



Avaya Communication Manager
System Capacities Table
Release 5.0

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Introduction

This document contains Avaya Communication Manager Release 5.0 offer-defined capacities for various Avaya server platforms . Capacities of LSPs and ESSes equal the main Communication Manager Server with which they are associated.

Avaya Communication Manager and Avaya Call Management System	Release 5.0 Linux Server Platforms						
	S8710, S8720 See Note-2	S8720XL, S8730 See Note-2	S8500B, S8500C(*) See Note-3 and Footnote 71.3	S8400 New platform in R3.1	S8300 G450/G700 See Note-4	S8300 /G350 See Note-4	S8300 /G250 See Note-5
Supported Media Gateways and Port Networks ->							
ITEM	with H.248 media servers, H.323 Remote Office gateway (G150), MCC1, SCC1, CMC1	with H.248 media gateways, H.323 Remote Office gateway (G150), MCC1, SCC1, CMC1	with H.248 media gateways, H.323 Remote Office gateway (G150), MCC1, SCC1, CMC1	with CMC1, G150, G250, G350, G450, G600, G650, G700 See Note-6	with H.248 media gateways and H.323 Remote Office gateway (G150)	with G350, G250, and G150 media gateways	No subtending H.248 media gateways

NOTES Regarding the Release 5.0 System Capacities Table

Capacities for the various server platforms (S8710/S8720, S8500B/C, S8400, S8300, etc.) are provided here. Software capacities of LSPs and ESSes are that of the Main Communication Manager they are associated with, so they are not listed separately in this table. The call handling capacities are based on the platform limits. Some of the capacities are offer specific and are determined by the License File. Some Call Center capacity increases require a Call Center Software upgrade to the release the increase is provided in. This Table contains both the software-based capacities and License-file based offer limits. Offer limits are under the corresponding rows that provide the System Software limits.

An asterisk (*) indicates that the software-defined capacity cannot be reached due to hardware and/or processor capacity limits for the platform.

NOTE-1 Platforms removed from the Release 4 Capacities Table : (1) **G3CSI** offer End-of-Sale: For new Systems: The last date of sale was February 5, 2007. (2) For Upgrades: the end date for upgrades is TBD. (3) Software Release: the last software release supported is Communication Manager R3.1. (4) **S8100** (Windows/D1/IP600) is not offered with Communication Manager R2.1 and beyond. S8100 is supported and offered with Communication Manager R2.0. See the Introduction section of this document for details. See the Release 2 System Capacities Table for more information.

NOTE-2: S87xx Platforms: Mixed Port Network Connectivity (PNC) allows for IP-connected PNs to co-exist with ATM or Center Stage connected PNs. Server capacities and configurations are the same for all S87xx platforms. **S8720 is an RoHS Compliant platform introduced in Communication Manager Release 3.1.** The **S8720XL** is offered on S8720 Media servers with a set of increased capacities that are listed in the S8720XL column. **CM5.0 introduces the S8730 server that supports the same capacities as the S8720XL.**

NOTE-3: S8500 platforms: When configured as ESS for S87xx servers, the S8500B and S8500C support the same capacities as the main server. **The S8500C is RoHS compliant** and has the same capacities as other S8500 platforms.

NOTE-4: S8300 platforms with G350 and G700: Communication Manager Release 2.1 and beyond requires the S8300B configured as ICC or LSP, due to memory needs. The S8300/G350 column reflects G350 as an ICC, not as LSP. G350 ICC: (1) With Communication Manager Release 2.1 supports 5 subtending media gateways, (2) does not support Octaplane and (3) G350 supports Call Center applications. See the policy statement in Footnote 71.4 for details. An ICC processor used as an LSP has the same support capacities as the primary server. RoHS Compliance: S8300B is RoHS compliant by 4FQ06. S8300C is an RoHS compliant platform available by 4FQ06. Communication Manager 5.0 introduces the G450 which has the same capacity limits as the G700.

NOTE-5: S8300/G250: Call Center support certification with the G250 is limited to basic ACD when in ICC configurations (with the S8300). Full Call Center support, both basic and Elite offers, has been certified with the G250 when used in ECC configurations as a subtending gateway served by S87xx or S8500B/C Server.

