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2B	1 APPX 1B	3-32-90		
3B	1 APPX 2B	10-7-92		
4B	1 APPX 3B	1-26-93		
5B	1 APPX 4B	7-25-94		
6B	1 APPX 5B	11-20-95		

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SUPPORTING INFORMATION			
SYSTEM USED ON	DESIGN CONTROL	CATEGORY	NO.
5ESS [®]	IH		

SHEET INDEX NOTES
1. ONLY THE LATEST ISSUE, OR ISSUES IF CONCURRENT, ARE SHOWN IN THE INDEX.
2. FOR REISSUES, A CHANGED OR NEW SHEET IS ASSIGNED THE SAME ISSUE NUMBER AS SHEET 1.
3. THE ISSUE NUMBER OF SHEET 1 IS RECOGNIZED AS THE ISSUE NUMBER OF THE WHOLE DRAWING.

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APPLICATION SCHEMATIC

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AT&T	SD-5D137-01
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Z	1	302	1B2,1E2,4B2,5B1,7B3,7E3,9B1,9E2,10F0,13F0,14B1,14E1,18B1,18E1
Y	1	302	1B2,1D2,4B2,7B3,7D3,9B1,9E2,14B1,14E1,18B1,18E1
X	1	302	1E4,1E5,3C4,3C5,5B3,5B7,7E5,7E6,8C4,8D5,9E4,9F5,10E7,11E7,12C3,13E7,14E4,14E5,15D7,16C3
W	1	302	1E4,1E5,3C4,3C5,5B3,5B7,7E5,7E6,8C4,8D5,9E4,9F5,10E7,11E7,12C3,13E7,14E4,14E5,15D7,16C3
V	1	302	1A5,1C8,2A5,2C8,4B5,7A6,7C8,9B4,9C8,14B4,14C8,18A4,18C8
T	1	302	1A5,1C8,2A5,2C8,4B5,7A6,7C8,9B4,9C8,14B4,14C8,18A4,18C8
S	1	302	1D0,1B5,7B6,7E1,9B4,9E1,9E1,10E0,13E0,14B4,14E1,17E8,18B4,18E1,18E2
R	1	302	1E0,1B5,7E1,9B4,9E1,10F0,13F0,14B4,14E1,17E8,18B4,18E1,18E2
Q	1	302	1E0,1B5,7E1,9B4,9E1,10F0,13F0,14B4,14E1,17E8,18B4,18E1,18E2
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M	1	302	1B4,2B4,4B4,7B5,9B3,14B3,18B3
K	1	302	1B4,2B4,4B4,7B5,14B3,18B3
J	1	302	1B5,2B5,4C5,7B5,9B4,14B5,18B5
H	1	302	1B5,2B5,4C5,9C5,14B5,18B5
G	1	302	1E4,3B4,5B3,5B7,7D5,8C4,9E4,10E0,11E7,12B3,13E7,14D4,15D7,16B3
F	1	302	1E4,3B4,7E5,8C4,9E4,12B3,14D4,16B2
E	1	302	2B2,2E2
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ZZ	1	302	4E4,5D0
ZY	1	302	4E4,5D0
ZX	1	302	4B5,5B0
ZW	1	302	4B5,5B0
ZV	1	302	3B3,6C1,6F4,6E5,12B2,16B2,19D1,19E5,19F4
ZU	1	302	1D3,7D4,8C3,9D4,14D4
ZT	1	302	1D3,3B3,7D4,8C3,9G5,10E0,11E7,13E7,14G5,15E7,17E8
ZS	1	302	2D8,2F8,2G8,3C1,8C1
ZR	1	302	5B0,5B2,5D1
ZQ	1	302	2F8,2G8,5D0
ZP	1	302	2E8,2F8,5C1,5D0
ZO	1	302	6C1,6E5,6F4,19C2,19E5,19F4
ZN	1	302	6C2,6E5,19D2,19D5
ZM	1	302	6C2,6E5,19D2,19D5
ZL	1	302	6C2,6C5,6D5,19C5,19D2,19D5
ZK	1	302	1G4,1F8,3D8,3F4,5E4,5E7,7H5,7F9,8F3,9F8,10D7,11D7,12C7,13D7,14G4,14F9,15D7,16F2,16C7
ZJ	1	302	1G4,1G5,1F7,1F8,3F4,3F5,3E7,3E8,5E4,5E7,7H5,7H6,7F8,8F3,8E9,8F9,9G4,9F7,10D7,11D7,12F2,12F4,12C6,13D7,14G4,14F9,15D7,16C6,16E4
ZH	1	302	1G4,1G5,1F7,1F8,3F4,3F5,3E7,3E8,5E4,5E7,7H5,7H6,7F8,8F3,8E9,8F9,9G4,9F7,10D7,11D7,12F2,12F4,12C6,13D7,14G4,14F9,15D7,16C6,16E4
ZG	1	302	6C2,6C5,6D5,19C2,19C5,19D5
ZF	1	302	6C2,6C5,19C5,19D2
ZE	1	302	6C2,6C5,19C5,19D2
ZD	1	302	2E0,2C5
ZC	1	302	2E0,2C5
ZB	1	302	2B5,2D0
ZA	1	302	2B5,2D0

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YW	6B	302	5D1
YV	5B	302	5D1
YU	5B	302	5D1
YQ	5B	302	5D1
YT	4B	302	7G0,8H4,10H5,11G5,13G5,15G5,17G5,20H5,22G5
YS	4B	302	
YR	3B		
YN	1	302	1B7,1C7,1D3,2B7,2D3,3D7,4C7,4E2,4D7,7B8,3D8,9B7,9D3,9D7,14B7,14D7,18B7,18D8,18D3
YM	1	302	1B7,1C7,1D3,2B7,2D3,2D7,4C7,4E2,4D7,7B8,7D8,9B7,9D3,9D7,14B7,14D7,18B7,18D3,18D8
YL	1	302	1B5,2B5,4C5,7B8,9B5,14B5,18B5
YK	1	302	1B5,1C3,2B5,2C3,4C5,4C2,7C3,9C2,9C5,14B5,14C3,18B5,18C3
YJ	1	302	1B5,1C3,2B5,2C3,4C5,4C2,7C3,9C2,9C5,14B5,14C3,18B5,18C3
YI	1	302	1B5,1C3,2B5,2C3,4C5,4C2,7C3,9C2,9C5,14B5,14C3,18B5,18C3
YG		302	
YF		302	
YE	1	302	1D3,2G3,3D3,5F2
YD	1	302	1D3,2G3,3D3,5F2
YC	1	302	1G0,3E0,3E2,5D4,5C7,7G1,8G0,9G1,10D7,11D7,12G1,13D7,14G1,15D7,16G0
YB	1	302	1G0,1G1,3E0,3E1,5D4,5D7,7H1,7H2,8G0,8G1,9G1,10C7,11D7,12G1,12G3,13C7,14G1,15E7,16H0
YA	1	302	1G0,1G1,3E0,3E1,5D4,5D7,7H1,7H2,8G0,8G1,9G1,10C7,11D7,12G1,12G3,13C7,14G1,15E7,16H0

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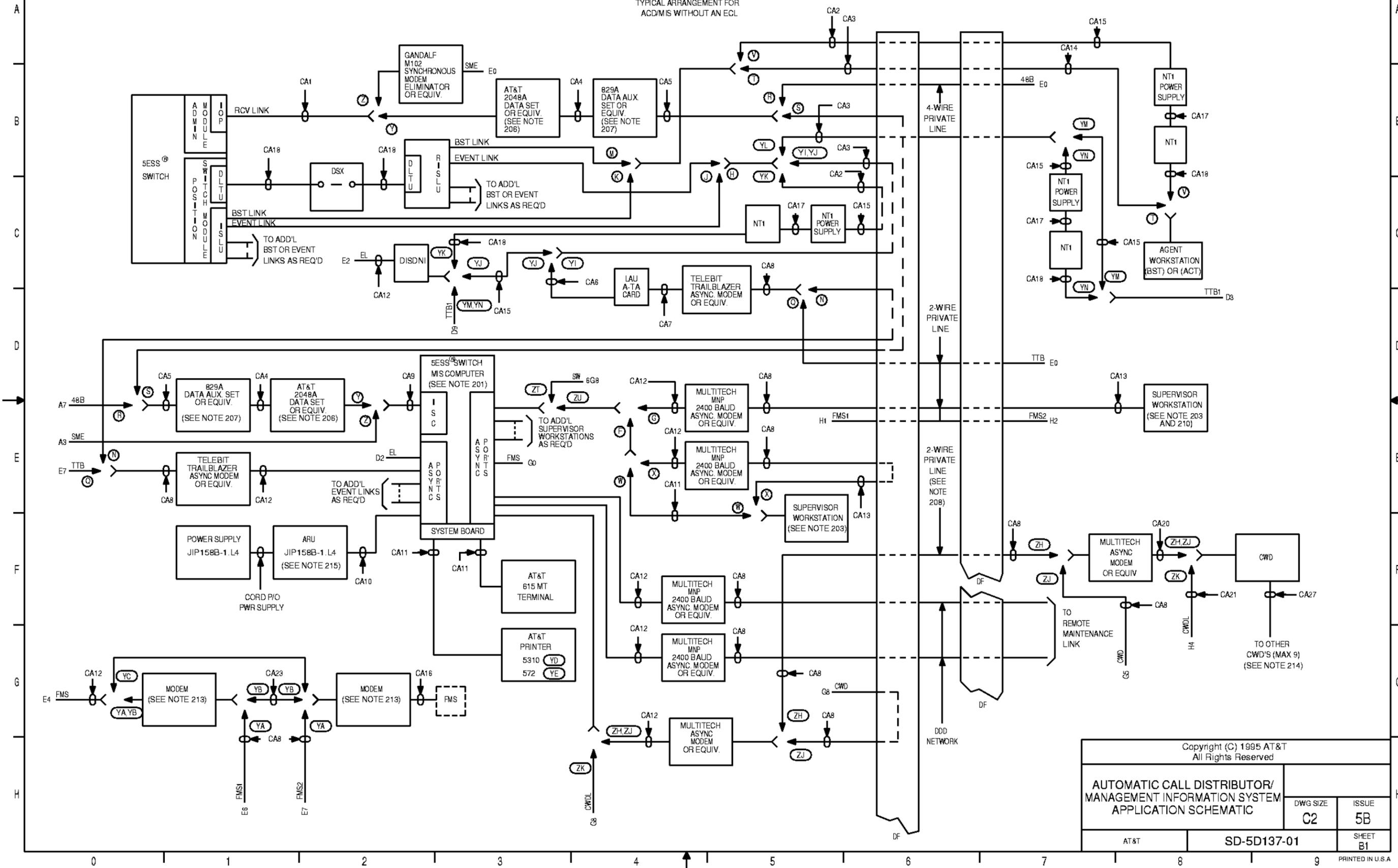
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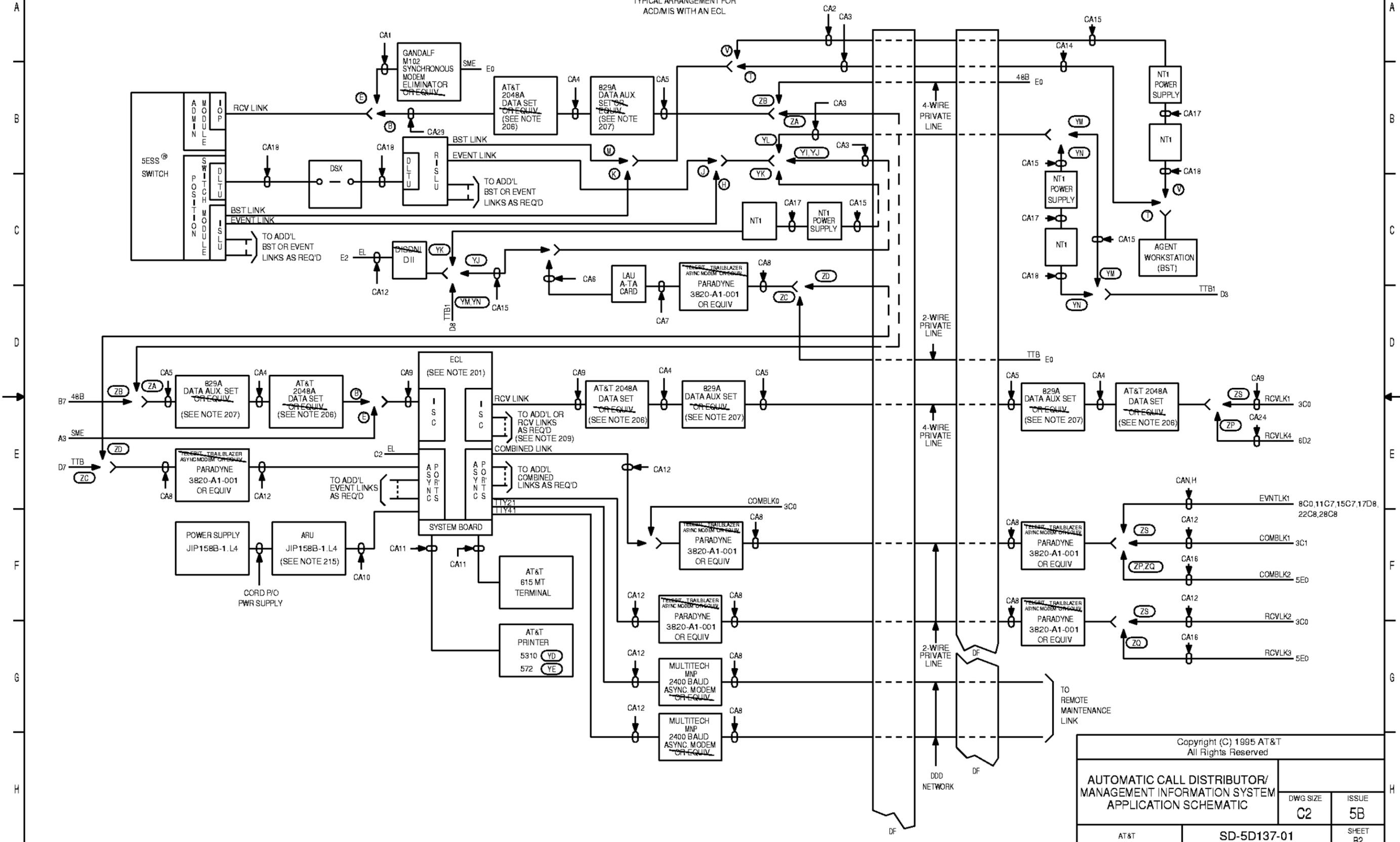
TYPICAL ARRANGEMENT FOR
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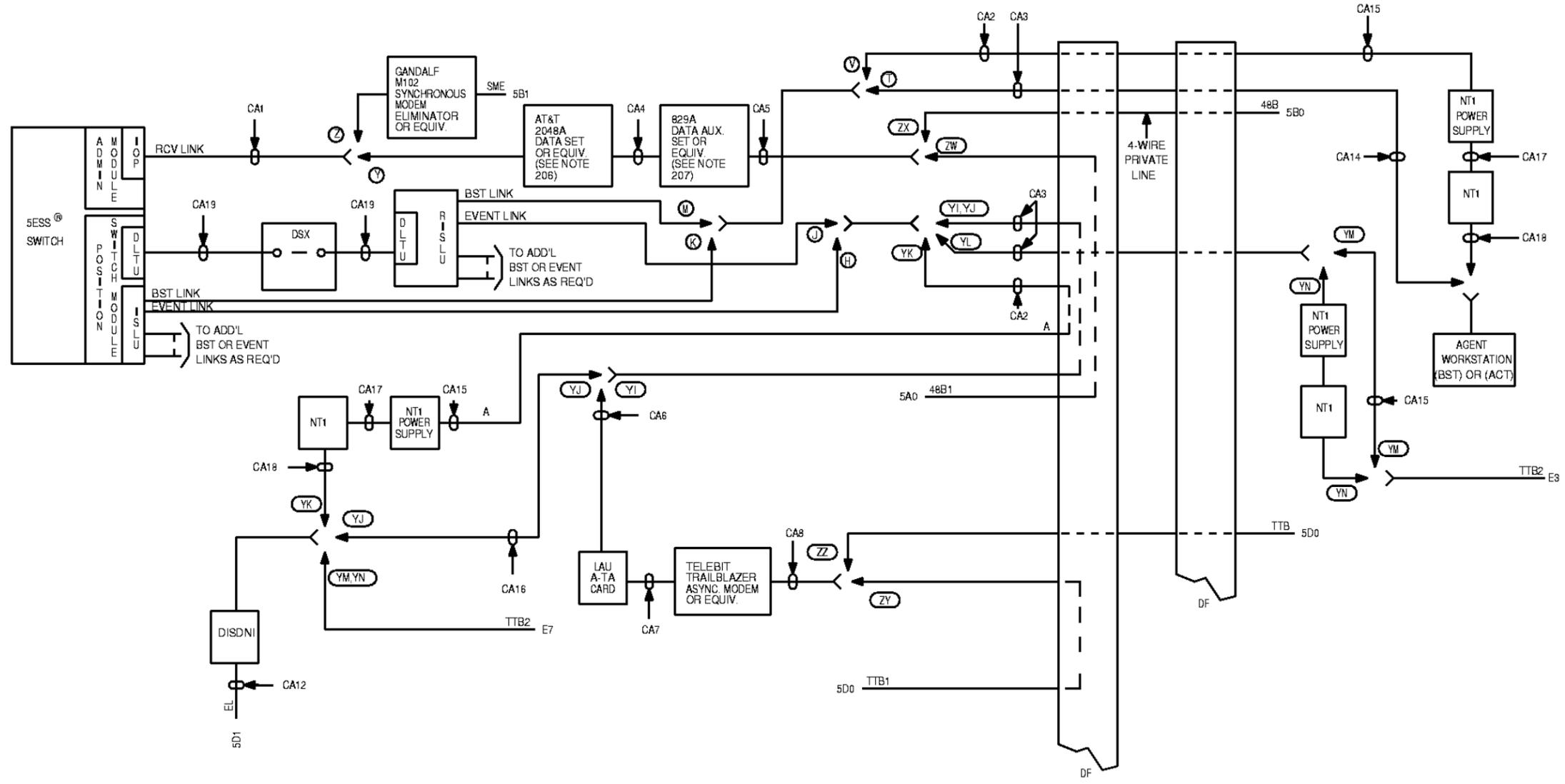
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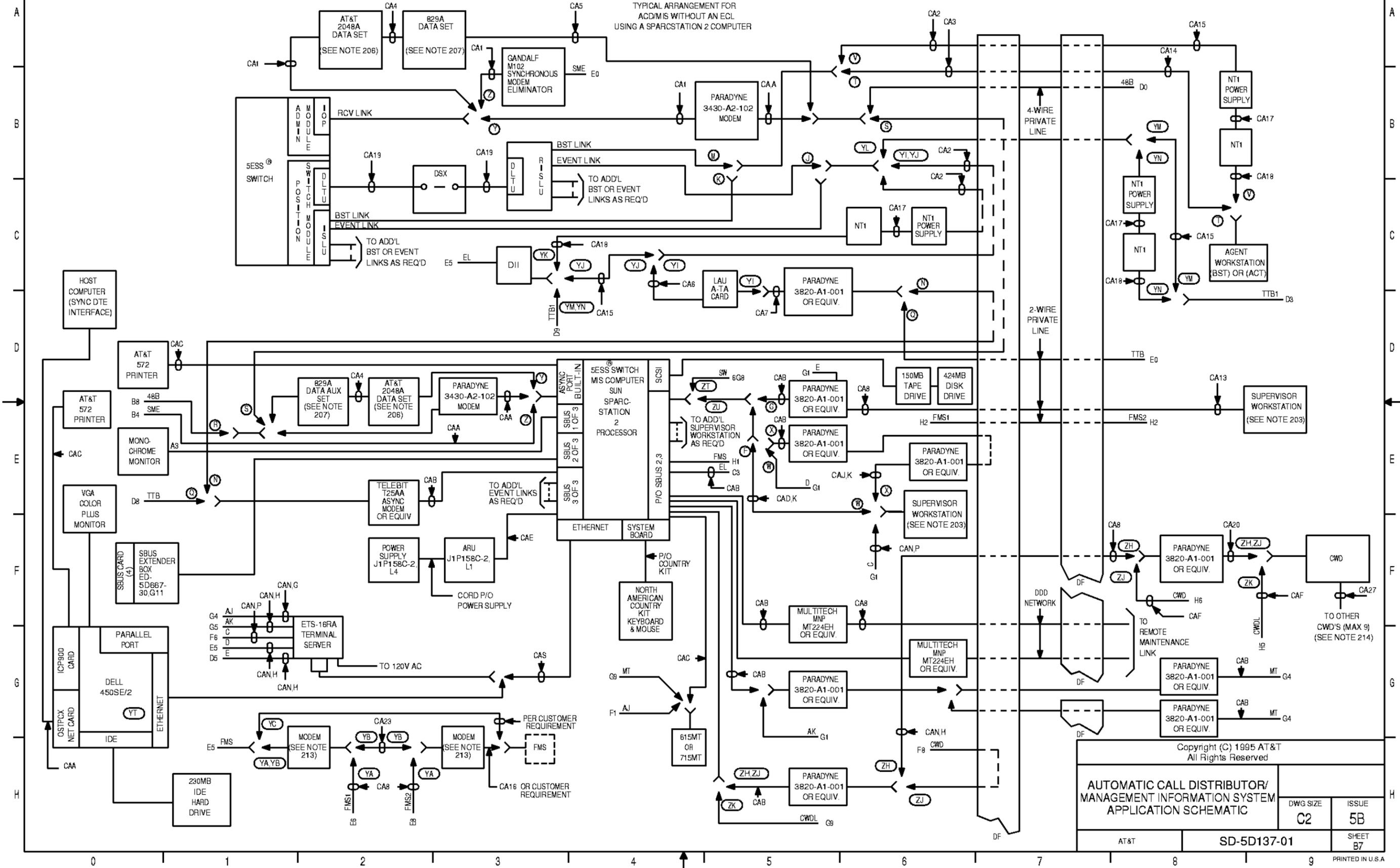
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AS 5

TYPICAL ARRANGEMENT FOR
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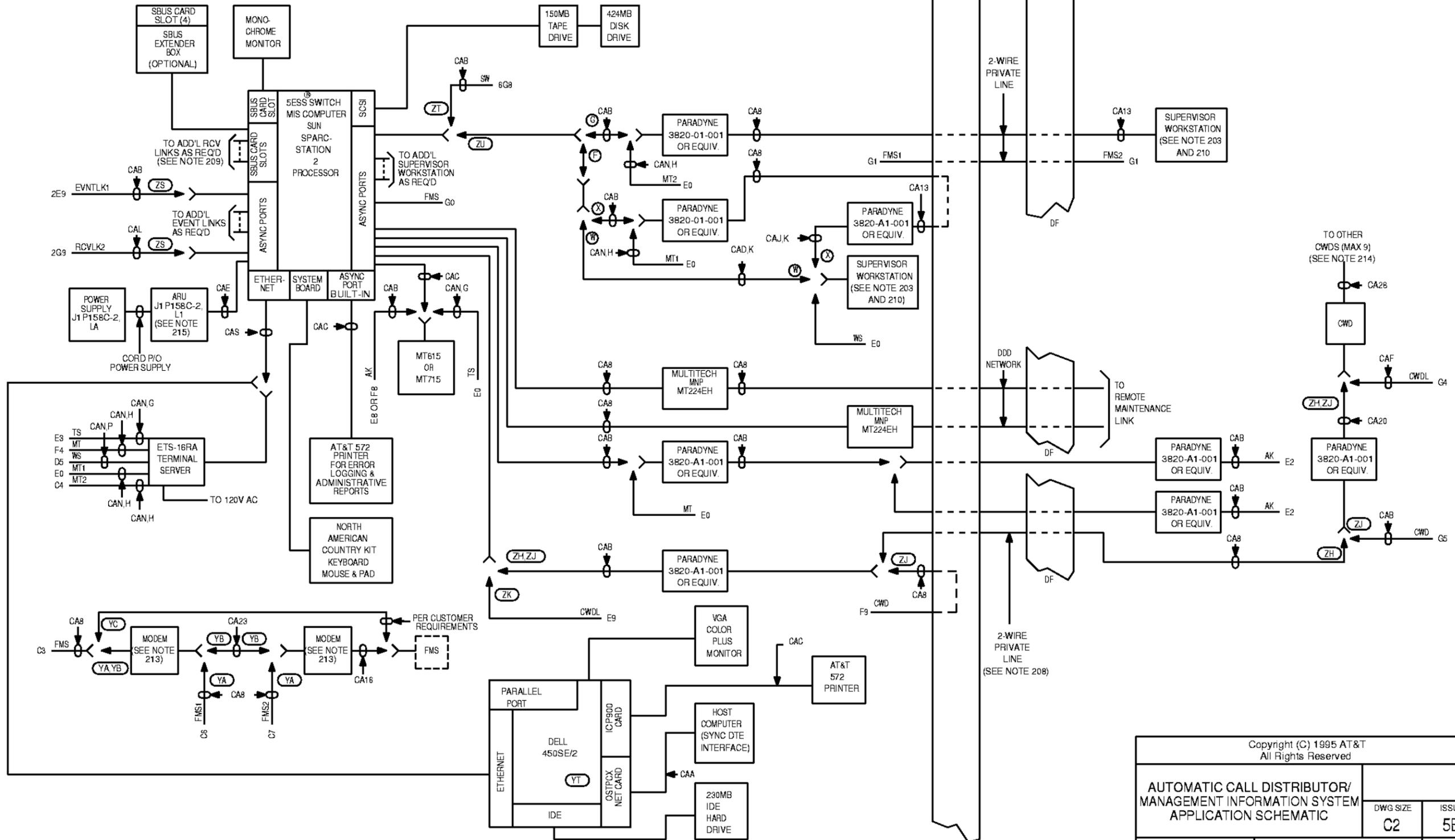
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TYPICAL ARRANGEMENT FOR
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USING A SPARCSTATION 2 COMPUTER



