone in Branch Office C and Signaling Server A (Main Office) fails. No redundant Signaling Server is installed at Site A. PSTN is configured as an alternate route. (This is the same as digital telephone in Media Gateway A talking to digital telephone in Media Gateway B and Signaling Server A fails.)

What happens to the call in progress?

No impact to the call in progress.

Describe what happens:

All idle Virtual Trunks become idle unregistered. Virtual Trunks that are busy on established calls also become unregistered, but they remain busy until the calls are released. There is no impact on the media path between the DSP connected to digital telephone in Main Office Site A and that connected to digital telephone in Branch Office C.

Minutes before the call described in the situation can be initiated:

The call from the digital telephone proceeds as normal with no delay. The PSTN is used as an alternative route to complete the call.

Resiliency Scenario 22

A digital telephone in the Main Office Site A is talking to IP Phone C1 in Branch Office C and Signaling Server A (Main Office) fails. There is no redundant Signaling Server installed at Site A.

What happens to the call in progress?

The call stays up for 2.5 minutes on average and then it is dropped. Time varies due to watchdog timer on the IP Phone.

Describe what happens:

IP Phones reboot and attempt to register to Signaling Server A.

Minutes before the call described in the situation can be initiated:

IP calls between Site A and Site C are offline and can start once the Signaling Server is fixed.

Alternate Call Servers and survivability

The CS 1000E system can be provisioned with 50 secondary Call Servers providing alternate Call Server connections if the primary Call Server becomes unavailable. A Media Gateway has two modes of operation:

- Normal Mode: the local resources of the Media Gateway are controlled by the primary Call Server call processing
- Survival Mode: the Media Gateway configured as an alternate Call Server performs call processing for its local resources

Configure IP telephony nodes and survivable Media Gateway for optimal operational efficiency and reliability.

IP telephony node configuration

An IP telephony node is a grouping of Signaling Servers and Media Cards, regardless of the location of the Media Cards in Media Gateway. Therefore, several Media Gateways can belong to the same node. Alternately, each Media Gateway can have its own node.

Each IP telephony node can be configured with the IP address of an alternate Call Server, which it registers to if the Call Server is unavailable. Alternate Call Servers are Media Gateways with MGC that are configured as survivable.

The survivable Media Gateway (alternate Call Server) IP address must be on the same ELAN subnet as the Call Server. If the Media Gateway is on a physically different subnet, such as in

a different building, then you can use VLANs to keep IP addresses on the same logical subnet. For further implementation details, see *Avaya Converging the Data Network with VoIP Fundamentals, NN43001-260*.

If there are different nodes in different Media Gateway, then the nodes can be configured to register to different alternate Call Servers. This concept is desirable for optimizing system reliability to best deal with possible system outages. Associate each IP telephony node with an appropriate (for example, collocated) alternate Call Server.

If the node IDs are configured using the guidelines for the 'Enhanced Redundancy for IP Line Nodes' feature, then the IP Phones can register (if needed) to an alternate node on a Media Gateway Expander. This further improves the survivability of the IP Phones by allowing them to register to a different node should a system outage occur on their primary node's Media Gateway.

For a description of the enhanced redundancy for IP Line nodes, see *Avaya Signaling Server IP Line Applications Fundamentals, NN43001-125*.

Alternate Call Server considerations

The following are alternate Call Server considerations:

- Media Gateway are collocated.
- Configure one IP telephony node for the system (that is, all Media Gateway).
- Only one IP Phone Connect Server on a Signaling Server is required for the node.
- Trunks in any Media Gateway can be used by all users.
- DSP resources on Media Cards in any Media Gateway can be used by all users.
- Configure one survivable Media Gateway as the alternate Call Server for the node.
- In Normal Mode, IP Phones register with the primary Call Server.
- In Normal mode, calls can be made between all Media Gateways.
- In Survival Mode, IP Phones register with an alternate Call Server and can only use its resources.
- In Survival mode, calls cannot be made between Media Gateways, but all their local telephones and trunks are functional.
- Less administration is required since there is only one node to manage.

Campus survivable Media Gateway considerations

The following are campus survivable Media Gateway considerations:

- Media Gateways are in different locations.
- Configure a separate IP telephony node for each Media Gateway.
- Each Media Gateway requires an IP Phone Connect Server on the Signaling Server.
- At each Media Gateway, provision trunks to distribute traffic and for survivability.
- At each Media Gateway, provision DSP resources on the Media Cards.
- Configure each survivable Media Gateway as an alternate Call Server for its node.
- In Normal Mode, IP Phones register with the primary Call Server.
- In Normal Mode, calls can be made between all Media Gateway.
- In Survival Mode, IP Phones register with an alternate Call Server and can only use its resources.
- In Survival Mode, calls cannot be made between Media Gateways, but all their local telephones and trunks are functional.
- More administration is required since there is more than one node to manage.

Multiple D-channels

Avaya does not recommend you to split the Primary and Backup D-channels of the same ISDN Trunk Group across multiple GR/CR CS 1000E Media or PRI Gateways. While this configuration insures D-channel redundancy during some Primary D-Channel failure situations, states could exist where both D-channels register to different Call Servers and simultaneously activate creating a conflict in the Central Office. This conflict can affect service and can lead to a complete ISDN Trunk Group outage in most service provider Central Offices.

If your service provider supports ISDN Trunk Group hunting, Avaya recommends you to maintain multiple ISDN Trunk Groups with each ISDN service provider. Configure each Trunk Group with its own Primary and Backup D-channels on PRI circuits in each Media Gateway. This solution offers resilient configuration in larger systems distributed geographically and operates well even if your service provider is unable to support a D-channel for each ISDN PRI circuit.

Avaya can provide VoIP Session Border Controllers as an alternative to large scale ISDN Trunking facilities. This solution offers improved flexibility in deployment and resiliency performance. For more information, see www.avaya.com/support.

Configuring for survivability

For more information about configuring survivability, see *Avaya System Redundancy Fundamentals*, NN43001-507.

Chapter 9: Telephony planning

Contents

This chapter contains the following topics:

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[DTI/PRI clocking](#) on page 133

[Clocking operation](#) on page 141

[Installation and configuration](#) on page 145

Installation planning

Use [Table 7: installation planning](#) on page 129 as a guide to prepare a detailed plan for every installation.

Table 7: installation planning

Procedure	Requirements
Research	Determine requirements for fire protection and safety, the equipment room, grounding and power, and cables.
Site planning	Select a site with suitable qualifications. Develop the site to meet requirements. Prepare the building cabling plan.
Delivery and installation preparation	Perform pre-installation inspections. Examine the delivery route. Review equipment handling precautions. Gather all delivery items.

Milestone chart

Site preparation activities are easier to plan and monitor when a milestone chart is used. A milestone chart is a general schedule that shows all required activities in order, with a start and end date for each. Individual operations and an overall installation schedule should both be represented. [Table 8: Milestone chart](#) on page 130 lists typical activities in a milestone chart. For a complex site, a more detailed chart can be required.

Table 8: Milestone chart

Step	Action
1	Select the site and complete planning activities. <ul style="list-style-type: none"> • Plan fire prevention and safety features. • Plan the equipment room layout. • Plan grounding and power. • Plan cable routes and terminations. • Plan and start any renovations to the equipment room.
2	Continue site construction and renovation tasks. <ul style="list-style-type: none"> • Install grounding, power, air conditioning, and heating. • Install special rigging, such as overhead cable racks and distribution frame equipment, as required. • Test site wiring to ensure that minimum requirements are met.
3	Complete construction and ensure that grounding and power are in place. <ul style="list-style-type: none"> • Test air conditioning and heating systems. • Make equipment delivery arrangements. • Complete equipment room inspection, identifying and resolving any delivery constraints.

Evaluating existing telephony infrastructure

To determine the best way to deploy an Avaya Communication Server 1000E (Avaya CS 1000E) system, you must evaluate the existing Telecom infrastructure. This evaluation helps decide whether to replace existing network components or add new Avaya CS 1000E system components.

The Telecom infrastructure analysis examines the products, services, and features used in the existing environment, including:

- PBX systems and locations
- system and network level features
- existing dial Plan
- supported applications
- key systems
- PBX inter-connectivity
- telephone users and features
- PSTN trunking

Telephony planning issues

To deploy the CS 1000E system, you must address the following planning issues.

- Desktop features. For details about desktop features, see the following:
 - *Avaya Telephones and Consoles Fundamentals*, NN43001-567
 - *Avaya IP Phones Fundamentals*, NN43001-368
- System features. For information about feature operation, see *Avaya Feature Listing Reference* , NN43001-111. For information about feature configuration, see *Avaya Software Input Output Administration* , NN43001-611.
- System interworking and networking. For information about Numbering and Dial Plan Configuration, see the following:
 - *Avaya Electronic Switched Network Signaling and Transmission Guidelines*, NN43001-280
 - *Avaya Dialing Plans Reference*, NN43001-283
 - *Avaya Basic Network Feature Fundamentals*, NN43001-579
- PRI/DTI clocking. For information about PRI/DTI clocking, see the following:
 - [DTI/PRI clocking](#) on page 133
 - *Avaya ISDN Primary Rate Interface Fundamentals*, NN43001-569
 - *Avaya ISDN Basic Rate Interface Feature Fundamentals*, NN43001-580

Applications

For information about Avaya CallPilot, Symposium, and other applications, see the following:

- *Avaya Automatic Call Distribution Fundamentals, NN43001-551*
- CallPilot 555-7101- xxx series publications
- Symposium 297-2183-xxx series publications
- Remote Office 555-8421-xxx series publications
- MDECT 553-3601-xxx series publications
- other applications publications

Access

For information about signaling (ISDN-PRI, EIR2, CCS and CAS), see the following:

- *Avaya ISDN Primary Rate Interface Fundamentals, NN43001-569*
- *Avaya ISDN Basic Rate Interface Feature Fundamentals, NN43001-580*

For information about FXS, FXO, or ground/loop start COT trunks, see *Avaya Circuit Card Reference, NN43001-311*.

Numbering plans

A CS 1000E network can use many numbering plans, depending upon dialing preferences and configuration management requirements. Primary options include:

- Uniform Dialing Plan (UDP)
- Coordinated Dialing Plan (CDP)
- Zone Based Dialing (ZBD)
- Transferable Directory Numbers (TNDN)

See *Avaya Network Routing Service Fundamentals, NN43001-130* for information about the following:

- the Network Routing Service (NRS) and how it performs address translation
- numbering plans

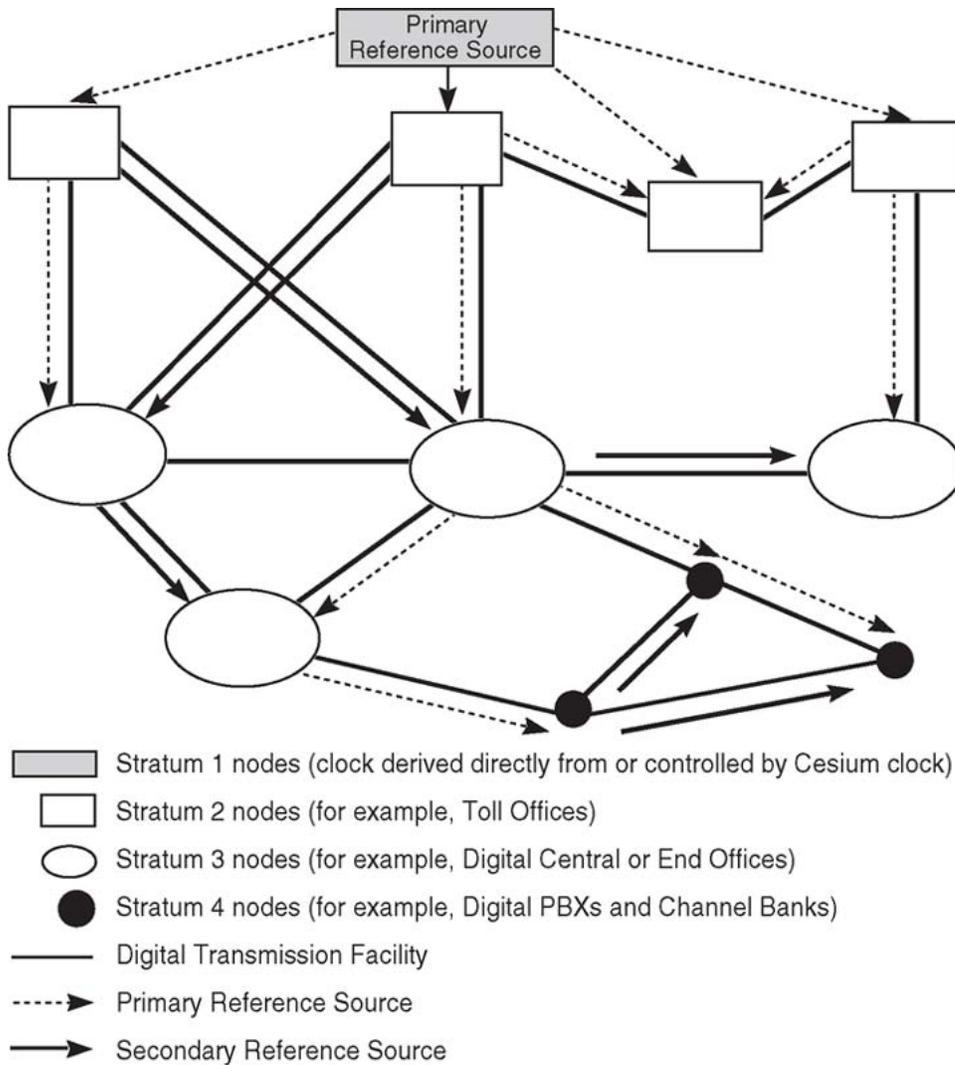
- call routing
- zoning plans
- collaborative servers

For more information about dialing plans, see *Avaya Dialing Plans Reference*, NN43001-283.

DTI/PRI clocking

When digital signals transport over a digital communication link, the receiving end must operate at the same frequency as the originating end to prevent data loss, this is called link synchronization. If one end of a communication link is not synchronized, data bit slips occur and data loss results. To ensure reliable data transfer, accurate timing is important and synchronized timing is critical.

When only two PBX systems interconnect in an isolated private network, the two systems can operate in master-slave mode to achieve synchronization. In master-slave mode, one system derives its timing from the other. Slips can be lessened by forcing all systems to use a common reference clock through a network clocking hierarchy, shown in [Figure 38: Hierarchical synchronization](#) on page 134.



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Figure 38: Hierarchical synchronization

Synchronization methods

There are two common methods of maintaining timing synchronization between switching systems:

- Pleiochronous operation
- Mesochronous operation

Pleisiochronous operation

In pleisiochronous mode, nodal clocks run independently (free-run) at the same nominal frequency. Frequency differences between clocks result in frame slips. The magnitude of frame slips is directly proportional to the difference in frequency. Slips, though inevitable, can be minimized by using stable clocks and elastic stores or buffers. The buffers absorb data bits to compensate for slight variances in clock frequencies.

Mesochronous operation

In mesochronous mode, nodal clocks are commonly and automatically locked to an external reference clock, yielding virtually slip-free operation. With this method, frame slips are eliminated if elastic stores are large enough to compensate for transmission variances.

If the CS 1000E system is not used as a master in a private network, Avaya recommends that systems be configured in mesochronous mode. To do this, users can configure the clock controller circuit cards to lock onto an external reference source.

If the CS 1000E system is used as a master in a private network, end-users can configure the system in pleisiochronous mode. Since a private network has no digital links to a higher node category, a CS 1000E clock controller in an isolated private network can operate in free run mode and act as a master clock. Other PBX systems in the private network can then track the master clock.

North American hierarchical synchronization

[Figure 38: Hierarchical synchronization](#) on page 134 provides a general view of clock synchronization in a digital network, including the four Stratum levels, where Stratum 1 offers the highest accuracy and Stratum 4, the lowest. Also shown in [Figure 38: Hierarchical synchronization](#) on page 134 are ways to provide a secondary clock source to prevent timing loops that can cause instability in digital network synchronization.

Timing reference

In the North American network, the Primary Timing Reference is derived from a cesium beam atomic clock.

In Canada, the digital network is divided in two regions that interact plesiochronously, each with its own cesium atomic clock. Their common boundary lies between the Manitoba Telephone System and Bell Canada. The Eastern Region clock is located in Ottawa, the Western region clock in Calgary. Any DS-1 signal leaving these switches is synchronized to cesium oscillators. Every digital node in Canada (whether Central Office (CO), Digital PBX with CO connectivity, or digital Multiplexer) can trace their clock back to the cesium oscillator in Ottawa or Calgary. That is, unless the Digital System is operating in Pleisiochoronous operation.

In the United States, a similar arrangement exists. The U.S. digital network is supported by two primary clocks, one in St.Louis, Missouri, and a second in Boulder, Colorado.

Node categories/Stratum

In the North America digital network, nodes are synchronized using a priority master/slave method. Digital networks are ranked in Node Categories A to E in Canada, as shown in [Table 10: Node categories](#) on page 137, and in Stratum levels 1 to 5 in USA. Each node is synchronized to the highest ranking clock where the node has a direct link.

Table 9: Stratum data

	Stratum 2	Stratum 3	Stratum 4
Accuracy	+/- 1.6 * 10 ⁻⁸ Hz	+/- 4.6 * 10 ⁻⁶ Hz	+/- 3.2 * 10 ⁻⁵ Hz
Holdover	1 * 10 ⁻¹⁰ per day	<=255 frame slips in 1 st 24 hours	Not Required
Hardware Duplication	Required	Required Non-duplicated hardware that meets all other Stratum 3 requirements is referred to as Stratum 3ND.	Not Required
Maximum Time Interval Error (MTIE) During Rearrangement	MTIE <= 1 usec Phase Change Slope: <= 81 ns in any 1.326 msec	MTIE <= 1 usec Phase Change Slope: <= 81 ns in any 1.326 msec	Not Required Stratum 4 clock hardware that meets MTIE requirements during rearrangements is referred to as 4E.
Pull-in Range	3.2 * 10 ⁻⁸ Hz	9.2 * 10 ⁻⁸ Hz	6.4 * 10 ⁻⁵ Hz
Dedicated Timing Required	Required	Required	Not Required

Table 10: Node categories

AT&T Stratum	Canadian Node Category	Operating Equipment
1 (Located in St. Louis and Boulder)	A (Located in Calgary and Ottawa)	Regional master with an associated cesium atomic clock.
2	B, C	International Gateway switch
3	D	Central Office/End Office, or digital PBX
4	E	Digital PBX or Multiplexers

Frame slip

Digital signals must have accurate clock synchronization for data to be interleaved into or extracted from the appropriate timeslot during multiplexing and de-multiplexing operations. A frame slip is defined as the repetition or deletion of the 193 bits of a DS-1 frame due to a sufficiently large discrepancy in the read and write rates at the buffer. Frame slips occur when clocks do not operate at the same exact speed.

When data bits are written into a buffer at a higher rate than the bits are read, the buffer overflows, known as a slip-frame deletion. When data bits are written into a buffer at a lower rate than the bits are read, the buffer runs dry or under-flows, known as a slip-frame repetition. Both occurrences are called a slip or a controlled slip. Frame slippage has a negative impact on data transfer, but can be controlled or avoided with proper clock synchronization.

Guidelines

Design guidelines for CS 1000E Network Synchronization are as follows:

- Where possible, the master Clock Source should always be from a Node Category/Stratum with a higher clock accuracy. When the PBX is connected to the CO, the CO is always the master and the PBX is the slave. For example, the PBX clock controller prompt PREF is set to the slot number of the DTI/PRI connected to the CO.
- Clock controllers within the system should not be in free-run unless they operate in a fully independent network where the source clock controller acts as a master. Only one clock controller in the system can operate in free-run mode.
- When connecting two PBXs together with no CO connections, the most reliable PBX should be the master clock source.

- Avoid timing loops. A timing loop occurs when a clock uses as its reference frequency, a signal that is traceable to the output of the same clock. This produces a closed loop that leads to frequency instability.
- All Central Offices/PBX links that serve as clock references must offer a traceable path back to the same Stratum 1 clock source.
- If a Media Gateway has at least one DTI, PRI, or BRI trunk card, it must also have one clock controller installed. The clock controller tracks to the same traceable reference as the other Media Gateway.
- All slave clock controllers must set their primary reference (PREF) to the slot that they are installed. For example, a clock controller installed in slot 9 must have its PREF set to slot 9.
- The Media Gateway Expander does not support clock controllers.

Clock controller function and description

The NTAK20 A-series clock controller meets Stratum 3 level requirements and the NTAK20 B-series clock controller meets Stratum 4 requirements. The embedded clock controllers on the NTAK10 2MB DTI card, and the NTAK79 2MB PRI card meet Stratum level 4 requirements.

Clocking modes

The CS 1000E system supports up to one clock controller in each Media Gateway. Each clock controller can operate in one of two modes: tracking or nontracking (free-run).

Tracking mode

In tracking mode, the DTI/PRI card supplies a clock reference to a clock controller daughterboard. Also, one DTI/PRI with clock controller is defined as the primary reference source for clock synchronization. The other (within the same Media Gateway) is defined as the secondary reference source (PREF and SREF in LD 73).

There are two stages to clock controller tracking:

1. tracking a reference
2. locked onto a reference

When tracking a reference, the clock controller uses an algorithm to match its frequency to the frequency of the incoming clock. When the frequencies are nearly matched, the clock controller locks on to the reference. The clock controller makes small adjustments to its own frequency

until incoming frequencies and system frequencies correspond. If the incoming clock reference is stable, the internal clock controller tracks it, locks on to it, and matches frequencies exactly. Occasionally, environmental circumstances cause the external or internal clocks to drift. When this occurs, the internal clock controller briefly enters the tracking stage. The green LED flashes momentarily until the clock controller once again locks on to the reference.

If the incoming reference is unstable, the internal clock controller is continually in the tracking stage, with green LED flashing continually. This condition does not present a problem, rather, it shows that the clock controller is continually attempting to lock on to the signal. If slips occur, a problem exists with the clock controller or the incoming line.

Monitoring references

Primary and secondary synchronization references are continuously monitored to provide autorecovery.

Reference switchover

Switchover can occur with reference degradation or signal loss. When reference performance degrades to a point where the system clock is not able to follow the timing signal, the reference is out of specification. If the primary reference is out of specification but the secondary reference is within specification, an automatic switchover is initiated without software intervention. If both references are out of specification, the clock controller provides holdover.

Automatic recovery and chatter

If the command "track to primary" is given, the clock controller tracks to the primary reference and continuously monitors the quality of both primary and secondary references. If the primary goes out of specification, the clock controller automatically tracks to secondary if the secondary is within specification.

If both references are out of specification, the clock controller enters the Holdover mode and continuously monitors both references. An automatic switchover is initiated to the reference that recovers first. If primary recovers first, the clock controller tracks to the primary. If secondary recovers first, the clock controller tracks to secondary, and switches to primary if and when primary recovers. To prevent chatter due to repeated automatic switching between primary and secondary reference sources, a time-out mechanism of at least 10 seconds is implemented.

If the command "track to secondary" is given, the clock controller tracks to the secondary reference and continuously monitors the quality of both primary and secondary references. If secondary goes out of specification, the clock controller automatically tracks to primary, provided that primary is within specification.

Holdover and free-run

In the temporary absence of a synchronization reference signal, or when sudden changes occur on the incoming reference due to error bursts, the clock controller provides a stable holdover. The free-run mode is initiated when the clock controller has no record of the quality of the incoming reference clock. If the command "free run" is given, the clock controller enters the free-run mode and remains there until a new command is received. Free-run mode automatically initiates after the clock controller has been enabled.

Free-run (nontracking)

In free-run mode, the clock controller does not synchronize on any source. Instead, the clock controller provides its own internal clock to the system. Free-run mode can be used when the CS 1000E system acts as a master clock source for other systems in the network. If the CS 1000E system is a slave, free-run mode is not desirable. Free-run mode can take effect when primary and secondary clock sources are lost due to hardware faults. Administrators can invoke free-run mode by using software commands.

Faceplate LEDs

[Table 11: NTAK20 LED indications](#) on page 140 provides a description of the NTAK20 LEDs.

Table 11: NTAK20 LED indications

LED state	LED color	Definition
On	Red	NTAK20 is equipped and disabled.
On	Green	NTAK20 is equipped, enabled, and (a) locked on to a reference or (b) operating in free-run mode.
Flashing	Green	NTAK20 is equipped and attempting to lock (tracking mode) to a reference. If the LED flashes continuously over an extended period of time, check the clock controller stats in LD60. If the clock controller is tracking, this can be an acceptable state.

LED state	LED color	Definition
		Check for slips and related clock controller error conditions. If none exist, then this state is acceptable, and the flashing is identifying jitter on the reference.
Off		NTAK20 is not equipped.

Clocking operation

The CS 1000E system can support up to 50 active clock controllers, one for each Media Gateway with a PRI. However, a Media Gateway can support only one clock controller, and a Media Gateway Expander cannot support a clock controller.

The following are clock controller acronyms:

- CC - Clock Controller
- FRUN - Free Running mode
- PREF - Primary Reference
- SREF - Secondary Reference

Free-running clocks

Free-running clocks are allowed only if the CS 1000E system does not connect to a CO.

[Figure 39: Acceptable connection to an isolated private network with primary reference](#) on page 141 to [Figure 41: Acceptable connection with a combined CO and private network](#) on page 142 show acceptable connections.

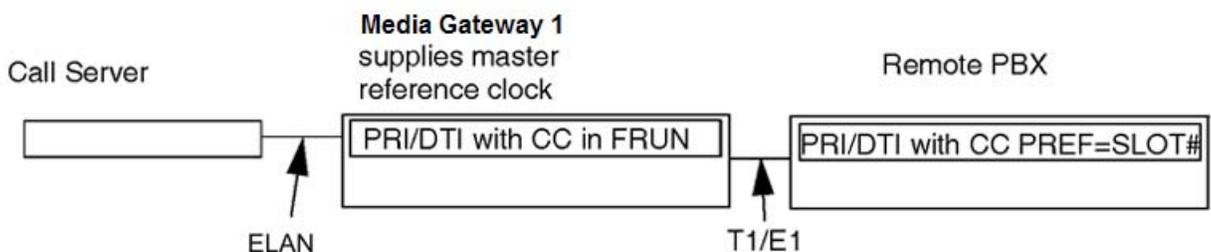


Figure 39: Acceptable connection to an isolated private network with primary reference

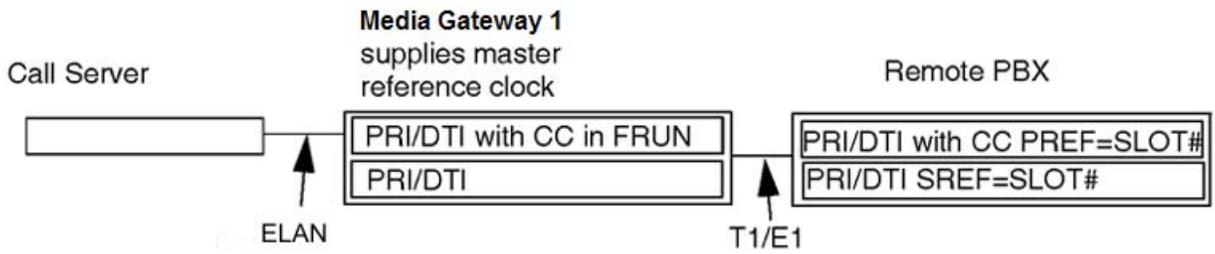


Figure 40: Acceptable connection to an isolated private system with primary and secondary reference

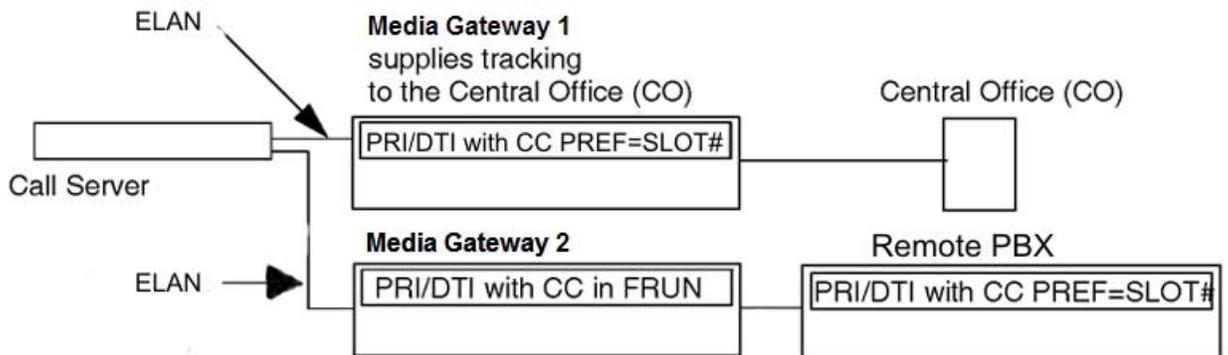


Figure 41: Acceptable connection with a combined CO and private network

Connecting to a CO

Any Media Gateway that supplies a reference to a remote PBX must have a trunk tracking to a CO. There is no clock relationship between gateways. Each media gateway operates in a separate clock domain.

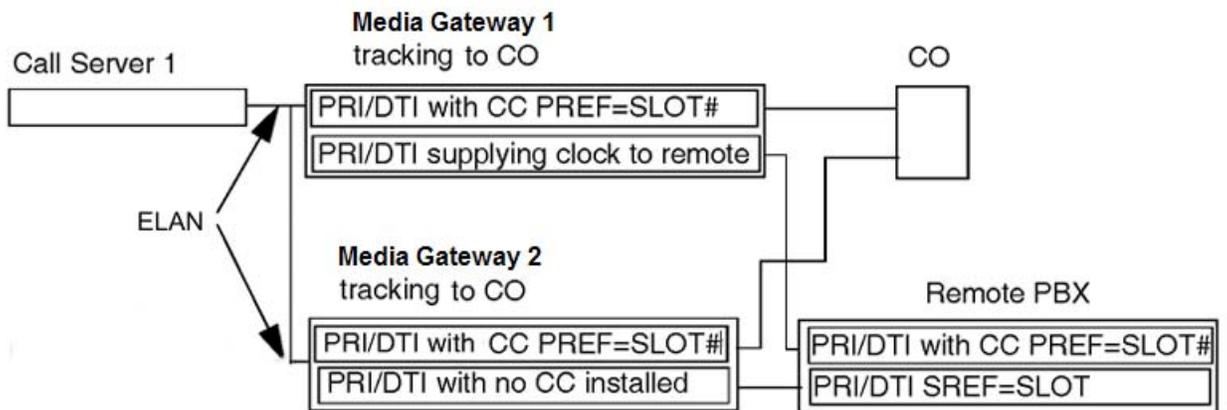


Figure 42: Acceptable connection: Media Gateway 1 and Media Gateway 2 receive clock reference directly from CO

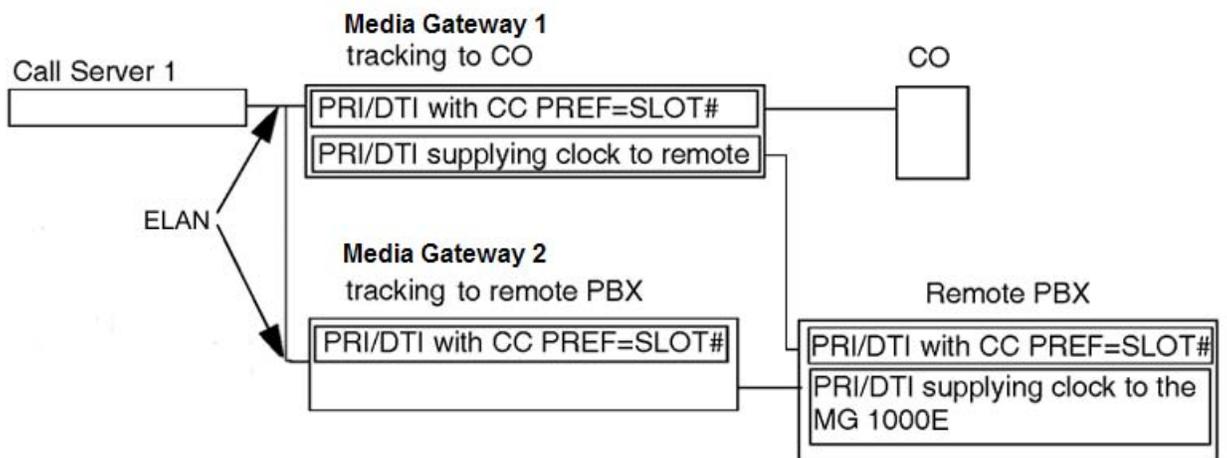


Figure 43: Acceptable connection: Media Gateway 1 receives clock reference directly from CO/ Remote, Media Gateway 2 receives clock reference indirectly from CO

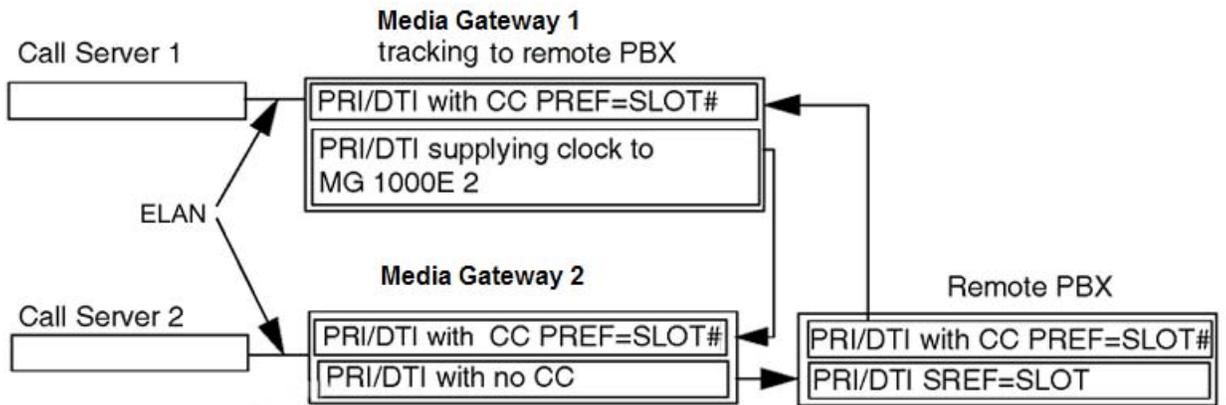


Figure 44: Unacceptable connection: Media Gateway 1 references remote PBX; clock loop, no master clock reference

Allocating primary and secondary references

The secondary reference (SREF) clock must reside in the Media Gateway with the primary (PREF) reference.

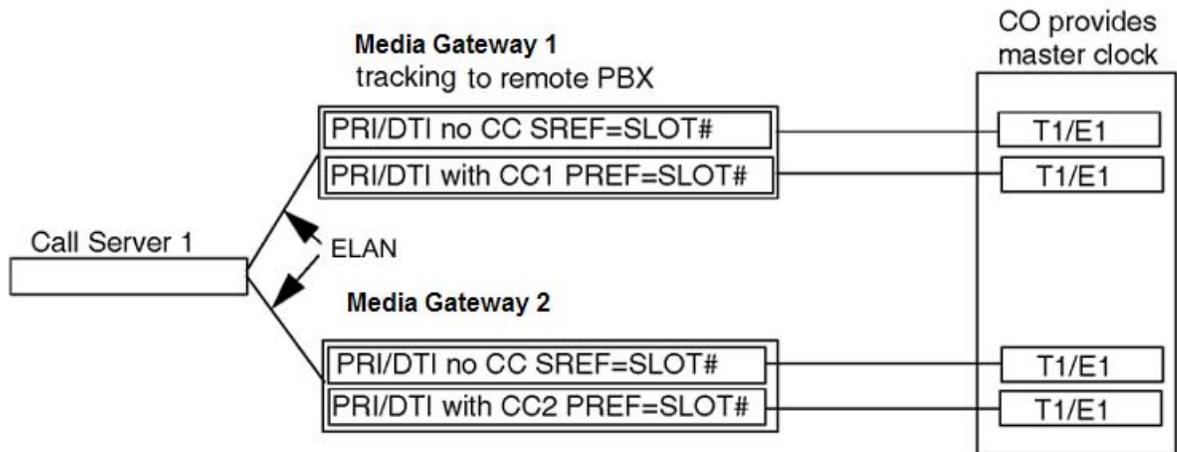


Figure 45: Acceptable connection: Media Gateway 1 references remote PBX; Media Gateway 2 provides master reference to remote PBX

Installation and configuration

This section describes CS 1000E system installation principles and NTAK20 clock controller daughterboard use. This section also describes installation principles and the use of 2Mb DTI/PRI embedded clock controllers.

The NTAK20 clock controller is installed on the following circuit cards:

- NTRB21 – 1.5Mb DTI/PRI
- NTBK22 – BRI
- NTBK50 – 2Mb PRI

Embedded clock controllers are found on the following cards:

- NTAK10 – 2Mb DTI
- NTAK79 – 2Mb PRI

[Figure 46: NTAK20 Daughterboard installation](#) on page 145 shows the installation of the NTAK20 on the NTRB21 TMDI card.

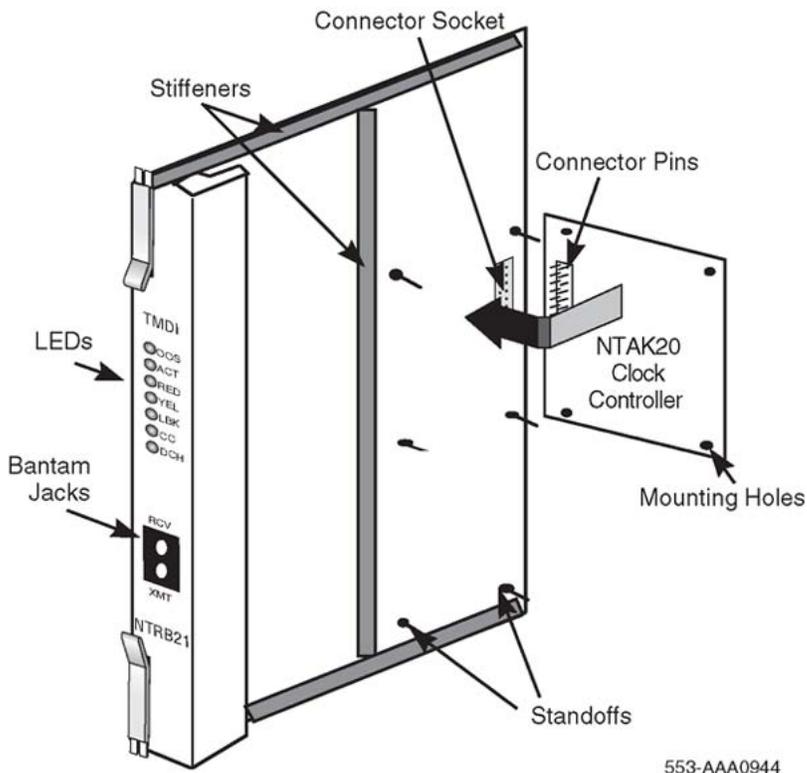


Figure 46: NTAK20 Daughterboard installation

Clock controllers are configured in LD 73. For 1.5 Mb and 2 Mb DTI/PRI, the following commands are used.

Table 12: LD 73 - Configure clock controllers

Prompt	Response	Description
REQ	aaa	Request (aaa = CHG, END, NEW, OUT, or PRT)
TYPE	aaaa	Type (aaaa = DTI2, PRI2, or JDMI)
FEAT	SYTI	Feature = SYTI (System Timers) Valid response when TYPE = DTI2, PRI2 or JDMI
...		
DBNC	(10)-32	Debounce timer
MGCLK	sl s c	Superloop, shelf, card number of Clock Controller
PREF	card	Card of the primary reference. For MISP loop use the SILC card number. For non MISP loops use the card number entered for the MGCLK prompt.
SREF	card	Card of secondary reference. Do not use the card number entered for MGCLK or PREF prompt.

Table 13: Clock Controller commands (LD 60)

Command	Description
DIS CC l s	Disable system clock controller on specified superloop and shelf.
DSCK loop	Disables the clock for loop. This is not applicable for 1.5Mb DTI/PRI.
DSYL loop	Disable yellow alarm processing for loop.
ENCK loop	Enable the clock for loop. This is not applicable for 1.5Mb DTI/PRI.
ENL CC l s	Enable system clock controller on specified superloop and shelf.
ENYL loop	Enable yellow alarm processing for loop.
SSCK l s	Get status of system clock on specified superloop and shelf.
TRCK aaa l s	Configure clock controller on Media Gateway specified by the superloop, loop and shelf tracking to primary, secondary or free-run. Where aaa is: <ul style="list-style-type: none"> • PCK = track primary clock • SCLK = track secondary clock • FRUN = free-run mode Track primary clock (PCK) or secondary clock (SCLK) as the reference clock or go to free-run (FRUN) mode.

An installed clock controller can be accessed by the following commands:

Table 14: Clock Controller commands (LD 60)

Command	Description
SSCK I s	Get status of system clock on specified superloop and shelf.

Examples

Status of the CC when it is tracking to Primary.

```
.ssck 4 0
ENBL
CLOCK ACTIVE
CLOCK CONTROLLER - LOCKED TO SLOT 1
PREF - 1
SREF -
AUTO SWREF CLK - ENBL
```

Status of the CC when it is in Free Run.

```
.ssck 12 0
ENBL
CLOCK ACTIVE
CLOCK CONTROLLER - FREE RUN
PREF -
SREF -
AUTO SWREF CLK - ENBL
```

Status of the CC when it is tracking to Secondary.

```
.ssck 40 0
ENBL
CLOCK ACTIVE
CLOCK CONTROLLER - LOCKED TO SLOT 2
PREF - 1
SREF - 2
AUTO SWREF CLK - ENBL
```

The tracking mode on an installed clock controller can be changed by the following commands.

Table 15: Clock Controller commands (LD 60)

Command	Description
TRCK PCK I s	Configure clock controller tracking to primary on specified superloop and shelf.

Command	Description
	PCK = track primary clock Instructs the installed clock controller to track to a primary reference clock source also referred to as "SLAVE" mode.
TRCK FRUN I s	Configure clock controller tracking to free-run on specified superloop and shelf. FRUN = free-run mode Instructs the installed clock controller to free-run. In this mode, the system provides a reference or "MASTER" clock to all other systems connected through DTI/PRI links. This mode can be used only if there are no other clock controllers in SLAVE mode anywhere within the system.

The Call Server can be locked to any Media Gateway with the following command.

Table 16: Clock Controller commands (LD 60)

Command	Description
TRCK PLL I s	Overrides the default search order and locks to specified superloop and shelf. Track primary clock (PCK) or secondary clock (SCLK) as the reference clock or go to free-run (FRUN) mode.

Chapter 10: Preparing a system installation plan

Contents

This chapter contains the following topics:

- [Introduction](#) on page 149
- [Creating an installation plan](#) on page 150
- [Fire, security, and safety requirements](#) on page 152
- [Equipment room requirements](#) on page 154
- [Grounding and power requirements](#) on page 161
- [Cable requirements](#) on page 162
- [LAN design](#) on page 163
- [Preparing a floor plan](#) on page 166
- [Creating a building cable plan](#) on page 166
- [Creating a building cable plan](#) on page 166
- [Enterprise Configurator](#) on page 30
- [Preparing for installation](#) on page 172

Introduction

 **Warning:**

Before an Avaya Communication Server 1000E (Avaya CS 1000E) system can be installed, a network assessment must be performed and the network must be VoIP-ready.

If the minimum VoIP network requirements are not met, the system will not operate properly.

For information about the minimum VoIP network requirements and converging a data network with VoIP, see *Avaya Converging the Data Network with VoIP Fundamentals, NN43001-260*.

Planning for system installation affects the installation cost, as well as operation and maintenance, and can have an overall effect on system performance. Consider the following requirements (in addition to local and national building and electrical codes) when you plan a system installation.

Select and evaluate sites according to the requirements in this document and the following criteria:

- Space:
 - The site must provide adequate space for unpacking, installation, operation, potential expansion, service, and storage. The site must provide space for sufficient cooling. You can need additional space for a maintenance and technician area.
- Location:
 - The location should be convenient for equipment delivery and close to related work areas. Consider the location of related equipment, such as the distribution frame and batteries for Uninterruptable Power Supply (UPS) units. Also consider cable limitations.
- Grounding and power:
 - Proper grounding and sufficient power facilities must be available.
- Structural integrity:
 - The floor must be strong enough to support anticipated loads and, if applicable, the ceiling must be able to support overhead cable racks.

Creating an installation plan

To assist with the development of the installation plan, create an Installation Outline and a Milestone Chart.

Installation outline

Use [Table 17: Installation plan outline](#) on page 151 as a guide for preparing a detailed installation plan.

Table 17: Installation plan outline

Procedure	Requirements
Researching site requirements	<ul style="list-style-type: none"> • Determine fire, security, and safety requirements • Determine equipment room requirements • Determine grounding and power requirements • Determine cable requirements
Planning the site	<ul style="list-style-type: none"> • Prepare a floor plan • Estimate floor loading • Prepare the building cabling plan
Preparing for delivery and installation	<ul style="list-style-type: none"> • Prepare for delivery • Prepare for installation

Milestone chart

Planning and monitoring site preparation activities is easier when you use a milestone chart. A milestone chart is a general site planning schedule showing the sequence of activities necessary to complete a job.

[Table 18: Milestone chart](#) on page 151 lists typical activities included in a milestone chart. For a complex site, you must create a more detailed chart.

Table 18: Milestone chart

Task	Action
1	Select the site.
2	Plan fire prevention and safety features.
3	Plan the equipment room layout.
4	Plan grounding and power.
5	Plan cable routes and terminations.
6	Plan and start any renovations to the equipment room.
7	Continue site construction and renovation tasks.
8	Install grounding, power, air conditioning, and heating.
9	Install special rigging, such as overhead cable racks and distribution frame equipment, as required.

Task	Action
10	Test site wiring to ensure that minimum requirements are met.
11	Complete construction and ensure that grounding and power are in place.
12	Test air conditioning and heating systems.
13	Make equipment delivery arrangements.
14	Complete equipment room inspection, identifying and resolving any delivery constraints.

When you prepare a milestone chart, consider not only individual operations, but the overall installation schedule. The milestone chart should show the necessary operations in order and can assign a start and end date for each activity.

Fire, security, and safety requirements

Building, fire, and safety codes establish the degree of protection required for an installation. Additional information is available from the National Fire Protection Association (NFPA) in "Standard for the Protection of Electronic Computer/Data Processing Equipment" (NFPA 75) and "National Electrical Code (NEC)" (NFPA 70).

Fire protection and prevention

Expertise is required to properly locate and install:

- Sprinkler heads
- Fire and smoke sensing devices
- Other fire extinguishing equipment

During the planning stage, consult local codes, experts, insurance underwriters, and local building authorities.

You can implement some fire precautions when an equipment area is constructed. For example, extend walls from floor to ceiling, and construct walls, floor, and dropped ceiling of noncombustible material.

If the structural floor is made from combustible materials, cover it with a noncombustible covering and remove all debris between the raised and permanent floors before the system is installed. If there are power connections beneath a raised floor, use waterproof electrical receptacles and connectors.

You can install shatterproof windows and sprinklers outside and above the windows to keep fire from spreading from an adjacent room or building. The roof or floor above the equipment area must be watertight. Design ducts and plumbing for air-conditioning systems to keep fire,

heat, and smoke from spreading from one part of a building to another. Install smoke detectors in all appropriate places.

Regularly check services such as steam, water, and power, and inspect pipes for excess condensation, leaks, or corrosion.

Fire extinguishing systems

In most cases, carbon dioxide or water sprinkler systems are the recommended fire extinguishing systems.

Dry-pipe water sprinklers are strongly recommended. This type of system interrupts power to the room and opens a master valve that fills the overhead sprinklers.

Carbon dioxide systems are also effective in containing a fire, but they quickly exhaust the oxygen supply. If you use a carbon dioxide system, you must install an alarm to warn site personnel when carbon dioxide is released. For health and safety reasons, employees must be evacuated within 30 seconds of the release.

 **Danger:**

Avaya does not recommend using Halon or any other fire extinguishing system that is not described above.

Security precautions

You may need to extend and improve existing building security to provide adequate protection for the equipment. For example, you can install safeguards such as tamper proof keylock door controls and electrically taped glass doors and windows that can tie into an alarm system. You can also install a monitoring unit using closed-circuit television.

Important:

Electric locks, such as push button access code or card reader locks, are not recommended unless you provide a battery backup or a key override.

Protect critical data, such as business records, by storing backups well away from the equipment room. A regular updating program is highly recommended.

Safety procedures and training

Company personnel should be taught how to respond to emergencies; some companies designate trained individuals as security members. Training can include when and how to evacuate personnel and records, notify the fire department, shut off all electrical power, and handle fire extinguishers properly.

In addition, install temperature and humidity monitoring devices (both visual and audible alarm signals) in equipment and storage rooms so people can respond quickly to an emergency.

Occupational noise exposure

If employees are subjected to noise levels exceeding local standards, or the levels listed in 1910.5 of the Occupational Safety and Health Administration (OSHA) Standards, initiate administrative and engineering controls. If these controls do not reduce sound levels effectively, provide protective equipment.

Important:

The acoustic noise generated by a system ranges from 45 dBA to 60 dBA (decibels "A"-weighted).

Equipment room requirements

The environment for the system (and for storing spare parts) can influence system performance and reliability. Temperature, humidity, and other environmental factors, such as static electricity, must be controlled to meet system operating requirements.

Environmental requirements

The environment that the Avaya CS 1000E system operates in must meet the following general conditions:

- The room must be clean, relatively dust-free, and well ventilated. On equipment, ventilating openings must be free of obstructions.
- The room must meet the requirements for temperature and humidity. For more information about temperature and humidity requirements, see [Temperature and humidity control](#) on page 157 and [Air conditioning guidelines](#) on page 158.
- The room cooling system must meet the requirements for the installed equipment. For estimating cooling requirements based on thermal generation from system components, see [Power consumption](#) on page 187.
- Select a location for equipment installation that is not subject to constant vibration.
- Locate equipment at least 12 ft (3660 mm) away from sources of electrostatic, electromagnetic, or radio frequency interference. These sources can include:
 - power tools
 - appliances (such as vacuum cleaners)
 - office business machines (such as copying machines)
 - elevators
 - air conditioners and large fans
 - radio and TV transmitters
 - high-frequency security devices
 - all electric motors
 - electrical transformers

Space requirements

Space and equipment layout requirements differ with each installation. When you plan the site, consider the following requirements:

- Primary storage
- Secondary storage
- Maintenance and technician space

Primary storage

The floor area required for a system depends on the number of racks, the length-to-width ratio of the area, and the location of walls, partitions, windows, and doors. To determine the exact layout required, prepare a detailed floor plan after regarding all of the requirements in this chapter.

Wall jacks and outlets must be provided for all devices located in the equipment room.

Secondary storage

Provide space in the equipment area for storing disks, printer paper, printouts, and daily reports. A secure storage room for spare parts is recommended.

Whenever possible, maintain the same environmental conditions in the equipment room and storage areas. If it is not possible to maintain the environment of the storage area exactly the same as the environment of the operating equipment, give stored materials time to adjust to the equipment room environment before using them.

Maintenance and technician space

You can use the maintenance and technician area as an online work center and a place to store tools, test equipment, system documents, and spare parts. The area should have good lighting and convenient access to the system.

Typical items in a maintenance and technician area include:

- Shelves for instruction books
- Spare parts storage room
- Paper storage area
- Locking cabinet or storage area for backup disks
- Table or desk
- Terminal, printer, or equivalent device

During regular system operation, a terminal, or a modem, or both must be connected permanently to the system to provide a constant I/O interface. You can use more than one terminal or modem. Plan for surface space, power outlets, and the availability of the terminals/modems before installation.

Temperature and humidity control

Frequent and extended system operation above recommended temperature limits can degrade system reliability. Low humidity can increase static electricity build-up, while high humidity can affect the performance of disks and printers.

Take temperature readings 76 cm (30 in.) from the front of the system. [Table 19: Operating environment](#) on page 157 shows system operating requirements.

⚠ Danger:

Damage to Equipment

Do not expose equipment to absolute temperature limits for more than 72 hours. Do not place heat sources (such as floor heaters) near the equipment.

Table 19: Operating environment

Equipment	Temperature and humidity considerations
CS 1000E	Recommended: <ul style="list-style-type: none"> • 15° to 30°C (59° to 86°F) • RH 20% to 55%, noncondensing Absolute: <ul style="list-style-type: none"> • 10° to 45° C (50° to 113°F) • RH 20% to 80%, noncondensing • temperature change less than 10°C (18°F) per hour
COTS Servers (IBM, Dell, HP)	Recommended: <ul style="list-style-type: none"> • 10°C to 35°C (50° to 95°F) • RH 20% to 80%, noncondensing
Telephones	Absolute: <ul style="list-style-type: none"> • 5°C to 40°C (41° to 104°F) • RH 5% to 95%, noncondensing
Other terminal devices (such as personal computers, data sets, and printers)	Refer to the specific documentation or manufacturer's guidelines

If you operate the system within recommended temperature limits, there are no thermal restrictions on any equipment.

Follow the specifications listed in [Table 20: Storage environment](#) on page 158 to store or transport equipment.

Table 20: Storage environment

Equipment	Temperature/humidity considerations
CS 1000E system	<ul style="list-style-type: none"> • -40° to 70°C (-40° to 158°F) • RH 5% to 95%, noncondensing
COTS servers (IBM, Dell, HP)	<ul style="list-style-type: none"> • -40° to 60°C (-40° to 140°F) • RH 8% to 80%, noncondensing
Telephones	<ul style="list-style-type: none"> • -40° to 70°C (-40° to 158°F) • RH 5% to 95%, noncondensing
Media Gateways	<ul style="list-style-type: none"> • -40° to 70°C (-40° to 158°F) • RH 5% to 95%, noncondensing
Other terminal devices	Refer to the specific Avaya publication or the manufacturer's guidelines
<p>Important: Temperature changes must be less than 30° C (54° F) per hour for storage and during transportation.</p>	

Air conditioning guidelines

Use the following guidelines to estimate air conditioning requirements. Exact requirements must be determined by a qualified air conditioning engineer.

- The air conditioning system in equipment areas must handle:
 - the heat produced by the equipment, room personnel, and lighting; and,
 - the heat that comes through walls, windows, floors, and ceilings.
- A stable ambient operating temperature of approximately 22° C (72° F) is recommended. The temperature differential in the equipment room must not exceed ±3.0° C (±5° F).

For systems with reserve power equipment, consult the manufacturer's specifications for recommended operating temperatures.

- Heat dissipation from a system is estimated in Btu per hour (Btu/hr). You can estimate the amount of air conditioning required at a rate of one ton of refrigeration for every 12 000 Btu/hr of heat generated in the equipment area plus one ton for each 500 sq ft of floor space.

Each person in the equipment room generates 600 Btu/hr.

⚠ Caution:**Damage to Equipment**

Because digital systems require constant power (even if the system is idle), they generate heat continuously. Air conditioning requirements must be met at all times.

- [Table 23: Current, power, and cooling requirements for CS 1000E components](#) on page 187 and [Table 24: Power and cooling requirements for Media Gateway packs](#) on page 189 show the thermal dissipation for system components.

Other environmental factors

In addition to temperature and humidity, many environmental factors must be controlled in equipment areas. The environmental factors that must be controlled include:

- Static electricity
- Vibration
- Electromagnetic and radio frequency interference (EMI/RFI)
- Dust
- Lighting
- Earthquake bracing
- Structural features

Static electricity

Electronic circuits are extremely sensitive to static discharge. Static discharge can damage circuitry permanently, interrupt system operation, and cause lost data.

Static electricity can be caused by physical vibration, friction, and the separation of materials. Other common causes of static electricity build-up are low humidity, certain types of carpeting, the wax on equipment room floors, and plastic-soled shoes. The human body is the most common collector of static electricity. A combination of plastic-soled shoes, certain flooring materials, and low humidity can cause body charges in excess of 15 kV.

Important:

IEEE Standard 142-1982 recommends that flooring resistance be more than 25 000 ohms and less than 1 million megohms, measured by two electrodes 0.91 m (3 ft) apart on the floor. Each electrode must weigh 2.2 kg (5 lb) and have a dry flat contact area of 6.35 cm (2.5 in.) in diameter.

Antistatic wrist straps, sprays, and mats are available. Avaya recommends at least using an antistatic wrist strap whenever you work on equipment.

Vibration

Vibration can cause the slow deterioration of mechanical parts and, if severe, can cause serious disk errors. Avoid structure-borne vibration and consequent noise transferred to the equipment room. Raised floors must have extra support jacks at strategic places to prevent the transmission of vibration.

Limit vibration in an office environment to a frequency range of 0.5–200 Hz and a G-force magnitude of 0.1 G (in accordance with the Bellcore "Network Equipment Building Systems Generic Equipment Requirements" specification TR-EOP-000063).

Electromagnetic and radio frequency interference

Sources of electromagnetic and EMI/RFI located close to equipment can cause problems with system operation. Common EMI/RFI sources known to disturb system operation include:

- Thunderstorms, static electricity, and high-voltage power lines
- Radar, broadcast stations, and mobile communications
- Power tools, appliances (such as vacuum cleaners), and office business machines (such as copiers)
- Industrial machines and ultrasonic cleaners
- Vehicle ignition, arc welders, and dielectric heaters
- Dimmer switches

Dust

Accumulated dust and dirt can degrade system reliability and performance. Dust and dirt can:

- Scratch the contacts on circuit cards causing intermittent failures
- Have conductive contents that increase static electricity in the environment
- Cause components to operate at higher temperatures

Average dust density for an office environment must be 0.00014 g/m³ or better. False ceilings and tiled floors help maintain dust density requirements.

Lighting

Lighting illumination of 50 to 75 footcandles measured 76 cm (30 in.) above the equipment room floor is recommended. Avoid direct sunlight in the equipment room to prevent malfunctions by devices with light sensors (such as disk units).

Lighting must not be powered from the equipment room service panel. For large system installations, consider provisions for emergency lighting in the equipment room.

Earthquake bracing

Earthquake (seismic) bracing is required or should be considered in some locations.

Structural features

Use sealed concrete, vinyl, or mastic tile for flooring and ensure that it meets the floor loading requirements described later in this document. Avoid using sprayed ceilings or walls.

Grounding and power requirements

For more information, see [Power and grounding](#) on page 175 .

Reserve power equipment room

If the reserve power equipment is located in a separate room then that room must meet the following conditions.

1. Well-ventilated and operating at optimum temperature; specific gravity readings are based on 25 degrees C (77 degrees F)
2. Located within the recommended proximity to the system
3. Equipped with protective equipment (such as goggles, face shields, acid-resistant gloves, protective aprons, water for rinsing eyes/skin, and bicarbonate of soda)

4. Well-secured
5. Accessible (the doorway must not be blocked)
6. Meet all floor loading requirements and the noise levels required by OSHA standards 1910.5 (or local standards)

For detailed instructions on battery usage, see ANSI/IEEE Standard 450-1987: "Maintenance, Testing and Replacement of Large Storage Batteries."

Cable requirements

This section describes the types of cable used in the system. It also provides some cabling guidelines.

Cable types

The system uses the following major types of wiring:

- 25-pair main distribution frame (MDF) cables: These cables carry voice and data information between gateways and the distribution frame. One end of the cable must be equipped with a 25-pair female connector that terminates on the module input/output (I/O) panel. The other end of the cable terminates on the MDF block.
- Interface cables: Interface, or I/O, cables are typically 25-conductor interfaced through RS-232-C connectors. These cables are used to connect data units to printers, host computers, and modems.
- Three port cables: This cable is used as an interconnect between terminal equipment and the terminal port on the Media Gateway 1000E. The cable also functions as a remote TTY if it has been configured with an MGC. On the Avaya MG 1000E, it is required only for initial configuration of IP addresses.
- Cat 5 cables: These are standard cables used to connect LAN equipment and are terminated with RJ45 connectors. These are specified as either being standard or straight through or as cross over. Not recommended for speeds greater than 100 Mbps.
- Cat 5E (Cat 5 Enhanced) cables: The Cat 5E are the same as Cat 5 cables, but made to more stringent requirements. They are also designed for speeds up to 1 Gbps.
- Cat 6 cables: The same as Cat 5E, but made to more stringent standards. Designed for speeds up to 1 Gbps.
- Terminal server cables: Terminal server cables are a proprietary cable that can be used to interface between the MRV Terminal Server and various system components in order to allow terminal access.

- Twisted-pair telephone cables: These cables carry analog voice and digitized voice and data information between distribution frames and terminal devices throughout the building. They connect to 8-pin modular jacks located within 2.4 m (8 ft) of each device.
- Surge-suppression cables: These cables prevent transient voltages from damaging certain Central Office Trunk (COT) and Direct-Dial Inward (DDI) cards. The cable has a male connector on one end and a female connector on the other so that you can connect it serially with the existing cable. For a list of cards that require surge-suppression cables and installation instructions, see *Circuit Card Reference, NN43001–311*.

Consider cable length requirements and limitations for both initial installation and later growth when you plan a system.

Cable access

The customer is responsible for supplying all access for station, feeder, and riser cabling. This includes (where necessary):

- Conduit
- Floor boring
- Wall boring
- Access into hung ceilings

LAN design

Network requirements are critical to the CS 1000E quality of service. Ensure the network meets the following requirements:

- Provision 100BaseTx IP connectivity between the Call Server and the Media Gateway. The 100BaseTx IP connectivity can be either a point-to-point network or a distributed campus data network. IP daughterboards in the Call Server and the Media Gateway provide connectivity.
- Ensure that the 100BaseTx Layer 2 (or Layer 3) switch supports full-duplex connection. Routers are not supported in Call Server to Media Gateway connections. The ports on Layer 2 (or Layer3) switching equipment must be configured to autonegotiate ENABLED.
- Provision the ELAN subnet and the TLAN subnet on separate subnets.

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- Provision all applications on the ELAN subnet on the same subnet. This includes Voice Gateway Media Cards that must be on the same ELAN subnet.
- Ensure that Voice Gateway Media Cards are in the same node on the same TLAN subnet.

For information about the requirements for creating a robust, redundant network, see *Avaya Converging the Data Network with VoIP Fundamentals, NN43001-260*.

Keep a record of the IP addresses assigned to system components. See [Figure 47: Sample IP address record sheet](#) on page 165 for a sample.

xx.xx.xx.128/25												
xx.xx.xx.129							Gateway					
255.255.255.128							Subnet Mask	TLAN Subnet Mask	255.255.255.0			
xx.xx.xx.128 - xx.xx.xx.159							Logical blocks of 32 addresses (first four addresses in each block reserved for Layer 2 and Layer 3 equipment)	Node IP Address	xx.xx.x.252			
xx.xx.xx.160 - xx.xx.xx.191								TLAN Gateway	xx.xx.x.1			
xx.xx.xx.192 - xx.xx.xx.223												
xx.xx.xx.224 - xx.xx.xx.255												
ELAN Subnet Number	MAC address (by byte/octet)						Equipment Description	Serial Number	Comment	TLAN Subnet Address	Location	
	B1	B2	B3	B4	B5	B6					Rack	L/S/C
xx.xx.xx.130	00	0C	F8	xx	xx	xx	Baystack 460	SDNIHR1 xxx	ELAN_3		R2	
xx.xx.xx.133	00	00	75	xx	xx	xx	SSC-0	NNTMG19XK Vxx	MGT 01-0		R1	
xx.xx.xx.134	00	20	D8	xx	xx	xx	Media Card-0	NNTMEJ02Bxxx	MGT 01-0	xx.xx.x.30	R1	
xx.xx.xx.135	00	00	75	xx	xx	xx	SSC-1	NNTMG19XK Vxx	MGT 01-1		R1	
xx.xx.xx.136	00	20	D8	xx	xx	xx	Media Card-1	NNTMEJ02Bxxx	MGT 01-1	xx.xx.x.34	R1	
137-159												
xx.xx.xx.165	00	00	75	xx	xx	xx	SSC-0	NNTMG19XK Vxx	MGT 02-0		R4	
xx.xx.xx.166	00	20	D8	xx	xx	xx	Media Card	NNTMEJ02Bxxx	MGT 02-0	xx.xx.x.84	R4	
xx.xx.xx.167	00	02	B3	xx	xx	xx	Sig Server	NNTM74XC0 xxx	Branch Off	xx.xx.x.75	R3	
xx.xx.xx.168	00	02	B3	xx	xx	xx	Sig Server	NNTM74XC0 xxx	H323_2	xx.xx.x.70	R4	
xx.xx.xx.169	00	00	75	xx	xx	xx	SSC	NNTMG19XK Vxx	Branch Off		R3	
xx.xx.xx.170	00	20	D8	xx	xx	xx	Media Card	NNTMEJ02Bxxx	Branch Off	xx.xx.x	R3	
xx.xx.xx.171	00	02	B3	xx	xx	xx	Sig Server	NNTM74XC0 xxx	SIP_2	xx.xx.x.37	R2	
xx.xx.xx.172	00	00	75	xx	xx	xx	SSC-5	NNTMG19XK Vxx	MGE 5		R2	8M
xx.xx.xx.173	00	00	75	xx	xx	xx	SSC-6	NNTMG19XK Vxx	MGE 6		R2	8M
174-191												
xx.xx.xx.196	00	02	B3	xx	xx	xx	Sig Server	NNTM74XC0 xxx	SIP/H323_1	xx.xx.x	R1	
xx.xx.xx.197	00	0C	F8	xx	xx	xx	Baystack 460	SDNIHR1 xxx	ELAN_1		R2	
xx.xx.xx.198	00	0C	F8	xx	xx	xx	Baystack 460	SDNIHR1 xxx	ELAN_2		R2	
xx.xx.xx.199	00	01	AF	xx	xx	xx	CPP-2 Core 0	NNTMxxxxxxx	Core 0			
xx.xx.xx.200	00	01	AF	xx	xx	xx	CPP-2 Core 1	NNTMxxxxxxx	Core 1			
xx.xx.xx.201	00	02	B3	xx	xx	xx	Sig Server	NNTM74XC0 xxx	Sig Server 01	xx.xx.x.18	R2	
xx.xx.xx.202	00	02	B3	xx	xx	xx	Sig Server	NNTM74XC0 xxx	NR 5	xx.xx.x.35	R2	
xx.xx.xx.203	00	02	B3	xx	xx	xx	Sig Server	NNTM74XC0 xxx	Gatekeeper	xx.xx.x.119	R3	
xx.xx.xx.204	00	20	D8	xx	xx	xx	Media Card	NNTMEJ02Bxxx	MGE 5	xx.xx.x.136	R2	8M
xx.xx.xx.205	00	20	D8	xx	xx	xx	Media Card	NNTMEJ02Bxxx	MGE 6	xx.xx.x.137	R2	8M
206-223												
xx.xx.xx.224	08	00	87	xx	xx	xx	Terminal Server	(same as MAC)	TS1	xx.xx.xxxx	R2	
xx.xx.xx.225	08	00	87	xx	xx	xx	Terminal Server	(same as MAC)	TS2	none	R2	
xx.xx.xx.226	00	0E	C0	xx	xx	xx	CallPilot	ACxxxxxx		xx.xx.x.30		
xx.xx.xx.227	00	0E	C0	xx	xx	xx	Symposium	ACxxxxxx	MGate: MGE x	xx.xx.x.31		
xx.xx.xx.228	00	0E	C0	xx	xx	xx	Baystack 470	SAC110xxx				
xx.xx.xx.229	00	01	AF	xx	xx	xx	CPP-2 Core 0	NNTMxxxxxxx	Geo-Red			
xx.xx.xx.230	00	01	AF	xx	xx	xx	CPP-2 Core 1	NNTMxxxxxxx	Geo-Red			
xx.xx.xx.231	00	02	B3	xx	xx	xx	Sig Server	NNTM74XC0 xxx	Geo-Red	xx.xx.x.130		
							SS Node IP		Geo-Red	xx.xx.x.129		
							IP Phone		Geo-Red	xx.xx.x.131		
							IP Phone		Geo-Red	xx.xx.x.132		
232-255												

Legend: L/S/C = Loop, Shelf, Card; SSC = Small System Controller; Sig Server = Signaling Server

Figure 47: Sample IP address record sheet

Preparing a floor plan

Prepare a detailed floor plan for each site. The floor plan must indicate the size and location of:

- the racks, including planned expansion areas
- the service panel
- system terminal, printer, or other terminal devices (such as modems)
- PTFUs (if equipped)
- space for additional equipment, such as reserve power equipment or auxiliary processors

Important:

According to the National Fire Code, equipment must be at least 30.5 cm (12 in.) from a sprinkler head.