NOTE-6: S8400, RoHS compliant platform introduced in Communication Manager R3.1: capacities are primarily based on the G3CSI platform; see the S8400 column in this table for details. It can be housed in G650, G600, and the CMC cabinet. G600 and CMC are supported only with migrations to S8400, and S8400 on G650 is supported for new installs. The rest of the gateways are remote gateways only, for example H.323 and H.248 gateways. S8400 also supports a Processor Ethernet (PE). CLANs and PE can coexist on an S8400. For the SIP solution, SES can connect over a C-LAN or a PE.

Avaya Communication Manager and Avaya Call Management System		Release 5.0 Linux Server Platforms						
		S8710, S8720 See Note-2	S8720XL, S8730 See Note-2	S8500B, S8500C(*) See Note-3 and Footnote 71.3	S8400 New platform in R3.1	S8300 G450/G700 See Note-4	S8300 /G350 See Note-4	S8300 /G250 See Note-5
NOTE-7: G3CSI DELETED								
NOTE-8: G150 Remote Office Gateway is an H.323-based media gateway. The system maximum for Remote Office gateways is 250, but it is separate from the system maximum limit of 250 for H.248 media gateways such as the G250, G350, G450, and G700.								
10	ABBREVIATED DIALING							
15	AD Lists per System ⁶⁸	21,003	21,003	21,003	2,502	2,502	2,502	2,502
20	AD List Entry Size	24	24	24	24	24	24	24
25	AD Entries per System	250,000 ⁶⁹	250,000 ⁶⁹	250,000 ⁶⁹	12,000	12,000	12,000*	12,000*
30	ABBREVIATED DIALING BUTTONS¹							
35	Entries per System (same as maximum button capacities on the platform) ¹	See footnote 1	See footnote 1	See footnote 1	See footnote 1	See footnote 1	See footnote 1	See footnote 1
40	Enhanced List (System List)	2 ⁷⁰	2 ⁷⁰	2 ⁷⁰	1	1	1	1
45	Max entries	10,000	10,000	10,000	10,000	10,000 ^{71.1}	10,000 ^{71.1}	10,000 ^{71.1}
50	Group Lists	1,000	1,000	1,000	100	100	100	100
55	Max entries	100	100	100	100	100	100	100
60	Group lists / extension	3	3	3	3	3	3	3
65	System List	1	1	1	1	1	1	1
70	Max entries	100	100	100	100	100	100	100
75	Personal Lists	20,000	20,000	20,000	2,400	2,400	2,400	2,400
80	Max entries	100	100	100	100	100	100	100
85	Personal lists / extension	3	3	3	3	3	3	3