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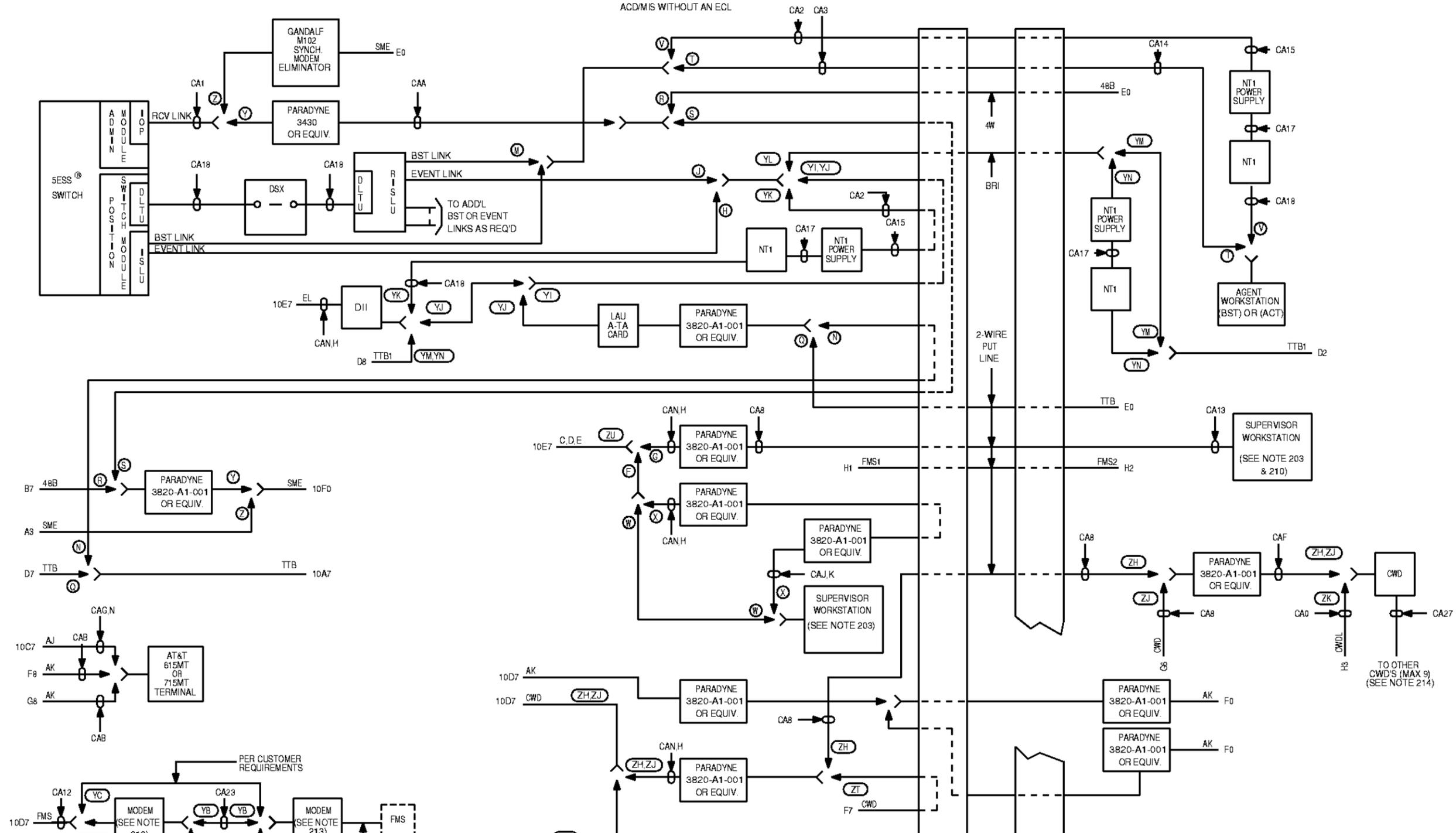
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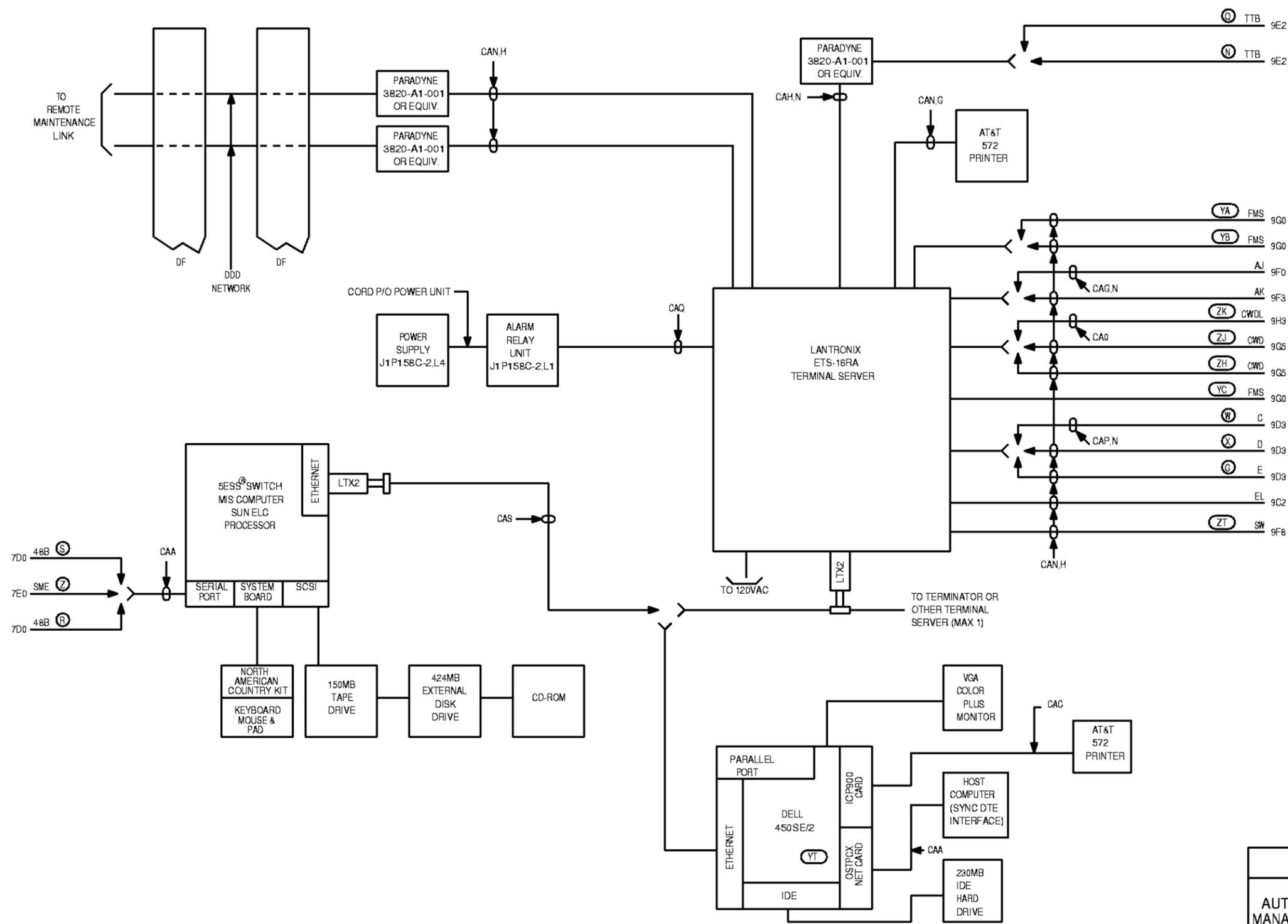
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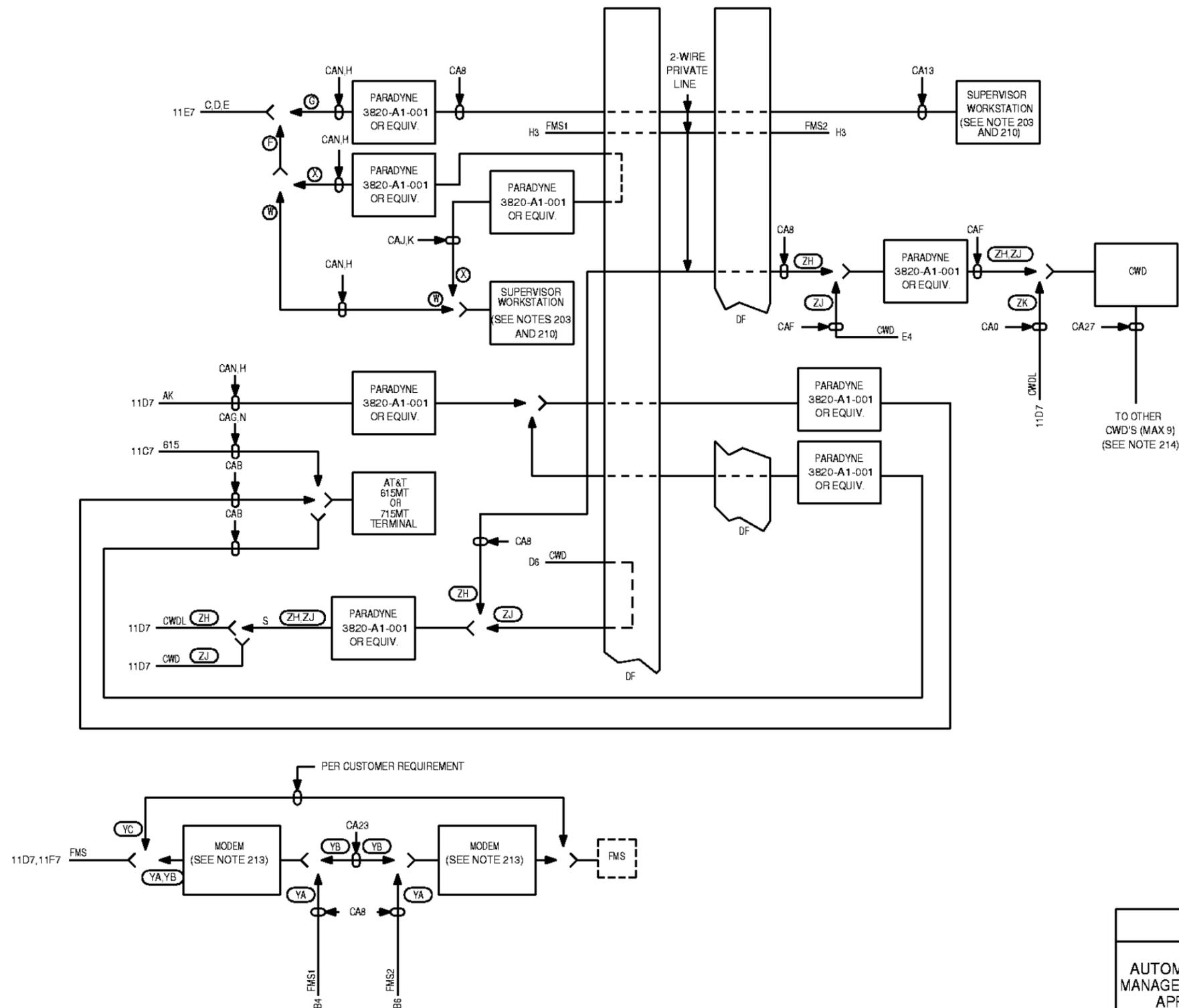
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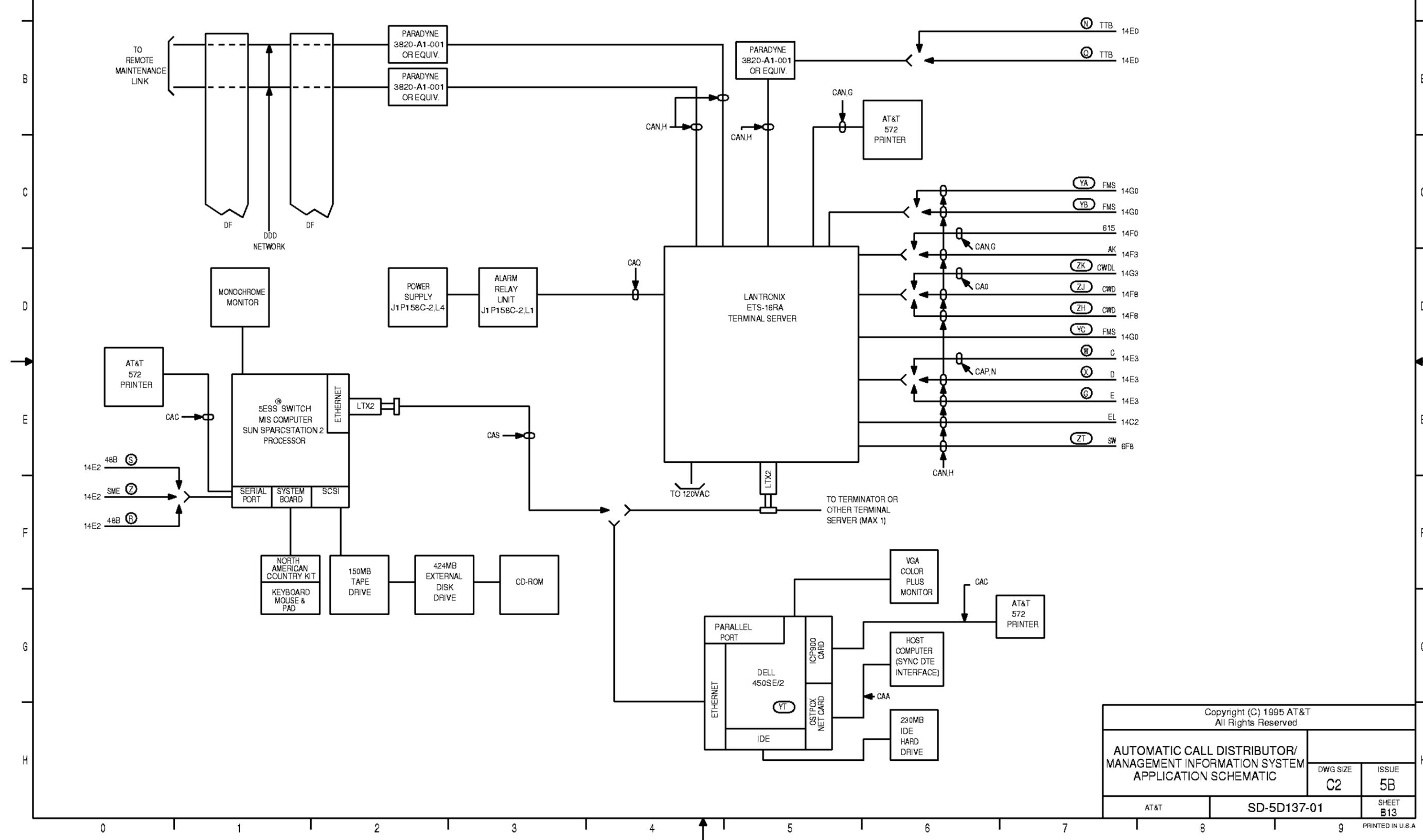
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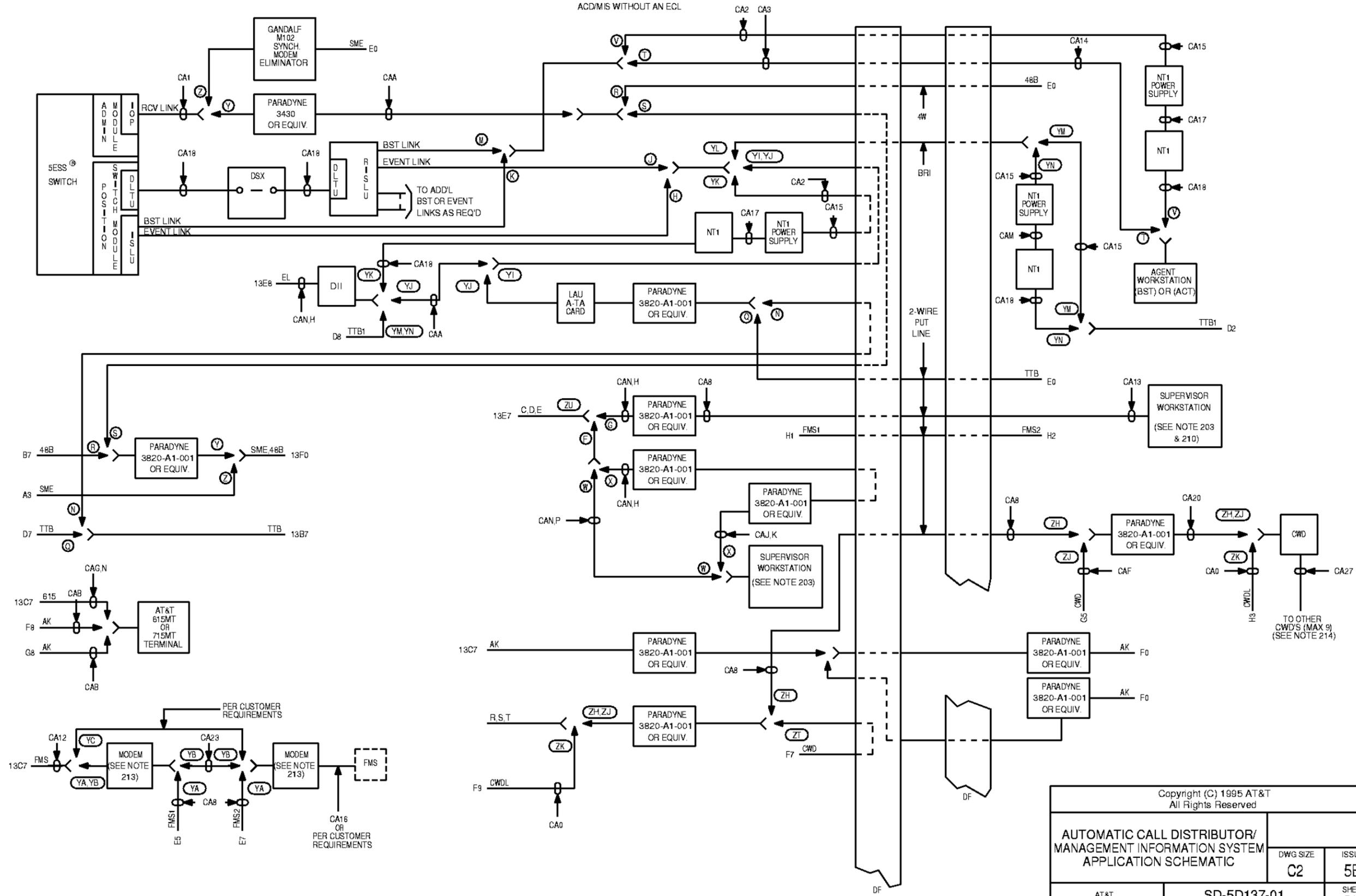
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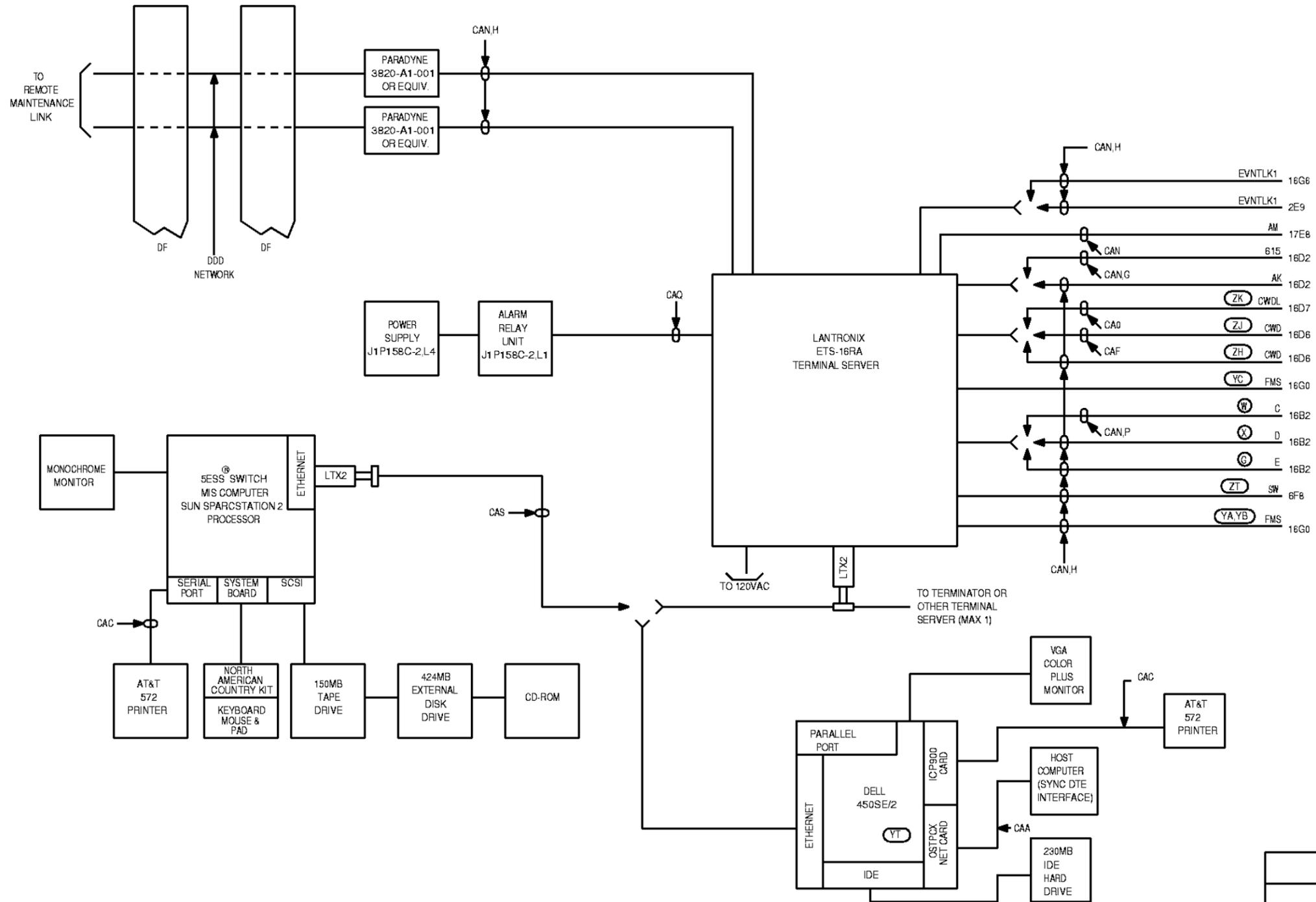
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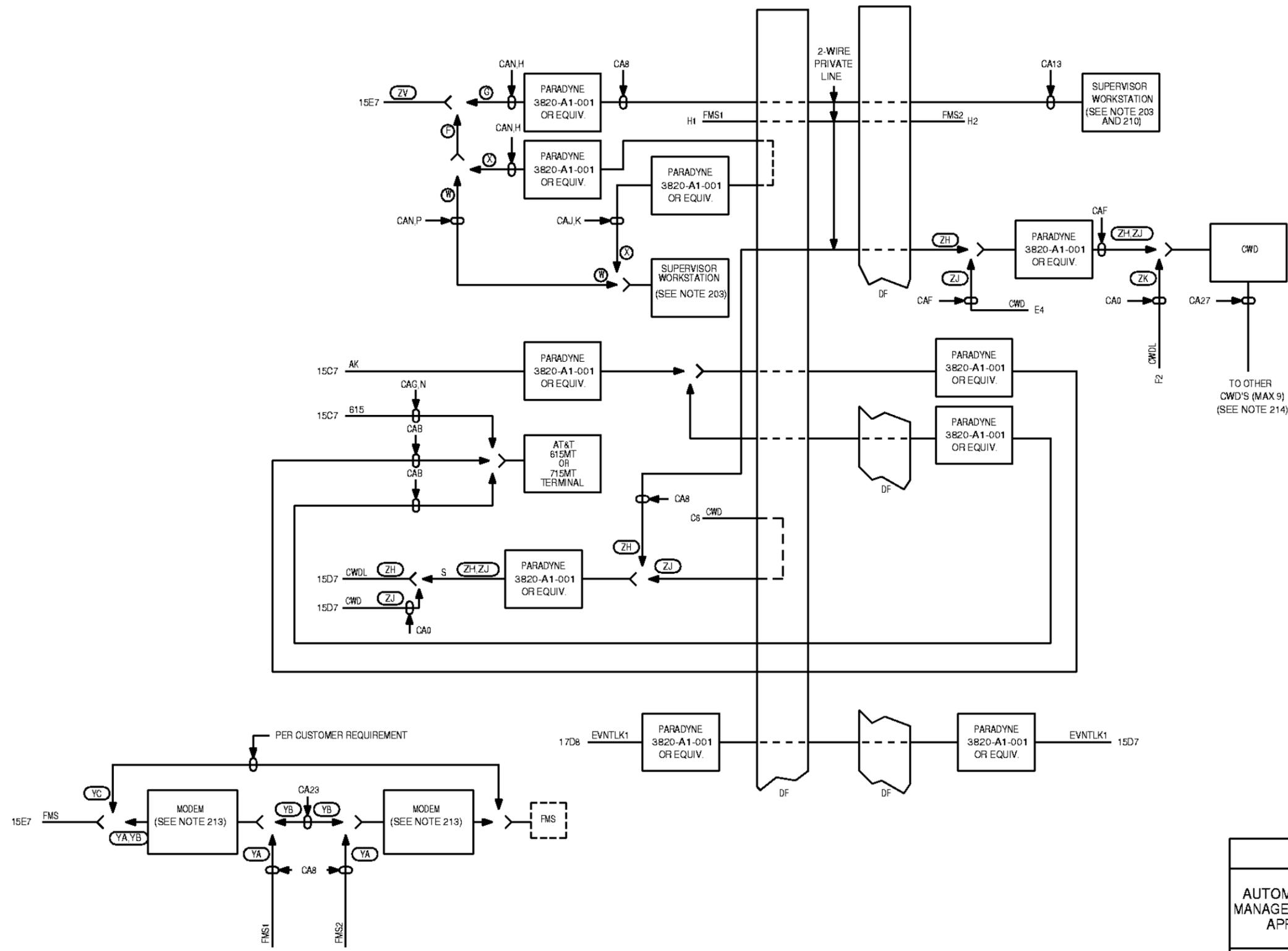
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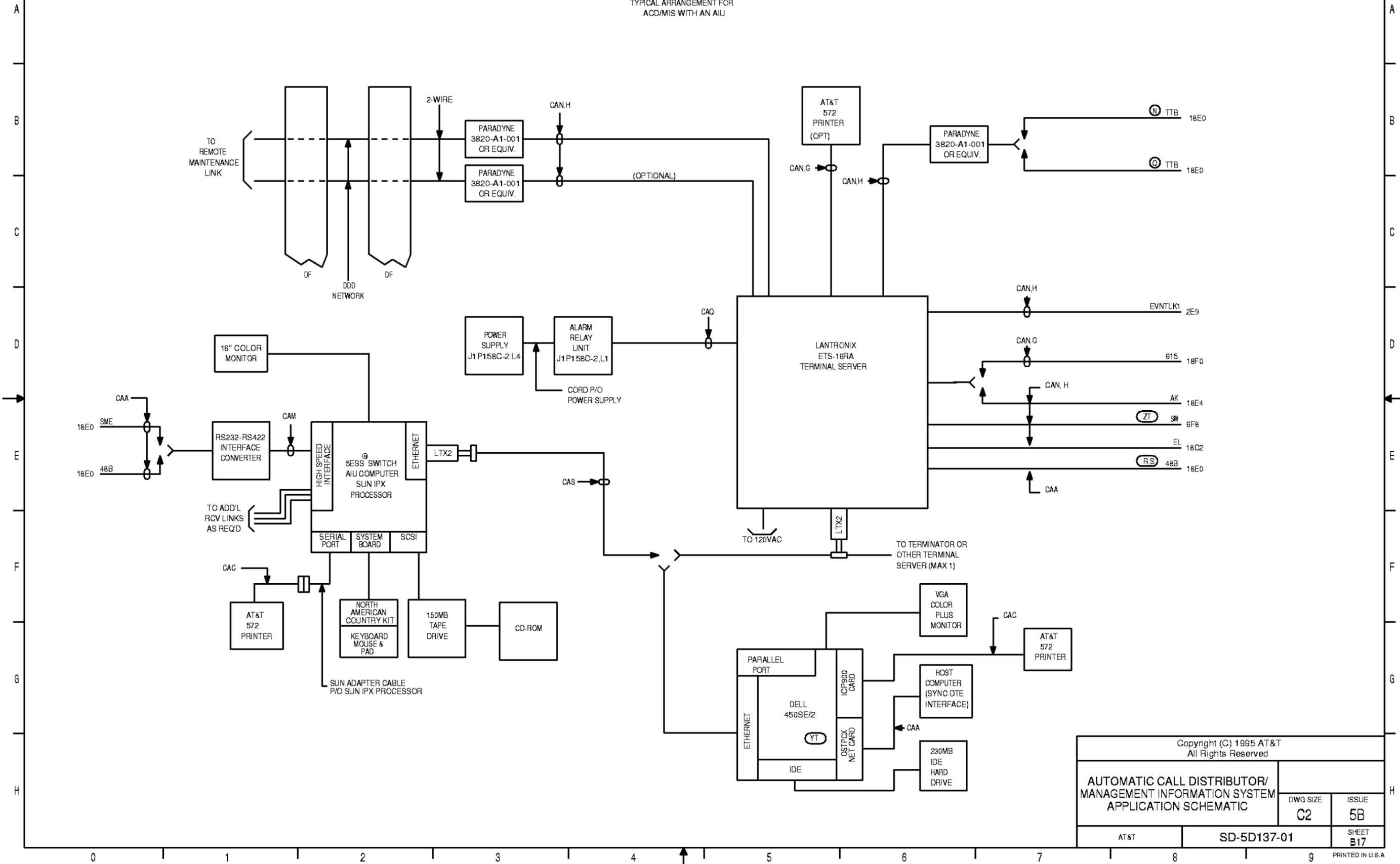
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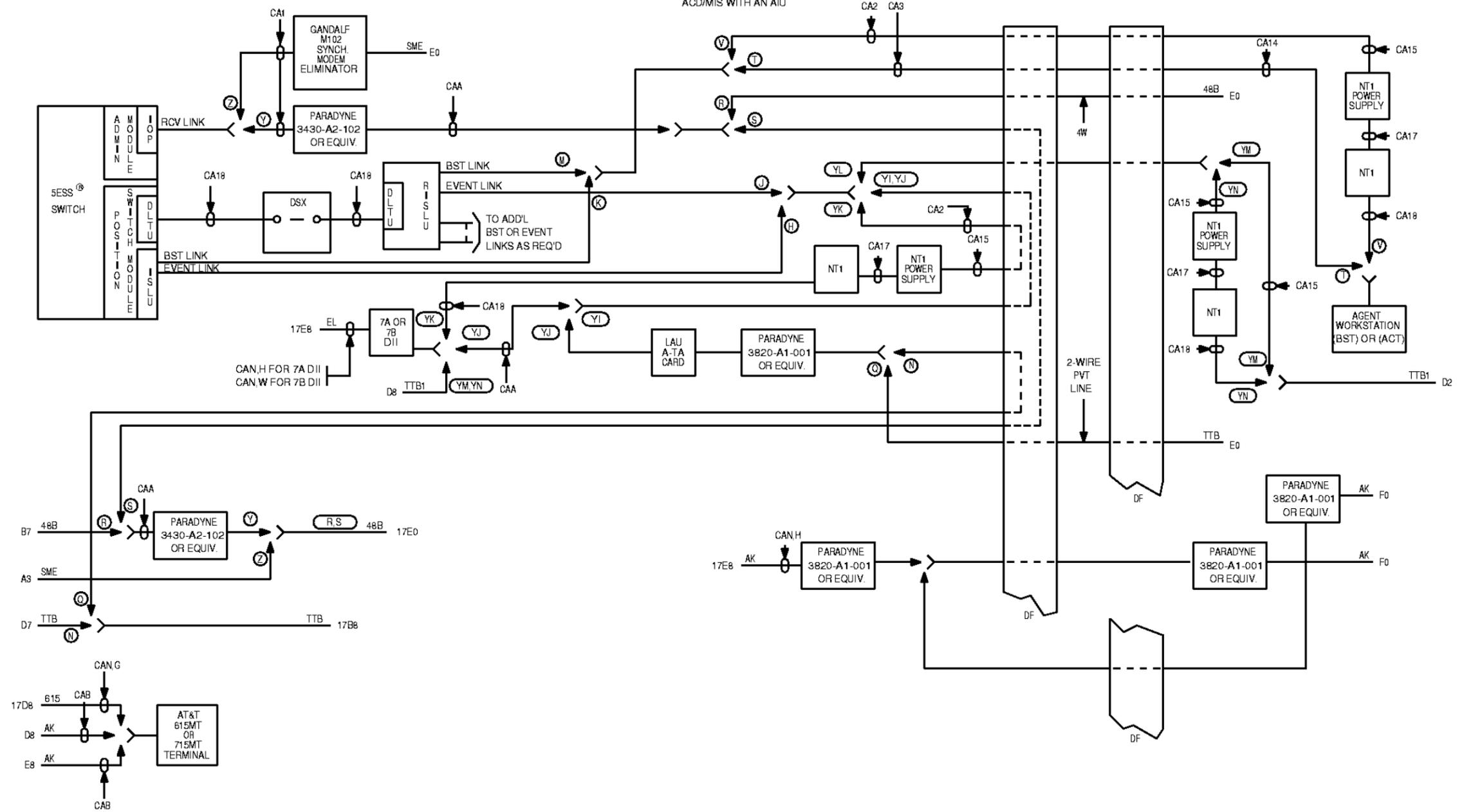
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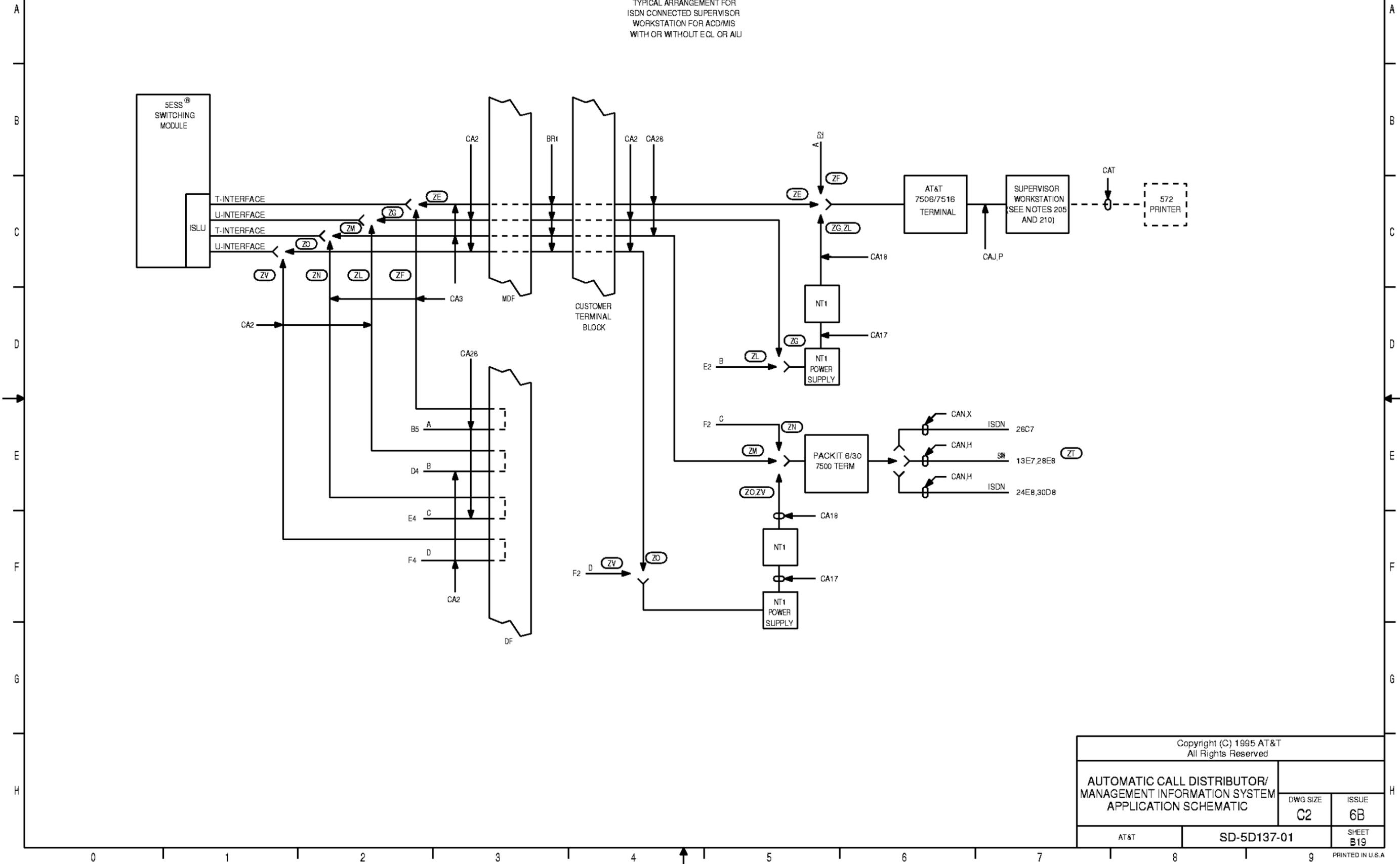
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AS 12