Ensure that the site configuration meets all requirements of the third-party suppliers of the 19-inch racks.

Creating a building cable plan

To create a building cable plan, complete the following tasks.

1. Show the routing of all wiring, the location and wiring requirements of each terminal device connected to the system, and any other relevant information about the device.
2. Show the location of distribution frames, conduits and access points, and power outlets.
3. Identify the ownership of existing building wire if it is to be used.
4. Perform a random sampling of in-place wiring to ensure that it meets specifications for high-speed lines. All wiring carrying high-speed data must pass a verification test as part of the installation procedures.
5. Identify the location of conduits and floor ducts. If telephone cable is run in conduit then that conduit cannot be used for any other wiring.
6. Provide three pairs of telephone wire from a distribution frame to a nearby telephone jack for each terminal device. Modular jacks must be within 2.0 m (8 ft) of the device.
7. Provide Power over LAN cables to all desktops.
8. Divide the building cable plan into zones. Zones are typically the termination point of conduits throughout the office. Identify each zone on the building cable plan with

a letter or number, and assign a block of numbers to each zone. [Figure 48: Building cable zones](#) on page 169 illustrates zoning.

Be sure to leave room for expansion.

Wire routing

Refer to the appropriate electrical code for your region for standards you are required to meet. For the US, refer to the National Electrical Code (NEC).

To plan wire routing, establish the start and end point of each cable relative to the location of the terminal devices in the building, and then examine the construction of the office to determine the best wiring routes. Consider the following guidelines when performing this task.

- Floors:

- In the open, wires can run along baseboard, ceiling moldings, or door and window casings. For the safety of employees, never run wire across the top of the floor.
- When concealed, wires can run inside floor conduits that travel between distribution frames and jacks. (Under-carpet cable is not recommended.)

- Ceilings:

National and local building codes specify the types of telephone wire that you can run in each type of ceiling. Local building codes take precedence.

- Walls:

Cables that run vertically should, when possible, run inside a wall, pole, or similar facility for vertical wire drops. Cables that run horizontally cannot be blind-fed through walls.

- Between floors:

Locate distribution frames as closely to one another as possible. Local coding laws specify whether or not a licensed contractor is required if conduit is installed.

- EMI:

Data degradation can occur if wires travel near strong EMI sources. See [Electromagnetic and radio frequency interference](#) on page 160 for a description of common interference sources.

Termination points

After you determine the wire routing, establish termination points. Cables can terminate at:

- the MDF (typically in the equipment room)
- intermediate distribution frames, typically on each floor in telephone utility closets
- wall jacks to terminal boxes, typically located near the terminal device

At the distribution frame (also called the cross-connect terminal), house cables terminate on the vertical side of the two-sided frame and cross connect to equipment that is typically located on the horizontal. If you use a color field scheme, house cables typically terminate in the blue field and the equipment terminates on the purple (US) or white (Canada) field.

In all cases, clearly designate the block where the cables terminate with the cable location information and the cable pair assignments. Keep a log book (cable record) of termination information. See [Figure 49: Sample cable record](#) on page 170 for an example.

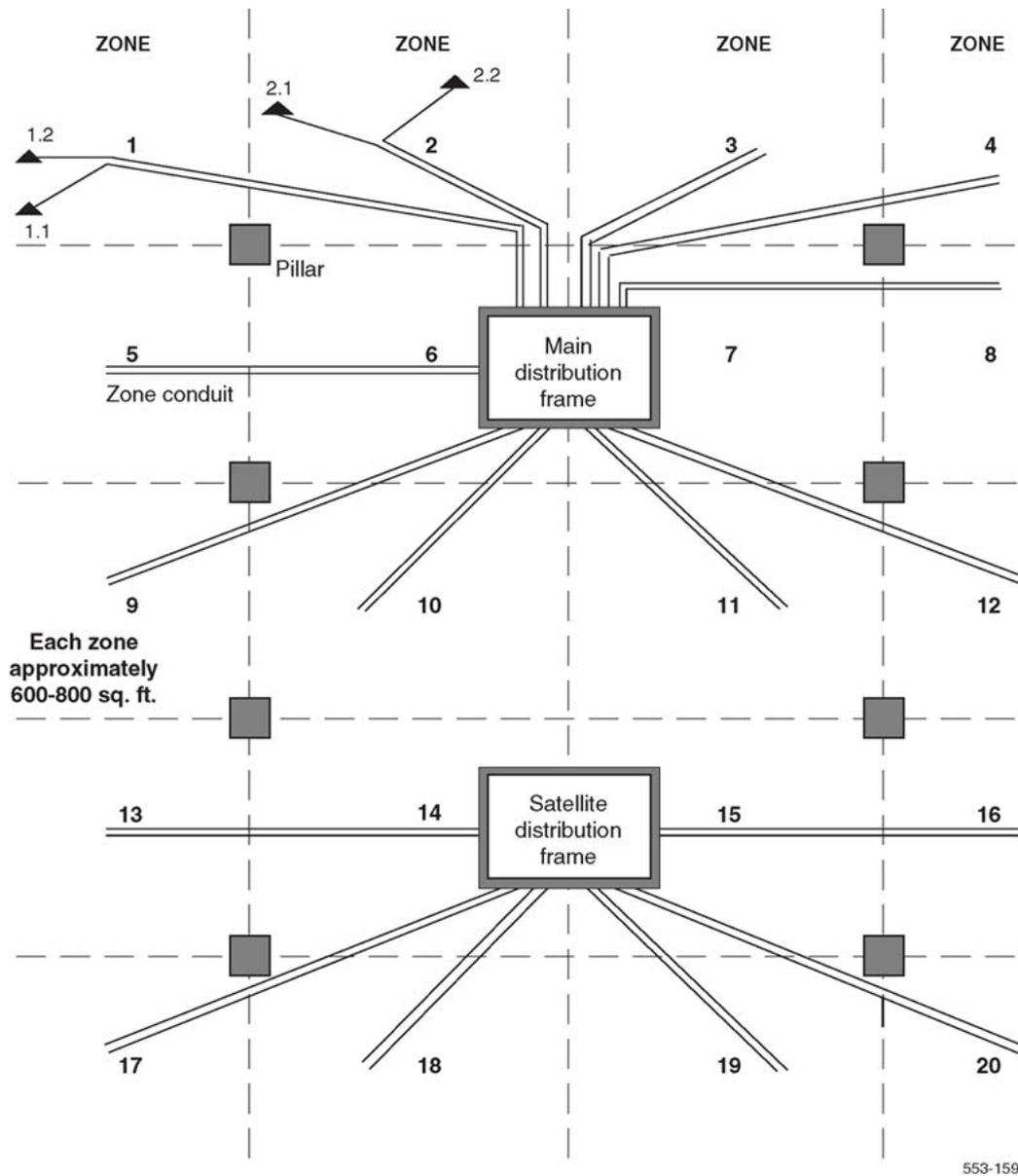


Figure 48: Building cable zones

CABLE RECORD

Customer _____
 Location _____
 Cable _____ Binder _____ Page ____ of ____

DN	TN				NAME	FEATURES / REMARKS	TERMINAL DEVICE	BLOCKS		COLOR
	M	S	C	U				DF	HOUSE	
										W BL
										W OR
										W GR
										W BR
										W SL
										R BL
										R OR
										R GR
										R BR
										R SL
										BK BL
										BK OR
										BK GR
										BK BR
										BK SL
										Y BL
										Y OR
										Y GR
										Y BR
										Y SL
										V BL
										V OR
										V GR
										V BR
										V SL

Figure 49: Sample cable record

Preparing for delivery

When preparing for equipment delivery, answer the following questions:

- Has a request been made for equipment delivery?
- Are transportation arrangements to the premises completed?
- Is a list of all ordered equipment available on site?
- Is help needed and available for preparing the equipment room?
- Are unloading and unpacking facilities and tools available?
- Is help needed and available for delivery?

Plan to unload equipment as close to the final installation area as possible for an easier, and perhaps safer, installation.

Conducting pre-installation inspections

Obtain any appropriate sign-off before the site is ready for equipment delivery and installation. Sign-off can include regulatory items such as electrical inspections, air conditioning inspections, and cable plan approval. In addition, an overall equipment room inspection and a building cable inspection should be performed before installation.

- Inspect the room to verify that:
 - All physical and environmental requirements are met.
 - System grounding and power equipment is installed and tested.
 - The equipment layout is marked on the floor.
- Inspect building cable to verify that:
 - Sufficient distribution frames are provided.
 - Conduits or floor ducts to terminal locations are installed.
 - Terminal jacks are installed.
 - Sufficient wiring is available.

Inspect the equipment room to verify that all physical and environmental requirements are met, system grounding and power equipment is installed and tested, and the equipment layout is marked on the floor.

Inspect the building cable to verify that sufficient distribution frames are provided, conduits or floor ducts to terminal locations are installed, terminal jacks are installed, and sufficient wiring is on hand.

Preparing for installation

The installation plan, work orders, and appropriate documentation should be on hand at the time of installation.

Reviewing the installation plan

The installation plan can consist of the equipment room floor plan, the building cable plan, and an installation and test sequence chart.

The equipment room floor plan should show:

- Racks, including planned expansion areas
- Main distribution frame
- Service panel
- System terminal, printer, or other terminal devices
- External power equipment (such as UPS)
- Cable racks
- PFTUs (if equipped)

The building cable plan should show:

- Cable routing and designation information
- Location of each terminal device
- Type of cable or wiring required for each terminal device
- Location of all distribution frames and system and terminal cross-connect assignments
- Location of conduits and floor ducts, including access points
- Location of power outlets for terminal devices

An installation and test sequence (ITS) chart shows typical installation tasks, the sequence of the tasks, and task start and duration information.

Reviewing the work orders

The work order can include:

- Detailed listing of the equipment ordered
- Terminal Number (TN) assignments
- Directory Number (DN) assignments for each terminal device
- IP assignments for all equipment
- Office Data Administration System (ODAS) designators for each terminal device (if the software package is equipped)
- Features available to each telephone and data set
- Administration database entries for telephone and data set features

Reviewing the documentation

Instructions for unloading and unpacking system equipment, as well as a full set of standard publications, are delivered with each system.

Chapter 11: Power and grounding

Contents

This chapter contains the following topics:

- [Introduction](#) on page 175
- [Grounding requirements](#) on page 175
- [Grounding methods](#) on page 180
- [Commercial power requirements](#) on page 183
- [Alternative AC-powered installation](#) on page 185
- [AC input requirements](#) on page 186
- [Power consumption](#) on page 187
- [Heat dissipation](#) on page 195
- [Uninterruptible Power Supply](#) on page 195
- [Power requirements for IP Phones](#) on page 197

Introduction

Avaya Communication Server 1000E (Avaya CS 1000E) system components are AC-powered. This section outlines the system's grounding and electrical requirements.

Grounding requirements

For system grounding in new installations, Avaya recommends following ANSI/TIA/EIA-607 (Commercial Building and Bonding Requirements for Telecommunications Equipment).

In building installations where the ANSI/TIA/EIA-607 method is not used, connect the equipment ground to the AC ground at the respective service panel.

If you are having difficulty interpreting the grounding methods in this document, Avaya recommends obtaining the services of a certified power contractor or auditor prior to system installation or cutover

⚠ Warning:

Failure to follow grounding recommendations can result in a system installation that is:

- unsafe for personnel handling or using the equipment
- not properly protected from lightning or power transients
- subject to service interruptions

Before installing the equipment and applying AC power, measure the impedance of the building ground reference. An ECOS 1023 POW-R-MATE or similar meter is acceptable for this purpose. Ensure that the ground path connected to the system has an impedance of 4 ohms or less. Make any improvements to the grounding system before attempting installation.

⚠ Voltage:

DANGER OF ELECTRIC SHOCK

Never connect the single point ground conductor from the system to structural steel members or electrical conduit. Never tie this conductor to a ground source or grounded electrode that is not hard-wired to the building reference conductor.

System grounding must adhere to the following requirements:

- The ground path must have an impedance of 4 ohms or less.
- Ground conductors must be at least #6 AWG (16 mm²) at any point (see [Table 21: Area-specific ground wire requirements](#) on page 176 for a list of grounding wire requirements specific to some areas).
- Ground conductors must not carry current under normal operating conditions.
- Spliced conductors must not be used. Continuous conductors have lower impedance and are more reliable.
- All conductors must terminate in a permanent way. Make sure all terminations are easily visible and available for maintenance purposes.
- Tag ground connections with a clear message such as "CRITICAL CONNECTION: DO NOT REMOVE OR DISCONNECT."

Table 21: Area-specific ground wire requirements

Area	Ground wire requirements
Germany	#8 AWG (10 mm ²) green/yellow wire
Other areas in Europe	Not smaller than #6 AWG (16 mm ²) at any point
UK	Two green/yellow wires no thinner than 10 mm ²

For more information about standards and guidelines for grounding telecommunications equipment, refer to ANSI/TIA/EIA-607 (Commercial Building and Bonding Requirements for Telecommunications Equipment).

⚠ Voltage:**DANGER OF ELECTRIC SHOCK**

For an installed Call Server, Media Gateway, Media Gateway Expander, or Signaling Server, link impedance between the ground post of any equipment and the single point ground that it connects to must be less than 0.25 ohms.

⚠ Caution:**Damage to Equipment**

Transients in supply conductors and ground systems can damage integrated circuits. This damage can result in unreliable system operation. Damage caused by transients is not always immediately apparent. Degradation can occur over a period of time.

Single Point Ground

Correct grounding of communications systems is necessary to protect equipment from the hazards of surge and noise interference. The Single Point Ground (SPG) method of protecting communications equipment is the Avaya standard. [Table 22: Grounding design considerations](#) on page 177 describes grounding design considerations.

Table 22: Grounding design considerations

Safety	<ul style="list-style-type: none"> • Dissipate unwanted surge energies such as lightning striking on the outside plant • Fuses or breakers open to disrupt the excessive current flow caused by a power fault
Equipment protection	<ul style="list-style-type: none"> • Grounding for outside plant cable shields and protectors • Grounds for framework and logic references
Electromagnetic compatibility (EMC)	<ul style="list-style-type: none"> • Conform with electromagnetic compatibility (EMC) grounding requirements
Installation and maintenance	<ul style="list-style-type: none"> • Cost-effective to install and maintain when part of the initial electrical installation • Correcting violations of national codes after the initial installation is difficult and costly
Powering	<ul style="list-style-type: none"> • If the equipment is backed up with an Uninterruptable Power Supply (UPS), consider the grounding of all equipment that is part of the telecommunications system as a single system

Advances in technology	<ul style="list-style-type: none">• Provides important protection to ensure the effective operation of circuit cards and avoid costly downtime and replacement
------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

⚠ Voltage:

DANGER OF ELECTRIC SHOCK

Do not perform work inside electrical panels unless you are a qualified electrician. Do not try to remove bonding conductors without approval from qualified personnel.

In an ANSI/TIA/EIA-607 installation, the Telecommunications Main Grounding Busbar (TMGB)/ Telecommunications Grounding Busbar (TGB) links the telecommunications equipment to the ground. Other grounding terminology is:

- building principal ground, normally in a building with one floor
- floor ground bar, normally in buildings with more than one floor

Configure telecommunications subsystems, such as groups of frames or equipment, as separate single-point ground entities connected to the equipment's dedicated service panel via a single-point ground bar. The service panel ground connects to the building principal ground via the main service panel or, in an ANSI/TIA/EIA-607 installation, via the TGB. Refer to [Figure 51: Typical wiring plan](#) on page 180.

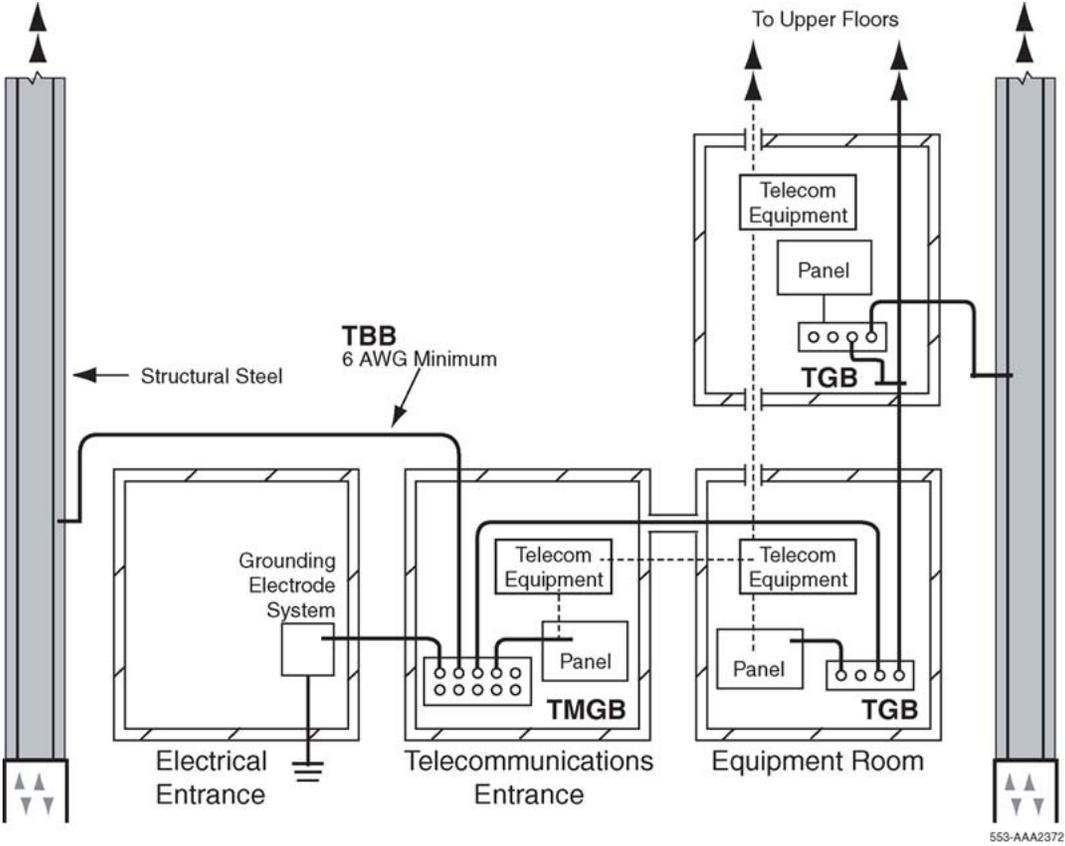


Figure 50: ANSI/TIA/EIA-607 grounding schematic

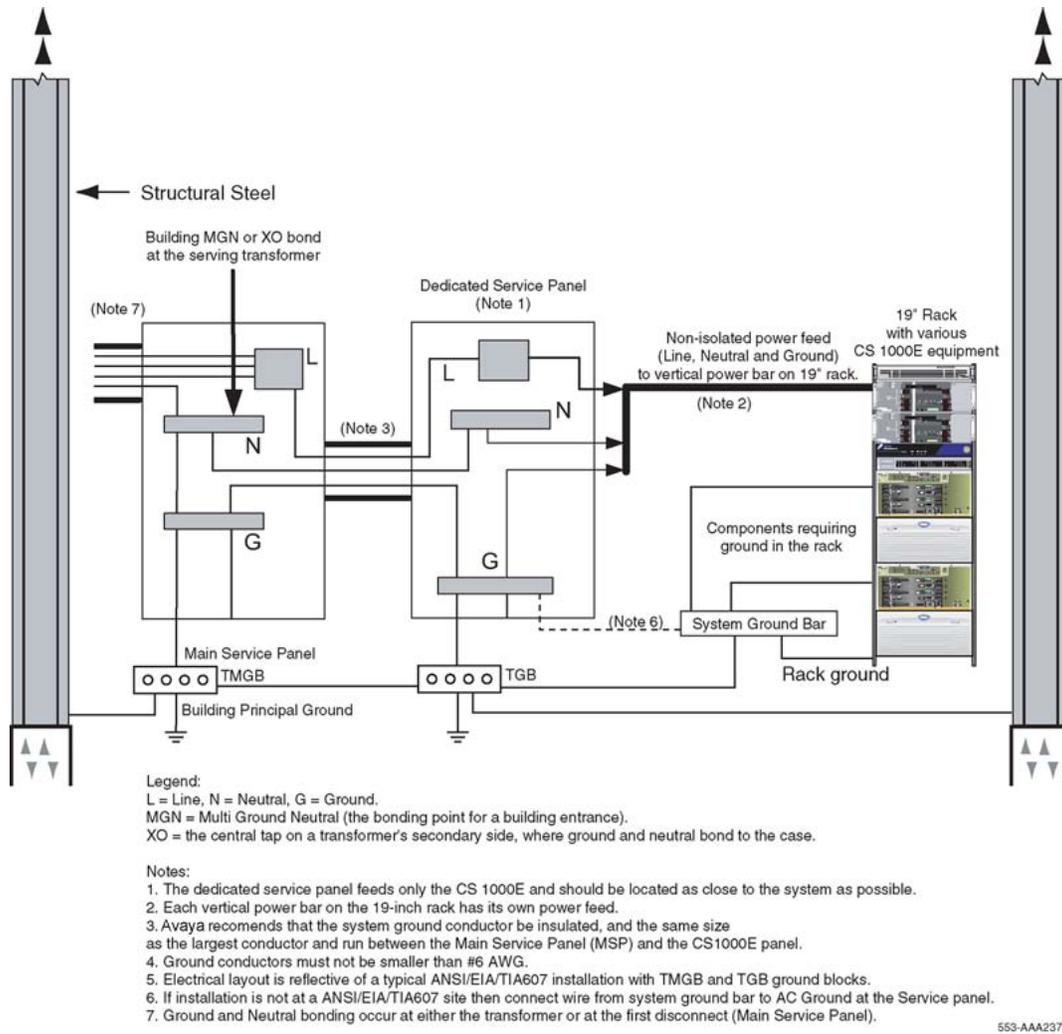


Figure 51: Typical wiring plan

Grounding methods

This section describes the grounding methods for:

- [Ground bar \(NTBK80\)](#) on page 181
- [Ground bar \(NTDU6201\)](#) on page 181
- [CP PIV Call Server \(NTDU62\)](#) on page 181
- [COTS servers](#) on page 182
- [Media Gateway](#) on page 182

- [Media Gateway Expander](#) on page 182
- [Multiple components in a rack](#) on page 183

⚠ Voltage:

DANGER OF ELECTRIC SHOCK

To prevent ground loops, power all CS 1000E system equipment from the same dedicated power panel.

Ground bar (NTBK80)

The NTBK80 ground bar is capable of grounding up to six Media Gateways (either with or without companion Media Gateway Expanders) back to the SPG. See [Table 21: Area-specific ground wire requirements](#) on page 176 for area-specific ground wire requirements.

Ground bar (NTDU6201)

If there are more than six Media Gateways (either with or without companion Media Gateway Expanders), use the NTDU6201 ground bar. The NTDU6201 can be adjusted for various mounting configurations. It accepts 35 #6 AWG (16 mm²) wire connections. The ground bar must terminate at the service panel ground. See [Figure 51: Typical wiring plan](#) on page 180.

CP PIV Call Server (NTDU62)

The CP PIV Call Server does not connect to a ground bar. It is properly grounded when:

- The CP PIV Call Server power cord is plugged into the rack's AC outlet. The rack's AC outlet must be grounded to its dedicated electrical panel.
- The CP PIV Call Server power cord is plugged into a wall AC outlet. The CP PIV Call Server is grounded outside of the rack via the safety grounding conductor in the power cord. This method only ensures proper grounding of the CP PIV Call Server. It does not provide grounding protection for other rack-mounted pieces of equipment in a CS 1000E system. Therefore, ensure that other devices in the rack are properly grounded as required.

The CP PM Call Server is grounded from the Media Gateway

COTS servers

The Commercial off-the-shelf (COTS) server does not connect to a ground bar. It is properly grounded when:

- The COTS server power cord is plugged into the rack's AC outlet. The rack's AC outlet must be grounded to its dedicated electrical panel.
- The COTS server power cord is plugged into a wall AC outlet. The Server is grounded outside of the rack via the safety grounding conductor in the power cord. This method only ensures proper grounding of the Signaling Server itself. It does not provide grounding protection for other rack-mounted pieces of equipment. Therefore, ensure that other devices in the rack are properly grounded as required.

Media Gateway

The grounding method used for the Media Gateway depends on the number of units used and whether the units are powered by the same service panel.

All equipment located in a series of equipment racks that are physically bonded together must be grounded to and powered by the same service panel. If additional service panels are required, collocate them beside the original service panel.

If racks are not bonded together, then the equipment located in the racks can be grounded and powered by separate service panels.

Connect a #6 AWG (16 mm²) ground wire from the rear panel grounding lug of each Media Gateway to the ground bar. See [Table 21: Area-specific ground wire requirements](#) on page 176 for area-specific ground wire requirements. Connect the ground bar to a ground source in the dedicated service panel.

In the UK, connect the ground wire from the equipment to a ground bar or through a Krone Test Jack Frame.

Media Gateway Expander

The Media Gateway and Media Gateway Expander are considered as the same ground. To ground the Media Gateway Expander, jumper the ground wire from it to the grounded Media Gateway.

Important:

Power each Media Gateway and Media Gateway Expander pair from the same service panel.

Multiple components in a rack

To ground multiple pieces of equipment installed in a rack, run a separate connection from the grounding lug on each piece of equipment to the ground bar.

If a piece of equipment in a rack does not have a grounding lug, ground the rack to the ground bar. Grounding the rack in this manner grounds the equipment by the SPG method.

Conduit requirements

Conductive conduit linking panels and equipment is legal for use as a grounding network in most countries. For all CS 1000E system ground paths, route the correct size of insulated copper conductors inside conduit. A ground link that depends on a conduit can defeat the improvements achieved with the installation of dedicated electrical panels and transformers. A grounding failure can result from the following:

- Personnel who service different equipment can separate conduit links. If such a separation occurs between the system and the building ground reference, the conduit cannot provide a ground path. This situation is hazardous.
- Corrosion of metal conduits increases resistance. Threaded connections are prone to corrosion. This problem becomes worse when there are multiple links. Applying paint over the conduit increases the corrosion process.
- Conduit cannot be fastened to secure surfaces. Often, the conduit bolts on to structural steel members, which can function as ground conductors to noisy equipment (for example, compressors and motors). Adding noisy equipment into the grounding system can damage the system's performance. The resulting intermittent malfunctions can be difficult to trace.

Commercial power requirements

The CS 1000E system is AC-powered. Optimally, a dedicated electrical panel that is connected to the facility's electrical system powers the system. The dedicated electrical panel provides power only to the CS 1000E system components and its related telecommunications hardware

such as TTYs and printers. There is no expectation that system components that are located off-site will be powered by this dedicated electrical panel.

Media Gateway 1000E and Media Gateway Expander

Each Media Gateway 1000E Expander pair must share the same electrical breaker and outlet. For more information, see [AC input requirements](#) on page 186.

If the system is equipped with Avaya CallPilot, the CallPilot server must connect to the same dedicated service panel that feeds the Media Gateway that the MGate card resides.

Rack power bars

Power each power bar or rack-mounted power rail on a separate circuit fed from the service panel.

The rating for power bars must be 120 or 240 V, 15 or 20 A, 50-60 Hz, grounded. Power bars are nonisolated ground type.

Powering redundant equipment

Provide power to redundant equipment from dedicated power bars fed from their own dedicated circuits.

For redundant power in the Media Gateway 1010, each of the two MG 1010 power supplies must be on separate circuits.

Powering auxiliary equipment

Terminals, printers, modems, and other data units used with the CS 1000E or Media Gateway have special wiring requirements. All equipment must be:

- powered from the same electrical panel or transformer as the system
- grounded to the same electrical panel or transformer as the system
- labeled at the electrical panel to prevent a nonauthorized power interruption

Alternative AC-powered installation

Use an approved isolation transformer when the power to all system components at a location cannot be supplied by a dedicated electrical panel or the dedicated electrical panel cannot provide optimal conditions. To determine the system power consumption, see [Table 23: Current, power, and cooling requirements for CS 1000E components](#) on page 187 and [Table 24: Power and cooling requirements for Media Gateway packs](#) on page 189.

The isolation transformer must have the following characteristics:

- 120/240 V AC input, over-current protected at primary.
- 120/240 V AC available at secondary outputs, each protected by circuit breaker.
- Primary and secondary windings completely isolated from one another.
- Approved for use locally as a stand-alone user product (CSA, UL, or other locally recognized clear markings).
- Capable of providing power to all components operating at the same time at full load.
- Equipment unrelated to the system must not be powered from a transformer that provides service to the system.

Installing an isolation transformer ground

The transformer ground must have separate grounds for primary and secondary windings rather than a common ground. Ground conductors inside the transformer must be correctly sized.

 **Voltage:**

DANGER OF ELECTRIC SHOCK

Avaya does not recommend connecting any CS 1000E system telecommunications ground bus to untested horizontal structural steel or water pipes, or other unreliable ground paths. Use a ground point known to be "clean" and permanent. Place a "DO NOT DISCONNECT" tag on it.

[Installing an isolation transformer without pluggable power cords](#) on page 185 describes the method to install an isolation transformer without pluggable power cords.

Installing an isolation transformer without pluggable power cords

1. If the transformer does not have a pluggable cord, hardwire the transformer to an electrical panel. Route all wires (including grounds) through a single conduit.

Some electrical codes permit the use of conduit as the only ground conductor between pieces of equipment.

2. Run a separate insulated ground conductor through the conduit to hold unit grounds together. Such a conductor maintains the safety ground connection in the event that the conduit becomes corroded or disconnected.
3. Run all ground lines through the same conduit as the phase conductors that serve the equipment. [Figure 52: Typical hardwired isolation transformer wiring plan](#) on page 186 shows the isolation transformer connections.

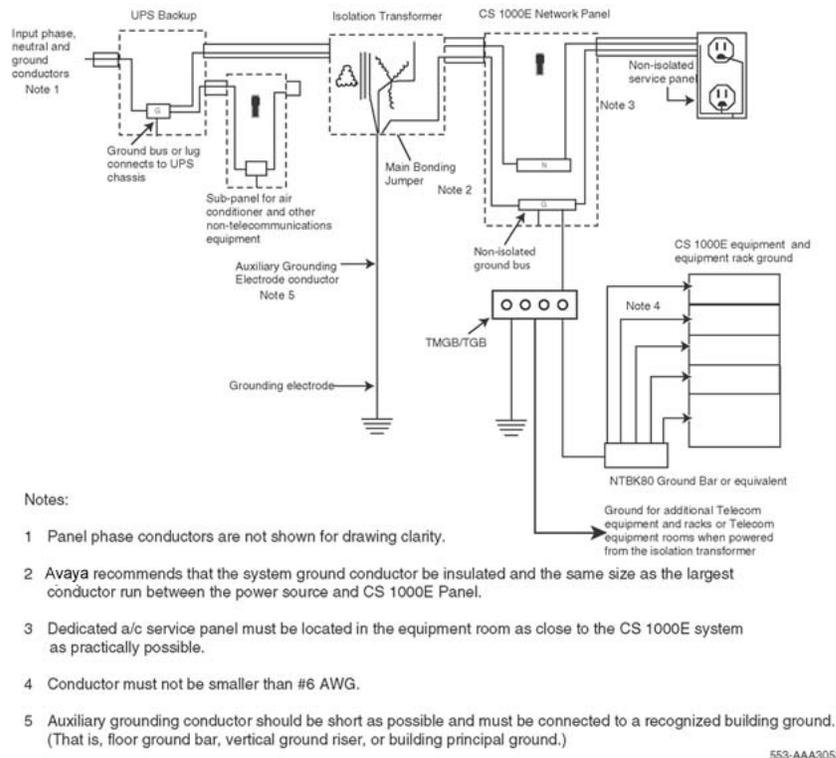


Figure 52: Typical hardwired isolation transformer wiring plan

AC input requirements

For the AC input current requirements of Communication Server 1000E components, see [Table 23: Current, power, and cooling requirements for CS 1000E components](#) on page 187 .

North America: Voltage range 90 to 132V AC, 60Hz.

Europe and UK: Voltage range 180 to 250V AC, 50Hz Note: Regulations in Germany allow a maximum supply panel fuse or breaker of 16A.

If other data communications equipment is in the same rack as the CS 1000E system, power each piece of equipment from the same electrical panel. Install additional outlets, if necessary.

Because local power specifications vary, consult a qualified local electrician when planning power requirements.

Power consumption

System power consumption depends on the number of components installed.

[Table 23: Current, power, and cooling requirements for CS 1000E components](#) on page 187 summarizes the current, power, and cooling requirements for CS 1000E components. [Table 23: Current, power, and cooling requirements for CS 1000E components](#) on page 187 shows absolute maximum ratings as well as typical ratings for configured systems. The typical values are provided as a guide to avoid over-engineering, particularly for Uninterruptable Power Supply (UPS) requirements.

Table 23: Current, power, and cooling requirements for CS 1000E components

Component	Current @ 120/240 V AC (A)		Required UPS power (W)		Thermal dissipation (Btu)	
	Maximum	Typical	Maximum	Typical	Maximum	Typical
NTDU62 Call Server	2.50/1.25	1.00/0.50	300.00	120.00	1023.90	409.56
NTDU97 (HP DL320 G4)	6.00/3.0	4.0/2.0	580.00	400.00	1990.00	1370.00
NTDU99 (IBM x306m)	5.50/2.8	3.00/1.5	550.00	350.00	1024.00	682.00
NTDW40 (IBM x3350)	4.00/2.0	2.00/1.0	400.00	250.00	1365.00	853.00
NTDW41 (Dell R300)	4.00/2.0	2.00/1.0	400.00	250.00	1365.00	853.00
700501181 (HP DL360 G7)	4.00/2.0	2.00/1.0	400.00	250.00	1365.00	853.00
NTDU14 Media Gateway	1.40/0.70	1.17/0.58	300.00	190.00	1023.60	648.30
NTDU15 Media Gateway Expander	1.15/0.58	1.17/0.58	300.00	145.00	1023.60	494.70
MRV Terminal Server	1.60/0.80	0.40/0.20	192.00	48.00	655.30	163.83

Component	Current @ 120/240 V AC (A)		Required UPS power (W)		Thermal dissipation (Btu)	
	Maximum	Typical	Maximum	Typical	Maximum	Typical
Ethernet Routing Switch 2526T	0.8	-	96.00	76.00	327.00	-
Ethernet Routing Switch 2550T	0.8	-	96.00	76.00	327.00	-
Ethernet Routing Switch 2526T-PWR	2.9	-	350.00	280.00	327.00	-
Ethernet Routing Switch 2550T-PWR	2.9	-	350.00	280.00	580.00	-

Maximum values for the Media Gateway and Expander assume worst case conditions. It is difficult to specify a typical configuration. The typical values in the table are intended as a rough guide for quick estimations. Avaya recommends that qualified personnel take current measurements for a more accurate assessment of UPS and thermal requirements. Maximum AC input for the Ethernet Routing Switch 2550T-PWR and the Ethernet Routing Switch 2526T-PWR includes maximum power of the Power over LAN. The typical rating has been adjusted to reflect configuring for IP Phones (60 mA at 48 V DC). Maximum voltage limits: North America – 90 and 132 V, single phase. Europe and UK – 180 and 250 V, single phase. Frequency: North America – 60 Hz. Europe and UK – 50 Hz. Fuse: Germany – 16 A.

[Table 24: Power and cooling requirements for Media Gateway packs](#) on page 189 provides the power consumption and thermal dissipation of Media Gateway packs (circuit cards and daughterboards) commonly installed in CS 1000E and Media Gateway Media Gateways and Expanders. Use the data in the following table in conjunction with the system and Media Gateway power consumption worksheets. See [Power consumption worksheets](#) on page 190.

Electrical load for analog line cards varies with traffic load. The figures in the following table assume that 50% of analog lines are active.

For digital and analog (500/2500-type) telephones, most thermal dissipation will be external to the switch room. This is accounted for in [Table 24: Power and cooling requirements for Media Gateway packs](#) on page 189, and the [Power consumption worksheets](#) on page 190. This thermal dissipation is also accounted for in the typical values shown in [Table 23: Current, power, and cooling requirements for CS 1000E components](#) on page 187.

Table 24: Power and cooling requirements for Media Gateway packs

Component	Active off-hook (%)	Power consumption (W)	Thermal dissipation outside system (W)
NTAK11 Option 11C Cabinet (NTDK70 power supply)	N/A	8.5	
NTAK14/15 MG 1000E Chassis	N/A	24	
NTC310 MG 1010 Chassis (2 power supplies, 3 blower fans, 1 MGU card)	N/A	100	
NTDW53/NTDW54 Common Processor Dual Core	N/A	30	
NTDW56/NTDW59 Common Processor Media Gateway	N/A	35	
NTDW60/98 Media Gateway Controller card	N/A	7	
NTDW61/66/99 Common Processor Pentium Mobile	N/A	30	
NTDW62 MGC DSP daughterboard (32 port)	N/A	4	
NTDW64 MGC DSP daughterboard (64 port)	N/A	4	
NTDW78 MGC DSP daughterboard (128 port)	N/A	4	
NT5K02 Flexible Analog Line card	50	26	19.4
NT8D02 Digital Line card	100	26	13
NT8D03 Analog Line card	50	26	19.4
NT8D09 Analog Message Waiting Line card	50	26	19.4
NT8D14 Universal Trunk card (DID enabled)	N/A	28	
NT8D15 E&M Trunk card	N/A	29	
NTAK09 1.5 MB DTI/PRI card	N/A	10	
NTAK10 2.0 MB DTI card	N/A	12	
NTAK79 2.0 MB PRI card	N/A	12	
NTBK50 2.0 MB PRI card	N/A	12	

Component	Active off-hook (%)	Power consumption (W)	Thermal dissipation outside system (W)
NTRB21 TMDI (1.5 MB DTI/PRI) card	N/A	12	
NTVQ01 Media Card (32 port)	N/A	18	
NTDW65 MC32S Media Card (32 port)	N/A	9	
NTDW79 UDT	N/A	12	

Important:

To determine the required UPS rating for Media Gateways you must allow for the efficiency factor of the Media Gateway power supply plus peak inrush. For NTAk11, NTDU14, and NTDU15, multiply the total power consumption of the components by 1.5. For NTC310, multiply the total power consumption of the components by 1.3. See the Media Gateway power consumption worksheets for this calculation.

Power consumption worksheets

Use the provided worksheets to determine power consumption for the CS 1000E system.

- [Table 25: CS 1000E system power consumption worksheet](#) on page 190
- [Table 26: NTAk11 Media Gateway Option 11C power consumption worksheet](#) on page 192
- [Table 27: NTDU14 and NTDU15 Media Gateway power consumption worksheet](#) on page 193
- [Table 28: NTC310 Media Gateway 1010 power consumption worksheet](#) on page 194

Prepare one worksheet for the system as a whole ([Table 25: CS 1000E system power consumption worksheet](#) on page 190).

Table 25: CS 1000E system power consumption worksheet

Component	Number of comp. (1)	Required UPS power		Thermal dissipation	
		Per comp. (W) (2)	Total (W) (1) x (2)	Per comp. (Btu) (3)	Total (Btu) (1) x (3)
Call Server					
Signaling Server					

Component	Number of comp. (1)	Required UPS power		Thermal dissipation	
		Per comp. (W) (2)	Total (W) (1) x (2)	Per comp. (Btu) (3)	Total (Btu) (1) x (3)
Terminal Server					
Ethernet Routing Switch 2526T					
Ethernet Routing Switch 2550T					
Ethernet Routing Switch 2526T-PWR					
Ethernet Routing Switch 2550T-PWR					
NTDW77 HD PRI Gateway					
NTAK11 Media Gateway Option 11C*					
NTDU14/15 Media Gateway 1000E*					
NTC310 Media Gateway 1010*					
TOTAL					
*Enter the sum of the totals from all Media Gateway worksheets.					

Prepare one worksheet for each Media Gateway. Use the appropriate worksheet for the Media Gateway type from the following list.

- [Table 26: NTAk11 Media Gateway Option 11C power consumption worksheet](#) on page 192
- [Table 27: NTDU14 and NTDU15 Media Gateway power consumption worksheet](#) on page 193
- [Table 28: NTC310 Media Gateway 1010 power consumption worksheet](#) on page 194

For the power and thermal dissipation requirements for the individual components, see [Table 24: Power and cooling requirements for Media Gateway packs](#) on page 189 .

Table 26: NTAk11 Media Gateway Option 11C power consumption worksheet

Media Gateway number _____			
Slot	Media Gateway Pack	Power consumption (W)	Thermal dissipation outside system (W)
	NTAK11 Option 11C cabinet	8.5	
0	Gateway Controller		
0	DSP daughterboard		
0	DSP daughterboard		
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
TOTAL			
	multiply total power consumption by 1.5	x 1.5	
Required UPS Power (W or VA)			
	subtract total thermal dissipation outside system (W)		
System thermal dissipation (W)			
	multiply by 3.412 to convert to BTU	x 3.412	
System thermal dissipation (BTU)			

Table 27: NTDU14 and NTDU15 Media Gateway power consumption worksheet

Media Gateway number _____			
Slot	Media Gateway Pack	Power consumption (W)	Thermal dissipation outside system (W)
	NTDU14 MG 1000E chassis	24	
0	Gateway Controller		
0	DSP daughterboard		
0	DSP daughterboard		
1			
2			
3			
4			
	NTDU15 Media Gateway Expander chassis	24	
7			
8			
9			
10			
TOTAL			
	multiply total power consumption by 1.5	x 1.5	
Required UPS Power (W or VA)			
	subtract total thermal dissipation outside system (W)		
System thermal dissipation (W)			
	multiply by 3.412 to convert to BTU	x 3.412	
System thermal dissipation (BTU)			

Table 28: NTC310 Media Gateway 1010 power consumption worksheet

Media Gateway number _____			
Slot	Media Gateway Pack	Power consumption (W)	Thermal dissipation outside system (W)
23	Server card		
22	Server card		
	MG 1010 chassis	100	
0	Gateway Controller		
0	DSP daughterboard		
0	DSP daughterboard		
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
TOTAL			
	multiply total power consumption by 1.5	x 1.5	
Required UPS Power (W or VA)			
	subtract total thermal dissipation outside system (W)		
System thermal dissipation (W)			
	multiply by 3.412 to convert to BTU	x 3.412	
System thermal dissipation (BTU)			

Heat dissipation

The CS 1000E is equipped with a cooling system and does not have heat dissipation problems under normal applications. Mounting in the rack is not restricted.

Use the [Power consumption worksheets](#) on page 190 to determine the thermal load generated by system components and Media Gateway packs.

For air conditioning purposes, 1 ton = 12 000 Btu.

Uninterruptible Power Supply

An Uninterruptible Power Supply (UPS) generally consists of a combination battery charger (AC/DC converter) and inverter (DC/AC converter), along with associated batteries. The batteries can be internal or external to the UPS. A UPS is not a standby power source, but an online unit with no output interruption when the AC power is interrupted.

There are a number of UPS vendors and systems available. Factors to consider when choosing a UPS include:

- input voltage and frequency range
- output voltage and current capacity
- number and type of output receptacles
- regulatory and safety agency approvals
- efficiency and performance considerations
- alarm and status indications
- battery recharge time
- the maximum time backup power is required
- existing batteries or other power equipment available at the site
- future system growth

UPS sizing

To determine UPS sizing, sum the values given in [Table 23: Current, power, and cooling requirements for CS 1000E components](#) on page 187 and [Table 24: Power and cooling requirements for Media Gateway packs](#) on page 189 for UPS requirements for the applicable components and Media Gateway packs. The value in watts (W) is equivalent to a volt-ampere (VA) rating. Size the UPS in terms of its rating in VA (or kVA). For AC-powered systems,

Enterprise Configurator calculates the system power consumption in both watts and volt-amperes.

To determine the sizing and provisioning of UPS batteries, follow the instructions provided by the UPS manufacturer. A general approach is to take the total system power in watts, divide by the UPS inverter efficiency, and convert to battery current drain by dividing by the nominal discharge voltage of the battery string. Then determine the battery requirements in ampere-hours (A-hrs) by multiplying the battery current drain by the required reserve power operating time.

$$A_{hr} = \left(\frac{W_{total}}{V_{dischg} \cdot \eta_{eff}} \right) \bullet T_{reserve}$$

UPS installation

When installing a UPS, follow the vendor's instructions carefully.

Avaya recommends installing a bypass switch during the initial UPS wiring (if the switch function is not inherently a part of the UPS itself). The UPS bypass switch lets the system run directly from the commercial power source while the UPS is taken off-line during installation, service, or battery maintenance.

⚠ Caution:

Damage to Equipment

Take care when connecting battery cables to the UPS. Connecting battery cables backward can result in severe damage to the UPS.

[Figure 53: Typical UPS wiring plan](#) on page 197 shows a typical UPS wiring plan.

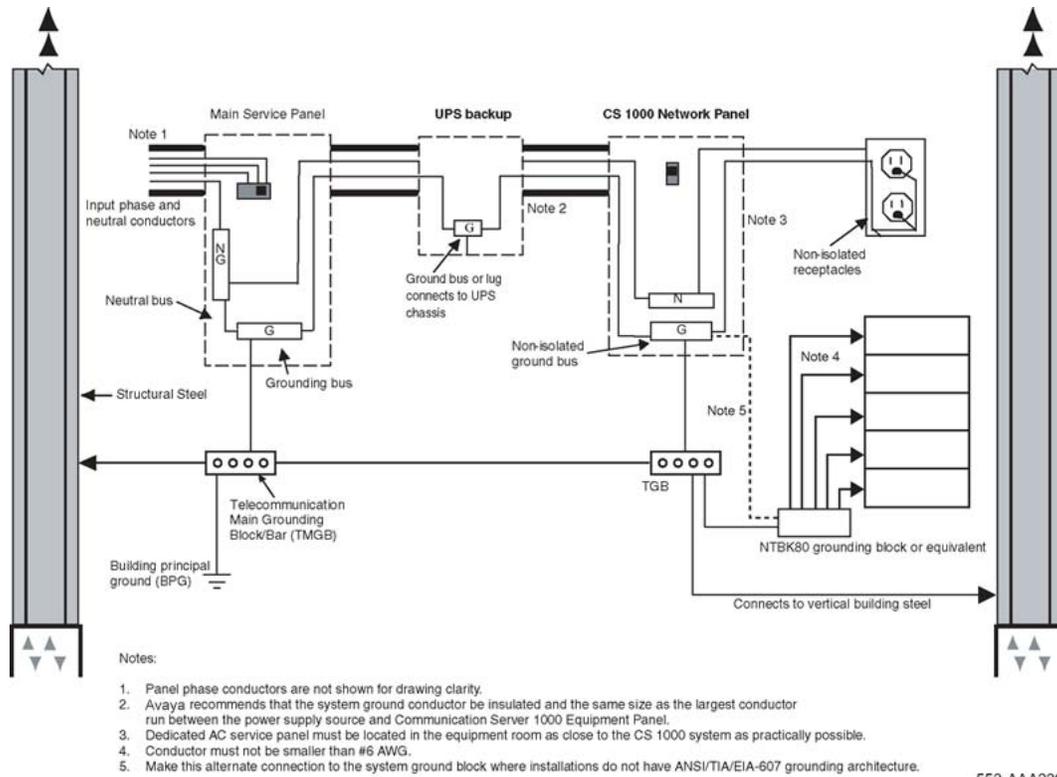


Figure 53: Typical UPS wiring plan

Power requirements for IP Phones

The IP Phones and IP Softphone require 16 V AC, 500 mA that is supplied by a local transformer. The appropriate transformer depends on the line voltage, which is different for each country.

IP Phones also accommodate 48 V DC power. IP Phones can be powered over the LAN by a Layer 2 switch such as a Ethernet Routing Switch 2526T-PWR (see [Layer 2 switch](#) on page 91). For more information about Power over LAN, see *Avaya Converging the Data Network with VoIP Fundamentals, NN43001-260*.

Chapter 12: Design parameters

Contents

This chapter contains the following topics:

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[Trunk and route parameters](#) on page 202

[ACD feature parameters](#) on page 202

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[Hardware and capacity parameters](#) on page 205

[Call Server memory related parameters](#) on page 206

Introduction

This section describes sets of design parameters that set an upper boundary on certain system capacities. Changes to these parameters generally require a revision to the software and are constrained by other basic capacities such as memory and traffic or system load. The design parameters are set to provide the best possible balance between limits.

Note on terminology

The term Media Gateway refers to the Avaya CS 1000 Media Gateway 1000E (Avaya MG 1000E), and Media Gateway 1010, (MG 1010). The MG 1010 provides ten IPE slots. The Avaya MG 1000E provides four IPE slots.

Each MG 1000E can be connected to an optional Media Gateway Expander in order to increase capacity to eight IPE slots. In this chapter, the term MG 1000E includes the optional Media Gateway Expander, if equipped.

System parameters

[Table 29: System parameters](#) on page 200 lists system parameters and provides their maximum values.

Table 29: System parameters

System parameters	Maximum value	Comments
Customers	100	
Display messages for background terminal	255	
Input/output ports (for example, TTYs and printers)	16	Two physical (Com 1 and Com 2) and fourteen PTYs to Terminal Server (history file counts as one device)
AML/CSL links	16	IP links
TNs – Avaya Communication Server 1000E (Avaya CS 1000E)	65 534	Software design limit. Actual number of TNs will be constrained by physical capacity, real time, memory, and License limits.
Media Cards	256	Limit of Media Cards, which includes banks of 32 DSPs on DSP daughter cards.
DSPs	8192	DSP limit on a system (256 * 32)

Customer parameters

[Table 30: Customer parameters](#) on page 200 lists customer parameters and their maximum values.

Table 30: Customer parameters

Customer parameters	Maximum value	Comments
Tenants	512	

Customer parameters	Maximum value	Comments
Dial Intercom Groups	2046	
Members per Dial Intercom Group	100	
Ringing Number Pickup groups	4095	Call Pickup Group 0 = no pickup group
Listed Directory Numbers (direct inward dialing only)	6	
DISA DNs	240	

Console and telephone parameters

[Table 31: Console and telephone related parameters](#) on page 201 lists console and telephone-related parameters and their maximum values.

Table 31: Console and telephone related parameters

Console/telephone parameters	Maximum value	Comments
Consoles per customer	63	
Lamp field arrays per customer	1	May be repeated once on another console.
Lamps per array (all numbers must be consecutive)	150	
Feature keys per attendant console: – Avaya 2250 Attendant Console	20	
Incoming call indicators per console	20	
Trunk group busy indicators per console: – Avaya 2250 Attendant Console	20	
Additional key/lamp strips: – console – telephones	2 6	
Add on modules: – Avaya 3904 Key Expansion Module (KEM) – IP Phone 2002 KEM – IP Phone 2004 KEM	2 1 one-page KEM 2 one-page KEM or 1 two-page KEM	
Protect bcs block length	512	

Trunk and route parameters

[Table 32: Trunk and network-related parameters](#) on page 202 lists trunk and network-related parameters and their maximum values.

Table 32: Trunk and network-related parameters

Trunk/network parameters	Maximum value	Comments
Trunk routes per customer	512	
Members per trunk route	510	
RAN trunks per RAN route	10	
Trunk access restriction groups	32	
Locations in an ESN network	1000 or 16 000	1000 without ESN Location Code Expansion (LOCX) package 400; 16 000 with the LOCX package 400
Basic authorization codes	4096	
Length of basic authcode	14 digits	
Network authorization codes	20 000	ESN networks
Length of network authcode	7 digits	Fixed length defined per customer
NCOS: – CDP – BARS/NFCR – NARS/NSIG/AUTOVON	3 7 15	
Route lists: – CDP – BARS – NARS	32 128 256	
Route list entries	64	
NFCR trees	255	New Flexible Code Restriction
IDC trees	255	Incoming DID Digit Conversion
Virtual Trunk D-channels	64	

ACD feature parameters

[Table 33: ACD feature parameters](#) on page 203 lists ACD feature parameters and their maximum values.

Table 33: ACD feature parameters

ACD parameters	Maximum value	Comments
ACD DNs and CDNs per customer	2000 (CP PIV, CP PM)	2000 with ACD-F package (411), 1000 with ACD-E package
Agent positions per DN	1200	real time and physical capacity constraints can limit this further.
Agent priorities	48	
Agent IDs per customer	9999	
Agents logged in at one time per system	9999	real time constraints can limit this further.
AST DNs per telephone	4	4 with ACD-F package (411), otherwise the limit is 2
Number of ACD-ADS customers	5	
Terminals and printers on CCR	8	
Links per VASID	1	

Special feature parameters

[Table 34: Non-ACD feature parameters](#) on page 203 lists nonACD feature parameters and their maximum values.

Table 34: Non-ACD feature parameters

Feature parameters	Maximum value	Comments
Speed call lists per system	8191	The number of speed call lists and the number of DNs per speed call list can be limited by the amount of available memory on the system (protected and unprotected data store).
Number of DNs in speed call list	1000	
Multiple appearances of the same directory number (MADN)	30*	Limited by watchdog timer. *See Steps in a hunting group.

Design parameters

Feature parameters	Maximum value	Comments
Steps in a hunting group	30*	Marketing objective, limited by watchdog timer. *In combination with MADN, each hunt step with more than 16 appearances is counted as two, so the maximum combination of MADN and hunt steps is 30 MADN and 15 hunt steps.
Number of Call Party Name Display names defined	Variable	Limited by the number of DNs defined and available space in the protected data store.
CPND length: – SL-1 protocol – ISDN protocol	27 24	Software design limit. Display IE limitation (DMS switches have a display IE limit of 15).
AWU calls in 5 minutes	500	Marketing objective, constrained by ring generator.
Group Call Feature: –Groups per customer –Stations per group	64 10	
BRI application: –Protocol parameter telephone groups per system –Terminal service profiles (per DSL) DSLs –LTIDs	16 32 000 640 000	Software design limit; actual number is constrained by the number of TNs in the system. Each DSL occupies 2 TNs. Software design limit; each DSL can have a maximum of 20 LTIDs. The maximum number of LTIDs is limited by the number of DSLs, by memory, and by real time.
Mobile Extensions per customer	4000	Software design limit. Can be further constrained by PRI requirements.

Hardware and capacity parameters

The software design limits are not typically the binding constraints. The number of items of a particular type is usually determined by a combination of loop and slot constraints (if the item requires loops) or by slot constraints alone.

[Table 35: Physical capacity/hardware-related parameters](#) on page 205 lists hardware and capacity parameters and their maximum values for TDM conference.

Table 35: Physical capacity/hardware-related parameters

Physical capacity/hardware parameters	Maximum value (loops)	Comments
MGCONF	2	Provide Conf, and MFS functionality for the cards in that Media Gateway. 30 units for each loop.
MGTDS	2	Provide TDS functionality for the cards in that Media Gateway. 30 units for each loop.
Total service and terminal loops	256	Each superloop requires 4 loops.

Communication Server 1000E Co-resident Call Server and Signaling Server design parameters

An Avaya CS 1000E Co-resident Call Server and Signaling Server (Co-res CS and SS) system uses the same architecture and design parameters as the Communication Server 1000E Standard Availability or High Availability system. The co-resident heavy CPU load constrains the number of supported phones and trunks because both the Call Server and Signaling Server applications run on one CPU. For more information about the Co-res CS and SS physical capacity limitations, see [Physical capacity](#) on page 213.

Media Cards

A Media Card is a card that provides additional DSP resources for a Media Gateway beyond the DSP resources provided by the Gateway Controller. Media Card is a term for the Media

Card 32-port secure line card, Media Card 32-port line card, and the Media Card 8-port line card.

In the CS 1000E, Media Cards are used primarily for DSP connections between the TDM devices in a Media Gateway and IP circuits.

Media Cards can be assigned to any nonblocking slot other than slot 0. You must provision each Media Gateway with enough DSP ports to support the TDM devices in that Media Gateway.

Call Server memory related parameters

[Table 36: Memory related parameters](#) on page 206 lists Call Server memory related parameters and their maximum values.

Table 36: Memory related parameters

Parameter	Values
	CS 1000E
Low-priority input buffers • (recommended default)	95 – 5000 (3500)
High-priority input buffers • (recommended default)	16 – 5000 (3500)
Input buffer size (words)	4
500-telephone, trunk and digital telephone output buffer • (recommended default)	16 –2048 (2000)
Message length (words)	4
D-channel input buffer size (bytes)	261
D-channel output buffer size (bytes)	266
TTY input buffer size (characters)	512
TTY output buffer size (characters)	2048
Number of call registers • (recommended)	26 – 65 000 (35 000)
Call registers assigned to AUX	26–255
Number of AML msg call registers	25 – the minimum of 25% of total call registers or 255 (default 25)

Parameter	Values
	CS 1000E
Call registers for AML input queues (CSQI)	Up to 25% of total call registers (NCR), minimum 20
Call registers for AML output queues (CSQO)	Up to 25% of total call registers (NCR), minimum 20
Auxiliary input queue	20 – the minimum of 25% of total call registers or 255 (default 20)
Auxiliary output queue	20 – the minimum of 25% of total call registers or 255 (default 20)
History file buffer length (characters)	0 – 65 535
<p>In a system with Avaya CallPilot, AML, and Symposium, add the number of CSQI and CSQO to the Call Register (CR) requirement obtained from feature impact calculations. The buffer estimates were based on relatively conservative scenarios, which should cover most practical applications in the field. However, most models deal with "average traffic". When traffic spikes occur, buffers can overflow. In these cases, raise the buffer size, depending on the availability of CRs. The maximum number of buffers allowed for CSQI and CSQO is up to 25% of total call registers (NCR).</p>	

Buffer limits

The buffer limit is the maximum number of Call Registers (CR) that can be used for that particular function out of the total CR pool. If the designated limit is larger than needed and there are still spare CRs, the unused CRs will not be tied up by this specific function. Therefore, there is little penalty for overstating the buffer size limit, as long as the limit is within the number of CRs available to the system.

The values provided in [Table 36: Memory related parameters](#) on page 206 indicate the relative requirements for various buffers. They are the minimum buffer size needed to cover most applications under the constraint of tight memory availability. When increasing buffer sizes, make the increases proportional to the values in [Table 36: Memory related parameters](#) on page 206. This guideline applies in all cases except CSQI/CSQO, which is relatively independent of other buffers and can be increased without affecting others.

For example, with a CS 1000E Call Center (maximum 25 000 CRs) using many applications (such as CallPilot), it would be advisable to set the CSQI/CSQO to a high value (even up to the limit of 25% of NCR). Note that the value of NCR should be increased to account for the requirements of CSQI and CSQO.

Access Restrictions packet logging memory limits

The Access Restrictions feature, also known as the port blocking facility enables a VxWorks firewall to prevent port-based attacks on the CP PIV, MGC, and MC32S. Enabling the port blocking rule list starts performance statistics and logging that requires 384 kB of memory. 64 kB for the rule list, 64 kB of memory to allow for logging, and 256 kB for performance statistics. Memory logging is limited to use a maximum 55 MB of memory.

You can log the packets to the tty or to a first in first out (FIFO) wrap around memory buffer. The logging data can be written to a file. Port blocking logs are independent from the system logs, and store in a portacc.log file on the removable CF card of the CP PIV, and /e partition of the MGC and MC32S.

Chapter 13: System capacities

Contents

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[Memory size](#) on page 210

[Mass storage](#) on page 212

[Physical capacity](#) on page 213

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[Real time capacity](#) on page 229

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[CS 1000E capacities](#) on page 247

[Zone/IP Telephony Node Engineering](#) on page 248

Introduction

This chapter describes the system's primary capacity categories. For each category, this chapter:

- identifies the units that the capacity is measured
- details the primary physical and functional elements affecting the capacity
- describes actions that can be used to engineer the capacity

[Resource calculations](#) on page 249 provides the algorithms for engineering the system within the capacity limits. In some cases, applications such as Call Center require detailed engineering. These applications are discussed in [Application engineering](#) on page 323

Memory size

[Table 37: Avaya CS 1000 memory requirements](#) on page 210 shows the minimum amount of memory required for Avaya Communication Server 1000 (Avaya CS 1000) software.

Table 37: Avaya CS 1000 memory requirements

System	FMD Flash Drive required	DRAM memory required
CS 1000E SA or HA (CP PIV)	1 GB	512 MB
CS 1000E SA or HA (CP PM)	1 GB	1 GB
CS 1000E CP PM Co-res CS and SS	N/A	2 GB
CS 1000E CP MG Co-res CS and SS	N/A	2 GB
CS 1000E CP DC Co-res CS and SS	N/A	2 GB
CS 1000E COTS2 Co-res CS and SS	N/A	4 GB
CS 1000E Common Server Co-res CS and SS	N/A	4 GB
CS 1000E CP PM TDM	N/A	2 GB
CP PIV and CP PM VxWorks based SA and HA Call Servers can be upgraded to a maximum of 1 GB DRAM memory. CP DC cards can be upgraded to a maximum of 4 GB DRAM memory.		

[Table 38: Recommended call register counts](#) on page 210 shows the call register count recommended for Communication Server 1000 software, so that the system's memory requirements do not exceed the processor's memory capacity.

Table 38: Recommended call register counts

System	Recommended call register count	Memory required (SL-1 words)	Memory required (MB)
CS 1000E HS (CP PM large deployment, see note)	60 000	13 680 000	52.185
CS 1000E (CP PIV and CP PM)	35 000	7 980 000	30.441
CS 1000E Co-res CS and SS	20 000	4 560 000	17.395
Call registers are 228 SL-1 words long. One SL-1 word is 4 bytes.			

System	Recommended call register count	Memory required (SL-1 words)	Memory required (MB)
<p>Note: A large deployment is greater than 11 500 SIP Line users or greater than 22 500 UNISim users.</p>			

Memory engineering

Current call processors for the CS 1000E are shipped with sufficient memory for the supported line sizes of the individual CPU types. Memory engineering is not required for most items.

Customer data is split between unprotected data store (UDS) and protected data store (PDS). Using LD 10 or LD 11 and looking at the memory usage, you can determine the amount of memory left on a system.

```
>ld 11 SL1000 MEM AVAIL: (U/P): 8064848 USED U P: 8925713 4998811 TOT: 21989372
```

The preceding example shows that there is 8,064,848 SL1 words (32,259,392 bytes) of memory left that can be used for either UDS or PDS. When the amount of available memory drops to be very low this will be shown as amount of UPS available and PDS available.

The preceding example also shows that currently 8,925,713 SL1 words (35,702,852 bytes) of UDS in use and 4,998,811 SL1 words (19,995,244 bytes) of PDS in use.

The major consumer of unprotected data store (UDS) is call register definitions. Therefore before increasing the number of call registers on a system, check that there is sufficient UDS available.

The major consumer of protected data store (PDS) is speed call lists. The overlay used to create speed call lists does the memory calculations (based on the number of lists, size of lists and DN sizes).

For definitions of large numbers of sets, it is recommended that you look that the available memory, create a single set and see how much memory was consumed. Then determine if there is sufficient memory left to create all of the desired sets.

Call register usage

Call register requirements on a system vary with usage and call patterns. In general you want at least 20% more call registers than sets, but this can vary with trunk usage or other features (ACD).

Assumptions:

- Call Register Traffic Factor (CRF) = 1.865
- The formula for calculating the recommended number of call registers depends on traffic load for the system.
- 28 centi-call seconds (CCS) for each ACD trunk
- $Snacd = (\text{Number of calls overflowed to all target ACD DNs} \times 2.25) - (\text{Number of calls overflowed to local target ACD DNs} \times 1.8)$ (= 0 if the system is not a source node)
- $Tnacd = 0.2 \times \text{Number of expected calls overflowed from source}$ (= 0 if the system is not a target node)
- ISDN CCS = PRI CCS + BRI CCS
- ISDN penetration factor: $p = \text{ISDN CCS} \div \text{Total Voice Traffic}$
- ISDN factor: $(1 - p)^2 + [4 \times (1 - p)] \times p + (3 \times p^2)$

If Total Voice Traffic > 3000 CCS, then:

$$\text{Recommended number of call registers} = (\text{CRF} \times 0.071 \times \text{Total Voice Traffic}) + (0.33 \times \text{Number of ACD incoming trunks}) + [(Snacd + Tnacd) \times 0.03 \times \text{ISDN factor}]$$

If Total Voice Traffic < 3000 CCS, then:

$$\text{Recommended number of call registers} = [(\text{Number of system equipped ports} - \text{Number of ACD incoming trunks} - \text{Number of ACD agent telephones}) \times 0.94] + \{(\text{Number of ACD incoming trunks} \times 1.21) + [(Snacd + Tnacd) \times 0.03]\}$$

A general call register equation would be:

$$\text{Recommended number of call registers} = \text{total ports} + (\text{total ports} \times \text{trunking factor})$$

$$\text{trunking factor} = (1 - p)^2 + [4 \times (1 - p)] \times p + (3 \times p^2)$$

$$p \text{ (penetration factor)} = \text{trunking CCS} \div \text{Total Voice Traffic}$$

Mass storage

The system processor program and data are loaded from a Fixed Media Disk (FMD). Depending on the hardware platform, the FMD can be a hard disk drive (HDD) or Compact Flash (CF) card.

Software installation

Software, customer databases, and PEPS are delivered to the system using a Removable Media Disk (RMD), either CF card or USB, inserted into the Server. An installation process

copies the software to the on-board FMD. The software subsequently operates on the Server FMD.

Database backup

The RMD can also be used for customer database backups.

Physical capacity

The following physical capacities are discussed in this section:

- [CS 1000E SA and HA physical capacity](#) on page 213
- [CS 1000E Co-resident Call Server and Signaling Server physical capacity](#) on page 214
- [CS 1000E TDM physical capacity](#) on page 214

CS 1000E SA and HA physical capacity

The CS 1000E SA or HA system (CP PIV or CP PM) supports a maximum of

- 22 500 IP Phones (UNISim + 2 × SIP Line), where SIP Line = (SipN telephones + Sip3 telephones) and the total number of SIP Line telephones must be $\leq 11\,500$
- 50 Media Gateways
- 8000 TDM telephones
- 100 PRI spans

A CS 1000E SA or HA system configured for IP only can support 40 000 IP Phones (UNISim + 2 × SIP Line), where SIP Line = (SipN telephones + Sip3 telephones) and the total number of SIP Line telephones must be $\leq 20\,000$.

A fully expanded CS 1000E system, with 50 MG 1000Es each equipped with an Media Gateway Expander, provides 400 card slots (50 × 8) to support TDM devices and their required DSP resources.

A fully expanded CS 1000E system, with 50 MG 1010s, provides 500 card slots (50 × 10) to support TDM devices and their required DSP resources.

A maximum of 256 loops are available to be used for gateway definitions, MGCONF and MGTDS definitions, and phantom or virtual loops for telephones and trunks. For more

information about phantom and virtual loops, see the Global Software Licenses chapter in *Avaya Features and Services Fundamentals, NN43001-106*.

For information about loop and card slot usage and requirements for the Media Gateways in the CS 1000E, see [Assigning loops and card slots in the Communication Server 1000E](#) on page 371 .

CS 1000E Co-resident Call Server and Signaling Server physical capacity

The CS 1000E Co-res CS and SS supports a maximum of

- 1000 IP Phones (UNISlim + SIP Line), where SIP Line = (SipN telephones + Sip3 telephones) and the total number of SIP Line telephones must be ≤ 1000
- 5 Media Gateways
- 800 TDM telephones
- 16 PRI spans
- 400 virtual trunks
- 200 ACD agents
- 5 NRS endpoints with up to 20 routing entries
- 5 Branch Offices

The Communication Server 1000E Co-res CS and SS is supported on various hardware platforms with varying physical capacities. For platform specific CS 1000E Co-res CS and SS capacity information, see *Avaya Co-resident Call Server and Signaling Server Fundamentals, NN43001-509*.