90	ANNOUNCEMENTS: See RECORDED ANNOUNCEMENTS and the information under: ACD, Call Vectoring, Hunt Groups and S8300 Specific Capacities							
95	APPLICATIONS ADJUNCTS							
100	Asynchronous Links (RS232)	10	10	10	5	9	9	9
105	Asynchronous Links (C-LAN)	10	10	10	10			
110	CDR Output Devices ^{4,6}	2	2	2	2	2	2	2
115	Journal Printers : System Printer ^{4,6}	2:1	2:1	2:1	2:1	2:1	2:1	2:1
120	Property Management Systems ^{4,6}	1	1	1	1	NA	NA	NA
125	SES (SIP Enablement Services, fka CCS) for SIP features and services: See Section on SIP							
130	Application Enablement Services							
135	CMs supported by one AES Server	16	16	16	16	16	16	16
140	AES Servers per Communication Manager	16	16	16	16	16	16	16
145	Connections to a Communication Manager with one AES Server ¹²⁰	16	16	16	16	16	16	16
150	AES Server Interfaces (Processor C-LAN/C-LAN Boards)	16	16	16	16	16*	16*	16*
155	Inbound Messages/Second per AES Connection	200	200	200	200	200	200	200
160	Outbound Messages/Second per AES Connection	240	240	240	240	240	240	240
165	Messages/Sec/System (full duplex with 3 C-Lans)	720	720	720	240	240	240	240
170	Adjunct Links							
175	Maximum Links ^{4,1}	33	33	33	25	25	25	25
180	PPP Links/switch using C-LAN board ^{4,1}	33	33	33	25	NA	NA	NA
185	IP Routes (with C-LAN) ^{4,1}	650	650	650	400	NA	NA	NA
190	VOICE PROCESSING ADJUNCTS							
195	Traditional AUDIX	8	8	8 ¹¹³	8	1	1	1
200	EMBEDDED AUDIX³	1	1	1	1	1	1 ^{71.4}	1 ^{71.4}
205	EMBEDDED AUDIX DCP Emulation ³	1	1	1	1	NA	NA	NA
210	INTUITY AUDIX							
215	INTUITY AUDIX (Via Mode Code)	1 ^{4.2}	1 ^{4.2}	1 ^{4.2}	1 ^{4.2}	1 ^{4.2}	1 ^{4.2}	1 ^{4.2}
220	INTUITY AUDIX (Via TCP/IP)	8	8	8	1	1	1	1
225	INTUITY AUDIX (MAPD)	1	1	1	1	NA	NA	NA
230	Mode Code Voice Mail Systems	1 ^{4.2}	1 ^{4.2}	1 ^{4.2}	1 ^{4.2}	1 ^{4.2}	1 ^{4.2}	1 ^{4.2}
235	QSIG MWI Hunt Groups for QSIG-integrated Messaging Platforms ^{4,3}	10	10	10	NA	10	10	10
240	MODULAR MESSAGING							
245	Modular Messaging (T1/E1 QSIG)	No Switch-based hard limits	No Switch-based hard limits	No Switch-based hard limits	No Switch-based hard limits	No Switch-based hard limits	No Switch-based hard limits	No Switch-based hard limits