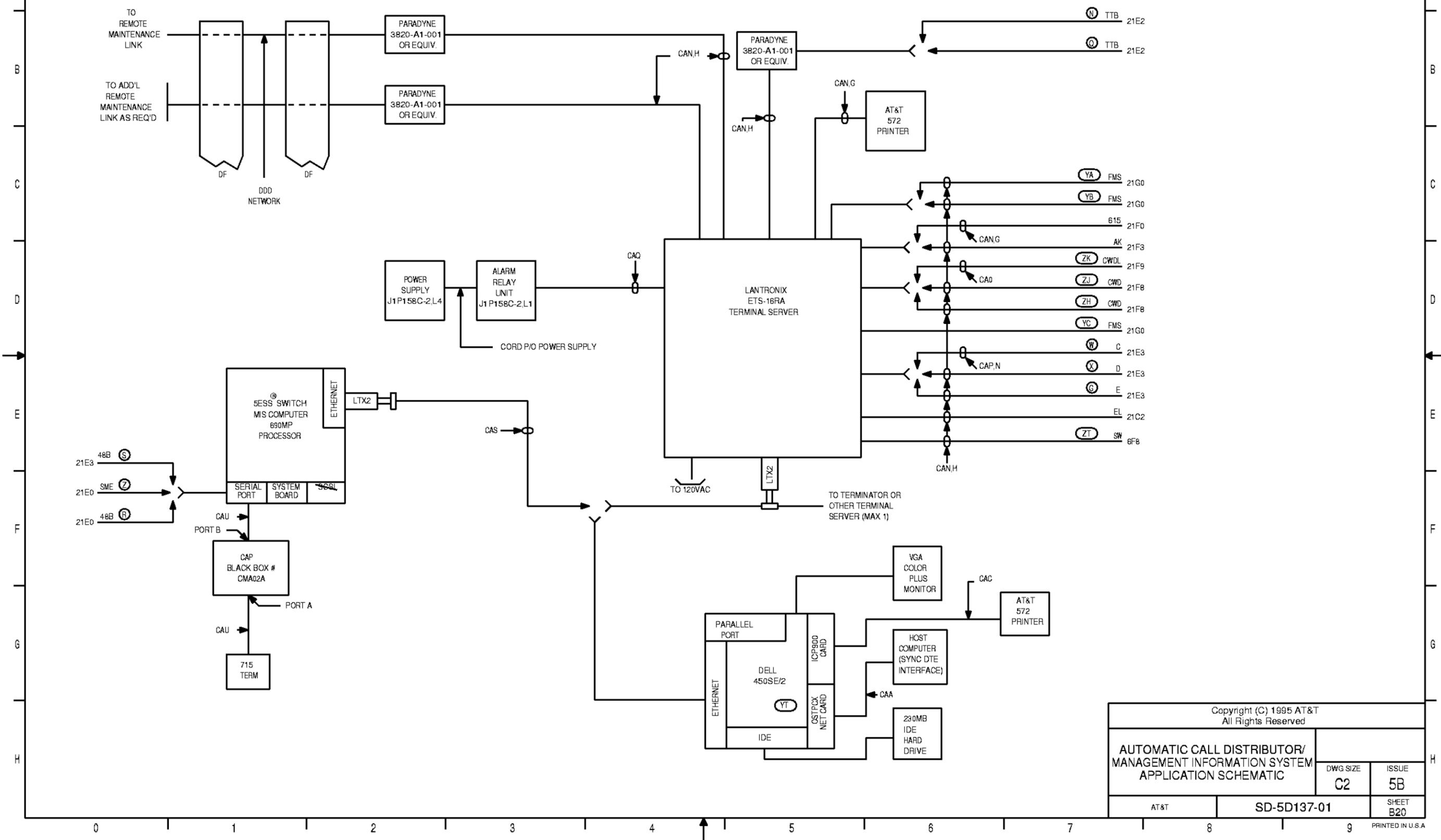
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WORKSTATION FOR ACD/MIS
WITH OR WITHOUT ECL OR AUI



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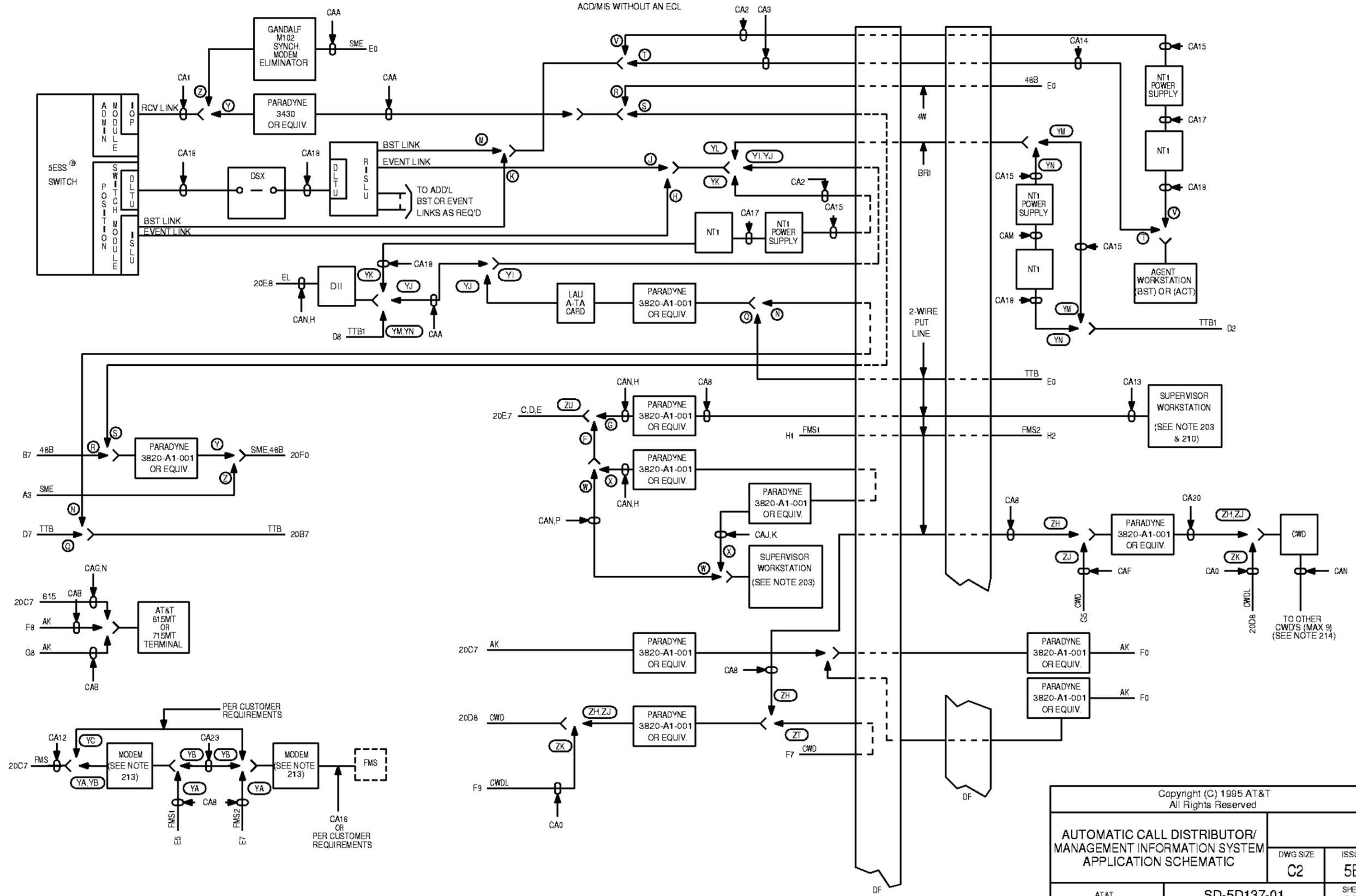
TYPICAL ARRANGEMENT FOR
ACD/MIS WITHOUT AN AIU



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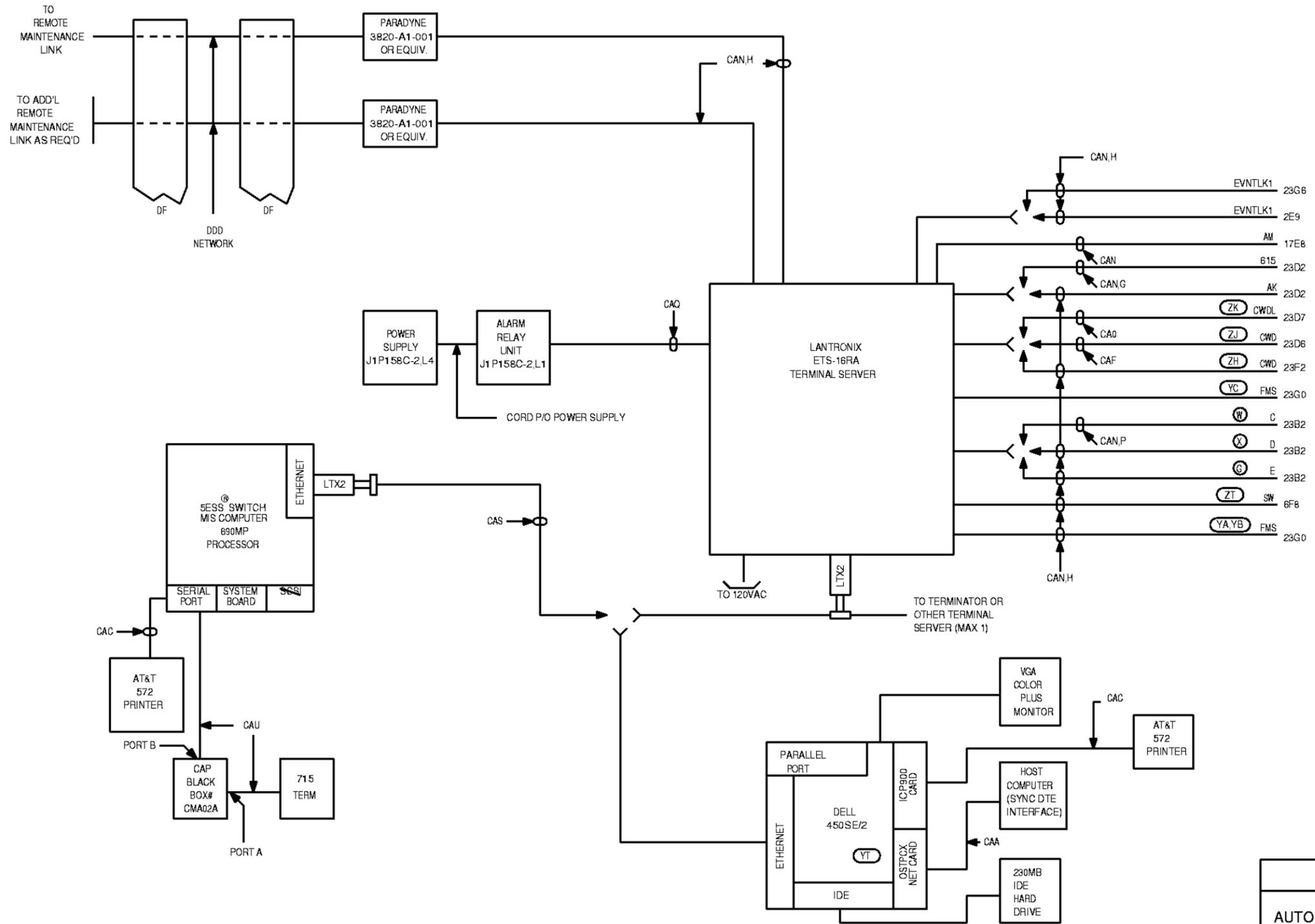
TYPICAL ARRANGEMENT FOR
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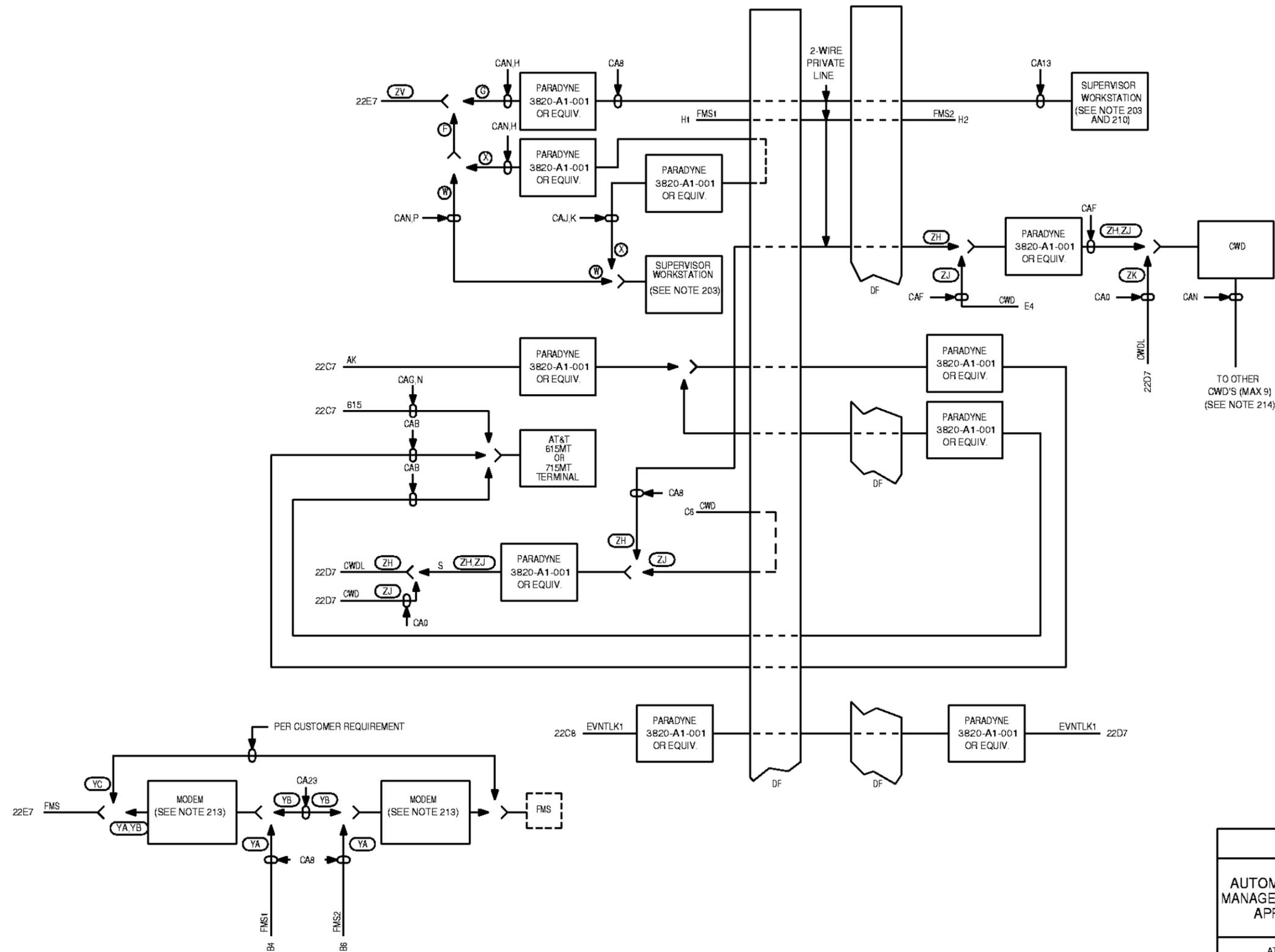
TYPICAL ARRANGEMENT FOR
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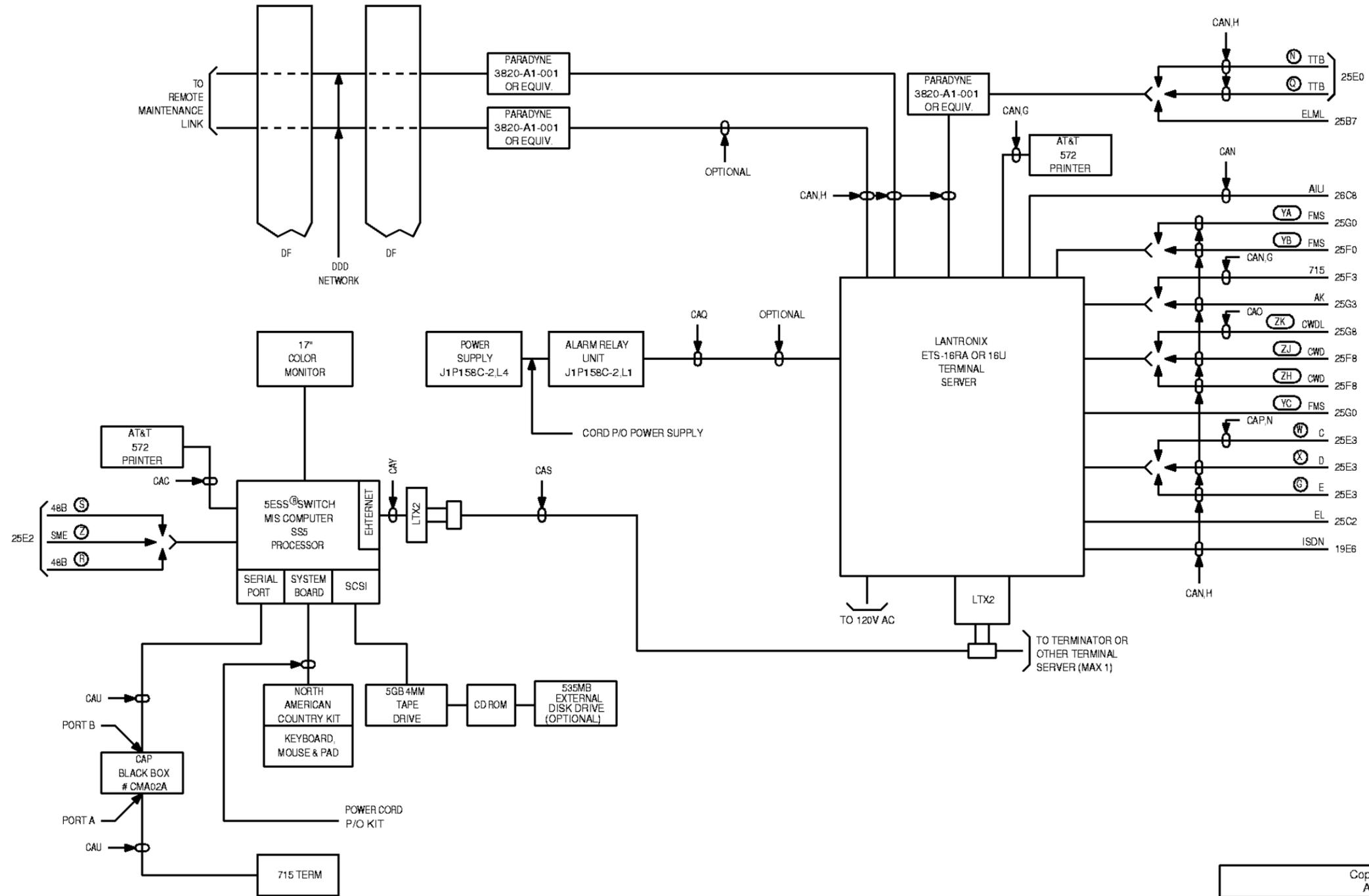
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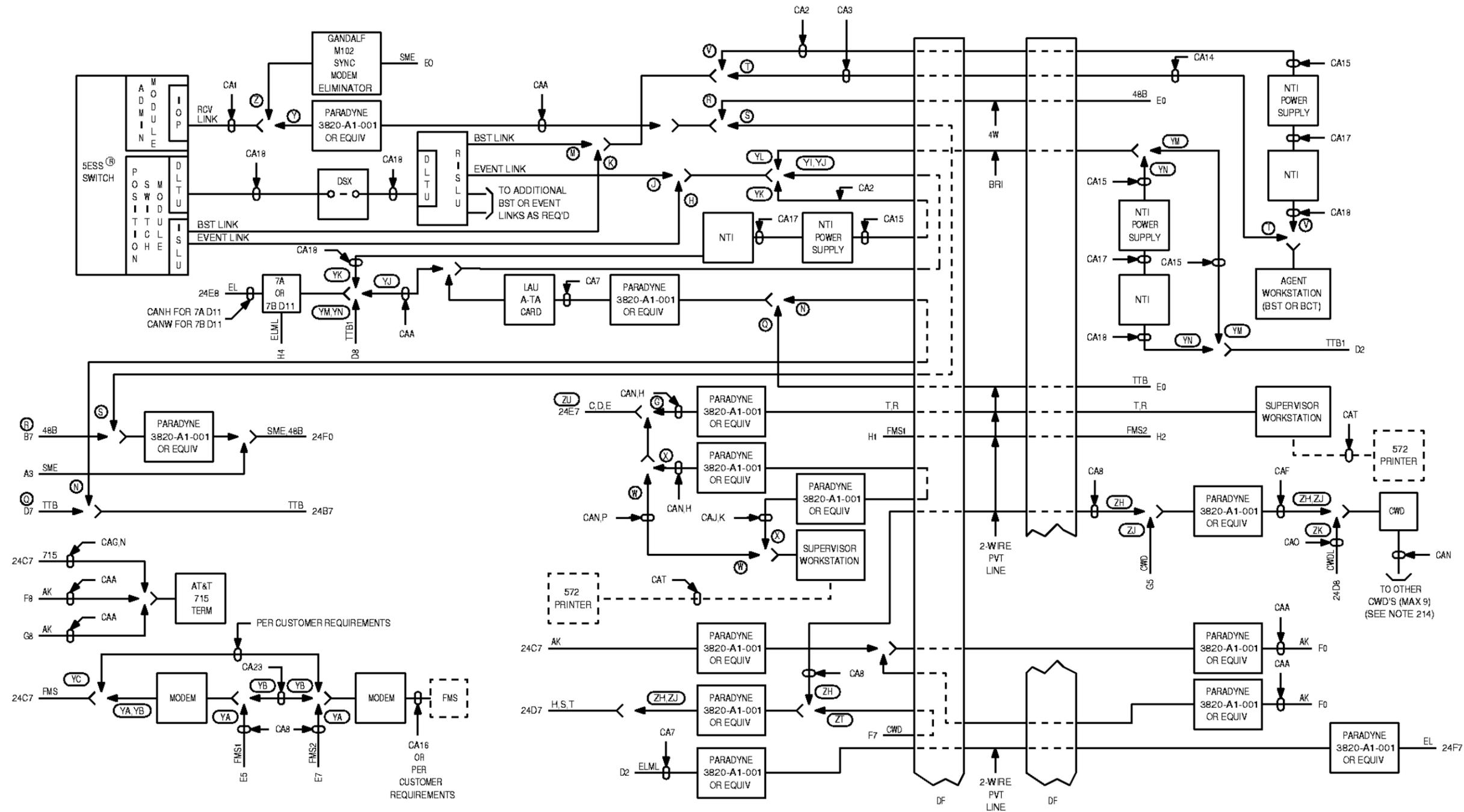
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TYPICAL ARRANGEMENT FOR
ACD/MIS WITHOUT AIU



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AUTOMATIC CALL DISTRIBUTOR/
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APPLICATION SCHEMATIC