CS 1000E TDM physical capacity

The CS 1000E TDM supports a maximum of

- 5 Media Gateways
- 800 TDM telephones
- 16 PRI spans
- 200 ACD agents

The CS 1000E TDM is supported on the CP PM, CP DC, and CP MG 128 hardware platforms.

The CS 1000E TDM system does not support any IP Phones (UNISim, SIP Line, or SIP DECT), virtual trunks, or an NRS. For more information about CS 1000E TDM, see *Avaya Co-resident Call Server and Signaling Server Fundamentals, NN43001-509*.

Signaling and data links

The following signaling and data links are discussed in this section:

- [Physical links](#) on page 215
- [Functional links](#) on page 216

Physical links

There are two types of physical links to consider:

- [Serial Data Interface \(SDI\)](#) on page 215
- [Local Area Network \(LAN\)](#) on page 215

Serial Data Interface (SDI)

The SDI is an asynchronous port, providing input access to the system from an OAM terminal and printing out maintenance messages to a TTY. Server cards typically have two SDI ports, COM 1 and COM 2. COM 1 (TTY1) must be used for system installation and upgrades.

Local Area Network (LAN)

The system can communicate over the LAN with Ethernet connections through a Network Interface Card (NIC). The CS 1000E LAN contains subnets for the Embedded Local Area Network (ELAN) and the Telephony Local Area Network (TLAN). AML messages are embedded in the communication protocols, and they continue to interface with the system through CSQI and CSQO queues.

The data rate at the NIC port autonegotiates up to 1000 MB full duplex.

Functional links

For each of the following functions, the type of link and resulting capacity are given.

Application Module Link (AML)

AML is an Ethernet signaling link between the system and an Application Module (AM) connected to the ELAN subnet.

OAM

The system uses a SDI port to connect to a terminal/computer (TTY) to receive maintenance commands or to print traffic reports, maintenance messages, or CDR records.

ISDN Signaling (ISL)

An ISL provides common channel signaling for an ISDN application without PRI trunks. An analog trunk with modems at the originating switch and the terminating switch can be used as an ISL to transmit ISDN messages between these two remote systems. The interface for an ISL is an ESDI port. The maximum data rate for the link is 19.2 kbps.

D-Channel

A PRI interface consists of 23 B-channels (30 in Europe based on E1) and 1 D-channel. The D-channel at 64 kbps rate is used for signaling. A D-channel communicates with the system through a DCHI card or a DCHI port on the D-channel handler. A D-channel on a BRI set is a 16 kbps link that is multiplexed to make a 54 kbps channel.

Property Management System Interface (PMSI)

The PMSI lets the system interface directly to a customer-provided PMS through an SDI port in a Terminal Server. It is primarily used in Hotel/Motel environments to allow updates of the room status database either from the check-in counter or a guest room. The enhanced PMSI allows retransmission of output messages from the system to a PMS. The maximum baud rate for this asynchronous port is 9600.

[Table 39: I/O interface for applications](#) on page 217 summarizes the above functional links and interfaces and provides information required to calculate the number of I/O cards needed as an input to the card slot calculations.

Table 39: I/O interface for applications

Application	Type of link/ interface	Type of port	Sync or async
AML (associated telephone)	AML	ESDI	Sync
Symposium	ELAN	Ethernet	Sync
CallPilot	ELAN	Ethernet	Sync
CDR	RS232 C	PTY	Async
Host Enhanced Routing	AML	ESDI	Sync
Host Enhanced Voice Processing	CSL & AML	ESDI	Sync
ISL	Modem	ESDI	Sync
Interactive Voice Response	CSL	ESDI	Sync
Meridian 911	AML	ESDI	Sync
Property Management System Interface (PMSI)	PMSI Link	PTY	Async
NACD (PRI)	64 kB D-channel	DCHI	Sync
TTY (OAM)	RS232 C	PTY	Async
An ESDI card has two ports; an SDI card has two ports; a DCHI card has one DCHI port and one SDI port.			

CS 1000E network traffic

Traffic is a measure of the time a circuit is occupied. On the system, the circuit normally consists of a path from the telephone or trunk to the terminating telephone or trunk.

This section discusses the following traffic considerations:

- [Loops and superloops](#) on page 218
- [Lines and trunks](#) on page 220
- [Service loops and circuits](#) on page 222
- [Media Cards](#) on page 227
- [Traffic capacity engineering algorithms](#) on page 227

Terminology

Basic traffic terms used in this section are:

- ATTEMPT – any effort on the part of a traffic source to seize a circuit/channel/timeslot
- CALL – any actual engagement or seizure of a circuit or channel by two parties
- CALLING RATE – the number of calls per line per busy hour (Calls/Line)
- BUSY HOUR – the continuous 60-minute period of day having the highest traffic usage, usually beginning on the hour or half-hour
- HOLDING TIME – the length of time that a call engages a traffic path or channel
- TRAFFIC – the total occupied time of circuits or channels, generally expressed in Centi-Call Seconds (CCS) or Erlangs (CCS = a circuit occupied 100 seconds; Erlang = a circuit occupied one hour)
- BLOCKING – attempts not accepted by the system due to unavailability of the resource
- OFFERED traffic = CARRIED traffic + BLOCKED traffic
- Traffic load in CCS = Number of calls × AHT ÷ 100 (where AHT = average holding time)
- Network CCS = Total CCS handled by the switching network or CCS offered to the network by stations, trunks, attendants, Digitone Receivers, conference circuits, and special features

Communication Server 1000E engineering is typically based on measurements you perform in an hour (typical busy hour). This applies to traffic load in CCS and Network CCS.

Loops and superloops

The number of loops and superloops on a CS 1000E is calculated from the number of lines, trunks, cards, and Media Gateways configured. The CS 1000E does not use the traffic requirements to determine loop usage.

Loop counting

- 1 Virtual Superloop has 1024 TNs (IP Phones, Vrtks, IP Media Services)
- 2 Media Gateways per Superloop (Media Gateway PRI Gateway counts as 1 Media Gateway)
- Gateway Controller card
 - 1 loop per TDS definition (30 units per loop).
 - 1 loop per Conference definition (30 units per loop).
 - Can define up to 2 Conference loops and 2 TDS loops.
- IP Media Services are IP tone, IP conference, IP attendant consoles, IP recorded announcer, and IP music.
 - IP tone - 30 units for each tone loop
 - IP conference - 30 units for each conference loop
- 1 Phantom loop has 512 units. Used for M39xx Virtual Office.
- 1 Phantom loop has 1024 DECT users.
- 1024 i200x Virtual Office sets per Superloop.
- Every PRI definition requires 1 loop (23 channels TI, 30 channels E1).
- 1024 PCAs per Superloop.
- Limit of 64 Superloops (256 loops).
- $\text{Superloops} = \text{ROUNDUP}(\text{IP Phones} + \text{Vrtks}) / 1024 + \text{ROUNDUP}(\text{MGs} / 2) + \text{ROUNDUP}(\text{M39XX_vo} / 512) + \text{ROUNDUP}(\text{i200x_vo} / 1024) + \text{ROUNDUP}(\text{PCA} / 1024) + \text{ROUNDUP}(\text{DECT users} / 1024) + \text{ROUNDUP} ((2 \times (\text{SIPN} + \text{SIP3 users})) / 1024)$
- $\text{Loops} = \text{ROUNDUP}(\text{Conference Ports} / 30) + \text{TDS loops (minimum 1 for each MGC)} + \text{PRI or DTI cards} + (1000\text{E PRI Gateways} \times 4)$
- $\text{Total Loops} = \text{Loops} + \text{IP tone loops} + \text{Superloops} \times 4$
- Total Loops > 256 is an error, too many loops being used.
- $\text{Total Superloops} = \text{ROUNDUP}(\text{Total Loops} / 4)$

Note:

Conference ports can be TDM or IP.

Superloop capacity

On a TDM based system (CS 1000M) each superloop is constrained by the number of talkslots and the number of CCS that the superloop can carry.

The CS 1000E is an IP based system and does not have the same constraints. All Virtual superloops use "virtual talkslots" and are nonblocking (one virtual talkslot per virtual TN). This also removes the CCS per superloop constraint.

The Media Gateway has a nonblock TDM backplane (1 talkslot per TDM unit). Call blocking can only occur here for other required resources (DTR, TDS, DSP, etc) which must all exist within the same Media Gateway as the phone requiring the resource.

Loop capacity and Media Gateway TDM resources are subject to the Grade-of-Service (GoS) described under [Grade-of-Service](#) on page 227.

Lines and trunks

The relationship between lines and trunks is relevant for calculating loop requirements.

Voice over IP traffic

In the context of Voice over IP (VoIP) application, the lines include IP Phones and the trunks include IP Peer H.323 Virtual Trunks and SIP Virtual Trunks. The ratio of IP calls to the total line calls, and the ratio of H.323 and SIP Virtual Trunks calls to the total trunk calls, are required parameters. The split of TDM traffic to IP/Virtual Trunks (VT) becomes important, since resources such as Digital Signal Processor (DSP) in Media Cards and H.323 or SIP Virtual Trunks are affected by traffic distribution.

[Figure 54: CS 1000E system call types](#) on page 221 is a representation of the traffic flow for different types of calls. Each connection is denoted by a line. Only lines crossing the DSP line require a DSP port. For example, IP to IP connections in a CS 1000E system require no DSP and neither do IP to VT, but TDM to TDM do require DSP.

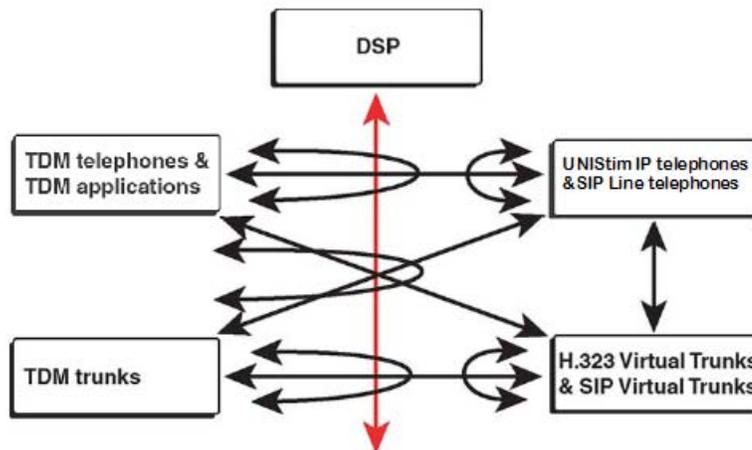


Figure 54: CS 1000E system call types

[Table 40: Connection type resources required](#) on page 221 lists the resources required for each type of connection.

Table 40: Connection type resources required

Connection Type	Resources
TDM to UNISim IP, UNISim IP to TDM	DSP
TDM to VT, VT to TDM	DSP and VT
UNISim IP to UNISim IP	no DSP, no VT
UNISim IP to VT or VT to UNISim IP	VT
TDM to TDM telephone or trunk calls	no DSP*, no VT
TDM to SIP Line or SIP Line to TDM	DSP, VT
SIP Line to SIP Line	VT
SIP Line to VT or VT to SIP Line	VT
SIP Line to UNISim IP or UNISim IP to SIP Line	VT
* You require DSPs in each Media Gateway for TDM calls between Media Gateway chassis.	

See [Resource calculations](#) on page 249 for the algorithms to calculate the required resources.

Service loops and circuits

Service circuits are required in call processing to provide specific functions to satisfy the requirements of a given application. Service circuits consume system resources, such as physical space, real time, memory, and so on.

In the CS 1000E, virtual tone and conference circuits (MGTDSD and MGCONF) must be defined for use by each Media Gateway.

This section describes the traffic characteristics, calculation algorithms, and impact on other system resources of the following types of service circuits:

- [TDS](#) on page 222
- [Conference](#) on page 222
- [Broadcast circuits](#) on page 223
- [DTR](#) on page 224
- [IP Media Services](#) on page 225

TDS

The Tone and Digit Switch (TDS) loop provides dial tone, busy tone, overflow tone, ringing tone, audible ringback tone, DP or dual tone multifrequency (DTMF) outpulsing, and miscellaneous tones. All these tones are provided through the maximum 30 timeslots in the TDS loop.

A minimum of one TDS loop is required in each Media Gateway. The TDS circuits are provided by the MGC card. If additional TDS circuits are required in any Media Gateway, a second TDS loop can be configured in it. TDS circuits in a Media Gateway provide tones for TDM telephones or trunks in that Media Gateway only.

Conference

The MGC has a maximum of 2 conference loops, with 30 conference circuits for each conference loop, for a total of 60 conference circuits for each MGC-based Media Gateway. The maximum number of parties involved in a single conference on a Media Gateway with Gateway Controller is 30. Conference circuits in the CS 1000E are a system resource. Conference loops can be TDM or IP.

Broadcast circuits

The Avaya Integrated Recorded Announcer (Recorded Announcer) card provides either 8 or 16 ports to support Music, Recorded Announcement (RAN), and Automatic Wake Up. There is a maximum of 60 simultaneous connections to an individual card for broadcast within a Media Gateway. The use of controlled broadcast with Symposium and MGate cards has the same simultaneous connection limit as broadcast circuits. With special provisioning, the limit can be increased to 120 connections (see [Broadcast circuits](#) on page 379).

Music

Music Broadcast requires any Music trunk and an external music source or a Recorded Announcer card. The Recorded Announcer has the capability to provide audio input for external music. A CON loop is not required for Music Broadcast.

Network Music

With the Network Music feature, a networked Central Audio Server is attached to the CS 1000E system to be used as the music source on demand to all parties on hold. With Network Music, the CS 1000E systems supports MOH features without a locally equipped music source for each node. Network Music feature provides music to every node in the system

The Central Audio Server is accessed over the network through H.323/SIP virtual trunks or TDM trunks. Virtual trunks or TDM trunks are connected to a network music trunk through an analog TIE trunk, the Network Music TIE trunk. Network Music is implemented with an XUT pack (NT8D14) and a network music agent. Broadcast music or conference music is set up so that multiple held parties can share the same music trunk.

To maximize the resource efficiency, the music is broadcast so that multiple parties can share the same music trunk. One music trunk can support a maximum of 64 listeners with broadcast music.

RAN

RAN trunks are located on eight-port trunk cards on PE shelves just like regular trunk circuits. They provide voice messages to waiting calls. RAN trunks are also needed to provide music to conference loops for music on hold.

Each RAN trunk is connected to one ACD call at a time, for the duration of the RAN message. Different RAN sources require different RAN trunk routes. If the first RAN is different from the second RAN, they need different RAN trunk routes. However, if the same message is to be used, the first RAN and second RAN can use the same route.

Use the following formula to calculate RAN traffic:

$$\text{RAN CCS} = \text{Number of ACD calls using RAN} \times \text{RAN HT} \div 100$$

A RAN message typically runs from 20 seconds to 40 seconds. If the average for a specific application is not known, use a default of 30 seconds. After RAN CCS is obtained, estimate RAN trunk requirements from a Poisson P.01 table or a delay table (such as DTR table) matching the holding time of a RAN message.

DTR

A Digitone Receiver (DTR) serves features involving 2500 telephones or Digitone trunks. In CS 1000E systems, DTRs are not system-wide resources. They support only the telephones and trunks in the Media Gateway that they reside.

The MGC card provides 16 DTRs, or 8 DTRs and 4 Multifrequency Receivers (MFR). Additional DTRs can be provided by XDTR cards.

There are a number of features that require DTRs. General assumptions for DTR traffic calculations are:

- DTR traffic is inflated by 30% to cover unsuccessful dialing attempts.
- Call holding time used in intraoffice and outgoing call calculations is 135 seconds if actual values are unknown.
- DTR holding times are 6.2 and 14.1 seconds for intraoffice and outgoing calls, respectively.
- The number of incoming calls and outgoing calls are assumed to be equal if actual values are not specified.

The major DTR traffic sources and their calculation procedures are as follows:

1. Calculate intraoffice DTR traffic:

Intraoffice = $100 \times \text{DTR station traffic (CCS)} \div \text{AHT} \times (\text{R} \div 2)$ (Recall that R is the intraoffice ratio.)

2. Calculate outgoing DTR traffic:

Outgoing = $100 \times \text{DTR station traffic (CCS)} \div \text{AHT} \times (1 - \text{R} \div 2)$

3. Calculate direct inward dial (DID) DTR traffic:

DID calls = $\text{DID DTR trunk traffic (CCS)} \times 100 \div \text{AHT}$

4. Calculate total DTR traffic: Total = $[(1.3 \times 6.2 \times \text{intra}) + (1.3 \times 14.1 \times \text{outgoing calls}) + (2.5 \times \text{DID calls})] \div 100$

5. See [Digitone receiver load capacity 6 to 15 second holding time](#) on page 414 to determine the number of DTRs required. Note that a weighted average for holding times should be used.

IP Media Services

IP Media Services is a term used for a group of services. The services supported are:

- IP Tone generation for IP Phones
- IP Conference
- IP Music
- IP Recorded Announcer
- IP Attendant Console

IP Tone

IP Tone is required for IP Phone blind transfers (ring back tone required). Approximately 3 percent of IP Phones are involved in a blind transfer on a system at any given time. Therefore, IP Tone uses a low amount of media sessions on a system.

Perform the following steps to determine the number of media sessions required to support IP Tone.

1. Determine the number of calls per hour for IP Phones (UNISim and SIP).
 - Calls involving at least one UNISim Phone and TPS: $C_{IPtone} = C_{2IP} + C_{1IP} + C_{STIV} + C_{STID} + C_{TSVI} + C_{TSDI} + C_{2SIPUIP}$
 - Calls involving at least one SIP Line Phone using SLG: $C_{SIPtone} = C_{2SIP} + C_{1SIP} + C_{2SIPUIP} + C_{STSV} + C_{STSD} + C_{TSVS} + C_{TSDS}$

$$\text{Total_IP_calls} = C_{IPtone} + C_{SIPtone}$$

2. Determine the number of IP based calls that require an IP Tone.

$$\text{IP_Tone_calls} = \text{Total_IP_calls} \times 0.03$$

3. Determine the traffic load (CCS) for IP Tone. Assume the tone is required for 20 seconds.

$$\text{IPT_CCS} = (\text{IP_Tone_calls} \times 20) \div 100$$

4. Determine the number of IP Tone sessions required.

Use a Poisson 1% blocking (P.01 GOS) formula or table to determine the number of IP Tone sessions you require.

Note:

IP Tone loops are the same density as TDM loops. Loop counting for determining the number of loops consumed for IP Tone is the same as TDM.

IP Conference

IP Conference provides IP based conference. The conference port calculations and loop counting remain the same as the TDM based Conference calculations. DSP resources are not required for IP Conference.

The IP Media Sessions required to support IP Conference is equal to the number of required conference ports.

Conference ports for each system = (Number of total telephones) × rcon × 0.4

IP Conference Sessions = Conference ports for each system

IP Music

You require one IP media session for every IP Music ISM ordered. You enter the number of IP Music ISM on the IP Media Services input page.

IP Recorded Announcer

You require one IP media session for every IP Recorded Announcer (IP RAN) ISM ordered. You enter the number of IP RAN ISM on the IP Media Services input page.

IP Attendant Console

You require one IP Attendant ISM for every IP Attendant console ordered. You order IP Attendant Consoles on the Consoles and terminals input page. The number of IP Attendant ISM is displayed on the IP Media Services input page.

IP Media Services sessions

The total number of IP Media Services sessions required on a system is:

$MSC_Sessions = IP\ Conference\ sessions + IP\ Tone\ sessions + (3 \times IP\ Attendant\ Consoles) + IP\ Music\ ISM + IP\ RAN\ ISM$

Each IP Media Services maximum sessions can vary based on the hardware platform and deployment type. For example, a dedicated CP DC with 2GB of RAM can support 1000 sessions each for IP RAN, IP TONE, and IP MUSIC. A dedicated COTS2, Common Server, or CP DC with 4GB of RAM can support 4000 sessions each for IP RAN, IP TONE, and IP MUSIC.

Media Cards

Media Cards (MC32 or MC32S) do not run the Terminal Proxy Server (TPS) application. Media Cards provide DSP resources. The TPS application only runs on a Signaling Server.

All the Media Cards in a specific Media Gateway must be in the same zone, so that bandwidth management and codec selection can be performed properly.

Traffic capacity engineering algorithms

Traffic capacities of subsystems in the system are estimated based on statistical models that approximate the way a call is handled in that subsystem.

When inputs to the algorithm are lines, trunks, average holding time (AHT), and traffic load (CCS), the algorithms can be used to determine system size.

Alternatively, when the traffic capacity is known for a given configuration, the algorithms can be used to determine the traffic level allowed at the line and trunk level while meeting GoS requirements.

Grade-of-Service

In a broad sense, the Grade-of-Service (GoS) encompasses everything a telephone user perceives as the quality of services rendered. This includes:

- frequency of connection on first attempt
- speed of connection
- accuracy of connection
- average speed of answer by an operator
- quality of transmission

In the context of the system capacity engineering, the primary GoS measures are blocking probability and average delay.

Based on the EIA Subcommittee TR-41.1 Traffic Considerations for PBX Systems, the following GoS requirements must be met:

- Dial tone delay is not greater than 3 seconds for more than 1.5% of call originations.
- The probability of network blocking is 0.01 or less on line-to-line, line-to-trunk, or trunk-to-line connections.
- Blocking for ringing circuits is 0.001 or less.
- Post-dialing delay is less than 1.5 seconds on all calls.

Traffic models

[Table 41: Traffic models](#) on page 228 summarizes the traffic models that are used in various subsystem engineering procedures.

Table 41: Traffic models

Model	Assumptions	Service criteria	Applicability
Erlang B	Infinite sources (ratio of traffic sources to circuits > 5:1)	Blocked calls cleared (no queueing)	Loop, ringing circuit blocking
Erlang C	Infinite sources	Blocked calls delayed Infinite queue	Dial tone delay, I/O buffers, Digitone, RAN trunks
Poisson	Infinite sources	Blocked calls held for a fixed length	Incoming/outgoing trunks, Digitone, Call Registers, RAN trunks

Typically, the GoS for line-side traffic is based on Erlang B (or Erlang Loss formula) at P.01 GoS. When there is no resource available to process a call entering the system, the call is blocked out of the system. Therefore, the correct model to calculate the call's blocking probability is a "blocked call cleared" model, which is the basis of Erlang B.

When a call is already in the system and seeking a resource (trunk) to go out, the usual model to estimate trunk requirements is based on the Poisson formula. The reasons are:

- The Poisson model is more conservative than Erlang B (in that it projects a higher number of circuits to meet the same GoS). This reflects trunking requirements more accurately, since alternative routing (or routing tables) for outgoing trunk processing tends to increase loading on the trunk group.
- General telephony practice is to provide a better GoS for calls already using system resources (such as tones, digit dialing, and timeslots). Incomplete calls inefficiently waste partial resources. With more trunk circuits equipped, the probability of incomplete calls is lower.

Real time capacity

Real time capacity (load) refers to the ability of the Call Server to process instructions resulting from calls in accordance with service criteria.

Existing systems can use methods based on traffic data in order to determine Rated Call Capacity and current utilization levels. See *Avaya Traffic Measurement Formats and Outputs Reference, NN43001-750* for a description of the TFS004 call capacity report and for information about interpreting TFS004 output.

If a new switch is being configured, equivalent basic calls must be calculated in order to estimate the processor loading of a proposed configuration.

Equivalent Basic Calls

A basic call is defined as a simple, unfeatured call between two telephones. The terminating telephone is allowed to ring once, then is answered, waits approximately two seconds, and hangs up. The originating telephone then hangs up as well.

The basic call is always the call type that consumes the least CPU on the call server. For Communication Server 1000E SA / HA systems, the basic call is an i2004 to i2004 local call. For the Communication Server 1000E Co-resident Call Server and Signaling Server (Co-res CS and SS) system, and the CS 1000E TDM system, the basic call is an analog telephone to analog telephone call between two Media Gateway chassis. This call requires less CPU than a UNiStim call because the TPS application in a Co-res CS and SS system runs on the same CPU as the Call Server.

When the capacity of a switch is stated in Equivalent Basic Call (EBC), it is independent of such variables as configuration, feature mix, and usage patterns. It still varies from release to release, and between processors. However, since it is independent of other factors, it is a good way to compare the relative call processing capability of different machines running the same software release.

[Table 42: Real time capacity \(EBC\) by system](#) on page 229 gives the rated capacities of the Call Server processors in systems operating CS 1000 Release 7.5.

Table 42: Real time capacity (EBC) by system

System	Capacity cph
CS 1000E (CP PIV)	740 000
CS 1000E (CP PM)	955 000
CS 1000E (CP PM Co-res CS and SS)	132 000 (see note)
CS 1000E (CP MG Co-res CS and SS)	82 000 (see note)

System	Capacity cph
CS 1000E (CP DC Co-res CS and SS)	330 000 (see note)
CS 1000E (COTS2 Co-res CS and SS)	780 000 (see note)
CS 1000E (Common Server Co-res CS and SS)	780 000 (see note)

Note:

Co-res CS and SS effective throughput is significantly reduced because of high RTM factors with all calls and UCM load. The effective call throughput is the following

- CP PM - 10 000 cph
- CP DC - 15 000 cph
- CP MG - 8000 cph
- COTS2 - 20 000 cph
- Common Server - 20 000 cph

Feature impact

Every feature that is applied to a call increases the CP real time consumed by that call. These impacts can be measured and added incrementally to the cost of a basic call to determine the cost of a featured call. This is the basis of the algorithm used by Enterprise Configurator to determine the rated capacity of a proposed switch configuration.

The incremental impact of a feature, expressed in EBC, is called the real time factor for that feature. real time factors are computed by measuring the incremental real time for the feature in milliseconds, and dividing by the call service time of a basic call.

Each call is modeled as a basic call plus feature increments. For example, an incoming call from a DID trunk terminating on a digital telephone with incoming CDR is modeled as a basic call plus a real time increment for incoming DID plus an increment for digital telephones plus an increment for incoming CDR.

A second factor is required to determine the overall impact of a feature on a switch. This is the penetration factor. The penetration factor is simply the proportion of calls in the system that invoke the feature.

The real time impact, in EBC, of a feature on the system is computed as follows:

$$(\text{Calls}) \times (\text{penetration factor}) \times (\text{real time factor})$$

The sum of the impacts of all features, plus the number of calls, is the real time load on the system, in EBC.

For penetration and real time factors and for the detailed EBC calculations, see [System calls](#) on page 253 and [Table 52: Real time factors](#) on page 258.

Call Server real time calculations

The system EBC divided by the processor's rated capacity (see [Table 42: Real time capacity \(EBC\) by system](#) on page 229) yields the fraction for processor utilization. This determines whether the proposed system can handle the load. If the projected real time load is larger than the system capacity, a processor upgrade is needed.

Traffic peaking of 30% has been incorporated in the derivation of rated capacity. In other words, at 100% rated capacity, the absolute loading of the processor is 70%. Users should not adjust the rated capacity, but the loading percentage can reach 100% and the system can still function well. However, to preserve spare capacity for growth and extra traffic peaking, initial engineering of any site at full 100% loading is not recommended. A more typical initial load is about 85%.

If the configuration is an upgrade to an existing switch, in addition to calculating the new load as described above, users must also factor in CPU utilization data from a current traffic report TFS004. Users apply a formula to convert the existing processor usage to the equivalent loading on the new (and presumably faster) CPU.

Auxiliary processors

Interactions with auxiliary processors also have real time impacts on the system CP depending on the number and length of messages exchanged. Several applications are described in [Application engineering](#) on page 323.

real time algorithm

As described above, calculating the real time usage of a configuration requires information about the number of busy hour call attempts and the penetration factors of each feature.

Busy hour calls

If the switch is already running, the number of busy hour calls or call load can be determined from the traffic printout TFS004. The second field of this report (after the header) contains a peg count of CP Attempts. Examine a period of several days (a full week, if possible) to determine the maximum number of CP attempts experienced. This number varies with season,

as well. The relevant number is the average of the highest ten values from the busiest four-week period of the year. An estimate is sufficient, based on current observations, if this data is not available.

If the switch is not accessible and call load is not known or estimated from external knowledge, call load can be computed. For this purpose, assumptions about the usage characteristics of telephones and trunks must be made. For a description of the parameters that are required and default values, see [Resource calculation parameters](#) on page 250.

Telephones

As the primary traffic source to the system, telephones have a unique real time impact on the system. For the major types listed below, the number of telephones of each type must be given, and the CCS and AHT must be estimated. In some cases it can be necessary to separate a single type into low-usage and high-usage categories. For example, a typical office environment with analog (500/2500-type) telephones can have a small call center with agents on analog (500/2500-type) telephones. A typical low-usage default value is 6 CCS. A typical high-usage default value is 28 CCS.

The principal types of telephones include:

- Analog: 500/2500-type, message waiting 500, message waiting 2500, and CLASS telephones
- Digital: M2000 series Meridian Modular Telephone, voice and/or data ports
- Consoles
- IP Phones 200x and 11xxE
- IP Softphone 2050

Trunks

Depending on the type of trunk and application involved, trunks can either be traffic sources, which generate calls to the system, or resources that satisfy traffic demands. Default trunk CCS in an office environment is 26 CCS. Call Center applications can require the default to be as high as 28 to 33 CCS.

Voice

Analog:

- CO
- DID
- WATS

- FX
- CCSA
- TIE E&M
- TIE Loop Start

Digital:

- DTI: number given in terms of links, each provides 24 trunks under the North American standard
- PRI: number given in terms of links, each provides 23B+D under the North American standard
- European varieties of PRI, each provides 30B+D: VNS, DASS, DPNSS, QSIG, ETSI PRI DID

H.323 Virtual Trunk

An IP Peer H.323 Virtual Trunk identified with a trunk route that is not associated with a physical hardware card.

SIP Virtual Trunk

A Session Initiation Protocol (SIP) Virtual Trunk identified with a trunk route that is not associated with a physical hardware card.

Data

- Sync/Async CP
- Async Modem Pool
- Sync/Async Modem Pool
- Sync/Async Data
- Async Data Lines

RAN

The default value for AHT_{RAN} is 30 seconds.

Music

The default value for AHT_{MUSIC} is 60 seconds.

Signaling Server

The following software components operate on the Signaling Server:

- Terminal Proxy Server (TPS)
- H.323 Gateway (Virtual Trunk)
- SIP Gateway (Virtual Trunk)
- SIP Line Gateway (SLG)
- Network Routing Service (NRS)
- H.323 Gatekeeper
- Network Connection Service (NCS)
- CS 1000 Element Manager Web Server
- Application Server
- Avaya Unified Communication Manager (Avaya UCM)

Signaling Server software elements can coexist on one Signaling Server or reside individually on separate Signaling Servers, depending on traffic and redundancy requirements for each element. For any Co-resident Signaling Server software element combination the maximum call rate supported is 10K cph.

A Signaling Server can also function as an application server for the Personal Directory, Callers List, Redial List, and Unicode Name Directory applications and Password administration. See [Application server for Personal Directory, Callers List, Redial List, and Unicode Name Directory](#) on page 246.

[Table 43: Elements in Signaling Server](#) on page 234 describes the function and engineering requirements of each element.

Table 43: Elements in Signaling Server

Element	Function and engineering requirements
Terminal Proxy Server (TPS)	<ul style="list-style-type: none"> • The TPS handles initial signaling exchanges between an IP Phone and the Signaling Server. • The TPS supports a maximum of 5000 IP Phones on each Signaling Server.

Element	Function and engineering requirements
	<ul style="list-style-type: none"> • The TPS manages the firmware for the IP Phones that are registered to it. Accordingly, the TPS also manages the updating of the firmware for those IP Phones. • The redundancy of TPS is N+1. Therefore, you can provide one extra Signaling Server to cover TPS functions from N other servers.
<p>H.323 Gateway (Virtual Trunk)</p>	<ul style="list-style-type: none"> • The IP Peer H.323 Gateway trunk, or H.323 Virtual Trunk, provides the function of a trunk route without a physical presence in the hardware. The H.323 Gateway supports direct, end-to-end voice paths using Virtual Trunks. • The H.323 Signaling software (Virtual Trunk) provides the industry-standard H.323 signaling interface to H.323 Gateways. It supports both en bloc and overlap signaling. This software uses an H.323 Gatekeeper to resolve addressing for systems at different sites. • The H.323 Gateway supports up to 1200 H.323 Virtual Trunks per Signaling Server, assuming a combination of incoming and outgoing H.323 calls (see Maximum number of SIP and H.323 Virtual Trunks on page 245). Beyond that, a second Signaling Server is required. • The redundancy mode of the H.323 Gateway is 2 × N. Two H.323 Gateways handling the same route can provide redundancy for each other, but not for other routes.
<p>SIP Gateway (Virtual Trunk)</p>	<ul style="list-style-type: none"> • The SIP Gateway trunk, or SIP Virtual Trunk, provides a direct media path between users in the CS 1000E domain and users in the SIP domain. • The SIP trunking software functions as: – a SIP User Agent – a signaling gateway for all IP Phones • The SIP Gateway supports a maximum of 3700 SIP Virtual Trunks on CP DC and COTS2, and a maximum of 1800 SIP Virtual Trunks on CP PM and COTS1 (see Maximum number of SIP and H.323 Virtual Trunks on page 245). • The redundancy mode of the SIP Gateway is 2 × N. Two SIP Gateways handling the same route can provide redundancy for each other, but not for other routes.
<p>SIP Line Gateway (SLG)</p>	<ul style="list-style-type: none"> • The SLG fully integrates Session Initiation Protocol (SIP) endpoints in the Communication Server 1000 system and extends the Communication Server 1000 features to SIP clients. • The Call Server requires Package 417 (SIPL) • The maximum SIPL users for each SLG is 3700 on CP DC, COTS2, and Common Server. The maximum SIPL users for each SLG is 1800 on CP PM and COTS1. The maximum SIPL users for a Communication Server 1000E Call Server is 11 250. In a pure IP system, the maximum SIPL users is 20 000.

Element	Function and engineering requirements
	<ul style="list-style-type: none"> • You configure SIPL users as SIPL UEXT (SIPN and SIP3). SIPL users require two TNs from the Call Server, one for line TN (SIP UEXT), and one for the SIPL VTRK. There must be a 1 to 1 ratio between SIPL UEXT and SIPL VTRK TN. • SIPL redundancy can be a leader and follower configuration for a SLG node. Both Signaling Servers share the same node IP, however SIPL clients only register on the SLG node leader. The two Signaling Servers do not load share.
<p>Network Routing Service (NRS)</p>	<ul style="list-style-type: none"> • The NRS has three components: – H.323 Gatekeeper – SIP Redirect Server – SIP Proxy Server – Network Connection Service (NCS) • The NRS must reside on the Leader Signaling Server • For NRS redundancy, there are two modes: <ul style="list-style-type: none"> - Active-Active mode for SIP Redirect and SIP Proxy provides load balancing across two NRS servers. You must appropriately engineer Active-Active mode to carry the redundant load in the case of an NRS server failure. - Primary-Secondary mode uses the Primary NRS server to handle the total call rate from all the registered endpoints. If the Primary NRS fails, the endpoints register to the Secondary NRS server to handle the calls. • The Primary and Secondary NRS Servers must be matched pairs. Unmatched vendor NRS Servers are not supported. You must use matched software configurations and engineering on each server for optimal performance. • For NRS failsafe, you must identify a Gateway Server as the NRS failsafe. • You can configure a Server as either Primary, Secondary, or Failsafe. You cannot combine multiple roles on one Server. • The NRS software limit for the total number of endpoints is 5000. An exception is SIP Proxy mode with SIP TCP transport, where the endpoints limit is 1000. • The total number of routing entries is 50 000. • The redundancy of the NRS is in a mode of 2 × N.
<ul style="list-style-type: none"> • H.323 Gatekeeper 	<ul style="list-style-type: none"> • All systems in the network register to the H.323 Gatekeeper, which provides telephone number to IP address resolution. • The capacity of the H.323 Gatekeeper is limited by the endpoints it serves and the number of entries at each endpoint.

Element	Function and engineering requirements
	<ul style="list-style-type: none"> • Potential hardware limits are the Signaling Server processing power and memory limits. • Since the Gatekeeper is a network resource, its capacity is a function of the network configuration and network traffic (IP calls). Some basic network information is required to engineer a Gatekeeper.
<ul style="list-style-type: none"> • SIP Redirect Server 	<ul style="list-style-type: none"> • The SIP Redirect Server provides telephone number to IP address resolution. It uses a Gateway Location Service to match a fully qualified telephone number with a range of Directory Numbers (DN) and uses a SIP gateway to access that range of DNs. • The SIP Redirect Server logically routes (directly or indirectly) SIP requests to the proper destination. • The SIP Redirect Server receives requests, but does not pass the requests to another server. The SIP Redirect Server sends a response back to the SIP endpoint, indicating the IP address of the called user. The caller can directly contact the called party because the response included the address of the called user.
<ul style="list-style-type: none"> • SIP Proxy Server (SPS) 	<ul style="list-style-type: none"> • The SIP Proxy acts as both a server and a client. The SIP Proxy receives requests, determines where to send the requests, and acts as a client for the SIP endpoints to pass requests to another server.
<ul style="list-style-type: none"> • Network Connection Service (NCS) 	<ul style="list-style-type: none"> • The NCS provides an interface to the TPS, enabling the TPS to query the NRS using the UNISTim protocol. The NCS is required to support the Avaya MG 1000B, Virtual Office, and Geographic Redundancy features.
<p>CS 1000 Element Manager Web Server</p>	<ul style="list-style-type: none"> • Has a negligible impact on capacity and can reside with any other element.
<p>Application Server</p>	<ul style="list-style-type: none"> • The Application Server for the Personal Directory, Callers List, Redial List, and Unicode Name Directory feature runs on the Signaling Server. • Only one database can exist in the network, and redundancy is not supported. • The database can coexist with the other software applications on a Signaling Server. However, if the number of IP users exceeds the following PD and UND limits, the database must be stored on a dedicated Signaling Server. <ul style="list-style-type: none"> - CP PM: PD limit of 2000 IP users, UND limit of 2000 IP users - COTS1 (HP DL320-G4 or IBM x306m): PD limit of 3000 IP users, UND limit of 3000 IP users. - COTS2 (Dell R300 or IBM x3350): PD limit of 5000 IP users, UND limit of 5000 IP users.

Element	Function and engineering requirements
	<ul style="list-style-type: none"> - Common Server (HP DL360-G7): PD limit of 5000 IP users, UND limit of 5000 IP users. • The maximum number of Unicode names a dedicated server can service is 50 000. • The Application Server cannot be run on a Signaling Server at a branch office. • For more information about Personal Directory, Callers List, Redial List, and Unicode Name Directory, see <i>Avaya Signaling Server IP Line Applications Fundamentals, NN43001-130</i>.
The feasibility of combining the TPS, H.323 Gateway, SIP Gateway, and NRS on a Signaling Server is determined by traffic associated with each element and the required redundancy of each function.	

Signaling Server capacity limits

The following tables contain information about Signaling Server capacity. In these tables, the term dedicated Signaling Server means there is one Signaling Server application on a server. The term non-dedicated Signaling Server means there is more than one Signaling Server application on a server.

Table 44: Dedicated Signaling Server limits (one SS application per server)

	CP PM	COTS1 (HP DL320- G4, IBM x306m)	COTS2 (Dell R300, IBM x3350)	Common Server (HP DL360- G7)	CP DC
UNISlim Phones per TPS	5000	5000	5000	5000	5000
Calls per hour (cph) per TPS	40 000	60 000	80 000	80 000	80 000
UNISlim Phone registration timing per TPS (5 min)	5000	5000	5000	5000	5000
Personal Directory users	15 000	22 500	40 000	40 000	25 000
Personal Directory cph	60 000	90 000	180 000	180 000	90 000
H323 trunks per GW	1200	1200	1200	1200	1200
H323 cph per GW	40 000	60 000	80 000	80 000	60 000
SIP trunks per SIP Signaling GW (includes ELC users)	1800	1800	3700	3700	3700
SIP cph per SIP Signaling GW	40 000	60 000	120 000	120 000	120 000

	CP PM	COTS1 (HP DL320- G4, IBM x306m)	COTS2 (Dell R300, IBM x3350)	Common Server (HP DL360- G7)	CP DC
GW endpoints per NRS (UDP) - redirect or proxy	5000	5000	6000	6000	5000
GW endpoints per NRS (TCP, TCP/TLS) - redirect or proxy	1000	1000	1000	1000	1000
NRE per NRS (UDP, TCP, TCP/TLS)	50 000	50 000	300 000	300 000	50 000
H323 cph per NRS (UDP, TCP)	200 000	300 000	500 000	500 000	300 000
SIP Redirect cph per NRS (UDP)	100 000	200 000	500 000	500 000	200 000
SIP Redirect cph per NRS (TCP, TCP/TLS)	100 000	200 000	300 000	300 000	200 000
SIP Proxy cph per NRS (UDP, TCP, TCP/TLS)	50 000	100 000	200 000	200 000	100 000
OCS Clients/TR87	5000	5000	5000	5000	5000
SIPLine/SIP DECT per SLG	1800	1800	3700	3700	3700
SIPLine/SIP DECT cph per SLG	15 000	25 000	60 000	60 000	60 000
CS 1000 SIP Trunk Bridge cph with Media Anchoring (simultaneous conversations)	N/A	N/A	15 000	15 000	8000
SIP Trunk signaling capacity with Media Anchoring	N/A	N/A	1000	1000	1000
CS 1000 SIP Trunk Bridge cph without Media Anchoring	N/A	N/A	75 000	75 000	40 000
SIP Trunk signaling capacity without Media Anchoring	N/A	N/A	5000	5000	5000
MAS sessions G711	N/A	N/A	800 IBM 700 DELL	800	240
MAS sessions G722	N/A	N/A	445 IBM 390 DELL	445	133
MAS Sessions G729	N/A	N/A	411 IBM 360 Dell	411	123
MAS Sessions G711 + SRTP	N/A	N/A	688 IBM 602 Dell	688	206
MAS Sessions G722 + SRTP	N/A	N/A	410 IBM 360 Dell	410	123

	CP PM	COTS1 (HP DL320- G4, IBM x306m)	COTS2 (Dell R300, IBM x3350)	Common Server (HP DL360- G7)	CP DC
MAS Sessions G729 + SRTP	N/A	N/A	381 IBM 334 Dell	381	114
MAS Session Call Rate (cph)	N/A	N/A	18,000	18,000	6,000
UCM number of elements	1000	1000	5000	5000	1000
Media Server Controller (MSC) cph	40 000	60 000	120 000	120 000	80 000
MSC total sessions *	1800	1800	4000	4000	4000
MSC IPConf sessions	1920	1920	1920	1920	1920
MSC IPMusic sessions	1000	1000	4000	4000	1000 if 2 GB 4000 if 4 GB
MSC IPRan sessions	1000	1000	4000	4000	1000 if 2 GB 4000 if 4 GB
MSC IPTone sessions	1000	1000	4000	4000	1000 if 2 GB 4000 if 4 GB
MSC IPAttn sessions	256	256	256	256	256
* Note:	MSC = (IPConf + IPRan + IPTone + IPMusic + IPAttn) <= 1800	MSC = (IPConf + IPRan + IPTone + IPMusic + IPAttn) <= 1800	MSC = (IPConf + IPRan + IPTone + IPMusic + IPAttn) <= 4000	MSC = (IPConf + IPRan + IPTone + IPMusic + IPAttn) <= 4000	MSC = (IPConf + IPRan + IPTone + IPMusic + IPAttn) <= 4000

Table 45: Non-dedicated Signaling Server limits (multiple SS applications per server)

	CP PM	COTS1 (HP DL320- G4, IBM x306m)	COTS2 (Dell R300, IBM x3350)	Common Server (HP DL360- G7)	CP DC
* UNISstim Phones	1500	2000	3000	3000	2000

	CP PM	COTS1 (HP DL320- G4, IBM x306m)	COTS2 (Dell R300, IBM x3350)	Common Server (HP DL360- G7)	CP DC
Personal Directory users	1500	2000	3000	3000	2000
* SIP Line Phones	800	1000	1200	1200	1000
* Virtual Trunks (H323)	800	1000	1200	1200	1000
* Virtual Trunks (SIP)	800	1000	1200	1200	1000
UCM number of elements	100	1000	2000	2000	1000
Service endpoints per NRS	100	100	100	100	100
Network Routing Entries (NRE)	1000	1000	1000	1000	1000
Media Server Controller (MSC) IPConf sessions	800	1000	1000	1000	1000
MSC IPMusic sessions	800	1000	1000	1000	1000
MSC IPRan sessions	800	1000	1000	1000	1000
MSC IPTone sessions	800	1000	1000	1000	1000
MSC IPAttn sessions	256	256	256	256	256
MSC total sessions **	800	1000	1200	1200	1000
Calls per hour (Sum of all applications)	15 000 sum of TPS, SipLine, Vtrk, NRS + MSC	20 000 sum of TPS, SipLine, Vtrk, NRS + MSC	30 000 sum of TPS, SipLine, Vtrk, NRS + MSC	30 000 sum of TPS, SipLine, Vtrk, NRS + MSC	20 000 sum of TPS, SipLine, Vtrk, NRS + MSC
MAS	N/A	N/A	N/A	N/A	N/A
*Note:	1500 IP users where (UNIStim + SipLine ≤ 1500) and (SipLine + Vtrk + ELC ≤ 800) and (Vtrk + MSC ≤ 800)	2000 IP users where (UNIStim + SipLine ≤ 2000) and (SipLine + Vtrk + ELC ≤ 1000) and (Vtrk + MSC ≤ 2000)	3000 IP users where (UNIStim + SipLine ≤ 3000) and (SipLine + Vtrk + ELC ≤ 2000) and (Vtrk + MSC ≤ 2000)	3000 IP users where (UNIStim + SipLine ≤ 3000) and (SipLine + Vtrk + ELC ≤ 2000) and (Vtrk + MSC ≤ 2000)	3000 IP users where (UNIStim + SipLine ≤ 3000) and (SipLine + Vtrk + ELC ≤ 1000) and (Vtrk + MSC ≤ 1000)

	CP PM	COTS1 (HP DL320- G4, IBM x306m)	COTS2 (Dell R300, IBM x3350)	Common Server (HP DL360- G7)	CP DC
		MSC <= 1000)			
** Note:	MSC = (IPConf + IPRan + IPTone + IPMusic + IPAttn) <= 800	MSC = (IPConf + IPRan + IPTone + IPMusic + IPAttn) <= 1000	MSC = (IPConf + IPRan + IPTone + IPMusic + IPAttn) <= 1200	MSC = (IPConf + IPRan + IPTone + IPMusic + IPAttn) <= 1200	MSC = (IPConf + IPRan + IPTone + IPMusic + IPAttn) <= 1000

Table 46: CS 1000E Co-resident Call Server and Signaling Server limits

	CP MG 128	CP PM	COTS2 (Dell R300, IBM x3350)	Common Server (HP DL360 G7)	CP DC
ACD Agents (IP agents, IP trunks)	200	200	200	200	200
* UNISlim Phones	700	1000	1000	1000	1000
Personal Directory users	700	1000	1000	1000	1000
* SIP Line Phones	400	400	1000	1000	400
* Virtual Trunks (H323 and/or SIP)	400	400	400	400	400
TDM	800	128 Branch Office 800 stand alone	128 Branch Office 800 stand alone	128 Branch Office 800 stand alone	128 Branch Office 800 stand alone
PRI Spans	16	16	16	16	16
UCM Elements	100	100	100	100	100
Media Gateways (IPMG)	5	5	5	5	5
Service/GW endpoints on NRS	5	5	5	5	5
NRE on NRS	20	20	20	20	20
OCS TR87	700	1000	1000	1000	1000

	CP MG 128	CP PM	COTS2 (Dell R300, IBM x3350)	Common Server (HP DL360 G7)	CP DC
Media Server Controller (MSC) IPConf sessions	400	400	400	400	400
MSC IPMusic sessions	400	400	400	400	400
MSC IPRan sessions	400	400	400	400	400
MSC IPTone sessions	400	400	400	400	400
MSC IPAttn sessions	256	256	256	256	256
MSC total sessions **	400	400	400	400	400
Calls per hour	8 000 sum of CS + NRS + MSC	10 000 sum of CS + NRS + MSC	20 000 sum of CS + NRS + MSC	20 000 sum of CS + NRS + MSC	15 000 sum of CS + NRS + MSC
* Note:	(UNIStim + SipN + Sip3 <= 700 sets and TDM <= 800 and (MSC + VTRK + ELC <=400)	(UNIStim + SipN + Sip3 <= 1000 sets AND TDM <= 800 and (MSC + VTRK + ELC <=400)	(UNIStim + SipN + Sip3 <= 1000 sets AND TDM <= 800 and (MSC + VTRK + ELC <=400)	(UNIStim + SipN + Sip3 <= 1000 sets AND TDM <= 800 and (MSC + VTRK + ELC <=400)	(UNIStim + SipN + Sip3 <= 1000 sets AND TDM <= 800 and (MSC + VTRK + ELC <=400)
** Note:	MSC = (IPConf + IPRan + IPTone + IPMusic + IPAttn) <= 400	MSC = (IPConf + IPRan + IPTone + IPMusic + IPAttn) <= 400	MSC = (IPConf + IPRan + IPTone + IPMusic + IPAttn) <= 400	MSC = (IPConf + IPRan + IPTone + IPMusic + IPAttn) <= 400	MSC = (IPConf + IPRan + IPTone + IPMusic + IPAttn) <= 400

Table 47: MG 1000B Co-resident Call Server and Signaling Server limits

	CP MG 32	CP MG 128	CP PM CoRes	CP DC CoRes
ACD Agents (IP agents, IP trunks)	20	200	200	200
UniStim sets *	100	400	400	400

System capacities

	CP MG 32	CP MG 128	CP PM CoRes	CP DC CoRes
PD users	100	400	400	400
Sip Line sets *	0	0	0	0
vtrks (H323 and/or SIP) *	400	400	400	400
TDM	32	128	128	128
PRI Spans	1	16	16	16
UCM Elements	N/A	N/A	N/A	N/A
Media Gateways (IPMG) **	1	5	5	5
HD PRI GW	0	2	2	2
NRS	N/A	N/A	N/A	N/A
Media Server Controller IPConf sessions	10	20	20	20
MSC IPMusic sessions	30	120	120	120
MSC IPRan sessions	30	120	120	120
MSC IPTone sessions	10	20	20	20
MSC IPAttn sessions	16	64	64	64
MSC total sessions ***	100	350	350	350
Calls per hour	8,000 sum of CS + MSC	8,000 sum of CS + MSC	10,000 sum of CS + MSC	15,000 sum of CS + MSC
* Note:	(UniStim + SipLine <= 100 sets and TDM <= 32 and (MSC + VTRK + ELC <=400)	(UniStim + SipLine <= 400 sets and TDM <= 128 and (MSC + VTRK + ELC <=400)	(UniStim + SipLine <= 400 sets and TDM <= 128 and (MSC + VTRK + ELC <=400)	(UniStim + SipLine <= 400 sets and TDM <= 128 and (MSC + VTRK + ELC <=400)
** Note:	single 4 slot chassis	Media Gateway + HD GW <= 5	Media Gateway + HD GW <= 5	Media Gateway + HD GW <= 5
*** Note:	MSC = (IPConf + IPRan + IPTone +	MSC = (IPConf + IPRan + IPTone +	MSC = (IPConf + IPRan + IPTone +	MSC = (IPConf + IPRan + IPTone +

	CP MG 32	CP MG 128	CP PM CoRes	CP DC CoRes
	IPMusic + IPAttn) <= 100	IPMusic + IPAttn) <= 350	IPMusic + IPAttn) <= 350	IPMusic + IPAttn) <= 350

Maximum number of SIP and H.323 Virtual Trunks

The maximum number of SIP and H.323 channels available on each Signaling Server depends on the number of available File Descriptors (FD) for Virtual Trunks. The maximum number of File Descriptors for Virtual Trunks is 1800 for CP PM or COTS1, and 3700 for CP DC, COTS2, or Common Server.

- Each SIP call uses one FD.
- Each incoming H.323 call uses two FD.
- Each outgoing H.323 call uses one FD.

When no more File Descriptors are available (available FD = 0), new channels added on the Call Server cannot register on the Signaling Server.

Each CP PM or COTS1 Signaling Server can support up to 1800 Virtual Trunks. Each CP DC, COTS2, or Common Server Signaling Server can support up to 3700 Virtual Trunks. The maximum number of SIP and H.323 trunks depends on traffic patterns, both the split between SIP and H.323 calls and the split between incoming and outgoing H.323 calls. [Table 48: Maximum number of Virtual Trunks, per Signaling Server](#) on page 245 gives examples of the maximum number of Virtual Trunks supported.

Table 48: Maximum number of Virtual Trunks, per Signaling Server

SIP	H.323*			Total Virtual Trunks
	Incoming	Outgoing	Total H.323	
3700	0	0	0	3700
0	600	600	1200	1200
0	900	0	900	900
600	0	1200	1200	1800
600	300	600	900	1500

*Assumes H.245 tunneling is enabled.

The formula to calculate the maximum number of Virtual Trunks is:

$$(\text{Num_of_SIP} \times 1 \text{ FD}) + (\text{Num_of_Incoming_H323} \times 2 \text{ FD}) + (\text{Num_of_Outgoing_H323} \times 1 \text{ FD}) \leq \text{Max_Num_of_FDs}$$

where Max_Num_of_FDs = 3700

Impact of H.245 tunneling

By default, H.245 tunneling is enabled. Unless there is a specific reason to disable tunneling, such as for maintenance, it should always be enabled. When tunneling is off, the handling capacity of the Signaling Server is reduced to a maximum of 900 H.323 Virtual Trunks.

Application server for Personal Directory, Callers List, Redial List, and Unicode Name Directory

There is one Application server for the Personal Directory, Callers List, Redial List, and Unicode Name Directory features within a Communication Server 1000 system. These applications cannot be divided to run on separate Application servers.

- Personal Directory: Stores up to 100 entries per user of user names and DNs.
- Callers List: Stores up to 100 entries per user of caller ID information and most recent call time.
- Redial List: Stores up to 20 entries per user of dialed DNs and received Call Party Name Display with time and date.

The Unicode Name Directory feature is available on the Application server. The Personal Directory, Callers List, and Redial List can operate without the Unicode Name Directory. However, to operate the Unicode Name Directory you must configure Personal Directory, Callers List, and Redial List. A dedicated PD/UND server can support 50 000 UND users.

If the system size is relatively small, in terms of number of users as well as calling rates, one Signaling Server can serve both database and normal Signaling Server functions. The Personal Directory, Callers List, and Redial List database can co-reside with other applications (TPS, H.323/SIP Gateways, Element Manager). For more information about Co-resident limits, see [Table 58: Signaling Server algorithm constants](#) on page 272. For larger systems, one additional Signaling Server, on top of the normal requirement for handling signaling traffic, is required for the Personal Directory, Callers List, and Redial List features.

There is no redundancy for the Signaling Server dedicated to the Personal Directory, Callers List, Redial List, and Unicode Name Directory. If that Application Signaling Server fails, the system loses those applications.

Software configuration capacities

The tables in [Design parameters](#) on page 199 provide maximum configuration capacities for applicable system and feature parameters. A system may not be able to simultaneously accommodate all of the maximum values listed because of system limitations on the real time, memory, or traffic capacity.

IP Telephony node maximums

The maximum number of Voice Gateway Media Cards per node is 30. When more than 30 Voice Gateway Media Cards are needed on a single CS 1000E system, use multiple nodes. The maximum number of Signaling Servers and Voice Gateway Media Cards combined within a node is 35.

CS 1000E capacities

Since IP telephony consumes less processing than TDM, the total number of telephones that a particular platform can support depends on the type of traffic as well as the physical capacity and applications of a specific configuration.

[Table 49: CS 1000E capacities summary](#) on page 247 summarizes the capacities of CS 1000E systems. Values in each cell indicate the total number of telephones that can be supported in a particular configuration. These values are calculated from the point of view of call server processing capacity, not from the point of view of physical card slot capacity.

Values in each cell are exclusive, not additive.

Table 49: CS 1000E capacities summary

System	Total number of telephones			
	Pure TDM (no trunking)	Pure IP (UNISstim) Access to PSTN	Pure IP (SIPLine) Access to PSTN	Mixed IP and TDM Access to PSTN
CS 1000E (CP PIV) SA/HA	8000	22 500	$2x(\text{SipN}+\text{Sip3}) \leq 22\,500$	$8000^* \text{TDM (UNISstim} + 2x(\text{SipN}+\text{Sip3}) \leq 22\,500)^*$

System	Total number of telephones			
	Pure TDM (no trunking)	Pure IP (UNIStim) Access to PSTN	Pure IP (SIPLine) Access to PSTN	Mixed IP and TDM Access to PSTN
CS 1000E (CP PM) SA/HA	8000	22 500	$2x(\text{SipN}+\text{Sip3}) \leq 22\,500$	$8000^* \text{TDM (UNIStim} + 2x(\text{SipN}+\text{Sip3}) \leq 22\,500)^*$
CS 1000E (CP PM) SA/HA (IP only)	N/A	40 000 (PSTN through Vtrk)	$2x(\text{SipN}+\text{Sip3}) \leq 40\,000$	N/A
CS 1000E TDM (CP PM, CP MG 128)	800	N/A	N/A	N/A
CS 1000E (Co-res CS and SS) (CP PM, COTS2, Common Server, CP DC)	800	1000	$(\text{SipN}+\text{Sip3}) \leq 1000$	$800^* \text{TDM (UNIStim} + (\text{SipN} + \text{Sip3} \leq 1000)^{**}$
CS 1000E (Co-res CS and SS) (CP MG 128)	800	700	$(\text{SipN}+\text{Sip3}) \leq 700$	$800^* \text{TDM (UNIStim} + (\text{SipN} + \text{Sip3} \leq 700)^{**}$

Values in each column reflect the total telephones for a configuration. These are absolute limits for pure TDM and pure IP. For mixed TDM and IP, values are for typical configurations. Applications and calling patterns impact call server capacity. Enterprise Configurator and publications are used to calculate practical values preconfiguration. Values beyond these limits must be engineered.

TPS requires Signaling Servers.

Mixed configuration assumes 8-15% digital trunking to PSTN and no applications.

* Number of IP and TDM phones with PSTN access is dependant on the number of PRI/DTI/PRI2/DTI2 spans. This ties into loop consumption and must be calculated.

** The CS 1000E Co-res CS and SS system (SipN+Sip3) must always be ≤ 1000 . For example, a Co-res CS and SS system can have 600 UNIStim telephones and 400 SIP Line telephones.

Zone/IP Telephony Node Engineering

For information about Zone/IP Telephony Node Engineering, see *Avaya Communication Server 1000M and Meridian 1 Large System Planning and Engineering, NN43021-220*.

Chapter 14: Resource calculations

Contents

This chapter contains the following topics:

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[Virtual Trunk calculations](#) on page 269

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[Reducing imbalances \(second round of algorithm calculations\)](#) on page 305

[Illustrative engineering example](#) on page 307

Introduction

This chapter describes the algorithms implemented by the Enterprise Configurator tool in order to calculate the resources required by the system.

In many cases, the calculations require user inputs that are the result of pre-engineering performed in accordance with the capacities and guidelines described in [System capacities](#) on page 209 and [Application engineering](#) on page 323.

When a proposed new system is equipped with more ports than the initial configuration actually uses, treat the two sets of input data like two separate configurations. Run each set of data through the algorithm and then compare results. For a viable solution, both sets of calculation results must be within the capacities of the proposed system.

Resource calculation parameters

[Table 50: Resource calculation parameters](#) on page 250 describes the parameters you use in resource calculations.

Table 50: Resource calculation parameters

Parameter	Description	Default value
Telephone _{CCS}	Centi-Call Seconds (CCS) for each standard telephone	5 CCS
NBTelephone _{CCS}	CCS for each nonblocking telephone	18 CCS
ACD _{CCS}	CCS for each Automatic Call Distribution (ACD) telephone	33 CCS
TRK _{CCS}	CCS for each Time-Division Multiplexing (TDM) trunk	28 CCS
VTRK _{CCS}	CCS for each Virtual trunk	28 CCS
CP1 _{CCS}	CCS for each local CallPilot port	26 CCS
CP2 _{CCS}	CCS for each network CallPilot port	26 CCS
APPL _{CCS}	CCS for each application port	26 CCS
Intraoffice ratio (R _I)	The portion of telephone to telephone calls, from the total number of calls.	0.30
Tandem ratio (R _T)	The portion of trunk to trunk calls, from the total number of calls.	0.05
Incoming ratio (I)	The portion of trunk to telephone calls, from the total number of calls.	0.40
Outgoing ratio (O)	The portion of telephone to trunk calls, from the total number of calls $O = 1 - R_I - R_T - I$ The sum of all four traffic ratios (R _I , R _T , I, O) must equal 1	0.25 calculated on the values for R _I , R _T , and I
AHT _{SS}	Average holding time (AHT) for telephone-to-telephone calls	60 seconds
AHT _{TS}	AHT for trunk to telephone calls	150 seconds
AHT _{ST}	AHT for telephone to trunk calls	150 seconds
AHT _{TT}	AHT for trunk to trunk calls	180 seconds
AHT _{AGT}	AHT for ACD agent calls	180 seconds
AHT _{CP}	AHT for CallPilot calls	40 seconds

Parameter	Description	Default value
AHT_{MICB}	AHT for Integrated Conference Bridge calls	1800 seconds
AHT_{MIRAN}	AHT for Integrated Recorded Announcement calls	90 seconds
AHT_{MIPCD}	AHT for Integrated Call Director calls	60 seconds
AHT_{MICA}	AHT for Integrated Call Announcement calls	180 seconds
AHT_{MIVS}	AHT for Integrated Voice Services calls	90 seconds
r_{con}	Conference loop ratio (number of conference loops / total number of loops)	0.07

Resource calculation equations

[Table 51: Resource calculation equations](#) on page 251 describes the equations you use in resource calculations. Evaluate the equations in the order shown, as other calculations require the results of the previous calculations.

Table 51: Resource calculation equations

Name	Description	Equation
L_{TDM}	Total TDM telephone CCS, including analog, digital and line-side T1/E1 ports	$L_{TDM} = ((\text{number of digital telephones} + \text{number of analog telephones} + \text{number of line-side T1/E1 ports}) \times \text{Telephone}_{CCS}) + (\text{number of nonblocking telephones} \times \text{NBTelephone}_{CCS})$
L_{IP}	Total UNISlim IP Phone CCS, including wireless IP telephones	$L_{IP} = (\text{number of UNISlim IP Phones} - \text{number of IP ACD agents}) \times \text{Telephone}_{CCS}$
L_{ACD}	Total TDM ACD agent CCS	$L_{ACD} = (\text{number of TDM ACD agents}) \times \text{ACD}_{CCS}$
L_{ACDIP}	Total IP ACD agent CCS	$L_{ACDIP} = (\text{number of UNISlim ACD agents}) \times \text{ACD}_{CCS}$
L_{DECT}	Total Digital Enhanced Cordless Telecommunications (DECT) telephone CCS, excluding SIP-DECT	$L_{DECT} = (\text{number of DECT telephones}) \times \text{Telephone}_{CCS}$
L_{IPW}	Total IP Wireless 802.11 telephone CCS	$L_{IPW} = (\text{number of Wireless 802.11 telephones}) \times \text{Telephone}_{CCS}$

Name	Description	Equation
L_{SIPL}	Total SIP Line telephone CCS, including SIP-DECT	$L_{SIPL} = (\text{number of SIPN telephones} + \text{number of SIP3 telephones}) \times \text{Telephone}_{CCS}$
ACD_{adj}	ACD CCS adjustment for TDM agents (see paragraph below table)	$ACD_{adj} = (\text{number of TDM ACD agents} \times \text{NBTelephone}_{CCS})$
L_{CCS}	Total line CCS. The sum of all telephone CCS	$L_{CCS} = (L_{TDM} + L_{IP} + L_{ACD} + L_{ACDIP} + L_{DECT} + L_{IPW} + L_{SIPL}) - ACD_{adj}$
T_{TDM}	Total TDM trunk CCS, including analog and digital trunks	$T_{TDM} = (\text{number of analog trunks} + \text{number of digital trunks}) \times \text{TRK}_{CCS}$
HVT_{CCS}	Total H323 trunk CCS	$HVT_{CCS} = (\text{number of H323 trunks}) \times \text{TRK}_{CCS}$
SVT_{CCS}	Total SIP trunk CCS	$SVT_{CCS} = (\text{number of SIP trunks}) \times \text{TRK}_{CCS}$
VT_{CCS}	Total Virtual Trunk CCS	$VT_{CCS} = HVT_{CCS} + SVT_{CCS}$
T_{TCCS}	Total trunk CCS	$T_{TCCS} = T_{TDM} + VT_{CCS}$
V_H	Percentage of H323 trunk CCS from the total Virtual Trunk CCS	$V_H = HVT_{CCS} \div VT_{CCS}$
V_S	Percentage of SIP trunk CCS from the total Virtual Trunk CCS	$V_S = SVT_{CCS} \div VT_{CCS}$
V	Percentage of Virtual Trunk CCS from the total trunk CCS	$V = VT_{CCS} \div T_{TCCS}$
P_U	Ratio of UNISTim telephone CCS to total telephone CCS	$P_U = (L_{IP} + L_{ACDIP}) \div L_{CCS}$
P_S	Ratio of SIP Line telephone CCS to total telephone CCS	$P_S = L_{SIPL} \div L_{CCS}$
P_{IP}	Ratio of IP telephone CCS to total telephone CCS	$P_{IP} = (L_{IP} + L_{ACDIP} + L_{SIPL}) \div L_{CCS} = P_U + P_S$
WAHT	Weighted average holding time (WAHT) in seconds	$WAHT = (R_I \times AHT_{SS}) + (R_T \times AHT_{TT}) + (I \times AHT_{TS}) + (O \times AHT_{ST})$
Total_telephones	Total number of telephones on the system	Total_telephones = number of TDM telephones + number of UNISTim telephones + number of SIPN telephones + number of SIP3 telephones + number of MDECT telephones + number of SIP-DECT telephones + number of BRI telephones + number of MobileX users + number of MC3100 users

Name	Description	Equation
r_{DTP}	Ratio of converged desktop telephones to total number of telephones	$r_{DTP} = \text{number of telephones with converged desktop} \div \text{Total_telephones}$
V_{DCCS}	Converged desktop CCS	$V_{DCCS} = L_{CCS} \times r_{DTP}$
MOP	Percentage of Microsoft Converged Office users	$MOP = \text{number of telephones with Microsoft Converged Office} \div \text{Total_telephones}$
IPSECP	IP security usage	If any IP security features are enabled $IPSECP = 1$, otherwise $IPSECP = 0$
CP1	Local CallPilot CCS	$CP1 = \text{number of local CallPilot ports} \times CP1_{CCS}$
CP2	Network CallPilot CCS	$CP2 = \text{number of network CallPilot ports} \times CP2_{CCS}$
MC3100_P	Percentage of MC3100 users	$MC3100_P = \text{MC3100_users} \div \text{Total_telephones}$
MobileX_P	Percentage of MobileX users	$MobileX_P = \text{MobileX_users} \div \text{Total_telephones}$

The ACD traffic for TDM terminations is integral in L_{TDM} for all systems. Large systems can contain both standard and nonblocking telephones. You must enter ACD agents in the nonblocking telephone count (for line card provisioning), therefore adjust the CSS using the nonblocking CCS rate.

L_{IP} is correct for IP ACD agents. L_{IP} does not require a CSS adjustment because all IP Phones are nonblocking.