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250	Modular Messaging H.323 QSIG (IP Now)	No Switch-based hard limits	No Switch-based hard limits	No Switch-based hard limits	No Switch-based hard limits	No Switch-based hard limits	No Switch-based hard limits	No Switch-based hard limits
255	Modular Messaging Inband (Mode Code)	No Switch-based hard limits	No Switch-based hard limits	No Switch-based hard limits	No Switch-based hard limits	No Switch-based hard limits	No Switch-based hard limits	No Switch-based hard limits
260	Modular Messaging over C-LAN	8 per Switch	8 per Switch	8 per Switch	8 per Switch	NA	NA	NA
265	OTHER ADJUNCTS							
270	CMS/CCR C-LAN/LAN Adjuncts^{4,5}	4	4	4	4	4	4	4
275	TCP/IP Processor Channels (Includes Gateway Channels)	384	384	384	128	128	128	128
280	ACD - AUTOMATIC CALL DISTRIBUTION NOTE-1: See end of table for CMS adjunct capacities. NOTE-2: See EAS Section for capacities with EAS active.							
285	Announcements per Split	2	2	2	2	2	2	2
290	Announcements per System	3,000	9,000	3,000	3,000	3,000	3,000	3,000
295	Splits	2,000	2,000	2,000	99	99	99	99
300	ACD Members per Split	1,500	1,500	1,500	200	200	200	200
305	Max Administered ACD members ^{4,4}	60,000	100,000	60,000	1,000	1,000	1,000	1,000
310	Logged-In Splits per Agent ⁵	4	4	4	4	4	4	4
315	Max logged-in ACD agents (per system) when each logs into:⁶							
320	1 Split	5,200	7,000	5,200	500	500 ^{71.1}	500 ^{71.1}	500 ^{71.1}
325	R14 CMS (See Note 80)	41,600	41,600	41,600	41,600	41,600	41,600	41,600
330	2 Splits	5,200	7,000	5,200	500	500 ^{71.1}	500 ^{71.1}	500 ^{71.1}
335	R14 CMS (See Note 80)	41,600	41,600	41,600	41,600	41,600	41,600	41,600
340	3 Splits	5,200	7,000	5,200	333	333 ^{71.1}	333 ^{71.1}	333 ^{71.1}
345	R14 CMS (See Note 80)	33,333	33,333	33,333	33,333	33,333	33,333	33,333
350	4 Splits	5,200	7,000	5,200	250	250	250	250
355	R14 CMS (See Note 80)	25,000	25,000	25,000	25,000	25,000	25,000	25,000
360	Queue Slots per Group ⁷	NA	NA	NA	NA	NA	NA	NA
365	Queue Slots per System ⁷	NA	NA	NA	NA	NA	NA	NA
370	OFFER Limits: Total Logged In ACD Agents	5,200	7,000	1,000	500	450	450	40
375	ARS / AAR							
380	AAR/ARS Patterns (Shared)	999	999	999	254	254	254	254
385	Number of entries in ARS/AAR Analysis Tables (Max ARS/AAR Tables: 1 per location: 250 max locations on S87XX/85XX; 50 on S8300. Also see entry on "Locations" below)	8,000 ¹¹¹	12,000 ¹¹¹	8,000 ¹¹¹	4,000	5,000	5,000	5,000
390	Choices per RHNPA Table	24	24	24	12	12	12	12
395	Digit Conversion Entries	4,000 ¹¹¹	6,000 ¹¹¹	4,000 ¹¹¹	2000	2,500	2,500	2,500
400	AAR/ARS Digit Conversion							
405	Digits Deleted for ARS/AAR	28	28	28	28	28	28	28
410	Digits Inserted for ARS/AAR	18	18	18	18	18	18	18
415	AAR/ARS Sub-Net Trunking							
420	Digits Deleted for ARS/AAR ⁸	28	28	28	28	28	28	28
425	Digits Inserted for ARS/AAR	36	36	36	36	36	36	36
430	Entries in each RHNPA Table	1,000	1,000	1,000	1,000	1,000	1,000	1,000
435	Facility Restriction Levels (FRLs)	8	8	8	8	8	8	8
440	Inserted Digit Strings ⁹	3,000	3,000	3,000	1,200	1,200	1,200	1,200
445	Patterns for Measurement							
450	Shared Patterns for Measurement	25	25	25	20	20	20	20
455	RHNPA (Remote Home Numbering Plan Area) Tables	250	250	250	32	32	32	32
460	Routing Plans	8	8	8	8	8	8	8
465	ARS Toll Tables	32	32	32	32	32	32	32
470	Entries per Toll Table	800	800	800	800	800	800	800
475	Trunk Groups in an ARS/AAR Pattern	16	16	16	6	6	6	6
480	UDP (Entries)	80,000	80,000	80,000	10,000	10,000	10,000	10,000
485	TOD Charts	8	8	8	8	8	8	8
490	Toll Analysis Table Entries	2,000 ¹¹¹	2,000 ¹¹¹	2,000 ¹¹¹	1,000	1,000	1,000	1,000
495	ASAI - Adjunct Switch Application Interface (System-wide limits shown unless otherwise noted. Each limit is achievable on a single link.)							