DWG SIZE	ISSUE
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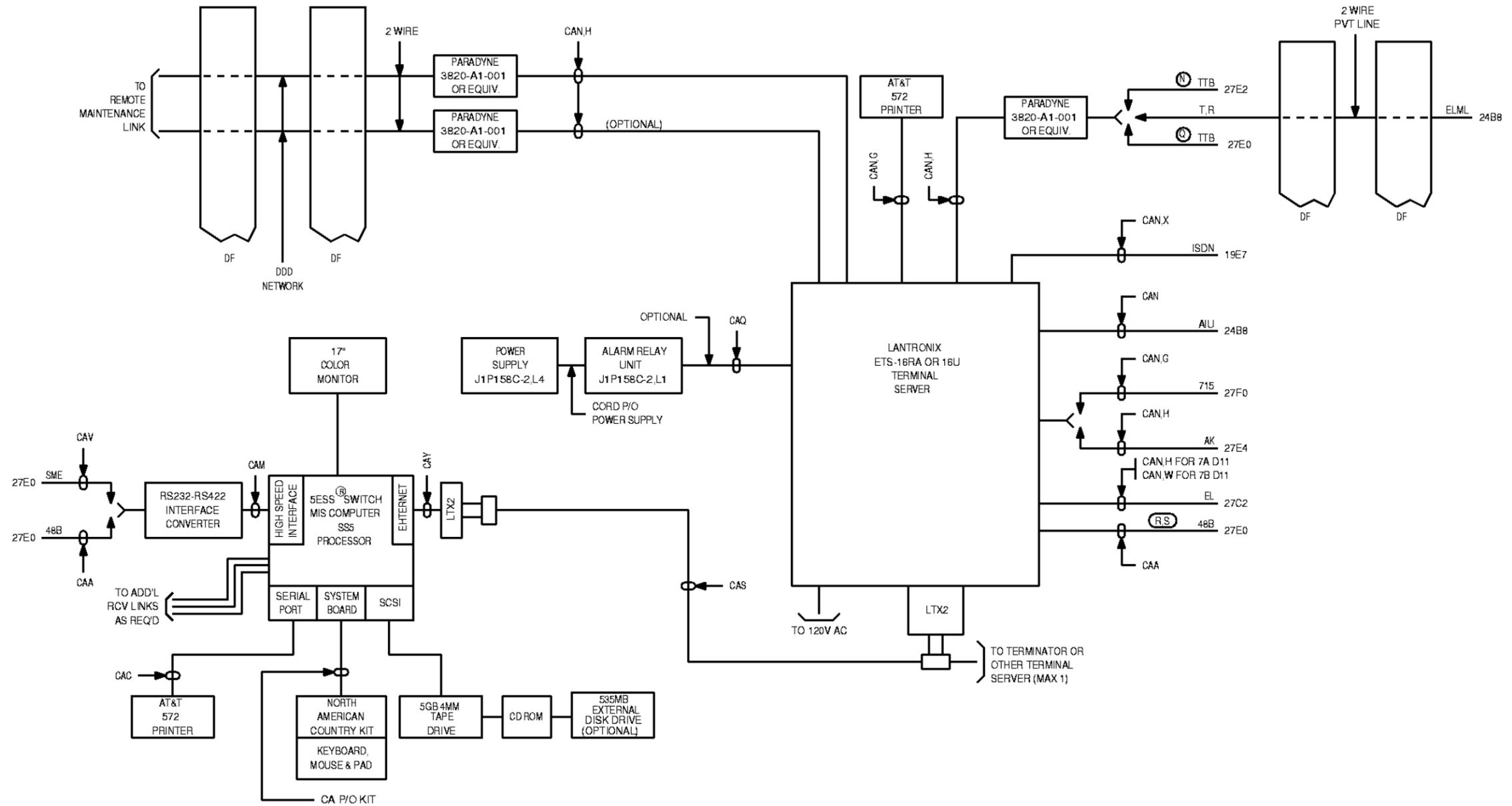
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SHEET
B25

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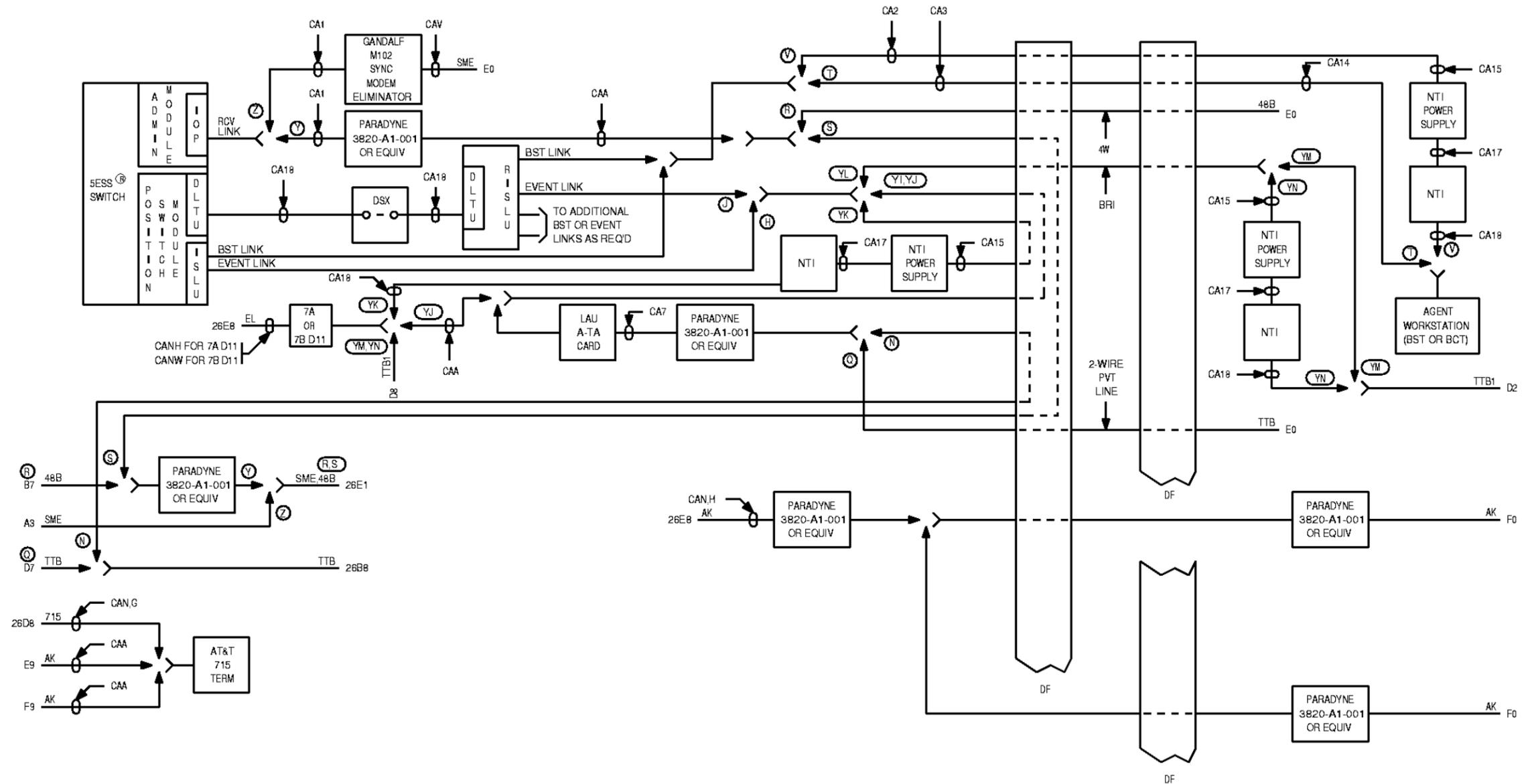
TYPICAL ARRANGEMENT FOR
ACD/MIS WITH AIU



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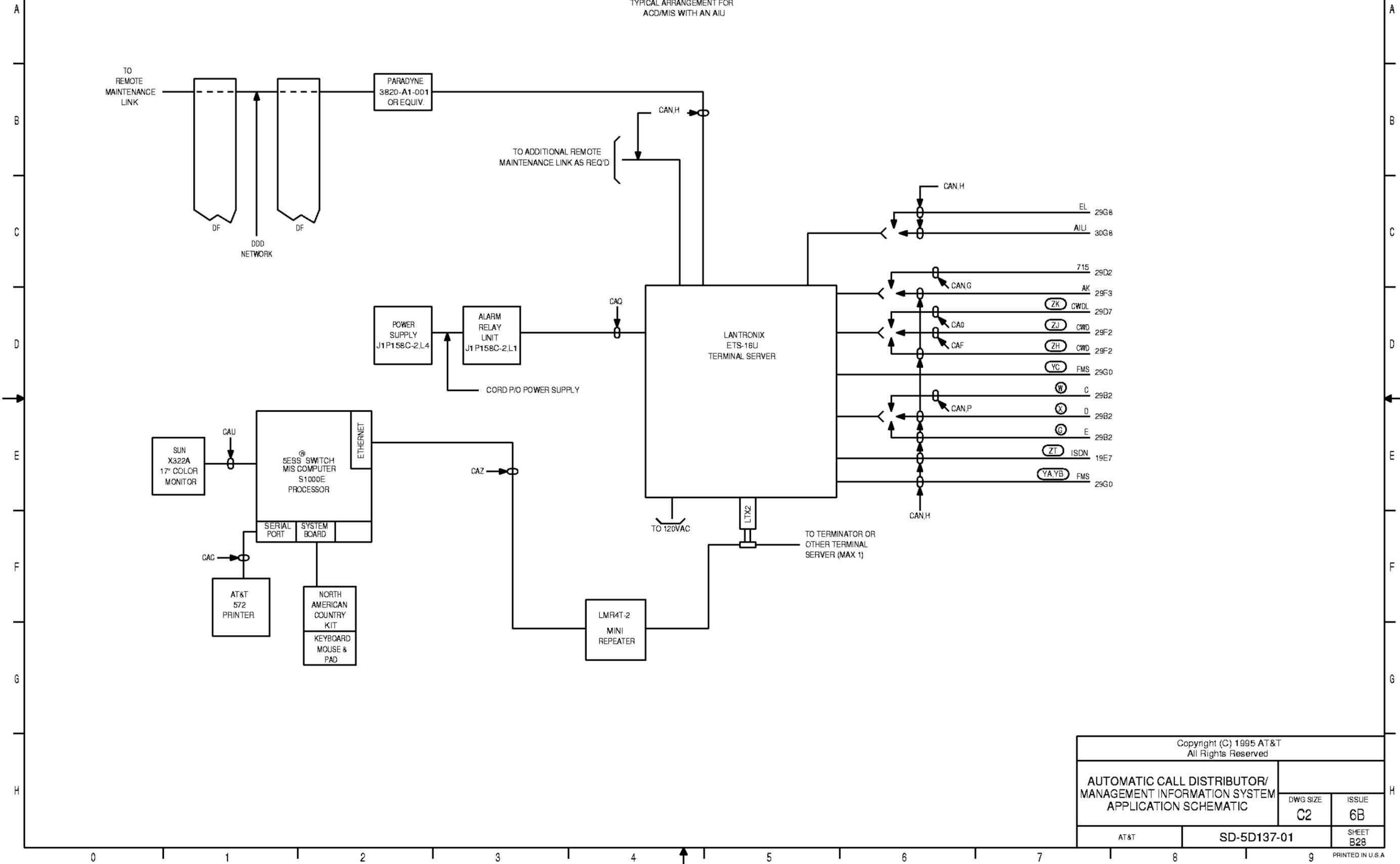
TYPICAL ARRANGEMENT FOR
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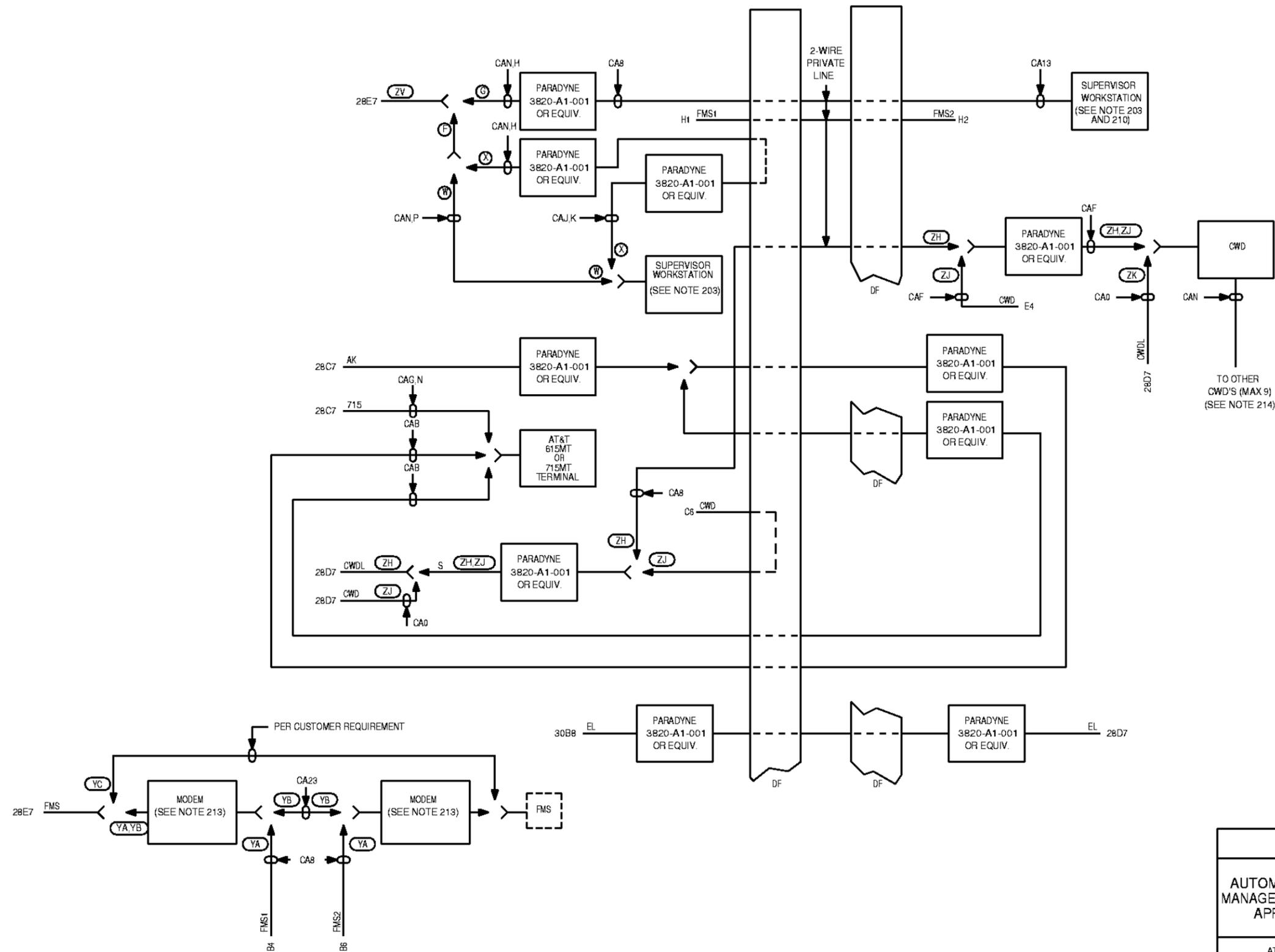
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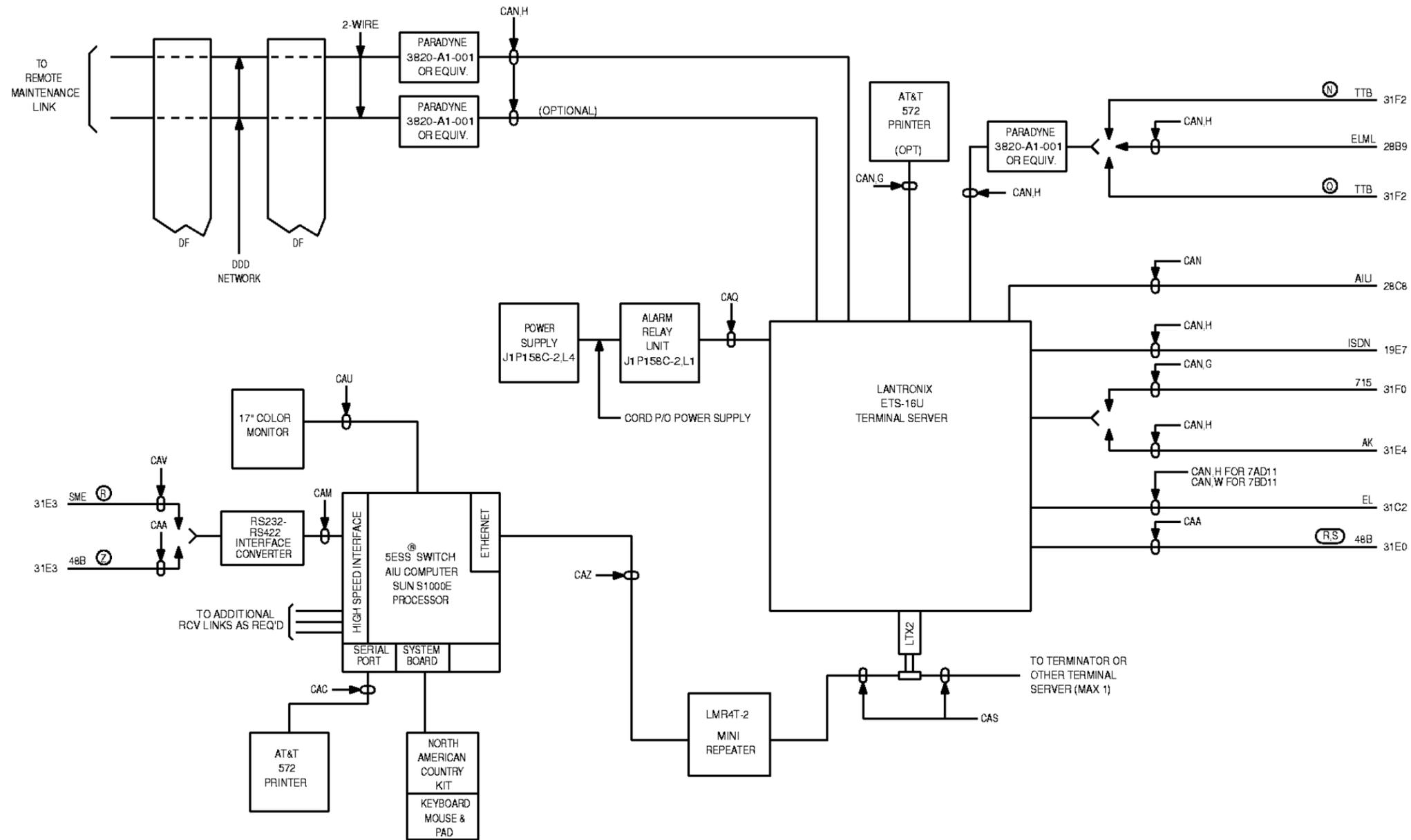
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AS 18

TYPICAL ARRANGEMENT FOR
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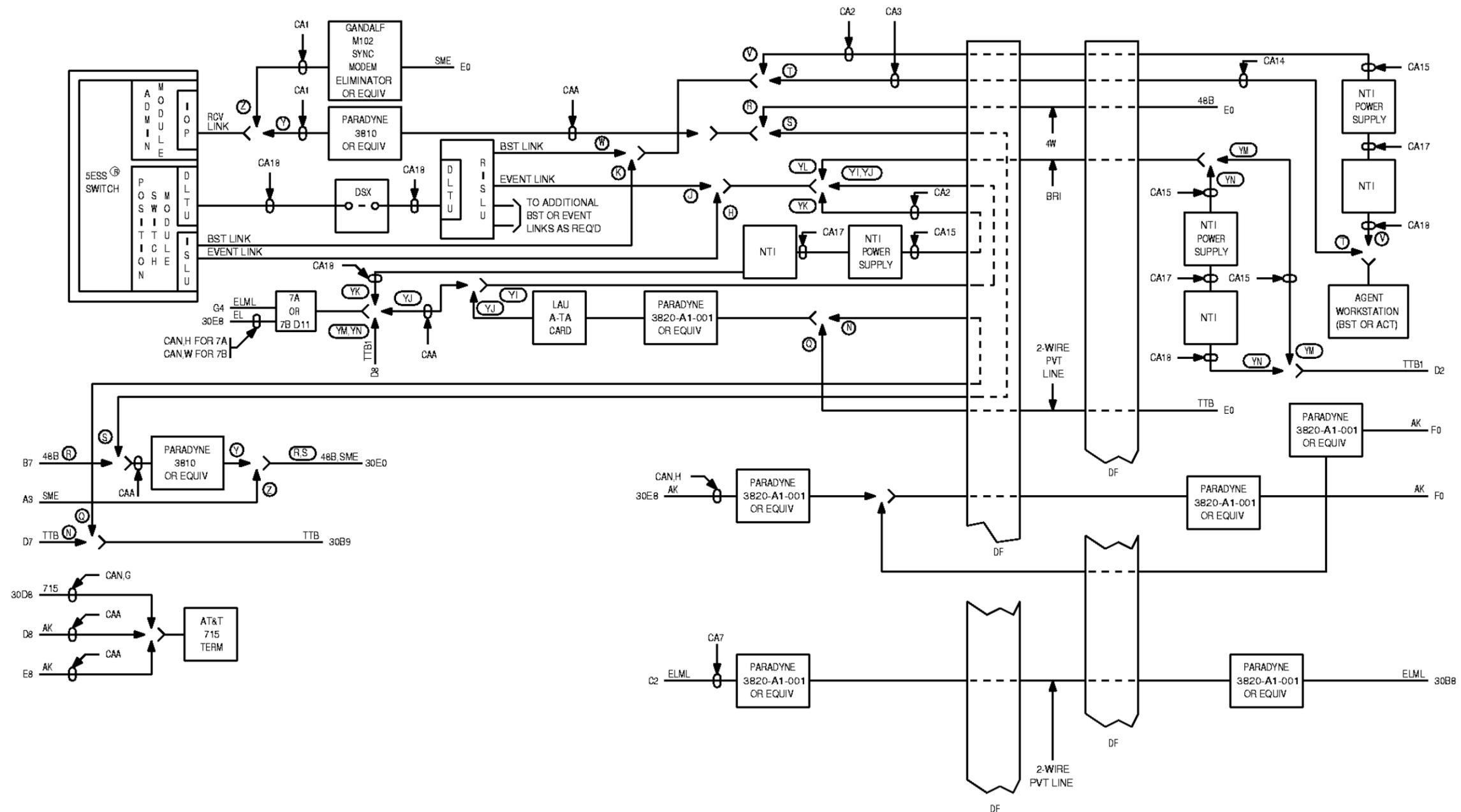
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TYPICAL ARRANGEMENT FOR
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EQUIPMENT NOTES (CONT):
NOTE 201(A) CONTINUED:

2. EPORT CARDS

USE THE FOLLOWING TABLE TO DETERMINE THE NUMBER OF ADDITIONAL EPORT CARDS NEEDED PER MIS COMPUTER AND TO VERIFY LOAD CAPACITY. WHEN ENTERING QUANTITY, ENTER THE TOTAL NUMBER OF EACH TYPE OF LINK THAT WILL BE NEEDED.

LINK DESCRIPTION	ENGR/ CUST ↑	NOTE	QUANTITY
SUPERVISOR WORKSTATIONS	C	1	
DIRECT FORCE MANAGEMENT	C	2	+
CALLS WAITING DISPLAY PORTS	C/E	3	+
PSM OR ECL EVENT LINKS	E	4	+
OPERATOR/ADMIN CONSOLES	C	5	+
ASYNCHRONOUS RC/V	E	6	+
DIAGNOSTIC MODEMS	C	7	+
SPARES	E	8	+
ADD-TOTAL PORTS NEEDED:			
SUBTRACT (OUT THE 1 REQUIRED EPORTS):			-8
ADDITIONAL PORTS NEEDED:			
DIVIDE (# PORTS PER EPORTS CARD):			+8
ADDITIONAL EPORTS CARDS NEEDED:			
(ROUND THIS NUMBER UP, I.E., 2.1 BECOMES 3)			
↑ ITEM IS ENGINEERED OR IS CUSTOMER OPTION			

1. SUPERVISOR WORKSTATION

- EACH MIS COMPUTER CAN HAVE UP TO 42 SUPERVISOR WORKSTATION LINKS

2. DIRECT FORCE MANAGEMENT

- DIRECT FORCE MANAGEMENT LINKS ALLOW AGENT STATISTICS TO BE DOWNLOADED TO THE FMS AND SCHEDULING AND FORECASTING INFORMATION TO BE UPLOADED TO THE MIS COMPUTER. THE SCHEDULING AND FORECASTING INFORMATION IS USED ON THE MIS AGENT STATUS DISPLAY.

- IT IS RECOMMENDED THAT A MAXIMUM OF 1 DIRECT FORCE MANAGEMENT LINK BE ENGINEERED PER MIS CUSTOMER. LIMIT OF 10 DIRECT FORCE MANAGEMENT LINKS PER MIS COMPUTER.

- REDUCE THE MAXIMUM NUMBER OF LOAD EQUIVALENTS BY 2 FOR EACH DIRECT FORCE MANAGEMENT LINK ENGINEERED.

- SOME FMS'S CAN ALSO BE CONNECTED TO A SUPERVISOR WORKSTATION (ADJUNCT FMS) THEREBY ELIMINATING THE DIRECT FORCE MANAGEMENT LINK. CHECK WITH THE FMS VENDOR FOR THIS CAPABILITY. HOWEVER, THE MIS DOES NOT SUPPORT SOME FEATURES, SUCH AS THE UPLOADED OF SCHEDULING AND FORECASTING INFORMATION, OVER THE ADJUNCT FMS LINKS.

3. CALLS WAITING DISPLAYS

- UP TO 20 CALLS WAITING DISPLAYS (CWD) ARE SUPPORTED PER MIS COMPUTER.

- UP TO CWD'S CAN BE DAISY-CHAINED OFF ONE MIS EPORT'S PORT.

- A CWD CAN BE DAISY-CHAINED IF WITHIN 4000 CABLE FT OF ANOTHER CWD.

- CWD'S THAT ARE DAISY-CHAINED SHOULD BELONG TO THE SAME MIS CUSTOMER.

- ALL CWD'S ARE TREATED AS INDIVIDUAL SIGNS AND CAN BE INDIVIDUALLY ACCESSED EVEN IF DAISY-CHAINED. DAISY-CHAINING IS RECOMMENDED WHEN FEASIBLE.

- REDUCE THE MAXIMUM NUMBER OF LOAD EQUIVALENTS BY 1 FOR EACH CWD'S PORT ENGINEERED.

- REDUCE THE MAXIMUM NUMBER OF LOAD EQUIVALENTS BY 0.1 FOR EACH DAISY-CHAINED CWD.

EQUIPMENT NOTES (CONT):
NOTE 201(A) CONTINUED:

2. EPORT CARDS (CONT)

4. PSM OR ECL EVENT LINKS

- IF THE MIS COMPUTER IS DIRECTLY CONNECTED TO THE SWITCH (NO ECL) THEN 1 EVENT LINK IS NEEDED PER PSM WITH A MAXIMUM OF 12 CONNECTED PSM'S PER MIS COMPUTER. EACH PSM, IN 5E3, CAN HANDLE UP TO 100 AGENT POSITIONS. A TOTAL OF 1024 AGENT POSITIONS CAN BE DEFINED IN THE MIS COMPUTER. ONLY 1023 CAN BE LOGGED ON AT ANY ONE TIME, AND ONLY 1000 CALLS CAN BE CONNECTED SIMULTANEOUSLY.

- IF THE MIS COMPUTER IS CONNECTED TO THE ECL THEN 1 EVENT LINK IS REQUIRED AND UP TO 3 MORE (4 TOTAL) CAN BE ADDED. YOU NEED 1 EVENT LINK FOR EVERY 15,000 CALLS PER HOUR THAT WILL BE HANDLED BY THE MIS COMPUTER.

- IF MORE THAN 1 EVENT LINK IS CONNECTED AND ONE OF THE LINKS GOES DOWN THEN THE ECL WILL AUTOMATICALLY SHIFT THE LOAD THE "DOWN" LINK TO THE OTHER ACTIVE LINKS. THIS REDUNDANCY IS ANOTHER CONSIDERATION WHEN ENGINEERING THE NUMBER OF EVENT LINKS TO THE ECL AND IS RECOMMENDED.

- REDUCE THE NUMBER OF LOAD EQUIVALENTS BY 2.00 FOR EACH PSM OR EVENT LINK OVER 4.

5. OPERATOR/ADMINISTRATOR CONSOLES

- ADDITIONAL OPERATOR/ADMINISTRATOR CONSOLES MAY BE NEEDED FOR THE CUSTOMER'S SWITCH CONTROL CENTER (SCC);

- UP TO 4 ADDITIONAL (5 TOTAL) OPERATOR/ADMINISTRATOR CONSOLES CAN BE ENGINEERED PER MIS COMPUTER.