Total system traffic

System traffic is the sum of traffic from the sources. The total system CCS is the sum of telephone and trunk CCS.

$$T_{CCS} = L_{CCS} + T_{TCCS}$$

System calls

The total number of calls the system must be engineered to handle is given by:

$$T_{CALL} = 0.5 \times T_{CCS} \times 100 \div WAHT$$

Traffic equations and penetration factors

Total system calls comprise four different types of traffic:

1. Telephone-to-telephone ([Intraoffice calls \(\$C_{SS}\$ \)](#) on page 254)
2. Trunk-to-trunk ([Tandem calls \(\$C_{TT}\$ \)](#) on page 255)
3. Telephone-to-trunk ([Originating/outgoing calls \(\$C_{ST}\$ \)](#) on page 255)
4. Trunk-to-telephone ([Terminating/incoming calls \(\$C_{TS}\$ \)](#) on page 256)

1. Intraoffice calls (C_{SS})

$$C_{SS} = \text{Total calls } (T_{CALL}) \times \text{Intraoffice ratio } (R_I)$$

This parcel can be further broken down to six types:

- a. Intraoffice UNISlim IP to UNISlim IP calls (UIPtoUIP)

$$C_{2IP} = C_{SS} \times P_U \times P_U \text{ (require no DSP, no VT)}$$

$P_{UIPtoUIP} = C_{2IP} \div T_{CALL}$ $P_{UIPtoUIP}$ is the penetration factor for the intraoffice UNISlim IP to UNISlim IP calls

- b. Intraoffice UNISlim IP to TDM telephone calls (UIPtoL)

$$C_{1IP} = C_{SS} \times 2 \times P_U \times (1 - P_{IP}) \text{ (require DSP, no VT)}$$

$P_{UIPtoL} = C_{1IP} \div T_{CALL}$ P_{UIPtoL} is the penetration factor for the intraoffice UNISlim IP to TDM telephone calls

- c. Intraoffice TDM telephone to TDM telephone calls (LtoL)

$$C_{NoIP} = C_{SS} \times (1 - P_{IP})^2 \text{ (require no DSP, no VT)}$$

$P_{LtoL} = C_{NoIP} \div T_{CALL}$ P_{LtoL} is the penetration factor for the intraoffice TDM to TDM calls

- d. Intraoffice SIP Line to SIP Line calls (SIPtoSIP)

$$C_{2sip} = C_{SS} \times P_S^2 \text{ (require no DSP, no VT)}$$

$P_{SIPtoSIP} = C_{2sip} \div T_{CALL}$ $P_{SIPtoSIP}$ is the penetration factor for the intraoffice SIP Line to SIP Line calls

- e. Intraoffice SIP Line to UNISlim IP calls (SIPtoUIP)

$$C_{2sipuip} = C_{SS} \times 2 \times P_S \times P_U \text{ (require no DSP, no VT)}$$

$P_{SIPtoUIP} = C_{2sipuip} \div T_{CALL}$ $P_{SIPtoUIP}$ is the penetration factor for the intraoffice SIP Line to UNISlim IP calls

- f. Intraoffice SIP Line to TDM calls (SIPtoL)

$$C_{1sip} = C_{SS} \times 2 \times P_S \times (1 - P_{IP}) \text{ (require DSP, no VT)}$$

$P_{\text{SIPtoL}} = C_{1\text{sip}} \div T_{\text{CALL}}$ P_{SIPtoL} is the penetration factor for the intraoffice SIP Line to TDM calls

2. Tandem calls (C_{TT})

$$C_{\text{TT}} = \text{Total calls} \times \text{Tandem ratio} = T_{\text{CALL}} \times R_{\text{T}}$$

The tandem calls can be further broken down into:

a. Tandem VT to TDM trunk calls (VTtoTr)

$$C_{\text{T1VT}} = 2 \times C_{\text{TT}} \times V \times (1 - V) \text{ (require DSP and VT)}$$

$P_{\text{VTtoTr}} = C_{\text{T1VT}} \div T_{\text{CALL}}$ P_{VTtoTr} is the penetration factor for the tandem VT to TDM trunk calls

b. Tandem TDM trunk to TDM trunk calls (TrtoTr)

$$C_{\text{T2NoVT}} = C_{\text{TT}} \times (1 - V)^2 \text{ (require no DSP, no VT)}$$

$P_{\text{TrtoTr}} = C_{\text{T2NoVT}} \div T_{\text{CALL}}$ P_{TrtoTr} is the penetration factor for the tandem TDM trunk to TDM trunk calls

c. Tandem VT (H.323) to VT (SIP) calls (VhtoVs)

$$C_{\text{T2HS}} = C_{\text{TT}} \times V^2 \times V_{\text{H}} \times V_{\text{S}} \times 2 \times 2 \text{ (require VT)}$$

where V_{H} is the fraction of H.323 trunks to total VTs, and V_{S} is the fraction of SIP trunks to total VTs.

If there is only one type of VT (either V_{H} or $V_{\text{S}} = 0$), the connection is handled at the Network Routing Service and no calls are offered to the Call Server. In this case, $P_{\text{VhtoVs}} = 0$.

$P_{\text{VhtoVs}} = C_{\text{T2HS}} \div T_{\text{CALL}}$ P_{VhtoVs} is the penetration factor for the tandem VT (H.323) to VT (SIP) calls

3. Originating/outgoing calls (C_{ST})

$$C_{\text{ST}} = \text{Total calls} \times \text{Outgoing ratio} = T_{\text{CALL}} \times O$$

Originating/outgoing calls can be further broken down into:

a. UNISlim IP to VT calls (UIPtoVT)

$$C_{\text{STIV}} = C_{\text{ST}} \times P_{\text{U}} \times V \text{ (require no DSP, no VT)}$$

$P_{\text{UIPtoVT}} = C_{\text{STIV}} \div T_{\text{CALL}}$ P_{UIPtoVT} is the penetration factor for the outgoing UNISlim IP to VT calls

b. UNISlim IP to TDM trunk calls (UIPtoTr)

$$C_{\text{STID}} = C_{\text{ST}} \times P_{\text{U}} \times (1 - V) \text{ (require DSP, no VT)}$$

$P_{\text{UIPtoTr}} = C_{\text{STID}} \div T_{\text{CALL}}$ P_{UIPtoTr} is the penetration factor for the outgoing UNISlim IP to TDM trunk calls

c. TDM telephone to VT calls (LtoVT)

$$C_{\text{STDV}} = C_{\text{ST}} \times (1 - P_{\text{IP}}) \times V \text{ (require DSP, VT)}$$

$P_{LtoVT} = C_{STDV} \div T_{CALL}$ P_{LtoVT} is the penetration factor for the outgoing TDM telephone to VT calls

- d. TDM telephone to TDM trunk calls (LtoTr) $C_{STDD} = C_{ST} \times (1 - P_{IP}) \times (1 - V)$ (require no DSP, no VT)

$P_{LtoTr} = C_{STDD} \div T_{CALL}$ P_{LtoTr} is the penetration factor for the outgoing TDM telephone to TDM trunk calls

- e. SIP Line to VT calls (SIPtoVT) $C_{STSV} = C_{ST} \times P_S \times V$ (require no DSP, VT)

$P_{SIPtoVT} = C_{STSV} \div T_{CALL}$ $P_{SIPtoVT}$ is the penetration factor for the outgoing SIP Line to VT calls

- f. SIP Line to TDM trunk calls (SIPtoTr) $C_{STSD} = C_{ST} \times P_S \times (1 - V)$ (require DSP, no VT)

$P_{SIPtoTr} = C_{STSD} \div T_{CALL}$ $P_{SIPtoTr}$ is the penetration factor for the outgoing SIP Line to TDM trunk calls

4. Terminating/incoming calls (C_{TS})

$$C_{TS} = \text{Total calls} \times \text{Incoming ratio} = T_{CALL} \times I$$

Terminating/incoming calls can be further broken down into:

- a. VT to TDM telephone calls (VTtoL)

$$C_{TSVD} = C_{TS} \times V \times (1 - P_{IP}) \text{ (require DSP, VT)}$$

$P_{VTtoL} = C_{TSVD} \div T_{CALL}$ P_{VTtoL} is the penetration factor for the incoming VT to TDM telephone calls

- b. VT to UNISlim IP telephone calls (VTtoUIP)

$$C_{TSVI} = C_{TS} \times V \times (P_U) \text{ (require no DSP, VT)}$$

$P_{VTtoUIP} = C_{TSVI} \div T_{CALL}$ $P_{VTtoUIP}$ is the penetration factor for the incoming VT to UNISlim IP telephone calls

- c. TDM trunk to UNISlim IP telephone calls (TrtoUIP)

$$C_{TSDI} = C_{TS} \times (1 - V) \times (P_U) \text{ (require DSP, no VT)}$$

$P_{TrtoUIP} = C_{TSDI} \div T_{CALL}$ $P_{TrtoUIP}$ is the penetration factor for the incoming TDM trunk to UNISlim IP telephone calls

- d. TDM trunk to TDM telephone calls (TrtoL)

$$C_{TSDD} = C_{TS} \times (1 - V) \times (1 - P_{IP}) \text{ (require no DSP, no VT)}$$

$P_{TrtoL} = C_{TSDD} \div T_{CALL}$ P_{TrtoL} is the penetration factor for the incoming TDM trunk to TDM telephone calls

- e. VT to SIP Line calls (VTtoSIP)

$$C_{TSVS} = C_{TS} \times V \times P_S \text{ (require DSP, no VT)}$$

$P_{VTtoSIP} = C_{TSVS} \div T_{CALL}$ $P_{VTtoSIP}$ is the penetration factor for the incoming VT to SIP Line calls

f. TDM trunk to SIP Line calls (TrtoSIP)

$C_{TSDS} = C_{TS} \times (1 - V) \times P_S$ (require no DSP, no VT)

$P_{TrtoSIP} = C_{TSDS} \div T_{CALL}$ $P_{TrtoSIP}$ is the penetration factor for the incoming TDM trunk to SIP Line calls

Resource use equations

The following equations, summing different types of traffic, are used to calculate the required TPS and SLG resources.

- Calls involving at least one UNISlim IP Phone and therefore using TPS:

$$C_{IP} = (2 \times C_{2IP}) + C_{1IP} + C_{STIV} + C_{STID} + C_{TSVI} + C_{TSDI} + C_{2SIPUIP}$$

- Calls that require at least one SIP Line Phone and therefore using SLG:

$$C_{SIP} = (2 \times C_{2SIP}) + C_{1SIP} + C_{2SIPUIP} + C_{STSV} + C_{STSD} + C_{TSVS} + C_{TSDS}$$

Real time calculations

This section describes the following real time calculations:

- [System EBC without applications](#) on page 260
- [Feature and applications EBCs](#) on page 260
- [Call Server utilization](#) on page 262
- [CPU real time conversion for upgrades](#) on page 262

The real time required to process a basic telephone to basic telephone call is an Equivalent Basic Call (EBC), which is the unit used to measure other, more complicated feature calls. The basic call type varies for each system, and is based on the call requiring the least amount of Call Server CPU. Every feature call can be converted to EBCs by using its real time factor (RTF).

$$RTF = (\text{Real time of a feature call in ms} \div \text{Real time of a basic call}) - 1$$

There are a total of 21 major combinations of telephone and trunk types of calls in the system. The real time factor of each call type is denoted by f_i ($i = 1$ to 21). In addition, there are standard real time factors for applications and features. [Table 52: Real time factors](#) on page 258 provides the real time factors.

Table 52: Real time factors

Type of call	Real time factor	Avaya CS 1000E SA/HA	Avaya CS 1000E Co-res + SLG
Intraoffice calls:			
UNISlim IP telephone to UNISlim IP telephone	(f ₁)	0.0	4.90
UNISlim IP telephone to TDM telephone	(f ₂)	1.41	1.86
TDM telephone to TDM telephone	(f ₃)	0.81	0.03
Tandem calls:			
Virtual Trunk to TDM trunk	(f ₄)	1.14	3.65
TDM trunk to TDM trunk	(f ₅)	1.20	2.85
H.323 Virtual Trunk to SIP Virtual Trunk	(f ₆)	1.09	4.45
Originating/outgoing calls:			
UNISlim IP telephone to Virtual Trunk	(f ₇)	1.20	5.18
UNISlim IP telephone to TDM trunk	(f ₈)	1.16	4.96
TDM telephone to Virtual Trunk	(f ₉)	2.44	3.95
TDM telephone to TDM trunk	(f ₁₀)	1.25	4.36
Terminating/incoming calls:			
Virtual Trunk to TDM telephone	(f ₁₁)	1.72	2.86
Virtual Trunk to IP telephone	(f ₁₂)	0.97	3.72
TDM trunk to UNISlim IP telephone	(f ₁₃)	1.25	0.74
TDM trunk to TDM telephone	(f ₁₄)	1.34	0.06
SIPL to SIP telephone	(f ₁₅)	2.72	4.80
SIPL to UNISlim IP telephone	(f ₁₆)	1.36	2.04
SIPL to TDM telephone	(f ₁₇)	1.78	2.50
SIPL to Virtual Trunk	(f ₁₈)	1.97	5.60
SIPL to TDM Trunk	(f ₁₉)	2.25	2.14
Virtual Trunk to SIP telephone	(f ₂₀)	2.17	5.97
TDM Trunk to SIPL	(f ₂₁)	3.57	4.97
Application/feature calls:			
ACD agent without Symposium	(f _{ACD})	0.13	0.13

Type of call	Real time factor	Avaya CS 1000E SA/HA	Avaya CS 1000E Co-res + SLG
Symposium	(f_{SYM})	5.70	5.70
CallPilot	(f_{CP})	1.70	1.70
Avaya Integrated Conference Bridge	(f_{MICB})	1.59	1.59
Avaya Integrated Recorded Announcer	(f_{MIRAN})	0.63	0.63
Avaya Integrated Call Assistant	(f_{MICA})	0.57	0.57
Avaya Hospitality Integrated Voice Service	(f_{MIVS})	0.57	0.57
Avaya Integrated Call Director	(f_{MIPCD})	0.63	0.63
IP Recorded Announcer on Media Server	(f_{IPRAN_MS})	1.2	1.2
Media Services based tones	(f_{IPTDS})	0.8	0.8
BRI ports	(f_{BRI})	0.12	0.12
MDECT telephone	(f_{DECT})	4.25	4.25
Intraoffice CDR	(f_{ICDR})	0.44	0.44
Incoming CDR	(f_{CCDR})	0.32	0.32
Outgoing CDR	(f_{OCDR})	0.32	0.32
Tandem CDR	(f_{TAN})	0.44	0.44
CPND factor	(f_{CPND})	0.20	0.20
Converged Desktop factor	(f_{DTP})	2.33	2.33
Error term – minor feature overhead	(f_{OVRH})	0.25	0.25
Microsoft Converged Office factor	(f_{MO})	2.33	2.33
IP Security factor	(f_{IPSEC})	0.33	0.33
MC3100 factor	(f_{MC3100})	4.78	4.78
MobileX factor	($f_{mobileX}$)	0.67	0.67
Extend Local Calls factor	(f_{ELC})	4.36	4.36

The real time factor adjusts for the fact that a feature call generally requires more real time to process than a basic call. The impact on the system is a function of the frequency with which the feature call appears during the busy hour. The penetration factor of a feature is the ratio of that type of feature call to the overall system calls. See [Traffic equations and penetration factors](#) on page 254 for the equations to calculate penetration factors for the 21 major call types.

The real time factors and penetration factors are used to generate the real time multiplier (RTM), which in turn is used to calculate the overall system EBC.

The real time multiplier is given by:

$$\begin{aligned} \text{RTM} = & 1 + \text{Error_term} + (\text{P_UIPtoUIP} \times f_1) + (\text{P_UIPtoL} \times f_2) + (\text{P_LtoL} \times f_3) + (\text{P_VTtoTr} \times f_4) \\ & + (\text{P_TrtoTr} \times f_5) + (\text{P_VhtoVs} \times f_6) + (\text{P_UIPtoVT} \times f_7) + (\text{P_UIPtoTr} \times f_8) + (\text{P_LtoVT} \times f_9) \\ & + (\text{P_LtoTr} \times f_{10}) + (\text{P_VTtoL} \times f_{11}) + (\text{P_VTtoUIP} \times f_{12}) + (\text{P_TrtoUIP} \times f_{13}) + (\text{P_TrtoL} \times f_{14}) \\ & + (\text{P_SIPtoSIP} \times f_{15}) + (\text{P_SIPtoUIP} \times f_{16}) + (\text{P_SIPtoL} \times f_{17}) + (\text{P_SIPtoVT} \times f_{18}) + (\text{P_SIPtoTr} \\ & \times f_{19}) + (\text{P_VTtoSIP} \times f_{20}) + (\text{P_TrtoSIP} \times f_{21}) \end{aligned}$$

The Error_term accounts for features such as call transfer, three-way conference, call-forward-no-answer, and others that are hard to single out to calculate real time impact. The Error_term is usually assigned the value 0.25.

System EBC without applications

$$\text{System EBC} = (\text{Total system calls} \times \text{real time Multiplier}) \quad \text{SEBC} = (\text{T}_{\text{CALL}} \times \text{RTM})$$

Feature and applications EBCs

[Table 53: Feature and applications EBC](#) on page 260 lists the equations to calculate the EBC impacts of individual applications and features. The total application and feature EBC impact, which is included in the system real time EBC calculation, is the sum of these application and feature EBCs.

Table 53: Feature and applications EBC

EBC feature or application	Calculation
ACD	ACD agents without Symposium + ACD agents with Symposium where ACD agents without Symposium = $(1 - \% \text{ Symposium}) \times f_{\text{ACD}} \times (\text{Number of IP ACD agents} + \text{number of TDM agents}) \times \text{ACD}_{\text{CCS}} \times 100 \div \text{AHT}_{\text{AGT}}$ and ACD agents with Symposium is user input. (If unknown, assume all ACD agent calls are with Symposium.)
Symposium	$\% \text{ Symposium} \times f_{\text{SYM}} \times (\text{Number of IP ACD agents} + \text{number of TDM agents}) \times \text{ACD}_{\text{CCS}} \times 100 \div \text{AHT}_{\text{AGT}}$
CallPilot	$(\text{CP1} + \text{CP2}) \times 100 \div \text{AHT}_{\text{CP}} \times f_{\text{CP}}$
Internal CDR	$C_{\text{SS}} \times f_{\text{ICDR}}$
Incoming CDR	$C_{\text{TS}} \times f_{\text{CCDR}}$

EBC feature or application	Calculation
Outgoing CDR	$C_{ST} \times f_{OCDR}$
Tandem CDR	$C_{TT} \times f_{TCDR}$
Integrated Conference Bridge	Number of Integrated Conference Bridge ports \times CCS \times 100 \div $AHT_{MICB} \times f_{MICB}$
Integrated Recorded Announcer	Number of Integrated Recorded Announcer ports \times CCS \times 100 \div $AHT_{MIRAN} \times f_{MIRAN}$
Integrated Call Director	Number of Integrated Call Director ports \times CCS \times 100 \div $AHT_{MIPCD} \times f_{MIPCD}$
Integrated Call Announcer	Number of Integrated Call Announcer ports \times CCS \times 100 \div $AHT_{MICA} \times f_{MICA}$
Hospitality Integrated Voice Services	Number of Hospitality Integrated Voice Services ports \times CCS \times 100 \div $AHT_{MIVS} \times f_{MIVS}$
IP_RAN	$((IP\ RAN\ ports + IP\ MUS\ ports) \times 26) \times 100 \div 90) \times f_{IPRAN}$
IP_TDS	IP Tone Calls \times f_{MSTDS}
BRI	# BRI ports \times CCS \times 100 \div $AHT_{BRI} \times f_{BRI}$
MDECT	$L_{DECT} \times 100 \div WAHT \times f_{DECT}$
CPND	$(C_{1IP} + C_{NoIP} + C_{TSVD} + C_{TSDD}) \times f_{CPND}$
Converged Desktop (CD)	$(C_{SS} \times 0.1 + C_{TT} + C_{ST} + C_{TS}) \times r_{DTP} \times f_{DTP}$
Microsoft Converged Office (MO)	$(C_{SS} \times 0.1 + C_{TT} + C_{ST} + C_{TS}) \times mop \times f_{MO}$
IP Security (IPSEC)	$(C_{SS} + C_{TT} + C_{TS}) \times P \times ipsecp \times f_{IPSEC}$
MC3100	$(C_{SS} + C_{TT} + C_{ST} + C_{TS}) \times MC3100_P \times f_{MC3100}$ where $MC3100_P = MC3100_users / (MC3100_users + total\ number\ of\ set\ and\ extensions)$
MobileX	$(C_{SS} + C_{TT} + C_{ST} + C_{TS}) \times MobileX_P \times f_{MobileX}$ where $MobileX_P = MobileX_users / (total\ number\ of\ set\ and\ extensions)$
Extend Local Calls (ELC)	$C_{SS} \times ELC_P \times f_{ELC}$ where $ELC_P = ELC_users / (total\ number\ of\ telephones\ and\ extensions)$

Feature and application EBC defines as: $FAEBC = ACD_EBC + Symposium_EBC + CallPilot_EBC + InternalCDR_EBC + IncomingCDR_EBC + OutgoingCDR_EBC + TandemCDR_EBC + MICB_EBC + MIRAN_EBC + MIPCD_EBC + MICA_EBC + MIVS_EBC + BRI_EBC + MDECT_EBC + CPND_EBC + CD_EBC + MO_EBC + IPSEC_EBC + MC3100_EBC + MobileX_EBC + IP_RAN_EBC + IP_TDS_EBC + ELC_EBC$

Call Server utilization

Real Time Usage (RTU) is expressed as a percentage of the rated EBC capacity of the CPU.
 $RTU = (SEBC + FAEBC) \div \text{Rated_EBC} \times 100$ Where Rated_EBC value is from [Table 42: Real time capacity \(EBC\) by system](#) on page 229.

CPU real time conversion for upgrades

When upgrading an existing switch, CPU engineering must provide a certain level of spare capacity in order to ensure that the upgrade will be able to handle both the existing site and the new additions. real time calculations must include the existing load as well as the new load.

The CPU utilization data from a current traffic report TFS004 provides the existing load. The existing load is then converted to the equivalent loading on the new (and presumably faster) CPU. The final loading on the new processor is the sum of the usual real time calculations for the new load and the converted existing load. It must be less than or equal to 100% of the rated capacity for the new processor.

Use the following formula to convert the existing processor usage to the new processor equivalent:

$$CRTU = (RTU/100) \times [1 + (SWRC \div 100)] \times CPTU$$

- CRTU = CPU loading from the existing switch converted to an equivalent load on the new processor, in percent.
- RTU = Current CPU usage, in percent (from the TFS004 report of the existing switch).
- SWRC = Software release degradation factor, in percent. Since every new release is enhanced with new features and capabilities, the processing power of the existing CPU is degraded to some extent (typically 10-20%) by the newer release.
- CPTU = Capacity ratio of the existing CPU to the new CPU. The ratio is always less than 1 (unless the same CPU is used, in which case it is equal to 1).

If $CRTU > CPTU$, set $CRTU = CPTU$.

Since the capacity ratio is the maximum load the old CPU can offer to the new one, the converted CPU load from the existing processor cannot be greater than the capacity ratio.

[Table 54: Software release degradation factors \(SWRC\)](#) on page 263 lists the software release degradation factors for supported software upgrades.

Table 54: Software release degradation factors (SWRC)

From	Degradation factor (%)
	to CS 1000E Release 7.5
Release 18	310
Release 19	291
Release 20B	220
Release 21B	190
Release 22	149
Release 23	130
Release 23C	125
Release 24B	81
Release 25B	69
Succession Release 2	66
Succession Release 3	62
CS 1000 Release 4	55
CS 1000 Release 4.5	42
CS 1000 Release 5	23
CS 1000 Release 5.5	17
CS 1000 Release 6.0	11
CS 1000 Release 7.0	6

[Table 55: Ratio of existing processor capacity to new processor capacity \(CPTU\)](#) on page 263 gives capacity ratio values for supported processor upgrades.

Table 55: Ratio of existing processor capacity to new processor capacity (CPTU)

From CPU type	EBC Ratio		
	To CP PII	To CP PIV	To CP PM
CP PII	1.00	0.32	0.30
CP PIV	–	1.00	0.667
CP PM	–	–	1.00

DSP/Media Card calculations

DSP resources are provided by Media Cards and MGC DSP daughterboards. The total DSP requirement is the sum of DSP requirements for various functions, which are calculated separately for each Media Gateway.

- [DSP ports for Conference](#) on page 265
- [DSP ports for general traffic](#) on page 266
- [DSP ports for major applications](#) on page 266
- [Special treatment for nonblocking access to DSP ports](#) on page 267
- [Total Media Gateway DSP requirements](#) on page 267
- [Simplified Media Gateway DSP calculations](#) on page 268

For reasons explained in the [Traffic models](#) on page 228 section, the Erlang B model is used to calculate DSP port requirements.

The DSP port requirement must be calculated in increments of 32. The Gateway Controller, MC32, and MC32S provide DSPs in groups of 32. DSP calculations that refer to a Media Card equal a bank of 32 DSP ports. The 32 DSP ports can be provided by a MC32, MC32S, or DSP resources from a Gateway Controller. For example, an MGC card with 128 DSP ports is the equivalent of 4 Media Cards.

[Table 56: Erlang B and Poisson values, in 32-port increments](#) on page 264 provides Erlang B and Poisson values for P.01 Grade-of-Service (GoS) in 32-port increments. The DSP resource required to handle the offered traffic is the number of ports corresponding to the first Erlang B CCS capacity greater than the calculated traffic value. The Poisson values are used to calculate Virtual Trunk requirements (see [Virtual Trunk calculations](#) on page 269).

Table 56: Erlang B and Poisson values, in 32-port increments

Erlang B with P.01 GoS		Poisson with P.01 GoS	
Number of DSP ports	CCS	Number of Virtual Trunk access ports	CCS
32	794	32	732
64	1822	64	1687
96	2891	96	2689
128	3982	128	3713
160	5083	160	4754
192	6192	192	5804

Because DSPs cannot be shared between Media Gateways, the efficiency of the DSP ports on a Media Card is not as high as in a system-wide group. To calculate port and Media Card requirements, use the following (and round up to the next integer if the result is a fraction):

- 794 CCS per Media Card (32 ports)
- 1822 CCS per two Media Cards (64 ports)
- 2891 CCS per three Media Cards (96 ports)

For example, 2000 CCS requires 96 DSP ports to provide a P.01 GoS ($2000 > 1822$) as calculated from [Table 56: Erlang B and Poisson values, in 32-port increments](#) on page 264. In this example, you must provide 3 Media Cards, or a 96 DSP ports.

For information about allocating Media Cards to Media Gateways, see [Assigning loops and card slots in the Communication Server 1000E](#) on page 371.

DSP ports for Conference

A DSP channel is required for each telephone joining a conference call. The more telephones in the system, the higher the demand for DSP channels to access the conference feature.

Applications are another source of demand for the conference feature. Conference usage for Integrated Conference Bridge is treated separately, as part of the calculations for application ports. For other applications, the default is two conference loops, with a total of 60 channels, per network group. If a particular application requires a different number of conference ports, use the specific number.

The equation to calculate the number of DSP ports the system requires for Conference is:

$$\text{Number of conference ports} = [(\text{Total number of telephones}) \times r_{\text{Con}} \times 0.4]$$

where r_{Con} is the ratio of conference loops to traffic loops. The default value of r_{Con} is 0.07 because, for each network group, there are assumed to be 2 conference loops and 28 traffic loops ($r_{\text{Con}} = 2 \div 28 = 0.07$). The default value of r_{Con} can be changed if circumstances warrant.

$$\text{Number of conference loops} = \text{ROUNDUP} [\text{Number of Conference ports} \div 30]$$

$$\text{Number of DSP ports for Conference} = \text{Number of Conference loops} \times 32 \text{ (You require 1 Media Card or 32 DSP ports for each defined conference loop).}$$

Note:

For IP Media Services, no dedicated DSP resources are required to support IP conference.

DSP ports for digital trunks

Digital trunks typically carry heavy traffic (28 to 36 CCS) per port, therefore each digital trunk (PRI/PRI2/DTI/DTI2) requires a dedicated DSP port.

The minimum number of DSP ports required on the system equals the number of digital trunk ports on the system.

When digital trunk cards are installed in a Media Gateway, the DSPs required to support that digital trunk card must be placed into the same Media Gateway.

Number of DSP ports for digital trunks = Number of digital trunk ports

DSP ports for general traffic

There are two steps to calculate the number of DSP ports required for general traffic in each Media Gateway:

1. Calculate the number of CCS for all standard cards in the Media Gateway.

Media Gateway standard CCS = (Number of standard telephones × CCS for each telephone) + (Number of standard analog trunks × CCS for each trunk) + (Number of standard consoles × 100 CCS).

A standard console requires 4 DSP ports that accounts for approximately 100 CCS of usage.

2. Using the Erlang B table for P.01 GoS (see [Table 56: Erlang B and Poisson values, in 32-port increments](#) on page 264), find the corresponding number of DSP ports required.

Number of DSP ports for general traffic = Required number of ports for DSP CCS from Erlang B table

DSP ports for major applications

For most applications, provide one DSP port for each application port.

[Table 57: DSP port requirements for applications](#) on page 267 provides the equations to calculate the number of DSP ports required for each application. You must provide enough DSP ports in each Media Gateway that contain application cards.

Table 57: DSP port requirements for applications

Application or port type	Calculation
Integrated Recorded Announcer	Number of Integrated Recorded Announcer ports
Integrated Conference Bridge	Number of Integrated Conference Bridge ports
Integrated Call Director	Number of Integrated Call Director ports
Integrated Call Assistant	Number of Integrated Call Assistant ports
Hospitality Integrated Voice Service	Number of Hospitality Integrated Voice Service ports
BRI	Number of SILC ports = Number of BRI users × 2
CallPilot ports	(Number of local CallPilot ports) + (Number of network CallPilot ports) (see Note)
Agent Greeting ports	Number of Agent Greeting ports
Avaya CallPilot calls served by another node are treated as trunk traffic and are not included in DSP calculations for this node.	

Number of DSP ports for applications = DSP for Integrated Recorded Announcer + DSP for Integrated Conference Bridge + ... + DSP for Agent Greeting ports

Special treatment for nonblocking access to DSP ports

Since both Erlang B and Poisson models assume a high ratio of traffic sources to circuits, using the standard estimate of 36 CCS per agent to calculate DSP requirements for a specified GoS tends to result in over-provisioning. For this reason, rather use the fixed rule of one DSP port for each nonblocking TDM telephone requiring a DSP resource, in order to provide nonblocking access between the telephone and DSP.

The nonblocking telephones must be located in the same Media Gateway as the Media Cards providing the DSP resources for the telephones.

Number of DSP ports for nonblocking traffic = Number of nonblocking TDM telephones + number of nonblocking analog trunks + (number of nonblocking consoles × 12)

Total Media Gateway DSP requirements

Number of DSP ports for each Media Gateway = [Number of DSP ports for conference equation](#) on page 265 + [Number of DSP ports for digital trunks equation](#) on page 266 + [Number](#)

[of DSP ports for general traffic equation](#) on page 266 + [Number of DSP ports for applications equation](#) on page 267 + [Number of DSP ports for nonblocking traffic equation](#) on page 267

Simplified Media Gateway DSP calculations

You must allocate DSP ports for each Media Gateway in a Communication Server 1000E system. The general DSP calculations on system wide traffic only provide an estimate of the total number of DSP ports required on a Communication Server 1000E. You can use the following rules to avoid complex DSP calculations for each Media Gateway.

Provision each Media Gateway with 128 DSP ports. This configuration allows a mix of blocking and nonblocking cards in a standard Media Gateway with certain limits. You can configure a maximum of 60 nonblocking ports in a standard Media Gateway. For example, you can configure any two of either PRI, DTI, ICB, Mgate cards, and so on. RAN/MUSIC connections also count as nonblocking ports. You can add a maximum of 30 conference ports in addition to the previously selected items.

Note:

For IP Media Services, no dedicated DSP resources are required.

Each Communication Server 1000E system can have two types of Media Gateway DSP configurations:

- maximum of 2 nonblocking resource units
- any number of blocking cards (limited by the available card slots in the Media Gateway)
- maximum of 2 standard consoles

A nonblocking resource unit can be any of the following

- 1 x PRI or digital trunk card (for example, 24-channel TMDI/T1 or 30-channel PRI/E1)
- 1 x CallPilot card
- 1 x DECT card (for example, DMC / DMC8 or DMC-E / DMC8-E)
- 1 x Agent Greeting, SECC VSC, CRQM and RAO cards
- 2 x nonblocking digital or analog line cards (includes analog card for CLASS and Reach line card)
- 2 x nonblocking analog trunk cards
- 2 x nonblocking consoles
- 1 x nonblocking line side interface card
- 30 x broadcast circuits (RAN, MUSIC)
 - Accounts for MIRAN cards. If you assign more than 60 broadcast circuits to a single MIRAN or trunk card, you must install it in a dedicated nonblocking Media Gateway. If

less than 1 MIRAN or trunk card is available or assigned, you can have a maximum of 30 RAN or MUSIC for each card and install each in a standard Media Gateway.

A blocking card can be any of the following:

- CP PM and XCMC (CLASS clock)
- Standard digital or analog lines
- Standard Reach line cards
- Standard trunk cards

If there are high CCS rates for each card, you must configure the cards as nonblocking.

A nonblocking Media Gateway can also be referred to as a Dedicated Media Gateway. A nonblocking Media Gateway has one DSP port for each resource in the Media Gateway. 12 DSP ports are required for each nonblocking console.

Virtual Trunk calculations

For reasons explained in the "[System capacities](#) on page 209" chapter (see [Traffic capacity engineering algorithms](#) on page 227), the Poisson model is used to calculate trunk requirements.

[Table 56: Erlang B and Poisson values, in 32-port increments](#) on page 264 provides Poisson values for P.01 GoS in 32-port increments. The Virtual Trunk resource required to handle the offered traffic is the number of access ports corresponding to the first Poisson CCS capacity greater than the calculated traffic value.

To obtain the exact number of access ports required, use the following formula. Round up to the next integer if the result is a fraction.

Number of access ports = (Calculated CCS) ÷ (CCS from [Table 56: Erlang B and Poisson values, in 32-port increments](#) on page 264) × (Number of access ports for table CCS)

Perform the following steps to calculate the number of access ports required:

1. Estimate the Virtual Trunk requirement by adding together all the calls that require the service of access ports.

Virtual Trunk calls (C_{VT}) = Tandem VT-TDM trunk calls (C_{T1VT}) + UIP-VT calls (C_{STIV}) + TDM telephone-VT calls (C_{STDV}) + VT-TDM telephone calls (C_{TSVD}) + VT-UIP telephone calls (C_{TSVI}) + H.323-SIP VT calls (C_{T2HS}) + SIP Line-VT calls (C_{STSV}) + VT-SIP Line calls (C_{TSVS})

$$C_{VT} = C_{T1VT} + C_{STIV} + C_{STDV} + C_{TSVD} + C_{TSVI} + C_{T2HS} + C_{STSV} + C_{TSVS}$$

Calls that require H.323 Virtual Trunks: $HC_{VT} = C_{VT} \times V_H$

Calls that require SIP Virtual Trunks: $SC_{VT} = C_{VT} \times V_S$

For sites where the proportion of ACD agent telephones is less than 15% of the total telephones in the system, C_{VT} includes all general traffic seeking an access port.

Sites where the proportion of ACD agent telephones exceeds 15% of the total telephones in the system are considered to be call centers. For call centers, C_{VT} is a reduced total that excludes ACD CCS. See [Special treatment for nonblocking access to DSP ports](#) on page 267.

- Convert Virtual Trunk calls to CCS.

$$\text{Virtual Trunk CCS (VT}_{\text{CCS}}) = C_{\text{VT}} \times \text{WAHT} \div 100$$

- For call centers, since the calculated Virtual Trunk calls exclude ACD traffic, restore ACD traffic so that the final number of Virtual Trunks will be sufficient to handle both general and ACD traffic.

$$\text{Final Virtual Trunk CCS} = (\text{Calculated VT}_{\text{CCS}} \text{ without ACD}) + [(\text{Number of IP ACD agent telephones}) + (\text{Number of TDM ACD agent telephones})] \times V \times \text{ACD}_{\text{CCS}} \div \text{TRK}_{\text{CCS}}$$

The expanded Virtual Trunk CCS is inflated by the ratio of 33/28 to reflect the fact that more Virtual Trunks are needed to carry each agent CCS. This is because the traffic levels engineered for ACD agents and Virtual Trunks are different.

- Use the SIP and H.323 ratios to determine how the Virtual Trunk access ports will be allocated to the two groups.

$$\begin{aligned} \text{SIP Virtual Trunk CCS (SVT}_{\text{CCS}}) &= \text{VT}_{\text{CCS}} \times v_{\text{S}} \\ \text{H.323 Virtual Trunk CCS (HVT}_{\text{CCS}}) &= \text{VT}_{\text{CCS}} \times v_{\text{H}} \end{aligned}$$

- Using the Poisson table for P.01 GoS (see [Table 56: Erlang B and Poisson values, in 32-port increments](#) on page 264 or [Trunk traffic Erlang B with P.01 Grade-of-Service](#) on page 405), find the corresponding number of SIP and H.323 access ports required.

Although a Virtual Trunk does not need the physical presence of a superloop, it does utilize a logical superloop. A superloop of 128 timeslots can support 1024 Virtual Trunk channels.

Reducing Virtual Trunk imbalances

The final value for calculated Virtual Trunks and its split into SIP and H.323 can be different from initial user input. If the gap between user input and the calculated result is less than 20%, use either number (although the larger number is preferred). If the gap is bigger, the configuration is not balanced. It can be necessary to re-enter input data, including other input parameters, and fine tune the configuration in order to narrow the gap. See [Reducing imbalances \(second round of algorithm calculations\)](#) on page 305.

A discrepancy between calculated and input Virtual Trunks is significant because system resources such as DSP ports and Virtual Trunk licenses depend on the accuracy of the traffic

split. Imbalanced Virtual Trunk traffic renders the resulting equipment recommendation unreliable.

For example, if the calculated number of Virtual Trunks is 80 but the original input value was 60, and the user decides to use the original input value of 60 to calculate bandwidth and Signaling Server requirements, the resulting system will likely provide service inferior to the normal expected P.01 GoS. On the other hand, if the user input was 80 and the calculated result is 60, it is up to the user to choose the number to use for further calculations for necessary resources, such as the LAN/WAN bandwidth requirement. Unless the configuration is constrained in some way, the larger of the two values (input number or calculated number) is always preferred.

Bandwidth requirement for access ports

The LAN/WAN bandwidth requirement is based directly on traffic. Therefore, it does not depend on the traffic model used nor on the number of Virtual Trunks (either input or calculated) used for other calculations.

Convert Virtual Trunk calls to erlangs:

$$\text{VT erlangs} = \text{VTCCS} \div 36$$

Look up the VT erlangs number in a bandwidth table to find the corresponding bandwidth required to carry the Virtual Trunk traffic to other H.323 endpoints. For information about the bandwidth table and calculating LAN/WAN bandwidth requirements, see *Avaya Converging the Data Network with VoIP Fundamentals*, NN43001-260.

Signaling Server algorithm

The Signaling Server algorithm in the EC tool determines the number of Signaling Servers required for a given configuration. The algorithm allows a change in constants for Signaling Server platform or Signaling Server application software releases.

The software components that operate on the Signaling Server are the Network Routing Service (NRS), Terminal Proxy Server (TPS), IP Peer Gateways (H.323 and SIP), and Element Manager. Traffic and user requirements determine whether the software components share a Signaling Server or are served by stand-alone Signaling Servers.

For the applications, there are performance factors and software limit factors. The performance factors are determined through capacity analysis. The software limit factors are defined by the application. Element Manager can collocate with any of the other applications with negligible impact.

In order to calculate the number of Signaling Servers required to support a particular configuration, the algorithm first calculates the amount of Signaling Server resources required

by each application, taking redundancy requirements into consideration. The calculation for each application is performed separately. Once the individual requirements are determined, the algorithm proceeds to evaluate sharing options. Then the results are summed to determine the total Signaling Server requirement.

In most cases, the individual calculations divide the configuration's requirement for an applicable parameter (endpoint, call, telephone, trunk) into the system limit for that parameter. The particular application's Signaling Server requirement is determined by the parameter with the largest proportional resource requirement, adjusted for redundancy.

The Signaling Server hardware platform can be CP PM, CP DC, IBM x306m, HP DL320-G4, HP DL360-G7, IBM x3350, or Dell R300 servers. For the calculations, each variable is indexed by Signaling Server type. type index = CP PM or CP DC or COTS1 (HP DL320-G4, IBM x306m), COTS2 (IBM x3350, Dell R300), or Common Server (HP DL360-G7).

[Table 58: Signaling Server algorithm constants](#) on page 272 defines the constants you use in the Signaling Server algorithm.

Table 58: Signaling Server algorithm constants

Algorithm Constant	Description	Limit	Notes
NRC _{HL} [type_index]	NRS calls per hour	CP PM = 200 000 CP DC = 300 000 COTS1 = 300 000 COTS2= 500 000 Common Server= 500 000	Hardware limit for Signaling Server. The SIP loading factor determines SIP Redirect and SIP Proxy call rates, see Table 63: SIP mode factors on page 289.
NRC _{SL} [type_index]	NRS calls per hour	CP PM = 20 000 CP DC= 30 000 COTS1 = 30 000 COTS2 = 50 000 Common Server = 50 000	Shared limit for Signaling Server.
NRD ₁ [type_index]	NRS CDP + UDP entries limit	50 000 COTS2 = 300 000 Common Server = 300 000	Software limit.
NRD _{HL} [type_index]	NRS product of endpoint and CDP/UDP entries	50 000 COTS2 = 300 000 Common Server = 300 000	Hardware limit.
NRE ₁ [type_index]	NRS endpoints limit	5000 COTS2 = 6000	Software limit.

Algorithm Constant	Description	Limit	Notes
		Common Server = 6000	
SIP_Proxy_Limit[type_index]	SIP Proxy NRS endpoints limit for TCP only	1000	Software limit.
NRP _{SL} [type_index]	NRS product of endpoint and CDP/UDP entries	50 000 COTS2 = 300 000 Common Server = 300 000	Software limit.
IPL _{SL} [type_index]	Internet phone limit	5000	Software limit.
IPC _{HL} [type_index]	Internet phone calls per hour limit	CP PM = 40 000 CP DC = 80 000 COTS1 = 60 000 COTS2 = 80 000 Common Server = 80 000	Hardware limit.
PDmax[type_index]	Maximum number of PD users	CP PM = 15 000 CP DC = 25 000 COTS1 = 22 500 COTS2 = 40 000 Common Server = 40 000	Hardware limit.
HVTC _{HL} [type_index]	H.323 Gateway calls per hour limit	CP PM = 40 000 CP DC = 60 000 COTS1 = 60 000 COTS2 = 80 000 Common Server = 80 000	Hardware limit.
HVT _{SL} [type_index]	H.323 Gateway access ports for each Signaling Server	1200	CPU limit.
SVTC _{HL} [type_index]	SIP Gateway calls per hour limit	CP PM = 40 000 CP DC = 120 000 COTS1 = 60 000 COTS2 = 120 000 Common Server = 120 000	Hardware limit.
SVT _{SL} [type_index]	SIP Gateway access ports per Signaling Server	CP PM = 1800 CP DC = 3700 COTS1 = 1800 COTS2 = 3700 Common Server = 3700	CPU limit.

Algorithm Constant	Description	Limit	Notes
TR87 _{CL} [type_index]	SIP CTI/TR87 clients	5000	CPU limit.
SIPLC _{HL} [type_index]	SIP Phone call per hour limit	CP PM = 15 000 CP DC = 60 000 COTS1 = 25 000 COTS2 = 60 000 Common Server = 60 000	Hardware limit.
SIPL _{SL} [type_index]	SIP Phone limit	CP PM = 1800 CP DC = 3700 COTS1 = 1800 COTS2 = 3700 Common Server = 3700	Software limit, includes SIP DECT
SIPL_Vtrk _{SL} [type_index]	Combined SIPL and Vtrk limit	CP PM = 1200 CP DC = 1600 COTS1 = 1600 COTS2 = 2000 Common Server = 2000	Software limit.
IPL _{DB} [type_index]	IP Phone limit with PD/CL/RL database and/or SIP Line	CP PM = 1500 CP DC = 2000 COTS1 = 2000 COTS2 = 3000 Common Server = 3000	Reduced due to PD/RL/CL database and other applications.
VT _{SL} [type_index]	Virtual Trunk share limit	CP PM = 800 CP DC = 1000 COTS1 = 1000 COTS2 = 1200 Common Server = 1200	VT share limit. H.323 + SIP.
TR87 _{SL} [type_index]	SIP CTI/TR87 share limit	1000	Shared limit.
NRE _{SL} [type_index]	NRS endpoint share limit	100	Shared limit.
NRD _{SL} [type_index]	NRS routing entry share limit	1000	Shared limit.
STBC _{HL} [type_index]	SIP Trunk Bridge calls per hour	CP PM = 0 CP DC = 40 000 COTS1 = 0 COTS2 = 75 000 Common Server = 75 000	Hardware limit. CP PM, COTS1 not supported.

Algorithm Constant	Description	Limit	Notes
STBC_MA _{HL} [type_index]	SIP Trunk Bridge calls per hour with Media Anchoring	CP PM = 0 CP DC = 8000 COTS1 = 0 COTS2 = 15 000 Common Server = 15 000	Hardware limit. CP PM, COTS1 not supported.
STB _{SL} [type_index]	SIP Trunk Bridge session limit	CP PM = 0 CP DC = 5000 COTS1 = 0 COTS2 = 5000 Common Server = 5000	Software limit. CP PM, COTS1 not supported.
STB_MA _{SL} [type_index]	SIP Trunk Bridge Media Anchoring session limit	CP PM = 0 CP DC = 1000 COTS1 = 0 COTS2 = 1000 Common Server = 1000	Software limit. CP PM, COTS1 not supported.
MSCS _{SL} [type_index]	MSC session limit	CP PM = 1800 CP DC = 4000 COTS1 = 1800 COTS2 = 4000 Common Server = 4000	Software limit. Sum of IPCONF + IPMUSIC + IPTONE + IPRAN + IPATTN dedicated platform
MSCS _{SL} IPCONF[type_index]	MSC IP Conf session limit	1920	Software limit dedicated platform
MSCS _{SL} IPRAN[type_index]	MSC IP Ran session limit	CP PM = 1000 CP DC = 1000 / 4000 COTS1 = 1000 COTS2 = 4000 Common Server = 4000	Software limit dedicated platform CP DC variance is 2GB / 4GB
MSCS _{SL} IPTONE[type_index]	MSC IP Tone session limit	CP PM = 1000 CP DC = 1000 / 4000 COTS1 = 1000 COTS2 = 4000 Common Server = 4000	Software limit dedicated platform CP DC variance is 2GB / 4GB
MSCS _{SL} IPMUSIC[type_index]	MSC IP Music session limit	CP PM = 1000 CP DC = 1000 / 4000	Software limit dedicated platform

Algorithm Constant	Description	Limit	Notes
		COTS1 = 1000 COTS2 = 4000 Common Server = 4000	CP DC variance is 2GB / 4GB
MSCS _{SL} IPATTN[type_index]	MSC IP Attn session limit	256	Software limit dedicated platform
MSCC _{HL} [type_index]	MSC session call rate limit	CP PM = 40 000 CP DC = 80 000 COTS1 = 60 000 COTS2 = 120 000 Common Server = 120 000	Hardware limit, calls per hour.
MSC_Vtrk _{SL} [type_index]	Shared MSC sessions and Vtrk limit	CP PM = 800 CP DC = 1000 COTS1 = 1000 COTS2 = 2000 Common Server = 2000	Software limit. Sum of IPCONF + IPMUSIC + IPTONE + IPRAN + IPATTN non-dedicated platform
MSC_Vtrk _{SL} IPCONF[type_index]	MSC IP Conf session limit	CP PM = 800 CP DC = 1000 COTS1 = 1000 COTS2 = 1000 Common Server = 1000	Software limit non-dedicated platform
MSC_Vtrk _{SL} IPRAN[type_index]	MSC IP Ran session limit	CP PM = 800 CP DC = 1000 COTS1 = 1000 COTS2 = 1000 Common Server = 1000	Software limit non-dedicated platform
MSC_Vtrk _{SL} IPTONE[type_index]	MSC IP Tone session limit	CP PM = 800 CP DC = 1000 COTS1 = 1000 COTS2 = 1000 Common Server = 1000	Software limit non-dedicated platform
MSC_Vtrk _{SL} IPMUSIC[type_index]	MSC IP Music session limit	CP PM = 800 CP DC = 1000 COTS1 = 1000 COTS2 = 1000 Common Server = 1000	Software limit non-dedicated platform

Algorithm Constant	Description	Limit	Notes
MSC_Vtrk _{SL} IPATTN[type_index]	MSC IP Attn session limit	256	Software limit non-dedicated platform
MASS _{SL} [type_index]	MAS session limit	CP DC = 240 IBM x3350 = 800 DELL R300 = 700 HP DL360-G7 = 800	Software limit CP PM and COTS1 not supported
MASC _{SL} [type_index]	MAS session call rate limit	CP DC = 6000 IBM x3350 = 18000 Dell R300 = 18000 HP DL360-G7 = 18000	Hardware limit for cph CP PM and COTS1 not-supported
Co-resCR[type_index]	Co-resident call rate limit	CP PM = 15 000 CP DC = 30 000 COTS1 = 30 000 COTS2 = 50 000 Common Server = 50 000	Call rate limit for Co-resident SS applications.
type_index = CP PM or CP DC or COTS1 (HP DL320-G4, IBM x306m), COTS2 (IBM x3350, Dell R300), or Common Server (HP DL360-G7) If a limit does not specify a type_index, then the limit applies to all the Signaling Server hardware platforms. CP MG is not supported as a stand-alone Signaling Server platform.			

[Table 59: Signaling Server algorithm user inputs](#) on page 277 describes the user inputs you use in the Signaling Server algorithm.

Table 59: Signaling Server algorithm user inputs

Algorithm user input	Description	Value	Notes
NRS[type_index]	Network Routing Service (NRS) required	enter	Yes or No
NRA[type_index]	Network Routing Service (NRS) alternate required	enter	Yes or No.
NRC[type_index]	NRS calls per hour	enter	Two components: NRC = NRC ₀ + NRC _{NET} one local, one network
NRD[type_index]	NRS CDP + UDP entries	enter	

Algorithm user input	Description	Value	Notes
NRE[type_index]	NRS endpoints	enter	(= 0 if NRS, which is a network-wide resource, is not provisioned in this node)
SSDB[type_index]	PD/RL/CL required	enter / derived	= a if not required = b if shared = c if standalone
IPL[type_index]	IP Phones	enter	
HVT[type_index]	Number of H.323 virtual trunks required	enter	
SVT[type_index]	Number of SIP virtual trunks required	enter	
TR87[type_index]	Aggregate number of SIP CTI/TR87 required based upon the MCS and OCS calculated	enter	
TR87A[type_index]	SIP CTI/TR87 redundancy required	enter	Yes or No
SIPL[type_index]	SIP Phones	enter	SIPN + SIP3
TPSA[type_index]	TPS N+1 redundancy required	enter	Yes or No
C _{UIP}	IP Phones calls per hour	enter / derived	Busy hour calls from all IP Phones
C _{UIP}	SIP Phones calls per hour	enter / derived	Busy hour calls from all SIP Phones
GWA[type_index]	H.323 Gateway alternate required	enter	Yes or No
GSA[type_index]	SIP Gateway alternate required	enter	Yes or No
SLGA[type_index]	SLG 1+1 redundancy required	enter	Yes or No
STB[type_index]	SIP Trunk Bridge sessions	enter	Requested SIP Trunk Bridge sessions

Algorithm user input	Description	Value	Notes
STB_MA[type_index]	SIP Trunk Bridge Media Anchoring required	enter	Yes or No
STBA[type_index]	STB 1+1 redundancy required	enter	Yes or No
MSCA[type_index]	MSC 1+1 redundancy required	enter	Yes or No
MASA[type_index]	MAS N+1 redundancy required	enter	Yes or No
XMSC_sessions	External MSC sessions from other systems	enter	0 if no external sessions expected
HS_NRSA[type_index]	HS NRS 1+1 redundancy required	enter	Yes or No
HS_ManA[type_index]	HS Manager 1+1 redundancy required	enter	Yes or No
HS_Primary	HS Primary location	enter	Yes or No, set for HS Primary system only

[Table 60: Signaling Server algorithm variables](#) on page 279 describes the variables you use in the Signaling Server algorithm.

Table 60: Signaling Server algorithm variables

Algorithm variable	Description	Value	Notes
NRP	NRS product of endpoing and CDP/UDP entries	-	Interim calculation.
C _{UIP}	UNISstim IP Phones calls per hour	calc	Busy hour calls from all UNISstim IP Phones.
HC _{VT}	H.323 call rate	calc	
SC _{VT}	SIP call rate	calc	
ELCC _{VT}	ELC call rate	calc	
C _{SIP}	SIP Phones calls per hour	calc	Busy hour calls from all SIP Phones.
SSNR	NRS Signaling Server calculation	calc	Real number requirement (example, 1.5)

Algorithm variable	Description	Value	Notes
			(= 0 if NRS is not provisioned in this node)
SSGW	NRS Signaling Server requirements	calc	Whole number requirement including alternate.
SSHR	H.323 Gateway Signaling Server calculation	calc	Real number requirement (example, 1.5).
SSHW	H.323 Gateway Signaling Server requirements	calc	Whole number requirement including alternate.
SSTR	TPS Signaling Server calculation	calc	Real number requirement (example, 1.5).
SSTW	TPS Signaling Server requirements	calc	Whole number requirement including alternate.
SSTR87W	SIP CTI/TR87 Signaling Server requirements	calc	Whole number required including alternate.
SSTR87	SIP CTI/TR87 calculation	calc	Real number requirement.
SSSR	SIP Gateway Signaling Server calculation	calc	Real number requirement (example, 1.5).
SSSW	SIP Gateway Signaling Server requirements	calc	Whole number required including alternate.
SSSLGR	SIP Line Gateway Signaling Server calculation	calc	Real number requirement (example, 1.5).
SSSLGW	SIP Line Gateway Signaling Server requirements	calc	Whole number required including alternate.

[Table 61: Constant and variable definitions for Co-resident Call Server and Signaling Server](#) on page 281 describes the constant and variable definitions for each Co-resident Call Server and Signaling Server hardware type.

Table 61: Constant and variable definitions for Co-resident Call Server and Signaling Server

Algorithm constant	Description	Value [type_index]	Comments
CS_SS_NRS_EP	Gateway endpoints on NRS	5	
CS_SS_NRS_RE	Routing entries on NRS	20	
CS_SS_CallRate	CS and NRS call rate limit	CP PM = 10 000 CP DC = 20 000 CP MG 128 = 8000 COTS2 = 30 000 Common Server = 30 000	
CS_SS_IP_limit	UNISTim Phone limit	CP PM = 1000 CP DC = 1000 CP MG 128 = 700 COTS2 = 1000 Common Server = 1000	
CS_SS_SIPL_limit	SIPL Phone limit	CP PM = 400 CP DC = 400 CP MG 128 = 400 COTS2 = 1000 Common Server = 1000	Includes SIP DECT
CS_SS_IP_SIPL_limit	UNISTim limit wien SIPL > 0	CP PM = 1000 CP DC = 1000 CP MG 128 = 700 COTS2 = 1000 Common Server = 1000	SIPL includes SIP DECT
CS_SS_Vtrk_limit	Vtrk limit	CP PM = 400 CP DC = 400 CP MG 128 = 400 COTS2 = 400 Common Server = 400	SIP Gateway + H323 Gateway
CS_SS_SIPL_Vtrk_limit	Combined limit of SIPL and Vtrk	CP PM = 800 CP DC = 800 CP MG 128 = 800 COTS2 = 1400	sum of CS_SS_SIPL_limit +

Resource calculations

Algorithm constant	Description	Value [type_index]	Comments
		Common Server = 1400	CS_SS_Vtrk_limit
CS_SS_UCM_Elements	UCM Element limit	CP PM = 10 CP DC = 10 CP MG 128 = 10 COTS2 = 10 Common Server = 10	
CS_SS_MSC_Sessions	Maximum MSC sessions	CP PM = 400 CP DC = 400 CP MG 128 = 400 COTS2 = 400 Common Server = 400	
CS_SS_MSC_Ses_Vtrk	Maximum combined Vtrk and MSC sessions	CP PM = 400 CP DC = 400 CP MG 128 = 400 COTS2 = 400 Common Server = 400	MSC sessions + Vtrks <= this limit
CS_SS_MSC_IPCONF_Sessions	Maximum MSC IP Conf sessions	CP PM = 400 CP DC = 400 CP MG 128 = 400 COTS2 = 400 Common Server = 400	
CS_SS_MSC_IPTONE_Sessions	Maximum MSC IP Tone sessions	CP PM = 400 CP DC = 400 CP MG 128 = 400 COTS2 = 400 Common Server = 400	
CS_SS_MSC_IPRAN_Sessions	Maximum MSC IP Ran sessions	CP PM = 400 CP DC = 400 CP MG 128 = 400 COTS2 = 400 Common Server = 400	
CS_SS_MSC_IPMUSIC_Sessions	Maximum MSC IP Music sessions	CP PM = 400 CP DC = 400 CP MG 128 = 400 COTS2 = 400 Common Server = 400	

Algorithm constant	Description	Value [type_index]	Comments
CS_SS_MSC_IPATTN_Sessions	Maximum MSC IP Attn sessions	CP PM = 256 CP DC = 256 CP MG 128 = 256 COTS2 = 256 Common Server = 256	
CS_SS_chasislimit	Chassis limit as a main	CP PM = 5 CP DC = 5 CP MG 128 = 5 COTS2 = 5 Common Server = 5	not used in CPU calculation
CS_SS_ACD_agents	Maximum ACD agents as a main	CP PM = 200 CP DC = 200 CP MG 128 = 200 COTS2 = 200 Common Server = 200	not used in CPU calculation
CS_SS_PRI	Maximum PRI spans	CP PM = 16 CP DC = 16 CP MG 128 = 16 COTS2 = 16 Common Server = 16	not used in CPU calculation
CS_SS_TDM	Maximum TDM Phones	CP PM = 720 CP DC = 720 CP MG 128 = 720 COTS2 = 720 Common Server = 720	not used in CPU calculation
CS_SS_branchs	Maximum Branch Offices	CP PM = 5 CP DC = 5 CP MG 128 = 5 COTS2 = 5 Common Server = 5	not used in CPU calculation
<p>For Co-res CS and SS, type_index = CP PM, CP DC, CP MG 128, COTS2 and Common Server</p> <p>A type_index is required for each algorithm constant. If only one value is provided, it applies to all types</p> <p>COTS1 is not a supported hardware type for Co-res CS and SS.</p> <p>CP MG 32 is not supported as a stand-alone Co-res CS and SS. CP MG 32 is only supported as SIP Media Gateway.</p>			

Signaling Server calculations

Signaling Server software components can run on shared or on standalone Signaling Servers. System traffic and user requirements (for alternate, redundant, or dedicated Signaling Servers) determine how many Signaling Servers are required.

SIP Dect telephones are provisioned on the SIP Line Gateway (SLG). The SIP Line count includes SIP Dect telephones (SipN + Sip3), where SipN includes both SIP Line and SIP Dect.

SIP Trunk Bridge requires a dedicated stand-alone multi-core Signaling Server (CP DC, COTS2, or Common Server),

SIP Vtrk use for the HMS400 application is not calculated here. The HMS400 server SIP Vtrk cannot be shared with a typical vtrk deployment on the NRS.

The Signaling Server algorithm takes account of all the requirements by performing the following calculations in sequence:

1. [Avaya Aura Session Manager Servers](#) on page 285
2. [High Scalability system Signaling Servers](#) on page 286
3. [Signaling Server for Co-resident Call Server and Signaling Server](#) on page 287
4. [Signaling Server for Personal Directory/Callers List/Redial List database \(SSDB\)](#) on page 288
5. [Network Routing Service calculation \(SSNR\)](#) on page 289
6. [Terminal Proxy Server calculation \(SSTR\)](#) on page 291
7. [H.323 Gateway calculation \(SSHR\)](#) on page 292
8. [SIP Gateway calculation \(SSSR\)](#) on page 293
9. [SIP CTI/TR87 Calculation](#) on page 293
10. [SIP Line Gateway \(SLG\) calculation](#) on page 294
11. [Media Session Controller \(MSC\) calculation](#) on page 295
12. [Signaling Server Co-resident calculations](#) on page 296
13. [SIP DECT Server calculation](#) on page 300
14. [UCM calculation](#) on page 300
15. [SIP Trunk Bridge \(STB\) calculation](#) on page 301
16. [MAS calculation](#) on page 302
17. [Total Signaling Servers \(SST\)](#) on page 303

Various hardware platforms are available for a Signaling Server. For the calculations, each variable is indexed by the Signaling Server type_index. The type_index = CP PM or CP DC or

COTS1 (HP DL320-G4, IBM x306m), COTS2 (IBM x3350, Dell R300), or Common Server (HP DL360-G7).

Note:

The Aura[®] Session Manager does not run on any of these servers and requires its own Aura[®] hardware.

1. Avaya Aura[®] Session Manager Servers

A Session Manager (SM) can replace the NRS except for when IPv6, H.323 Gateway, or a High Scalability system is required.

The Aura[®] Session Manager does not run on any of the CS 1000 supported signaling servers. It runs on its own Aura[®] supported platform. The calculation provided here is to help determine the number of Aura[®] Session Manager servers required. These are separate from the CS 1000 Signaling Server calculations and are not part of the total Signaling Server calculation.

Once you determine if an Aura[®] Session Manager is required, the following table provides the information required for the Session Manager calculations.

Table 62: Session Manager constants and variables

Algorithm constant	Description	Value	Notes
SME_EP_limit	SM maximum number of SIP endpoints	11 200	hardware limit for SM
SMC	SM calls per hours	enter	SMC = SMC ₀ + SMC _{NET} , one local, one network equivalent to BHCC
SMC _{HL}	SM calls per hour	300 000	hardware limit for SM
SME	SM number of SIP endpoints	enter	Value from index 1h from user
SMNW	Number of SM	calc	

SME is the sum of the value entered for index 1h and index 1d-1. The value entered for SME cannot exceed 100 000. The value calculated for SMC or BHCC cannot exceed 3 000 000, as the total number of SM is 10.

SMC is the calculated value of the BHCC for the SM.

$$SMC_0 = VT_{SIP} \times CCS \times 100 \div WAHT$$

$$SMC_{NET} = VT_{SM_{NET}} \times CCS \times 100 \div WAHT \div 2$$

Perform the following calculation to determine the number of Session Manager servers excluding N+1 redundancy or extra server requirements.

SMNR = larger of:

```
{
  a) SME / SME_EP_limit           endpoints software limit
  b) SMC(BHCC) / SMCHL           calls per hour limit
  c) 0 if SM not provisioned
}
```

If SMNR >= 1

```
Then {
  SMNW = ROUNDUP (SSMR) if true; else 1
}
```

All Signaling Server calculations are required. Calculate the following algorithm in sequence

2. High Scalability system Signaling Servers

Determine if you require a High Scalability (HS) system. The HS system is a collection of High Availability (HA) Call Servers and Signaling Servers. Each HS system requires:

- a minimum of one dedicated COTS2 or Common Server NRS configured for SIP Proxy mode to handle PSTN and interoperability connections.
- a minimum of one dedicated COTS2 or Common Server for the High Scalability management server

Avaya recommends you deploy another inter-node NRS for management, and recommends you dedicate a UCM server at the primary location. Use the following calculation to determine the unique HS Signaling Servers required

If (HS_Primary = true)

```
Then {
  HS_SS[type_index] = 2; (one NRS, one HS manager)
  If (HS_NRSA = yes) then %alternate NRS required
  HS_SS[type_index] = HS_SS[type_index] + 1
  If (HS_ManA = yes) then %alternate HS manager required
  HS_SS[type_index] = HS_SS[type_index] + 1
}
```

Else

HS_SS[type_index] = 0;

All Signaling Server calculations are required. Calculate the following algorithm in sequence

3. Signaling Server for Co-resident Call Server and Signaling Server

Determine if you require a Co-resident Call Server and Signaling Server system. If yes, determine if the limits meet your Co-resident Call Server and Signaling Server limits. Provision a system only if the limit criteria is met.

If system_type = Co-res CS and SS % Various hardware platforms

Then

{

% Check for boundaries

Total_IP_Phones = UNISim + SIP Line (including SIP Dect)

If (Total_IP_Phones > CS_SS_SIPL_limit[Co-res_CS_type])

OR (SIPL_users > CS_SS_SIPL_limit[Co-res_CS_type])

OR ((HVT + SVT + ELC_{VT}) > CS_SS_Vtrk_limit[Co-res_CS_type])

OR ((HVT + SVT + MSC) > CS_SS_MSC_Ses_Vtrk[Co-res_CS_type])

OR (MSC > CS_SS_MSC_sessions[Co-res_CS_type]) then

{

error ('CS-SS Co-res limit(s) exceeded.')

Exit this section and select new system type;

}

Else % Set & Trunk limits OK, check NRS

If NRE > 0 and NRE <= CS_SSNRS_EP[Co-res_CS_type] then

If NRD <= CS_SS_RNS_RE[Co-res_CS_type] then

{

calculate NRC as shown in NRS calculations;

% Note that T_{CALL} is calculated in Call Server system calls section

if T_{CALL} + NRC > CS_SS_CallRate[Co-res_CS_type] then

{

error ("The call rate calculated exceeds the limit this server can handle.");

Exit this section and select new system type;

```

    }
    Else
    one Co-res_CS_type server provision is correct
    }
Else
    If (NRE > CS_SS_NRS_EP[Co-res_CS_type])
    OR (NRD > CS_SS_NRS_RE[Co-res_CS_type]) then
    {
    If T_CALL > CS_SS_CallRate[Co-res_CS_type] then
    {
    error ("The call rate calculated exceeds the limit this server can
    handle.");
    Exit this section and select a new system type;
    }
    Else % stand-alone NRS required, one of the Co-res NRS limits
    exceeded
    SST[type_index] = SST[type_index] + NRA (=2 if true, else 1);
    } % End of Co-res NRS bounds checking
% Provision additional SS for SIP Line if required
If SIP Line users > 0 and SIP Line dedicated= YES then
if SIPLineRedundant = true then
    SST[type_index] = SST[type_index] + 2
Else
    SST[type_index] = SST[type_index] + 1
} % End of Co-res CS + SS checks
Else
All Signaling Server calculations are required. Calculate the following algorithm
in sequence

```

4. Signaling Server for Personal Directory/Callers List/Redial List database (SSDB)

```

SSDB[type_index] = a if no PD/CL/RL feature
                  = b if yes on feature, and sharing functions on SS (UNISlim
                    Phones <= IPL_DB[type_index] and (HVT+SVT) <=

```

```

VTSL[type_index]); PD_Co-res = True; NumOfCo-res =
NumOfCo-res + 1;
= c if yes on feature, and dedicated PD/CL/RL or (UNISlim
Phones > IPLDB[type_index] and (HVT+SVT) >
VTSL[type_index])
if SSDB = c PD on dedicated Signaling Server
SST[type_index] = SST[type_index] +1
    
```

5. Network Routing Service calculation (SSNR)

Choose NRS hardware type if dedicated NRS, otherwise nrs_type_index = type_index

If dedicated NRS required, then

```

{ obtain the NRS platform type: nrs_type_index
where nrs_type_index = CP PM or CP DC or COTS1 (IBM x306m, HP
DL320-G4), COTS2 (IBM x3350, Dell R300), or Common Server (HP
DL360-G7)
initialize SST[nrs_index_type] = 0
}
    
```

If there are SIP endpoints that require NRS, query and obtain the SIP mode,

If SIP_mode = none, Proxy or Redirect.

If SIP_mode = Proxy, then the maximum number of GW endpoints = 1000 (SIP_Proxy_limit).

Query and obtain SIP transport required: SIP_transport = UDP or TCP/TLS

If SIP_mode = Proxy and SIP_transport = TCP/TLS, then

```
NRS_EP_limit = SIP_Proxy_limit[nrs_type_index]
```

Else

```
NRS_EP_limit = NRE[nrs_type_index]
```

Since the capacity for handling H323 calls is different than SIP calls, you must determine the SIP call loading factor on NRS. There are two SIP modes, SIP_Proxy and SIP_Redirect. To calculate the SIP loading factor, see [Table 63: SIP mode factors](#) on page 289.