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500	Adjunct Control Associations per Call (3rd party make call or take control)	1	1	1	1	1	1	1
505	Active Adjunct Control Associations (Simultaneous Active Call Controlled Calls and Max Adj. Transaction Records)	8,000	8,000	8,000	600	600	600	600
510	Active Adjunct Route Requests	2,000 or 4,000 ¹¹²	2,000 or 4,000 ¹¹²	2,000 or 4,000 ¹¹²	300	300	300	300
515	Active Notifications per Call	6	6	6	6	6	6	6
520	Active Notifications per Split Domain	6	6	6	6	6	6	6
525	Active Notifications per VDN Domain	6	6	6	6	6	6	6
530	Domain-Control Associations per Call	24	24	24	24	24	24	24
535	3rd-party Domain-Control Station Associations (Active Station Control Assoc.) - i.e., Domain Trans. Records	32,000	32,000	32,000	2,000	2,000	2,000	2,000
540	Domain-Control Split/Skill Associations	2,000	2,000	2,000	300	300	300	300
545	Domain-controllers per Station Domain	4	4	4	4	4	4	4
550	Domain-controllers per Split/skill Domain	8	8	8	8	8	8	8
555	Event Notification Associations	10,000	10,000	10,000	300	300	300	300
560	Max Calls With Send DTMF Active	32	32	32	16	32	32	32
565	Max Simultaneous Calls Being Classified	600	600	600	600	600	600	600
570	Simultaneous Billing (MultiQuest) Requests	1,000	1,000	1,000	100	100	100	100
575	Simultaneous Selective Listening Disconnected Paths	300	300	300	75	75	75	75
580	ASAI Traffic							
585	Messages/Second per ASAI/BRI Link	30	30	30	30	30?	30?	30?
590	Inbound Messages/Sec per CTI Link	200	200	200	120/200 ¹⁰⁹	NA	NA	NA
595	Outbound Messages/Sec per CTI Link	240	240	240	120/240 ¹⁰⁹	NA	NA	NA
600	Messages/Sec per Link Server (full duplex)	240	240	240	120/240 ¹⁰⁹	NA	NA	NA
605	Messages/Sec per ASAI/ADJUNCT IP Link (full duplex)	720	720	720	240	240	240	240
610	Messages/Sec/System (full duplex)	720	720	720	120/240 ¹⁰⁹	240	240	240
615	Maximum CTI Links							
620	Maximum ASAI Links (Open and Proprietary)	64	64	64	64	64	64	64
625	ATTENDANT SERVICE (NOTE: IP Soft Console Capacities is a NEW ENTRY, but NOT a NEWLY INTRODUCED CAPACITY)							
630	Attendant Consoles(day:night) ¹⁰	128 (127:1)	414 (413:1)	128 (127:1)	16 (15:1)	68 (67:1)	68 (67:1)	68 (67:1)
640	OFFER: IP Soft Consoles(day:night) ¹⁰	128	414	68	16	68	68	68
645	Crisis Alert Stations (on Attendant consoles + Crisis Alert buttons on digital stations)	128 + 10 ^{10,2}	414 + 10 ^{10,2}	128 + 10	16 + 10	68 + 10	68 + 10	68 + 10
650	Attendant Console 100s Groups/Attendant	20	20	20	20	20	20	20
655	Attendant Control Restriction Groups	96	96	96	96	96	96	96
660	Centralized Attendant Service							
665	Release Link Trunks at Branch	255	255	255	99	99	99	99
670	Release Link Trunk Group at Branch	1	1	1	1	1	1	1
675	Release Link Trunks at Main	4,000	4,000	4,000	400	400	400	400
680	Release Link Trunk Group at Main ¹¹	2,000	2,000	2,000	99	99	99	99
685	Other Access Queues							
690	Max Number of Priority Queue Values ¹²	13	13	13	13	13	13	13
695	Size range of Reserved Queue	2 - 342	2 - 1108	2 - 342	2 - 75	2 - 182	2 - 182	2 - 182
700	Reserved Queue Default Size	5	5	5	5	5	5	5
705	Attendant Queue Length	1,371	4,435	1,371	80	728	728	728
710	Switched Loops/Console	6	6	6	6	6	6	6
715	AUTHORIZATION							
720	Authorization Codes	90,000	90,000	90,000	5,000	5,000	5,000	5,000
725	Station Security Code Length	7	7	7	7	7	7	7
730	Administrable Classes of Restrictions (COR): Total COR.	996: 1000	996: 1000	996: 1000	996: 1000	996: 1000	996: 1000	996: 1000
735	Classes of Service (COS)	16	16	16	16	16	16	16
740	Length of Authorization Code	4 - 13	4 - 13	4 - 13	4 - 13	4 - 13	4 - 13	4 - 13
745	Length of Barrier Code	4-7	4-7	4-7	4-7	4-7	4-7	4-7
750	Length of Account Codes ⁹³	1 - 15	1 - 15	1 - 15	1 - 15	1 - 15	1 - 15	1 - 15
755	Restricted Call List	1	1	1	1	1	1	1
760	Remote Access Barrier Codes	10	10	10	10	10	10	10
765	CDR Account Code List	1	1	1	1	1	1	1