- THE 3B2'S MAIN SYSTEM CONSOLE ACTS AS THE FIRST OPERATOR/ADMINISTRATOR CONSOLE FOR THE MIS APPLICATION.

- EACH ADDITIONAL OPERATOR/ADMINISTRATOR CONSOLE REQUIRES AN EPORT PORT

- THE NUMBER OF LOAD EQUIVALENTS IS REDUCED BY 1.50 FOR EACH ADDITIONAL OPERATOR/ADMINISTRATOR CONSOLE BEYOND THE FIRST ONE.

6. ASYNCHRONOUS RC/V

- IF THE MIS COMPUTER IS DIRECTLY CONNECTED TO THE SWITCH (NO ECL) THEN NO ASYNCHRONOUS RC/V LINKS SHOULD BE ENGINEERED. SYNCHRONOUS CONNECTION IS REQUIRED AND IS DISCUSSED LATER. ENTER "0" IN THE TABLE AND GO TO NUMBER 7, SPARES.

- IF THE MIS COMPUTER IS CONNECTED TO AN ECL THEN AN ASYNCHRONOUS RC/V LINK IS RECOMMENDED. SYNCHRONOUS CONNECTIONS MAY BE USED. BUT A SYNCHRONOUS CONNECTION REQUIRES AN ISC CARD AND ELIMINATES 8 EPORT PORTS ON BOTH THE MIS AND ECL COMPUTERS.

- IF ASYNCHRONOUS RC/V IS BEING USED, THEN YOU CAN HAVE 1 ONLY 1 ASYNCHRONOUS RC/V LINK PER MIS COMPUTER.

7. DIAGNOSTIC MODEMS

- IF THE SYSTEM IS TO BE MAINTAINED OR MONITORED FROM A REMOTE SITE, THEN UP TO TWO DIAGNOSTIC MODEM PORTS CAN BE CONFIGURED. BOTH DIAGNOSTIC PORTS ARE HIGHLY RECOMMENDED.

8. SPARES

- ADD IN 20% MORE EPORT PORTS AS BACKUPS.

3. RC/V LINK

- IF THE MIS COMPUTER WILL BE CONNECTED TO THE SWITCH (NO ECL) THEN A SYNCHRONOUS RC/V LINK IS REQUIRED. IF THE MIS COMPUTER IS CONNECTED TO AN ECL THEN AN ASYNCHRONOUS LINK IS RECOMMENDED. AS DISCUSSED IN ITEM 2, NOTE 6 ABOVE. YOU MUST HAVE RC/V LINK (ASYNCHRONOUS OR SYNCHRONOUS) PER MIS COMPUTER.

EQUIPMENT NOTES (CONT):
NOTE 201(A) CONTINUED:

3. RC/V LINK (CONT)

A. SYNCHRONOUS RC/V

- A. IF SYNCHRONOUS RC/V IS BEING USED THEN YOU CAN HAVE 1. AND ONLY 1 SYNCHRONOUS RC/V LINK PER MIS COMPUTER. BUT CAN HAVE UP TO 3 ADDITIONAL SPARE RC/V PORTS. ONLY ONE PORT IS ACTIVE AT A TIME AND MUST BE MANUALLY SWITCHED TO ACCESS A SPARE PORT.

- B. ONE ISC CARD IS REQUIRED FOR EVERY 2 SYNCHRONOUS RC/V LINKS (MAXIMUM OF 4 LINKS SO MAXIMUM OF 2 ISC CARDS)

B. ASYNCHRONOUS RC/V

- A. AN EPORT PORT IS USED FOR THE ASYNCHRONOUS RC/V LINK. AND THE PORT SHOULD HAVE BEEN ALLOCATED IN ITEM 3 ABOVE.

4. EVENT LINKS

A. SWITCH CONNECTED MIS

- A. A PAIR OF TELEBIT TRAILBLAZER MODEMS ARE REQUIRED PER PSM (EVENT) LINK.

- B. THE MODEMS ARE REQUIRED REGARDLESS OF DISTANCE DUE TO GROUNDING RULES.

B. ECL CONNECTED MIS

- A. IF THE DISTANCE BETWEEN THE ECL AND MIS COMPUTERS IS GREATER THAN 50 FT THEN A PAIR OF TELEBIT TRAILBLAZER MODEMS ARE REQUIRED PER EVENT LINK.

- B. IF THE DISTANCE IS LESS THAN 50 CABLE FT THEN THE LINK MAY BE DIRECT RS232 CONNECTED WITH A NULL MODEM ADAPTER.

5. SUPERVISOR WORKSTATIONS LINKS

- A. EACH SUPERVISOR WORKSTATION THAT IS GREATER THAN 50 CABLE FT FROM THE MIS COMPUTER REQUIRES A MULTITECH 224EH STANDALONE MODEM.

- B. IF THE SUPERVISOR WORKSTATION IS LESS THAN 50 CABLE FT FROM MIS COMPUTER THEN IT MAY BE DIRECT RS232 CONNECTED.

6. DIRECT FORCE MANAGEMENT LINKS

- A DIRECT FORCE MANAGEMENT LINK IS A LINK FROM THE MIS COMPUTER TO A THIRD PARTY FMS (SOME FMS'S CAN BE CONNECTED TO A SUPERVISOR WORKSTATION (ADJUNCT FMS) WHICH IN TURN IS CONNECTED TO THE MIS COMPUTER. THIS TYPE WOULD NOT BE A "DIRECT FORCE MANAGEMENT" LINK.)

- A. EACH DIRECT FORCE MANAGEMENT SYSTEM THAT IS GREATER THAN 50 CABLE FT FROM THE MIS COMPUTER REQUIRES A MULTITECH 224EH STANDALONE MODEM.

- B. IF THE FORCE MANAGEMENT SYSTEM IS LESS THAN 50 CABLE FT FROM THE MIS COMPUTER THEN IT MAY BE DIRECT RS232 CONNECTED.

7. OPERATOR/ADMINISTRATOR CONSOLES

- A. THE 3B2'S SYSTEM CONSOLE ACTS AS THE FIRST OPERATOR/ADMINISTRATOR CONSOLE AND SHOULD BE WITHIN 50 CABLE FT OF THE MIS COMPUTER SO IT CAN BE DIRECT RS232 CONNECTED.

- B. EACH ADDITIONAL CONSOLE REQUIRES AN AT&T 615 TERMINAL.

- C. EACH ADDITIONAL CONSOLE THAT IS GREATER THAN 50 CABLE FT FROM THE MIS COMPUTER REQUIRES A PAIR OF MULTITECH 224EH STANDALONE MODEMS.

- D. IF THE CONSOLE IS LESS THAN 50 CABLE FT FROM THE MIS COMPUTER THEN IT MAY BE DIRECT RS232 CONNECTED.

8. CALLS WAITING DISPLAY

- A. EACH CALLS WAITING DISPLAY (CWD) DESIRED BY THE END-USER WILL REQUIRE ONE LABELLE INFOEXPRESS BANNER BOX.

EQUIPMENT NOTES (CONT):
NOTE 201(A) CONTINUED:

8. CALL WAITING DISPLAY (CONT)

- B. EACH CWD PORT DESIRED (SEE ITEM 2 ABOVE) ADDITIONALLY REQUIRES THE LABELLE INFOEXPRESS RS232 OPTION. THIS IS A BOARD INSTALLED IN THE CWD SO IT CAN BE CONNECTED TO THE MIS COMPUTER.

- C. EACH CWD CONNECTED DIRECTLY TO THE MIS COMPUTER (NOT DAISY-CHAINED) AND GREATER THAN 50 CABLE FT FROM THE MIS COMPUTER REQUIRES A PAIR OF MULTITECH 224EH STANDALONE MODEMS. A SPECIAL RS232 CABLE FOR THE CWD-> MODEM CONNECTION CAN BE ORDERED FROM LABELLE AND REQUIRES A NULL MODEM ADAPTER.

- D. EACH CWD CONNECTED DIRECTLY TO THE MIS COMPUTER (NOT DAISY-CHAINED) AND WITHIN 50 CABLE FT OF THE MIS COMPUTER REQUIRES A SPECIAL RS232 CABLE THAT CAN BE ORDERED FROM LABELLE AND REQUIRES A DB25 TO RJ45 ADAPTER.

- E. EACH CWD THAT IS DAISY-CHAINED (PAST THE FIRST DIRECT MIS CONNECTED CWD) REQUIRES A RJ11 TYPE PHONE CABLE.

- F. EACH DAISY-CHAINED CWD CAN BE UP TO 4000 CABLE FT FROM THE SIGN IT IS CONNNECTED TO (IT USES A BUILT-IN RS-422 INTERFACE).

9. MEMORY

- IF THE TOTAL NUMBER OF SUPERVISOR WORKSTATIONS, CALLS WAITING DISPLAY PORTS, DIRECT CONNECT FORCE MANAGEMENT SYSTEMS, EVENT LINKS, AND OPERATOR/ADMINISTRATOR CONSOLES IS GREATER THAN 20 THEN AN ADDITIONAL 4MB MEMORY BOARD IS REQUIRED.

II. OPTIONAL ECL COMPUTER & PERIPHERALS

- 1. THE ENGINEERABLE PARTS OF THE ECL ARE THE NUMBER OF EPORT AND ISC CARDS. THESE ARE DETERMINED BY HOW THE MIS COMPUTERS (THAT ARE GOING TO BE ATTACHED TO THE ECL) ARE ENGINEERED AND BY THE NUMBER OF AGENTS ON THE ACC. USE THE FOLLOWING TABLE TO DETERMINE THE NUMBER OF EPORT CARDS NEEDED. MOST OF THE "QUANTITY" COLUMN CAN BE FILLED IN WITH THE NUMBERS OBTAINED FROM ENGINEERING THE MIS COMPUTERS.

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AUTOMATIC CALL DISTRIBUTOR/
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APPLICATION SCHEMATIC

DWG SIZE
C2

ISSUE
5B

AT&T

SD-5D137-01

SHEET
D2

EQUIPMENT NOTES (CONT):
NOTE 201(A) CONTINUED:

LINK DESCRIPTION	ENGR/ CUST ↑	NOTE	QUANTITY
PSM EVENT LINKS	E	1	
MIS EVENT LINKS	E	2	+
OPERATOR/ADMIN CONSOLES	C	3	+
ASYNCHRONOUS RC/V	E	4	+
DIAGNOSTIC MODEMS	C		+
SPARES	E	5	+
ADD-TOTAL PORTS NEEDED: SUBTRACT (OUT THE 3 REQUIRED EPORTS):			-24
ADDITIONAL PORTS NEEDED: DIVIDE (8 PORTS PER EPORTS CARD):			+8
ADDITIONAL EPORTS CARDS NEEDED: (ROUND THIS NUMBER UP, I.E., 2.1 BECOMES 3)			
↑ ITEM IS ENGINEERED OR IS CUSTOMER OPTION NOTE THAT 1 EPORT CARD HAS A MAXIMUM THROUGHPUT OF 76,800 BPS.			

NOTES

1. PSM EVENT LINKS

- ONE AND ONLY ONE EVENT LINK IS REQUIRED AND ALLOWED PER PSM WITH A MAXIMUM OF 12 TOTAL CONNECTED PSMS. EACH PSM, IN 5E3, CAN HANDLE UP TO 100 AGENT POSITIONS. A TOTAL OF 1024 AGENT POSITIONS CAN BE DEFINED IN THE ECL COMPUTER. ONLY 1023 CAN BE LOGGED ON AT ANY ONE TIME, AND ONLY 1000 CALLS CAN BE CONNECTED SIMULTANEOUSLY.

2. MIS EVENT LINKS

- ONE EVENT LINK IS MINIMALLY REQUIRED PER MIS COMPUTER BUT UP TO 4 LINKS PER MIS COMPUTER CAN BE ENGINEERED. (AT LEAST TWO EVENT LINKS PER MIS COMPUTER ARE RECOMMENDED FOR REDUNDANCY.)
- THE ECL COMPUTER CAN HAVE A MAXIMUM OF 48 MIS EVENT LINKS.

3. OPERATOR/ADMIN CONSOLE

- ADDITIONAL OPERATOR/ADMINISTRATOR CONSOLES MAY BE NEEDED FOR THE CUSTOMER'S SWITCH CONTROL CENTER (SCC).
- UP TO 4 ADDITIONAL (5 TOTAL) OPERATOR/ADMINISTRATOR CONSOLES CAN BE ENGINEERED PER ECL COMPUTER.
- THE 3B2'S MAIN SYSTEM CONSOLE ACTS AS THE FIRST OPERATOR/ADMINISTRATOR CONSOLE FOR THE ECL APPLICATION.
- EACH ADDITIONAL OPERATOR/ADMINISTRATOR CONSOLE REQUIRES AND EPORT CARD PORT.

4. ASYNCHRONOUS RC/V

- IF THE MIS COMPUTERS HAVE BEEN ENGINEERED WITH ASYNCHRONOUS RC/V THEN ONE AND ONLY ONE LINK IS REQUIRED AND ALLOWED PER ATTACHED MIS COMPUTER.

5. DIAGNOSTIC MODEM PORTS

- IF THE SYSTEM IS TO BE MAINTAINED OR MONITORED FROM A REMOTE SITE, THEN UP TO TWO DIAGNOSTIC MODEM PORTS CAN BE CONFIGURED. BOTH DIAGNOSTIC PORTS ARE HIGHLY RECOMMENDED.

6. SPARES

- ADD IN 20% MORE EPORT PORTS AS BACKUPS.

EQUIPMENT NOTES (CONT):
NOTE 201(A) CONTINUED:

2. RC/V LINKS

A. TO SWITCH

- ONE SYNCHRONOUS RC/V LINK IS REQUIRED FOR THE ECL COMPUTER TO THE SWITCH. ONE-HALF OF AN ISC CARD IS REQUIRED FOR THIS RC/V LINK.
- IF THE ECL COMPUTER IS MORE THAN 50 CABLE FT AWAY FROM WHERE IT CONNECTS TO THE SWITCH THEN A PAIR OF AT&T 2048 DATAPHONE II SYNCHRONOUS MODEMS AND 829A CHANNEL INTERFACES ARE REQUIRED FOR CONNECTION TO THE SWITCH.
- IF THE ECL COMPUTER IS WITHIN 50 CABLE FT FROM WHERE IT CONNECTS THEN A GANDALF SYNCHRONOUS MODEM ELIMINATOR MAY BE USED IN PLACE OF THE DATAPHONE II MODEMS.
- UP TO 3 ADDITIONAL SYNCHRONOUS RC/V LINKS MAY BE ENGINEERED AS BACKUPS, BUT ONLY ONE IS ACTIVE AT A TIME AND MUST BE MANUALLY SWITCHED TO UTILIZE THE BACKUPS. ONE BACKUP IS RECOMMENDED ON THE ECL COMPUTER AND REQUIRES ONE-HALF OF AN ISC CARD. IT DOES NOT REQUIRE ADDITIONAL DATAPHONE MODEMS.
- NOTE: ONE ISC CARD IS ALREADY ENGINEERED IN THE REQUIRED ECL COMPUTER & PERIPHERALS SECTION. THIS ISC CARD MAY BE USED FOR THE PRIMARY AND FIRST BACKUP RC/V LINKS TO THE SWITCH.

B. TO MIS COMPUTERS

- SYNCHRONOUS RC/V
 - ONE RC/V LINK (EITHER SYNCHRONOUS OR ASYNCHRONOUS) IS REQUIRED PER MIS COMPUTER ATTACHED TO THE ECL COMPUTER.
 - IF SYNCHRONOUS RC/V LINKS ARE ENGINEERED ON THE MIS COMPUTERS (NOT RECOMMENDED) THEN ONE-HALF OF AN ISC CARD IS REQUIRED PER MIS COMPUTER ENGINEERED.
 - IF THE ECL COMPUTER AND MIS COMPUTER ARE TO BE SYNCHRONOUSLY CONNECTED AND ARE MORE THAN 50 CABLE FT AWAY FROM EACH OTHER, THEN A PAIR OF AT&T 2048 DATAPHONE II SYNCHRONOUS MODEMS AND 829A CHANNEL INTERFACES ARE REQUIRED FOR CONNECTION.
 - IF THE ECL COMPUTER AND MIS COMPUTER ARE TO BE SYNCHRONOUSLY CONNECTED AND ARE WITHIN 50 CABLE FT OF EACH OTHER, THEN A GANDALF SYNCHRONOUS MODEM ELIMINATOR MAY BE USED IN PLACE OF THE DATAPHONE II MODEMS.
 - UP TO A MAXIMUM OF 6 MIS COMPUTERS MAY HAVE SYNCHRONOUS RC/V FROM THE ECL COMPUTER (ALL OTHERS MUST USE ASYNCHRONOUS RC/V LINKS).
 - NO MORE THAN 4 ISC CARDS (8 LINKS TOTAL) SHOULD BE INSTALLED IN THE ECL COMPUTER.

ASYNCHRONOUS RC/V

- ONE RC/V LINK (EITHER SYNCHRONOUS OR ASYNCHRONOUS) IS REQUIRED PER MIS COMPUTER ATTACHED TO THE ECL COMPUTER.
- IF THE ECL COMPUTER AND MIS COMPUTER ARE TO BE ASYNCHRONOUSLY CONNECTED AND ARE MORE THAN 50 CABLE FT AWAY FROM EACH OTHER THEN A PAIR OF MULTITECH 224EH STANDALONE MODEMS ARE REQUIRED AND ARE ENGINEERED WITH MIS COMPUTER. DO NOT ENGINEER THEM HERE.
- IF THE ECL COMPUTER AND MIS COMPUTER TO BE ASYNCHRONOUSLY CONNECTED ARE WITHIN 50 CABLE FT OF EACH OTHER THEN THEY MAY BE DIRECT RS232 CONNECTED, AND THIS IS ENGINEERED WITH THE MIS COMPUTER. DO NOT ENGINEER IT HERE.

EQUIPMENT NOTES (CONT):
NOTE 201(A) CONTINUED:

3. EVENT LINKS

A. TO SWITCH

- A PAIR OF TELEBIT TRAILBLAZER MODEMS ARE REQUIRED PER PSM (EVENT) LINK.
- THE MODEMS ARE REQUIRED REGARDLESS OF DISTANCE DUE TO GROUNDING RULES.

B. TO MIS COMPUTERS

- UP TO 4 MIS EVENT LINKS MAY BE ENGINEERED PER MIS COMPUTER WITH A MAXIMUM OF 48 PER ECL COMPUTER.
- TWO MIS EVENT LINKS ARE RECOMMENDED PER MIS COMPUTER FOR REDUNDANCY.
- ALL ENGINEERING FOR THESE LINKS IS PERFORMED WHEN ENGINEERING THE MIS COMPUTER.

4. OPERATOR/ADMINISTRATOR CONSOLES

- THE 3B2'S SYSTEM CONSOLE ACTS AS THE FIRST OPERATOR/ADMINISTRATOR CONSOLE AND SHOULD BE WITHIN 50 CABLE FT OF THE ECL COMPUTER SO IT CAN DIRECT RS232 CONNECTED.
- EACH ADDITIONAL CONSOLE REQUIRES AN AT&T 615 TERMINAL AND A TERMINAL/PRINTER ADAPTER.
- EACH ADDITIONAL CONSOLE THAT IS GREATER THAN 50 CABLE FT FROM THE ECL COMPUTER REQUIRES A PAIR OF MULTITECH 224EH STANDALONE MODEMS.
- IF THE CONSOLE IS LESS THAN 50 CABLE FT FROM THE ECL COMPUTER THEN IT MAY BE DIRECT RS232 CONNECTED.

III. OPTIONAL SUPERVISOR WORKSTATION & PERIPHERALS

- IF THE SUPERVISOR WORKSTATION IS WITHIN 50 CABLE FT OF THE MIS COMPUTER THEN IT MAY BE DIRECT RS232 CONNECTED. OTHERWISE, IT MUST BE MODEM CONNECTED USING A MULTITECH 224EH INTERNAL PC MODEM CARD.
- IF AN ADJUNCT FORCE MANAGEMENT SYSTEM WILL BE CONNECTED TO THE SUPERVISOR WORKSTATION THEN AN RS232 CABLE IS REQUIRED. THE FORCE MANAGEMENT SYSTEM CANNOT BE MORE THAN 50 CABLE FT FROM THE SUPERVISOR WORKSTATION.
- IF AN ADJUNCT FORCE MANAGEMENT SYSTEM WILL BE CONNECTED TO THE SUPERVISOR WORKSTATION AND THE SUPERVISOR WORKSTATION IS DIRECT RS232 CONNECTED TO THE MIS COMPUTER THEN A PC COMMUNICATIONS (COM2) CARD IS REQUIRED.
- IF A PRINTER IS DESIRED TO PRINT OUT REPORTS AND PERFORM "PRINT SCREENS" THEN AN AT&T 572 OR AT&T 477 COLOR PRINTER MAY BE USED. BOTH REQUIRE THE PARALLEL INTERFACE AND TRACTOR-FEED OPTIONS. USE THE COLOR PRINTER ONLY WHEN COLOR HARDCOPY OF THE DISPLAYS OR GRAPHICS REPORTS IS REQUIRED.

EQUIPMENT NOTES (CONT):

201 (B). PC/MIS REQUIRES THE USE OF THE FOLLOWING COMPUTER:

PC/MIS PC6386/25 WGS

THE FOLLOWING IS A LIST OF ITEMS REQUIRED ON ALL SYSTEMS:

1. REQUIRED PC/MIS COMPUTER & PERIPHERALS

1. HARDWARE

QTY	DESCRIPTION
1	AT&T PC6386/25 PROCESSOR
1	4MB OF MEMORY
1	135MB HARD DISK DRIVE
1	1 4.4MB 5.25 INCH FLOPPY DISK DRIVE
1	VGA TERMINAL
1	IPC 900 KIT (CARD, I/O BOARD, & CABLE)
1	AT&T 572 SYSTEM PRINTER
1	MULTITECH 224EH STANDALONE MODEM (DIAGNOSTICS LINKS)
2	RS232 CABLES (FOR MODEM & PRINTER)
*	SUPERVISOR WORKSTATIONS (SEE SEPARATE SECTION)
1	125MB STREAMING TAPE

2. SOFTWARE

QTY	DESCRIPTION
1	LINUX SYSTEM V RELEASE 3.2.1 WITH DOCUMENTATION
1	MIS RELEASE 5 FOR THE PC6386 COMPUTER (1 CARTRIDGE TAPE)

3. DOCUMENTATION

QTY	NUMBER	DESCRIPTION
*	5D5-550-100	ACD/MIS SUPERVISOR REFERENCE
*	5D5-550-101	ACD/MIS AGENT BST GUIDE ↑
*	5D5-550-102	ACD/MIS SUPERVISOR BST GUIDE ↓
*	5D5-550-104	ACD/MIS OPERATOR/ADMINISTRATOR REFERENCE
*	5D5-550-112	ACD/MIS REPORT ANALYSIS GUIDE
*	5D5-550-114	ACD/MIS AGENT ACT GUIDE ↓
*	5D5-550-115	ACD/MIS SUPERVISOR ACT GUIDE ↑
1	5D5-550-116	ACD/PC/MIS SITE PREPARATION GUIDE
1	5D5-550-117	ACD/PC/MIS INSTALLATION GUIDE

- * ORDER QUANTITY DESIRED BY THE CUSTOMER
- ↑ ORDER EITHER ACT OR BST GUIDES DEPENDING ON EQUIPMENT BEING INSTALLED.

THE FOLLOWING ARE OPTIONAL AND ENGINEERABLE ITEMS:

I. PC/MIS OPTIONAL AND ENGINEERABLE ITEMS:

1. PC/MIS COMPUTER LOAD CAPACITY

ONE PC/MIS COMPUTER IS CAPABLE OF HANDLING UP TO 16 SUPERVISOR WORKSTATION LOAD EQUIVALENTS. THE FOLLOWING FACTORS ARE THE WORKSTATION EQUIVALENTS FOR OTHER PC/MIS FEATURES.

- REDUCE THE NUMBER OF SUPERVISOR WORKSTATION EQUIVALENTS BY 2 FOR A DIRECT FORCE MANAGEMENT LINK.
- REDUCE THE NUMBER OF SUPERVISOR WORKSTATION EQUIVALENTS BY 1 FOR EACH CALLS WAITING DISPLAY PORT.
- REDUCE THE NUMBER OF SUPERVISOR WORKSTATION EQUIVALENTS BY 0.5 FOR EACH FORCE MANAGEMENT SYSTEM THAT IS CONNECTED TO A SUPERVISOR WORKSTATION.

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AUTOMATIC CALL DISTRIBUTOR/
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APPLICATION SCHEMATIC

DWG SIZE
C2

ISSUE
5B

AT&T

SD-5D137-01

SHEET
D3

PRINTED IN U.S.A.

EQUIPMENT NOTES (CONT):
NOTE 201(B) CONTINUED:

1. PCMIS COMPUTER LOAD CAPACITY (CONT)

- REDUCE THE NUMBER OF SUPERVISOR WORKSTATION EQUIVALENTS BY 0.1 FOR EACH DAISY-CHAINED CALLS WAITING DISPLAY.
- REDUCE THE NUMBER OF SUPERVISOR WORKSTATION EQUIVALENTS BY 0.25 FOR EACH ADDITIONAL OPERATOR/ADMIN CONSOLE.

EVERY 16 SUPERVISOR WORKSTATION EQUIVALENTS OR PART THEREOF, REQUIRES 1 SET OF PCMIS COMPUTER "REQUIRED" HARDWARE, SOFTWARE, AND DOCUMENTATION. THEN EACH PCMIS COMPUTER SHOULD BE SEPARATELY ENGINEERED.

2. IPC 900 KITS

USE THE FOLLOWING TABLE TO DETERMINE IF AN ADDITIONAL IPC 900 KIT IS REQUIRED. EACH IPC 900 KIT CONTAINS 8 SERIAL PORTS AND UP TO 2 KITS MAY BE USED WITH ONE PCMIS COMPUTER. WHEN ENTERING QUANTITY, ENTER THE TOTAL NUMBER OF EACH TYPE OF LINK THAT WILL BE NEEDED.

LINK DESCRIPTION	ENGR/ CUST ↑	NOTE	QUANTITY
SUPERVISOR WORKSTATION	C	1	
DIRECT FORCE MANAGEMENT	C	2 *	
CALLS WAITING DISPLAY PORT	C/E	3 *	
PSM OR ECL EVENT LINKS	E	4 *	
OPERATOR/ADMIN CONSOLES	C	5 *	
ASYNCHRONOUS RC/V	E	6 *	
DIAGNOSTIC MODEMS	C	7 *	

ADD - TOTAL PORTS NEEDED:
SUBTRACT (OUT THE 8 REQUIRED PORTS):

-8

ADDITIONAL PORTS NEEDED:
DIVIDE (8 PORTS PER IPC 900 KIT):

+8

ADDITIONAL IPC 900 KITS NEEDED:
(ROUND THIS NUMBER UP; I.E., 0.3 BECOMES 1)

- ↑ ITEM IS ENGINEERED OR IS CUSTOMER OPTION
- * IF THIS NUMBER IS GREATER THAN 1 THEN EITHER REDUCE THE NUMBER OF LINKS NEEDED OR ADD ADDITIONAL PCMIS COMPUTERS. ONLY 2 IPC 900 KITS (MAX OF 16 PORTS) ARE ALLOWED PER PCMIS COMPUTER

NOTES

1. SUPERVISOR WORKSTATION

- EACH PCMIS COMPUTER CAN HAVE UP TO 13 SUPERVISOR WORKSTATION LINKS.

2. DIRECT FORCE MANAGEMENT

- DIRECT FORCE MANAGEMENT LINKS ALLOW AGENT STATISTICS TO BE DOWNLOADED TO THE FMS AND SCHEDULING AND FORECASTING INFORMATION TO BE UPLOADED TO THE PCMIS COMPUTER. THE SCHEDULING AND FORECASTING INFORMATION IS USED ON THE PCMIS AGENT STATUS DISPLAY.

- IT IS RECOMMENDED THAT A MAXIMUM OF 1 DIRECT FORCE MANAGEMENT LINK BE ENGINEERED PER PCMIS CUSTOMER. LIMIT OF 2 DIRECT FORCE MANAGEMENT LINKS PER PCMIS COMPUTER.

- REDUCE THE MAXIMUM NUMBER OF SUPERVISOR WORKSTATION EQUIVALENTS BY 2 FOR EACH DIRECT FORCE MANAGEMENT LINK ENGINEERED.

- SOME FORCE MANAGEMENT SYSTEMS (FMS) CAN ALSO BE CONNECTED TO A SUPERVISOR WORKSTATION (ADJUNCT FMS) THEREBY ELIMINATING THE DIRECT FORCE MANAGEMENT LINK. CHECK WITH THE FMS VENDOR FOR THIS CAPABILITY. HOWEVER, SOME FEATURES ARE NOT SUPPORTED SUCH AS THE UPLOADING OF SCHEDULING AND FORECASTING INFORMATION OVER THE ADJUNCT FMS LINKS.