Table 63: SIP mode factors

type_index	SIP_Redirect_Factor	SIP_Proxy_Factor
CP PM	2	4
CP DC	1.5	3
COTS1	1.5	3

type_index	SIP_Redirect_Factor	SIP_Proxy_Factor
COTS2	1.67	2.5
Common Server	1.67	2.5

SSNR[nrs_type_index] = larger of:

- ```

{
a NRE[nrs_type_index] ÷ NRS_EP_limit (endpoints software limit)
b NRD[nrs_type_index] ÷ NRDL[nrs_type_index] (dial plan entries software limit)
c NRC[nrs_type_index] ÷ NRCHL[nrs_type_index] (calls per hour hardware limit)
d 0 if NRS is not provisioned and there is no branch office
e If (NRE > NRESL[nrs_type_index] or NRD > NRDSL[nrs_type_index] or NRC > NRCSL[nrs_type_index]), then 1, else 0 (Co-res limit)
}

```

If you require a dedicated NRS Signaling Server, round up SSNR for the following calculations.

If SSNR[nrs\_type\_index] >= 1 or dedicated NRS required

Then {

SSNW = ROUNDUP(SSNR) × NRA(=2, if true; else 1)

SST[nrs\_type\_index] = SST[nrs\_type\_index] + SSNW

}

Else { SS\_Co\_Res = SS\_Co\_Res + SSNR[nrs\_type\_index];

If SSNR[type\_index] > 0

Then { NRS\_Co-res = True; NumOfCo-res = NumOfCo-res + 1

}

}

NRC could be a hardware or CPU or memory limit; it includes NRC<sub>0</sub> (calls result from main switch calculation) and network VT<sub>NET</sub> for the Network Routing Service:

$$NRC = NRC_0 + NRC_{NET}$$

Both VT<sub>323</sub> and VT<sub>SIP</sub> must convert to H.323 and SIP calls from your input:

$$H323 \text{ calls} = VT_{323} \times \text{CCS per VT} \times 100 \div \text{WAHT}$$

$$\text{SIP calls} = \text{VT}_{\text{SIP}} \times \text{CCS per VT} \times 100 \div \text{WAHT} + (\text{ELC}_{\text{VT}} \times \text{CSS per telephone} \times 100 \div \text{WAHT})$$

Determine the SIP loading factor on the NRS:

```

Factor = If SIP mode = Proxy,
Then SIP_Proxy_Factor[nrs_type_index]
Else If SIP mode = Redirect,
 Then SIP_Redirect_Factor[nrs_type_index]
 Else 0

```

$$\text{NRC}_0 = (\text{H323 calls} + \text{Factor} \times \text{SIP calls}) \text{NRC}_{\text{NET}} = \text{VT}_{\text{NET}} \times \text{CSS for each VT} \times 100 \div \text{WAHT} \div 2$$

$$\text{NRC} = \text{NRC}_0 + \text{NRC}_{\text{NET}}$$

Formula (c) in SSNR equation =  $\text{NRC} \div \text{NRC}_{\text{HL}}[\text{nrs\_type\_index}]$

The previous equation represents the load on the Signaling Server to handle NRS calls. Compare it with (a) and (b) to determine the highest of all potential uses.

## 6. Terminal Proxy Server calculation (SSTR)

Calculate the TPS call rate:  $C_{\text{UIP}} = C_{2\text{IP}} \times 2 + C_{1\text{IP}} + C_{2\text{SIPUIP}} + C_{\text{STIV}} + C_{\text{STID}} + C_{\text{STVI}} + C_{\text{STDI}}$

The Call Server CPU calculations define the variables.

```

SSTR[type_index] = larger of:
{
a IPL ÷ IPL_SL[type_index] IP Phones software
 limit
b C_UIP[type_index] ÷ IPC_HL[type_index] call limit - calls per hour
 limit
c If IPL > IPL_DB[type_index] then 1 else 0 Co-res limit
}

```

If the user wants Terminal Proxy Server(s) in a dedicated Signaling Server, round up SSTR before proceeding with further calculations:

```

if SSTR[type_index] >= 1 or dedicated TPS required
Then {
 SSTW[type_index] = ROUNDUP(SSTR[type_index]) +
 TPSA[type_index] (=1, if true; else 0)
}

```

```

 TPSA = if N+1 redundant TPS needed
 SST[type_index] = SST[type_index] + SSTW;
 }
Else { Co-res
 If SSTR[type_index] = 0
Then { TPS_Co-res = true; NumOfCo-res = NumOfCo-res + 1
 }
 }
}

```

### 7. H.323 Gateway calculation (SSHR)

$$HC_{VT} = (HVT_{CCS} \times 100) \div WAHT$$

SSHR[type\_index] = larger of:

```

{
a HVT[type_index] ÷ number of trunks (software limit)
 HVTSL[type_index]

b HCVT[type_index] ÷ calls per hour (hardware limit)
 HVTCHLL[type_index]

c If HVT[type_index] > non-dedicated limit
 VTSL[type_index] then 1 else 0
}

```

If the user wants H.323 Gateway(s) in a dedicated Signaling Server, round up SSHR[type\_index] before proceeding with further calculations:

```

if SSHR[type_index] >= 1 or dedicated H323 Gateway is required
Then {
 SSHW[type_index] = ROUNDUP(SSHR[type_index]) ×
 GWA[type_index] (true = 2; else=1)

 GWA = If Alternate H323 Gateway needed
 SST[type_index] = SST[type_index] + SSSW
 }
Else { If SSHR[type_index] > 0
Then { H323_Co-res = True; NumOfCo-res = NumOfCo-res + 1
 }
 }
}

```

### 8. SIP Gateway calculation (SSSR)

The number of SIP virtual trunk calls is calculated from the  $SVT_{CCS}$ :

$$SC_{VT} = (SVT_{CCS} \times 100) \div WAHT$$

The number of virtual trunks required for the Extend Local Calls (ELC) feature:

$$ELC_{VT} = ELC \text{ ISM value (the requested number of ELC users)}$$

The number of ELC calls that impact SIP virtual trunks:

$$ELCC_{VT} = C_{SS} \times ELC\_P$$

$SSSR[type\_index]$  = larger of:

```
{
a (SVT[type_index] + ELC_VT) ÷ number of trunks (software limit)
 SVT_SL[type_index]

b (SC_VT[type_index] + ELCC_VT) ÷ calls per hour (hardware limit)
 SVT_CHL[type_index]

c (SVT[type_index] + ELC_VT) > non-dedicated limit
 VT_SL[type_index] then 1 else 0
}
```

If the user wants SIP Gateway(s) in a dedicated Signaling Server, round up  $SSSR[type\_index]$  before proceeding with further calculations:

if  $SSSR[type\_index] \geq 1$  or dedicated SIP Gateway is required

Then {

$SSSW[type\_index] = \text{ROUNDUP}(SSSR[type\_index]) + \text{GSA}[type\_index]$  (= 2 if true, else 1)

GSA = If Alternate SIP Gateway needed

$SST[type\_index] = SST[type\_index] + SSSW$

}

Else { If  $SSSR[type\_index] > 0$

Then { SIP\_Co-res = true; NumOfCo-res = NumOfCo-res + 1

}

}

### 9. SIP CTI/TR87 Calculation

If SIP CTI TR87 feature is present, Total SIP CTI TR87 is  $> 0$

SSTR87[type\_index] = larger of:

```
{
a TR87[type_index] ÷ TR87CL[type_index] number of clients
 (software limit)
b If TR87 > TR87SL[type_index] then 1 else 0 Co-res limit
}
```

If the user wants SIP CTI/TR87 in a dedicated signalling server, then round up SSTR87[type\_index] before proceeding with further calculations.

if SSTR87[type\_index] >= 1 or dedicated SIP CTI is required

Then {

SSTR87W[type\_index] = ROUNDUP(SSTR87[type\_index] × TR87A[type\_index] (= 2 if true, else 1)

TR87A = if Alternate SIP CTI/TR87 needed

SST[type\_index] = SST[type\_index] + SSTR87W

}

Else { If SSTR87[type\_index] > 0

Then { TR87\_Co-res = true; NumOfCo-res = NumOfCo-res + 1

}

}

## 10. SIP Line Gateway (SLG) calculation

SLG supports SIP DECT as SIP Line users.

The number of SIP Line users on a Call Server is defined as: SIPL = SIPN + SIP3  
Where SIPN = ISM value including SIP Line and SIP DECT telephones

If SIPL = 0 do not provision hardware for SIPL.

Calculate the total number of SIP Line calls

$$C_{SIP} = (2 \times C_{2SIP}) + C_{1SIP} + C_{2SIPUIP} + C_{STSV} + C_{STSD} + C_{TSVS} + C_{TSDS}$$

The Call Server CPU calculations define the variables

SSSLGR7[type\_index] = larger of:

```
{
a SIPL ÷ SIPLSL[type_index] number of phones
 (software limit)
}
```

- b  $C_{SIP} \div SIPLC_{HL}[type\_index]$  calls per hour (software limit)
- c  $SIPL + IPL > IPL\_db$  or  $SIPL + SVT + HVT > SIPL\_Vtrk_{SL}[type\_index]$  then 1 else 0 non-dedicated limit

}  
Round up SSSLGR before performing further calculations

If (SSLGR[type\_index] >= 1) or dedicated SIP Line Gateway then

```
{
 SSSLGW[type_index] = ROUNDUP
 (SSSLG[type_index] × SIPLA[type_index]
 (=2, if true; else 1) SIPLA = if 1 + 1 redundant
 SIPL is required
```

```
 SST[type_index] = SST[type_index] +
 SSSLGW;
```

```
}
```

Else Co-res

If SSSLGR[type\_index] > 0 then

```
{
 SLG_Co-res = true;
 NumOfCo-res = NumOfCo-res + 1;
}
```

### 11. Media Session Controller (MSC) calculation

The MSC application is required if you selected IP Media Services and calculated the required media sessions. To calculate MSC\_sessions, see [IP Media Services](#) on page 225.

$$MSCC = (MSC\_sessions \times TRK_{CCS} \times 100) \div WAHT$$

Media anchoring lowers the supported number of sessions and the call rate of SIP Trunk Bridge.

SSMSCR[type\_index] = larger of:

- a  $MSC\_sessions \div MSCS_{SL}[type\_index]$  number of sessions (software limit)
- b  $MSCC \div MSCC_{SL}[type\_index]$  calls per hour (hardware limit)

## Resource calculations

```
c MSC_sessions + SVT + HVT >
 MSC_VtrkSL[type_index] then 1, else 0 1 = dedicated MSC
 required
 0 = non-dedicated limit
 OK
}
SSMSCR[type_index] = ROUNDUP (SSMSCR[type_index]);
If (SSMSCR[type_index] >= 1) or dedicated MSC then
{
 If MSCA[type_index] = true then redundant MSC
 requested
 SSMSCW[type_index] =
 SSMSCR[type_index] + 1
 SST[type_index] = SST[type_index] +
 SSMSCW[type_index];
}
Else Co-res
If SSMSCR[type_index] > 0 then
{
 MSC_Co-res = true;
 NumOfCo-res = NumOfCo-res + 1;
}
```

### 12. Signaling Server Co-resident calculations

Determine if any Signaling Server applications can co-reside on one Signaling Server.

Case of NumOfCo-res;

```
Null; No SS applications Co-
 res
```

```
{
```

```
SST[type_index] = SST[type_index] + 1; One SS application -
 assign one SS
```

If redundant needed, add one SS and reset Co-res flag

If (NRS\_Co-res = true and NRA = true) or (TPS\_Co-res = true and TPSA = true)  
or (H323\_Co-res = true and GWA = true) or (SIP\_Co-res = true and GSA = true)  
or (TR87\_Co-res = true and TR87A = true) or MSC\_Co-res = true and MSCA =  
true)

```

Then { SST[type_index] = SST[type_index] + 1;
 If NRS_Co-res = true then NRS_Co-res = false;
 Else
 If TPS_Co-res = true then TPS_Co-res = false;
 Else
 If H323_Co-res = true then H323_Co-res = false;
 Else
 If SIP_Co-res = true then SIP_Co-res = false;
 Else
 If TR87_Co-res = true then TR87_Co-res = false;
 Else
 If SIPL_Co-res = true then SIPL_Co-res =
false;
 Else
 If MSC_Co-res = true then MSC_Co-res =
false;
NumOfCo-res = 0;
 }
 }
 Determine if the Co-res VTRK limit is exceeded
 {
 If H323_Co-res = true and SIP_Co-res = true and (HVT + SVT + ELCVT >
VTSL[type_index])
 Then { SST[type_index] = SST[type_index] + 1;
 H323_Co-res = false;
 NumOfCo-res = NumOfCo-res + 1;
 If GWA = true then SST[type_index] = SST[type_index] + 1;
 }
 If NumOfCo-res = 0, then exit
 Else If NumOfCo-res = 1, then DO One SS application - assign one SS
 Else
 { CallRate = 0;

```

End case of one SS application Co-res

More than one SS application Co-res

```

If NRS_Co-res = true then CallRate = CallRate + NRC;
If TPS_Co-res = true then CallRate = CallRate + C_UIP;
If H323_Co-res = true then CallRate = CallRate + HC_VT;
If SIP_Co-res = true then CallRate = CallRate + SC_VT+ ELCC_VT;
If SIPL_Co-res = true then CallRate =
CallRate + C_SIP;
If MSC_Co-res = true then CallRate =
CallRate + MSCC;
If CallRate <= Co-resCR[type_index]
Then {
SST[type_index] = SST[type_index] + 1;
If (NRS_Co-res = true and NRA = true) or (TPS_Co-res = true and
TPSA = true) or (H323_Co-res = true and GWA = true) or (TR87_Co-
res = true and TR87A = true) or (SIPL_Co-res = true and SIPLA = true)
or (MSC_Co-res = true and MSCA = true)
Then
SST[type_index] = SST[type_index] + 1;
}
Else {
Call rate exceeds the Co-
res limit

TNRC = NRC;
TC_UIP = C_UIP;
THC_VT = HC_VT;
TSC_VT = SC_VT + ELCC_VT;
TC_SIP = C_SIP;
TMSCC = MSCC
DO
{
large = largest of (TNRC, TC_UIP, THC_VT, TSC_VT,
T_SIP, TMSCC);
Dedicate a SS to the
largest contributor
If large = TNRC
Then {
NRS_Co-res = false;
CallRate = CallRate - NRC;
NumOfCo-res = NumOfCo-res - 1;
}
}

```

```

 TNRS = 0;
 SST[type_index] = SST[type_index] + NRA (= 2 if true, else 1);
 }
Else If large = TCUIP
Then { TPS_Co-res = false;
 CallRate = CallRate = CUIP;
 NumOfCo-res = NumOfCo-res - 1;
 TCUIP = 0;
 SST[type_index] = SST[type_index] + TPSA (= 2 if true, else 1);
 }
Else If large = THCVT
Then { H323_Co-res = false;
 CallRate = CallRate - HCVT;
 NumOfCo-res = NumOfCo-res - 1;
 THCVT = 0;
 SST[type_index] = SST[type_index] + GWA (= 2 if true, else 1);
 }
Else If large = TSCVT
Then { SIP_Co-res = false;
 CallRate = CallRate - SCVT - ELCCVT;
 NumOfCo-res = NumOfCo-res - 1;
 TSCVT = 0;
 SST[type_index] = SST[type_index] + GSA (= 2 if true, else 1);
 }
Else If large = TCSIP
Then { SIPL_Co-res = false;
 CallRate = CallRate - SCSIP;
 NumOfCo-res = NumOfCo-res - 1;
 TSCSIP = 0
 SST[type_index] = SST[type_index] +
 SIPLA (=2 if true, else 1);
 }
Else If large = TMSCC

```

```

Then { MSC_Co-res = false;
 CallRate = CallRate - MSCC;
 NumOfCo-res = NumOfCo-res - 1;
 TMSCC = 0
 SST[type_index] = SST[type_index] +
 MSCA (=2 if true, else 1);
 }
 Repeat DO until CallRate <= Co-
 resCR[type_index]
 If NumOfCo-res = 0, then exit
Else If NumOfCo-res = 1, then do One SS application -
 Assign one SS
Else { SST[type_index] = SST[type_index] + 1;
 If (NRS_Co-res = true and NRA = true) or (TPS_Co-res = true and
 TPSA = true) or (H323_Co-res = true and GWA = true) or (SIP_Co-res
 = true and GSA = true) or (TR87_Co-res = true and TR87A = true) or
 (SIPL_Co-res = true and SIPLA = true) or MSC_Co-res = true and
 MSCA = true)
 Then SST[type_index] = SST[type_index] + 1;
 }
 }
 }
}

```

### 13. SIP DECT Server calculation

The SIP Line Gateway (SLG) calculation includes SIP DECT. No independent SIP DECT servers required.

SS\_DECT = 0

### 14. UCM calculation

```

If ucm_pss_required = true
Then {
 SST[ucm_pss_type] =
 SST[ucm_pss_type] + 1;
 If ucm_backup_required = true then
 SST[ucm_pss_type] = SST[ucm}pss_type] + 1;
 }

```

### 15. SIP Trunk Bridge (STB) calculation

The SIP Trunk Bridge application must be deployed as a stand-alone dedicated server.

Determine the number of calls per hour for SIP Trunk Bridge.  $STBC[type\_index] = (STB[type\_index] \times TRK_{CCS} \times 100) \div WAHT$  The number of servers required increases with media anchoring usage. Media anchoring lowers the supported call rate and number of sessions for SIP Trunk Bridge.

If  $STB\_MA[type\_index] = \text{yes}$  then

{ Media anchoring required

SSSBTR[type\_index] = larger of:

{

a  $STB[type\_index] \div STB\_MA_{SL}[type\_index]$  number of trunks (software limit)

b  $STBC[type\_index] \div STBC\_MA_{HL}[type\_index]$  calls per hour (hardware limit)

}

Else No media anchoring

{

SSSBTR[type\_index] = larger of:

{

a  $STB[type\_index] \div STB_{SL}[type\_index]$  number of trunks (software limit)

b  $STBC[type\_index] \div STBC_{HL}[type\_index]$  calls per hour (hardware limit)

}

SIP Trunk Bridge requires a dedicated Signaling Server

If  $STBA[type\_index] = \text{no}$  then No redundancy required

{

SSSTBW[type\_index] = ROUNDUP (SSSR[type\_index])

Else

SSSTBW[type\_index] = ROUNDUP (SSSR[type\_index]) + 1

}

$$\text{SST}[\text{type\_index}] = \text{SST}[\text{type\_index}] + \text{SSSTBW}[\text{type\_index}];$$

## 16. MAS calculation

The MAS application requires additional dedicated Signaling Servers. The MAS application is supported on CP DC, COTS2, and Common Server Signaling Servers only.

The service routing model supports N+1 redundancy. Each N + 1 cluster can support a maximum of eight servers. Each system can support multiple clusters, however the expected maximum is two clusters (16 servers).

The algorithm to calculate the number of Signaling Servers required for MAS depends on three Media Services variables; Media Services sessions (MSC\_sessions), Media Services call rate (MSCC), and sessions from external sources (XMAS\_sessions).

The codec used on the MAS server significantly impacts the number of conference sessions that the server can support. Therefore, the MAS codec selection must be taken into consideration when determining the number of sessions that can be supported on a MAS server.

The following table shows the MAS Codec Ratios (MASCRatio) used for each MAS server type:

| Type index  | G711 | G722 | G729  |
|-------------|------|------|-------|
| CPDC        | 1    | 1.8  | 1.944 |
| Dell R300   | 1    | 1.8  | 1.944 |
| IBM x3350   | 1    | 1.8  | 1.944 |
| HP GL360 G7 | 1    | 1.8  | 1.944 |

The following table shows the MAS SRTP impact (MASSRTP):

| Type index  | G711  | G722  | G729  |
|-------------|-------|-------|-------|
| CPDC        | 0.860 | 0.922 | 0.928 |
| Dell R300   | 0.860 | 0.922 | 0.928 |
| IBM x3350   | 0.860 | 0.922 | 0.928 |
| HP GL360 G7 | 0.860 | 0.922 | 0.928 |

If (MAS\_MSEC=off) then

MASSRTP\_factor = 1;

Else

MASSRTP\_factor = MASSRTP[codec];

SSMASR[type\_index] = larger of:

```
{
a (MSC_sessions + XMSC_sessions) ÷ number of sessions
 ((MASSSL[type_index] * MASSRTP_factor)/ (software limit)
 MASCRatio[MAScodec])
b MSCC ÷ MASCHL[type_index] calls per hour
 (hardware limit)
}
```

SSMASR[type\_index] = ROUNDUP(SSMASR[type\_index])

If (SSMASR [MAS\_type\_index] >= 1)

Then

```
{
 If MASA[MASA_type_index] = true then Redundant MAS
 Server(s) required
 {
 SSMASRed[MAS_type_index] = Calculate number of
 SSMASR[MAS_type_index] / 7 redundant servers
 SSMASRed[MAS_type_index] = ROUNDUP Roundup to whole
 (SSMASR[MAS_type_index]) number
 SSMASW[MAS_type_index] = Total MAS servers = N
 SSMASR[MAS_type_index] + server + redundant
 SSMASRed[MAS_type_index] server
 }
 Else SSMASW[MAS_type_index] = No redundancy. N is
 SSMASR[MAS_type_index] total MAS Servers
 required
}
SST[MAS_type_index] = SST[MAS_type_index] + Add total MAS servers
SSMASW[MAS_type_index] to current SS total
```

### 17. Total Signaling Servers (SST)

The total number of Signaling Servers provisioned:

SST[type\_index] = SST[type\_index] + SST[nrs\_type\_index] +  
SST[ucm\_pss\_type] + SST[sipl\_type\_index]:

If you are calculating for the primary location of a High Scalability (HS) deployment, then deploy the HS servers at this location:

SST[type\_index] = SST[type\_index] + HS\_SS[type\_index]

See [Signaling Server calculation](#) on page 316 for a numerical example illustrating the algorithm.

## Maximum number of Failsafe Network Routing Services

This algorithm defines the maximum number of Failsafe Network Routing Services (RSF) that can be configured. The maximum RSF is limited by the Primary Network Routing Service (RSP) configuration.

RSF is less than or equal to  $RSPE \text{ RSF} = (RDE_L \div RSPE) \times [FR - (RFR_S \text{ or } RFR_C)] \times (DDR \div 24) \times (RSP_C)$

Simplified formulas:

RSF = (16 000 ÷ RSPE) for stand-alone Network Routing Service  
RSF = (10 000 ÷ RSPE) for collocated Network Routing Service

[Table 64: RSF algorithm constant and variable definitions](#) on page 304 defines the terms used in the calculations.

**Table 64: RSF algorithm constant and variable definitions**

| Algorithm term   | Description                  | Value                                                      | Notes                                                                                       |
|------------------|------------------------------|------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| DDR              | Dynamic Data Resynch         | 24 (Constant that updates with platform changes)           | In one day, the minimum number of synchronizations of dynamic data from Active RD to a RSF. |
| FR               | FTP Resource                 | 10 (Constant that updates with system software releases)   | Software limit.                                                                             |
| RDEL             | NRS endpoints limit          | 5000 (Constant that updates with system software releases) | Software limit.                                                                             |
| RSF              | Maximum Failsafe NRS allowed | calc (Calculated result)                                   |                                                                                             |
| RSP <sub>C</sub> | RSP CPU performance          | 1.0 (Constant that updates with platform changes)          | PIII 700 MHz; 512 MByte; 20 GByte                                                           |
| RSPE             | RSP endpoints                | enter (Variable to be entered into the formula)            |                                                                                             |

| Algorithm term   | Description                      | Value                                                   | Notes                                                                                                               |
|------------------|----------------------------------|---------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| RFR <sub>C</sub> | Reserved FTP Resource Collocated | 5 (Constant that updates with system software releases) | Software limit. RSP shares Signaling Server with other applications, such as TPS. Reserve 3 for other applications. |
| RFR <sub>S</sub> | Reserved FTP Resource Standalone | 2 (Constant that updates with system software releases) | Software limit. RSP is only application on Signaling Server. Reserve 1 for Static updates and 1 spare.              |

---

## Reducing imbalances (second round of algorithm calculations)

Input data may not be consistent. For example, there can be a high intraoffice ratio in a call center, or few trunks but a high interoffice ratio. In these cases, the resulting calculations in the Enterprise Configurator tool generate a warning message indicating traffic imbalance. The user may want to change the input data and rerun the calculation.

There are two types of imbalances that can occur

- [Virtual Trunks](#) on page 305
- [Line and trunk traffic](#) on page 306

---

## Virtual Trunks

When the VT number input by the user differs significantly from the calculated VT number (more than 20% difference), the Enterprise Configurator tool uses the calculated number and rerun the algorithm to obtain a newer VT number. If the resulting VT number is not stable (in other words, after each rerun, a new calculated VT number is obtained), the program repeats the calculation cycle up to six times. This recalculation looping is built into the Enterprise Configurator and occurs automatically, with no user action required. At the end of the recalculation cycle, the user has the choice of using the original input VT number or the final calculated VT number in the configuration.

The user inputs about the number of H.323 Virtual Trunks and SIP Virtual Trunks are a function of other parameters in the system. For example, the number of Virtual Trunks required are affected by the total number of trunks in the system and by intraoffice/incoming ratios: Virtual Trunks and TDM trunks cannot carry a high volume of trunk traffic if the system is characterized as carrying mostly intraoffice calls. If pre-engineering has not provided consistent ratios and

CCS, the VT input numbers tend to diverge from the calculated results based on input trunking ratios.

Use the following formula to calculate the VT CCS to compare against user input, in order to determine the size of the deviation. Note that for this consistency check, H.323 VT CCS and SIP VT CCS are separated out from the VT total by using the user input ratio of H.323 to SIP.

$$HVT = C_{VT} \times v_H \times WAHT \div 100$$

$$SVT = C_{VT} \times v_S \times WAHT \div 100$$

The respective difference between HVT and HVT<sub>CCS</sub>, and between SVT and SVT<sub>CCS</sub>, is the deviation between input data and calculated value.

After the automatic Enterprise Configurator recalculations, if the discrepancy between the input VT number and the final calculated number is still significant (more than 20%), follow the recommendations for reducing line and trunk traffic imbalance (see [Line and trunk traffic](#) on page 306). Adjusting the number of Virtual Trunks and trunk CCS alone, without changing the intraoffice ratio or its derivatives, may never get to a balanced configuration.

---

## Line and trunk traffic

At the end of the algorithm calculation, if the line and trunk CCS are significantly imbalanced (more than 20% difference), the Enterprise Configurator tool generates a warning message. The user can choose whether to change input data and rerun the calculation to have a better balanced system. The recalculation loop starts from the point of entering configuration inputs at the GUI.

Use the following formula to obtain the calculated line CCS to compare against user input, in order to determine the size of the deviation.

$$\text{Calculated line CCS (LC}_{CCS}\text{)} = (C_{SS} + C_{ST} + C_{TS}) \times WAHT \div 100$$

The difference between LCCS and LC<sub>CCS</sub> is the imbalanced line CCS.

Similarly, use the following formula to obtain the calculated trunk CCS to compare against user input, in order to determine the size of the deviation.

$$\text{Calculated total trunk CCS (TC}_{CCS}\text{)} = (C_{TT} + C_{ST} + C_{TS}) \times WAHT \div 100$$

The difference between T<sub>TCCS</sub> and TC<sub>CCS</sub> is the imbalanced trunk CCS.

Because the calculated CCS factor in traffic ratios, line and trunk CCS can be significantly imbalanced if these ratios are inconsistent. For example, if the intraoffice, incoming, and outgoing ratios are based on contradictory assumptions, the calculated line CCS can be much higher than the number of trunks can absorb.

[Table 65: Tips to reduce traffic imbalances](#) on page 307 provides tips for users to modify input data so as to steer the algorithm in the right direction. The desired configuration for the input data is when the input numbers for Virtual Trunks, line CCS, and trunk CCS are close to their calculated values (less than 20% difference).

**Table 65: Tips to reduce traffic imbalances**

| When this happens...                                                | Try this...                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|---------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Line traffic too high                                               | <ul style="list-style-type: none"> <li>• Reduce CCS per telephone or number of telephones.</li> <li>• Increase the intraoffice ratio.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                      |
| Trunk traffic too high                                              | <ul style="list-style-type: none"> <li>• Reduce CCS per trunk or number of trunks.</li> <li>• Reduce the intraoffice ratio.</li> <li>• Increase the tandem ratio (if justified; changing the incoming/outgoing ratio has no impact on line/trunk traffic imbalance).</li> </ul>                                                                                                                                                                                                                                                                       |
| Need to change input VT number because other input data has changed | <ul style="list-style-type: none"> <li>• If changing the input VT number is not an option, keep it and change only the number of TDM trunks.</li> <li>• If the input VT number is not a committed value, use the VT number from the previous run.</li> <li>• When input traffic data is changed, expect the resulting VT number to change accordingly. Modify line data or trunk data one at a time to see the trend of convergence. Otherwise, it is hard to know what variable is most responsible for converging to the desired result.</li> </ul> |

---

## Illustrative engineering example

The following numerical example is for a general business/office model.

---

## Assumptions

The example uses the following values for key parameters.

These parameter values are typical for systems in operation, but the values for the ratios are not the defaults.

- Intraoffice ratio ( $R_I$ ): 0.25
- Tandem ratio ( $R_T$ ): 0.03
- Incoming ratio (I): 0.60
- Outgoing ratio (O): 0.12

In fraction of calls, the above ratios add up to 1.

- $AHT_{SS} = 60$  [average hold time (AHT) for telephone to telephone ( $_{SS}$ )]
- $AHT_{TS} = 150$  [AHT for trunk to telephone ( $_{TS}$ )]
- $AHT_{ST} = 150$  [AHT for telephone to trunk ( $_{ST}$ )]
- $AHT_{TT} = 180$  [AHT for trunk to trunk ( $_{TT}$ )]

---

## Given configuration

A Communication Server 1000E CP PIV system with the following configuration data:

- 1200 digital and analog telephones at 5 CCS/telephone
  - including 170 ACD agents with digital telephones at 33 CCS/agent
- 1600 IP telephones at 5 CCS/IP telephone
  - including 50 IP ACD agent telephones at 33 CCS/IP agent telephone
- 200 MDECT mobile phones at 5 CCS/telephone
- 1200 SIP Line telephones
- 820 trunks
  - 450 Virtual Trunks (300 H.323 and 150 SIP) at 28 CCS/trunk (The numbers for H.323 and SIP Virtual Trunks are input from user response to a GUI request in the EC.)
  - 370 TDM (PRI) trunks at 28 CCS/trunk
- Network Virtual Trunks served by this Gatekeeper: 800 (This is another input from the user interface.)
- CallPilot ports at 26 CCS/CP port
  - 36 local CallPilot ports
  - 24 network CallPilot ports (input from user interface)

- Other traffic-insensitive, preselected application ports that require DSP channels and real time feature overhead. The DSP required for IP Phones to access these special applications is proportional to the percentage of IP calls in the system.
  - Agent greeting ports: 4
  - Integrated Conference Bridge ports: 16 (HT = 1800)
  - Integrated Recorded Announcer ports: 12 (HT = 90)
  - Integrated Call Assistant ports: 8 (HT = 180)
  - Hospitality Integrated Voice Service ports: 8 (HT = 90)
  - Integrated Call Director ports: 12 (HT = 60)
  - BRI users: 8 (HT = 180)
  - MDECT mobile telephones: 200 (HT = WAHT)
- Features with processing overhead but no hardware ports:
  - CPND percentage: CPND calculation assumes all calls involving a telephone use CPND
  - Converged Desktop percentage: 5% of the following calls: (intraoffice calls × 0.1) + incoming calls + outgoing calls + tandem calls
  - Intraoffice CDR: No (could be yes, but not typical)
  - Incoming CDR: Yes
  - Outgoing CDR: Yes
  - Tandem CDR: Yes
  - Symposium-processed ACD calls: 90%
  - ACD calls without Symposium: 10%

Real time factors are based on [Table 52: Real time factors](#) on page 258.

---

## Calculations

The calculations in this example were performed by spreadsheet. Some rounding off may have occurred.

- The percentage of ACD agent to total telephones =  $(50 + 170) \div (1200 + 1600 + 1200 + 200) \times 100 = 5.238\%$  This ratio is less than the 15% threshold, so the site is not considered a call center. All ACD traffic will be included in call distribution calculations. For more information, see [DSP ports for general traffic](#) on page 266. The following calculations use the default nonblocking telephone CCS rate of 18 CCS.
- $L_{TDM}$  TDM telephones CCS =  $[(1200 - 170) \times 5] + (170 \times 18) = 8210$  CCS

- $L_{IP}$  IP telephones CCS =  $(1600 - 50) \times 5 = 7750$  CCS
  - $L_{ACD}$  TDM ACD agent CCS =  $170 \times 33 = 5610$  CCS
  - $L_{ACDIP}$  IP ACD agent CCS =  $50 \times 33 = 1650$  CCS
  - $L_{DECT}$  DECT telephones CCS =  $200 \times 5 = 1000$  CCS
  - $L_{SIPL}$  SIP Line telephones CCS =  $1200 \times 5 = 6000$  CCS
  - $ACD_{adj}$  ACD CCS adjustment for TDM agents =  $170 \times 18 = 3060$  CCS
  - $L_{CCS}$  Total line CCS =  $8210 + 7750 + 5610 + 1650 + 1000 + 6000 + 3060 = 27160$  CCS
- $T_{TDM}$  TDM trunk CCS =  $370 \times 28 = 10360$  CCS
  - $HVT_{CCS}$  H.323 trunk CCS =  $300 \times 28 = 8400$  CCS
  - $SVT_{CCS}$  SIP trunk CCS =  $150 \times 28 = 4200$  CCS
  - $VT_{CCS}$  Total Virtual Trunk CCS =  $8400 + 4200 = 12600$  CCS
  - $T_{TCCS}$  Total Trunk CCS =  $12600 + 10360 = 22960$  CCS
- Fraction of H.323 CCS of total Virtual Trunk CCS ( $V_H$ ) =  $8400 \div 12600 = 0.67$
- Fraction of SIP CCS of total Virtual Trunk CCS ( $V_S$ ) =  $4200 \div 12600 = 0.33$
- Fraction of Virtual Trunk CCS of total trunk CCS ( $V$ ) =  $12600 \div 22960 = 0.549$
- Fraction of UNISim IP CCS ( $P_U$ ) =  $(7750 + 1650) \div 27160 = 0.346$
- Fraction of SIP CCS ( $P_S$ ) =  $6000 \div 27160 = 0.221$
- Fraction of IP CCS ( $P_{IP}$ ) =  $0.346 + 0.221 = 0.561$
- Weighted average holding time (WAHT) =  $(60 \times 0.25) + (150 \times 0.60) + (150 \times 0.12) + (150 \times 0.12) + (180 \times 0.03) = 128$  seconds
- CP1 local CallPilot CCS =  $36 \times 36 = 936$
- CP2 network CallPilot CCS =  $24 \times 26 = 624$
- Total CCS ( $T_{CCS}$ ) =  $L_{CCS} + T_{TCCS} = 27160 + 22960 = 50120$  CCS
- Total calls ( $T_{CALL}$ ) =  $0.5 \times T_{CCS} \times 100 \div WAHT = 0.5 \times 50120 \times 100 \div 128 = 19578$
- The system calls are comprised of four different types of traffic: Intraoffice calls (telephone-to-telephone) ( $C_{SS}$ ); Tandem calls (trunk-to-trunk) ( $C_{TT}$ ); Originating/Outgoing calls (telephone-to-trunk) ( $C_{ST}$ ); Terminating/Incoming calls (trunk-to-telephone) ( $C_{TS}$ ).
  - a. Intraoffice calls ( $C_{SS}$ ) =  $T_{CALL} \times R_I = 19578 \times 0.25 = 4895$  calls
    - i. Intraoffice UNISim IP to UNISim IP calls ( $C_{2IP}$ ) =  $C_{SS} \times P_U \times P_U = 4895 \times 0.346 \times 0.346 = 586$  (require no DSP, no VT)  $P_{UIPtoUIP} = 586 \div 19578 = 0.03$
    - ii. Intraoffice UNISim IP to TDM calls ( $C_{1IP}$ ) =  $C_{SS} \times 2 \times P_U \times (1 - P_U) = 4895 \times 2 \times 0.346 \times (1 - 0.346) = 1467$  (require DSP)  $P_{UIPtoL} = 1467 \div 19578 = 0.07$

- iii. Intraoffice TDM to TDM calls ( $C_{NoIP}$ ) =  $C_{SS} \times (1 - P_{IP})^2 = 4895 \times (1 - 0.567) \times (1 - 0.567) = 918$  (require no DSP, no VT)  $P_{LtoL} = 918 \div 19578 = 0.05$
- iv. Intraoffice SIP Line to SIP Line calls ( $C_{2sip}$ ) =  $C_{SS} \times P_S^2 = 4895 \times 0.221 \times 0.221 = 239$  (require no DSP, no VT)  $P_{SIPtoSIP} = 239 \div 19578 = 0.01$
- v. Intraoffice SIP Line to UNISTim IP calls ( $C_{2sipuip}$ ) =  $C_{SS} \times P_S \times P_U = 4895 \times 0.221 \times 0.346 = 748$  (require no DSP, no VT)  $P_{SIPtoUIP} = 748 \div 19578 = 0.04$
- vi. Intraoffice SIP Line to TDM calls ( $C_{1sip}$ ) =  $C_{SS} \times 2 \times P_S \times (1 - P_{IP}) = 4895 \times 2 \times 0.221 \times (1 - 0.567) = 936$  (require DSP, no VT)  $P_{SIPtoL} = 918 \div 19578 = 0.05$
- b. Tandem calls ( $C_{TT}$ ) =  $T_{CALL} \times R_T = 19578 \times 0.03 = 587$  calls
- i. Tandem VT to TDM calls ( $C_{T1VT}$ ) =  $2 \times C_{TT} \times V \times (1 - V) = 2 \times 587 \times 0.549 \times (1 - 0.549) = 291$  (require DSP and VT)  $P_{VTtoTr} = 291 \div 19578 = 0.0015$
- ii. Tandem TDM to TDM calls ( $C_{T2NoVT}$ ) =  $C_{TT} \times (1 - V) \times (1 - V) = 587 \times (1 - 0.549) \times (1 - 0.549) = 120$  (require no DSP, no VT)  $P_{TrtoTr} = 120 \div 19578 = 0.006$
- iii. Tandem VT (H.323) to VT (SIP) calls ( $C_{T2HS}$ ) =  $C_{TT} \times V^2 \times V_H \times V_S \times 2 \times 2 = 587 \times 0.549 \times 0.549 \times 0.67 \times 0.33 \times 4 = 157$  (require no DSP, VT)  $P_{VhtoVs} = 157 \div 19578 = 0.008$
- c. Originating/outgoing calls ( $C_{ST}$ ) =  $T_{CALL} \times O = 19578 \times 0.12 = 2349$  calls
- i. UNISTim IP to VT calls ( $C_{STIV}$ ) =  $C_{ST} \times P_U \times V = 2349 \times 0.346 \times 0.549 = 446$  (require VT)  $P_{UIPtoVT} = 446 \div 19578 = 0.02$
- ii. UNISTim IP to TDM trunk calls ( $C_{STID}$ ) =  $C_{ST} \times P_U \times (1 - V) = 2349 \times 0.346 \times (1 - 0.549) = 367$  (require DSP)  $P_{UIPtoTr} = 367 \div 19578 = 0.02$
- iii. TDM telephone to VT calls ( $C_{STDV}$ ) =  $C_{ST} \times (1 - P_{IP}) \times (V) = 2349 \times (1 - 0.567) \times 0.549 = 558$  (require DSP, VT)  $P_{LtoVT} = 558 \div 19578 = 0.03$
- iv. TDM to TDM calls ( $C_{STDD}$ ) =  $C_{ST} \times (1 - P_{IP}) \times (1 - V) = 2349 \times (1 - 0.567) \times (1 - 0.549) = 459$  (require no DSP, no VT)  $P_{LtoTr} = 459 \div 19578 = 0.02$
- v. SIP Line to VT calls ( $C_{STSV}$ ) =  $C_{ST} \times P_S \times V = 2349 \times 0.221 \times 0.549 = 285$  (require no DSP, VT)  $P_{SIPtoVT} = 285 \div 19578 = 0.01$
- vi. SIP Line to TDM trunk calls ( $C_{STSD}$ ) =  $C_{ST} \times P_S \times (1 - V) = 2349 \times 0.221 \times (1 - 0.549) = 234$  (require DSP, no VT)  $P_{SIPtoTr} = 234 \div 19578 = 0.01$
- d. Terminating/incoming calls ( $C_{TS}$ ) =  $T_{CALL} \times I = 19578 \times 0.60 = 11747$  calls
- i. VT to TDM telephone calls ( $C_{TSVD}$ ) =  $C_{TS} \times V \times (1 - P_{IP}) = 11747 \times 0.549 \times (1 - 0.567) = 2791$  (require DSP, VT)  $P_{VTtoL} = 2791 \div 11747 = 0.14$

- ii. VT to UNISlim IP calls ( $C_{TSVI}$ ) =  $C_{TS} \times V \times P_U = 11747 \times 0.549 \times 0.346 = 2231$  (require VT)  $P_{VTtoUIP} = 2231 \div 11747 = 0.11$
- iii. TDM to UNISlim IP calls ( $C_{TSDI}$ ) =  $C_{TS} \times (1 - V) \times P_U = 11747 \times (1 - 0.549) \times 0.346 = 1834$  (require DSP)  $P_{TrtoUIP} = 1834 \div 11747 = 0.09$
- iv. TDM to TDM telephone calls ( $C_{TSDD}$ ) =  $C_{TS} \times (1 - V) \times (1 - P_{IP}) = 11747 \times (1 - 0.549) \times (1 - 0.567) = 2295$  (require no DSP, no VT)  $P_{LtoL} = 2295 \div 11747 = 0.12$
- v. VT to SIP Line calls ( $C_{TSVS}$ ) =  $C_{TS} \times V \times P_S = 11747 \times 0.549 \times 0.221 = 1424$  (require no DSP, VT)  $P_{VTtoSIP} = 1424 \div 11747 = 0.07$
- vi. TDM trunk to SIP Line calls ( $C_{TSDS}$ ) =  $C_{TS} \times (1 - V) \times P_S = 11747 \times (1 - 0.549) \times 0.221 = 1171$  (require no DSP, no VT)  $P_{TrtoSIP} = 1171 \div 11747 = 0.06$

• From the above data, the weighted average penetration factor (PF) is:

$$PF = (P_{UIPtoUIP} \times f_1) + (P_{UIPtoL} \times f_2) + (P_{LtoL} \times f_3) + (P_{VTtoTr} \times f_4) + (P_{TrtoTr} \times f_5) + (P_{VhtoVs} \times f_6) + (P_{UIPtoVT} \times f_7) + (P_{UIPtoTr} \times f_8) + (P_{LtoVT} \times f_9) + (P_{LtoTr} \times f_{10}) + (P_{VTtoL} \times f_{11}) + (P_{VTtoUIP} \times f_{12}) + (P_{TrtoUIP} \times f_{13}) + (P_{TrtoL} \times f_{14}) + (P_{SIPtoSIP} \times f_{15}) + (P_{SIPtoUIP} \times f_{16}) + (P_{SIPtoL} \times f_{17}) + (P_{SIPtoVT} \times f_{18}) + (P_{SIPtoTr} \times f_{19}) + (P_{VTtoSIP} \times f_{20}) + (P_{TrtoSIP} \times f_{21}) = (0.03 \times 0) + (0.07 \times 1.41) + (0.05 \times 0.81) + (0.015 \times 1.14) + (0.006 \times 1.20) + (0.008 \times 1.09) + (0.02 \times 1.20) + (0.02 \times 1.16) + (0.03 \times 2.44) + (0.01 \times 1.25) + (0.14 \times 1.72) + (0.11 \times 0.97) + (0.09 \times 1.25) + (0.12 \times 1.34) + (0.01 \times 2.72) + (0.04 \times 1.36) + (0.05 \times 1.78) + (0.01 \times 1.97) + (0.01 \times 2.25) + (0.07 \times 2.17) + (0.06 \times 3.57) = 1.552$$

• Calculate the System EBC SEBC =  $(T_{CALL} \times (1 + PF + Error\_term)) = 19578 \times (1 + 1.552 + 0.25) = 54854$

## Real time calculation with major applications

- ACD agent calls without Symposium  $C_{ACD} = [(L_{ACD} + L_{IPACD}) \times 100 \div AHT_{AGT}] = (5610 \times 1650) \times 100 \div 180 = 4033$
- Calculate the impact of other major features and applications.

You can use [Table 66: Feature and application EBC calculation](#) on page 312 to calculate the EBC for your features and applications.

**Table 66: Feature and application EBC calculation**

| Feature or application | EBC calculation formula                                    | EBC                                  |
|------------------------|------------------------------------------------------------|--------------------------------------|
| ACD                    | $ACDEBC = C_{ACD} \times (1 - \%Symposium) \times f_{ACD}$ | $= 4033 \times 0.1 \times 0.13 = 52$ |

| Feature or application               | EBC calculation formula                                                                                                                                                          | EBC                                                                       |
|--------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|
| Symposium                            | $\text{SymposiumEBC} = \% \text{Symposium} \times C_{\text{ACD}} \times f_{\text{SYM}}$                                                                                          | $= 4033 \times 0.9 \times 5.74 = 20836$                                   |
| CallPilot                            | $\text{CallPilotEBC} = (\text{CP1} + \text{CP2}) \times 100 \div \text{AHT}_{\text{CP}} \times f_{\text{CP}}$                                                                    | $= (936 + 624) \times 100 \div 40 \times 1.66 = 6474$                     |
| Incoming CDR                         | $\text{IncomingCDR\_EBC} = C_{\text{TS}} \times f_{\text{CCDR}}$                                                                                                                 | $= 11747 \times 0.32 = 3759$                                              |
| Outgoing CDR                         | $\text{OutgoingCDR\_EBC} = C_{\text{ST}} \times f_{\text{OCDR}}$                                                                                                                 | $= 2349 \times 0.32 = 752$                                                |
| Tandem CDR                           | $\text{TandemCDR\_EBC} = C_{\text{TT}} \times f_{\text{TAN}}$                                                                                                                    | $= 587 \times 0.44 = 258$                                                 |
| Integrated Conference Bridge         | $\text{MICB\_EBC} = \text{number of Integrated Conference Bridge ports} \times \text{Appl}_{\text{CCS}} \times 100 \div \text{AHT}_{\text{MICB}} \times f_{\text{MICB}}$         | $= 16 \times 26 \times 100 \div 1800 \times 1.56 = 37$                    |
| Integrated Recorded Announcer        | $\text{MIRAN\_EBC} = \text{number of Integrated Recorded Announcer ports} \times \text{Appl}_{\text{CCS}} \times 100 \div \text{AHT}_{\text{MIRAN}} \times f_{\text{MIRAN}}$     | $= 12 \times 26 \times 100 \div 90 \times 0.63 = 218$                     |
| Integrated Call Director             | $\text{MIPCD\_EBC} = \text{number of Integrated Call Director ports} \times \text{Appl}_{\text{CCS}} \times 100 \div \text{AHT}_{\text{MIPCD}} \times f_{\text{MIPCD}}$          | $= 12 \times 26 \times 100 \div 60 \times 0.63 = 328$                     |
| Integrated Call Announcer            | $\text{MIPA\_EBC} = \text{number of Integrated Call Announcer ports} \times \text{Appl}_{\text{CCS}} \times 100 \div \text{AHT}_{\text{MICA}} \times f_{\text{MICA}}$            | $= 8 \times 26 \times 100 \div 180 \times 0.57 = 66$                      |
| Hospitality Integrated Voice Service | $\text{MIVS\_EBC} = \text{number of Hospitality Integrated Voice Service ports} \times \text{Appl}_{\text{CCS}} \times 100 \div \text{AHT}_{\text{MIVS}} \times f_{\text{MIVS}}$ | $= 8 \times 26 \times 100 \div 90 \times 0.57 = 132$                      |
| BRI                                  | $\text{BRI\_EBC} = \text{number of BRI users} \times \text{Telephone}_{\text{CCS}} \times 100 \div \text{AHT}_{\text{BRI}} \times f_{\text{BRI}}$                                | $= 8 \times 5 \times 100 \div 180 \times 0.12 = 3$                        |
| MDECT                                | $\text{MDECT\_EBC} = L_{\text{DECT}} \times 100 \div \text{WAHT} \times f_{\text{DECT}}$                                                                                         | $= 1000 \times 100 \div 128 \times 4.25 = 3320$                           |
| CPND                                 | $\text{CPND\_EBC} = (C_{\text{SS}} + C_{\text{TS}}) \times f_{\text{CPND}}$                                                                                                      | $= (4895 + 11747) \times 0.2 = 3328$                                      |
| Converged Desktop                    | $\text{CD\_EBC} = (C_{\text{SS}} \times 0.1 + C_{\text{TT}} + C_{\text{ST}} + C_{\text{TS}}) \times f_{\text{DTP}} \times f_{\text{DTP}}$                                        | $= (4895 \times 0.1 + 587 + 2349 + 11747) \times 0.05 \times 2.33 = 1768$ |
| Features and Applications EBC        | $\text{FAEBC} = \text{ACD\_EBC} + \text{Symposium\_EBC} + \text{CallPilot\_EBC} + \text{InternalCDR\_EBC} + \text{IncomingCDR\_EBC} +$                                           | $= 41332$                                                                 |

| Feature or application | EBC calculation formula                                                                                                                                                                                              | EBC |
|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
|                        | OutgoingCDR_EBC +<br>TandemCDR_EBC + MICB_EBC<br>+ MIRAN_EBC + MIPCD_EBC +<br>MICA_EBC + MIVS_EBC +<br>BRI_EBC + MDECT_EBC +<br>CPND_EBC + CD_EBC +<br>MO_EBC + IPSEC_EBC +<br>MC3100_EBC + MobileX_EBC +<br>ELC_EBC |     |

---

## New system real-time usage

Compare the total system EBC with the CPU rated capacity to determine the processor utilization.

$$RTU = (SEBC + FAEBC) \div BHCC \times 100 = (54854 + 41332) \div 840\,000 \times 100 = 12.8 \%$$

In this example, CPU utilization, including application and feature impact, is 12.8 %. This loading indicates that the CPU can handle this configuration with ease and has plenty of spare capacity.

---

## CPU real time conversion for upgrades

If you upgrade a system, in addition to the new load from the above calculation, the CPU utilization data from a current traffic report TFS004 is also required.

Assume you upgrade a system from Communication Server 1000 Release 4 with CP PII to Communication Server 1000 Release 7.5 with CP PIV, when the TFS004 reading is 60%.

From [Table 54: Software release degradation factors \(SWRC\)](#) on page 263 and [Table 55: Ratio of existing processor capacity to new processor capacity \(CPTU\)](#) on page 263:

$$SWRC = 55 \text{ CPTU} = 0.32$$

The calculation to convert the loading is:

$$CRTU = (60 \div 100) \times [1 + (55 \div 100)] \times 0.32 = 0.298$$

29.8% of the new system CPU (CP PIV) must be reserved to handle calls of the existing site. The expected total CPU utilization is  $(26.7 + 12.8) = 41.6\%$ .

## DSP calculation for conference ports

The formula to calculate the DSP requirement for conference ports is based on the number of telephones in the system:

$$\text{Number of conference ports} = \text{Total\_telephones} \times r_{\text{Con}} \times 0.4 = 4208 \times 0.07 \times 0.4 = 207$$

$$\text{Number of conference loops} = \text{ROUNDUP}(\text{conference ports} \div 30) = 207 \div 30 = 7$$

$$\text{Number of DSP ports for conference} = \text{conference loops} \times 32 = 7 \times 32 = 224$$

## DSP calculation for features and applications

**Table 67: DSP ports for features and applications**

| Feature or application                                                                                                                                           | Number of ports        | DSP |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|-----|
| Integrated Conference Bridge                                                                                                                                     | 16                     | 16  |
| Integrated Recorded Announcements                                                                                                                                | 12 (only 12 listeners) | 12  |
| Integrated Call Director                                                                                                                                         | 12                     | 12  |
| Integrated Call Assistant                                                                                                                                        | 8                      | 8   |
| Hospitality Integrated Voice Service                                                                                                                             | 8                      | 8   |
| BRI                                                                                                                                                              | 8                      | 16  |
| Agent greeting                                                                                                                                                   | 4                      | 4   |
| CallPilot                                                                                                                                                        | 60                     | 60  |
| Total                                                                                                                                                            | 136                    |     |
| The general formula for calculating CS 1000E DSP for features and applications is: DSP = number of application ports<br>DSP for BRI = 2x the number of BRI ports |                        |     |

---

## DSP and Media Card calculations

Total DSP ports = DSP for calls + Conference + Applications/features = 384 + 67 + 73 = 524

Number of 32-port Media Cards required =  $524 \div 32 = 17$

For an 8-port Media Card, number of Media Cards required =  $524 \div 8 = 66$

It is recommended to round up the Media Card calculation to an integer.

See [Simplified Media Gateway DSP calculations](#) on page 268 and [Table 97: Worksheet B: Detailed DSP and Media Card calculation for Media Gateway](#) on page 398 to determine the card placement and DSP port requirements for each Media Gateway chassis.

---

## Virtual trunk calculation

VT calls ( $C_{VT}$ ) =  $C_{T1VT} + C_{STIV} + C_{STDV} + C_{TSVD} + C_{TSVI} + C_{T2HS} + C_{STSV} + C_{TSVS} = 8184$

H.323 VT calls ( $HC_{VT}$ ) =  $C_{VT} \times V_H = 8184 \times 0.67 = 5484$

SIP VT calls ( $SC_{VT}$ ) =  $C_{VT} \times V_S = 8184 \times 0.33 = 2701$

$VT_{CCS} = C_{VT} \times WAHT \div 100 = 8184 \times 128 \div 100 = 10476$  CCS

Refer to a Poisson table (with P.01 GoS) to find the corresponding number of trunks, or use the following formula:

Number of Virtual Trunks =  $VT_{CCS} \div 5804 \times 192 = 347$

Number of H.323 Virtual Trunks =  $347 \times 0.67 = 233$

Number of SIP Virtual Trunks =  $347 \times 0.33 = 115$

User input for number of Virtual Trunks is 450. Since this is greater than 347, 450 is the number you use for further resource calculation.

---

## Signaling Server calculation

The following information was obtained from previous calculations or input data:

Signaling Server [type\_index = CP PM]

Number of IP Phones in the system (IPL) = 1600 Number of SIP Line Phones in the system (SIPL) = 1200 Number of Virtual Trunks = 450 (H.323 = 300; SIP = 150) HVT = 300 SVT = 150 Calls involving at least one IP Phone ( $C_{UIP}$ ) = 8267 Calls involving at least one SIP Line Phone ( $C_{SIP}$ ) = 5277 Calls involving Virtual Trunks ( $CVT$ ) =  $GKC0 = 8184$

The following is additional user input to the EC tool:

Endpoints served by this NRS: 100 NRS entries (CDP + UDP + É): 1000 Virtual Trunks from other endpoints served by this NRS: 800 NRS alternate (NRA): Yes TPSA (TPS N+1 redundancy required): Yes H.323 Gateway alternate (GWA): Yes SIP Gateway alternate (GSA): Yes PD/CL/RL feature available to IP Phones: Yes Sharing Database with other traffic: Yes SIP Proxy or SIP Redirect: Proxy SIP Proxy TCP: Yes SIP Line Alternate (SIPLA) :Yes

1. Signaling Server CP PM Co-resident Call Server and Signaling Server

Determine if you require a CP PM Co-resident Call Server and Signaling Server.

The system\_type is not CP PM Co-res CS and SS. Follow the Signaling Server algorithm to determine the number of Signaling Servers required.

2. Signaling Server for Personal Directory/Callers List/Redial List

SSDB = b

The database share limit for type\_index = CP PM is 2000 IP Phones.

3. Network Routing Service calculations

Dedicated NRS not required, nrs\_type\_index = type\_index = CP PM

SIP Proxy with TCP protocol is required

$NRS\_EP\_limit = SIP\_Proxy\_limit = 1000$

$SSNR[nrs\_type\_index] = \text{larger of:}$

{

a  $NRE[nrs\_type\_index] \div NRE\_EP\_limit = 800 \div 1000 = 0.8$  endpoints

b  $NRD[nrs\_type\_index] \div NRD[nrs\_type\_index] = 1000 \div 50\,000 = 0.02$  dial plan entries

c  $NRC[nrs\_type\_index] \div NRC_{HL}[nrs\_type\_index] = 23486 \div 200\,000 = 0.15$  calls per hour

d 0 if NRS is not provisioned and there is no branch office = 0

e If ( $NRE > NRE_{SL}[nrs\_type\_index]$  or  $NRD > NRD_{SL}[nrs\_type\_index]$  or  $NRC > NRC_{SL}[nrs\_type\_index]$ ) then 1 else 0 If ( $800 > 100$  or  $1000 > 5000$  or  $28436 > 200\,000$ ) evaluates true = 1

}

```

SSNR[CP PM] = 1
If SSNR[nrs_type_index] >= 1 or dedicated NRS required
1 >= 1 evaluates true
Then { SSNW = ROUNDUP(SSNR) x NRA (= 2 if true, else 1) = 1 x 2 = 2
 SST[nrs_type_index] = SST[nrs_type_index] + SSNW;
 SST[CP PM] = 0 + 2 = 2
}

```

NRC could be hardware or CPU or memory limit, it includes local  $NRC_0$  (calls from main switch calculation) and network  $VT_{NET}$  for the NRS:  $NRC = NRC_0 + NRC_{NET}$

Both  $VT_{323}$  and  $VT_{SIP}$  from user input must convert to H.323 and SIP calls.

$$H.323 \text{ calls} = VT_{323} \times CCS \times 100 \div WAHT = 300 \times 28 \times 100 \div 128 = 6562$$

$$SIP \text{ calls} = VT_{SIP} \times CCS \times 100 \div WAHT = 150 \times 28 \times 100 \div 128 = 3281$$

Determine the SIP loading factor on the NRS:

Factor = if SIP\_mode = Proxy, then 4

$$NRC_0 = (H323 \text{ calls} \times \text{Factor} \times SIP \text{ calls}) = 6562 + 4 \times 3281 = 19686$$

$$NRC_{NET} = (VT_{NET} \times CCS \text{ for each } VT \times 100 \div WAHT \div 2) = 800 \times 28 \times 100 \div 128 \div 2 = 8750$$

$$NRC = NRC_0 + NRC_{NET} = 19686 + 8750 = 28436$$

$$\text{Formula (c) in SSNR equation} = NRC \div NRC_{HL}[nrs\_type\_index] = 28436 \div 200\,000 = 0.15$$

#### 4. Terminal Proxy Server calculations

Calculate TPS call rate:

$$C_{UIP} = C2_{UIP} \times 2 + C1_{UIP} + C2_{SIPUIP} + C_{STIV} + C_{STID} + C_{STVI} + C_{STDI}$$

$$C_{UIP} = 8267$$

$SSTR[type\_index]$  = larger of:

{

a  $IPL \div IPL_{SL}[type\_index] = 1600 \div 5000 = 0.32$

b  $C_{UIP} \div IPC_{HL}[type\_index] = 8267 \div 40\,000 = 0.2$

c If  $IPL > IPL_{DB}$  then 1 else 0  $1600 > 2000$  evaluates false = 0

}

$$SSTR[CP PM] = 0.32$$

```

 If SSTR[type_index] >= 1 or dedicated TPS required
 0.32 >= 1 evaluates false and dedicated not required
Else { If SSTR[type_index] > 0
 0.32 > 0 evaluates true
Then { TPS_Co-res = true; NumOfCo-res = NumOfCo-res + 1
 = NumOfCo-res = 0 + 1 = 1
 }
 }

```

#### 5. H.323 Gateway calculations

$$\begin{aligned}
 HC_{VT} &= (HVT_{CCS} \times 100) \div WAHT \\
 &= (8400 \times 100) \div 128 \\
 &= 6562
 \end{aligned}$$

SSHR[type\_index] = larger of:

```

{
a HVT[type_index] ÷ HVTSL[type_index] = 300 ÷ 1200 = 0.25
b HCVT[type_index] ÷ HVTHL[type_index] = 6562 ÷ 18 000 = 0.36
c If HVT > VTRKSL[type_index] then 1 else 0 300 > 800 evaluates false
 = 0
}

```

$$SSHR[CP PM] = 0.36$$

If SSHR[type\_index] >= 1 or dedicated H323 GW required  
 0.36 >= 1 evaluates false and dedicated not required

```

Else { If SSHR[type_index] > 0
 0.36 > 0 evaluates true
Then { H323_Co-res = true; NumOfCo-res = NumOfCo-res + 1
 = NumOfCo-res = 1+ 1 = 2
 }
 }

```

#### 6. SIP Gateway calculations

$$\begin{aligned}
 SC_{VT} &= (SVT_{CCS} \times 100) \div WAHT \\
 &= (4200 \times 100) \div 128
 \end{aligned}$$

= 3500

SSSR[type\_index] = larger of:

```
{
a SVT[type_index] ÷ SVTSL[type_index] = 150 ÷ 1800 = 0.08
b SCVT[type_index] ÷ SVTCHL[type_index] = 3500 ÷ 27 000 = 0.13
c SVT > VRTKSL[type_index] then 1 else 0 150 > 800 evaluates false =
 0
}
```

SSSR[CP PM] = 0.13

If SSSR[type\_index] >= 1 or dedicated SIP GW required

0.13 >= 1 evaluates false and dedicated not required

Else { If SSSR[type\_index] > 0

Then { SIP\_Co-res = true; NumOfCo-res = NumOfCo-res + 1

= NumOfCo-res = 2+ 1 = 3

}

}

#### 7. SIP CTI/TR87 calculations

No SIP CTI/TR87 specified.

#### 8. Signaling Server Co-resident calculations

Determine if any Signaling Server applications can co-reside on one Signaling Server

Case of NumOfCo-res:

NumOfCo-res = 3, evaluate the portion if more than one Signaling Server application is Co-resident

Determine if Co-resident VRTK exceeds limit

If H323\_Co-res = true and SIP\_Co-res = true and (HVT + SVT > VT<sub>SL</sub>[type\_index]) H323\_Co-res = true and SIP\_Co-res = true and (300 + 150) > 800) This evaluates false;

If NumOfCo-res = 0, then exit NumOfCo-res = 3, evaluates false

Else If NumOfCo-res = 1, then do, one Signaling Server application - assign one Signaling Server NumOfCo-res = 3, evaluates false

Else { CallRate = 0;

If NRS\_Co-res = true, then CallRate = CallRate + NRC; NRS\_Co-res evaluates false

If TPS\_Co-res = true, then CallRate = CallRate + C<sub>UIP</sub>; TPS\_Co-res evaluates true, CallRate = 8267;

If H323\_Co-res = true, then CallRate = CallRate + HC<sub>VT</sub>; H323\_Co-res evaluates true, CallRate = 8267 + 6562 = 14829;

If SIP\_Co-res = true, then CallRate = CallRate + SC<sub>VT</sub>; SIP\_Co-res evaluates true, CallRate = 14829 + 3500 = 18329;

If CallRate <= Co-resCR[type\_index] 18329 <= 20000 Co-res CallRate limit met

```
Then { SST[type_index] = SST[type_index] + 1; SST[CP PM] = 1 + 1 = 2;
 Since one of the following evaluates true; SST[CP PM] = 2 + 1 = 3
 If (NRS_Co-res = true and NRA = true) or (TPS_Co-res = true and TPSA = true) or (H323_Co-res = true and GWA = true) or (SIP_Co-res = true and GSA = true) or (TR87_Co-res = true and TR87A = true)
Then SST[type_index] = SST[type_index] + 1;
 }
}
}
```

### 9. SIP Line Gateway calculations

SIPL = SIPN + SIP3, where SIPL = total number of SIP Phones SIPL = 1200

Calculate total number of SIP Line calls

$$C_{SIP} = (2 \times C_{2SIP}) + C_{1SIP} + C_{2SIPUIP} + C_{STSV} + C_{STSD} + C_{STVS} + C_{STDS}$$

$$C_{SIP} = 5277$$

SSSLGR[type\_index] = larger of:

```
{
a SIPL ÷ SIPLSL[type_index] = 1200 ÷ 1000 = 1.2
b CSIP ÷ SIPLCHL[type_index] = 5277 ÷ 10000 = 0.53
}
```

$$SSSLGR[CP PM] = 1.2$$

Round up SSSLGR before you proceed with the calculations

$$SSSLGW[type_index] = \text{ROUNDUP}(SSSLGR[type_index] \times \text{SIPLA}[type_index]) \quad (= 2 \text{ if true, else } 1)$$

SIPLA = if redundant SIPL is needed

$$SSSLGW[CP PM] = 2 \times 2 = 4$$

$$SST[type_index] = SST[type_index] + SSSLGW; SST[CP PM] = 3 + 4 = 7$$

10. SIP DECT calculations

No SIP DECT Phones required.

11. Total Signaling Server requirement

The total number of Signaling Servers provisioned:

$SST[type\_index] = 6$ , and If  $nrs\_type\_index$  and  $type\_index$  are not the same, then  $SST[nrs\_type\_index]$ , else 0  $nrs\_type\_index [CP PM] = type\_index [CP PM]$  evaluates 0, and Signaling Servers for SIP DECT =  $SS\_DECT = 0$

---

## LAN/WAN bandwidth calculation algorithm

The calculation for LAN/WAN bandwidth requirement is based on traffic directly. It does not depend on the traffic model used.

VT traffic in erlangs =  $[(240 + 120) \times 28] \div 36 = 280$  erlangs

# Chapter 15: Application engineering

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## Introduction

Certain applications have significant capacity impact and require engineering in order to operate properly from a capacity perspective. This section provides suggestions for engineering these applications.

For descriptions of the features and their functionality, refer to feature documentation in the Avaya publications.

For more information about voice networks, see *Avaya Converging the Data Network with VoIP Fundamentals, NN43001-260*.

## Access Restrictions

The Access Restrictions feature, also known as the port blocking facility is a VxWorks-based firewall designed to prevent port-based attacks on the CP PIV, MGC, and MC32S running VxWorks software. Access Restrictions use port blocking rules for accepting or rejecting packets to open ports. The port blocking rules are preconfigured during installation and distribute from the Call Server to the MGC and MC32S. You can customize the port blocking rules post installation with Overlay 117 or EM.

Adding port blocking rules increases CPU utilization. Avaya recommends you to maintain minimal port blocking rules to minimize the CPU performance impact. Access Restrictions provide a minimum but essential firewall to secure the VxWorks platforms. If you require a full firewall, Avaya recommends the use of a dedicated third-party hardware firewall.

CPU utilization depends on the type and amount of rules configured. [Table 68: CP PIV packet throughput drop at 10 percent CPU utilization](#) on page 324 provides an example of the CP PIV performance drop with increasing rule depth.

**Table 68: CP PIV packet throughput drop at 10 percent CPU utilization**

| Rule Depth  | 60 byte packet, reject at end. (packets/second) | 60 byte packet, accept at rule. (packets/second) | 60 byte packet, accept at rule. CPU utilization drop against no firewall. | 60 byte packet, accept at rule. CPU utilization drop against accept all default rule. |
|-------------|-------------------------------------------------|--------------------------------------------------|---------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| No firewall | 66 500                                          | 66 500                                           | 0                                                                         | n/a                                                                                   |
| 0           | 64 000                                          | 57 000                                           | 14.3%                                                                     | 0                                                                                     |
| 1           | 57 000                                          | 51 000                                           | 23.3%                                                                     | 10.5%                                                                                 |
| 4           | 52 000                                          | 48 000                                           | 27.8%                                                                     | 15.8%                                                                                 |
| 8           | 43 000                                          | 41 000                                           | 38.3%                                                                     | 28.1%                                                                                 |
| 16          | 35 000                                          | 33 000                                           | 50.4%                                                                     | 42.1%                                                                                 |
| 32          | 24 750                                          | 25 000                                           | 62.4%                                                                     | 56.1%                                                                                 |
| 64          | 13 250                                          | 13 500                                           | 79.7%                                                                     | 76.3%                                                                                 |
| 128         | 7 500                                           | 7 500                                            | 88.7%                                                                     | 86.8%                                                                                 |

---

## Converged Desktop

The Converged Desktop is a TDM or IP Phone configured to access Avaya Multimedia Communication Server 5100 (Avaya MCS 5100) multimedia applications through a Session Initiation Protocol (SIP) Virtual Trunk.