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770	Toll Call List	1	1	1	1	1	1	1
775	Unrestricted/Allowed Call Lists	10	10	10	10	10	10	10
780	Total Call List Entries	1,000	1,000	1,000	1,000	1,000	1,000	1,000
785	AUTOMATIC CALL BACK (ACB) CALLS							
790	Max ACB Calls	1,500	1,500	1,500	1500	1500	1500	1500
795	AUTOMATIC WAKEUP							
800	Simultaneous Display Requests	30	30	30	10	10	10	10
805	Wakeup Requests per System	15,000	15,000	15,000	2,400	2,400	2,400	2,400
810	Wakeup Request per Extension	2	2	2	2	2	2	2
815	Wakeup Requests per 15 min Interval ²⁰	950	950	950	450	450	450	450
820	BASIC CALL MANAGEMENT SYSTEM (BCMS)							
825	Measured Agents or Login Ids	3,000	3,000	3,000	400	400 ^{71.1}	400 ^{71.1}	400 ^{71.1}
830	Measured Agents per Split/Skill	1,500 / 3,000 ¹¹⁵	1,500 / 3,000 ¹¹⁵	1,500 / 3,000 ¹¹⁵	200	200	200	200
835	Measured Splits/Skills	600	600	600	99	99	99	99
840	Measured Agent-split/skill pairs	40,000	40,000	40,000	1,000	1,000	1,000	1,000
845	Measured Trunk Groups	32	32	32	32	32	32	32
850	Measured VDNs	512	512	512	99	99	99	99
855	Maximum Agents Displayed by Monitor BCMS Split Command ^{12.1}	100	100	100	100	100	100	100
860	Max BCMS Terminals	4	4	4	3	3	3	3
865	Max Active Maintenance Commands for System	15	15	15	1	1	1	1
870	Max Simultaneous BCMS Terminals in Monitor Mode ^{12.2}	13	13	13	1	1	1	1
875	Reporting Periods							
880	Intervals	25	25	25	25	25	25	25
885	Days	7	7	7	7	7	7	7
890	BRIDGING (See entry below for CALL APPEARANCES and BRIDGED CALL APPEARANCES)							
895	CABINETS							
900	Inter-Port Network Connectivity							
905	Port Networks (see footnote for migration)	64	64	64	1	NA	NA	NA
910	Max Number of Port Networks per MCC Cabinet	5	5	NA ⁶⁷	NA	NA	NA	NA
915	Switch Nodes (Simplex) ³	3	3	NA	NA	NA	NA	NA
920	Switch Nodes (Duplex) ³	6	6	NA	NA	NA	NA	NA
925	DS1 Converter Complex (Simplex) ³	41	41	41	NA	NA	NA	NA
930	DS1 Converter Complex (Duplex) ³	82	82	NA	NA	NA	NA	NA
935	EPN¹³							
940	MCC	64	64	NA ⁶⁷	NA	NA	NA	NA
945	SCC	64 (4/stk)	64 (4/stk)	3 (4/stk)	NA	NA	NA	NA
950	CMC	64 (3/stk) ^{3.1}	64 (3/stk) ^{3.1}	64 (3/stk)	NA	NA	NA	NA
955	G600 (19" Rack Mount)	64(4/stk) ^{3.1}	64 (4/stk) ^{3.1}	64(4/stk)	NA	NA	NA	NA
960	G650 (19" Rack Mount)	64 (5/stk)	64 (5/stk)	64 (5/stk)	NA	NA	NA	NA
965	PPN							
970	CMC	NA	NA	NA	3	NA	NA	NA
975	G600 19" Rack Mount Cabinet	NA	NA	NA	3	NA	NA	NA
980	G650 (19" Rack Mount) Cabinet	NA	NA	NA	5	NA	NA	NA
985	CALL APPEARANCES and BRIDGED CALL APPEARANCES							
990	Call Appearances per Station ¹⁶	96	96	96	96	96	96	96
995	Max Call Appearances per Ext.	10	10	10	10	10	10	10
1000	Min Call Appearances per Ext.	0	0	0	0	0	0	0
1005	Primary Extension Bridging							
1010	System-wide Maximum Bridged Appearances	80,000	80,000	80,000	900	2,400	2,400	2,400
1015	Max Simultaneously Active (Off-hook) Bridge Users on a Call (excluding principal and the calling/called party on the call) ¹⁷	5	5	5	5	5	5	5
1020	Max Number of Bridges to a Principal's Call Appearance ¹⁵ (See below for extended numbers)	25	25	25	25	25	25	25
1025	Total Users with Bridged Appearances (Station User maximum)	36,000 ^{71.2}	36,000 ^{71.2}	36,000 ^{71.3}	900	2,400 ^{71.1}	2,400 ^{71.4}	2400 ^{71.4}