EQUIPMENT NOTES (CONT):
NOTE 201(B) CONTINUED:

NOTES (CONT)

3. CALLS WAITING DISPLAY

- UP TO 10 CALLS WAITING DISPLAYS (CWD) ARE SUPPORTED PER PCMIS COMPUTER. THESE ARE ALSO COMMONLY REFERRED TO AS "BANNER BOXES"

- UP TO 10 CWDs CAN BE DAISY-CHAINED OFF ONE PCMIS SERIAL PORT THIS MEANS THAT THE FIRST CWD IS CONNECTED TO THE PCMIS COMPUTER AND THEN THE SECOND CWD IS CONNECTED TO THE FIRST CWD, ETC.

- A CWD CAN BE DAISY-CHAINED IF WITHIN 4000 CABLE FT OF ANOTHER CWD.

- CWDs THAT ARE DAISY-CHAINED SHOULD BELONG TO THE SAME PCMIS CUSTOMER.

- ALL CWDs ARE TREATED AS INDIVIDUAL SIGNS AND CAN BE INDIVIDUALLY ACCESSED EVEN IF DAISY-CHAINED. DAISY-CHAINING IS RECOMMENDED WHEN FEASIBLE.

- REDUCE THE MAXIMUM NUMBER OF SUPERVISOR WORKSTATION EQUIVALENTS BY 1 FOR EACH CWD PORT ENGINEERED.

- REDUCE THE MAXIMUM NUMBER OF SUPERVISOR WORKSTATION EQUIVALENTS BY 0.1 FOR EACH DAISY-CHAINED CWD.

4. PSM OR ECL EVENT LINKS

- IF THE PCMIS COMPUTER IS DIRECTLY CONNECTED TO THE SWITCH (NO ECL) THEN 1 EVENT LINK IS NEEDED PER PSM WITH A MAXIMUM OF 4 CONNECTED PSMs PER PCMIS COMPUTER. EACH PSM, IN SE5, CAN HANDLE UP TO 100 AGENT POSITIONS.

- IF THE PCMIS COMPUTER IS CONNECTED TO THE ECL THEN 1 EVENT LINK IS REQUIRED AND UP TO 3 MORE (4 TOTAL) CAN BE ADDED. YOU NEED 1 EVENT LINK FOR EVERY 15,000 CALLS PER HOUR THAT WILL BE HANDLED BY THE PCMIS COMPUTER.

- IF MORE THAN 1 EVENT LINK IS CONNECTED AND ONE OF THE LINKS GOES DOWN THEN THE ECL WILL AUTOMATICALLY SHIFT THE LOAD FROM THE "DOWN" LINK TO THE OTHER ACTIVE LINKS. THIS REDUNDANCY IS ANOTHER CONSIDERATION WHEN ENGINEERING THE NUMBER OF EVENT LINKS TO THE ECL.

5. OPERATOR/ADMINISTRATOR CONSOLES

- ADDITIONAL OPERATOR/ADMINISTRATOR CONSOLE MAY BE NEEDED FOR THE CUSTOMER'S SWITCH CONTROL CENTER (SCC).

- UP TO 1 ADDITIONAL (2 TOTAL) OPERATOR/ADMINISTRATOR CONSOLES CAN BE ENGINEERED PER PCMIS COMPUTER.

- THE PCMIS MAIN SYSTEM CONSOLE ACTS AS THE FIRST OPERATOR/ADMINISTRATOR CONSOLE FOR THE PCMIS APPLICATION

- EACH ADDITIONAL OPERATOR/ADMINISTRATOR CONSOLE REQUIRES A SERIAL PORT.

- THE NUMBER OF SUPERVISOR WORKSTATIONS IS REDUCED BY 0.25 FOR EACH ADDITIONAL OPERATOR/ADMINISTRATOR CONSOLE BEYOND THE FIRST ONE.

6. ASYNCHRONOUS RC/V

- IF THE PCMIS COMPUTER IS DIRECTLY CONNECTED TO THE SWITCH (NO ECL) THEN NO ASYNCHRONOUS RC/V LINKS SHOULD BE ENGINEERED. SYNCHRONOUS CONNECTION IS REQUIRED AND IS DISCUSSED LATER. ENTER "0" IN THE TABLE.

- IF THE PCMIS COMPUTER IS CONNECTED TO AN ECL THEN AN ASYNCHRONOUS RC/V LINK IS RECOMMENDED. SYNCHRONOUS CONNECTION MAY BE USED AND REQUIRES A NETCOM II CARD.

- IF ASYNCHRONOUS RC/V IS BEING USED, THEN YOU CAN HAVE 1 AND ONLY 1 ASYNCHRONOUS RC/V LINK PER PCMIS COMPUTER.

EQUIPMENT NOTES (CONT):
NOTE 201(B) CONTINUED:

NOTES (CONT)

7. DIAGNOSTIC MODEMS

- IF THE SYSTEM IS TO BE MAINTAINED OR MONITORED FROM A REMOTE SITE, THEN 1 DIAGNOSTIC MODEM PORT CAN BE CONFIGURED. THIS IS HIGHLY RECOMMENDED.

3. RC/V LINK

IF THE PCMIS COMPUTER WILL BE CONNECTED TO THE SWITCH (NO ECL) THEN A SYNCHRONOUS RC/V LINK IS REQUIRED. IF THE PCMIS COMPUTER IS CONNECTED TO AN ECL THEN AN ASYNCHRONOUS LINK IS RECOMMENDED AS DISCUSSED IN ITEM 2 - NOTE 6 ABOVE. YOU MUST HAVE 1 RC/V LINK (ASYNCHRONOUS OR SYNCHRONOUS) PER PCMIS COMPUTER

A. SYNCHRONOUS RC/V

- A. IF SYNCHRONOUS RC/V IS BEING USED THEN YOU CAN HAVE 1 AND ONLY 1 SYNCHRONOUS RC/V LINK PER PCMIS COMPUTER, BUT CAN HAVE UP TO 3 ADDITIONAL SPARE RC/V PORTS. ONLY ONE PORT IS ACTIVE AT A TIME AND MUST BE MANUALLY SWITCHED TO ACCESS A SPARE PORT.

- B. ONE NETCOM II CARD IS REQUIRED FOR THE SYNCHRONOUS RC/V LINK.

- C. IF THE PCMIS COMPUTER IS MORE THAN 50 CABLE FT AWAY FROM WHERE IT CONNECTS (ECL OR SWITCH) THEN A PAIR OF AT&T 2048 DATAPHONE II SYNCHRONOUS MODEMS AND 829A CHANNEL INTERFACES ARE REQUIRED FOR CONNECTION TO THE SWITCH.

- D. IF THE PCMIS COMPUTER IS WITHIN 50 CABLE FT FROM WHERE IT CONNECTS THEN A GANDALF SYNCHRONOUS MODEM ELIMINATOR MAY BE USED IN PLACE OF THE DATAPHONE II MODEMS.

B. ASYNCHRONOUS RC/V

- A. A SERIAL PORT IS USED FOR THE ASYNCHRONOUS RC/V LINK. AND THE PORT SHOULD HAVE BEEN ALLOCATED IN ITEM 3 ABOVE.

- B. IF THE DISTANCE BETWEEN THE ECL AND PCMIS COMPUTERS IS GREATER THAN 50 CABLE FT THEN A PAIR OF MULTITECH 224EH STANDALONE MODEMS ARE REQUIRED.

- C. IF THE DISTANCE IS LESS THAN 50 CABLE FT THEN THE LINK MAY BE DIRECT RS232 CONNECTED.

4. EVENT LINKS

A. SWITCH CONNECTED PCMIS

- A. A PAIR OF TELEBIT TRAILBLAZER MODEMS ARE REQUIRED PER PSM (EVENT) LINK.

- B. THE MODEMS ARE REQUIRED REGARDLESS OF DISTANCE DUE TO GROUNDING RULES.

B. ECL CONNECTED PCMIS

- A. IF THE DISTANCE BETWEEN THE ECL AND PCMIS COMPUTERS IS GREATER THAN 50 FT THEN A PAIR OF TELEBIT TRAILBLAZER MODEMS ARE REQUIRED PER EVENT LINK.

- B. IF THE DISTANCE IS LESS THAN 50 CABLE FT THEN THE LINK MAY BE DIRECT RS232 CONNECTED WITH A NULL MODEM ADAPTER.

5. SUPERVISOR WORKSTATION LINKS

- A. EACH SUPERVISOR WORKSTATION THAT IS GREATER THAN 50 CABLE FT FROM THE PCMIS COMPUTER REQUIRES A MULTITECH 224EH STANDALONE MODEM.

- B. IF THE SUPERVISOR WORKSTATION IS LESS THAN 50 CABLE FT FROM THE PCMIS COMPUTER THEN IT MAY BE DIRECT RS232 CONNECTED.

EQUIPMENT NOTES (CONT):
NOTE 201(B) CONTINUED:

6. DIRECT FORCE MANAGEMENT LINKS

A DIRECT FORCE MANAGEMENT LINK IS A LINK FROM THE PCMIS COMPUTER TO A THIRD PARTY FMS. (SOME FMSs CAN BE CONNECTED TO A SUPERVISOR WORKSTATION [ADJUNCT FMS] WHICH IN TURN IS CONNECTED TO THE PCMIS COMPUTER. THIS TYPE WOULD NOT BE A "DIRECT FORCE MANAGEMENT" LINK.)

- A. EACH DIRECT FORCE MANAGEMENT SYSTEM THAT IS GREATER THAN 50 CABLE FT FROM THE PCMIS COMPUTER REQUIRES A MULTITECH 224EH STANDALONE MODEM.

- B. IF THE FORCE MANAGEMENT SYSTEM IS LESS THAN 50 CABLE FT FROM THE PCMIS COMPUTER THEN IT MAY BE DIRECT RS232 CONNECTED.

7. OPERATOR/ADMINISTRATOR CONSOLES

- A. THE PC6383/25 SYSTEM MONITOR ACTS AS THE FIRST OPERATOR/ADMINISTRATOR CONSOLE AND SHOULD WITHIN 50 CABLE FT OF THE PCMIS COMPUTER SO IT CAN DIRECT CONNECTED.

- B. EACH ADDITIONAL CONSOLE REQUIRES AN AT&T 615 TERMINAL AND A NULL MODEM ADAPTER.

- C. EACH ADDITIONAL CONSOLE THAT IS GREATER THAN 50 CABLE FT FROM THE PCMIS COMPUTER REQUIRES A PAIR OF MULTITECH 224EH STANDALONE MODEMS.

- D. IF THE CONSOLE IS LESS THAN 50 CABLE FT FROM THE PCMIS COMPUTER THEN IT MAY BE DIRECT RS232 CONNECTED.

8. CALLS WAITING DISPLAY

- A. EACH CWD DESIRED BY THE END-USER WILL REQUIRE ONE LABELLE INFOEXPRESS BANNER BOX.

- B. EACH CWD PORT DESIRED (SEE ITEM 2 ABOVE) ADDITIONALLY REQUIRES THE LABELLE INFOEXPRESS RS232 OPTION. THIS IS A BOARD INSTALLED IN THE CWD SO IT CAN BE CONNECTED TO THE PCMIS COMPUTER.

- C. EACH CWD CONNECTED DIRECTLY TO THE PCMIS COMPUTER (NOT DAISY-CHAINED) AND GREATER THAN 50 CABLE FT FROM THE PCMIS COMPUTER REQUIRES A PAIR OF MULTITECH 224EH STANDALONE MODEMS. A SPECIAL RS232 CABLE FOR THE CWD-> MODEM CONNECTION CAN BE ORDERED FROM LABELLE AND REQUIRES A NULL MODEM ADAPTER

- D. EACH CWD CONNECTED DIRECTLY TO THE PCMIS COMPUTER (NOT DAISY-CHAINED) AND WITHIN 50 CABLE FT OF THE PCMIS COMPUTER REQUIRES A SPECIAL RS232 CABLE THAT CAN BE ORDERED FROM LABELLE.

- E. EACH CWD THAT IS DAISY-CHAINED (PAST THE FIRST DIRECT PCMIS CONNECTED CWD) REQUIRES A RJ11 TYPE PHONE CABLE

- F. EACH DAISY-CHAINED CWD CAN BE UP TO 4000 CABLE FT FROM THE SIGN IT IS CONNECTED TO (IT USES A BUILT-IN RS422 INTERFACE).

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EQUIPMENT NOTES (CONT):

201(C). MIS AND ECL REQUIRES THE USE OF THE FOLLOWING COMPUTERS:

<u>MIS</u>	<u>ECL</u>	<u>AIU</u>
SUN SS2 (YD)	SUN SS2 (YD)	
SUN ELC (YR)	SUN ELC (YR)	
	SUN IPX (YQ)	SUN SS5 (YV)
SUN 890MP (YS)	SUN 890MP (YS)	
DELL 450SE/2 (YT)	DELL 450SE/2 (YT)	
SUN SS5 (YU)		SUN SS5 (YU)
SPARC SERVER S1000E (YW)		SPARC SERVER S1000E (YW)

EQUIPMENT NOTES (CONT):

201(C). (CONT) **REQUIRED MONOCHROME SPARC STATION 2 MIS COMPUTER AND PERIPHERALS:**

1. **HARDWARE**

SS2 HARDWARE REQUIREMENTS (DIRECT SWITCH CONNECTION)		
QUANTITY	DESCRIPTION	ORDER CODE
1	MONOCHROME SPARC STATION* 2, WHICH INCLUDES: 32MB RAM (SUN 4/75M-32-P43) 10" MONOCHROME MONITOR (SUN 4/75M-32-P43) 424MB INTERNAL SCSI DISK (SUN 4/75M-32-P43) 424MB INTERNAL SCSI EXPANSION DISK (SUN X541W) 1.44MB 3.5" INTERNAL FLOPPY DRIVE (SUN 4/75M-32-P43) 644MB DESKTOP SUNCD PACK (SUN X559W) SUNOS VERSION 4.1.2 SOFTWARE (LOADED ON INTERNAL DISK) SUNOS VERSION 4.1.2 SOFTWARE (BACKUP) (SUN SX21) SUNOS TWO-USER RIGHT-TO-USE LICENSE (SUN 4/75M-32-P43) NORTH AMERICAN COUNTRY KIT (KEYBOARD, MOUSE, MOUSE PAD, POWER CORD) (SUN X300) 150MB 1/4" EXTERNAL TAPE DESKTOP BACKUP PACK (SUN X660) X.25 SUNLINK 7.0 SOFTWARE (SUN X.25-7.0-4-4-21) SUN DOCUMENTATION (SX-09B AND SX-09C) 2 LANTRONICS LTX-2 TRANSCEIVERS AND T CONNECTORS (406684662) LANTRONICS 16-PORT TERMINAL SERVER (40668470) AT&T 572 PRINTER (ROP) PARADYNE 3820-A1-001 MODEM FOR DIAGNOSTIC LINK (106597776) FIRMWARE VERSION 3.3.10 OR LATER	ED-5D667-30,G20
1	TYPE "N" CABLE FOR PARADYNE MODEM (TERMINAL SERVER PORT)	SEE NOTE 225
1	TYPE "H" ADAPTER FOR PARADYNE MODEM	SEE NOTE 225
1	TYPE "C" CABLE FOR AT&T PRINTER (INTERNAL SERIAL PORT)	SEE NOTE 225
1	TYPE "S" CABLE FOR TERMINAL SERVER	SEE NOTE 225
2	BNC 50 OHM THINNET TERMINATOR (406610352)	ED-5D667-30,GZ

SS2 HARDWARE REQUIREMENTS (ECL CONNECTION)		
QUANTITY	DESCRIPTION	ORDER CODE
1	MONOCHROME SPARC STATION* 2, WHICH INCLUDES: 32MB RAM (SUN 4/75M-32-P43) 10" MONOCHROME MONITOR (SUN 4/75M-32-P43) 424MB INTERNAL SCSI DISK (SUN 4/75M-32-P43) 424MB INTERNAL SCSI EXPANSION DISK (SUN X541W) 1.44MB 3.5" INTERNAL FLOPPY DRIVE (SUN 4/75M-32-P43) 644MB DESKTOP SUNCD PACK (SUN X559W) SUNOS VERSION 4.1.2 SOFTWARE (LOADED ON INTERNAL DISK) SUNOS VERSION 4.1.2 SOFTWARE (BACKUP) (SUN SX21) SUNOS TWO-USER RIGHT-TO-USE LICENSE (SUN 4/75M-32-P43) NORTH AMERICAN COUNTRY KIT (KEYBOARD, MOUSE, MOUSE PAD, POWER CORD) (SUN X300) 150MB 1/4" EXTERNAL TAPE DESKTOP BACKUP PACK (SUN X660) SUN DOCUMENTATION (SX-09B AND SX-09C) 2 LANTRONICS LTX-2 TRANSCEIVERS AND T CONNECTORS (406684662) LANTRONICS 16-PORT TERMINAL SERVER (40668470) AT&T 572 PRINTER (ROP) PARADYNE 3820-A1-001 MODEM FOR DIAGNOSTIC LINK (106597776) FIRMWARE VERSION 3.3.10 OR LATER	ED-5D667-30,G21
1	TYPE "N" CABLE FOR PARADYNE MODEM (TERMINAL SERVER PORT)	SEE NOTE 225
1	TYPE "H" ADAPTER FOR PARADYNE MODEM	SEE NOTE 225
1	TYPE "C" CABLE FOR AT&T PRINTER (INTERNAL SERIAL PORT)	SEE NOTE 225
1	TYPE "S" CABLE FOR TERMINAL SERVER	SEE NOTE 225
2	BNC 50 OHM THINNET TERMINATOR (406610352)	ED-5D667-30,GZ

ELC HARDWARE REQUIREMENTS (DIRECT SWITCH CONNECTION)		
QUANTITY	DESCRIPTION	ORDER CODE
1	MONOCHROME ELC, WHICH INCLUDES: 17" MONOCHROME MONITOR (SUN 4/25M-8) 8MB RAM (SUN 4/25FM-8) SUNOS TWO-USER RIGHT-TO-USE LICENSE (SUN 4/25FM-8) NORTH AMERICAN COUNTRY KIT (KEYBOARD, MOUSE, MOUSE PAD, POWER CORD) (SUN X300Q) 4MB MEMORY EXPANSION (SIMMS) (PARITY SYSTEM PS4425-04) 424MB SCSI DESKTOP DISK PACK (SUN X540Q) 644MB DESKTOP SUNCD PACK (SUN X559Q) SUNOS VERSION 4.1.2 SOFTWARE (LOADED ON EXTERNAL DISK) SUNOS VERSION 4.1.2 SOFTWARE (BACKUP) (SUN SX21) 150MB 1/4" EXTERNAL TAPE DESKTOP BACKUP PACK (SUN X660A) X.25 SUNLINK 7.0 SOFTWARE (SUN X.25-7.0-4-4-21) SUN DOCUMENTATION (SX-09B AND SX-09C) 2 LANTRONICS LTX-2 TRANSCEIVERS AND T CONNECTORS (406684662) LANTRONICS 16-PORT TERMINAL SERVER (40668470) AT&T 572 PRINTER (ROP) PARADYNE 3820-A1-001 MODEM FOR DIAGNOSTIC LINK (106597776) FIRMWARE VERSION 3.3.10 OR LATER	ED-5D667-30,G18
1	TYPE "N" CABLE FOR PARADYNE MODEM (TERMINAL SERVER PORT)	SEE NOTE 225
1	TYPE "H" ADAPTER FOR PARADYNE MODEM	SEE NOTE 225
1	TYPE "N" CABLE FOR AT&T PRINTER (TERMINAL SERVER PORT)	SEE NOTE 225
1	TYPE "G" ADAPTER FOR AT&T PRINTER	SEE NOTE 225
1	TYPE "S" CABLE FOR TERMINAL SERVER	SEE NOTE 225
2	BNC 50 OHM THINNET TERMINATOR (406610352)	ED-5D667-30,GZ

ELC HARDWARE REQUIREMENTS (ECL CONNECTION)		
QUANTITY	DESCRIPTION	ORDER CODE
1	MONOCHROME ELC, WHICH INCLUDES: 17" MONOCHROME MONITOR (SUN 4/25M-8) 8MB RAM (SUN 4/25FM-8) SUNOS TWO-USER RIGHT-TO-USE LICENSE (SUN 4/25FM-8) NORTH AMERICAN COUNTRY KIT (KEYBOARD, MOUSE, MOUSE PAD, POWER CORD) (SUN X300Q) 4MB MEMORY EXPANSION (SIMMS) (PARITY SYSTEM PS4425-04) 424MB SCSI DESKTOP DISK PACK (SUN X540Q) 644MB DESKTOP SUNCD PACK (SUN X559Q) SUNOS VERSION 4.1.2 SOFTWARE (LOADED ON EXTERNAL DISK) SUNOS VERSION 4.1.2 SOFTWARE (BACKUP) (SUN SX21) 150MB 1/4" EXTERNAL TAPE DESKTOP BACKUP PACK (SUN X660A) SUN DOCUMENTATION (SX-09B AND SX-09C) 2 LANTRONICS LTX-2 TRANSCEIVERS AND T CONNECTORS (406684662) LANTRONICS 16-PORT TERMINAL SERVER (40668470) AT&T 572 PRINTER (ROP) PARADYNE 3820-A1-001 MODEM FOR DIAGNOSTIC LINK (106597776) FIRMWARE VERSION 3.3.10 OR LATER	ED-5D667-30,G19
1	TYPE "N" CABLE FOR PARADYNE MODEM (TERMINAL SERVER PORT)	SEE NOTE 225
1	TYPE "H" ADAPTER FOR PARADYNE MODEM	SEE NOTE 225
1	TYPE "N" CABLE FOR AT&T PRINTER (TERMINAL SERVER PORT)	SEE NOTE 225
1	TYPE "G" ADAPTER FOR AT&T PRINTER	SEE NOTE 225
1	TYPE "S" CABLE FOR TERMINAL SERVER	SEE NOTE 225
2	BNC 50 OHM THINNET TERMINATOR (406610352)	ED-5D667-30,GZ

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**AUTOMATIC CALL DISTRIBUTOR/
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DWG SIZE C2	ISSUE 6B
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	SHEET D5

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EQUIPMENT NOTES (CONT):

201(D).

1. HARDWARE

S1000E HARDWARE REQUIREMENTS (A/U CONNECTION)		
QUANTITY	DESCRIPTION	ORDER CODE
1	SPARC SERVER 1000E SYSTEM CABINET 50MHZ 844MBC P/N 1205A SPARC SERVER 1000E 50MHZ BOARD W/2 60MHZ CP P/N 163A 128 MBYTE ECC MEMORY EXPANSION SIMMS X3500A NORTH AMERICAN COUNTRY KIT P/N 771A 2 X 1.05 GBYTE INTERNAL SCSI-2 EXPANSION DISKS P/N X827A INTERNAL TAPE BACKUP DRIVE (IN PLACE OF 823A) P/N X963A LOCKING MODULE FOR S1000 SYSTEMS P/N X311L LOCALIZED POWER CORD KIT P/N X322A SUN 17" COLOR MONITOR 1 LTX-2 LANTRONICS TRANCEIVER P/N ETS 16U LANTRONICS 16-PORT TERMINAL SERVER P/N X653A SPARC STORAGE ARRAY MODEL 101 6.3 GBYTE P/N X1057A FIBRE CHANNEL/SBUS HOST ADAPTER SOL 2.3 SOLARIS 2.3 AUG 94 MEDIA KIT (CD-ROM) SOL-2.3 ED SOLARIS DOCUMENTATION AT&T 572 PRINTER 3820-A1-001 PARADYNE MODEM	ED-5D667-30, G30
1	TYPE "Z" CABLE FOR LANTRONICS MINI-REPEATER	SEE NOTE 225
1	TYPE "C" CABLE FOR AT&T PRINTER (SERIAL PORT)	SEE NOTE 225
1	TYPE "S" CABLE FOR TERMINAL SERVER	SEE NOTE 225
1	TYPE "N" CABLE FOR PARADYNE MODEM	SEE NOTE 225
1	TYPE "U" CABLE FOR SUN COLOR MONITOR	SEE NOTE 225
1	TYPE "H" ADAPTER FOR PARADYNE MODEM	SEE NOTE 225
1	BNC 50 OHM THINNET TERMINATOR (406610352)	ED-5D667-30, GZ

3. DOCUMENTATION

DOCUMENTATION REQUIREMENTS			
QUANTITY	NUMBER	DESCRIPTION	J5D029B-1 LISTS
*	475-550-100	PINNACLE ACD SUPERVISOR REFERENCE GUIDE	17
**	475-550-104	PINNACLE ACD OPERATOR/ADMINISTRATOR REFERENCE GUIDE	16
1	475-550-105	PINNACLE ACD SITE PREPARATION GUIDE	16
OPTIONAL	475-550-108	PINNACLE ACD BRCS APPLICATIONS PROCESSOR INTERFACE SPECIFICATION	16,18
OPTIONAL	475-550-111	PINNACLE ACD WORKSTATION INTERFACE SPECIFICATION	
OPTIONAL	475-550-113	PINNACLE ACD FORCE MANAGEMENT INTERFACE SPECIFICATION	
OPTIONAL	475-550-120	PINNACLE ACD CALL VECTORING GUIDE	20
OPTIONAL	475-550-127	PINNACLE ACD LINK II INTERFACE SPECIFICATION	19
OPTIONAL	475-550-130	PINNACLE ACD PUBLIC DATABASE INTERFACE SPECIFICATION	21
1	475-550-136	PINNACLE ACD INSTALLATION/UPGRADE GUIDE FOR SUN COMPUTERS	16
1	475-550-138	PINNACLE ACD RC/V VIEWS GUIDE	16
OPTIONAL	475-550-143	PINNACLE ACD BRCS AGENT TERMINAL USERS GUIDE	16
*	475-550-144	PINNACLE ACD BRCS AGENT TERMINAL AGENT AND SUPERVISOR GUIDE	17

* ORDER QUANTITY DESIRED BY THE CUSTOMER. WE RECOMMEND ONE FOR EACH SUPERVISOR.
** ORDER QUANTITY DESIRED BY THE CUSTOMER. WE RECOMMEND ONE FOR EACH OPERATOR/ADMINISTRATOR.

2. SOFTWARE

MIS COMPUTER (S1000E) SOFTWARE/RTU		
QUANTITY	DESCRIPTION (MIS RELEASE 9)	ORDER CODE
1 PER FIRST 50 POSITIONS	INITIAL 50 AGENT POSITIONS (FOR SS5 PLATFORM)	J5D029B-1 L-4, M10, MBRR
1 PER 10 POSITIONS OVER FIRST 50	ADDITIONAL 10 AGENT POSITIONS	J5D029B-1 L-MAGR
OPTIONAL - 1 PER MIS CUSTOMER	BASIC CALL VECTORING (REQUIRES SWITCH RTU J5D008-1 L-MTL) ¹	J5D029B-1 L-MAHR
OPTIONAL - 1 PER PROMPT STEP (REQUIRES CALL VECTORING)	ENHANCED PROMPTING ON INBOUND CALLS (REQUIRES SWITCH RTU J5D008-1 L-MTM ¹ AND BASIC CALL VECTORING)	J5D029B-1 L-MAJR
OPTIONAL - 1 PER MIS COMPUTER	REPORTING VIEWS	J5D029B-1 L-MALR
OPTIONAL - 1 PER MIS COMPUTER	CUSTOM REPORTS	J5D029B-1 L-MANR
OPTIONAL - 1 PER MIS COMPUTER	NETWORKING I	J5D029B-1 L-MAQR
OPTIONAL - 1 PER MIS COMPUTER	NETWORKING II	J5D029B-1 L-2 OR 4, L-M2, L-MASR
OPTIONAL - 1 PER MIS COMPUTER	LINK II (ICA) ³	J5D029B-1 L-2 OR 4, L-M3, L-MAUR
OPTIONAL - 1 PER MIS COMPUTER	TIMED EVENT CODES	J5D029B-1 L-MAWR
OPTIONAL - 1 PER SS5 MIS COMPUTER	DISK/TAPE SOFTWARE FOR MIRRORING DISKS/ON-LINE BACKUP	J5D029B-1 L-MBAR
OPTIONAL - 1 PER MIS COMPUTER	10 AND 20-MINUTE BREAKS	J5D029B-1 L-MAZR
OPTIONAL - 1 PER MIS COMPUTER	CALLS WAITING DISPLAY	J5D029B-1 L-MBBR
OPTIONAL - 1 PER MIS COMPUTER	MIRRORED DISK/ONLINE BACKUP MIS SOFTWARE	J5D029B-1 L-MBAR
OPTIONAL - 1 PER MIS COMPUTER	IMMEDIATE ADHERENCE UPDATE	J5D029B-1 L-MBJR
OPTIONAL - 1 PER MIS COMPUTER	AUTOMATED OUTBOUND DIALING ²	J5D029B-1 L-MBFR
1 PER MIS	UPGRADE TO MIS RELEASE 9.1 ¹	J5D029B-1 L-MBQR
OPTIONAL - 1 PER MIS COMPUTER	UPGRADE TO SUN LARGE MIS PLATFORM	J5D029B-1 L-MBSR
OPTIONAL - 1 PER MIS POSITION	ACD/E911 POSITION	J5D029B-1 L-MBTR
OPTIONAL - 1 PER MIS COMPUTER	ACD/E911 MIS	J5D029B-1 L-MBUR
OPTIONAL - 1 PER MIS POSITION	PROFESSIONAL OFFICE ⁴	J5D029B-1 L-MBLR

- FOR EXISTING MIS CUSTOMERS ALREADY ON MIS RELEASE 9.0
- FOR PRE-RELEASE 9.00.01 MIS-LINK II, NETWORKING I AND II ARE REQUIRED. FOR RELEASE 9.00.02 AND UP, MIS-LINK II AND NETWORKING II ARE REQUIRED.
- LINK II REQUIRES NETWORKING II.
- REQUIRES J5D029B-1 L-MBRR (INITIAL 50 POSITIONS) AND J5D008AA-1 L-MQVR PER POSITION. ALSO REQUIRES 5ESS SWITCH RTUS, UNIV. BRCS, BRCS CTX, ISDN 1, ISDN MBKS DELUXE.