---

## Maximum number of Converged Desktop users

In a pure IP system, the Avaya Communication Server 1000E (Avaya CS 1000E) can support up to 10 000 Converged Desktop users. However, for a new installation, Avaya recommends configuring no more than 7000 IP users with the Converged Desktop application. This reserves a reasonable amount of real time capacity for future growth.

---

## SIP access port requirement

Every Converged Desktop call uses a SIP trunk for signaling during the ringing period. In addition, a certain percentage of calls use the SIP trunk for voice traffic for the entire duration of the call. Therefore, the required number of SIP access ports depends on the number of Converged Desktop users and the percentage of voice calls using SIP trunks for conversation.

---

## Personal Call Assistant requirement

The following types of calls to a Converged Desktop use the Personal Call Assistant (PCA) feature for the duration of ringing time:

- calls originating from an internal phone
- calls originating from any nonSIP trunk
- calls originating from a SIP trunk but not from an MCS 5100

The PCA requirement depends only on the number of Converged Desktop users. It is independent of the percentage of voice calls using SIP trunks for conversation.

---

## Calculating SIP access port and PCA requirements

[Table 69: SIP port and PCA requirements for Converged Desktop \(with P.01 GoS\)](#) on page 327 shows the required number of SIP access ports and PCAs for different levels of Converged Desktop usage, with P.01 Grade-of-Service (GoS).

The columns under "% voice traffic carried by SIP trunk" indicate the fraction of calls that use a SIP trunk for conversation. A percentage of zero means that the SIP port is used only for signaling during the ringing period and is dropped from the connection once the call is answered.

To use the table, users must know (1) the number of Converged Desktop users and (2) the percentage of Converged Desktop users using SIP trunks to carry voice traffic. The readings below the percentage column are the number of SIP trunks and PCA ports required for a given number of Converged Desktop users.

The number of users shown in [Table 69: SIP port and PCA requirements for Converged Desktop \(with P.01 GoS\)](#) on page 327 increments by increasingly large amounts as the number of users increases. If you are calculating requirements for a number of users not shown in the table, use the following formula:

#### Inputs

- Total number of Converged Desktop users required (MCS\_CD\_Users)
- Percentage of calls that are answered on a soft client configured as a Converged Desktop (P\_CD\_SIP)
- Total Number of nonconverged desktop users required (MCS\_Non\_CD\_Users)
- Number of Meet-Me Audio Conference ports configured on the MCS (MeetMe\_Ports)

#### Calculations

- Traffic for CD = (MCS\_CD\_Users) x (CCS per user) x 10%
- Traffic for SIP ports = (MCS\_Non\_CD\_Users) x (CCS per user) + (MCS\_CD\_Users x P\_CD\_SIP) x (CCS per user)
- Total SIP Traffic = (Traffic for CD) x (1 - P\_CD\_SIP) + (Traffic for SIP ports)
- Number of SIP ports = Poisson (Total SIP Traffic) at P.01 + MeetMe\_Ports
- Number of MCS PC As ports = Poisson (Traffic for CD) at P.01
- Number of ACD agents = Number of MCS PCAs ports

If detailed information about the network is not available, use the following formula to estimate the percentage of Converged Desktop users using SIP trunks to carry voice traffic, rounding up the result:

$$(\text{Number of SIP trunks}) \div [(\text{Number of SIP trunks}) + (\text{Number of H.323 trunks})]$$

## Assumptions

1. The ringing period is 10% of the conversation time. (One ring is a 6-second cycle; the ringing period is usually 2–3 rings; average conversation time is 120–180 seconds.)
2. PCA holding time is equal to the length of the ringing period for each call. This is a conservative assumption, because it implies that every call needs a PCA.

## Example

Two hundred Converged Desktop users with 0% SIP trunk conversation require 8 SIP access ports and 8 PCAs. If 20% use SIP for conversation, the requirements are 16 SIP access ports and 8 PCAs.

**Table 69: SIP port and PCA requirements for Converged Desktop (with P.01 GoS)**

| # CD Users |          | % voice traffic carried by SIP trunk |      |       |       |       |       |       |       |       |       |       |       |
|------------|----------|--------------------------------------|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
|            |          | 0                                    | 5    | 10    | 15    | 20    | 25    | 30    | 35    | 40    | 45    | 50    | 100   |
| 25         | SIP CC S | 12.5                                 | 18.1 | 23.8  | 29.4  | 35.0  | 40.6  | 46.2  | 51.9  | 57.5  | 63.1  | 68.8  | 125.0 |
|            | SIP port | 3                                    | 4    | 4     | 4     | 5     | 5     | 5     | 6     | 6     | 6     | 7     | 9     |
|            | PCA      | 3                                    | 3    | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 3     |
| 50         | SIP CC S | 25.0                                 | 36.2 | 47.5  | 58.8  | 70.0  | 81.2  | 92.5  | 103.8 | 115.0 | 126.2 | 137.5 | 250.0 |
|            | SIP port | 4                                    | 5    | 6     | 6     | 7     | 7     | 8     | 8     | 9     | 9     | 10    | 15    |
|            | PCA      | 4                                    | 4    | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     |
| 75         | SIP CC S | 37.5                                 | 54.4 | 71.2  | 88.1  | 105.0 | 121.9 | 138.8 | 155.6 | 172.5 | 189.4 | 206.2 | 375.0 |
|            | SIP port | 5                                    | 6    | 7     | 8     | 8     | 9     | 10    | 11    | 11    | 12    | 13    | 19    |
|            | PCA      | 5                                    | 5    | 5     | 5     | 5     | 5     | 5     | 5     | 5     | 5     | 5     | 5     |
| 100        | SIP CC S | 50.0                                 | 72.5 | 95.0  | 117.5 | 140.0 | 162.5 | 185.0 | 207.5 | 230.0 | 252.5 | 275.0 | 500.0 |
|            | SIP port | 6                                    | 7    | 8     | 9     | 10    | 11    | 12    | 13    | 14    | 15    | 16    | 24    |
|            | PCA      | 6                                    | 6    | 6     | 6     | 6     | 6     | 6     | 6     | 6     | 6     | 6     | 6     |
| 125        | SIP CC S | 62.5                                 | 90.6 | 118.8 | 146.9 | 175.0 | 203.1 | 231.2 | 259.4 | 287.5 | 315.6 | 343.8 | 625.0 |

| # CD Users |          | % voice traffic carried by SIP trunk |       |       |       |       |       |       |       |       |       |       |        |
|------------|----------|--------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
|            |          | 0                                    | 5     | 10    | 15    | 20    | 25    | 30    | 35    | 40    | 45    | 50    | 100    |
|            | SIP port | 6                                    | 8     | 9     | 10    | 12    | 13    | 14    | 15    | 16    | 17    | 18    | 29     |
|            | PC A     | 6                                    | 6     | 6     | 6     | 6     | 6     | 6     | 6     | 6     | 6     | 6     | 6      |
| 150        | SIP CC S | 75.0                                 | 108.8 | 142.5 | 176.2 | 210.0 | 243.8 | 277.5 | 311.2 | 345.0 | 378.8 | 412.5 | 750.0  |
|            | SIP port | 7                                    | 9     | 10    | 12    | 13    | 14    | 16    | 17    | 18    | 20    | 21    | 33     |
|            | PC A     | 7                                    | 7     | 7     | 7     | 7     | 7     | 7     | 7     | 7     | 7     | 7     | 7      |
| 175        | SIP CC S | 87.5                                 | 126.9 | 166.2 | 205.6 | 245.0 | 284.4 | 323.8 | 363.1 | 402.5 | 441.9 | 481.2 | 875.0  |
|            | SIP port | 8                                    | 9     | 11    | 13    | 14    | 16    | 18    | 19    | 20    | 22    | 23    | 37     |
|            | PC A     | 8                                    | 8     | 8     | 8     | 8     | 8     | 8     | 8     | 8     | 8     | 8     | 8      |
| 200        | SIP CC S | 100.0                                | 145.0 | 190.0 | 235.0 | 280.0 | 325.0 | 370.0 | 415.0 | 460.0 | 505.0 | 550.0 | 1000.0 |
|            | SIP port | 8                                    | 10    | 12    | 14    | 16    | 18    | 19    | 21    | 23    | 24    | 26    | 42     |
|            | PC A     | 8                                    | 8     | 8     | 8     | 8     | 8     | 8     | 8     | 8     | 8     | 8     | 8      |
| 225        | SIP CC S | 112.5                                | 163.1 | 213.8 | 264.4 | 315.0 | 365.6 | 416.2 | 466.9 | 517.5 | 568.1 | 618.8 | 1125.0 |
|            | SIP port | 9                                    | 11    | 13    | 15    | 17    | 19    | 21    | 23    | 25    | 27    | 28    | 46     |
|            | PC A     | 9                                    | 9     | 9     | 9     | 9     | 9     | 9     | 9     | 9     | 9     | 9     | 9      |
| 250        | SIP CC S | 125.0                                | 181.2 | 237.5 | 293.8 | 350.0 | 406.2 | 462.5 | 518.8 | 575.0 | 631.2 | 687.5 | 1250.0 |
|            | SIP port | 9                                    | 12    | 14    | 16    | 19    | 21    | 23    | 25    | 27    | 29    | 31    | 50     |
|            | PC A     | 9                                    | 9     | 9     | 9     | 9     | 9     | 9     | 9     | 9     | 9     | 9     | 9      |

| # CD Users |          | % voice traffic carried by SIP trunk |           |            |            |            |            |            |            |            |            |            |            |
|------------|----------|--------------------------------------|-----------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
|            |          | 0                                    | 5         | 10         | 15         | 20         | 25         | 30         | 35         | 40         | 45         | 50         | 100        |
| 300        | SIP CC S | 150<br>.0                            | 217<br>.5 | 285<br>.0  | 352<br>.5  | 420<br>.0  | 487<br>.5  | 555<br>.0  | 622<br>.5  | 690<br>.0  | 757<br>.5  | 825<br>.0  | 1500<br>.0 |
|            | SIP port | 10                                   | 13        | 16         | 19         | 21         | 24         | 26         | 28         | 31         | 33         | 36         | 58         |
|            | PC A     | 10                                   | 10        | 10         | 10         | 10         | 10         | 10         | 10         | 10         | 10         | 10         | 10         |
| 400        | SIP CC S | 200<br>.0                            | 290<br>.0 | 380<br>.0  | 470<br>.0  | 560<br>.0  | 650<br>.0  | 740<br>.0  | 830<br>.0  | 920<br>.0  | 101<br>0.0 | 110<br>0.0 | 2000<br>.0 |
|            | SIP port | 13                                   | 16        | 20         | 23         | 26         | 29         | 33         | 36         | 39         | 42         | 45         | 74         |
|            | PC A     | 13                                   | 13        | 13         | 13         | 13         | 13         | 13         | 13         | 13         | 13         | 13         | 13         |
| 500        | SIP CC S | 250<br>.0                            | 362<br>.5 | 475<br>.0  | 587<br>.5  | 700<br>.0  | 812<br>.5  | 925<br>.0  | 103<br>7.5 | 115<br>0.0 | 126<br>2.5 | 137<br>5.0 | 2500<br>.0 |
|            | SIP port | 15                                   | 19        | 23         | 27         | 31         | 35         | 39         | 43         | 47         | 50         | 54         | 90         |
|            | PC A     | 15                                   | 15        | 15         | 15         | 15         | 15         | 15         | 15         | 15         | 15         | 15         | 15         |
| 750        | SIP CC S | 375<br>.0                            | 543<br>.8 | 712<br>.5  | 881<br>.2  | 105<br>0.0 | 121<br>8.8 | 138<br>7.5 | 155<br>6.2 | 172<br>5.0 | 189<br>3.8 | 206<br>2.5 | 3750<br>.0 |
|            | SIP port | 19                                   | 26        | 32         | 37         | 43         | 49         | 54         | 60         | 65         | 71         | 76         | 129        |
|            | PC A     | 19                                   | 19        | 19         | 19         | 19         | 19         | 19         | 19         | 19         | 19         | 19         | 19         |
| 1000       | SIP CC S | 500<br>.0                            | 725<br>.0 | 950<br>.0  | 117<br>5.0 | 140<br>0.0 | 162<br>5.0 | 185<br>0.0 | 207<br>5.0 | 230<br>0.0 | 252<br>5.0 | 275<br>0.0 | 5000<br>.0 |
|            | SIP port | 24                                   | 32        | 40         | 47         | 55         | 62         | 69         | 77         | 84         | 91         | 98         | 168        |
|            | PC A     | 24                                   | 24        | 24         | 24         | 24         | 24         | 24         | 24         | 24         | 24         | 24         | 24         |
| 1250       | SIP CC S | 625<br>.0                            | 906<br>.2 | 118<br>7.5 | 146<br>8.8 | 175<br>0.0 | 203<br>1.2 | 231<br>2.5 | 259<br>3.8 | 287<br>5.0 | 315<br>6.2 | 343<br>7.5 | 6250<br>.0 |

| # CD Users |          | % voice traffic carried by SIP trunk |        |        |        |        |        |        |        |        |        |        |         |
|------------|----------|--------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|
|            |          | 0                                    | 5      | 10     | 15     | 20     | 25     | 30     | 35     | 40     | 45     | 50     | 100     |
|            | SIP port | 29                                   | 38     | 48     | 57     | 66     | 75     | 84     | 93     | 102    | 111    | 120    | 205     |
|            | PC A     | 29                                   | 29     | 29     | 29     | 29     | 29     | 29     | 29     | 29     | 29     | 29     | 29      |
| 1500       | SIP CC S | 750.0                                | 1087.5 | 1425.0 | 1762.5 | 2100.0 | 2437.5 | 2775.0 | 3112.5 | 3450.0 | 3787.5 | 4125.0 | 7500.0  |
|            | SIP port | 33                                   | 44     | 56     | 67     | 78     | 88     | 99     | 109    | 120    | 130    | 141    | 243     |
|            | PC A     | 33                                   | 33     | 33     | 33     | 33     | 33     | 33     | 33     | 33     | 33     | 33     | 33      |
| 1750       | SIP CC S | 875.0                                | 1268.8 | 1662.5 | 2056.2 | 2450.0 | 2843.8 | 3237.5 | 3631.2 | 4025.0 | 4418.8 | 4812.5 | 8750.0  |
|            | SIP port | 37                                   | 51     | 63     | 76     | 89     | 101    | 113    | 126    | 138    | 150    | 162    | 280     |
|            | PC A     | 37                                   | 37     | 37     | 37     | 37     | 37     | 37     | 37     | 37     | 37     | 37     | 37      |
| 2000       | SIP CC S | 1000.0                               | 1450.0 | 1900.0 | 2350.0 | 2800.0 | 3250.0 | 3700.0 | 4150.0 | 4600.0 | 5050.0 | 5500.0 | 10000.0 |
|            | SIP port | 42                                   | 56     | 71     | 85     | 100    | 114    | 128    | 142    | 155    | 169    | 183    | 318     |
|            | PC A     | 42                                   | 42     | 42     | 42     | 42     | 42     | 42     | 42     | 42     | 42     | 42     | 42      |
| 2500       | SIP CC S | 1250.0                               | 1812.5 | 2375.0 | 2937.5 | 3500.0 | 4062.5 | 4625.0 | 5187.5 | 5750.0 | 6312.5 | 6875.0 | 12500.0 |
|            | SIP port | 50                                   | 68     | 86     | 104    | 121    | 139    | 156    | 173    | 190    | 207    | 224    | 392     |
|            | PC A     | 50                                   | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50      |
| 3000       | SIP CC S | 1500.0                               | 2175.0 | 2850.0 | 3525.0 | 4200.0 | 4875.0 | 5550.0 | 6225.0 | 6900.0 | 7575.0 | 8250.0 | 15000.0 |
|            | SIP port | 58                                   | 80     | 101    | 122    | 143    | 164    | 184    | 205    | 225    | 245    | 266    | 465     |
|            | PC A     | 58                                   | 58     | 58     | 58     | 58     | 58     | 58     | 58     | 58     | 58     | 58     | 58      |

| # CD Users |          | % voice traffic carried by SIP trunk |            |            |            |            |            |            |            |            |                 |                 |                 |
|------------|----------|--------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|-----------------|-----------------|-----------------|
|            |          | 0                                    | 5          | 10         | 15         | 20         | 25         | 30         | 35         | 40         | 45              | 50              | 100             |
| 3500       | SIP CC S | 175<br>0.0                           | 253<br>7.5 | 332<br>5.0 | 411<br>2.5 | 490<br>0.0 | 568<br>7.5 | 647<br>5.0 | 726<br>2.5 | 805<br>0.0 | 883<br>7.5      | 962<br>5.0      | 17<br>500<br>.0 |
|            | SIP port | 66                                   | 91         | 116        | 140        | 165        | 188        | 212        | 236        | 260        | 283             | 307             | 538             |
|            | PC A     | 66                                   | 66         | 66         | 66         | 66         | 66         | 66         | 66         | 66         | 66              | 66              | 66              |
| 4000       | SIP CC S | 200<br>0.0                           | 290<br>0.0 | 380<br>0.0 | 470<br>0.0 | 560<br>0.0 | 650<br>0.0 | 740<br>0.0 | 830<br>0.0 | 920<br>0.0 | 10<br>100<br>.0 | 11<br>000<br>.0 | 20<br>000<br>.0 |
|            | SIP port | 74                                   | 103        | 131        | 158        | 186        | 213        | 240        | 267        | 294        | 321             | 347             | 611             |
|            | PC A     | 74                                   | 74         | 74         | 74         | 74         | 74         | 74         | 74         | 74         | 74              | 74              | 74              |
| 4500       | SIP CC S | 225<br>0.0                           | 326<br>2.5 | 427<br>5.0 | 528<br>7.5 | 630<br>0.0 | 731<br>2.5 | 832<br>5.0 | 933<br>7.5 | 10<br>350  | 11<br>362<br>.5 | 12<br>375<br>.0 | 22<br>500<br>.0 |
|            | SIP port | 82                                   | 114        | 145        | 176        | 207        | 237        | 268        | 298        | 328        | 358             | 388             | 684             |
|            | PC A     | 82                                   | 82         | 82         | 82         | 82         | 82         | 82         | 82         | 82         | 82              | 82              | 82              |
| 5000       | SIP CC S | 250<br>0                             | 362<br>5   | 475<br>0   | 587<br>5   | 700<br>0   | 812<br>5   | 925<br>0   | 10<br>375  | 11<br>500  | 12<br>625       | 13<br>750       | 25<br>000       |
|            | SIP port | 90                                   | 125        | 160        | 194        | 228        | 262        | 295        | 329        | 362        | 395             | 428             | 757             |
|            | PC A     | 90                                   | 90         | 90         | 90         | 90         | 90         | 90         | 90         | 90         | 90              | 90              | 90              |
| 6000       | SIP CC S | 300<br>0                             | 435<br>0   | 570<br>0   | 705<br>0   | 840<br>0   | 975<br>0   | 11<br>100  | 12<br>450  | 13<br>800  | 15<br>150       | 16<br>500       | 30<br>000       |
|            | SIP port | 106                                  | 148        | 189        | 230        | 270        | 310        | 350        | 390        | 430        | 470             | 509             | 908             |
|            | PC A     | 106                                  | 106        | 106        | 106        | 106        | 106        | 106        | 106        | 106        | 106             | 106             | 106             |
| 7000       | SIP CC S | 350<br>0                             | 507<br>5   | 665<br>0   | 822<br>5   | 980<br>0   | 11<br>375  | 12<br>950  | 14<br>525  | 16<br>100  | 17<br>675       | 19<br>250       | 35<br>000       |

| # CD Users                                                                        |          | % voice traffic carried by SIP trunk |      |      |       |       |       |       |       |       |       |       |       |
|-----------------------------------------------------------------------------------|----------|--------------------------------------|------|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
|                                                                                   |          | 0                                    | 5    | 10   | 15    | 20    | 25    | 30    | 35    | 40    | 45    | 50    | 100   |
|                                                                                   | SIP port | 121                                  | 170  | 218  | 265   | 312   | 358   | 405   | 451   | 497   | 543   | 589   | 1057  |
|                                                                                   | PC A     | 121                                  | 121  | 121  | 121   | 121   | 121   | 121   | 121   | 121   | 121   | 121   | 121   |
| 8000                                                                              | SIP CCS  | 4000                                 | 5800 | 7600 | 9400  | 11200 | 13000 | 14800 | 16600 | 18400 | 20200 | 22000 | 40000 |
|                                                                                   | SIP port | 137                                  | 192  | 246  | 300   | 353   | 406   | 459   | 512   | 565   | 617   | 669   | 1205  |
|                                                                                   | PC A     | 137                                  | 137  | 137  | 137   | 137   | 137   | 137   | 137   | 137   | 137   | 137   | 137   |
| 9000                                                                              | SIP CCS  | 4500                                 | 6525 | 8550 | 10575 | 12600 | 14625 | 16650 | 18675 | 20700 | 22725 | 24750 | 45000 |
|                                                                                   | SIP port | 152                                  | 214  | 274  | 335   | 395   | 454   | 513   | 573   | 632   | 690   | 749   | 1354  |
|                                                                                   | PC A     | 152                                  | 152  | 152  | 152   | 152   | 152   | 152   | 152   | 152   | 152   | 152   | 152   |
| 10 000                                                                            | SIP CCS  | 5000                                 | 7250 | 9500 | 11750 | 14000 | 16250 | 18500 | 20750 | 23000 | 25250 | 27500 | 50000 |
|                                                                                   | SIP port | 168                                  | 236  | 303  | 369   | 436   | 502   | 568   | 633   | 698   | 767   | 834   | 1502  |
|                                                                                   | PC A     | 168                                  | 168  | 168  | 168   | 168   | 168   | 168   | 168   | 168   | 168   | 168   | 168   |
| Voice users in CCS = 5 CCS per user. Ratio of ringing time to holding time = 0.1. |          |                                      |      |      |       |       |       |       |       |       |       |       |       |

## Exchange 2007 Unified Messaging SIP trunk provisioning

For information about Exchange 2007 Unified Messaging SIP trunk provisioning, see *Avaya Communications Server 1000 with Microsoft Exchange Server 2007 Unified Messaging Fundamentals*, NN43001-122. Refer to the SIP provisioning guidelines section.

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## Microsoft Office Communications Server users

The Avaya Converged Office feature combines the business-grade telephony of the Avaya CS 1000 with the real time multimedia communication and the remote call control provided by Microsoft® Office Communications Server (OCS) 2007. Avaya Converged Office comprises the following components:

- Remote Call Control (RCC) with Session Initiation Protocol (SIP) Computer Telephone Integration (CTI) TR/87 provides full Microsoft® Office telephony integration to control business-grade telephones from within Microsoft® Office applications, as well as support for a standards-based CTI interface defined by the TR/87 protocol.
- Telephony Gateway and Services provides a basic SIP Telephony Gateway for connectivity between private and public telephony networks and Office Communicator (OC) 2007 clients.

---

## Trunking

To handle the traffic between the Communication Server 1000 and the Office Communications Server 2007, you must configure sufficient SIP trunks and Universal Extensions (UEXT). The number of additional SIP trunks needed is determined by:

The number of Office Communicator users using the SIP Gateway feature.

multiplied by:

The percentage of users expected to be on the phone at any given time.

For example, 100 Office Communicator SIP Gateway users × 10% on the phone at any given time = 10 additional SIP trunks.

The percentage of users on a phone is decided by standard practice and the environment involved (Call Center, Normal Office, and so on).

Telephony services (TLSV) has replaced Personal Call Assistant (PCA). TLSV extends the call over a SIP trunk to the OCS client from the Communication Server 1000 system.

## Calculating SIP access port and TLSV requirements

the following table defines the inputs used to calculate SIP access ports and TLSV requirements.

**Table 70: Inputs**

| Input | Description |
|-------|-------------|
|-------|-------------|

|               |                                                                                                                                                                                                                                          |
|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| TN_MO_Users   | Total number of Office Communicator users that utilize the SIP Access Ports for voice services.                                                                                                                                          |
| UEXT_MO_Users | Number of Office Communicator users that use Universal Extension (UEXT) with Telephony Services (TLSV) subtype. The UEXTs you require are additional to the number of UEXTs indicated in the Enterprise Configurator (EC) tool software. |
| P_UEXT_SIP    | Percentage of UEXT calls that use the soft client to answer a call.                                                                                                                                                                      |

Calculations

Use the following formulas to calculate traffic requirements:

$$\text{Traffic for UEXTs} = (\text{UEXT\_MO\_Users}) \times (\text{CCS per user}) \times (1 - \text{P\_UEXT\_SIP}) \times 10\%$$

$$\text{Traffic for SIP ports} = (\text{TN\_MO\_Users} - \text{UEXT\_MO\_Users}) \times (\text{CCS per user}) + (\text{UEXT\_MO\_Users} \times \text{P\_UEXT\_SIP}) \times (\text{CCS per user})$$

$$\text{Total SIP Traffic} = (\text{Traffic for UEXTs}) + (\text{Traffic for SIP ports})$$

$$\text{Number of MO SIP ports} = \text{Poisson}(\text{Total SIP Traffic}) \text{ at P.01 Grade of Service}$$

MO = Microsoft® Office Communicator

[Table 71: Traffic figures](#) on page 334 shows traffic in CCS and number of ports calculated based on Poisson formula at P.01 Grade of Service.

**Table 71: Traffic figures**

| Traffic (CCS) | Traffic (Erlang) | #Ports |
|---------------|------------------|--------|
| 5             | 0.14             | 2      |
| 10            | 0.28             | 3      |
| 15            | 0.42             | 3      |
| 20            | 0.56             | 4      |
| 25            | 0.69             | 4      |
| 30            | 0.83             | 4      |
| 35            | 0.97             | 5      |
| 40            | 1.11             | 5      |
| 45            | 1.25             | 5      |
| 50            | 1.39             | 6      |
| 55            | 1.53             | 6      |

|     |       |    |
|-----|-------|----|
| 60  | 1.67  | 6  |
| 65  | 1.81  | 6  |
| 70  | 1.94  | 7  |
| 75  | 2.08  | 7  |
| 80  | 2.22  | 7  |
| 85  | 2.36  | 7  |
| 90  | 2.5   | 8  |
| 95  | 2.64  | 8  |
| 100 | 2.78  | 8  |
| 125 | 3.47  | 9  |
| 150 | 4.14  | 10 |
| 175 | 4.86  | 12 |
| 200 | 5.56  | 13 |
| 225 | 6.25  | 14 |
| 250 | 6.94  | 15 |
| 275 | 7.64  | 16 |
| 300 | 8.33  | 17 |
| 325 | 9.03  | 18 |
| 350 | 9.72  | 19 |
| 375 | 10.42 | 19 |
| 400 | 11.11 | 20 |
| 425 | 11.81 | 21 |
| 450 | 12.5  | 22 |
| 475 | 13.19 | 23 |
| 500 | 13.89 | 24 |
| 550 | 15.28 | 26 |
| 600 | 16.67 | 28 |
| 650 | 18.06 | 29 |
| 700 | 19.44 | 31 |
| 750 | 20.83 | 33 |
| 800 | 22.22 | 35 |
| 850 | 23.61 | 36 |

|       |         |      |
|-------|---------|------|
| 900   | 25      | 38   |
| 950   | 26.39   | 40   |
| 1000  | 27.78   | 42   |
| 1500  | 41.67   | 58   |
| 2000  | 55.56   | 74   |
| 2500  | 69.44   | 90   |
| 3000  | 83.33   | 106  |
| 3500  | 97.22   | 121  |
| 4000  | 111.11  | 137  |
| 4500  | 125     | 152  |
| 5000  | 138.89  | 168  |
| 6000  | 166.67  | 198  |
| 7000  | 194.44  | 228  |
| 8000  | 222.22  | 258  |
| 9000  | 250     | 288  |
| 10000 | 277.78  | 318  |
| 20000 | 555.56  | 611  |
| 30000 | 833.33  | 908  |
| 40000 | 1111.11 | 1205 |
| 50000 | 1388.89 | 1502 |
| 60000 | 1666.67 | 1799 |
| 70000 | 1944.44 | 2096 |

## Basic Client Configuration

The Basic Client Configuration (BCC) can program the new TLSV subtype for UEXT TNs. All UEXTs associated with OCS 2007 require the TLSV subtype.

LD 11 supports the administration of telephones. BCC uses REQ commands, such as NEW, CHG, and OUT. In LD 20, BCC uses the PRT command to retrieve phones from the Call Server.

## Port use

The Communication Server 1000 uses the following ports for TCP and TLS:

- 5060: TCP
- 5061: TLS

The dynamic port range Office Communicator uses for SIP and RTP is 1024 - 65535. You can restrict the port range with group policy settings. Port ranges must not overlap. For more information, see the help and support page on the Microsoft Web site at <http://www.microsoft.com>.

## SIP CTI/TR87

When planning for capacity with SIP CTI services, observe the following fundamental restriction:

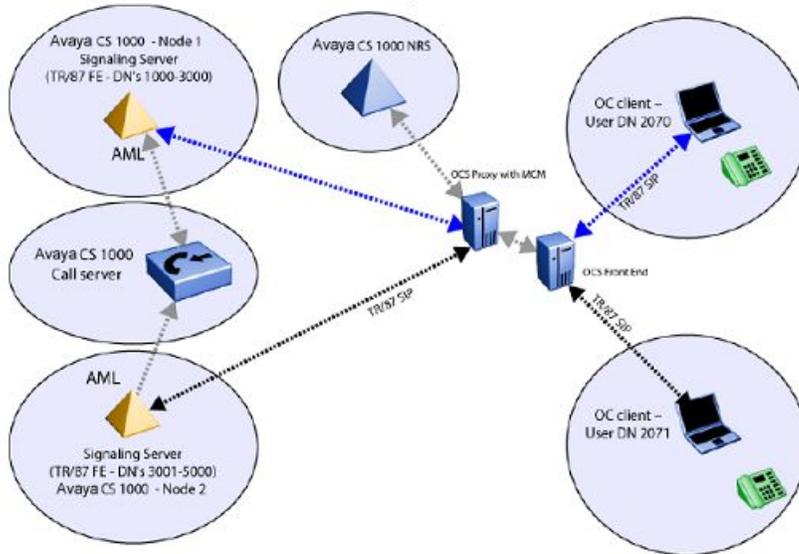
For a single call server that supports multiple nodes, each with SIP CTI services enabled, multiple SIP CTI/TR87 sessions can be established for a given DN through the same node, but not through different nodes.

To illustrate this restriction, consider the following high-level example:

Client A sends a TR/87 SIP INVITE to Node 1 to monitor DN 1000. The TR/87 association is established. Client B then sends a TR/87 SIP INVITE to Node 1 (the same node) to monitor DN 1000. Both sessions are established successfully. As a result of this sequence, two TR/87 sessions exist for DN 1000 through Node 1.

However, if Client B attempts to send a TR/87 SIP INVITE to Node 2 (that has an AML link to the same call server as Node 1), the attempt to establish the TR87 sessions fails because the DN is already in use by client A's session through Node 1.

To solve this issue when planning for capacity, SIP routing must ensure that all TR/87 sessions for a given DN always terminate on the same node when a single Call Server has multiple nodes. (See [Figure 55: Capacity example](#) on page 338.)



**Figure 55: Capacity example**

This situation can arise in cases where there is an expectation that a single user has multiple clients logged on simultaneously, such as a client at home, a client in the office, and a mobile client all with TR/87 capability.

**Impact on Signaling Server**

The maximum number of SIP CTI/TR87 users on a single Signaling Server is 5000. One Signaling Server can support up to 1800 SIP trunks, therefore you require two Mediation servers for each Signaling Server to correctly deploy OCS 2007. To increase the system capacity, associate a pool of Mediation servers with each Call Server. The Multimedia Convergence Manager (MCM) routes inbound calls from the Signaling Server to the appropriate Mediation server within the Mediation server pool. The CP PIV and CP PM Call Server can support up to 13 000 users.

For more information about Converged Office features and engineering, see *Avaya Converged Office Fundamentals - Microsoft Office Communications Server 2007, NN43001-121*.

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## Mobile Extension engineering

The following sections detail the engineering related to your use of Mobile Extensions, Primary Rate Interface, Digital Signal Processor, and Digitone Receiver resources for Mobile Extension.

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## Mobile Extension

You can configure a mobile user with a Mobile Extension (MOBX), providing a logical connection to the users mobile phone. Each mobile user requires a configured MOBX.

There is a limit of 4000 Mobile Extensions per customer.

---

## MOBX Digital Signal Processor engineering

You require a Digital Signal Processor (DSP) for each Primary Rate Interface (PRI) trunk allocated for MOBX. The DSP resources are used for dual tone multi frequency (DTMF) detection. DSP resources are chassis and cabinet specific on a CS 1000E system. You must have a one to one relationship with PRI trunks in each chassis or cabinet. See [MOBX Primary Rate Interface engineering](#) on page 340 to calculate the DSPs required.

---

## MOBX Digitone Receiver engineering

You require additional Digitone Receivers (DTR) for the MOBX beyond the required DTRs for telephones or Digitone trunks. Invoking the Mobile Feature Activation Code (MFAC) disables the DSP DTMF detector and regular DTR resources are required for the Flexible Feature Code handling. The MOBX DSP resource is released when the call is released. You can calculate the number of DTRs required using the following two formulas.

### MOBX DTR engineering example

$$NC = (100 \times T) / CHT$$

Where NC = number of calls

T = traffic in CCS

CHT = 150 (average call hold time in seconds)

$$DTR \text{ CCS} = (HT \times NC) / 100$$

Where HT = 6 (DTR average hold time in seconds)

Use your DTR CCS calculated call value and see [Table 109: Digitone receiver load capacity 6 to 15 second holding time](#) on page 414 to find the number of DTRs required under the 6 second column. DTR resources are chassis and cabinet specific on a CS 1000E system. Avaya recommends you configure all 16 DTRs for each chassis or cabinet with MOBX.

## MOBX Primary Rate Interface engineering

You can calculate the number of PRI trunks required for MOBX by using the call rate of MOBX users. (See [Table 103: Trunk traffic Poisson 1 percent blocking](#) on page 407).

### MOBX PRI engineering example

1000 MOBX users

5 CCS busy hour call attempts (BHCA)

Therefore,  $1000 \times 5 = 5000$  CCS

The table indicates 5000 CCS requires 168 trunks and 168 DSPs, a one to one relationship between DSP and DTR trunks.

---

## D-channel

D-channel handling interfaces are based on the Multi-purpose Serial Data Link (MSDL) used in Large Systems.

CS 1000E usage of D-channels for digital trunking is the same as the CS 1000M, therefore this section applies to the engineering of D-channels for digital trunking on the CS 1000E.

---

## Engineering considerations

The engineering guidelines assume normal traffic consisting of valid call processing and administrative messages. Engineering rules cannot prevent a piece of equipment on the network from malfunctioning and generating spurious messages, which overload the links. At this point the recovery mechanism becomes essential. The mechanism is graceful, not requiring manual intervention, and can provide as much diagnostic information as possible, to help isolate the root cause of the problem.

Outgoing messages originate from the system Core Processor (CP), are passed to the D-channel handler, and travel across the appropriate link to the destination. In equilibrium, or over a relatively long period of time (on the order of several minutes), the system cannot generate messages faster than the D-channel handler can process them, than the link can transmit them, or than the destination can process them. Otherwise, messages build up at the bottleneck and are eventually lost. The entity with the lowest capacity is the system bottleneck. For very short periods of time, however, one or more entities can be able to send messages at a higher rate than the system bottleneck, since buffers are available to queue the excess messages. These periods are referred to as bursts. The length of the burst and the size of the burst that can be supported depend on the sizes of the buffers.

Thus, to properly engineer a system, two areas must be considered:

- Equilibrium or steady-state performance, which requires an analysis of the CP processing capacity of the various components of the system, along with link bandwidth. The equilibrium analysis assumes 30% peakedness, which is consistent with models for the system CP.
- Burst performance, which requires an analysis of the buffer utilization of the system.

---

## Multiple D-channels

Avaya does not recommend you to split the Primary and Backup D-channels of the same ISDN Trunk Group across multiple GR/CR CS 1000E Media or PRI Gateways. While this configuration insures D-channel redundancy during some Primary D-Channel failure situations, states could exist where both D-channels register to different Call Servers and simultaneously activate creating a conflict in the Central Office. This conflict can affect service and can lead to a complete ISDN Trunk Group outage in most service provider Central Offices.

If your service provider supports ISDN Trunk Group hunting, Avaya recommends you to maintain multiple ISDN Trunk Groups with each ISDN service provider. Configure each Trunk Group with its own Primary and Backup D-channels on PRI circuits in each Media Gateway. This solution offers resilient configuration in larger systems distributed geographically and operates well even if your service provider is unable to support a D-channel for each ISDN PRI circuit.

Avaya can provide VoIP Session Border Controllers as an alternative to large scale ISDN Trunking facilities. This solution offers improved flexibility in deployment and resiliency performance. For more information, see [www.avaya.com/support](http://www.avaya.com/support).

---

## D-channel handling architecture

The D-channel handler and system exchange messages using an SRAM and interrupt scheme. To prevent any one application from tying up buffer resources, a flow control mechanism is defined at the system and D-channel handling interface level. The flow control mechanism is based on the common window mechanism, in which the number of messages outstanding in the transmit or receive direction per socket, or port, cannot exceed T(K) or R(K), respectively. In the transmit direction, for example, a message is considered outstanding from the time the SL-1 software writes it into the transmit ring until all processing of the message by the D-channel handler is completed. Currently T(K) and R(K) are both set at 30. Each application must queue messages if the flow control threshold is exceeded. Typically, the system task also has a buffer for messages.

An overload control threshold is also implemented in the incoming direction to protect the system Core Processor (CP) from excess messages. If the incoming messages on a single port exceed 200 messages in 2 seconds, the port is locked out, and a port overload message

is printed. Manual intervention is required to clear the overloaded port. This feature prevents a single port from locking up the whole link.

Several software tasks exist on the D-channel handler. Layer 1 message processing operates at the highest priority. If the link is noisy, Layer 1 processing can starve the Layer 2 and Layer 3 processing tasks, resulting in buffer overflows. If such a problem is suspected, the Protocol Log (PLOG) can be examined. PLOG reporting is requested in LD 96, as described in *Avaya Software Input Output Administration, NN43001-611*.

---

## D-channel

For interfaces including NI-2, Q-SIG, and Euro-ISDN, Layer 3 processing is also performed on the D-channel handler, thus reducing its capacity. These interfaces are referred to as R20+ interfaces. The steady state message rate allowable for D-channel messages is 29 msg/sec for R20+ interfaces.

The SL-1 software output queue for DCH messages is the Output Buffer (OTBF), which is user configurable for between 1 and 127 buffers in LD 17. This is a single system resource shared by all D-channels.

It is possible to define overload thresholds per D-channel for R20+ interfaces. The ISDN\_MCNT (ISDN message count), defined in LD 17, specifies the number of ISDN Layer 3 call control messages allowed per 5-second interval. Overload control thresholds can be set per D-channel, ranging from 60 to 350 messages in a 5-second window, with a default of 300 messages. If the overload control threshold is exceeded, DCH421 is output. When the message rate exceeds the threshold for two consecutive 5-second periods, overload control is invoked and new incoming call requests are rejected by the Layer 3 protocol control in the third 5-second time interval. Layer 3 resumes accepting new calls at the end of the third time interval. This flexibility lets the user to regulate the processing required by a specific R20+ DCH port.

The default value implies no overload control, since 300 messages/5 seconds exceeds the rated capacity of 29 messages/second.

## Primary Rate Interface network

### Equilibrium analysis

A D-channel can be configured to support up to 383 B-channels (or 382 with a backup D-channel) on a T1 or 480 B-channels on an E1. The bandwidth available for messages is 64 kbps. Assumptions for a typical application are: 8 messages/call, 29 bytes/message, including 18 bytes of Layer 3 data and 11 bytes of Layer 2 overhead, 28 hundred call seconds (CCS)/trunk, and 180 second Average Hold Time (AHT)/call. The system capacity is derived from its call-carrying capacity for 100% incoming Primary Rate Interface (PRI) calls.

Under the traffic assumptions described above, the D-channel handler is able to support basic call processing messages for 4 D-channels under normal (steady-state) operation.

## Peak analysis

When there is a link restart, STATUS messages are sent to all trunks with established calls. Since the SL-1 software task does not implement flow control on this mechanism, a burst of up to several hundred messages can be sent to the D-channel handler, exceeding flow control thresholds. When this happens, messages back up on the OTBF buffer, possibly resulting in buffer overflow, as indicated by DCH1030 messages. OTBF overflow is also possible after an initialization, since a burst of messages is sent to each D-channel in the system, and the OTBF is a shared system resource.

The system capacity is significantly higher in this scenario than in the steady state one because it is sending out D-channel messages that do not involve call processing. D-channel handling and Link capacities are also higher because, for equilibrium analysis, some capacity is reserved for peaking.

In the worst case scenario for a single D-channel, if the system sends messages at its peak rate, OTBF buffer overflow is possible. Also, once the messages are sent, a burst of responses can be expected in the incoming direction, resulting in additional congestion at the D-channel handler.

This situation also occurs when a backup D-channel becomes active, since STATUS messages are exchanged to resynchronize the link.

To reduce the possibility of this problem occurring, limit the number of B-channels supported by a D-channel, separate D-channels onto several cards so that message bursts are not being sent to ports on the same D-channel handling card after initialization, and increase the size of OTBF to the maximum value of 127.

The Status Enquiry Message Throttle is implemented. This feature applies only to system-to-system interface networks. It lets the user to configure the number of Status Enquiry messages sent within 128 msec on a per-D-channel basis. The SEMT parameter is set in LD 17 with a range between 1 and 5. The default value is 1. Since this feature provides a flow control mechanism for Status Enquiry messages, the likelihood of buffer overload is reduced.

## B-channel overload

In an Automatic Call Distribution (ACD) environment, in which the number of ACD agents plus the maximum ACD queue length is considerably less than the number of B-channels available for incoming calls, a burst of incoming messages can impact the performance of the D-channel handler as well as the system via the following mechanism: Calls from the CO terminate on a specified ACD queue. When the destination is busy (the destination telephone is busy or the ACD queue has reached its maximum limit of calls), the system immediately releases the call. The CO immediately presents another call to the same destination, which is released immediately by the PBX, and so on.

The B-channel Overload Control feature addresses this problem by delaying the release of an ISDN PRI call by a user-configurable time when the call encounters a busy condition. The delay in releasing the seized B-channel prevents a new call from being presented on the same B-channel, decreasing the incoming call rate. The timer BCOT is set in LD 16 with a range between 0 and 4000 msec.

---

## ISDN Signaling Link network

In an ISDN Signaling Link (ISL) application, a modem is used to transmit ISDN signaling messages. Baud rates are user configurable at the standard RS232/RS422 rates: 300, 1200, 2400, 4800, 9600, and 19 200 bps (see [Table 72: ISL link capacities](#) on page 344). In this case, the modem baud rate constraint can be the limiting constraint. The messages/second that can be supported by the baud rates are given below, where the values allow for 30% peakedness.

The B-channels that can be supported assume the messaging required for a typical application as described in [Equilibrium analysis](#) on page 342.

**Table 72: ISL link capacities**

| Modem baud rate | Link capacity (msgs/sec) | B-channels that can be supported |
|-----------------|--------------------------|----------------------------------|
| 300             | 1 input 1 output         | 46                               |
| 1200            | 4 input 4 output         | 180                              |
| 2400            | 7 input 7 output         | 316                              |
| 4800            | 15 input 15 output       | 382(T1)/480(E1)                  |
| 9600            | 29 input 29 output       | 382(T1)/480(E1)                  |
| 19 200          | 58 input 58 output       | 382(T1)/480(E1)                  |

For the baud rates listed in [Table 72: ISL link capacities](#) on page 344, the link is the limiting constraint. The potential peak traffic problems described in [Peak analysis](#) on page 343 apply here as well, to an even greater extent because of the larger rate mismatch between the system and the system bottleneck. To minimize the risk, set the baud rate as high as possible.

---

## Virtual Network Services network

Concepts applicable to ISL networks also apply to Virtual Network Services (VNS) networks. Up to 4000 VNS DNs (VDN) are supported.

### D-channel bit rate

The following guidelines provide the basis for engineering the Network ACD (NACD)/VNS D-channel speed.

The bit rate load on the D-channel equals:

the amount of messages × the octets per message × the number of messages per second

For example, if Facility Message burst is opened with 25 calls in the queue, then the Call Request queue size is greater than or equal to 25. The outgoing facility call request is 25

messages in one second. The incoming facility call request acknowledges 25 messages in the same second. The outgoing and incoming call requests total 50 messages.

In this example, the bit rate load on the D-channel equals:

$50 \text{ messages} \times 70 \text{ octets} \times 8 \text{ bits/octet} = 28\,800 \text{ bits/second}$

Total bandwidth of a 9600 baud modem is approximately:

$9600 \text{ baud} \times 2 = 19\,200 \text{ bits/second}$

With a total bandwidth of 19 200 bits/second and a bit rate load of 28 800 bits/second, the D-channel cannot handle the messaging. D-channel messaging is backlogged.

If the customer is having problems networking calls during high traffic, then the D-channel can be the cause (especially if the bandwidth is less than 2800 baud). If the D-channel messaging is delayed to the point where VNS call processing gets delayed, the calls fail to network and many PRI/VNS/DCH messages are output at both the source and target nodes.

---

## NACD network

A Network ACD (NACD) network is difficult to engineer, since performance depends on specific network configuration details including connectivity, routing tables, the number of nodes, the number of queues at each node, and calling patterns.

Diverting calls in NACD is controlled by Routing Tables with timers. Calls diverted by NACD can be answered by the Source ACD DN or any one of up to 20 Target ACD DNs. Each Target can have an individual timer defined, from 0 to 1800 seconds. By using ISDN D-channel messaging to queue Call Requests at remote Target ACD DNs, voice calls are not physically diverted until an idle agent is reserved for that call at the remote Target node.

Avaya recommends that the Routing Table be designed so that Call Requests cascade to the network with the timers staggered. The node that is most likely to have available agents should have the smallest timer value. Otherwise Call Requests flood the network, resulting in inefficient use of network and real time resources.

An Active Target is available to accept NACD calls, while a Closed Target is closed to incoming calls. When calls in the Call Request queue exceed the Call Request Queue Size (CRQS) threshold, the status changes to Closed. A Status Exchange message is sent from the Target node to the Source ACD DNs indicating the new status. The Target ACD DN remains Closed to further network call requests until the number of calls in the queue is reduced by the Flow Control Threshold (FCTH).

### Equilibrium analysis

At the source node, for each call queued to the network but not answered, 4 messages are exchanged. For each call queued to the network and answered, 11 messages are exchanged. Likewise, at the target node, a network call that is queued but not answered requires 4 messages, while a call that is queued and answered requires 11 messages. Messages average 31 bytes.

From a single D-channel perspective, the most difficult network topology is a star network that each agent node is connected to a tandem node. All messages to the other nodes are sent across the D-channel connected to the tandem node.

As an example, consider a site with 2000 calls arriving locally during the busy hour. The timers in the Routing Table are staggered so that 1000 are answered locally without being queued to the network, 500 are answered locally after being queued to an average of two network target queues, and 500 are answered in the network after being queued to an average of four network target queues. Meanwhile, 200 Logical Call Requests arrive from the network, of which 100 calls are answered.

For this same network, assume now that the timers in the Routing Table are not staggered; instead, Logical Call Requests are broadcast to the 4 target nodes in the network as soon as calls arrive at the local node. Also assume that a total of 4000 calls arrive elsewhere in the network and are queued at local ACD DN's. Even if the calls are answered exactly where they were before, the number of messages exchanged increases significantly:

- 1500 calls queued on 4 ACD DN's and not answered  $\times 4$  msgs/call/DN = 24 000 msgs
- 500 calls answered  $\times 11$  msgs/call = 5500 msgs
- 500 calls queued on 3 ACD DN's and not answered  $\times 4$  msgs/call/DN = 6000 msgs
- 3900 network calls queued on local DN and not answered  $\times 4$  msgs/call = 15 600 msgs
- 100 network calls answered  $\times 11$  msgs/call = 1100 msgs
- Total 52 200 msgs/hr
- $(52\ 200\ \text{msgs/hr}) \div (3600\ \text{secs/hr}) = 14.5\ \text{msgs/sec}$

### Peak analysis

When the CRQS threshold is reached, the target queue broadcasts messages to the source ACD DN's informing them that it no longer accept calls. The size of this outgoing burst of messages depends on the number of source ACD DN's in the network.

Once the FCTH threshold is reached, another Status Exchange message is sent. At that point, Logical Call Request messages are sent by the Source ACD DN's. While the target queue has been closed, many calls can have queued at source ACD DN's, resulting in a burst of Logical Call Request messages once the DN becomes available.

If CRQS values are set high, many messages are exchanged, with the network emulating a single virtual queue. If the CRQS values are lowered, fewer Call Requests are sent across the network. However, average source delays can be increased. If FCTH levels are set too low, target nodes can bounce between Active and Closed states, resulting in network congestion and excessive real time utilization. However, if FCTH levels are set too high, a target node can be inundated with Logical Call Request messages once it becomes available. CRQS is configurable for the range 0 to 255, while FCTH is configurable for the range 10 to 100.

Since the impact of these parameters depends on the configuration, it is not possible to make general recommendations on how to configure them. They can be determined as part of the custom network design process. Contact your local Avaya representative for network engineering services.

### Impact of proper engineering of B-channels

In the NACD environment, another problem arises when insufficient B-channels are configured across the network. When an agent becomes available, an Agent Free Notification message

is sent to the source node. An ISDN Call Setup message is sent from the source node to the target node. Since no B-channel is available, the agent reservation timer expires, an ISDN Cancellation Message is sent from the target node to the source node, and an ISDN Cancellation Acknowledge message is sent from the source node to the target node. At this point, the agent is still free, so the process repeats until a trunk becomes available or the target closes. This scenario results in a significant amount of message passing.

---

## Trunk requirements under Longest Idle Agent routing

Trunk requirements are usually calculated using the NACD engineering guidelines, whereby call loading for each queue at each site is estimated and used to calculate the required number of trunks between each pair of sites. However, when Longest Idle Agent (LIA) is used as the routing criterion, load estimation becomes difficult. Assuming that any agent can take any call and that agents have equal holding time characteristics, the following procedure provides a method to estimate the number of trunks required between pairs of sites.

### Assumptions

1. All agents reside in one common pool and process calls at an equal rate (in other words, they have a common average call service time).
2. An agent having the longest idle time occurs with equal probability among all of the agents during normal operation.
3. Agents appear as one large pool to incoming calls.

With these assumptions, under LIA, calls are routed proportional to the number of active agents at each site.

### Calculation steps

1. Note the number of active agents at each site ( $n_i$ ) and the total number of active agents over all sites ( $N$ ).
2. Calculate the proportion of active agents at each site:  $p_i = n_i/N$
3. For each incoming local call arrival stream to site  $i$  ( $A_i$ , expressed in CPH), calculate the calls routed from site  $i$  to site  $j$ :  $C_{ij} = A_i \times p_j$
4. Calculate the total calls routed ( $T$ , expressed in CPH) between each pair of sites:  $T_{ij} = T_{ji} = C_{ij} + C_{ji}$
5. Apply Erlang B to each  $T_{ij}$ ,  $i < j$ , to get the number of required trunks between sites  $i$  and  $j$  ( $L_{ij}$ ).

Erlang B requires the following parameters:

- a. Grade-of-Service (GoS) — probability of a blocked call (in other words, no trunk available) — taken to be 0.01
- b. Mean Call Service Time (usually in seconds)
- c. number of calls per hour (CPH)

For Erlang B values, see [Trunk traffic Erlang B with P.01 Grade-of-Service](#) on page 405.

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## Parameter settings

The following are parameters that can be configured in LD 17 for CS 1000 D-channels. Items are listed with their input ranges, with default values shown in brackets.

1. OTBF 1 - (32) - 127: Size of output buffer for DCH

This parameter configures how many output buffers are allocated for DCH messages outgoing from the system CP to the D-channel handling card. The more that are created, the deeper the buffering. For systems with extensive D-channel messaging, such as call centers using NACD, the parameter can be set at 127. For other systems with moderate levels of D-channel messaging, OTBF can be set at the smaller of the following two quantities: Total B-channels – (30 × MSDL cards with D-channels) or 127.

For example, if a system in a standard office environment is configured with 7 T1 spans, 2 D-channels located on two different NTBK51 daughterboards, and 2 back-up D-channels, the total number of B-channels is  $(7 \times 24) - 4 = 164$ . OTBF can be configured to be the smaller of  $164 - (30 \times 2) = 104$  and 127 which is 104.

2. T200 2 - (3) - 40: Maximum time for acknowledgment of frame (units of 0.5 secs)

This timer defines how long the D-channel handler's Layer 2 LAPD waits before it retransmits a frame. If it does not receive an acknowledgment from the far end for a given frame before this timer expires, it retransmits a frame. Setting this value too low can cause unnecessary retransmissions. The default of 1.5 seconds is long enough for most land connections. Special connections, over radio, for instance, can require higher values.

3. T203 2 - (10) - 40: Link Idle Timer (units of seconds)

This timer defines how long the Layer 2 LAPD waits without receiving any frames from the far end. If no frames are received for a period of T203 seconds, the Layer 2 sends a frame to the other side to check that the far end is still alive. The expiration of this timer causes the periodic "RR" or Receiver Ready to be sent across an idle link. Setting this value too low causes unnecessary traffic on an idle link. However, setting the value too high delays the system from detecting that the far end has dropped the link and initiating the recovery process. The value can be higher than T200. It can also be coordinated with the far end so that one end does not use a small value while the other end uses a large value.

4. N200 1 - (3) - 8: Maximum Number of Retransmissions

This value defines how many times the Layer 2 resends a frame if it does not receive an acknowledgment from the far end. Every time a frame is sent by Layer 2, it expects to receive an acknowledgment. If it does not receive the acknowledgment, it retransmits the frame N200 times before attempting link recovery action. The default (3) is a standard number of retransmissions and is enough for a good link

to accommodate occasional noise on the link. If the link is bad, increasing N200 can keep the D-channel up longer, but in general this is not recommended.

5. N201 4 - (260): Maximum Number of Octets (bytes) in the Information Field

This value defines the maximum I-frame (Info frame) size. There is no reason to reduce the number from the default value unless the system is connected to a system that does not support the 260-byte I-frame.

6. K 1 - (7): Maximum number of outstanding frames

This value defines the window size used by the Layer 2 state machine. The default value of 7 means that the Layer 2 state machine sends up to 7 frames out to the link before it stops and requires an acknowledgment for at least one of the frames. A larger window allows for more efficient transmission. Ideally, the Layer 2 receives an acknowledgment for a message before reaching the K value so that it can send a constant stream of messages. The disadvantage of a large K value is that more frames must be retransmitted if an acknowledgment is not received. The default value of 7 should be sufficient for all applications. The K value must be the same for both sides of the link.

7. ISDN\_MCNT (ISDN Message Count) 60 - (300) - 350: Layer 3 call control messages per 5-second interval

It is possible to define overload thresholds for interfaces on a per-D-channel basis. This flexibility lets the user to regulate the D-channel handler processing required by a specific R20+ DCH port. The default value of 300 messages/5 seconds is equivalent to allowing a single port to utilize the full real time capacity of the D-channel handler. To limit the real time utilization of a single R20+ DCH port to  $(1 \div n)$  of the real time capacity of the D-channel handler, for  $n > 1$ , set ISDN\_MCNT to  $(300 \div n) \times 1.2$ , where the 1.2 factor accounts for the fact that peak periods on different ports are unlikely to occur simultaneously. For example, to limit a single port to one-third of the processing capacity of the D-channel handler, ISDN\_MCNT is set to  $(300 \div 3) \times 1.2 = 120$ .

If the ISDN\_MCNT threshold is exceeded for one 5-second period, error message DCH421 is printed. If the threshold is exceeded for two consecutive periods, incoming call requests arriving in the third 5-second interval are rejected by the D-channel handler Layer 3 software. At the end of the third 5-second interval, Layer 3 resumes accepting incoming call requests.

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## Serial Data Interface (SDI)

The SDI ports on the Media Gateway Controller (MGC) cards in the Media Gateways and on the Terminal Server provide an asynchronous serial data interface to TTYs, printers, modems, CRTs, ACD-C package displays and reports, and CDR TTYs.

Normally, in the output direction, the SDI Application passes any character received from the system to the Layer 1 Driver to be sent out over the interface. If XON/XOFF Handling is enabled for printing, the SDI Application buffers up to 500 characters once an XOFF is received. The

system is not aware that an XOFF has been received. After the buffer is full, if further output is received, the oldest data is discarded. Output resumes when an XON is received or 1 minute has passed since the output was halted by an XOFF. At this point, the contents in the buffer is emptied first, followed by output from the system. If any data has been discarded, an error message is sent.

In the input direction, every character received by the Layer 1 Driver is passed to the SDI Application. The SDI Application echos any input character unless it is told not to by the system. In Line Editing Mode, the SDI Application buffers a line of up to 80 characters that can be edited before being sent to the system.

Under certain conditions, control characters can cause messages to bounce between a modem or printer and the system. To avoid these situations, configure modems in dumb mode and disable printer flow control.

The system input buffer is the TTY input buffer, which can store 512 characters. The system output buffer is the TTY output buffer, which can store 2048 characters.

---

## Call Detail Recording records

Call Detail Recording (CDR) records are available in two formats: FCDR=old and FCDR=new. A typical record for the old format is 100 bytes long while a typical record for the new format is 213 bytes long (see [Table 73: Link capacities for CDR application \(outgoing\)](#) on page 350). Due to the nature of the SDI interface, characters are output one at a time, resulting in 100 messages and 213 messages generated for FCDR=old and FCDR=new, respectively. Each message requires 10 bits. Based on real time measurements, the MSDL rated capacity for processing CDR messages is 16 631 messages/second.

**Table 73: Link capacities for CDR application (outgoing)**

| Modem baud rate | Link capacity (msg/sec) (peak) | Calls/Hour for FCDR=old | Call/Hour for FCDR=new |
|-----------------|--------------------------------|-------------------------|------------------------|
| 300             | 30                             | 831                     | 390                    |
| 1200            | 120                            | 3323                    | 1560                   |
| 2400            | 240                            | 6646                    | 3120                   |
| 4800            | 480                            | 13 292                  | 6241                   |
| 9600            | 960                            | 26 585                  | 12 481                 |
| 19 200          | 1920                           | 53 169                  | 24 962                 |
| 38 400          | 3840                           | 106 338                 | 49 924                 |

### Equilibrium analysis

The system capacity for messages per second is conservatively based on the assumption of 100% outgoing calls with FCDR=new. Typically, CDR records are not generated for 100% of the calls.

## Peak analysis

Since each character is sent as a separate message, every time a CDR record is sent, a traffic peak is generated.

To prevent system buffers from building up, set the baud rate at 38 400. If a lower baud rate is chosen, assume that the CDR application frequently is in a state of flow control. Note that this is true even if the steady state message rate is low, due to the nature of the SDI interface.

The burst sizes are even greater if CDR is configured with queue records for incoming ACD calls.

---

## D-channel handler engineering procedure

It is important to engineer the D-channel handler in the context of engineering the entire system. For more information about real time engineering of the system, see *Avaya Traffic Measurement Formats and Outputs Reference, NN43001-750*. In all cases with a user configurable link rate, it is essential that the link be configured so that the rate is high enough to support steady-state requirements and some peakedness. Otherwise, the application messages occupy system buffers, increasing the chance of buffer overflow.

[Table 74: D-channel handler engineering worksheet](#) on page 351 is a high-level worksheet for analysis of D-channel handling capacity. See [Table 80: Real time requirements for D-channel applications](#) on page 356 through [Table 78: Peak buffer requirements for SDI applications](#) on page 354 for the values to use in the worksheet.

**Table 74: D-channel handler engineering worksheet**

| Port  | Application | Real Time required | Peak Buffer usage outgoing | Peak Buffer usage incoming |
|-------|-------------|--------------------|----------------------------|----------------------------|
| 0     | _____       | _____              | _____                      | _____                      |
| 1     | _____       | _____              | _____                      | _____                      |
| 2     | _____       | _____              | _____                      | _____                      |
| 3     | _____       | _____              | _____                      | _____                      |
| Total |             | _____              | _____                      | _____                      |

Assuming 30% peakedness for the applications, the total real time required should be less than 2 770 000 msec. The projected real time utilization of the D-channel handler is given by:

$$\text{Real time usage} = \text{Total Real Time Required} \div 2\,770\,000$$

Avaya recommends that peak buffer usage be less than 60 in each direction. As the peak buffer usage increases over 60, the likelihood of an intermittent buffer-full problem increases.

The following sections provide procedures, including worksheet tables, for calculating the real time required on the D-channel handler for various applications.

In [Table 74: D-channel handler engineering worksheet](#) on page 351 through [Table 78: Peak buffer requirements for SDI applications](#) on page 354, if the calls/hour value is known, insert

that value into Column A. Otherwise, follow the guidelines provided. Values in parentheses are default values. For example, the default number of calls/hr/trunk is 15.6. The value in Column E can be inserted in the Real Time Required column of [Table 74: D-channel handler engineering worksheet](#) on page 351, and the appropriate Peak Buffer Usage values should be inserted in the corresponding Peak Buffer Usage columns of [Table 74: D-channel handler engineering worksheet](#) on page 351.

## DCH applications

If several applications share a D-channel, add the final real time requirements for the applications and then enter the total in the appropriate entry in [Table 80: Real time requirements for D-channel applications](#) on page 356.

**Table 75: Real time requirements for D-channel applications**

| DCH                                                                                            | Calls/hr A                                  | Msgs/call B | Msgs/hr C = A x B | Msec/msg D                 | Msec E = C x D |
|------------------------------------------------------------------------------------------------|---------------------------------------------|-------------|-------------------|----------------------------|----------------|
| ISDN Network                                                                                   | trunks/DCH x calls/hr/trunk (15.6) = _____  | 8           | _____             | pre-R20: 8.8<br>R20+: 26.5 | _____          |
| NACD                                                                                           | NACD agents x calls/hr/agent (18.3) = _____ | 30          | _____             | pre-R20: 8.8               | _____          |
| NMS                                                                                            | NMS ports x calls/hr/port (65) = _____      | 10          | _____             | pre_R20: 8.8               | _____          |
| For clarification of the terms "pre-R20" and "R20+," see <a href="#">D-channel</a> on page 342 |                                             |             |                   |                            |                |

The calculations described for NACD provide a simplified approximation of a "typical" NACD network. If call flows can be predicted or estimated, they can be used to develop a more accurate model using the number of messages. When this is done, the msgs/hr is computed directly, so columns A and B are not used. See [Examples](#) on page 354 for a detailed example of how this can be done.

If a live system is being modeled, add the "number of all incoming messages received on the D-channel" and the "number of all outgoing messages sent on the D-channel" field from a busy hour TFS009 report to derive the entry for Column C. See *Avaya Traffic Measurement Formats and Outputs Reference, NN43001-750* for details.

**Table 76: Peak buffer requirements for D-channel applications**

| DCH          | Outgoing                   | Incoming                  |
|--------------|----------------------------|---------------------------|
| ISDN Network | SEMT (1) x 8               | SEMT (1) x 8              |
| NACD         | Source ACD DNs + 5 = _____ | Network congestion level: |

| DCH | Outgoing | Incoming                                                                                              |
|-----|----------|-------------------------------------------------------------------------------------------------------|
|     |          | <ul style="list-style-type: none"> <li>• Low: 10</li> <li>• Medium: 20</li> <li>• High: 30</li> </ul> |
| NMS | 10       | 10                                                                                                    |

In the case of an ISL D-channel, ensure that the baud rate of the connection is greater than  
 $(C \text{ msgs/hr} \times 29 \text{ bytes/msg} \times 8 \text{ bits/byte}) \div 3600 \text{ sec/hr}$

where C comes from column C in [Table 80: Real time requirements for D-channel applications](#) on page 356.

If the baud rate is too low to meet requirements, performance of the entire D-channel handler can be jeopardized, since 30 of the output buffers are occupied with ISL D-channel messages and the real time spent processing these messages increases due to additional flow control and queueing logic.

## SDI applications

In the HSL analysis, include live agents, automated agents, and Avaya CallPilot agents in the agent total. This compensates for the assumption of simple calls.

**Table 77: Real time requirements for SDI applications**

| SDI | calls/hr A                                    | msgs/call B                       | msgs/hr<br>C=A×B | msec/msg<br>D | msec<br>E=C×D |
|-----|-----------------------------------------------|-----------------------------------|------------------|---------------|---------------|
| CDR | calls/hr with reports<br>= _____              | FCDR = old:100<br>FCDR = new: 213 | _____            | 0.05          | _____         |
| HSL | agents x calls/<br>agent/hr (18.3) =<br>_____ | 5                                 | _____            | 8.8           | _____         |
| TTY | NA                                            | NA                                | 15 000           | 0.05          | _____         |

There are no traffic reports that provide information about the number of SDI messages directly. For CDR records, determine whether CDR is enabled for incoming, outgoing, and/or internal calls. The number of incoming, outgoing, internal, and tandem calls is available from TFC001. Tandem calls are considered both incoming and outgoing. Alternatively, the number of CDR records can be counted directly.

**Table 78: Peak buffer requirements for SDI applications**

| SDI | Outgoing                                                                                                                                                                                                      | Incoming | Minimum baud rate                                                                                                   |
|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---------------------------------------------------------------------------------------------------------------------|
| CDR | <ul style="list-style-type: none"> <li>• 30 if baud rate is less than recommended in <a href="#">Table 73: Link capacities for CDR application (outgoing)</a> on page 350</li> </ul>                          | 1        | $(\text{msgs/hr} \times 10 \text{ bits/msg}) \div (3600 \text{ sec/hr}) = \text{_____}$                             |
| HSL | <ul style="list-style-type: none"> <li>• Messages per call                             <ul style="list-style-type: none"> <li>- simple: 5</li> <li>- medium: 10</li> <li>- complex: 15</li> </ul> </li> </ul> | 1        | $(\text{msgs/hr} \times 20 \text{ bytes/msg} \times 9 \text{ bits/byte}) \div (3600 \text{ sec/hr}) = \text{_____}$ |
| TTY | 10                                                                                                                                                                                                            | 10       |                                                                                                                     |

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## Examples

### NACD network with CDR reports

Consider an NACD network with the topology given in [Figure 56: NACD network](#) on page 355. The call flow is provided, where arrows indicate where calls enter the network and where they are answered.

Each node has a single ACD DN and calls are queued to the network target DNs as soon as they arrive.

For this network, we wish to determine whether a single D-channel handler on Node B can support DCH1, DCH2, and an SDI port for CDR records on Port 0.

Since we have detailed call flow information, we can develop a messaging model for DCH1 and DCH2 (see [Table 79: NACD Message Model](#) on page 355).