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		S8710, S8720 See Note-2	S8720XL, S8730 See Note-2	S8500B, S8500C(*) See Note-3 and Footnote 71.3	S8400 New platform in R3.1	S8300 G450/G700 See Note-4	S8300 /G350 See Note-4	S8300 /G250 See Note-5
1030	Max Number Bridges to a Principal's Call Appearance with Extension that allows additional bridges ¹⁵	63	63	63	63	63	63	63
1035	Number of Principals that can have the Extended number of Bridges	1,250	1,250	1,250	1,250	1,250	1,250	1,250
1040	CALL COVERAGE							
1045	Coverage Answer Groups (CAG)	1,000 ³³	1,000 ³³	1,000 ³³	200	200	200	200
1050	Coverage Paths	9,999	9,999	9,999	2,000	2,000	2,000	2,000
1055	Coverage Paths Incl. in Call Coverage Report	200	200	200	100	100	100	100
1060	Coverage Path per Station	2	2	2	2	2	2	2
1065	Coverage Points in a Path	6	6	6	6	6	6	6
1070	Remote Coverage Points	10,000	10,000	10,000	999 2,000 ⁹⁷	999 2,000 ⁹⁷	999 2,000 ⁹⁷	999 2,000 ⁹⁷
1075	Max Users/Coverage Path	47,088	47,088	47,088	3,500*	3,500*	3,500*	3,500*
1080	Members per CAG	8	8	8	8	8	8	8
1085	Time of Day Coverage Tables	999	999	999	999	999	999	999
1090	Time of Day Changes per Table	5	5	5	5	5	5	5
1095	Remote Admin Coverage Paths	2	2	2	2	2	2	2
1100	CALL DETAIL RECORDING							
1105	Intra-switch Call Trackable Extensions ¹¹⁹	5,000	5,000	5,000	1,000	1,000	1,000	1,000
1110	Max Number of CDR Records That Can Be Buffered in the Switch ^{54.1}	17,326	17,326	17,326	2625	2,625	2,625	2,625
1115	Number of Records Buffered for the Primary Output Device that will cause Secondary Device to be Busied Out for 2 Minutes ^{54.1}	1,900	1,900	1,900	200	200	200	200
1120	Survivable CDR: Number of Output Files ⁵⁵	20	20	20	20	20	20	20
1125	CALL FORWARDING							
1130	Call Forwarded Digits (off-net)	16	16	16	16	16	16	16
1135	Total number of Call Forwarded stations	36,000 ^{71.2}	36,000 ^{71.2}	36,000 ^{71.3}	2,400	2,400 ^{71.1}	2,400 ^{71.1}	2,400 ^{71.1}
1140	CALL PARK							
1145	Attendant Group Common Shared Ext. Numbers per System ¹⁹	1182	1182	1182	1182	1182	1182	1182
1150	Number of Parked Calls	10,604	10,604	10,604	723	723	723	723
1155	CALL PICKUP GROUPS: (based on station user max)							
1160	Call Pickup Members/Group	50	50	50	50	50	50	50
1165	Call Pickup Members/System	36,000	36,000	36,000	2,400	2,400 ^{71.1}	2,400 ^{71.1}	2,400 ^{71.1}
1170	Number of Groups	5,000	5,000	5,000	800	800	800	800
1175	CALL VECTORING							
1180	Skills a Call Can Simultaneously Queue to	3	3	3	3	3	3	3
1185	Priority Levels	4	4	4	4	4	4	4
1190	Recorded Announcements/Audio Sources for Vector Delay	3,000	9,000	3,000	3,000	3,000	3,000	3,000
1195	Vector Steps per Vector (32 with prior releases)	99	99	99	99	99	99	99
1200	Vector Directory Numbers	20,000	20,000	20,000	512	512	512	512
1205	CMS Measured VDNs	20,000	20,000	20,000	512	512	512	512
1210	R14 CMS	20,000	20,000	20,000	20,000	20,000	20,000	20,000
1215	Vectors per System (2,000 capacity requires CMS R13.1 or later)	2,000	2,000	2,000	256	256	256	256
1220	R14 CMS ⁸⁰	7,992	7,992	7,992	7,992	7,992	7,992	7,992
1225	Number of Collected Digits for Call Prompting or CINFO	16	16	16	16	16	16	16
1230	Number of Dial-Ahead Digits for Call Prompting	24	24	24	24	24	24	24
1235	Vector Routing Tables (100 entries per table)	100	100	100	10	10	10	10
1240	BSR Application Routing Tables (forms)	511	511	511	255	255	255	255
1245	BSR Application-Location Pairs ^{20.5}	2,560	2,560	2,560	2,560	1,000	1,000	1,000
1250	Holiday Tables (15 entries per table)	99	99	99	99	99	99	99
1255	Total non-blank Comment Steps	10,000	10,000	10,000	1,280	1,280	1,280	1,280
1260	Vector Variables (26 with prior releases)	702	702	702	702	702	702	702
1265	Active Collect Local Variables	8,000	12,000	8,000	400	450	450	450
1270	VDN Variables	5	9	5	5	5	5	5
1275	CONFERENCE							
1280	Maximum Number of Parties in a Conf	6	6	6	6	6	6	6