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AT&T	SD-5D137-01	SHEET DSA
		DWG SIZE C2

EQUIPMENT NOTES (CONT):

201(E).

1. HARDWARE

S1000E HARDWARE REQUIREMENTS (AIU REQUIREMENTS)		
QUANTITY	DESCRIPTION	ORDER CODE
1	SPARC SERVER 1000E SYSTEM CABINET 50MHZ XD BUS, INTERNAL SUN CD (SUN S1000E) SPARC SERVER 1000E 50MHZ SYSTEM BOARD WITH TWO 60MHZ SUPERSPARC+ CPUs (SUN 1205A) 128MB ECC MEMORY EXPANSION SIMMS (SUN 163A) 17" COLOR MONITOR (SUN X322A) NORTH AMERICAN COUNTRY KIT KEYBOARD MOUSE, MOUSE PAD, POWER CORD (SUN X3540A) TWO 1.05GB INTERNAL DISKS (SUN 771A) INTERNAL 4MM TAPE DRIVE (SUN 823A) SOLARIS 2.3 8/94 MEDIA KIT (CD-ROM) X 26 SUNLINK 8.0.1 SOFTWARE (SUN X 25-8.0.1-P) HIGH SPEED INTERFACE CARD AND SOFTWARE (SUN X1019A) RS232 TO RS422 INTERFACE CONVERTER (BLACK BOX IC458A) SOLARIS DOCUMENTATION (SOL-2.3 ED) LANTRONICS LMR4T-2, MINI-REPEATER LANTRONICS LTX-2 TRANSCEIVER LANTRONICS ETS-16U 16 PORT TERMINAL SERVER AT&T 572 PRINTER (ROP) PARADYNE 3820-A1-001 MODEM FOR DIAGNOSTIC LINK FIRMWARE VERSION 3.31.10 OR LATER OR PARADYNE 3811-B1-001 RACK MOUNTED MODEM	ED-5D667-30,G31
1	TYPE "Z" CABLE FOR LANTRONICS MINI-REPEATER	SEE NOTE 225
1	TYPE "H" ADAPTER FOR PARADYNE MODEM	SEE NOTE 225
1	TYPE "M" CABLE FOR HS1 TO INTERFACE CONVERTER	SEE NOTE 225
1	TYPE "S" CABLE FOR TERMINAL SERVER	SEE NOTE 225
1	TYPE "C" CABLE FOR PRINTER	SEE NOTE 225
1	BNC 50 OHM THINNET TERMINATOR (406610352)	ED-5D667-30,GZ

2. SOFTWARE

MIS COMPUTER SOFTWARE/RTU		
QUANTITY	DESCRIPTION	ORDER CODE
1 PER CORE AIU	AIU SOFTWARE RELEASE 9 FOR SUN (INCLUDES 1 EVENT LINK AND 1 MIS COMPUTER)	J5D029B-1 L-2 OR L-4, L-M4, L-MABR
1 PER ADDITIONAL 5ESS-2000 SWITCH	5ESS-2000 EVENT LINK SOFTWARE	J5D029B-1 L-MAXR
1 PER ADDITIONAL ATTACHED MIS COMPUTER	MIS COMPUTER SOFTWARE	J5D029B-1 L-MAYR
1 PER AIU	UPGRADE TO RELEASE 9.0.2	J5D029B-1 L-2 OR L-4, L-M4, L-MBPS

3. DOCUMENTATION

DOCUMENTATION REQUIREMENTS		
QUANTITY	NUMBER	DESCRIPTION
1	475-550-107	AIU INSTALLATION GUIDE
1	475-550-109	AIU SITE PREPARATION GUIDE
*	475-550-110	AIU OPERATOR/ADMINISTRATOR REFERENCE GUIDE

* ORDER QUANTITY DESIRED BY THE CUSTOMER.

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		ISSUE 6B
AT&T	SD-5D137-01	SHEET DSB

EQUIPMENT NOTES (CONT):

201(C). (CONT)

1. HARDWARE

IPX AIU REQUIREMENTS		
QUANTITY	DESCRIPTION	ORDER CODE
1	SPARCSTATION IPX, WHICH INCLUDES: 16MB RAM (SUN 4/50FMX-16-P40) 16" COLOR MONITOR (SUN 4/50EGX-16-P43) 1.44MB 3.5" INTERNAL FLOPPY DRIVE (SUN 4/50FMX-16-P40) 207MB INTERNAL DISK (SUN 4/50FMX-16-P40) DIN8-TO-DB25 ADAPTER CABLE (SUN 4/50FMX-16-P40) SUNOS VERSION 4.1.2 SOFTWARE (LOADED ON INTERNAL DISK) SUNOS VERSION 4.1.2 SOFTWARE (BACKUP (SUN SX21) SUNOS VERSION 4.1.2 TWO-USER RIGHT-TO-USE LICENSE (SUN 4/50FMX-16-P40) NORTH AMERICAN COUNTRY KIT (KEYBOARD, MOUSE, MOUSE PAD, POWER CORD) (SUN X300J) X.25 SUNLINK 7.0 SOFTWARE (SUN X.25-7.0-4-4-21) HIGH SPEED INTERFACE CARD AND SOFTWARE (SUN X1009A) RS232- TO RS422 INTERFACE CONVERTER (BLACK BOX IC456A) 150MB 1/4" EXTERNAL TAPE DESKTOP BACKUP PACK (SUN X660) 644MB DESKTOP SUNCD PACK 9SUNX559U) SUNOS FULL DOCUMENTATION SET (SUN SX9B AND SX9C) 2 LANTRONICS LTX-2 TRANSCEIVERS AND T CONNECTORS LANTRONICS 16-PORT TERMINAL SERVER AT&T 572 PRINTER (ROP) PARADYNE 3820-A1-001 MODEM FOR DIAGNOSTIC LINK FIRMWARE VERSION 3.3.10 OR LATER PARADYNE 3811-B1-001 RACK MOUNTED MODEM	ED-5D667-30,G22
1	TYPE "N" CABLE FOR PARADYNE MODEM (TERMINAL SERVER PORT)	SEE NOTE 225
1	TYPE "H" ADAPTER FOR PARADYNE MODEM	SEE NOTE 225
1	TYPE "M" CABLE FOR HSI TO INTERFACE CONVERTER	SEE NOTE 225
1	TYPE "S" CABLE FOR TERMINAL SERVER	SEE NOTE 225
1	TYPE "C" CABLE FOR PRINTER	SEE NOTE 225
2	BNC 50 OHM THINNET TERMINATOR (406610352)	ED-5D667-30,GZ

690MP HARDWARE REQUIREMENTS (DIRECT SWITCH CONNECTIONS)		
QUANTITY	DESCRIPTION	ORDER CODE
1	690MP, WHICH INCLUDES: 715 TERMINAL COMMUNICATIONS ADAPTER PLUS (CAP) (BLACK BOX CMA02A) EPROM FOR CAP (BLACK BOX LL0155A0, CHECKSUM 25F1) MODEL 120 SYSTEM BOARD - 2 PROCESSORS (SUN S690-120-128-P61V3) 128MB RAM (SUN S690-120-P61V3) 4 1.3GB IPI DISK DRIVES (SUN S690-120-128-P61V3) 644MB INTERNAL SUNCD PACK (SUN S690-120-128-P61V3) SOLARIS TWO-USER RIGHT-TO-USE LICENSE (SUN S690-120-128-P61V3) NORTH AMERICAN COUNTRY KIT (KEYBOARD, MOUSE, MOUSE PAD, POWER CORD) (SUN X300L) 5GB 8MM INTERNAL TAPE BACKUP DRIVE (SUN 811A) SUNOS VERSION 4.1.2 SOFTWARE (LOADED ON INTERNAL DISK) SUNOS VERSION 4.1.2 SOFTWARE (CD-ROM BACKUP) (SUN SX21) X.25 SUNLINK 7.0 SOFTWARE (SUN X.25-7.0-4-4-21) SUN DOCUMENTATION (SUN SX-09B AND SX-09C) 2 LANTRONICS LTX-2 TRANSCEIVERS AND T CONNECTORS LANTRONICS 16-PORT TERMINAL SERVER AT&T 572 PRINTER (ROP) PARADYNE 3820-A1-001 MODEM FOR DIAGNOSTIC LINK FIRMWARE VERSION 3.31.10 OR LATER	ED-5D667-30,G23
1	TYPE "N" CABLE FOR PARADYNE MODEM (TERMINAL SERVER PORT)	SEE NOTE 225
1	TYPE "H" ADAPTER FOR PARADYNE MODEM	SEE NOTE 225
1	TYPE "C" CABLE FOR AT&T PRINTER (INTERNAL SERIAL PORT)	SEE NOTE 225
1	TYPE "S" CABLE FOR TERMINAL SERVER	SEE NOTE 225
2	TYPE "U" CABLE FOR CAP	SEE NOTE 225
2	BNC 50 OHM THINNET TERMINATOR (406610352)	ED-5D667-30,GZ

690MP HARDWARE REQUIREMENTS (AIU CONNECTIONS)		
QUANTITY	DESCRIPTION	ORDER CODE
1	690MP, WHICH INCLUDES: 715 TERMINAL COMMUNICATIONS ADAPTER PLUS (CAP) (BLACK BOX CMA02A) EPROM FOR CAP (BLACK BOX LL0155A0, CHECKSUM 25F1) MODEL 120 SYSTEM BOARD - 2 PROCESSORS (SUN S690-120-128-P61V3) 128MB RAM (SUN S690-120-P61V3) 4 1.3GB IPI DISK DRIVES (SUN S690-120-128-P61V3) 644MB INTERNAL SUNCD PACK (SUN S690-120-128-P61V3) SOLARIS TWO-USER RIGHT-TO-USE LICENSE (SUN S690-120-128-P61V3) 5GB 8MM INTERNAL TAPE BACKUP DRIVE (SUN 811A) SUNOS VERSION 4.1.2 SOFTWARE (LOADED ON INTERNAL DISK) SUNOS VERSION 4.1.2 SOFTWARE (CD-ROM BACKUP) (SUN SX21) SUN DOCUMENTATION (SUN SX-09B AND SX-09C) 2 LANTRONICS LTX-2 TRANSCEIVERS AND T CONNECTORS LANTRONICS 16-PORT TERMINAL SERVER AT&T 572 PRINTER (ROP) PARADYNE 3820-A1-001 MODEM FOR DIAGNOSTIC LINK FIRMWARE VERSION 3.31.10 OR LATER	ED-5D667-30,G24
1	TYPE "N" CABLE FOR PARADYNE MODEM (TERMINAL SERVER PORT)	SEE NOTE 225
1	TYPE "H" ADAPTER FOR PARADYNE MODEM	SEE NOTE 225
1	TYPE "C" CABLE FOR AT&T PRINTER (INTERNAL SERIAL PORT)	SEE NOTE 225
1	TYPE "S" CABLE FOR TERMINAL SERVER	SEE NOTE 225
2	TYPE "U" CABLE FOR CAP	SEE NOTE 225
2	BNC 50 OHM THINNET TERMINATOR (406610352)	ED-5D667-30,GZ

SS5 HARDWARE REQUIREMENTS (DIRECT SWITCH CONNECTION)		
QUANTITY	DESCRIPTION	ORDER CODE
1	SPARCSTATION* SS5, WHICH INCLUDES: 16MB RAM (SUN S5FS1-70-16-P44) 17" COLOR MONITOR (SUN S5FX1-70-16-P44) 535MB INTERNAL SCSI DISK (SUN S5FX1-70-16-P44) 644MB SLIM CD PACK (SUNX578A) 2 8MB SIMMS (SUN X108M) 535MB INTERNAL SCSI EXPANSION DISK (SUN X589A) SOLARIS 1.1.1 VERSION B SOFTWARE (LOADED ON INTERNAL DISK) SOLARIS 1.1.1 VERSION B SOFTWARE (BACKUP) (SC-P) SOLARIS 1.1.1 VERSION B TWO-USER RIGHT-TO-USE LICENSE (SUN S5FX1-80-16-P44) NORTH AMERICAN COUNTRY KIT (KEYBOARD, MOUSE, MOUSE PAD, POWER CORD) (SUNX3540R) 5GB 4MM TAPE DESKTOP BACKUP PACK (SUN X822A) X.25 SUNLINK SOFTWARE (SUN X.25-7.0-4-4-21) SOLARIS DOCUMENTATION (SX-9B AND SX-9C) AUDIO/AUI ADAPTER CABLE (SUN X981A) 2 LANTRONICS LTX-2 TRANSCEIVERS AND T CONNECTORS LANTRONICS 16-PORT TERMINAL SERVER AT&T 572 PRINTER (ROP) PARADYNE 3820-A1-001 OR RACK MOUNTED 3811-B1-001 MODEM FOR DIAGNOSTIC LINK, FIRMWARE VERSION 3.31.10 OR LATER	ED-5D667-30,G25
1	TYPE "N" CABLE FOR PARADYNE MODEM (TERMINAL SERVER PORT)	SEE NOTE 225
1	TYPE "H" ADAPTER FOR PARADYNE MODEM	SEE NOTE 225
1	TYPE "C" CABLE FOR AT&T PRINTER (INTERNAL SERIAL PORT)	SEE NOTE 225
1	TYPE "S" CABLE FOR TERMINAL SERVER	SEE NOTE 225
2	BNC 50 OHM THINNET TERMINATOR (406610352)	ED-5D667-30,GZ

SS5 HARDWARE REQUIREMENTS (AIU CONNECTION)		
QUANTITY	DESCRIPTION	ORDER CODE
1	SPARCSTATION* SS5, WHICH INCLUDES: 16MB RAM (SUN S5FS1-70-16-P44) 17" COLOR MONITOR (SUN S5FX1-70-16-P44) 535MB INTERNAL SCSI DISK (SUN S5FX1-70-16-P44) 644MB SLIM CD PACK (SUNX578A) 2 8MB SIMMS (SUN X108M) 535MB INTERNAL SCSI EXPANSION DISK (SUN X589A) SOLARIS 1.1.1 VERSION B SOFTWARE (LOADED ON INTERNAL DISK) SOLARIS 1.1.1 VERSION B SOFTWARE (BACKUP) (SC-P) SOLARIS 1.1.1 VERSION B TWO-USER RIGHT-TO-USE LICENSE (SUN S5FX1-80-16-P44) NORTH AMERICAN COUNTRY KIT (KEYBOARD, MOUSE, MOUSE PAD, POWER CORD) (SUNX3540R) 5GB 4MM TAPE DESKTOP BACKUP PACK (SUN X822A) SOLARIS DOCUMENTATION (SX-9B AND SX-9C) AUDIO/AUI ADAPTER CABLE (SUN X981A) 2 LANTRONICS LTX-2 TRANSCEIVERS AND T CONNECTORS LANTRONICS 16-PORT TERMINAL SERVER AT&T 572 PRINTER (ROP) PARADYNE 3820-A1-001 OR RACK MOUNTED 3811-B1-001 MODEM FOR DIAGNOSTIC LINK, FIRMWARE VERSION 3.31.10 OR LATER	ED-5D667-30,G26
1	TYPE "N" CABLE FOR PARADYNE MODEM (TERMINAL SERVER PORT)	SEE NOTE 225
1	TYPE "H" ADAPTER FOR PARADYNE MODEM	SEE NOTE 225
1	TYPE "C" CABLE FOR AT&T PRINTER (INTERNAL SERIAL PORT)	SEE NOTE 225
1	TYPE "S" CABLE FOR TERMINAL SERVER	SEE NOTE 225
2	BNC 50 OHM THINNET TERMINATOR (406610352)	ED-5D667-30,GZ

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AT&T		ISSUE 5B
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EQUIPMENT NOTES (CONT):

201(C). (CONT)

2. SOFTWARE

MIS COMPUTER SOFTWARE REQUIREMENTS		
QUANTITY	DESCRIPTION (MIS RELEASE 7)	ORDER CODE
1 PER SS2 OR ELC COMPUTER	MIS RELEASE 7 FOR SS2 OR ELC COMPUTER (1 CARTRIDGE TAPE)	J-5D029A-1,L-8 & L-MANR
1 PER 690MP COMPUTER	MIS RELEASE 7 FOR 690MP COMPUTER (1 8MM TAPE)	
1 PER 10 POSITIONS OVER FIRST 50	ADDITIONAL 10 AGENT POSITIONS	J-5D029A-1,L-MASR
OPTIONAL - 1 PER MIS CUSTOMER	BASIC CALL VECTORING (REQUIRES SWITCH RTU J5D008*-1,L-MTL)	J5D029A-1,MATR
OPTIONAL - 1 PER PROMPT STEP	ENHANCED PROMPTING ON INBOUND CALLS (REQUIRES SWITCH RTU J5D008*-1,L-MTM AND BASIC CALL VECTORING)	J-5D029A-1,L-MAUR
OPTIONAL - 1 PER END USER	REPORTING VIEWS	J5D029A-1,L-MAVR
OPTIONAL - 1 PER MIS COMPUTER	REPORTING VIEWS	J5D029A-1,L-MAWR
OPTIONAL - 1 PER END USER	CUSTOM REPORTS	J5D029A-1,L-MAXR
OPTIONAL - 1 PER MIS COMPUTER	CUSTOM REPORTS	J5D029A-1,L-MAYR
OPTIONAL - 1 PER END USER	NETWORKING I	J5D029A-1,L-MAZR
OPTIONAL - 1 PER MIS COMPUTER	NETWORKING I	J5D029A-1,L-MBAR
OPTIONAL - 1 PER END USER	NETWORKING II (PDB)	J-5D029A-1,L-8,L-MAOR & L-MBBR
OPTIONAL - 1 PER MIS COMPUTER	NETWORKING II (PDB)	J-5D029A-1,L-8,L-MAOR & L-MBCR
OPTIONAL - 1 PER END USER	LINK II (ICA)	J-5D029A-1,L-8,L-MAPR & L-MBDR
OPTIONAL - 1 PER MIS COMPUTER	LINK II (ICA)	J-5D029A-1,L-8,L-MAPR & L-MBER
OPTIONAL - 1 PER END USER	TIMED EVENT CODES	J-5D029A-1,L-MBFR
OPTIONAL - 1 PER MIS COMPUTER	TIMED EVENT CODES	J-5D029A-1,L-MBGR
OPTIONSL - 1 PER OPTION III MIS COMPUTER	DISKSUITE SOFTWARE FOR MIRRORED DISKS (DS-1.0-4-4-21S)	
OPTIONAL - 1 PER MIS COMPUTER	10 AND 20-MINUTE BREAKS	J-5D029A-1,L-MBJR

MIS COMPUTER SOFTWARE/RTU		
QUANTITY	DESCRIPTION (MIS RELEASE 9)	ORDER CODE
1 PER FIRST 50 POSITIONS	INITIAL 50 AGENT POSITIONS (FOR SS5 PLATFORM)	J-5D029B-1,L-4,M10,M8RR
1 PER 10 POSITIONS OVER FIRST 50	ADDITIONAL 10 AGENT POSITIONS	J-5D029B-1,L-MAGR
OPTIONAL - 1 PER MIS CUSTOMER	BASIC CALL VECTORING (REQUIRES SWITCH RTU J5D008*-1,L-MTL)	J-5D029B-1,L-MAHR
OPTIONAL - 1 PER PROMPT STEP (REQUIRES CALL VECTORING)	ENHANCED PROMPTING ON INBOUND CALLS (REQUIRES SWITCH RTU J5D008*-1,L-MTM AND BASIC CALL VECTORING)	J-5D029B-1,L-MAJR
OPTIONAL - 1 PER END USER	REPORTING VIEWS	J-5D029B-1,L-MAKR
OPTIONAL - 1 PER MIS COMPUTER	REPORTING VIEWS	J-5D029B-1,L-MALR
OPTIONAL - 1 PER END USER	CUSTOM REPORTS	J-5D029B-1,L-MAMR
OPTIONAL - 1 PER MIS COMPUTER	CUSTOM REPORTS	J-5D029B-1,L-MANR
OPTIONAL - 1 PER END USER	NETWORKING I	J-5D029B-1,L-MAPR
OPTIONAL - 1 PER MIS COMPUTER	NETWORKING I	J-5D029B-1,L-MAQR
OPTIONAL - 1 PER END USER	NETWORKING II	J-5D029B-1,L-2 OR 4,L-M2,L-MARR
OPTIONAL - 1 PER MIS COMPUTER	NETWORKING II	J-5D029B-1,L-2 OR 4,L-M2,L-MASR
OPTIONAL - 1 PER END USER	LINK II (ICA)	J-5D029B-1,L-2 OR 4,L-M3,L-MATR
OPTIONAL - 1 PER MIS COMPUTER	LINK II (ICA)	J-5D029B-1,L-2 OR 4,L-M3,L-MAUR
OPTIONAL - 1 PER END USER	TIMED EVENT CODES	J-5D029B-1,L-MAVR
OPTIONAL - 1 PER MIS COMPUTER	TIMED EVENT CODES	J-5D029B-1,L-MAWR
OPTIONAL - 1 PER SS5 MIS COMPUTER	DISKSUITE SOFTWARE FOR MIRRORED DISKS ON-LINE BACKUP	J-5D029B-1,L-MBAR
OPTIONAL - 1 PER MIS COMPUTER	10 AND 20-MINUTE BREAKS	J-5D029B-1,L-MAZR
OPTIONAL - 1 PER MIS COMPUTER	CALLS WAITING DISPLAY	J-5D029B-1,L-MBBR
OPTIONAL - 1 PER MIS COMPUTER	MIRRORED DISK/ON-LINE BACKUP MIS SOFTWARE	J-5D029B-1,L-MBAR
OPTIONAL - 1 PER END USER	IMMEDIATE ADHERENCE UPDATE	J-5D029B-1,L-MBKR
OPTIONAL - 1 PER MIS COMPUTER	IMMEDIATE ADHERENCE UPDATE	J-5D029B-1,L-MBJR
OPTIONAL - 1 PER END USER	AUTOMATED OUTBOUND DIALING	J-5D029B-1,L-MBER
OPTIONAL - 1 PER MIS COMPUTER	AUTOMATED OUTBOUND DIALING	J-5D029B-1,L-MBFR
1 PER MIS	UPGRADE TO MIS RELEASE 9.1**	J-5D029B-1,L-MBQR

** FOR EXISTING MIS CUSTOMERS ALREADY ON MIS RELEASE 9.0.

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DWG SIZE C2	SHEET D7	
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EQUIPMENT NOTES (CONT):

201(C). (CONT)

3 DOCUMENTATION

DOCUMENTATION REQUIREMENTS		
QUANTITY	NUMBER	DESCRIPTION
*	475-550-100	PINNACLE [®] ACD SUPERVISOR REFERENCE GUIDE
**	475-550-104	PINNACLE [®] ACD OPERATOR/ADMINISTRATOR REFERENCE GUIDE
1	475-550-105	PINNACLE [®] ACD SITE PREPARATION GUIDE
OPTIONAL	475-550-111	PINNACLE [®] ACD WORKSTATION INTERFACE SPECIFICATION
*	475-550-112	PINNACLE [®] ACD REPORT ANALYSIS GUIDE
OPTIONAL	475-550-113	PINNACLE [®] ACD FORCE MANAGEMENT INTERFACE SPECIFICATION
†	475-550-114	PINNACLE [®] ACD AGENT AND SUPERVISOR ACT GUIDE
†	475-550-118	PINNACLE [®] ACD AGENT AND SUPERVISOR ACT+ GUIDE
OPTIONAL	475-550-120	PINNACLE [®] ACD CALL VECTORING GUIDE
OPTIONAL	475-550-127	PINNACLE [®] ACD ICA INTERFACE SPECIFICATION
OPTIONAL	475-550-130	PINNACLE [®] ACD PUBLIC DATABASE INTERFACE SPECIFICATION
†	475-550-133	PINNACLE [®] ACD AGENT ACT USER GUIDE
†	475-550-134	PINNACLE [®] ACD AGENT ACT+ USER GUIDE
1	475-550-136	PINNACLE [®] ACD INSTALLATION GUIDE FOR SUN COMPUTERS
1	475-550-138	PINNACLE [®] ACD RC/V VIEWS GUIDE

AIU SOFTWARE		
QUANTITY	DESCRIPTION	ORDER CODE
1 PER CORE AIU	AIU SOFTWARE RELEASE 9 FOR SUN (INCLUDES 1 EVENT LINK AND 1 MIS COMPUTER)	L5D029B-1 L-2, L-M4, L-MABR
1 PER ADDITIONAL 5ESS SWITCH	5ESS EVENT LINK SOFTWARE	J5D029B-1 L-MAXR
1 PER ADDITIONAL ATTACHED MIS COMPUTER	MIS COMPUTER SOFTWARE	J5D029B-1 L-MAYR
1 PER AIU	UPGRADE TO RELEASE 9.1	J5D029B-1 L-2, L-M4, L-MBPS

AIU DOCUMENTATION		
QUANTITY	ORDER CODE	DESCRIPTION
1	475-550-107	AIU INSTALLATION GUIDE
1	475-550-109	AIU SITE PREPARATION GUIDE
*	475-550-110	AIU OPERATOR/ADMINISTRATOR REFERENCE GUIDE

* ORDER QUANTITY DESIRED BY THE CUSTOMER.

DOCUMENTATION REQUIREMENTS		
QUANTITY	NUMBER	DESCRIPTION
*	475-550-100	PINNACLE ACD SUPERVISOR REFERENCE GUIDE
**	475-550-104	PINNACLE ACD OPERATOR/ADMINISTRATOR REFERENCE GUIDE
1	475-550-105	PINNACLE ACD SITE PREPARATION GUIDE
OPTIONAL	475-550-111	PINNACLE ACD WORKSTATION INTERFACE SPECIFICATION
OPTIONAL	475-550-113	PINNACLE ACD FORCE MANAGEMENT INTERFACE SPECIFICATION
OPTIONAL	475-550-120	PINNACLE ACD CALL VECTORING GUIDE
OPTIONAL	475-550-127	PINNACLE ACD LINK II INTERFACE SPECIFICATION
OPTIONAL	475-550-130	PINNACLE ACD PUBLIC DATABASE INTERFACE SPECIFICATION
1	475-550-136	PINNACLE ACD INSTALLATION/UPGRADE FOR SUN COMPUTERS
1	475-550-138	PINNACLE ACD RC/V VIEWS GUIDE
*	475-550-144	PINNACLE ACD BRCS AGENT TERMINAL AGENT AND SUPERVISOR GUIDE

* - ORDER QUANTITY DESIRED BY THE CUSTOMER. WE RECOMMEND ONE FOR EACH SUPERVISOR.

** - ORDER QUANTITY DESIRED BY THE CUSTOMER. WE RECOMMEND ONE FOR EACH OPERATOR/ADMINISTRATOR.

† - ORDER EITHER ACT OR ACT+ GUIDES DEPENDING ON EQUIPMENT BEING INSTALLED.

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EQUIPMENT NOTES: (CONT)

202. THE FOLLOWING CABLES ARE RECOMMENDED FOR OSPS/ACD APPLICATIONS. THE CABLES SHOWN FOR USE WITH MODEMS AND DATA SETS ARE THOSE THAT CAN BE USED WHEN THE MODEMS AND DATA SETS ARE INDIVIDUALLY MOUNTED. REFER TO J5D039A-1 FOR RACK MOUNTED MODEMS, ASSOCIATED CABINETS, AND CABLING.