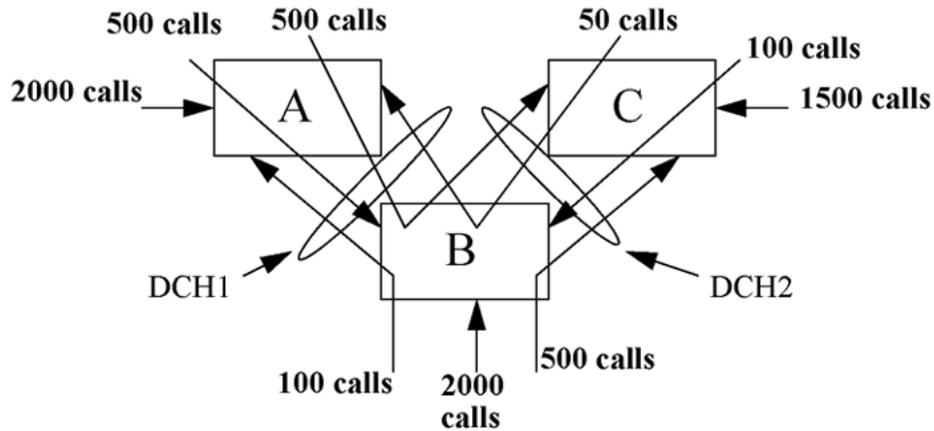


Figure 56: NACD network

Table 79: NACD Message Model

| Originating Node | Total Queued | Queued and answered | Queued but not answered | Total messages | DCH1 | DCH2 |
|------------------|--------------|---------------------|-------------------------|----------------|------|------|
| Node A to Node B | 3000         | 500                 | 2500                    | 15 500         | x    | x    |
| Node A to Node C | 3000         | 500                 | 2500                    | 15 500         | x    | x    |
| Node B to Node A | 2600         | 100                 | 2500                    | 11 100         | x    |      |
| Node B to Node C | 2600         | 500                 | 2100                    | 13 900         |      | x    |
| Node C to Node A | 1650         | 50                  | 1600                    | 6950           | x    | x    |
| Node C to Node B | 1650         | 100                 | 1550                    | 7300           | x    | x    |

The DCH1 and DCH2 columns indicate whether the messages can be included in the DCH1 and DCH2 message count, respectively. For each row, multiply the entry in the "Queued and answered" column by 11 messages and multiply the entry in the "Queued but not answered" column by 4 messages. The sum of these two values is provided in the "Total messages" column. By summing the rows that can be included for DCH1 and DCH2, we derive the total messages for DCH1: 56 350 msg/hr and DCH2: 59 150 msg/hr. Note that these messages do not include the impact of CRQS and FCTH, which are beyond the scope of this analysis (see [Table 80: Real time requirements for D-channel applications](#) on page 356).

**Table 80: Real time requirements for D-channel applications**

| DCH          | calls/hr A | msgs/call B | msgs/hr<br>C=AxB | msec/msg D   | msec E=CxD |
|--------------|------------|-------------|------------------|--------------|------------|
| NACD<br>DCH1 | NA         | NA          | 56 350           | pre-R20: 8.8 | 495 880    |
| NACD<br>DCH2 | NA         | NA          | 59 150           | pre-R20: 8.8 | 520 520    |

Assuming that no nonNACD calls are carried, Node B carries 3750 calls/hour.

**Table 81: Real time requirements for SDI applications**

| SDI | calls/hr A                        | msgs/call B                    | msgs/hr<br>C=AxB           | msec/ msg<br>D | msec<br>E=CxD |
|-----|-----------------------------------|--------------------------------|----------------------------|----------------|---------------|
| CDR | calls/hr with<br>reports=37<br>50 | FCDR=old: 100 FCDR=new:<br>213 | 798 750<br>(FCDR=new<br>w) | 0.05           | 39 938        |

The total D-channel handler requirements can then be computed:

**Table 82: Engineering worksheet**

| Port  | Application | Real Time<br>required | Peak Buffer usage<br>outgoing | Peak Buffer usage<br>incoming |
|-------|-------------|-----------------------|-------------------------------|-------------------------------|
| 0     | CDR         | 39 938                | 10                            | 1                             |
| 1     | DCH-NACD    | 495 880               | 7                             | 10                            |
| 2     | DCH-NACD    | 520 520               | 7                             | 10                            |
| 3     |             |                       |                               |                               |
| Total |             | 1 056 338             | 24                            | 21                            |

The projected D-channel handler utilization is  $1\ 056\ 338 \div 2\ 770\ 000 = 38\%$ . Assuming low network congestion, incoming and outgoing peak buffer usage are below 60, so a single D-channel handler is able to support this configuration. However, due to the potentially high messaging impact of NACD, this can be re-engineered periodically to determine whether the call volumes or call flow patterns have changed.

---

## Avaya CallPilot engineering

For information about Avaya CallPilot engineering, see *CallPilot Planning and Engineering*, 555-7171-101. The abbreviated procedure in this chapter is for system engineering where a rough estimate of CallPilot ports (or channels) is required.

In addition to voice channels, a CallPilot allows fax and speech-recognition media. As a measure of Digital Signal Processing (DSP) power, different media types require different Multimedia Processing Unit (MPU) quantities:

- One voice channel requires one MPU.
- One fax channel requires two MPUs.
- One speech-recognition channel requires four MPUs.

A Multimedia Processing Card (MPC-8) is a credit-card sized PC card that resides in the CallPilot Server. Each MPC-8 has eight MPUs. The maximum number of MPUs in a CallPilot is 96. Any use of nonvoice application reduces the number of channels available for voice traffic.

For an IP source to access Avaya CallPilot, the codec must be set for G.711. Since a nonstandard proprietary codec is used in CallPilot, a multi-rate transcoding renders the resulting voice samples with very poor quality.

The default holding time for a voice channel user is 40 seconds in the CallPilot port engineering. Another resource to be estimated in CallPilot is storage size. This requires a complicated calculation and is not covered here. For more information, see *CallPilot Planning and Engineering, 555-7101-101*.

Once the CCS for each type of media is calculated, sum up the total and refer to capacity tables in the publication for the MPU requirement based on the offered CCS traffic.

For nonblocking access, provide one DSP port for each CallPilot port equipped.

---

## Call Center

The Call Center is an ACD switch whose calls are mostly incoming, with extensive applications features such as Avaya Hospitality Integrated Voice Services. A port in the Call Center environment, either as an agent telephone or trunk, tends to be more heavily loaded than other types of applications.

System capacity requirements depend on customer application requirements, such as calls processed in a busy hour, and feature suites such as Recorded Announcement (RAN), Music, and Interactive Voice Response (IVR).

---

## ACD

Automatic Call Distribution (ACD) is an optional feature available with the system. It is used by organizations where the calls received are for a service rather than a specific person.

For basic ACD, incoming calls are handled on a first-come, first-served basis and are distributed among the available agents. The agent that has been idle the longest is presented with the first call. This ensures an equitable distribution of incoming calls among agents.

The system is managed or supervised by supervisors who have access to the ACD information through a video display terminal. These supervisors deal with agent-customer transactions and the distribution of incoming calls among agents.

Many sophisticated control mechanisms have been built on the basic ACD features. Various packages of ACD features have real time impact on the system CP capacity.

## ACD-C1 and C2 packages

ACD Management Reporting provides the ACD customer with timely and accurate statistics relevant to the ACD operation. These statistics form periodic printed reports and ongoing status displays so the customer can monitor changing ACD traffic loads and levels of service and implement corrective action where required.

The ACD-C1 package primarily provides status reporting of the system through a TTY terminal. To control and alter the configuration of the system, the ACD-C2 package is required; it provides the load management commands. The following is a partial list of functions of a supervisor position in the C2 package:

- Assign autoterminating ACD trunk routes.
- Assign priority status to ACD trunks.
- Reassign ACD agent positions to other ACD DNs.
- telephone the timers and routes for first and second RAN.
- Define the overflow thresholds.
- Specify a night RAN route.

## ACD-D package

The ACD-D system is designed to serve customers whose ACD operation requires sophisticated management reporting and load management capabilities. It has an enhanced management display, as the system is supplemented by an auxiliary data system. The system and the auxiliary processor are connected by data links through SDI ports for communications. Call processing and service management functions are split between the system and the auxiliary processor.

## ACD-MAX

ACD-MAX offers a customer managerial control over the ACD operation by providing past performance reporting and current performance displays. It is connected through an SDI port to communicate with the system CP. The ACD-MAX feature makes the necessary calculations of data received from the system to produce ACD report data for current and past performance reports. Every 30 seconds, ACD-MAX takes the last 10 minutes of performance data and uses

it to generate statistics for the current performance displays. The accumulated past performance report data is stored on disk every 30 minutes.

ACD-MAX calls impact capacity engineering in the real time area only.

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## NACD

The majority of tasks in the engineering of Network ACD (NACD) involve the design of an NACD routing table and the engineering of overflow traffic. The process is too complex to be included here. The engineering procedure in this document is for single-node capacity engineering, which accounts for the real time impact of NACD calls on a switch either as a source node or remote target node. Therefore, the overall design of a network is not in the scope of this document.

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## RAN and Music

The RAN trunk can be treated just like a normal trunk. The only potential capacity impact is for systems that include RAN trunks in blocking or nonblocking calculations. The calculations determine the total number of loops or card slots required.

Music Broadcast requires any Music trunk and an external music source or an Avaya Integrated Recorded Announcer card. The Integrated Recorded Announcer has the capability to provide audio input for external music. A Conference loop is not required for Music Broadcast.

For more information, see [Service loops and circuits](#) on page 222.

---

## Symposium Call Center

Symposium is a Host Server that interfaces through an Ethernet to enable the system to provide advanced Call Center features to users. Although Internet Protocol (IP) is used for communications, the underlying message to the system input queue is an Application Module Link (AML) message.

The customer can create simple-to-write scripts in Symposium to control processing of an arriving call that is eventually delivered to an agent queue after following various call processing rules, such as skill set of agent, call priority, and length of waiting time.

The complexity of call handling on the system call processor determines the impact of Symposium Call Center on the system. Depending on the script used, the call processing can include giving RAN, Music, and IVR, all of which require a voice-processing system such as Avaya CallPilot.

---

## Symposium Call Center with IP phones and Virtual Trunks

When IP Phones are used as ACD agent telephones, there are certain special engineering rules. The following two additional resources must be engineered:

- Digital Signal Processor (DSP) channels (therefore, Media Cards)
- Virtual Trunks

For nonblocking access, provide one DSP port for each ACD agent configured.

For the detailed calculations, see [Resource calculations](#) on page 249.

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## ELAN engineering

The Embedded Local Area Network (ELAN) subnet is designed to handle messaging traffic between the system and its applications, such as Symposium and Avaya CallPilot. It is not meant to handle functions of the customer's LAN, which carries customer application traffic.

A 64 kbps link can handle messaging traffic of over 80 000 calls. The ELAN subnet, being an Ethernet with data rate of 10/100/1000MG autonegotiate, is not a bottleneck in a Symposium/CallPilot configuration. However, observe the following engineering guidelines to avoid performance problems. For more information, see *Avaya Converging the Data Network with VoIP Fundamentals, NN43001-260*.

- Ensure that settings on the physical interface of the system to the Ethernet are correct.
- Although no traffic engineering is required on the ELAN subnet, if the loading on the link is extremely high (for example, above 10% on the 10T-10 Mbps), collision on the Ethernet can happen. Use a sniffer to detect any performance problems. Decrease the loading on the link if it is overloaded.
- Set a consistent data rate with the application.

Certain remote maintenance applications can utilize the ELAN subnet to access the system from a remote location. Ensure that no other customer LAN traffic is introduced.

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## Survivable and Distributed Media Gateway ELAN traffic estimation

When using a Survivable or Distributed Media Gateway in environments with bandwidths less than 20Mbit/s, Avaya recommends to estimate the ELAN traffic bandwidth for each Media Gateway. This information is required to properly plan and engineer the data network needs of the gateway.

Failure to estimate and engineer the data network for the ELAN traffic for Survivable or Distributed Media Gateways may result in unpredictable behavior of the Media Gateway under load conditions. Avaya also recommends routinely monitoring the ELAN traffic to determine the actual bandwidth needs for the Media Gateways. Any configuration change to Media

Gateways requires a recalculation of the ELAN traffic estimation to ensure proper data networking.

You can estimate the ELAN traffic by estimating the load on each card in the Media Gateway in an estimation table. [Table 83: Media Gateway ELAN traffic estimation example](#) on page 361 includes the traffic load on each card in the CCS. Record each card load as normal or maximum in the table, then copy the appropriate traffic bandwidth number and idle traffic bandwidth for each card from [Table 84: Estimated traffic for cards](#) on page 362. Total and sum the ELAN traffic bandwidth needed for each Media Gateway. If a card is not found in [Table 84: Estimated traffic for cards](#) on page 362 use the Unknown IPE Card (UIC). [Table 83: Media Gateway ELAN traffic estimation example](#) on page 361 shows an example ELAN traffic estimation table. [Table 84: Estimated traffic for cards](#) on page 362 shows estimated ELAN traffic per card required for the calculation.

**Table 83: Media Gateway ELAN traffic estimation example**

| Slot | PEC           | Short Name                             | Estimated Load (Normal or Maximum) | Idle Traffic (Bits/sec) | Traffic Load (Bits/sec) (Normal or Maximum) |
|------|---------------|----------------------------------------|------------------------------------|-------------------------|---------------------------------------------|
| 0    | NTDW60        | MGC (96 DSP - DB)                      | Normal Load                        | 6000                    | 0                                           |
| 1    | NTBK50        | E1 - 2.0Mb PRI                         | Normal Load                        | 14400                   | 57500                                       |
| 2    | NT8D09BB      | Flax Analogue Line Card MW             | Normal Load                        | 0                       | 24000                                       |
| 3    | NTDW61        | CP PM - Call Server                    | None                               | 0                       | 0                                           |
| 4    | NTSF6800      | TMDI Pkg (1.5Mb DTI/PRI)               | Maximum Load                       | 14400                   | 100000                                      |
| 5    |               |                                        |                                    | 0                       | 0                                           |
| 6    |               |                                        |                                    | 0                       | 0                                           |
| 7    | NT8D02        | Digital Line Card 16 Port (ACD Agents) | Maximum Load                       | 0                       | 36400                                       |
| 8    | NT8D02        | Digital Line Card 16 Port              | Normal Load                        | 0                       | 20800                                       |
| 9    | Wired for DLC | Wired for DLC                          | Normal Load                        | 0                       | 20800                                       |
| 10   | Wired for DLC | Wired for DLC                          | Normal Load                        | 0                       | 20800                                       |
|      |               |                                        | Totals                             | 34800                   | 280300                                      |

### ELAN traffic estimation sum example

$$34800 + 280300 = 315100 \text{ Bits/sec}$$

The Media Gateway is estimated to require 315100 Bits/sec of ELAN traffic.

With IPSec, there is an estimated 30% increase in traffic overhead. ELAN traffic estimation with IPSec is 409630 Bits/sec.

**Table 84: Estimated traffic for cards**

| PEC         | Short Description        | Idle Traffic (Bits/sec) | Normal Traffic (Bits/sec) | Normal Load (CCS) | Maximum Traffic (Bits/sec) | Maximum Load (CCS) |
|-------------|--------------------------|-------------------------|---------------------------|-------------------|----------------------------|--------------------|
| NTDU60BA E5 | MGC (Includes DSP Cards) | 6000                    | 0                         | 0                 | 0                          | 0                  |
| NT1R20      | XOPS                     | 0                       | 24000                     | 80                | 42000                      | 528                |
| NT5D14      | LINE T1                  | 14400                   | 46000                     | 115               | 100000                     | 759                |
| NT5D15      | XUT Trunk                | 0                       | 12000                     | 40                | 24000                      | 264                |
| NT5D26      | UTC                      | 0                       | 20800                     | 80                | 36400                      | 528                |
| NT5D29      | XFCOT                    | 0                       | 24000                     | 80                | 42000                      | 528                |
| NT5D31      | UTC                      | 0                       | 20800                     | 80                | 36400                      | 528                |
| NT5D34      | LE1                      | 14400                   | 57500                     | 144               | 125000                     | 949                |
| NT5D39      | DXUT                     | 0                       | 20800                     | 80                | 36400                      | 528                |
| NT5D51      | MICB 3                   | 0                       | 20800                     | 80                | 36400                      | 528                |
| NT5D51AA    | MICB                     | 0                       | 20800                     | 80                | 36400                      | 528                |
| NT5D51BC    | ICB 4                    | 0                       | 20800                     | 80                | 36400                      | 528                |
| NT5D60      | XCMC                     | 0                       | 20800                     | 80                | 36400                      | 528                |
| NT5D80      | XCMC                     | 0                       | 20800                     | 80                | 36400                      | 528                |
| NT5G01      | ICA                      | 0                       | 20800                     | 80                | 36400                      | 528                |
| NT5G15      | MIVS                     | 0                       | 20800                     | 80                | 36400                      | 528                |
| NT5G71      | ICD                      | 0                       | 20800                     | 80                | 36400                      | 528                |
| NT5K02      | MWALC                    | 0                       | 24000                     | 80                | 42000                      | 528                |
| NT5K07      | UTC                      | 0                       | 24000                     | 80                | 42000                      | 528                |
| NT5K17      | DID                      | 0                       | 12000                     | 40                | 24000                      | 264                |
| NT5K18      | FCOT                     | 0                       | 12000                     | 40                | 24000                      | 264                |
| NT5K19      | EM Trunk                 | 0                       | 12000                     | 40                | 24000                      | 264                |
| NT5K21      | XMFC/MFE                 | 0                       | 20800                     | 80                | 36400                      | 528                |
| NT5K36      | UTC                      | 0                       | 12000                     | 40                | 24000                      | 264                |
| NT5K50      | EM Trunk                 | 0                       | 12000                     | 40                | 24000                      | 264                |

|        |                 |       |       |     |        |     |
|--------|-----------------|-------|-------|-----|--------|-----|
| NT5K60 | Inc. 3 wire Trk | 0     | 12000 | 40  | 24000  | 264 |
| NT5K61 | Out. 3 wire Trk | 0     | 12000 | 40  | 24000  | 264 |
| NT5K70 | UTC             | 0     | 12000 | 40  | 24000  | 264 |
| NT5K72 | EM Trunk        | 0     | 12000 | 40  | 24000  | 264 |
| NT5K82 | UTC             | 0     | 12000 | 40  | 24000  | 264 |
| NT5K83 | EM Trunk        | 0     | 12000 | 40  | 24000  | 264 |
| NT5K84 | UTC             | 0     | 12000 | 40  | 24000  | 264 |
| NT5K90 | UTC             | 0     | 12000 | 40  | 24000  | 264 |
| NT5K93 | UTC             | 0     | 12000 | 40  | 24000  | 264 |
| NT5K96 | Non-MW ALC      | 0     | 24000 | 80  | 42000  | 528 |
| NT5K99 | FCOT            | 0     | 12000 | 40  | 24000  | 264 |
| NT6D70 | SILC            | 14400 | 15333 | 38  | 33333  | 253 |
| NT6D71 | UILC            | 14400 | 15333 | 38  | 33333  | 253 |
| NT8D02 | DLC             | 0     | 20800 | 80  | 36400  | 528 |
| NT8D03 | ALC             | 0     | 24000 | 80  | 42000  | 528 |
| NT8D09 | Mess Wait       | 0     | 24000 | 80  | 42000  | 528 |
| NT8D14 | UTC             | 0     | 12000 | 40  | 24000  | 264 |
| NT8D15 | EM Trunk        | 0     | 12000 | 40  | 24000  | 264 |
| NT8K93 | EM Trunk        | 0     | 12000 | 40  | 24000  | 264 |
| NTAG03 | UTC             | 0     | 12000 | 40  | 24000  | 264 |
| NTAG04 | XDDI            | 0     | 12000 | 40  | 24000  | 264 |
| NTAG36 | XMFR            | 0     | 12000 | 40  | 24000  | 264 |
| NTAG46 | UTC             | 0     | 12000 | 40  | 24000  | 264 |
| NTAG86 | MIRAN III       | 0     | 20800 | 80  | 36400  | 528 |
| NTAG88 | MIRAN II        | 0     | 20800 | 80  | 36400  | 528 |
| NTAK02 | SDI/DCH         | 0     | 20800 | 80  | 36400  | 528 |
| NTAK03 | TDS/DTR         | 0     | 20800 | 80  | 36400  | 528 |
| NTAK09 | PRI/DTI         | 14400 | 46000 | 115 | 100000 | 759 |
| NTAK10 | 2.0Mb DTI       | 14400 | 57500 | 144 | 125000 | 949 |
| NTAK79 | 2.0Mb PRI       | 14400 | 57500 | 144 | 125000 | 949 |

|          |                                 |       |       |     |        |      |
|----------|---------------------------------|-------|-------|-----|--------|------|
| NTBK22   | MISP 11C                        | 14400 | 46000 | 115 | 100000 | 759  |
| NTBK50   | 2.0Mb PRI                       | 14400 | 57500 | 144 | 125000 | 949  |
| NTCG02   | 2.0Mb DTI                       | 14400 | 57500 | 144 | 125000 | 949  |
| NTCK16   | UTC                             | 0     | 12000 | 40  | 24000  | 264  |
| NTCK18   | XFCOT                           | 0     | 12000 | 40  | 24000  | 264  |
| NTCK22   | DID/DDI                         | 0     | 12000 | 40  | 24000  | 264  |
| NTCK24   | FCOT                            | 0     | 12000 | 40  | 24000  | 264  |
| NTCW00   | DMC4                            | 0     | 20800 | 80  | 36400  | 528  |
| NTCW00B  | DMC8                            | 0     | 20800 | 80  | 36400  | 528  |
| NTCW01   | DMC4E                           | 0     | 20800 | 80  | 36400  | 528  |
| NTCW01B  | DMC8E                           | 0     | 20800 | 80  | 36400  | 528  |
| NTDK16   | 48port DLC                      | 0     | 62400 | 240 | 109200 | 1584 |
| NTDR68   | RLC                             | 0     | 1500  | 5   | 2625   | 33   |
| NTDR71   | RLC III                         | 0     | 48000 | 160 | 84000  | 1056 |
| NTSF6800 | TMDI Pkg<br>(1.5Mb DTI/<br>PRI) | 14400 | 46000 | 115 | 100000 | 759  |
| NTHF78BA | VSC 8 Port                      | 0     | 20800 | 80  | 36400  | 528  |
| NTHF82BA | VSC 16 Port                     | 0     | 20800 | 80  | 36400  | 528  |
| NTHF83BA | VSC 24 Port                     | 0     | 20800 | 80  | 36400  | 528  |
| NTRA03   | EM Trunk                        | 0     | 12000 | 40  | 24000  | 264  |
| NTRA04   | Mess Wait                       | 0     | 24000 | 80  | 42000  | 528  |
| NTRA06   | OPX                             | 0     | 24000 | 80  | 42000  | 528  |
| NTRA08   | Non Msg<br>Wait                 | 0     | 24000 | 80  | 42000  | 528  |
| NTRA10   | UTC                             | 0     | 12000 | 40  | 24000  | 264  |
| NTRA12   | UTC                             | 0     | 12000 | 40  | 24000  | 264  |
| NTRB18   | CP Mgate                        | 0     | 20800 | 80  | 36400  | 528  |
| NTRB21   | TMDI                            | 14400 | 46000 | 115 | 100000 | 759  |
| NTRB37   | UTC                             | 0     | 12000 | 40  | 24000  | 264  |
| NTUB01   | CallPIIPE                       | 0     | 20800 | 80  | 36400  | 528  |
| NTVQ01   | SMC                             | 0     | 20800 | 80  | 36400  | 528  |

|          |                  |   |       |    |       |     |
|----------|------------------|---|-------|----|-------|-----|
| NTVQ01BA | Remote Agt Obsv  | 0 | 20800 | 80 | 36400 | 528 |
| NTVQ09AB | Agent Greet      | 0 | 20800 | 80 | 36400 | 528 |
| NTVQ55   | ITG              | 0 | 20800 | 80 | 36400 | 528 |
| NTZC13   | ITG              | 0 | 20800 | 80 | 36400 | 528 |
| UIC      | Unknown IPE Card | 0 | 20800 | 80 | 36400 | 528 |

- ELAN Traffic is additional traffic from the ELAN ports on the MGC that must be included in the overall data network bandwidth estimation. This traffic is specifically between the MGC and the controlling Communication Server. The MGC may re-home to three Communication Servers.
- Idle Traffic (Bits/sec) is the minimum ELAN traffic that occurs under no load conditions. This traffic is always present and must be added to the total ELAN traffic estimation.
- Normal Traffic (Bits/sec) is the normal ELAN traffic during 20% card load or 5 CCS per port.
- Maximum Traffic (Bits/sec) is the maximum ELAN traffic during 100% card load or 33 CCS per port.
- Normal Load CCS is the normal card load measured in CCS. For example the NT8D09 Digital Line Card under normal CCS is 80 CCS (16x5CCS = 80 CCS).
- Maximum Load CCS is the maximum card load measured in CCS. For example the NT8D09 Digital Line Card under maximum CCS is 80 CCS (16x33CCS = 528 CCS).

[Table 84: Estimated traffic for cards](#) on page 362 is only to be used for estimating the Media Gateway ELAN traffic. Do not use these table values for other calculations. Additional network parameters such as TLAN traffic, packet loss and round trip delay are also required for proper data network planning and engineering. See *Avaya Converging the Data Network with VoIP Fundamentals, NN43001-260* for additional details on Distributed Media Gateways.

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## HSP LAN Engineering

The High Speed Pipe (HSP) is used to connect two Call Server CPUs in a Campus Redundant environment. The HSP is used to shadow disk and memory information from one CPU to another and to provide heartbeat information (including health information) from one CPU to the other.

Due to the mission critical role that the HSP provides between the active and redundant Call Server, the HSP must be carefully engineered. This section describes the rules governing the engineering of the HSP. For a more information about how the Campus Redundancy feature works, see *Avaya System Redundancy Fundamentals, NN43001-507*.

The HSP can be connected using a cable directly between the two CPUs, or using networking equipment. CP PIV requires the use of a crossover cable for HSP. When using networking equipment to connect, the HSP ports are assigned unique IP addresses.

The following are recommendations and rules for configuring the HSP network and network interfaces of two Call Server CPUs using network equipment:

- The HSP must be connected through an Ethernet cable (cross-over on CP PIV) or by a dedicated VLAN through switches.
- The HSP must be in its own IP subnet. It cannot be combined with the ELAN subnet.
- The minimum throughput of the HSP must be 100 Mbps. Therefore, the HSP port must be 100 Mbps and full duplex. This must be confirmed using the **STAT HSP** command in LD 137 after the equipment is operational. This must also be verified on the network equipment that the HSP is attached.
- The network switches must be capable of port mapping to 802.1p/Q.
- When running the HSP across network equipment, the HSP must be isolated in its own VLAN. Do not include other traffic in this VLAN. This VLAN must be given higher VLAN priority than any other traffic on the network, except for network control traffic (network control traffic is the traffic necessary to keep the network operational). The VLAN must be 802.1p/Q-capable and must be set to a very high setting so as not to starve the HSP. Avaya strongly recommends 802.1p Level 7 (Network Control and OAM).
- When using third-party vendor network equipment that has not been validated by Avaya, a pre-test of the network must be performed. This test includes mixed traffic going across the networks in different VLANs. The network specifications can meet the round trip delay and packet loss requirements.
- The round trip delay of the HSP VLAN must be less than 30 msec and the packet loss of the HSP VLAN must be below .1 % packet loss.
- The HSP port on the CP PIV is set to autonegotiate the link speed and duplex. Therefore, the network equipment that the CP PIV is attached must also use autonegotiate. Verify that both the CP PIV and the network equipment speed and duplex are a match.
- Avaya recommends that MLT (Multi Link Trunking) be used across the enterprise IP network for the Campus Redundancy configuration.
- Cabling for the HSP port on the CP PIV must be at least Cat 5e when running the link speed at 1 Gbps.

 **Caution:**

Duplex mismatches occur in the LAN environment when one side is set to autonegotiate and the other is hard configured.

The autonegotiate side adapts only to the speed setting of the fixed side. For duplex operations, the autonegotiate side sets itself to half-duplex mode. If the forced side is full-duplex, a duplex mismatch occurs.

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## Switching Equipment

### Layer 2 switching equipment

The following equipment supports MLT (Multi Link Trunking), port based VLANs, and 802.1P priority configuration and is recommended for the HSP application.

- 325-24T - Layer 2 VLANs, MLT, 802.3ad
- 325-24G - Layer 2 VLANs, MLT, 802.3ad
- 425-24T - Layer 2 VLANs, MLT, DMLT, 802.3ad
- 425-48T - Layer 2 VLANs, MLT, DMLT, 802.3ad
- 460-24T-PWR - Layer 2 VLANs, MLT, DMLT, , 802.3ad, 802.3af PoE
- 470-24T - Layer 2 VLANs, MLT, DMLT, 802.3ad
- 470-48T - Layer 2 VLANs, MLT, DMLT, 802.3ad
- 5510-24T - Layer 2 VLANs, MLT, DMLT, L3 interVLAN routing
- 5510-48T - Layer 2 VLANs, MLT, DMLT, L3 interVLAN routing
- 5520-24T - Layer 2 VLANs, MLT, DMLT, L3 interVLAN routing, 802.3af PoE
- 5520-48T - Layer 2 VLANs, MLT, DMLT, L3 interVLAN routing, 802.3af PoE
- 8300 - Layer 2 VLANs, MLT, DMLT, L3 interVLAN routing
- 8600 - Layer 2 VLANs, MLT, DMLT, SMLT, 802.3ad, L3 interVLAN routing

### Third-party vendor switching equipment

The HSP supports all vendor switching equipment. The following third-party equipment has been tested:

- CISCO WS-3750G 24T-E GE ENH MULTILAYER CAYALYST (Layer 2 VLAN mode)
- 3C17203-3COM US/ 3COM 24-PORT 10/100TX SWITCH W/2
- 3COM 3C17304-US 3COM SS3 SWITCH 4228G 28PORTS EN
- 13240 EXTREME SUMMIT 200-24 SWITCH - 24 PORTS

**Important:**

The HSP cannot be routed, and as a result, it cannot be extended through a Layer 3 router unless that device supports a method of providing Layer 2 end-to-end connectivity (Example: Layer 2 tunneling). Therefore, when passing through routing equipment, the HSP must remain in the same subnet from one Call Server to the other (Example: tunneling the HSP over the network).

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## HSP IP address configuration

The configuration of HSP IP addressing can be performed after the installation process if the default IP addresses are not appropriate for the customer network. Avaya strongly recommends allocation of a network IP address within a customer address space if the network is not dark fiber driven by Ethernet Routing Switch 2550T.

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## CLASS network engineering rules

In a single-group network system, the network internal blocking is determined by the concentration ratio of equipped ports on Intelligent Peripheral Equipment and the number of interfaced loops or superloops. Depending on traffic engineering, a nonblocking network is achievable.

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## Feature operation

A call originated from Telephone A (or Trunk A) seeks to terminate on a CLASS Telephone B. When Telephone B starts to ring, Telephone A hears ringback. A unit in CLASS Modem (CMOD) is assigned to collect the originator's CND information and waits for the CND delivery interval. After the first ring at Telephone B, a silence period (deliver interval) ensues, and the CMOD unit begins to deliver CND information to the CLASS telephone.

The CND information of a traffic source (Telephone A) is a system information, which is obtained by the system when a call is originated. During the two-second ringing period of the CLASS Telephone B, Telephone A's CND is delivered to CMOD by SSD messages (using signaling channel only). When the CND information is sent from CMOD to CLASS Telephone B, it is delivered through a voice path during the four-second silence cycle of Telephone B. The CMOD unit is held for a duration of six seconds.

The system delivers SSD messages containing CND information to CMOD and then sends it to Telephone B during the delivery interval through a voice path.

[Table 85: CMOD Unit Capacity](#) on page 368 is the CMOD capacity table. It provides the number of CMOD units required to serve a given number of CLASS telephones with the desired GoS (P.001). The required number of CMOD units can have a capacity range whose upper limit is greater than the number of CLASS telephones equipped in a given configuration.

**Table 85: CMOD Unit Capacity**

| CMOD Unit | CLASS Telephone | CMOD Unit | CLASS Telephone |
|-----------|-----------------|-----------|-----------------|
| 1         | 1-2             | 33        | 2339-2436       |

| <b>CMOD Unit</b> | <b>CLASS Telephone</b> | <b>CMOD Unit</b> | <b>CLASS Telephone</b> |
|------------------|------------------------|------------------|------------------------|
| 2                | 3-7                    | 34               | 2437-2535              |
| 3                | 8-27                   | 35               | 2536-2635              |
| 4                | 28-59                  | 36               | 2637-2735              |
| 5                | 60-100                 | 37               | 2736-2835              |
| 6                | 101-150                | 38               | 2836-2936              |
| 7                | 151-206                | 39               | 2937-3037              |
| 8                | 207-267                | 40               | 3038-3139              |
| 9                | 268-332                | 41               | 3140-3241              |
| 10               | 333-401                | 42               | 3242-3344              |
| 11               | 402-473                | 43               | 3345-3447              |
| 12               | 474-548                | 44               | 3448-3550              |
| 13               | 549-625                | 45               | 3551-3653              |
| 14               | 626-704                | 46               | 3654-3757              |
| 15               | 705-785                | 47               | 3768-3861              |
| 16               | 786-868                | 48               | 3862-3966              |
| 17               | 869-953                | 49               | 3967-4070              |
| 18               | 954-1039               | 50               | 4071-4175              |
| 19               | 1040-1126              | 51               | 4176-4281              |
| 20               | 1127-1214              | 52               | 4282-4386              |
| 21               | 1215-1298              | 53               | 4387-4492              |
| 22               | 1299-1388              | 54               | 4493-4598              |
| 23               | 1389-1480              | 55               | 4599-4704              |
| 24               | 1481-1572              | 56               | 4705-4811              |
| 25               | 1573-1665              | 57               | 4812-4918              |
| 26               | 1666-1759              | 58               | 4919-5025              |
| 27               | 1760-1854              | 59               | 5026-5132              |
| 28               | 1855-1949              | 60               | 5133-5239              |
| 29               | 1950-2046              | 61               | 5240-5347              |
| 30               | 2047-2142              | 62               | 5348-5455              |
| 31               | 2143-2240              | 63               | 5456-5563              |
| 32               | 2241-2338              | 64               | 5564-5671              |

---

## Guidelines for nonCall Center applications

In a noncall center application, there is no significant number of agent telephones. Therefore, no conversion of agent telephones to regular telephones is needed.

### Engineering rule (no reconfiguration required)

The following engineering rule can be followed to avoid the need to reconfigure a switch to accommodate the CLASS feature: Provide the number of CMOD units serving all CLASS telephones in the system based on the capacity table (see [Table 85: CMOD Unit Capacity](#) on page 368).

---

## Guidelines for Call Center applications

### Engineering rules (no reconfiguration required)

Follow these engineering rules to avoid the need to reconfigure a switch to accommodate the CLASS feature for a call center environment:

1. Convert agent telephones to regular telephones:  
1 agent CLASS telephone = 4 telephones (called equivalent telephones)
2. Sum up the total number of regular CLASS telephones and equivalent CLASS telephones and find the number of CMOD units required based on the capacity table (see [Table 85: CMOD Unit Capacity](#) on page 368).

---

## Configuration parameters

Design parameters are constraints on the system established by design decisions and enforced by software checks. Defaults are provided in the factory-installed database. However, some parameter values must be set manually, through the OA&M interface, to reflect the actual needs of the customer's application.

For guidelines on how to determine appropriate parameter values for call registers, I/O buffers, and so on, see [Design parameters](#) on page 199 and [Memory engineering](#) on page 211.

# Chapter 16: Assigning loops and card slots in the Communication Server 1000E

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## Contents

This chapter contains the following topics:

[Introduction](#) on page 371

[Loops and superloops](#) on page 372

[Card slot usage and requirements](#) on page 373

[Assigning loops and cards in the CS 1000E](#) on page 376

[Preparing the final card slot assignment plan](#) on page 385

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## Introduction

Calculating the number and assignment of cards and, relatedly, Media Gateways is an iterative procedure, because of specific capacity and usage requirements.

In an Avaya Communication Server 1000E (Avaya CS 1000E) system, Digital Signal Processor (DSP), Digitone receiver (DTR), Tone and Digit Switch (TDS), and other services are provided by circuit cards such as Media Cards, and the Media Gateway Controller (MGC). These resources are available only to the Media Gateway (with optional Expander) that the circuit cards reside. Other services, such as Conference, are available as system resources but require Media Gateway-specific DSP resources in order to access them.

[System capacities](#) on page 209 and [Resource calculations](#) on page 249 describe the theoretical, traffic-based calculations used by Enterprise Configurator to estimate the required number of Media Cards and Media Gateways. This chapter describes the steps to allocate the cards to specific Media Gateways. The process can result in an increase in the required number of Media Cards and Media Gateways.

---

## Note on terminology

The term Media Gateway refers to the Media Gateway 1010 (MG 1010) and Avaya CS 1000 Media Gateway 1000E (Avaya MG 1000E). The MG 1010 provides ten IPE slots. The Avaya MG 1000E provides four IPE slots.

Each MG 1000E can be connected to an optional Media Gateway Expander in order to increase capacity to eight IPE slots. In this chapter, the term MG 1000E includes the optional Media Gateway Expander, if equipped.

---

## Loops and superloops

A fully expanded Avaya CS 1000E system provides a maximum of 256 loops or 64 superloops. Each superloop must be defined on a loop number that is a multiple of 4.

A superloop can be configured to include two Media Gateways. In such a case, the first Media Gateway is referred to as shelf 0 and the second as shelf 1.

A maximum of 1024 TNs ( $= 2 \times 16 \times 32$ ) from two Media Gateways can be associated with a superloop.

---

## Virtual superloops

There are no physical timeslots on Media Gateways. Timeslots are defined within virtual superloops that benefit from the nonblocking timeslot architecture used by IP Phones and Virtual Trunks.

The superloop is layered into 16 banks of virtual superloops interfacing the 16 card slots in the two Media Gateways. This expands the superloop's 120 timeslots to 1920 timeslots ( $= 16 \times 120$ ) to service a maximum of 1024 TNs in the address space. Media Gateways are therefore nonblocking with respect to timeslots.

Internally, a card number separates the banks of software timeslots. Since a superloop is associated with 16 cards, each card is associated with one virtual superloop.

The network-level circuits, such as Conference and Tones, use additional loops outside of this address space. They also use DSPs from within the nonblocking superloops.

---

## MGTDS and MGCONF loops

Media Gateway Tone and Conference configuration is configured in LD 17.

With MGTDS, you can configure two Media Gateway TDS loops. MGC-based Media Gateway lets 30 parties on each loop.

MGC-based Media Gateway capacity is 2 MGCONF loops with 30 parties on each loop.

---

## PRI/PRI2/DTI/DTI2 loops

An MGC is required in slot 0 of any Media Gateway that will contain a PRI/PRI2/DTI/DTI2 card.

Each T1/E1 span consumes a loop, as well as a card slot.

The CP PIV and CP PM processors can support up to 100 PRI/PRI2/DTI/DTI2 spans. However, this many T1/E1 spans would consume most of the loops on the system.

---

## Card slot usage and requirements

[Table 86: Card slots in the MG 1000E chassis](#) on page 373 summarizes the physical and logical card slots available in the MG 1000E chassis.

[Table 87: Card slots in the MG 1010 chassis](#) on page 374 summarizes the physical and logical card slots available in the MG 1010 chassis.

[Table 88: Card slots in the MG 1000E cabinet](#) on page 375 summarizes the physical and logical card slots available in the MG 1000E cabinet.

**Table 86: Card slots in the MG 1000E chassis**

| Slot number      |         | Used for                                                                                                                                                                                                                                    | Comment             |
|------------------|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| Physical         | Logical |                                                                                                                                                                                                                                             |                     |
| MG 1000E chassis |         |                                                                                                                                                                                                                                             |                     |
| 0                | 0       | MGC                                                                                                                                                                                                                                         | Dedicated card slot |
| 1–4              | 1–4     | <ul style="list-style-type: none"> <li>• Media Cards</li> <li>• Digital line cards</li> <li>• Digital trunk cards</li> <li>• Analog line cards</li> <li>• Analog trunk cards</li> <li>• Application cards</li> <li>• CP PM cards</li> </ul> |                     |
| n/a              | 5–6     | n/a                                                                                                                                                                                                                                         | Not supported       |

| Slot number                                                                                           |         | Used for                                                                                                                                                                                                     | Comment                                                                                                                             |
|-------------------------------------------------------------------------------------------------------|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| Physical                                                                                              | Logical |                                                                                                                                                                                                              |                                                                                                                                     |
| Media Gateway Expander                                                                                |         |                                                                                                                                                                                                              |                                                                                                                                     |
| 7-10                                                                                                  | 7-10    | <ul style="list-style-type: none"> <li>• Media Cards</li> <li>• Digital line cards</li> <li>• Analog line cards</li> <li>• Analog trunk cards</li> <li>• Application cards</li> <li>• CP PM cards</li> </ul> |                                                                                                                                     |
| Virtual                                                                                               |         |                                                                                                                                                                                                              |                                                                                                                                     |
| n/a                                                                                                   | 0       | 32-port MGC DSP daughterboard                                                                                                                                                                                | 32-port DSP daughterboards use virtual slot 0. 32-port daughterboards are supported in MGC daughterboard location 1 and location 2. |
| n/a                                                                                                   | 11      | 96-port MGC DSP daughterboard                                                                                                                                                                                | 96-port DSP daughterboard uses virtual slots 11, 12, and 13. 96-port daughterboard is supported in MGC daughterboard location 1.    |
| n/a                                                                                                   | 12      |                                                                                                                                                                                                              |                                                                                                                                     |
| n/a                                                                                                   | 13      |                                                                                                                                                                                                              |                                                                                                                                     |
| n/a                                                                                                   | 14      | DTRs (maximum: 8)                                                                                                                                                                                            | Required if any analog terminals or trunks are equipped in the MG 1000E.                                                            |
| n/a                                                                                                   | 15      | DTRs (maximum: 8)                                                                                                                                                                                            |                                                                                                                                     |
| n/a                                                                                                   | 15      | MF tone detectors (maximum: 4)                                                                                                                                                                               | Must be provided on each MG 1000E that requires tone-based signaling.                                                               |
| If DTRs are configured in any other card slot, a receiver hardware pack must be equipped in the slot. |         |                                                                                                                                                                                                              |                                                                                                                                     |

**Table 87: Card slots in the MG 1010 chassis**

| Slot number     |         | Used for                                                                                                                                                  | Comment                                                                                                                          |
|-----------------|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| Physical        | Logical |                                                                                                                                                           |                                                                                                                                  |
| MG 1010 chassis |         |                                                                                                                                                           |                                                                                                                                  |
| 0               | 0       | MGC (NTDW98)                                                                                                                                              | Dedicated card slot                                                                                                              |
| 1-10            | 1-10    | <ul style="list-style-type: none"> <li>• Media Cards</li> <li>• Digital line cards</li> <li>• Digital trunk cards</li> <li>• Analog line cards</li> </ul> | You can use NTDW61 CP PM cards in IPE slots 1-10. CP PM cards in slots 1-10 require the NTAK19 cable kit for serial connections. |

| Slot number                                                                                           |         | Used for                                                                                                                   | Comment                                                                                                                             |
|-------------------------------------------------------------------------------------------------------|---------|----------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| Physical                                                                                              | Logical |                                                                                                                            |                                                                                                                                     |
|                                                                                                       |         | <ul style="list-style-type: none"> <li>• Analog trunk cards</li> <li>• Application cards</li> <li>• CP PM cards</li> </ul> |                                                                                                                                     |
| n/a                                                                                                   | 21      | MGU                                                                                                                        | Dedicated card slot                                                                                                                 |
| n/a                                                                                                   | 22      | CP PM cards (NTDW99)                                                                                                       | Dedicated card slot                                                                                                                 |
| n/a                                                                                                   | 23      | CP PM cards (NTDW99)                                                                                                       | Dedicated card slot                                                                                                                 |
| Virtual                                                                                               |         |                                                                                                                            |                                                                                                                                     |
| n/a                                                                                                   | 0       | 32-port MGC DSP daughterboard                                                                                              | 32-port DSP daughterboards use virtual slot 0. 32-port daughterboards are supported in MGC daughterboard location 1 and location 2. |
| n/a                                                                                                   | 11      | 96-port MGC DSP daughterboard                                                                                              | 96-port DSP daughterboard uses virtual slots 11, 12, and 13. 96-port daughterboard is supported in MGC daughterboard location 1.    |
| n/a                                                                                                   | 12      |                                                                                                                            |                                                                                                                                     |
| n/a                                                                                                   | 13      |                                                                                                                            |                                                                                                                                     |
| n/a                                                                                                   | 14      | DTRs                                                                                                                       | Required if any analog terminals or trunks are equipped in the MG 1010.                                                             |
| n/a                                                                                                   | 15      | DTRs                                                                                                                       |                                                                                                                                     |
| n/a                                                                                                   | 15      | MF tone detectors                                                                                                          | Must be provided on each MG 1010 that requires tone-based signaling.                                                                |
| If DTRs are configured in any other card slot, a receiver hardware pack must be equipped in the slot. |         |                                                                                                                            |                                                                                                                                     |

**Table 88: Card slots in the MG 1000E cabinet**

| Slot number      |         | Used for                                                                                                                                                  | Comment             |
|------------------|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| Physical         | Logical |                                                                                                                                                           |                     |
| MG 1000E cabinet |         |                                                                                                                                                           |                     |
| 0                | 0       | MGC                                                                                                                                                       | Dedicated card slot |
| 1–9              | 1–9     | <ul style="list-style-type: none"> <li>• Media Cards</li> <li>• Digital line cards</li> <li>• Digital trunk cards</li> <li>• Analog line cards</li> </ul> |                     |

| Slot number                                                                                           |         | Used for                                                                                            | Comment                                                                                                                             |
|-------------------------------------------------------------------------------------------------------|---------|-----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| Physical                                                                                              | Logical |                                                                                                     |                                                                                                                                     |
|                                                                                                       |         | <ul style="list-style-type: none"> <li>• Analog trunk cards</li> <li>• Application cards</li> </ul> |                                                                                                                                     |
| 10                                                                                                    | 10      | n/a                                                                                                 | Not supported                                                                                                                       |
| Virtual                                                                                               |         |                                                                                                     |                                                                                                                                     |
| n/a                                                                                                   | 0       | 32-port MGC DSP daughterboard                                                                       | 32-port DSP daughterboards use virtual slot 0. 32-port daughterboards are supported in MGC daughterboard location 1 and location 2. |
| n/a                                                                                                   | 11      | 96-port MGC DSP daughterboard                                                                       | 96-port DSP daughterboard uses virtual slots 11, 12, and 13. 96-port daughterboard is supported in MGC daughterboard location 1.    |
| n/a                                                                                                   | 12      |                                                                                                     |                                                                                                                                     |
| n/a                                                                                                   | 13      |                                                                                                     |                                                                                                                                     |
| n/a                                                                                                   | 14      | DTRs (maximum: 8)                                                                                   | Required if any analog terminals or trunks are equipped in the MG 1000E.                                                            |
| n/a                                                                                                   | 15      | DTRs (maximum: 8)                                                                                   |                                                                                                                                     |
| n/a                                                                                                   | 15      | MF tone detectors (maximum: 4)                                                                      | Must be provided on each MG 1000E that requires tone-based signaling.                                                               |
| If DTRs are configured in any other card slot, a receiver hardware pack must be equipped in the slot. |         |                                                                                                     |                                                                                                                                     |

## Assigning loops and cards in the CS 1000E

Media Gateways are nonblocking with respect to timeslots (see [Virtual superloops](#) on page 372). Blocking can occur only if a Media Gateway is configured with fewer DSP ports than the line or trunk ports require.

The following rules and guidelines describe methods to balance constraints and usage requirements. Use these guidelines to develop a detailed card slot and loop assignment plan.

### Rules and guidelines

1. Place the MGC card in slot 0 of each Media Gateway.
2. There must be at least 32 DSP ports in each Media Gateway.

**Important:**

DSP resources cannot be shared between Media Gateways. Therefore, each Media Gateway must contain sufficient DSP resources required by the equipment configured in that Media Gateway.

3. There must be at least one TDS loop in each Media Gateway.
4. Allocate the users and Media Cards for dedicated DSPs first, then fill remaining empty slots in Media Gateways with other IPE cards.

**Important:**

There is no way to reserve DSP resources for dedicated usage (such as Conference). If a system has higher than expected call rates for standard telephones, these standard telephones can effectively hijack DSP resources required for dedicated functions. Therefore, in a system with high call rates for standard telephones, place dedicated and standard resources in different Media Gateways.

Provision resources in the following order:

- a. [Conference](#) on page 377
- b. [TDS](#) on page 378
- c. [Broadcast circuits](#) on page 379
- d. [Other service circuits](#) on page 381
- e. [TDM telephones and TDM agents](#) on page 381
- f. [Consoles](#) on page 382
- g. [Standard telephones](#) on page 383

---

## Conference

Each Media Gateway provides up to 60 conference circuits (ports), which can be used to form conferences of up to 30 parties each. The MGC card has 60 conference circuits (2 loops). Users can configure 2 conference loops on each MGC-based Media Gateway, with each loop providing 30 conference circuits.

The conference circuits are available to all Media Gateways in the system. Calls are assigned to conference circuits on a "round robin" basis. Each conference circuit is accessed through a DSP port in the Media Gateway that the conference loop is defined. In addition, the device using the service can require another DSP in order to reach the conference port (see [DSP ports for Conference](#) on page 265).

For nonblocking access, provide an equal number of DSP ports and conference ports. In other words, provide one 32-port Media Card for every defined conference loop.

## Media Gateway and DSP calculations for Conference

1. Calculate the number of Media Gateways required for Conference based on the number of conference circuits needed, in multiples of 60:

Number of Media Gateways = ROUNDUP(Number of conference circuits ÷ 60)

2. Calculate the number of DSPs required for Conference based on the number of conference circuits needed, in multiples of 32:

Provide 32 ports of DSP for every defined conference loop.

## Examples

1. 30 conference circuits are needed:
  - One Media Gateway has Conference configured. All other Media Gateways do not have conference circuits provisioned.
  - The Media Gateway with Conference requires 32 DSP ports to support the service.
2. 33 conference circuits are needed:
  - One Media Gateway has Conference configured. All other Media Gateways do not have conference circuits provisioned.
  - The Media Gateway with Conference requires 64 DSP ports to support the service.
3. 100 conference circuits are needed:
  - Two Media Gateways have Conference configured. All other Media Gateways do not have conference circuits provisioned.
  - Each Media Gateway with Conference requires 64 DSP ports to support the service.

---

## TDS

A minimum of one TDS loop is required in each Media Gateway. The TDS circuits are provided by the MGC card. If additional TDS circuits are required in any Media Gateway, a second TDS loop can be configured in it.

---

## PRI/PRI2/DTI/DTI2

Each digital trunk in a CS 1000E system requires a dedicated DSP resource. Each T1 span requires 24 ports of DSP and each E1 span requires 30 ports of DSP.

PRI/PRI2/DTI/DTI2 cards require the use of CEMUX are supported in slots 1-9 of a Media Gateway.

The definition of each PRI/PRI2/DTI/DTI2 span consumes 1 loop and can be configured in LD 17.

---

## Controlled broadcast

If an MGate card is used for controlled broadcast, the rules for card placement of the MGate card and timeslot usage is the same as for a MiRan card. The MGate card will require 1 DSP for every listener.

[Table 89: Example of timeslot sharing in a superloop](#) on page 379, if timeslot sharing is used for MiRan, the same that would be used for MGate, when used for controlled broadcast.

---

## Broadcast circuits

Music and Recorded Announcement (RAN) are broadcast circuits. One channel can support many listeners. Each listener needs one DSP port. A broadcast music trunk is required for every 60 broadcast users.

In order to maximize the number of simultaneous connections to an Avaya Integrated Recorded Announcer card in one Media Gateway shelf of a superloop, use all the timeslots for the superloop for that card. The software "steals" the timeslots from the other shelf of the superloop, provided the equivalent card slot in the second Media Gateway is not used. [Table 89: Example of timeslot sharing in a superloop](#) on page 379 illustrates the strategy.

**Table 89: Example of timeslot sharing in a superloop**

| Media Gateway 0 |   |   |                                    | Media Gateway 1 |   |   |                                                                                 |
|-----------------|---|---|------------------------------------|-----------------|---|---|---------------------------------------------------------------------------------|
| l               | s | c | Card                               | l               | s | c | Card                                                                            |
| 0               | 0 | 1 | Media Card for Conference          | 0               | 1 | 1 | [Available for use.]                                                            |
| 0               | 0 | 2 | Media Card for Conference          | 0               | 1 | 2 | [Available for use.]                                                            |
| 0               | 0 | 3 | Integrated Recorded Announcer card | 0               | 1 | 3 | [Must be left empty to avoid conflict with Integrated Recorded Announcer card.] |
| 0               | 0 | 4 | Media Card for RAN/Music           | 0               | 1 | 4 | [Available for use.]                                                            |

| Media Gateway 0                                   |   |    |                                                                                                                                             | Media Gateway 1 |   |    |                      |
|---------------------------------------------------|---|----|---------------------------------------------------------------------------------------------------------------------------------------------|-----------------|---|----|----------------------|
| I                                                 | s | c  | Card                                                                                                                                        | I               | s | c  | Card                 |
| 0                                                 | 0 | 7  | Media Card for RAN/Music                                                                                                                    | 0               | 1 | 7  | [Available for use.] |
| 0                                                 | 0 | 8  | Media Card for RAN/Music                                                                                                                    | 0               | 1 | 8  | [Available for use.] |
| 0                                                 | 0 | 9  | Media Card for RAN/Music                                                                                                                    | 0               | 1 | 9  | [Available for use.] |
| 0                                                 | 0 | 10 | [Leave empty — all DSPs in this Media Gateway are allocated to the conference and broadcast circuits, so there is no room for TDM devices.] | 0               | 1 | 10 | [Available for use.] |
| Legend: I = loop (superloop), s = shelf, c = card |   |    |                                                                                                                                             |                 |   |    |                      |

An alternative strategy is to use just one Media Gateway on a superloop when broadcast circuits are required.

## Integrated Recorded Announcer card calculations

Since many listeners can be connected to a single source channel, it is possible that one or two sources on a broadcast source (Recorded Announcer) card can use all of the 120 timeslots available. No other sources can be used on that card.

Two Licenses are relevant for broadcast services:

- RAN CON = the maximum number of simultaneous RAN listeners in a system
- MUS CON = the maximum number of simultaneous music listeners in a system

When  $(\text{RAN CON} + \text{MUS CON}) > 120$ , more than one card is required for the music and RAN source. The following calculation provides the minimum number of cards required:

$$\text{Number of cards} = \text{ROUNDUP}[(\text{RAN CON} + \text{MUS CON}) \div 120]$$

For Recorded Announcer cards, the number of ports being ordered is known. Assuming that port usage and connection load is spread evenly across the Recorded Announcer cards, the calculation can be recast to perform the following check:

If  $[(\text{RAN CON} + \text{MUS CON}) \div \text{Number of ports}] \leq 120$ , then there are sufficient Recorded Announcer cards to support the broadcast functions in the system.

## Media Gateway DSP calculations for controlled broadcast

Since there are no ISMs to indicate when controlled broadcast is used, usage of this feature requires special attention.

- Symposium scripts must not assign more than 120 broadcasts to an MGate card.
- There must be enough DSPs in the Media Gateway to support all of the functions within that chassis or cabinet. If 128 ports of CallPilot are provided, 128 DSPs are required for CallPilot usage. If controlled broadcast is used with 120 connections, then only 8 DSPs would be left for access to all remaining CallPilot ports.

When too few DSPs are present and controlled broadcast is given, the end user would get a busy signal instead of the broadcast message.

## Media Gateway and DSP calculations for broadcast circuits

Since each Recorded Announcer card can broadcast to up to 120 listeners, each card requires a maximum of 120 DSP ports for all music or RAN source channels for that card. Each Media Gateway can support a single fully used music/RAN source card (1 broadcast source card + 4 Media Cards to support it).

- If  $(\text{RAN CON} + \text{MUS CON}) \leq 32$ , allocate 1 Media Card and all Recorded Announcer cards to the same Media Gateway.
- If  $32 < (\text{RAN CON} + \text{MUS CON}) \leq 120$ , allocate 4 Media Cards + 1 Recorded Announcer card to the same Media Gateway.

---

## Other service circuits

The list of other service circuits is extensive. It includes, amongst others, cards such as Avaya Integrated applications, Avaya CallPilot, digital trunks, and analog trunks.

Provide one DSP port for each channel of the service circuits.

---

## TDM telephones and TDM agents

Provide one DSP port for each TDM telephone or TDM agent. Each XDLC card supports up to 16 TNs. (See also [Non-blocking access for ACD](#) on page 385.)

---

## Consoles

Each Avaya 2250 Attendant Console and PC Console requires two TNs (originating and terminating) on an XDLC card and one Aux TN (for supervisor function). Avaya also recommends two power TNs per console.

DSPs are used when a call is active on an Attendant loop key. Each side (originating and terminating) requires one DSP, for a total of two DSPs per active/held call on the console.

Queued calls (ICI key indicators) do not consume DSP resources until the Attendant answers the call on a loop key.

## DSP calculations

For standard access, provide 4 DSPs per console.

For dedicated DSPs, provide 12 DSPs per console (2 × 6 loop keys).

---

## IP Attendant Consoles

Each IP Attendant 3260 in the system requires four SIP ports. You must ensure that there are enough SIP ports to support the intended number of consoles.

## Traffic estimation

You only need to perform traffic estimation calculations if the overall bandwidth between the IP Attendant Consoles and the registered Media Services server is less than 20 Mbps. This applies to all deployments.

The traffic estimation calculations shown in the table below are only applicable to the traffic between the IP Attendant Console and the Media Services server.

**Table 90: Traffic estimation calculations for IP Attendant Console**

| Attendants | Estimated Traffic Load (Mbps) | Load Requirements |
|------------|-------------------------------|-------------------|
| 1          | 0.07                          | 0.1               |
| 2          | 0.14                          | 0.15              |
| 3          | 0.21                          | 0.25              |
| 4          | 0.28                          | 0.3               |
| 5          | 0.35                          | 0.4               |
| 10         | 0.7                           | 0.75              |

| Attendants | Estimated Traffic Load (Mbps) | Load Requirements |
|------------|-------------------------------|-------------------|
| 15         | 1.05                          | 1.1               |
| 20         | 1.4                           | 1.4               |
| 30         | 2.1                           | 2.1               |
| 40         | 2.8                           | 2.8               |
| 50         | 3.5                           | 3.5               |
| 60         | 4.2                           | 4.2               |
| 63         | 4.41                          | 4.4               |

## Standard telephones

Standard telephones are the average line users configured with a standard configuration.

- Using a rule of thumb of five telephones per unallocated DSP, distribute line cards to the Media Gateways with empty slots and unused DSPs.

The rule of thumb is derived as follows:

- A Media Card with 32 DSPs supports 794 CCS. This approximates to 24.8 CCS per DSP ( $794 \div 32$ ).
- The default value for average user traffic is 5 CCS. At 5 CCS per standard user, 24.8 CCS per DSP translates to 5 telephones per DSP.

- Using a rule of thumb of one Media Card per seven line cards, fill empty Media Gateways with the remaining line cards and their required Media Cards.

The rule of thumb assumes average traffic of less than 7 CCS per telephone. This is derived as follows:

- There are a total of 8 card slots available in each MG 1000E.
- If 1 card slot is used by a Media Card, a maximum of 7 line cards, or 112 telephones ( $7 \times 16$  ports), can be added to the MG 1000E.
- There are a total of 10 card slots available in each MG 1010.
- If 1 card slot is used by a Media Card, a maximum of 9 line cards, or 144 telephones ( $9 \times 16$  ports), can be added to the MG 1010.
- A Media Card with 32 DSPs supports 794 CCS. This is the traffic capacity of this particular Media Gateway.
- A capacity limit of 794 CCS means each MG 1000E based telephone must generate less than 7 CCS, on average ( $794 \div 112$ ).
- A capacity limit of 794 CCS means each MG 1010 based telephone must generate less than 5.5 CCS, on average ( $794 \div 144$ ).

For average traffic of more than 7 CCS per telephone, use [Table 91: Maximum number of Media Cards, line cards, and telephones in a Media Gateway](#) on

page 384 to determine the number of Media Cards and telephones that can be assigned to an MG 1000E.

**Table 91: Maximum number of Media Cards, line cards, and telephones in a Media Gateway**

| CCS per telephone                                       | Media Cards | Line cards | Telephones* |
|---------------------------------------------------------|-------------|------------|-------------|
| <=5.5                                                   | 1           | 9          | 144         |
| <= 7.0                                                  | 1           | 7          | 112         |
| <= 8.0                                                  | 1           | 6          | 96          |
| <= 10.0                                                 | 1           | 5          | 80          |
| <= 18.9                                                 | 2           | 6          | 96          |
| <= 22.8                                                 | 2           | 5          | 80          |
| <= 28.5                                                 | 2           | 4          | 64          |
| <= 36.0                                                 | 3           | 5          | 80          |
| *Number of telephones = Number of line cards × 16 ports |             |            |             |

- Use a similar rule to add trunk cards (XUT) and their required Media Cards. See [Table 92: Maximum number of Media Cards, trunk cards, and trunks in a Media Gateway](#) on page 384.

**Table 92: Maximum number of Media Cards, trunk cards, and trunks in a Media Gateway**

| CCS per telephone                                   | Media Cards | Trunk cards | Trunks* |
|-----------------------------------------------------|-------------|-------------|---------|
| <= 11.0                                             | 1           | 9           | 72      |
| <= 14.2                                             | 1           | 7           | 56      |
| <= 36.0                                             | 2           | 6           | 48      |
| *Number of trunks = Number of trunk cards × 8 ports |             |             |         |

- To mix line and trunk cards in a Media Gateway, calculate the total CCS for the number of lines and trunks. Then use [Table 93: Traffic capacity of Media Cards \(Erlang B at P.01\)](#) on page 384 to identify the number of Media Cards required to support that CCS rate.

**Table 93: Traffic capacity of Media Cards (Erlang B at P.01)**

| Total CCS | Number of Media Cards | Number of DSPs |
|-----------|-----------------------|----------------|
| 794       | 1                     | 32             |
| 1822      | 2                     | 64             |
| 2891      | 3                     | 96             |

## CLASS cards

CLASS cards can be placed in any Media Gateway. Therefore, each CLASS cards requires 32 ports of DSP.

The telephones that use the CLASS cards do require extra DSP resources. The rules for allocating standard telephones apply.

---

## Non-blocking access for ACD

[Table 94: Number of Media Cards, line cards, and ACD agents per superloop](#) on page 385 describes two alternative recommended configurations to provide nonblocking ACD access to DSP ports. Typically, 33 CCS per agent telephone is engineered. However, in a nonblocking configuration, up to 36 CCS per agent is allowed.

**Table 94: Number of Media Cards, line cards, and ACD agents per superloop**

| Total number of agents*                                                           | Media Gateway (shelf 0) |            |         | Media Gateway (shelf 1) |            |         |
|-----------------------------------------------------------------------------------|-------------------------|------------|---------|-------------------------|------------|---------|
|                                                                                   | Media Cards             | Line cards | Agents* | Media Cards             | Line cards | Agents* |
| 128                                                                               | 2                       | 4          | 64      | 2                       | 4          | 64      |
| 160                                                                               | 3                       | 5          | 80      | 3                       | 5          | 80      |
| *Number of agents = Number of digital line cards × 16 ports; CCS per agent: 33–36 |                         |            |         |                         |            |         |

---

## Preparing the final card slot assignment plan

Prepare a final card slot assignment plan as follows:

1. Count the inventory of cards and Media Gateways developed in accordance with this chapter.
2. Go back to the Enterprise Configurator theoretical calculations and increment the order requirements to match the modified configuration.
3. Produce the final Enterprise Configurator configuration report. Enterprise Configurator output includes the following:
  - card locations
  - DSP allocations (where Media Card utilization is less than 100%)
  - Media Gateways that must have conference circuits provisioned

- Media Gateways that must not have conference circuits provisioned

# Chapter 17: Provisioning

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## Contents

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[Step 3: Calculate number of trunks required](#) on page 390

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## Introduction

This section provides a high-level overview of the steps required to determine general equipment requirements. Consult your Avaya representative and use a configuration tool, such as Enterprise Configurator, to fully engineer a system.

**Important:**

The values used in the examples in this chapter are for illustrative purposes only, and should not be interpreted as limits of the system capacity. The values must be adjusted to suit the application of a particular system.

---

## Step 1: Define and forecast growth

Forecast the number of telephones required at two-year and five-year intervals.

The customer determines the number of telephones required when the system is placed in service (cutover). If the customer is unable to provide a two-year and five-year growth forecast, then use an estimate of annual personnel growth in percent to estimate the number of telephones required at the two-year and five-year intervals.

---

### Example

A customer has 500 employees and needs 275 telephones to meet the system cutover. The customer projects an annual increase of 5% of employees based on future business expansion. The employee growth forecast is:

- 500 employees  $\times$  0.05 (percent growth) = 25 additional employees at 1 year
- 525 employees  $\times$  0.05 = 27 additional employees at 2 years
- 552 employees  $\times$  0.05 = 28 additional employees at 3 years
- 580 employees  $\times$  0.05 = 29 additional employees at 4 years
- 609 employees  $\times$  0.05 = 31 additional employees at 5 years
- 640 employees  $\times$  0.05 = 32 additional employees at 6 years

The ratio of telephones to employees is  $275 \div 500 = 0.55$ .

To determine the number of telephones required from cutover through a five-year interval, multiply the number of employees required at each of the time periods by the ratio of telephones to employees (0.55).

- 500 employees  $\times$  0.55 = 275 telephones required at cutover
- 525 employees  $\times$  0.55 = 289 telephones required at 1 year
- 552 employees  $\times$  0.55 = 304 telephones required at 2 years
- 580 employees  $\times$  0.55 = 319 telephones required at 3 years
- 609 employees  $\times$  0.55 = 335 telephones required at 4 years
- 640 employees  $\times$  0.55 = 352 telephones required at 5 years

This customer requires 275 telephones at cutover, 304 telephones at two years, and 352 telephones at five years.

Each DN assigned to a telephone requires a TN. Determine the number of TNs required for each customer. Perform this calculation for cutover, two-year, and five-year intervals.

---

## Step 2: Estimate CCS per terminal

Estimate the station and trunk centi-call seconds (CCS) per terminal (CCS/T) using any one of the following methods:

1. Comparative method
2. Manual calculation
3. Default method

---

### Comparative method

Select three existing systems that have an historical record of traffic study data. The criteria for choosing comparative systems are:

1. Similar line size (+25%)
2. Similar business (such as bank, hospital, insurance, manufacturing)
3. Similar locality (urban or rural)

Calculate the average station, trunk, and intra-system CCS/T for the selected systems. Apply these averages to calculate trunk requirements for the system being provisioned.

---

### Manual calculation

Normally, the customer can estimate the number of trunks required at cutover and specify the Grade-of-Service (GoS) to be maintained at two-year and five-year periods (see [Table 95: Example of manual calculation of CCS/T](#) on page 390).

Use an appropriate trunking table (see [Reference tables](#) on page 405) to obtain estimated trunk group usage for the number of trunks. Divide the number of lines that are accessing the group at cutover into the estimated usage. The result is the CCS/T, which can be used to estimate trunk requirements.

[Table 95: Example of manual calculation of CCS/T](#) on page 390 provides an example of the manual calculation.

**Table 95: Example of manual calculation of CCS/T**

| Traffic source                                              | Cutover (CCS)    | Two years (CCS)  | Five years (CCS) |
|-------------------------------------------------------------|------------------|------------------|------------------|
| Line                                                        | 275 × 6.2 = 1705 | 304 × 6.2 = 1885 | 352 × 6.2 = 2183 |
| Trunk                                                       | 275 × 4.1 = 1128 | 304 × 4.1 = 1247 | 352 × 4.1 = 1444 |
| Subtotal                                                    | 2833             | 3132             | 3627             |
| Console                                                     | 30               | 30               | 30               |
| Total system load                                           | 2863             | 3162             | 3657             |
| Line CCS/T = 6.2; Trunk CCS/T = 4.1; two consoles = 30 CCS. |                  |                  |                  |

Repeat this method for each trunk group in the system, with the exception of small special services trunk groups (such as TIE, WATS, and FX trunks). Normally, customers tolerate a lesser GoS on these trunk groups.

---

## Default method

Studies conducted estimate that the average line CCS/T is never greater than 5.5 in 90% of all businesses. If attempts to calculate the CCS/T using the comparative method or the manual calculation are not successful, the default of 5.5 line CCS/T can be used.

Determine the network line usage by multiplying the number of lines by 5.5 CCS/T. Then multiply the total by 2 to incorporate the trunk CCS/T. However, this method double-counts the intra-CCS/T, resulting in over-provisioning if the intra-CCS/T is high. Also, this method is not able to forecast individual trunk groups. The trunk and intra-CCS/T are forecast as a group total.

---

## Step 3: Calculate number of trunks required

Once the trunk CCS/T is known and a GoS has been specified by the customer, determine the number of trunks required per trunk group to meet cutover, two-year, and five-year requirements. The following example demonstrates the method.

---

### Example

The customer requires a Poisson 1% blocking GoS (see [Trunk traffic Poisson 1 percent blocking](#) on page 407). The estimated trunk CCS/T is 1.14 for a DID trunk group. Determine the total trunk CCS by multiplying the number of lines by the trunk CCS/T for cutover, two-year, and five-year intervals:

|           |                                    |            |
|-----------|------------------------------------|------------|
| Cutover   | 275 (lines) × 1.14 (trunk CCS/T) = | 313.5 CCS  |
| Two-year  | 304 (lines) × 1.14 (trunk CCS/T) = | 346.56 CCS |
| Five-year | 352 (lines) × 1.14 (trunk CCS/T) = | 401.28 CCS |

Use [Trunk traffic Poisson 1 percent blocking](#) on page 407 to determine the quantity of trunks required to meet the trunk CCS at cutover, two-year, and five-year intervals. In this case:

- 17 DID trunks are required at cutover
- 18 DID trunks are required in two years
- 21 DID trunk are required in five years

For trunk traffic greater than 4427 CCS, allow 29.5 CCS/T.

---

## Step 4: Calculate line, trunk, and console load

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### Avaya Communication Server 1000E

#### Line load

Calculate line load by multiplying the total number of TNs by the line CCS/T. The number of TNs is determined as follows:

- one TN for every DN assigned to one or more single-line telephones
- one TN for every multi-line telephone without data option
- two TNs for every multi-line telephone with data option

#### Trunk load

The number of Virtual Trunks to provision is calculated by the ordering and configuration tool as part of the Media Card provisioning calculation. See [Resource calculation worksheets](#) on page 395 for the manual calculation.

#### Console load

Calculate console load by multiplying the number of consoles by 30 CCS per console.

---

## Step 5: Calculate Digitone receiver requirements

Once station and trunk requirements have been determined for the complete system, calculate the Digitone receiver (DTR) requirements.

For information about the DTR resources provided by the MGC card and optional, additional XDTR cards, see [DTR](#) on page 224 .

In the Avaya Communication Server 1000E (Avaya CS 1000E), DTRs are not system-wide resources. They support only the telephones and trunks in the Media Gateway that they reside in. See [DTR](#) on page 224 for the calculations to determine overall DTR traffic and refer to reference tables [Digitone receiver requirements Model 1](#) on page 410 through [Digitone receiver requirements Model 4](#) on page 413 to estimate overall system requirements.

The actual provisioning of additional DTR resources depends on the number of Media Gateways in the system, and the distribution of line and trunk cards within them.

The models in reference tables [Digitone receiver requirements Model 1](#) on page 410 through [Digitone receiver requirements Model 4](#) on page 413 are based on some common PBX traffic measurements.

---

### Model 1

[Digitone receiver requirements Model 1](#) on page 410 is based on the following factors:

- 33% intraoffice calls, 33% incoming calls, and 33% outgoing calls
- 1.5% dial tone delay GoS
- no Digitone DID trunks or incoming Digitone TIE trunks

---

### Model 2

[Digitone receiver requirements Model 2](#) on page 411 is based on the following factors:

- the same traffic pattern as Model 1
- Digitone DID trunks or incoming Digitone TIE trunks
- Poisson 0.1% blockage GoS

---

## Model 3

[Digitone receiver requirements Model 3](#) on page 412 is based on the following factors:

- 15% intraoffice calls, 28% incoming calls, and 56% outgoing calls
- 1.5% dial tone delay GoS
- no Digitone DID trunks or incoming Digitone TIE trunks

---

## Model 4

[Digitone receiver requirements Model 4](#) on page 413 is based on the following factors:

- the same traffic pattern as Model 3
- Digitone DID trunks or incoming Digitone TIE trunks
- Poisson 0.1% blockage GoS

---

## Step 6: Calculate total system load

Total the line, trunk, console, and DTR load for each customer to get the total load figure for cutover, two-year, and five-year intervals.

---

## Step 7: Calculate the number of IPE cards required

Using the results of previous calculations for growth forecast and the number of DTRs, calculate the number of IPE cards required. Divide the number of digital telephone TNs, analog (500/2500-type) TNs, and trunk TNs by the number of TN assignments for each card. Round up each calculation to the next integer, then total the number of cards required.

Perform the calculations separately for cutover, two-year, and five-year intervals.

---

## Step 8: Calculate the number of Media Cards required

[Resource calculation worksheets](#) on page 395 provides a theoretical, traffic-based calculation for the number of Media Cards required in the system. This is the method followed by the ordering and configuration tool. The results provide a starting point for provisioning. For additional rules and tips to distribute the Media Cards amongst the Media Gateways in order

to determine final Media Card requirements, see [Assigning loops and card slots in the Communication Server 1000E](#) on page 371 .

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## Step 9: Calculate the number of Signaling Servers required

The ordering and configuration tool calculates the number of Signaling Servers required. For a description of the calculation method, see [Signaling Server algorithm](#) on page 271 .

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## Step 10: Provision conference/TDS loops

The MGC card provides conference/TDS functions. For information about provisioning these functions within each Media Gateway, see [Conference](#) on page 377 and [TDS](#) on page 378 .

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## Step 11: Calculate the number of Media Gateways required

Calculating the required number of Media Gateways is an iterative procedure, because certain resources must be provisioned within each Media Gateway. See [Assigning loops and card slots in the Communication Server 1000E](#) on page 371.

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## Step 12: Assign equipment and prepare equipment summary

The ordering and configuration tool produces a summary of the equipment requirements for the complete system at cutover. Assign the equipment. Adjust the equipment summary if necessary as a result of assignment procedures. Use the finalized equipment summary to order the equipment for the system.

**Important:**

Another step you want to consider at this point is system security. For more information, see *Avaya Access Control Management Reference, NN43001-602*.

## Resource calculation worksheets

The following lists information you require to determine card placement, DSP usage, and Signaling Server requirements.

| Input parameters                                                                                                             | Input configuration data                                                     |
|------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| Telephone <sub>CCS</sub> – CCS for each standard telephone                                                                   | Number of TDM telephones (analog and digital), both blocking and nonblocking |
| TRK <sub>CCS</sub> – CCS for each trunk                                                                                      | Number of UNISlim IP Phones                                                  |
| NBtelephone <sub>CCS</sub> – CCS for each nonblocking telephone                                                              | Number of SIP IP Phones                                                      |
| ACD <sub>CCS</sub> – CCS for each ACD agent                                                                                  | Number of DECT telephones, including SIP-DECT                                |
| R <sub>I</sub> – intraoffice calls ratio                                                                                     | Number of TDM ACD agents                                                     |
| R <sub>T</sub> – tandem calls ratio                                                                                          | Number of UNISlim IP ACD agents                                              |
| I – incoming calls to total calls ratio                                                                                      | Number of TDM trunks                                                         |
| O – outgoing calls to total calls ratio                                                                                      | Number of SIP Virtual Trunks (estimated)                                     |
| r <sub>CON</sub> – Conference loop to traffic loop ratio                                                                     | Number of H.323 Virtual Trunks (estimated)                                   |
| Hold time in seconds (AHT <sub>XX</sub> ) for telephone to telephone, trunk to trunk, telephone to trunk, trunk to telephone |                                                                              |

Use the calculations in [Table 96: Worksheet A: Resource calculation procedure](#) on page 395 for input into the [Table 98: Worksheet C: Virtual Trunk calculation](#) on page 399, and for input into the [Real time calculation worksheets](#) on page 400. Worksheet A is not required for input into the DSP calculations for a Communication Server 1000E system.

**Table 96: Worksheet A: Resource calculation procedure**

| Item                                            | Calculation formula                                                                                                                                                                                           |
|-------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (1) TDM telephone CCS (L <sub>TDM</sub> )       | = ((number of analog telephones + number of digital telephones + number of line-side T1/E1 ports) × _____ Telephone <sub>CCS</sub> ) + (number of nonblocking telephones × _____ NBtelephone <sub>CCS</sub> ) |
| (2) UNISlim IP telephone CCS (L <sub>IP</sub> ) | = (number of UNISlim IP telephones - number of IP ACD agents) × _____ Telephone <sub>CCS</sub>                                                                                                                |
| (3) TDM ACD agent CCS (L <sub>ACD</sub> )       | = (number of TDM ACD agents) × _____ ACD <sub>CCS</sub>                                                                                                                                                       |

| Item                                                                         | Calculation formula                                                                                                                                                                                                |
|------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (4) UNISlim IP ACD agent CCS (L <sub>ACDIP</sub> )                           | = (number of UNISlim IP ACD agents) × _____<br>ACD <sub>CCS</sub>                                                                                                                                                  |
| (5) DECT telephone CCS (L <sub>DECT</sub> )                                  | = (number of DECT telephones + number of SIP-DECT telephones) × _____<br>Telephone <sub>CCS</sub>                                                                                                                  |
| (6) IP 802.11 Wireless telephone CCS (L <sub>IPW</sub> )                     | = (number of 802.11 Wireless telephones) × _____<br>Telephone <sub>CCS</sub>                                                                                                                                       |
| (7) SIP Line IP telephone CCS (L <sub>SIPL</sub> )                           | = (number of SIP Line IP telephones) × _____<br>Telephone <sub>CCS</sub>                                                                                                                                           |
| (8) ACD CCS adjustment for TDM agents (ACD <sub>adj</sub> )                  | = number of TDM ACD agents × _____<br>NBtelephone <sub>CCS</sub>                                                                                                                                                   |
| (9) Total line CCS (L <sub>CCS</sub> )                                       | = L <sub>TDM</sub> + L <sub>IP</sub> + L <sub>ACD</sub> + L <sub>ACDIP</sub> + L <sub>DECT</sub> + L <sub>IPW</sub> + L <sub>SIPL</sub> -<br>ACD <sub>adj</sub><br>= (1) + (2) + (3) + (4) + (5) + (6) + (7) - (8) |
| (10) TDM trunk CCS (T <sub>TDM</sub> )                                       | = Number of TDM trunks × _____<br>TRK <sub>CCS</sub>                                                                                                                                                               |
| (11) SIP Virtual Trunk CCS (SVT <sub>CCS</sub> )                             | = Number of SIP Virtual Trunks × _____<br>TRK <sub>CCS</sub>                                                                                                                                                       |
| (12) H.323 Virtual Trunk CCS (HVT <sub>CCS</sub> )                           | = Number of H.323 Virtual Trunks × _____<br>TRK <sub>CCS</sub>                                                                                                                                                     |
| (13) Total Virtual Trunk CCS (VT <sub>CCS</sub> )                            | = SVT <sub>CCS</sub> + HVT <sub>CCS</sub><br>= (11) + (12)                                                                                                                                                         |
| (14) Total trunk CCS (T <sub>TCCS</sub> )                                    | = T <sub>TDM</sub> + VT <sub>CCS</sub><br>= (10) + (13)                                                                                                                                                            |
| (15) Total system CCS (T <sub>CCS</sub> )                                    | = L <sub>CCS</sub> + T <sub>TCCS</sub><br>= (9) + (14)                                                                                                                                                             |
| (16) Percentage H.323 trunk CCS of total Virtual Trunk CCS (V <sub>H</sub> ) | = HVT <sub>CCS</sub> ÷ VT <sub>CCS</sub><br>= (12) ÷ (13)                                                                                                                                                          |
| (17) Percentage SIP trunk CSS of total Virtual Trunk CCS (V <sub>S</sub> )   | = SVT <sub>CCS</sub> ÷ VT <sub>CCS</sub><br>= (11) ÷ (13)                                                                                                                                                          |
| (18) Percentage Virtual Trunk CSS of total trunk CCS (V)                     | = VT <sub>CCS</sub> ÷ T <sub>TCCS</sub><br>= (13) ÷ (14)                                                                                                                                                           |
| (19) UNISlim IP CSS to total telephone CCS ratio (P <sub>U</sub> )           | = (L <sub>IP</sub> + L <sub>ACDIP</sub> ) ÷ L <sub>CCS</sub><br>= ( (2) + (4) ) ÷ (9)                                                                                                                              |
| (20) SIP Line IP CSS to total telephone CCS ratio (P <sub>S</sub> )          | = L <sub>SIPL</sub> ÷ L <sub>CCS</sub><br>= (7) ÷ (9)                                                                                                                                                              |
| (21) IP CSS to total telephone CCS ratio (P <sub>IP</sub> )                  | = P <sub>U</sub> + P <sub>S</sub><br>= (19) + (20)                                                                                                                                                                 |
| (22) Weighted average holding time (WAHT)                                    | = (R <sub>I</sub> × AHT <sub>SS</sub> ) + (R <sub>T</sub> × AHT <sub>TT</sub> ) + (I × AHT <sub>TS</sub> ) + (O × AHT <sub>ST</sub> )                                                                              |

| Item                                                                  | Calculation formula                                                                     |
|-----------------------------------------------------------------------|-----------------------------------------------------------------------------------------|
| (23) Total calls ( $T_{CALL}$ )                                       | $= 0.5 \times T_{CCS} \times 100 \div WAHT$<br>$= 0.5 \times (15) \times 100 \div (22)$ |
| (24) Intraoffice calls ( $C_{SS}$ )                                   | $= T_{CALL} \times R_I$                                                                 |
| • (a) Intraoffice UNISlim IP to UNISlim IP calls ( $C_{2IP}$ )        | $= C_{SS} \times P_U \times P_U$                                                        |
| • (b) Intraoffice UNISlim IP to TDM telephone calls ( $C_{1IP}$ )     | $= C_{SS} \times 2 \times P_U \times (1 - P_{IP})$                                      |
| • (c) Intraoffice TDM telephone to TDM telephone calls ( $C_{NoIP}$ ) | $= C_{SS} \times (1 - P_{IP})^2$                                                        |
| • (d) Intraoffice SIP Line to SIP Line calls ( $C_{2sip}$ )           | $= C_{SS} \times P_S \times P_S$                                                        |
| • (e) Intraoffice SIP Line to UNISlim IP calls ( $C_{2sipuip}$ )      | $= C_{SS} \times P_S \times P_U$                                                        |
| • (f) Intraoffice SIP Line to TDM calls ( $C_{1sip}$ )                | $= C_{SS} \times 2 \times P_S \times (1 - P_{IP})$                                      |
| (25) Tandem calls ( $C_{TT}$ )                                        | $= T_{CALL} \times R_T$                                                                 |
| • (a) Tandem VT to TDM trunk calls ( $C_{T1VT}$ )                     | $= C_{TT} \times 2 \times V \times (1 - V)$                                             |
| • (b) Tandem TDM trunk to TDM trunk calls ( $C_{T2NoVT}$ )            | $= C_{TT} \times (1 - V)^2$                                                             |
| • (c) Tandem VT (H323) to VT (SIP) calls ( $C_{T2HS}$ )               | $= C_{TT} \times V^2 \times V_{HX} \times V_S \times 2 \times 2$                        |
| (26) Originating / Outgoing calls ( $C_{ST}$ )                        | $= T_{CALL} \times O$ (outgoing ratio)                                                  |
| • (a) UNISlim IP to VT calls ( $C_{STIV}$ )                           | $= C_{ST} \times P_U \times V$                                                          |
| • (b) UNISlim IP to TDM calls ( $C_{STID}$ )                          | $= C_{ST} \times P_U \times (1 - V)$                                                    |
| • (c) TDM telephone to VT calls ( $C_{STDV}$ )                        | $= C_{ST} \times (1 - P_{IP}) \times V$                                                 |
| • (d) TDM telephone to TDM trunk calls ( $C_{STDD}$ )                 | $= C_{ST} \times (1 - P_{IP}) \times (1 - V)$                                           |
| • (e) SIP Line to VT calls ( $C_{STSV}$ )                             | $= C_{ST} \times P_S \times V$                                                          |

| Item                                                               | Calculation formula                           |
|--------------------------------------------------------------------|-----------------------------------------------|
| • (f) SIP Line to TDM trunk calls (C <sub>STSD</sub> )             | $= C_{ST} \times P_S \times (1 - V)$          |
| (27) Terminating / Incoming calls (C <sub>TS</sub> )               | $= C_{TS} \times I$ (incoming ratio)          |
| • (a) VT to TDM telephone calls (C <sub>TSVD</sub> )               | $= C_{TS} \times V \times (1 - P_{IP})$       |
| • (b) VT to UNISTim IP telephone calls (C <sub>TSVI</sub> )        | $= C_{TS} \times V \times P_U$                |
| • (c) TDM trunk to UNISTim IP telephone calls (C <sub>TSDI</sub> ) | $= C_{TS} \times (1 - V) \times P_U$          |
| • (d) TDM trunk to TDM telephone calls (C <sub>TSDD</sub> )        | $= C_{TS} \times (1 - V) \times (1 - P_{IP})$ |
| • (e) VT to SIP Line telephone calls (C <sub>TSVS</sub> )          | $= C_{TS} \times V \times P_S$                |
| • (f) TDM trunk to SIP Line telephone calls (C <sub>TSDS</sub> )   | $= C_{TS} \times (1 - V) \times P_S$          |

**Table 97: Worksheet B: Detailed DSP and Media Card calculation for Media Gateway**

| Item                                                                                                      | Calculation formula                                                                                                                                                         |
|-----------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Calculate for each Media Gateway                                                                          | Media Gateway location<br>_____                                                                                                                                             |
| (1) DSP ports for nonblocking ports (telephones, ACD agents, consoles, digital trunks, and analog trunks) | $=$ Number of trunk ports + number of telephones + [4 × number of standard consoles] + [12 × number of nonblocking consoles]                                                |
| (2) Media Gateway CCS for general traffic (CCS <sub>DSP</sub> )                                           | $=$ Number of standard ports × telephone <sub>CCS</sub>                                                                                                                     |
| (3) DSP ports for general traffic                                                                         | $=$ lookup the CCS <sub>DSP</sub> value (2) in <a href="#">Table 56: Erlang B and Poisson values, in 32-port increments</a> on page 264 for the number of DSP ports         |
| (4) DSP ports for conference                                                                              | $=$ Total_telephones × P <sub>IP</sub> × r <sub>CON</sub> × 0.4<br>$=$ Number of configured conference loops × 32<br>(maximum of 2 conference loops for each Media Gateway) |
| (5) DSP ports for applications                                                                            | $=$ (a) + (b) + (c) + (d) + (e) + (f) + (g) + (h)                                                                                                                           |

| Item                                                                                                                                                                                                                                                            | Calculation formula                                                           |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|
| • (a) CallPilot                                                                                                                                                                                                                                                 | = Number of CallPilot ports                                                   |
| • (b) MIRAN                                                                                                                                                                                                                                                     | = Number of MIRAN listeners (maximum of 120 listeners for each Media Gateway) |
| • (c) Integrated Conference Bridge                                                                                                                                                                                                                              | = Number of ICB ports                                                         |
| • (d) Integrated Conference Director                                                                                                                                                                                                                            | = Number of IPCB ports                                                        |
| • (e) Integrated Call Assistant                                                                                                                                                                                                                                 | = Number of ICA ports                                                         |
| • (f) Hospitality Integrated Voice Service                                                                                                                                                                                                                      | = Number of IVS ports                                                         |
| • (g) BRI                                                                                                                                                                                                                                                       | = Number of BRI ports × 2                                                     |
| • (h) Agent greeting ports                                                                                                                                                                                                                                      | = Number of Agent greeting ports                                              |
| (6) Total DSP ports                                                                                                                                                                                                                                             | = (1) + (3) + (4) + (5)                                                       |
| (7) Extra Media Cards required *                                                                                                                                                                                                                                | = Roundup $[(6) - 128] \div 32$                                               |
| * Number for extra Media Cards assumes each Media Gateway contains 128 DSP ports on the MGC card. If extra Media Cards are required, then you may need to move other cards out of the Media Gateway to provide enough available slots to hold more Media Cards. |                                                                               |

**Table 98: Worksheet C: Virtual Trunk calculation**

| Call type                                                                                                                                                                                                                                                                                                      | Calculation formula                                                                       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
| (1) Virtual Trunk calls ( $C_{VT}$ )                                                                                                                                                                                                                                                                           | = $C_{T1VT} + C_{STIV} + C_{STDV} + C_{TSVD} + C_{TSVI} + C_{T2HS} + C_{STSV} + C_{TSVS}$ |
| (2) SIP Virtual Trunk calls                                                                                                                                                                                                                                                                                    | $C_{VT} \times V_S$                                                                       |
| (3) H.323 Virtual Trunk calls                                                                                                                                                                                                                                                                                  | $C_{VT} \times V_H$                                                                       |
| (4) Virtual Trunk CCS ( $CCS_{VT}$ )                                                                                                                                                                                                                                                                           | $C_{VT} \times WAHT \div 100$                                                             |
| (5) Number of Virtual Trunks                                                                                                                                                                                                                                                                                   | Roundup ( $CCS_{VT} \div 5084 \times 192$ )                                               |
| (6) Virtual Trunk traffic in erlangs                                                                                                                                                                                                                                                                           | Roundup ( $CCS_{VT} \div 36$ ) use this for LAN/WAN bandwidth calculation                 |
| If the calculated number of Virtual Trunks differs significantly from the original estimated number of Virtual Trunks (> 20%), Avaya recommends using the calculated Virtual Trunk number and repeating the calculation procedure to yield a more accurate number for required Media Cards and Virtual Trunks. |                                                                                           |

## Real time calculation worksheets

The variable values in many of the following tables are calculated in [Table 96: Worksheet A: Resource calculation procedure](#) on page 395.

**Table 99: Worksheet D-1: Basic call EBC calculation**

| Item                                                                    | Calculation formula                        |
|-------------------------------------------------------------------------|--------------------------------------------|
| (1) Intraoffice UNISlim IP to UNISlim IP call penetration factor        | $P\_UIPtoUIP = C_{2IP} \div T_{CALL}$      |
| (2) Intraoffice UNISlim IP to TDM telephone calls penetration factor    | $P\_UIPtoL = C_{1IP} \div T_{CALL}$        |
| (3) Intraoffice TDM telephone to TDM telephone calls penetration factor | $P\_LtoL = C_{NoIP} \div T_{CALL}$         |
| (4) Intraoffice SIP Line to SIP Line calls penetration factor           | $P\_SIPtoSIP = C_{2sip} \div T_{CALL}$     |
| (5) Intraoffice SIP Line to UNISlim IP calls penetration factor         | $P\_SIPtoUIP = C_{2sipuiip} \div T_{CALL}$ |
| (6) Intraoffice SIP Line to TDM telephone calls penetration factor      | $P\_SIPtoL = C_{1sip} \div T_{CALL}$       |
| (7) Tandem Virtual Trunk to TDM trunk calls penetration factor          | $P\_VTtoTr = C_{T1VT} \div T_{CALL}$       |
| (8) Tandem TDM trunk to TDM trunk calls penetration factor              | $P\_TrtoTr = C_{T2NoVT} \div T_{CALL}$     |
| (9) Tandem VT (H323) to VT (SIP) calls penetration factor               | $P\_VhtoVs = C_{T2HS} \div T_{CALL}$       |
| (10) UNISlim IP to VT calls penetration factor                          | $P\_UIPtoVT = C_{STIV} \div T_{CALL}$      |
| (11) UNISlim IP to TDM trunk calls penetration factor                   | $P\_UIPtoTr = C_{STID} \div T_{CALL}$      |
| (12) TDM telephone to VT calls penetration factor                       | $P\_LtoVT = C_{STDV} \div T_{CALL}$        |
| (13) TDM telephone to TDM trunk calls penetration factor                | $P\_LtoTr = C_{STDD} \div T_{CALL}$        |
| (14) SIP Line to VT calls penetration factor                            | $P\_SIPtoVT = C_{STSV} \div T_{CALL}$      |
| (15) SIP Line to TDM trunk calls penetration factor                     | $P\_SIPtoTr = C_{STSD} \div T_{CALL}$      |
| (16) VT to TDM telephone calls penetration factor                       | $P\_VTtoL = C_{TSVD} \div T_{CALL}$        |

| Item                                                                  | Calculation formula                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (17) VT to UNISlim IP telephone calls penetration factor              | $P_{\_VTtoUIP} = C_{T_{SVI}} \div T_{CALL}$                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| (18) TDM trunk to UNISlim IP telephone penetration factor             | $P_{\_TrtoUIP} = C_{T_{SDI}} \div T_{CALL}$                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| (19) TDM trunk to TDM telephone penetration factor                    | $P_{\_TrtoL} = C_{T_{SDD}} \div T_{CALL}$                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| (20) VT to SIP Line telephone calls penetration factor                | $P_{\_VTtoSIP} = C_{T_{SVS}} \div T_{CALL}$                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| (21) TDM trunk to SIP Line telephone penetration factor               | $P_{\_TrtoSIP} = C_{T_{SDS}} \div T_{CALL}$                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| (22) Weighted average penetration factor                              | $PF = (P_{\_UIPtoUIP} \times f_1) + (P_{\_UIPtoL} \times f_2) + (P_{\_LtoL} \times f_3) + (P_{\_VTtoTr} \times f_4) + (P_{\_TrtoTr} \times f_5) + (P_{\_VhtoVs} \times f_6) + (P_{\_UIPtoVT} \times f_7) + (P_{\_UIPtoTr} \times f_8) + (P_{\_LtoVT} \times f_9) + (P_{\_LtoTr} \times f_{10}) + (P_{\_VTtoL} \times f_{11}) + (P_{\_VTtoUIP} \times f_{12}) + (P_{\_TrtoUIP} \times f_{13}) + (P_{\_TrtoL} \times f_{14}) + (P_{\_SIPtoSIP} \times f_{15}) + (P_{\_SIPtoUIP} \times f_{16}) + (P_{\_SIPtoL} \times f_{17}) + (P_{\_SIPtoVT} \times f_{18}) + (P_{\_SIPtoTr} \times f_{19}) + (P_{\_VTtoSIP} \times f_{20}) + (P_{\_TrtoSIP} \times f_{21})$ |
| (23) Error_term (basic features: forward/transfer/conference/waiting) | Error_term = 0.25                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| (24) System EBC                                                       | $SEBC = (T_{CALL} \times (1 + PF + Error\_term))$                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

**Table 100: Worksheet D-2: Feature and application EBC calculation**

| Item                         | Calculation formula                                                                                                                                     |
|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| ACD calls                    | $C_{ACD} = (L_{ACD} + L_{IPACD}) \times 100 \div AHT_{AGT}$                                                                                             |
| ACD                          | $ACDEBC = C_{ACD} \times (1 - \%Symposium) \times f_{ACD}$                                                                                              |
| Symposium                    | $SymposiumEBC = \%Symposium \times C_{ACD} \times f_{SYM}$                                                                                              |
| CallPilot                    | $CallPilotEBC = (CP1 + CP2) \times 100 \div AHT_{CP} \times f_{CP}$                                                                                     |
| Internal CDR                 | $InternalCDR\_EBC = C_{SS} \times f_{ICDR}$                                                                                                             |
| Incoming CDR                 | $IncomingCDR\_EBC = C_{TS} \times f_{CCDR}$                                                                                                             |
| Outgoing CDR                 | $OutgoingCDR\_EBC = C_{ST} \times f_{OCDR}$                                                                                                             |
| Tandem CDR                   | $TandemCDR\_EBC = C_{TT} \times f_{TAN}$                                                                                                                |
| Integrated Conference Bridge | MICB_EBC = number of Integrated Conference Bridge ports $\times$ Appl <sub>CCS</sub> $\times$ 100 $\div$ AHT <sub>MICB</sub> $\times$ f <sub>MICB</sub> |

| Item                                  | Calculation formula                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|---------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Integrated Recorded Announcer         | $MIRAN\_EBC = \text{number of Integrated Recorded Announcer ports} \times \text{Appl}_{CCS} \times 100 \div \text{AHT}_{MIRAN} \times f_{MIRAN}$                                                                                                                                                                                                                                                                                                      |
| Integrated Call Director              | $MIPCD\_EBC = \text{number of Integrated Call Director ports} \times \text{Appl}_{CCS} \times 100 \div \text{AHT}_{MIPCD} \times f_{MIPCD}$                                                                                                                                                                                                                                                                                                           |
| Integrated Call Announcer             | $MICA\_EBC = \text{number of Integrated Call Announcer ports} \times \text{Appl}_{CCS} \times 100 \div \text{AHT}_{MICA} \times f_{MICA}$                                                                                                                                                                                                                                                                                                             |
| Hospitality Integrated Voice Services | $MIVS\_EBC = \text{number of Hospitality Integrated Voice Services ports} \times \text{Appl}_{CCS} \times 100 \div \text{AHT}_{MIVS} \times f_{MIVS}$                                                                                                                                                                                                                                                                                                 |
| BRI                                   | $BRI\_EBC = \text{number of BRI users} \times \text{Telephone}_{CCS} \times 100 \div \text{AHT}_{BRI} \times f_{BRI}$                                                                                                                                                                                                                                                                                                                                 |
| MDECT                                 | $MDECT\_EBC = LDECT \times 100 \div WAHT \times f_{DECT}$                                                                                                                                                                                                                                                                                                                                                                                             |
| CPND                                  | $CPND\_EBC = (C_{SS} + C_{TS}) \times f_{CPND}$                                                                                                                                                                                                                                                                                                                                                                                                       |
| Converged Desktop                     | $CD\_EBC = (C_{SS} \times 0.1 + C_{TT} + C_{ST} + C_{TS}) \times r_{DTP} \times f_{DTP}$                                                                                                                                                                                                                                                                                                                                                              |
| Microsoft Converged Office            | $MO\_EBC = (C_{SS} \times 0.1 + C_{TT} + C_{ST} + C_{TS}) \times mop \times f_{MO}$                                                                                                                                                                                                                                                                                                                                                                   |
| IP Security                           | $IPSEC\_EBC = (C_{SS} + C_{TT} + C_{ST} + C_{TS}) \times P_{IP} \times IPSEC\_P \times f_{ipsec}$                                                                                                                                                                                                                                                                                                                                                     |
| MC3100                                | $MC3100\_EBC = (C_{SS} + C_{TT} + C_{ST} + C_{TS}) \times MC3100\_P \times f_{mc3100}$                                                                                                                                                                                                                                                                                                                                                                |
| MobileX                               | $MobileX\_EBC = (C_{SS} + C_{TT} + C_{ST} + C_{TS}) \times MobileX\_P \times f_{mobileX}$                                                                                                                                                                                                                                                                                                                                                             |
| ELC                                   | $ELC\_EBC = (C_{SS} \times ELC\_P \times f_{ELC}$                                                                                                                                                                                                                                                                                                                                                                                                     |
| Features and Applications EBC         | $FAEBC = ACD\_EBC + \text{Symposium\_EBC} + \text{CallPilot\_EBC} + \text{InternalCDR\_EBC} + \text{IncomingCDR\_EBC} + \text{OutgoingCDR\_EBC} + \text{TandemCDR\_EBC} + \text{MICB\_EBC} + \text{MIRAN\_EBC} + \text{MIPCD\_EBC} + \text{MICA\_EBC} + \text{MIVS\_EBC} + \text{BRI\_EBC} + \text{MDECT\_EBC} + \text{CPND\_EBC} + \text{CD\_EBC} + \text{MO\_EBC} + \text{IPSEC\_EBC} + \text{MC3100\_EBC} + \text{MobileX\_EBC} + \text{ELC\_EBC}$ |

**Table 101: Worksheet D-3: Real Time Usage calculation**

| Item            | Calculation formula                                                    |
|-----------------|------------------------------------------------------------------------|
| Real Time Usage | $RTU = (\text{SEBC} + \text{FAEBC}) \div \text{Rated\_EBC} \times 100$ |

| Item | Calculation formula                                                                                                            |
|------|--------------------------------------------------------------------------------------------------------------------------------|
|      | where Rated_EBC is the rated capacity of the CPU from <a href="#">Table 42: Real time capacity (EBC) by system</a> on page 229 |



# Appendix A: Reference tables

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## List of tables

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## Trunk traffic Erlang B with P.01 Grade-of-Service

**Table 102: Trunk traffic Erlang B (P.01)**

| Trunks | CCS  | Trunks | CCS | Trunks | CCS  | Trunks | CCS  | Trunks | CCS  |
|--------|------|--------|-----|--------|------|--------|------|--------|------|
| 1      | 0.4  | 21     | 462 | 41     | 1076 | 61     | 1724 | 81     | 2387 |
| 2      | 5.4  | 22     | 491 | 42     | 1108 | 62     | 1757 | 82     | 2419 |
| 3      | 16.6 | 23     | 521 | 43     | 1140 | 63     | 1789 | 83     | 2455 |
| 4      | 31.3 | 24     | 550 | 44     | 1171 | 64     | 1822 | 84     | 2488 |
| 5      | 49.0 | 25     | 580 | 45     | 1203 | 65     | 1854 | 85     | 2520 |

Reference tables

| Trunks | CCS  | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| 6      | 68.8 | 26     | 611  | 46     | 1236 | 66     | 1886 | 86     | 2552 |
| 7      | 90.0 | 27     | 641  | 47     | 1268 | 67     | 1922 | 87     | 2588 |
| 8      | 113  | 28     | 671  | 48     | 1300 | 68     | 1955 | 88     | 2621 |
| 9      | 136  | 29     | 702  | 49     | 1332 | 69     | 1987 | 89     | 2653 |
| 10     | 161  | 30     | 732  | 50     | 1364 | 70     | 2020 | 90     | 2689 |
| 11     | 186  | 31     | 763  | 51     | 1397 | 71     | 2052 | 91     | 2722 |
| 12     | 212  | 32     | 794  | 52     | 1429 | 72     | 2088 | 92     | 2758 |
| 13     | 238  | 33     | 825  | 53     | 1462 | 73     | 2120 | 93     | 2790 |
| 14     | 265  | 34     | 856  | 54     | 1494 | 74     | 2153 | 94     | 2822 |
| 15     | 292  | 35     | 887  | 55     | 1526 | 75     | 2185 | 95     | 2858 |
| 16     | 319  | 36     | 918  | 56     | 1559 | 76     | 2221 | 96     | 2891 |
| 17     | 347  | 37     | 950  | 57     | 1591 | 77     | 2254 | 97     | 2923 |
| 18     | 376  | 38     | 981  | 58     | 1624 | 78     | 2286 | 98     | 2959 |
| 19     | 404  | 39     | 1013 | 59     | 1656 | 79     | 2318 | 99     | 2992 |
| 20     | 433  | 40     | 1044 | 60     | 1688 | 80     | 2354 | 100    | 3028 |
| 101    | 3060 | 121    | 3740 | 141    | 4424 | 161    | 5119 | 181    | 5810 |
| 102    | 3092 | 122    | 3776 | 142    | 4460 | 162    | 5155 | 182    | 5843 |
| 103    | 3128 | 123    | 3809 | 143    | 4493 | 163    | 5188 | 183    | 5879 |
| 104    | 3161 | 124    | 3845 | 144    | 4529 | 164    | 5224 | 184    | 5915 |
| 105    | 3197 | 125    | 3877 | 145    | 4561 | 165    | 5260 | 185    | 5974 |
| 106    | 3229 | 126    | 3913 | 146    | 4597 | 166    | 5292 | 186    | 5983 |
| 107    | 3265 | 127    | 3946 | 147    | 4630 | 167    | 5328 | 187    | 6019 |
| 108    | 3298 | 128    | 3982 | 148    | 4666 | 168    | 5360 | 188    | 6052 |
| 109    | 3330 | 129    | 4014 | 149    | 4702 | 169    | 5396 | 189    | 6088 |
| 110    | 3366 | 130    | 4050 | 150    | 4738 | 170    | 5429 | 190    | 6124 |
| 111    | 3398 | 131    | 4082 | 151    | 4770 | 171    | 5465 | 191    | 6156 |
| 112    | 3434 | 132    | 4118 | 152    | 4806 | 172    | 5501 | 192    | 6192 |
| 113    | 3467 | 133    | 4151 | 153    | 4842 | 173    | 5533 | 193    | 6228 |
| 114    | 3503 | 134    | 4187 | 154    | 4874 | 174    | 5569 | 194    | 6260 |
| 115    | 3535 | 135    | 4219 | 155    | 4910 | 175    | 5602 | 195    | 6296 |
| 116    | 3571 | 136    | 4255 | 156    | 4946 | 176    | 5638 | 196    | 6332 |

| Trunks | CCS  | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| 117    | 3604 | 137    | 4288 | 157    | 4979 | 177    | 5670 | 197    | 6365 |
| 118    | 3640 | 138    | 4324 | 158    | 5015 | 178    | 5706 | 198    | 6401 |
| 119    | 3672 | 139    | 4356 | 159    | 5051 | 179    | 5738 | 199    | 6433 |
| 120    | 3708 | 140    | 4392 | 160    | 5083 | 180    | 5774 | 200    | 6469 |

For trunk traffic greater than 6469 CCS, allow 32.35 CCS per trunk.

## Trunk traffic Poisson 1 percent blocking

Table 103: Trunk traffic Poisson 1 percent blocking

| Trunks | CCS  | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| 1      | 0.4  | 41     | 993  | 81     | 2215 | 121    | 3488 | 161    | 4786 |
| 2      | 5.4  | 42     | 1023 | 82     | 2247 | 122    | 3520 | 162    | 4819 |
| 3      | 15.7 | 43     | 1052 | 83     | 2278 | 123    | 3552 | 163    | 4851 |
| 4      | 29.6 | 44     | 1082 | 84     | 2310 | 124    | 3594 | 164    | 4884 |
| 5      | 46.1 | 45     | 1112 | 85     | 2341 | 125    | 3616 | 165    | 4917 |
| 6      | 64   | 46     | 1142 | 86     | 2373 | 126    | 3648 | 166    | 4549 |
| 7      | 84   | 47     | 1171 | 87     | 2404 | 127    | 3681 | 167    | 4982 |
| 8      | 105  | 48     | 1201 | 88     | 2436 | 128    | 3713 | 168    | 5015 |
| 9      | 126  | 49     | 1231 | 89     | 2467 | 129    | 3746 | 169    | 5048 |
| 10     | 149  | 50     | 1261 | 90     | 2499 | 130    | 3778 | 170    | 5081 |
| 11     | 172  | 51     | 1291 | 91     | 2530 | 131    | 3810 | 171    | 5114 |
| 12     | 195  | 52     | 1322 | 92     | 2563 | 132    | 3843 | 172    | 5146 |
| 13     | 220  | 53     | 1352 | 93     | 2594 | 133    | 3875 | 173    | 5179 |
| 14     | 244  | 54     | 1382 | 94     | 2625 | 134    | 3907 | 174    | 5212 |
| 15     | 269  | 55     | 1412 | 95     | 2657 | 135    | 3939 | 175    | 5245 |
| 16     | 294  | 56     | 1443 | 96     | 2689 | 136    | 3972 | 176    | 5277 |
| 17     | 320  | 57     | 1473 | 97     | 2721 | 137    | 4004 | 177    | 5310 |
| 18     | 346  | 58     | 1504 | 98     | 2752 | 138    | 4037 | 178    | 5343 |
| 19     | 373  | 59     | 1534 | 99     | 2784 | 139    | 4070 | 179    | 5376 |
| 20     | 399  | 60     | 1565 | 100    | 2816 | 140    | 4102 | 180    | 5409 |

| Trunks | CCS | Trunks | CCS  | Trunks | CCS  | Trunks | CCS  | Trunks | CCS  |
|--------|-----|--------|------|--------|------|--------|------|--------|------|
| 21     | 426 | 61     | 1595 | 101    | 2847 | 141    | 4134 | 181    | 5442 |
| 22     | 453 | 62     | 1626 | 102    | 2879 | 142    | 4167 | 182    | 5475 |
| 23     | 480 | 63     | 1657 | 103    | 2910 | 143    | 4199 | 183    | 5508 |
| 24     | 507 | 64     | 1687 | 104    | 2942 | 144    | 4231 | 184    | 5541 |
| 25     | 535 | 65     | 1718 | 105    | 2974 | 145    | 4264 | 185    | 5574 |
| 26     | 562 | 66     | 1749 | 106    | 3006 | 146    | 4297 | 186    | 5606 |
| 27     | 590 | 67     | 1780 | 107    | 3038 | 147    | 4329 | 187    | 5639 |
| 28     | 618 | 68     | 1811 | 108    | 3070 | 148    | 4362 | 188    | 5672 |
| 29     | 647 | 69     | 1842 | 109    | 3102 | 149    | 4395 | 189    | 5705 |
| 30     | 675 | 70     | 1873 | 110    | 3135 | 150    | 4427 | 190    | 5738 |
| 31     | 703 | 71     | 1904 | 111    | 3166 | 151    | 4460 | 191    | 5771 |
| 32     | 732 | 72     | 1935 | 112    | 3198 | 152    | 4492 | 192    | 5804 |
| 33     | 760 | 73     | 1966 | 113    | 3230 | 153    | 4525 | 193    | 5837 |
| 34     | 789 | 74     | 1997 | 114    | 3262 | 154    | 4557 | 194    | 5871 |
| 35     | 818 | 75     | 2028 | 115    | 3294 | 155    | 4590 | 195    | 5904 |
| 36     | 847 | 76     | 2059 | 116    | 3326 | 156    | 4622 | 196    | 5937 |
| 37     | 876 | 77     | 2091 | 117    | 3359 | 157    | 4655 | 197    | 5969 |
| 38     | 905 | 78     | 2122 | 118    | 3391 | 158    | 4686 | 198    | 6002 |
| 39     | 935 | 79     | 2153 | 119    | 3424 | 159    | 4721 | 199    | 6035 |
| 40     | 964 | 80     | 2184 | 120    | 3456 | 160    | 4754 | 200    | 6068 |

For trunk traffic greater than 6068 CCS, allow 30.34 CCS per trunk.

## Trunk traffic Poisson 2 percent blocking

Table 104: Trunk traffic Poisson 2 percent blocking

| Trunks | CCS  | Trunks | CCS | Trunks | CCS  | Trunks | CCS  | Trunks | CCS  |
|--------|------|--------|-----|--------|------|--------|------|--------|------|
| 1      | 0.4  | 31     | 744 | 61     | 1659 | 91     | 2611 | 121    | 3581 |
| 2      | 7.9  | 32     | 773 | 62     | 1690 | 92     | 2643 | 122    | 3614 |
| 3      | 20.9 | 33     | 803 | 63     | 1722 | 93     | 2674 | 123    | 3647 |
| 4      | 36.7 | 34     | 832 | 64     | 1752 | 94     | 2706 | 124    | 3679 |

| Trunks                                                             | CCS  | Trunks | CCS  | Trunks | CCS  | Trunks | CCS  | Trunks | CCS  |
|--------------------------------------------------------------------|------|--------|------|--------|------|--------|------|--------|------|
| 5                                                                  | 55.8 | 35     | 862  | 65     | 1784 | 95     | 2739 | 125    | 3712 |
| 6                                                                  | 76.0 | 36     | 892  | 66     | 1816 | 96     | 2771 | 126    | 3745 |
| 7                                                                  | 96.8 | 37     | 922  | 67     | 1847 | 97     | 2803 | 127    | 3777 |
| 8                                                                  | 119  | 38     | 952  | 68     | 1878 | 98     | 2838 | 128    | 3810 |
| 9                                                                  | 142  | 39     | 982  | 69     | 1910 | 99     | 2868 | 129    | 3843 |
| 10                                                                 | 166  | 40     | 1012 | 70     | 1941 | 100    | 2900 | 130    | 3875 |
| 11                                                                 | 191  | 41     | 1042 | 71     | 1973 | 101    | 2931 | 131    | 3910 |
| 12                                                                 | 216  | 42     | 1072 | 72     | 2004 | 102    | 2964 | 132    | 3941 |
| 13                                                                 | 241  | 43     | 1103 | 73     | 2036 | 103    | 2996 | 133    | 3974 |
| 14                                                                 | 267  | 44     | 1133 | 74     | 2067 | 104    | 3029 | 134    | 4007 |
| 15                                                                 | 293  | 45     | 1164 | 75     | 2099 | 105    | 3051 | 135    | 4039 |
| 16                                                                 | 320  | 46     | 1194 | 76     | 2130 | 106    | 3094 | 136    | 4072 |
| 17                                                                 | 347  | 47     | 1225 | 77     | 2162 | 107    | 3126 | 137    | 4105 |
| 18                                                                 | 374  | 48     | 1255 | 78     | 2194 | 108    | 3158 | 138    | 4138 |
| 19                                                                 | 401  | 49     | 1286 | 79     | 2226 | 109    | 3190 | 139    | 4171 |
| 20                                                                 | 429  | 50     | 1317 | 80     | 2258 | 110    | 3223 | 140    | 4204 |
| 21                                                                 | 458  | 51     | 1348 | 81     | 2290 | 111    | 3255 | 141    | 4237 |
| 22                                                                 | 486  | 52     | 1374 | 82     | 2322 | 112    | 3288 | 142    | 4269 |
| 23                                                                 | 514  | 53     | 1352 | 83     | 2354 | 113    | 3321 | 143    | 4302 |
| 24                                                                 | 542  | 54     | 1441 | 84     | 2386 | 114    | 3353 | 144    | 4335 |
| 25                                                                 | 571  | 55     | 1472 | 85     | 2418 | 115    | 3386 | 145    | 4368 |
| 26                                                                 | 562  | 56     | 1503 | 86     | 2450 | 116    | 3418 | 146    | 4401 |
| 27                                                                 | 627  | 57     | 1534 | 87     | 2482 | 117    | 3451 | 147    | 4434 |
| 28                                                                 | 656  | 58     | 1565 | 88     | 2514 | 118    | 3483 | 148    | 4467 |
| 29                                                                 | 685  | 59     | 1596 | 89     | 2546 | 119    | 3516 | 149    | 4500 |
| 30                                                                 | 715  | 60     | 1627 | 90     | 2578 | 120    | 3548 | 150    | 4533 |
| For trunk traffic greater than 4533 CCS, allow 30.2 CCS per trunk. |      |        |      |        |      |        |      |        |      |

## Digitone receiver requirements Model 1

Table 105: Digitone receiver requirements Model 1

| Number of DTRs | Max. number of Digitone lines | DTR load (CCS) | Number of DTRs | Max. number of Digitone lines | DTR load (CCS) |
|----------------|-------------------------------|----------------|----------------|-------------------------------|----------------|
| 2              | 7                             | 2              | 17             | 1181                          | 319            |
| 3              | 33                            | 9              | 18             | 1244                          | 336            |
| 4              | 69                            | 19             | 19             | 1348                          | 364            |
| 5              | 120                           | 33             | 20             | 1455                          | 393            |
| 6              | 179                           | 49             | 21             | 1555                          | 420            |
| 7              | 249                           | 68             | 22             | 1662                          | 449            |
| 8              | 332                           | 88             | 23             | 1774                          | 479            |
| 9              | 399                           | 109            | 24             | 1885                          | 509            |
| 10             | 479                           | 131            | 25             | 1988                          | 537            |
| 11             | 564                           | 154            | 26             | 2100                          | 567            |
| 12             | 659                           | 178            | 27             | 2211                          | 597            |
| 13             | 751                           | 203            | 28             | 2325                          | 628            |
| 14             | 848                           | 229            | 29             | 2440                          | 659            |
| 15             | 944                           | 255            | 30             | 2555                          | 690            |
| 16             | 1044                          | 282            |                |                               |                |

See Step 5: Calculate Digitone receiver requirements for Model 1 assumptions.

## Digitone receiver requirements Model 2

Table 106: Digitone receiver requirements Model 2

| Number of DTRs | Max. number of Digitone lines | DTR load (CCS) | Number of DTRs | Max. number of Digitone lines | DTR load (CCS) |
|----------------|-------------------------------|----------------|----------------|-------------------------------|----------------|
| 2              | 2                             | 2              | 17             | 843                           | 253            |
| 3              | 21                            | 7              | 18             | 920                           | 276            |
| 4              | 52                            | 15             | 19             | 996                           | 299            |
| 5              | 90                            | 27             | 20             | 1076                          | 323            |
| 6              | 134                           | 40             | 21             | 1153                          | 346            |
| 7              | 183                           | 55             | 22             | 1233                          | 370            |
| 8              | 235                           | 71             | 23             | 1316                          | 395            |
| 9              | 293                           | 88             | 24             | 1396                          | 419            |
| 10             | 353                           | 107            | 25             | 1480                          | 444            |
| 11             | 416                           | 126            | 26             | 1563                          | 469            |
| 12             | 483                           | 145            | 27             | 1650                          | 495            |
| 13             | 553                           | 166            | 28             | 1733                          | 520            |
| 14             | 623                           | 187            | 29             | 1816                          | 545            |
| 15             | 693                           | 208            | 30             | 1903                          | 571            |
| 16             | 770                           | 231            |                |                               |                |

See Step 5: Calculate Digitone receiver requirements" for Model 2 assumptions.

## Digitone receiver requirements Model 3

Table 107: Digitone receiver requirements Model 3

| Number of DTRs | Max. number of Digitone lines | DTR load (CCS) | Number of DTRs | Max. number of Digitone lines | DTR load (CCS) |
|----------------|-------------------------------|----------------|----------------|-------------------------------|----------------|
| 2              | 5                             | 2              | 17             | 862                           | 319            |
| 3              | 22                            | 9              | 18             | 908                           | 336            |
| 4              | 50                            | 19             | 19             | 983                           | 364            |
| 5              | 87                            | 33             | 20             | 1062                          | 393            |
| 6              | 132                           | 49             | 21             | 1135                          | 420            |
| 7              | 180                           | 68             | 22             | 1213                          | 449            |
| 8              | 234                           | 88             | 23             | 1294                          | 479            |
| 9              | 291                           | 109            | 24             | 1375                          | 509            |
| 10             | 353                           | 131            | 25             | 1451                          | 537            |
| 11             | 415                           | 154            | 26             | 1532                          | 567            |
| 12             | 481                           | 178            | 27             | 1613                          | 597            |
| 13             | 548                           | 203            | 28             | 1697                          | 628            |
| 14             | 618                           | 229            | 29             | 1781                          | 659            |
| 15             | 689                           | 255            | 30             | 1864                          | 690            |
| 16             | 762                           | 282            |                |                               |                |

See Step 5: Calculate Digitone receiver requirements" for Model 3 assumptions.

## Digitone receiver requirements Model 4

Table 108: Digitone receiver requirements Model 4

| Number of DTRs | Max. number of Digitone lines | DTR load (CCS) | Number of DTRs | Max. number of Digitone lines | DTR load (CCS) |
|----------------|-------------------------------|----------------|----------------|-------------------------------|----------------|
| 2              | 4                             | 2              | 17             | 683                           | 253            |
| 3              | 18                            | 7              | 18             | 745                           | 276            |
| 4              | 41                            | 15             | 19             | 808                           | 299            |
| 5              | 72                            | 27             | 20             | 872                           | 323            |
| 6              | 109                           | 40             | 21             | 935                           | 346            |
| 7              | 148                           | 55             | 22             | 1000                          | 370            |
| 8              | 193                           | 71             | 23             | 1067                          | 395            |
| 9              | 240                           | 88             | 24             | 1132                          | 419            |
| 10             | 291                           | 107            | 25             | 1200                          | 444            |
| 11             | 340                           | 126            | 26             | 1267                          | 469            |
| 12             | 391                           | 145            | 27             | 1337                          | 495            |
| 13             | 448                           | 166            | 28             | 1405                          | 520            |
| 14             | 505                           | 187            | 29             | 1472                          | 545            |
| 15             | 562                           | 208            | 30             | 1543                          | 571            |
| 16             | 624                           | 231            |                |                               |                |

See Step 5: Calculate Digitone receiver requirements" for Model 4 assumptions.

## Digitone receiver load capacity 6 to 15 second holding time

**Table 109: Digitone receiver load capacity 6 to 15 second holding time**

| Number of DTRs | Average holding time in seconds |     |     |     |     |     |     |     |     |     |
|----------------|---------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
|                | 6                               | 7   | 8   | 9   | 10  | 11  | 12  | 13  | 14  | 15  |
| 1              | 0                               | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   |
| 2              | 3                               | 2   | 2   | 2   | 2   | 2   | 2   | 2   | 2   | 2   |
| 3              | 11                              | 10  | 10  | 9   | 9   | 9   | 9   | 8   | 8   | 8   |
| 4              | 24                              | 23  | 22  | 21  | 20  | 19  | 19  | 19  | 18  | 18  |
| 5              | 41                              | 39  | 37  | 36  | 35  | 34  | 33  | 33  | 32  | 32  |
| 6              | 61                              | 57  | 55  | 53  | 52  | 50  | 49  | 49  | 48  | 47  |
| 7              | 83                              | 78  | 75  | 73  | 71  | 69  | 68  | 67  | 66  | 65  |
| 8              | 106                             | 101 | 97  | 94  | 91  | 89  | 88  | 86  | 85  | 84  |
| 9              | 131                             | 125 | 120 | 116 | 113 | 111 | 109 | 107 | 106 | 104 |
| 10             | 157                             | 150 | 144 | 140 | 136 | 133 | 131 | 129 | 127 | 126 |
| 11             | 185                             | 176 | 170 | 165 | 161 | 157 | 154 | 152 | 150 | 148 |
| 12             | 212                             | 203 | 196 | 190 | 185 | 182 | 178 | 176 | 173 | 171 |
| 13             | 241                             | 231 | 223 | 216 | 211 | 207 | 203 | 200 | 198 | 196 |
| 14             | 270                             | 259 | 250 | 243 | 237 | 233 | 229 | 225 | 223 | 220 |
| 15             | 300                             | 288 | 278 | 271 | 264 | 259 | 255 | 251 | 248 | 245 |
| 16             | 339                             | 317 | 307 | 298 | 292 | 286 | 282 | 278 | 274 | 271 |
| 17             | 361                             | 346 | 335 | 327 | 320 | 313 | 310 | 306 | 302 | 298 |
| 18             | 391                             | 377 | 365 | 356 | 348 | 342 | 336 | 331 | 327 | 324 |
| 19             | 422                             | 409 | 396 | 386 | 378 | 371 | 364 | 359 | 355 | 351 |
| 20             | 454                             | 438 | 425 | 414 | 405 | 398 | 393 | 388 | 383 | 379 |
| 21             | 487                             | 469 | 455 | 444 | 435 | 427 | 420 | 415 | 410 | 406 |
| 22             | 517                             | 501 | 487 | 475 | 466 | 456 | 449 | 443 | 438 | 434 |
| 23             | 550                             | 531 | 516 | 504 | 494 | 487 | 479 | 472 | 467 | 462 |
| 24             | 583                             | 563 | 547 | 535 | 524 | 515 | 509 | 502 | 497 | 491 |

| Number of DTRs                    | Average holding time in seconds |      |      |      |      |      |      |     |     |     |
|-----------------------------------|---------------------------------|------|------|------|------|------|------|-----|-----|-----|
|                                   | 6                               | 7    | 8    | 9    | 10   | 11   | 12   | 13  | 14  | 15  |
| 25                                | 615                             | 595  | 579  | 566  | 555  | 545  | 537  | 532 | 526 | 521 |
| 26                                | 647                             | 628  | 612  | 598  | 586  | 576  | 567  | 560 | 554 | 548 |
| 27                                | 680                             | 659  | 642  | 628  | 618  | 607  | 597  | 589 | 583 | 577 |
| 28                                | 714                             | 691  | 674  | 659  | 647  | 638  | 628  | 620 | 613 | 607 |
| 29                                | 746                             | 724  | 706  | 690  | 678  | 667  | 659  | 651 | 644 | 637 |
| 30                                | 779                             | 758  | 738  | 723  | 709  | 698  | 690  | 682 | 674 | 668 |
| 31                                | 813                             | 792  | 771  | 755  | 742  | 729  | 719  | 710 | 703 | 696 |
| 32                                | 847                             | 822  | 805  | 788  | 774  | 761  | 750  | 741 | 733 | 726 |
| 33                                | 882                             | 855  | 835  | 818  | 804  | 793  | 781  | 772 | 763 | 756 |
| 34                                | 913                             | 889  | 868  | 850  | 836  | 825  | 812  | 803 | 795 | 787 |
| 35                                | 947                             | 923  | 900  | 883  | 867  | 855  | 844  | 835 | 826 | 818 |
| 36                                | 981                             | 957  | 934  | 916  | 900  | 886  | 876  | 866 | 857 | 850 |
| 37                                | 1016                            | 989  | 967  | 949  | 933  | 919  | 909  | 898 | 889 | 881 |
| 38                                | 1051                            | 1022 | 1001 | 982  | 966  | 951  | 938  | 928 | 918 | 912 |
| 39                                | 1083                            | 1055 | 1035 | 1015 | 999  | 984  | 970  | 959 | 949 | 941 |
| 40                                | 1117                            | 1089 | 1066 | 1046 | 1029 | 1017 | 1002 | 990 | 981 | 972 |
| Load capacity is measured in CCS. |                                 |      |      |      |      |      |      |     |     |     |

## Digitone receiver load capacity 16 to 25 second holding time

Table 110: Digitone receiver load capacity 16 to 25 second holding time

| Number of DTRs | Average holding time in seconds |    |    |    |    |    |    |    |    |    |
|----------------|---------------------------------|----|----|----|----|----|----|----|----|----|
|                | 16                              | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 1              | 0                               | 0  | 0  | 0  | 0  | 0  | 0  | 0  | 0  | 0  |
| 2              | 2                               | 2  | 2  | 2  | 2  | 2  | 2  | 2  | 2  | 2  |
| 3              | 8                               | 8  | 8  | 8  | 8  | 8  | 8  | 8  | 8  | 8  |
| 4              | 18                              | 18 | 18 | 18 | 18 | 17 | 17 | 17 | 17 | 17 |

| Number of DTRs | Average holding time in seconds |     |     |     |     |     |     |     |     |     |
|----------------|---------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
|                | 16                              | 17  | 18  | 19  | 20  | 21  | 22  | 23  | 24  | 25  |
| 5              | 31                              | 31  | 31  | 30  | 30  | 30  | 30  | 30  | 30  | 29  |
| 6              | 47                              | 46  | 46  | 45  | 45  | 45  | 45  | 44  | 44  | 44  |
| 7              | 64                              | 63  | 63  | 62  | 62  | 62  | 61  | 61  | 61  | 60  |
| 8              | 83                              | 82  | 82  | 81  | 80  | 80  | 79  | 79  | 79  | 78  |
| 9              | 103                             | 102 | 101 | 100 | 100 | 99  | 99  | 98  | 98  | 97  |
| 10             | 125                             | 123 | 122 | 121 | 121 | 120 | 119 | 119 | 118 | 118 |
| 11             | 147                             | 145 | 144 | 143 | 142 | 141 | 140 | 140 | 139 | 138 |
| 12             | 170                             | 168 | 167 | 166 | 165 | 164 | 163 | 162 | 161 | 160 |
| 13             | 193                             | 192 | 190 | 189 | 188 | 186 | 185 | 184 | 184 | 183 |
| 14             | 218                             | 216 | 214 | 213 | 211 | 210 | 209 | 208 | 207 | 206 |
| 15             | 243                             | 241 | 239 | 237 | 236 | 234 | 233 | 232 | 231 | 230 |
| 16             | 268                             | 266 | 264 | 262 | 260 | 259 | 257 | 256 | 255 | 254 |
| 17             | 294                             | 292 | 290 | 288 | 286 | 284 | 283 | 281 | 280 | 279 |
| 18             | 322                             | 319 | 317 | 314 | 312 | 311 | 309 | 308 | 306 | 305 |
| 19             | 347                             | 344 | 342 | 339 | 337 | 335 | 334 | 332 | 331 | 329 |
| 20             | 374                             | 371 | 368 | 366 | 364 | 361 | 360 | 358 | 356 | 355 |
| 21             | 402                             | 399 | 396 | 393 | 391 | 388 | 386 | 385 | 383 | 381 |
| 22             | 431                             | 427 | 424 | 421 | 419 | 416 | 414 | 412 | 410 | 409 |
| 23             | 458                             | 454 | 451 | 448 | 445 | 442 | 440 | 438 | 436 | 434 |
| 24             | 486                             | 482 | 478 | 475 | 472 | 470 | 467 | 465 | 463 | 461 |
| 25             | 514                             | 510 | 506 | 503 | 500 | 497 | 495 | 492 | 490 | 488 |
| 26             | 544                             | 539 | 535 | 532 | 529 | 526 | 523 | 521 | 518 | 516 |
| 27             | 573                             | 569 | 565 | 561 | 558 | 555 | 552 | 549 | 547 | 545 |
| 28             | 603                             | 598 | 594 | 590 | 587 | 584 | 581 | 578 | 576 | 573 |
| 29             | 631                             | 626 | 622 | 618 | 614 | 611 | 608 | 605 | 602 | 600 |
| 30             | 660                             | 655 | 651 | 646 | 643 | 639 | 636 | 633 | 631 | 628 |
| 31             | 690                             | 685 | 680 | 676 | 672 | 668 | 665 | 662 | 659 | 656 |
| 32             | 720                             | 715 | 710 | 705 | 701 | 698 | 694 | 691 | 688 | 686 |
| 33             | 751                             | 745 | 740 | 735 | 731 | 727 | 724 | 721 | 718 | 715 |
| 34             | 782                             | 776 | 771 | 766 | 761 | 757 | 754 | 750 | 747 | 744 |

| Number of DTRs | Average holding time in seconds |     |     |     |     |     |     |     |     |     |
|----------------|---------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
|                | 16                              | 17  | 18  | 19  | 20  | 21  | 22  | 23  | 24  | 25  |
| 35             | 813                             | 807 | 801 | 796 | 792 | 788 | 784 | 780 | 777 | 774 |
| 36             | 841                             | 835 | 829 | 824 | 820 | 818 | 814 | 810 | 807 | 804 |
| 37             | 872                             | 865 | 859 | 854 | 849 | 845 | 841 | 837 | 834 | 831 |
| 38             | 902                             | 896 | 890 | 884 | 879 | 875 | 871 | 867 | 863 | 860 |
| 39             | 934                             | 927 | 921 | 914 | 909 | 905 | 901 | 897 | 893 | 890 |
| 40             | 965                             | 958 | 952 | 945 | 940 | 936 | 931 | 927 | 923 | 920 |

Load capacity is measured in CCS.

## Digitone receiver requirement Poisson 0.1 percent blocking

Table 111: Digitone receiver requirements Poisson 0.1 percent blocking

| Number of DTRs | DTR load (CCS) | Number of DTRs | DTR load (CCS) |
|----------------|----------------|----------------|----------------|
| 1              | 0              | 26             | 469            |
| 2              | 2              | 27             | 495            |
| 3              | 7              | 28             | 520            |
| 4              | 15             | 29             | 545            |
| 5              | 27             | 30             | 571            |
| 6              | 40             | 31             | 597            |
| 7              | 55             | 32             | 624            |
| 8              | 71             | 33             | 650            |
| 9              | 88             | 34             | 676            |
| 10             | 107            | 35             | 703            |
| 11             | 126            | 36             | 729            |
| 12             | 145            | 37             | 756            |
| 13             | 166            | 38             | 783            |
| 14             | 187            | 39             | 810            |
| 15             | 208            | 40             | 837            |

| Number of DTRs | DTR load (CCS) | Number of DTRs | DTR load (CCS) |
|----------------|----------------|----------------|----------------|
| 16             | 231            | 41             | 865            |
| 17             | 253            | 42             | 892            |
| 18             | 276            | 43             | 919            |
| 19             | 299            | 44             | 947            |
| 20             | 323            | 45             | 975            |
| 21             | 346            | 46             | 1003           |
| 22             | 370            | 47             | 1030           |
| 23             | 395            | 48             | 1058           |
| 24             | 419            | 49             | 1086           |
| 25             | 444            | 50             | 1115           |

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## Conference and TDS loop requirements

**Table 112: Conference and TDS loop requirements**

| Network loops required at 2 years | TDS loops required | Conference loops required |
|-----------------------------------|--------------------|---------------------------|
| 1–12                              | 1                  | 1                         |
| 13–24                             | 2                  | 2                         |
| 25–36                             | 3                  | 3                         |
| 37–48                             | 4                  | 4                         |
| 49–60                             | 5                  | 5                         |
| 61–72                             | 6                  | 6                         |
| 73–84                             | 7                  | 7                         |
| 85–96                             | 8                  | 8                         |
| 97–108                            | 9                  | 9                         |
| 109–120                           | 10                 | 10                        |

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## Digitone receiver provisioning

Table 113: Digitone receiver provisioning

| DTR CCS   | DTR ports | DTR CCS   | DTR ports |
|-----------|-----------|-----------|-----------|
| 1–2       | 2         | 488–515   | 24        |
| 3–9       | 3         | 516–545   | 25        |
| 10–19     | 4         | 546–576   | 26        |
| 20–34     | 5         | 577–607   | 27        |
| 35–50     | 6         | 608–638   | 28        |
| 51–69     | 7         | 639–667   | 29        |
| 70–89     | 8         | 668–698   | 30        |
| 90–111    | 9         | 699–729   | 31        |
| 112–133   | 10        | 730–761   | 32        |
| 134–157   | 11        | 762–793   | 33        |
| 158–182   | 12        | 794–825   | 34        |
| 183–207   | 13        | 826–856   | 35        |
| 208–233   | 14        | 857–887   | 36        |
| 234–259   | 15        | 888–919   | 37        |
| 260–286   | 16        | 920–951   | 38        |
| 287–313   | 17        | 952–984   | 39        |
| 314–342   | 18        | 985–1017  | 40        |
| 343–371   | 19        | 1018–1050 | 41        |
| 372–398   | 20        | 1051–1084 | 42        |
| 399–427   | 21        | 1085–1118 | 43        |
| 428–456   | 22        | 1119–1153 | 44        |
| 457–487   | 23        | 1154–1188 | 45        |
| 1189–1223 | 46        | 1961–1995 | 68        |
| 1224–1258 | 47        | 1996–2030 | 69        |
| 1259–1293 | 48        | 2031–2065 | 70        |
| 1294–1329 | 49        | 2066–2100 | 71        |

Reference tables

| <b>DTR CCS</b> | <b>DTR ports</b> | <b>DTR CCS</b> | <b>DTR ports</b> |
|----------------|------------------|----------------|------------------|
| 1330–1365      | 50               | 2101–2135      | 72               |
| 1366–1400      | 51               | 2136–2170      | 73               |
| 1401–1435      | 52               | 2171–2205      | 74               |
| 1436–1470      | 53               | 2206–2240      | 75               |
| 1471–1505      | 54               | 2241–2275      | 76               |
| 1506–1540      | 55               | 2276–2310      | 77               |
| 1541–1575      | 56               | 2311–2345      | 78               |
| 1576–1610      | 57               | 2346–2380      | 79               |
| 1611–1645      | 58               | 2381–2415      | 80               |
| 1646–1680      | 59               | 2416–2450      | 81               |
| 1681–1715      | 60               | 2451–2485      | 82               |
| 1716–1750      | 61               | 2486–2520      | 83               |
| 1751–1785      | 62               | 2521–2555      | 84               |
| 1786–1802      | 63               | 2556–2590      | 85               |
| 1821–1855      | 64               | 2591–2625      | 86               |
| 1856–1890      | 65               | 2626–2660      | 87               |
| 1891–1926      | 66               | 2661–2695      | 88               |
| 1926–1960      | 67               | 2696–2730      | 89               |
| 2731–2765      | 90               | 2941–2975      | 96               |
| 2766–2800      | 91               | 2976–3010      | 97               |
| 2801–2835      | 92               | 3011–3045      | 98               |
| 2836–2870      | 93               | 3046–3080      | 99               |
| 2871–2905      | 94               | 3081–3115      | 100              |
| 2906–2940      | 95               | 3116–3465      | 101              |

Provisioning assumes an 11-second holding time.

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