CABLE DESIGNATION	EQUIPMENT TO BE CONNECTED		CABLE
CA1	5ESS AM TO	3820 DATA SET MODEM ELIMINATOR	ED-4C258-30, G39
CA2	ISLU OR RISLU TO DIST. FRAME	U INTERFACE FOR 711 TYPE CONNECTORS 3430 MODEM	ED-5D621-11, G21-24
		FOR SWC TYPE CONNECTORS	ED-5D621-11, G21A-24A
		FOR TRW TYPE CONNECTORS	ED-5D621-11, G21B-24B
CA3	T INTERFACE	FOR 711 TYPE CONNECTORS	ED-5D621-11, G1-4
		FOR SWC TYPE CONNECTORS	ED-5D621-11, G1A-4A
CA4	2048A DATA SET TO 829A DATA AUX SET		B25A CABLE
CA5	829A DATA AUX SET TO DISTRIBUTING FRAME		T, R, T1, R1
CA6	DISTRIBUTING FRAME TO LAU		ED-5D621-11, G12 (SEE NOTE 208)
CA7	LAU TO TELEBIT OR 3820 MODEM		ED-5D621-11, G10
	DII TO 3820 MODEM		
CA8	TELEBIT MODEM TO	DISTRIBUTING FRAME	SEE NOTE 204
	MULTITECH OR 3820 MODEM TO		
CA9	MIS OR ECL TO 2048A DATA SET		SERIAL PORT CONNECTOR CABLE P/O ISC KIT
CA10	MIS OR ECL TO ARU		2725-16() CORD
CA11	MIS OR ECL OR PCMIS	615 TERMINAL	2725-16() CORD WITH TERMINAL/PRINTER ADAPTER
	MIS TO SUPERVISOR WORKSTATION	5310 OR 572 PRINTER	
		MULTITECH MODEM	
CA12	MIS OR ECL TO	TELEBIT MODEM	2725-16() CORD WITH ACU/MODEM ADAPTER
		DISDN1	
		3820 MODEM	
		SUPERVISOR WORKSTATION	
CA13			SEE NOTE 205
CA14	BST OR ACT		ED-5D621-11, G11D
CA15	DISTRIBUTING FRAME TO	NT1 POWER SUPPLY	ED-5D621-11, G61
		CWD	
		DISDN1	
CA16	FMS TO MULTITECH MODEM	TELEBIT MODEM MULTITECH MODEM ARU	M25A-87 CORD
	IPC 900 TO		
	CA17		
CA18	NT1 TO	BST/ACT/BCT	D8W-87 MTG CORD
		DISDN1, DII	
		PACKIT 6/30	
CA19	DLTU TO DSX		ED-5D621-11, G18
CA20	MULTITECH OR 3820 MODEM TO CWD		CABLE (P/O CWD KIT) AND NULL MODEM
CA21	MIS TO CWD		SPECIAL RS232C CABLE (LABELLE), AND A DB25 TO RJ45 ADAPTER

EQUIPMENT NOTES: (CONT)

202. (CONT)

CABLE DESIGNATION	EQUIPMENT TO BE CONNECTED	CABLE
CA22	KEYBOARD TO PCMIS	P/O KEYBOARD
CA23	MULTITECH MODEM TO MULTITECH MODEM	TWISTED PAIR (T,R)
CA24	2048A DATA SET TO NETCOMM II	P/O NETCOMM II MIT
CA25	329D COLOR MONITOR TO PCMIS	P/O 329D MONITOR
CA26	IPC900 PCB TO IPC900 DISTRIBUTOR	PART OF IPC900 KIT
CA27	CWD TO CWD	RJ11 MODULAR CABLE (4-WIRE)
CA28	7506 PHONE TO DISTRIBUTING FRAME	ED-5D621-11, G62
CA29	5ESS ADMIN MODULE IOP TO 2048A DATA SET	ED-5D500-21, G40

203. WHEN THE SUPERVISOR WORKSTATION IS CONNECTED TO THE 5ESS SWITCH MIS COMPUTER THROUGH MODEMS A MULTITECH MT224EC MODEM IS USED AT THE SUPERVISOR WORKSTATION END. THE MT224EC IS A PLUG-IN CIRCUIT BOARD LOCATED INSIDE THE SUPERVISOR WORKSTATION. IF MODEMS ARE NOT USED, THE SUPERVISOR WORKSTATION IS CONNECTED THROUGH SERIAL PORT 1.

204. TO CABLE BETWEEN THE DISTRIBUTING FRAME (DF) AND THE PARADYNE, MULTITECH OR TELEBIT STAND ALONE MODEMS. TWISTED PAIR TELEPHONE CABLE SHOULD BE RUN FROM THE DF TO A 625 TYPE CONNECTING BLOCK TO BE LOCATED NEAR THE MODEM. A 6-PIN MODULAR CABLE (PROVIDED WITH THE MODEM) IS USED TO CONNECT THE MODEM TO THE 625 TYPE CONNECTING BLOCK, CONNECT T & R ONLY.

205. TO CABLE BETWEEN THE DISTRIBUTING FRAME (DF) AND THE SUPERVISOR WORKSTATION. TWISTED PAIR TELEPHONE CABLE SHOULD BE RUN FROM THE DF OF A 625 TYPE CONNECTING BLOCK TO BE LOCATED NEAR THE SUPERVISOR WORKSTATION. A 6-PIN MODULAR CABLE (PROVIDED WITH THE MULTITECH MT224EC MODEM) IS USED TO CONNECT THE SUPERVISOR WORKSTATION TO THE 625 TYPE CONNECTING BLOCK, CONNECT T & R ONLY.

206. A 63A2 DATA MOUNTING IS REQUIRED FOR USE WITH THE 2048A DATA SET.

207. A 44A2 DATA MOUNTING IS REQUIRED FOR USE WITH THE 829A DATA AUXILIARY SET.

208. THIS CABLE IS DESIGNED FOR A 9600 BPS ASYNCHRONOUS LINK BETWEEN THE LAU AND MODEM. DIFFERENT CABLES ARE REQUIRED DEPENDING ON THE SPEED AND WHETHER THE LINK IS SYNCHRONOUS OR ASYNCHRONOUS. FOR DETAILED INFORMATION SEE SD-5D135-01 NOTE 6.

209. A SINGLE ISC CARD CAN SERVE UP 2 RCV LINKS. IF MORE THAN 2 RCV LINKS ARE REQUIRED ADDITIONAL ISC CARDS WILL BE NEEDED.

210. THE 2-WIRE PRIVATE LINE BETWEEN THE MULTITECH MODEMS AND THE SUPERVISOR WORKSTATION SHOULD HAVE A 16DB LOSS FROM END-TO-END.

211. THE PCMIS IS AN AT&T PC6386/25 COMPUTER EQUIPPED WITH A NETCOMM II BOARD. TWO IPC900 CARDS (EACH INCLUDE A CABLE AND EXTERNAL DISTRIBUTION BOX AND VDC 600 VIDEO BOARD), INCLUDED WITH THE PC6386/25 COMPUTER IS A 101-KEY MODEL 304 AT-COMPATIBLE KEYBOARD.

212. THE CONNECTION FROM THE MULTITECH MODEMS TO THE DDD DEPENDS ON WHETHER THE PCMIS IS LOCATED IN A CENTRAL OFFICE OR ON CUSTOMER PREMISES. IF LOCATED IN A CENTRAL OFFICE, THEN USE 'CAB'. IF LOCATED ON CUSTOMER PREMISES, USE A DIRECT PHONE (BYPASSING ANY INTERNAL PBX SYSTEM) INSTALLED FOR EACH OF TWO MODEMS. A MODULAR PHONE CABLE (RJ11) IS PROVIDED WITH THE MODEM TO CONNECT TO A STANDARD MODULAR WALL JACK.

213. THE MODEM FOR FMS CAN EITHER BE A MULTITECH 2400 BAUD ASYNCHRONOUS OR A TELEBIT 9600 BAUD ASYNCHRONOUS MODEM OR 3820 DEPENDING ON THE SIZE OF THE MIS CONFIGURATION. REFER TO MIS MANUALS TO DETERMINE WHICH TYPE MODEM IS REQUIRED.

214. A MAXIMUM OF 10 CWD'S MAY BE CONNECTED IN A SERIES.

215. THE ARU HAS J2 CONNECTOR DESIGNATED FOR ALARM RELAY CONNECTIONS. IT IS A 25 PIN (MALE) DB25P TYPE PLUG. THE MATING CONNECTOR REQUIRED IS A 25 PIN (FEMALE) DB25S TYPE RECEPTACLE, TO BE USER PROVIDED AND WIRED PER APPLICATION REQUIREMENTS (SEE SD-5P079-02).

EQUIPMENT NOTES: (CONT)

216. THE FOLLOWING IS A LIST OF CODES OF EQUIPMENT SHOWN IN AS1-AS16:

TYPE OR NAME	CODE OR MODEL NO.	SUPPLIER	REMARKS
ACT	7516TAD01A-215	AT&T	
BST	58D150AAA	AT&T	
CWD	202LA EXP LINK	LABELLE	
COMPUTER	3B2/600	AT&T	MIS OR ECL (OPTION YF)
COMPUTER	3B2/500B	AT&T	ECL (OPTION YH)
COMPUTER	3B2/1000-60	AT&T	MIS (OPTION YG)
COMPUTER	PC6386/25	AT&T	PCMIS
DISDN1	7A	AT&T	
DATA SET	2048A	AT&T	
DATA AUX SET	829A	AT&T	
FMS			NOT PROVIDED BY AT&T
KEYBOARD	304	AT&T	P/O PC6386/25
MODEM	T25AA	TELEBIT	STANDALONE
MODEM	T18RMM-T2	TELEBIT	RACK MOUNTED (ASSOC. RACK CODE IS T18RCH-T1)
MODEM	MT224EH	MULTITECH	STANDALONE (SEE NOTE 222)
MODEM	MT224ER	MULTITECH	RACK MOUNTED (ASSOC. RACK CODE IS CC216. POWER SUPPLY IS PS216) (SEE NOTE 222)
MODULE, DATA PAD	M102	GANDALF	
POWER SUPPLY	7500	AT&T	E/W HIGH SPEED SYNCH BOARD
PRINTER	SP8300	MEMOTEC	E/W DMA
PRINTER	353A	AT&T	FOR NT1
PRINTER	5310	AT&T	OPTION YD
SSM	572	AT&T	OPTION YE
TERMINAL	105266590	AT&T	
TERMINAL	329D	AT&T	
TERMINAL	615MT	AT&T	
UNIT	NT1	AT&T	
WORKSTATION	6312WGS	AT&T	
COMPUTER	IPX	SUN	OPTION YV
COMPUTER	450SE/2	DELL	OPTION YT
COMPUTER	SS2	SUN	OPTION YD
COMPUTER	890MP	SUN	OPTION YS
COMPUTER	SS5	SUN	OPTION YU
MODEM	3820	PARADYNE	
MODEM	3430	PARADYNE	
TERMINAL	ETS 16RA, 16U OR 16UF	LANTRONIX	
SERVER			
UNIT	J1P158C-2, L1	AT&T	
POWER SUPPLY	J1P158BC-2, L4	AT&T	
TERMINAL	7506/7516	AT&T	
MODULE, DATA CONVERTER	PACKIT6/30	AT&T	
COMPUTER	1C456A	BLACK BOX	
COMPUTER	S1000E	SUN	OPTION YW
MINI-REPEATER	LMR4T-2	LANTRONIX	

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**AUTOMATIC CALL DISTRIBUTOR/
MANAGEMENT INFORMATION SYSTEM
APPLICATION SCHEMATIC**

DWG SIZE C2	ISSUE 6B
AT&T	SD-5D137-01
	SHEET D9

EQUIPMENT NOTES: (CONT)

217. THE FOLLOWING IS A LIST OF EQUIPMENT POWER REQUIREMENTS AND RECOMMENDATIONS FOR UPS (UNINTERRUPTABLE POWER SUPPLY) FOR EQUIPMENT AND LINKS.

EQUIPMENT DESCRIPTION	PURPOSE	CURRENT (AMPS)	VOLTAGE (AC)
STANDALONE MULTITECH MODEM	WORKSTATION ONLY	0.25	120
	WORKSTATION WITH FMS*		
	ASYNCHRONOUS RC/V LINK*		
	REMOTE DIAGNOSTICS *		
	CALLS WAITING DISPLAY		
	FORCE MANAGEMENT		
RACK MOUNTED MULTITECH MODEMS (RACK E/W 16 MODEMS)	SEE STANDALONE MULTITECH MODEMS ABOVE	1.25	120
STANDALONE TRAILBLAZER MODEM	EVENT LINK *	0.50	120
RACK MOUNTED TRAILBLAZER MODEMS (RACK E/W 12 MODEMS)	EVENT LINK *	3.00	120
7A DISDN1	EVENT LINK *	.0833	120
2048A DATA SET	SYNCHRONOUS RC/V + LINK	0.50	120
6312 WGS	WORKSTATION ONLY	5.00	120
	WORKSTATION WITH FMS*		
329D TERMINAL	WORKSTATION		120
615MT TERMINAL	CONSOLE *	1.00	120
5310 OR 572 PRINTER	ROP *	1.00	120
3B2/600	MIS * OR ECL *	11.00	120
3B2/500B	ECL *	7.00	120
3B2/1000-60	MIS *	12.00	120
PC6386/25	PCMIS *	3.00	120
SPARCSTATION SS5	MIS OR AIU	3.30	120
		1.80	220
3820 MODEM	SYNCHRONOUS RC/V LINK	0.50	115
	EVENT LINK		
	WORKSTATION		
	CALLS WAITING DISPLAY		
	REMOTE DIAGNOSTICS		
	FORCE MANAGEMENT		
3430 MODEM	SYNCHRONOUS RC/V LINK	1.00	115
SPARC SERVER S1000E	MIS OR AIU	9.5	100-240

NOTE: ITEMS MARKED IN THE PURPOSE COLUMN WITH AN ASTERISK (*) ARE RECOMMENDED TO BE ON UPS.

THE FOLLOWING LINKS (AND EQUIPMENT ATTACHED TO THE LINKS) ARE RECOMMENDED TO BE ON UPS.

- LINKS TO WORKSTATIONS WITH ADJUNCT FMS
- DIRECT CONNECT FMS LINKS
- ASYNCHRONOUS/SYNCHRONOUS RC/V LINKS
- EVENT LINKS
- REMOTE DIAGNOSTIC LINKS
- 3B2 CONSOLE TERMINAL LINKS
- ROP LINK (3B2 SYSTEM PRINTER)

EQUIPMENT NOTES: (CONT)

218. WHEN UPS IS REQUIRED, AS INDICATED IN NOTE 217, THE JOB ENGINEER SHOULD SELECT THE TYPE OF UPS WHICH WILL MEET THE PARTICULAR ACD/MIS CONFIGURATION. SOME TYPICAL UPS'S ARE SHOWN BELOW.

PEC CODE

2403-001 3KVA, 25AMPS AT 120VAC FOR 15 MINUTES
 2403-002 5KVA, 42AMPS AT 120VAC FOR 15 MINUTES
 2403-004 1KVA, 8.3AMPS AT 120VAC FOR 15 MINUTES

219. THE DIST AND CABLE 26 ARE A PART OF THE INTELLIGENT PORTS CARD, IPC 900.

220. PORT 01 OF THE FIRST PAD IS CONNECTED TO EPORT 22, AND PORT 01 OF THE SECOND PAD IS CONNECTED TO EPORT 23, AND ARE USED TO PROVIDE DIAGNOSTIC LINKS.

221. THE RC/V LINK FROM ECL TO MIS (EITHER 3B2/600, 3B2/500B, 3B2/1000-60, OR PC6386/25) IS NOT REQUIRED IF MIS HAS 'COMBINED RC/V EVENT LINK' SOFTWARE OPTION.

222. THE CUSTOMER MAY, AS A SUBSTITUTE FOR MULTITECH MODEMS (MT224EH), SPECIFY THE USE OF NEC2431C MODEMS. IF THEY SO DESIRE, ANY DIFFERENCES IN CABLING IS THE RESPONSIBILITY OF THE CUSTOMER.

223. THE FOLLOWING CABLES ARE TO BE USED WHEN UPGRADING A SUN MIS COMPUTER CONFIGURATION OF THE PINNACLE ACD/MIS SYSTEM THAT USES SERIAL PORT CARDS AND/OR S BUS BOXES

CABLE DESIG.	EQUIPMENT TO BE CONNECTED	LENGTH	CABLE
A	PERIPHERAL (RC/V)	7 FT	406638304
		13 FT	406638320
		25 FT	406638346
		50 FT	406613059
B	PERIPHERAL	7 FT	406892653
		13 FT	406892661
		25 FT	406892679
		50 FT	406892617
C	PERIPHERAL NULL MODEM (MALE TO MALE)	7 FT	406638361
		13 FT	406638379
		25 FT	406638395
D	PERIPHERAL NULL MODEM (MALE TO FEMALE)	7 FT	406638403
		13 FT	406638411
		25 FT	406638429
E	ALARM RELAY UNIT	7 FT	406638437
		13 FT	406638445
		25 FT	406619908
F	CWD (SPECIAL ORDER FROM LABELLE)		

EQUIPMENT NOTES: (CONT)

224.

CABLE DESIG.	EQUIPMENT TO BE CONNECTED	CABLE
A	MIS TO	GANDALF MODEM ELIMINATOR
		3430 MODEM
		DII TO 3820 MODEM
		3430 OR 3810 MODEM TO
		GANDALF MODEM ELIMINATOR TO
		232-422 HSI CONVERTER
	3820 MODEM TO 715 TERMINAL	
	615/715 TERMINAL TO 3820 MODEM	
C	AIU TO	572 PRINTER
D E/W K ADAPTER	MIS TO	SUPERVISOR WORKSTATION
F	3820 MODEM TO CWD	
J E/W K ADAPTER	3820 MODEM TO	
	MULTI-TECH 224EH MODEM	SUPERVISOR WORKSTATION
J	7506 TERMINAL TO	
L	MIS TO 3B2	
M	AIU TO 232-422 HSI CONVERTER	
N E/W H ADAPTER	GANDALF LDS 123 MODEM TO	TERMINAL SERVER
	3820 MODEM TO	
	DII TO	
	PACKET 6/30	
N E/W G ADAPTER	7500 TERMINAL ADAPTER TO	TERMINAL SERVER
	615/715 TERMINAL TO	
N E/W P OR K ADAPTER	572 PRINTER TO	TERMINAL SERVER
	WORKSTATION TO	
N E/W W ADAPTER	7B DII	
N E/W X ADAPTER	7500 TERMINAL ADAPTER TO	
N	CWD1 TO CWD2	
M	TERMINAL SERVER TO TERMINAL SERVER	
O	ECL/AIU TO 232-422 HSI CONVERTER	
Q	CWD1 TO	
S	ALARM RELAY UNIT TO	TERMINAL SERVER
	MIS	
	ECL	
	AIU	
T	572 PRINTER TO SUPERVISOR WORKSTATION	
U	MIS TO	CAP BLACK BOX
		715 TERMINAL
V	GANDALF M102 MODEM ELIMINATOR TO	232-422 HSI CONVERTER
Y	MIS COMPUTER	LTX2 TRANSCEIVER
A	MIS/AIU	3810 MODEM
Z	MIS/AIU	LMR4T-2 MINI-REPEATER

SEE NOTE 225

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AUTOMATIC CALL DISTRIBUTOR/
 MANAGEMENT INFORMATION SYSTEM
 APPLICATION SCHEMATIC

DWG SIZE	ISSUE
C2	6B
AT&T	SHEET D10

SD-5D137-01

EQUIPMENT NOTES (CONT)

225.

CABLE DESIG	LENGTH	COMCODE#
A	7 FT	406638304
	13 FT	406638320
	25 FT	406638346
	50 FT	406613059
B	7 FT	406892653
	13 FT	406892661
	25 FT	406892679
	50 FT	406856017
C	7 FT	406638361
	13 FT	406638379
	25 FT	406638395
	50 FT	406613075
D	7 FT	406638403
	13 FT	406638411
	25 FT	406638429
	50 FT	406613083
E	7 FT	406638437
	13 FT	406638445
	25 FT	406619908
G		406732628
H		406732610
I		406732602
J	5 FT	102269602
	9 FT	102269610
	25 FT	102269628
K		848494383
L	7 FT	406732636
	13 FT	406732651
	25 FT	406732677
	50 FT	406732685
M	7 FT	406732695
	13 FT	406732701
	25 FT	406732719
	50 FT	406732727
N	7 FT	406731687
	13 FT	406731695
	25 FT	406731703
	50 FT	406719765
O	7 FT	406719773
	13 FT	406719781
	25 FT	406719799
	50 FT	406719807
P		406736173
Q	7 FT	406719864
	13 FT	406719880
	25 FT	406719898
	50 FT	406719906
S	20 FT	406531699
	60 FT	406661595
	100 FT	406661603
	200 FT	406661611
T	7 FT	524305000
U	7 FT	406833152
	25 FT	406833178
	50 FT	406833145
V	50 FT	406873737
	100 FT	406873745
	250 FT	406873752
W		406963496
X		406965061
Y		406878215
F		SEE NOTE 223
Z	10 FT	407417666

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AUTOMATIC CALL DISTRIBUTOR/ MANAGEMENT INFORMATION SYSTEM APPLICATION SCHEMATIC		DWG SIZE C2
		ISSUE 6B
AT&T	SD-5D137-01	SHEET D11

INFORMATION NOTES:

301. UNLESS OTHERWISE SPECIFIED:
RESISTANCE VALUES ARE IN OHMS,
CAPACITANCE VALUES ARE IN MICROFARADS,
VALUES PRECEDED BY THE SYMBOL + (PLUS)
VALUES - (MINUS) ARE IN VOLTS.

FEATURE OR OPTION			PROVIDE		
			APP FIG	APP OR WRG	QUANTITY
MIS PCMIS OR AIU	WITHIN 50 FEET OF	5ESS SWITCH		Z	
	GREATER THAN 50 FEET FROM			Y	
SUPERVISOR WORKSTATION IS LOCATED	GREATER THAN 50 FEET FROM	ACD/MIS OR PCMIS		X	
	WITHIN 50 FEET OF			W	
U-INTERFACE	IS USED WITH BST LINK			V	
T-INTERFACE				T	
MIS IS	CO-LOCATED WITH	5ESS SWITCH		S	
	REMOTE FROM			R	
	REMOTE FROM	ISLU/RISLU		Q	
	CO-LOCATED WITH			N	
BST LINK IS PROVIDED FROM		RISLU		M	
		ISLU		K	
EVENT LINK IS PROVIDED FROM		RISLU		J	
		ISLU		H	
SUPERVISOR WORKSTATION IS LOCATED	REMOTE FROM	MIS OR PCMIS		G	
	CO-LOCATED WITH			F	
ECL IS LOCATED	WITHIN 50 FEET OF	5ESS SWITCH		E	
	GREATER THAN 50 FEET FROM			B	
	CO-LOCATED WITH		ZA		
	REMOTE FROM		ZB		
ECL IS LOCATED	REMOTE FROM	ISLU/RISLU		ZC	
	CO-LOCATED WITH			ZD	
PCMIS AND MIS	IS LOCATED	CWD		ZH	
	REMOTE FROM			ZI	
	IS CO-LOCATED BUT IS GREATER THAN 50 FEET FROM			ZJ	
	WITHIN 50 FEET OF			ZK	
PCMIS AND MIS	SYNCHRONOUS	RCV LINKS		ZP	
	ASYNCHRONOUS			ZQ	
PCMIS WITHOUT ECL				ZR	
MIS WITH ECL (RCV LINK) (SEE NOTE 221)				ZS	
SUPERVISOR WORKSTATION TO MIS LINK (WITH OR WITHOUT ECL, AIU) IS VIA	2 WIRE PRIVATE LINE			ZU	
	ISDN BASIC RATE INTERFACE			ZT	

INFORMATION NOTES: (CONT)

302. (CONT)

FEATURE OR OPTION			PROVIDE		
			APP FIG	APP OR WRG	QUANTITY
FOR 'T' INTERFACE (R) ISLU IS	REMOTE FROM	SUPERVISOR WORKSTATION		ZE	
		MIS		ZM	
	CO-LOCATED WITH	SUPERVISOR WORKSTATION		ZF	
		MIS		ZN	
FOR 'U' INTERFACE (R) ISLU IS	REMOTE FROM	SUPERVISOR WORKSTATION		ZG	
		MIS		ZQ	
	CO-LOCATED WITH	SUPERVISOR WORKSTATION		ZL	
		MIS		ZV	
PCMIS IS	CO-LOCATED WITH	5ESS SWITCH		ZW	
	REMOTE FROM			ZX	
	CO-LOCATED WITH	ISLU/RISLU		ZY	
	REMOTE FROM			ZZ	
PCMIS OR	REMOTE FROM	FMS		YA	
	IS CO-LOCATED BUT IS GREATER THAN 50 FEET FROM			YB	
	WITHIN 50 FEET OF			YC	
COMPUTER REQUIRED FOR	MIS	3B2/600		YF	
		3B2/1000-60		YG	
		SUN SS2		YD, YE	
		SUN ELC		YR	
		SUN 890MP		YS	
		DELL 450 SE/2		YT	
		ECL	3B2/600		YF
		3B2/500B		YH	
		SUN SS2		YD, YE	
		SUN IPX		YQ	
		SUN ELC		YR	
		SUN 890MP		YS	
		DELL 450 SE/2		YT	
	COMPUTER REQUIRED FOR	MIS	SUN SS5		YU
AIU		SUN SS5		YV	
AIU		SUN IPX		YW	
COMPUTER REQUIRED FOR	MIS	S1000E		YW	
	AIU				
EVENT LINK IS	GREATER THAN U-CARD DISTANCE FROM			YI	
	T-CARD DISTANCE AND IS CO-LOCATED WITH			YJ	
	U-CARD DISTANCE AND IS CO-LOCATED WITH			YK	
MIS IS LOCATED REMOTE FROM RISLU/ISLU AND EVENT LINK IS	T-CARD DISTANCE FROM MIS			YL, YM	
	U-CARD DISTANCE FROM MIS			YL, YN	

INFORMATION NOTES: (CONT)

303.

RECORD OF FIGURES, WIRING AND APPARATUS CHANGES					
CHANGED ON ISS	IF JOB RECORDS DO NOT SPECIFY	THIS OPTION WAS FURN	SEE NOTE	USE IN CIRCUIT	
				AVAIL	DA
2B	YE YG OR YH	YD YF		YE YG, YH, YF	YD
4B	YS, YT	NONE		YS, YT	
5B	YU YV	NONE YQ		YU YV	YQ
6B	YW	NONE		YW	

304.

- THE FOLLOWING IS A LIST OF ASSOCIATED CIRCUITS:
- SD-5D014-01 5ESS APPLICATION SCHEMATIC
 - SD-5D135-01 OSPS APPLICATION SCHEMATIC
 - SD-5D001-01 5ESS FLOOR PLAN DATA
 - SD-4C127-01 3B200 MODEL 3 CIRCUIT (5ESS AM)
 - SD-5D064-01 LINK ADAPTER UNIT
 - SD-5D201-01 DIGITAL LINE TRUNK UNIT
 - ED-3DT23-30 3B2/600 COMPUTER
 - SD-5P079-02 APPLICATION SCHEMATIC FOR ARU

305. GLOSSARY

- ACD -AUTOMATIC CALL DISTRIBUTOR
- ACT -AGENT COMMUNICATION TERMINAL
- ACU -AUTOMATIC CALL UNIT
- ADM -ASYNCHRONOUS DATA MODULE
- AIU -APPLICATION INTERFACE UNIT
- AM -ADMINISTRATIVE MODULE
- AP -APPLICATIONS PROCESSOR
- ARU -ALARM RELAY UNIT
- A-TA -ASYNCHRONOUS TERMINAL ADAPTER
- CWD -CALLS WAITING DISPLAY
- BST -BASIC SERVICE TERMINAL
- DF -DISTRIBUTING FRAME
- DLTU -DIGITAL LINE TRUNK UNIT
- DSX -DIGITAL CROSS CONNECT BAY
- ECL -EVENT CONTROL LINK
- EPORT -ENHANCED PORT
- FMS -FORCE MANAGEMENT SYSTEM
- IOP -INPUT/OUTPUT PROCESSOR
- ISC -INTELLIGENT SERIAL CONTROLLER
- ISLU -INTEGRATED SERVICES LINE UNIT
- LAU -LINK ADAPTER UNIT
- MIS -MANAGEMENT INFORMATION SYSTEM
- NT1 -NETWORK TERMINATION TYPE 1
- PSM -POSITION SWITCH MODULE
- RCV -RECENT CHANGE VERIFY
- RISLU -REMOTE INTEGRATED SERVICES LINE UNIT
- SSM -SYSTEM SANITY MONITOR

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**AUTOMATIC CALL DISTRIBUTOR/
MANAGEMENT INFORMATION SYSTEM
APPLICATION SCHEMATIC**

DWG SIZE C2	ISSUE 6B
AT&T	SD-5D137-01
	SHEET D12