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		S8710, S8720 See Note-2	S8720XL, S8730 See Note-2	S8500B, S8500C(*) See Note-3 and Footnote 71.3	S8400 New platform in R3.1	S8300 G450/G700 See Note-4	S8300 /G350 See Note-4	S8300 /G250 See Note-5
1285	Simultaneous 3-way Conf. Calls ²¹	10,304	10,304	10,304	161	137 / 157	157	157
1290	Simultaneous 6-way Conf. Calls ²²	5,152	5,152	5,152	80	68 / 78	78	78
1295	Meet-Me Conferencing							
1300	Max Number of Conference Parties	3-6	3-6	3-6	3-6	3-6	3-6	3-6
1305	Max Required Security Code Length	0 or 6	0 or 6	0 or 6	0 or 6	0 or 6	0 or 6	0 or 6
1310	Meet-Me Conference VDNs	1,800	1,800	1,800	175	175	175	175
1315	Expanded Meet-Me Conferencing (EMMC) NOTE: The Meet-me Conf VDN Maximums apply to EMMC as well.							
1320	Maximum EMMC Ports	300	300	300	0	300	300	300
1325	Conferees in EMMC	3-300	3-300	3-300	NA	3-300	3-300	3-300
1330	DATA PARAMETERS							
1335	Administered Connections	128	128	128	128	NA	NA	NA
1340	ALPHANUMERIC DIALING							
1345	Max entries	1,250	1,250	1,250	200	NA	NA	NA
1350	Characters/Entry	22	22	22	22	NA	NA	NA
1355	PRI Endpoints (PE)	50	50	50	25	NA	NA	NA
1360	Access Endpoints (Number of Trunks)	8000	8000	8000	400	NA	NA	NA
1365	MULTIMEDIA PARAMETERS³							
1370	TN787D MMI Boards	12	12	12	4	NA	NA	NA
1375	TN788B VC Boards	69	69	69	25	NA	NA	NA
1380	MMI and VC Boards in Multiple PN	Yes	Yes	Yes	NA	NA	NA	NA
1385	Multimedia One Number Conferences per System	2000	2,000	2,000	800	NA	NA	NA
1390	Multimedia Dynamic Conference Records	192	192	192	64	NA	NA	NA
1395	Maximum Number of BRI Connections¹⁰¹	7,000	7,000	7,000	1,000	1,000	1,000 *	1,000 *
1400	DIGITAL DATA ENDPOINTS							
1405	DIAL PLAN							
1410	DID LDNs	20	20	20	8	8	8	8
1415	Maximum Extensions (of all types) ²⁴	49,733	55,733	49,733	3,500*	3,500	3,500	3,500
1420	Station Extensions (included in Maximum Extensions) ^{24.1}	36,051	36,051	36,051	2,416*	2,416	2,416	2,416
1425	Miscellaneous Extensions (included in Maximum Extensions) ²⁵	26,258	32,508	26,258	900	900	900	900
1430	Extension Number Portability (UDP Entries)	80,000	80,000	80,000	10,000	10,000	10,000	10,000
1435	Feature Dial Access Codes							
1440	Number of Codes ¹⁰⁰	122	122	122	121	122	122	122
1445	Number of Digits in a Feature Access Code	1 - 4	1 - 4	1 - 4	1 - 4	1 - 4	1 - 4	1 - 4
1450	Integrated Directory Entries ²⁷	36,028	36,028	36,028	2,416	2,416	2,416	2,416
1455	Maximum Extension Size ¹²³	13	13	13	13	13	13	13
1460	Minimum Extension Size	1	1	1	1	1	1	1
1465	NAMES							
1470	Number of names28	48,845	48,845	48,845	4,215	4,215	4,215	4,215
1475	Number of characters in a name	27	27	27	27	27	27	27
1480	Non-DID LDNs							
1485	EXTENSIONS (total)²⁴							
1490	Prefix Extensions	Yes	Yes	Yes	Yes	Yes	Yes	Yes
1495	Prefix Extensions Lengths ⁹⁹	2-6	2-6	2-6	2-6	2-6	2-6	2-6
1500	Trunk Dial Access Codes							
1505	Number of Dial Access Codes	2,218	2,218	2,218	317	317	317	317
1510	Number of digits in DAC	1 - 4	1 - 4	1 - 4	1 - 4	1 - 4	1 - 4	1 - 4
1515	Locations ¹⁰⁶	250 ¹⁰⁶	250 ¹⁰⁶	250 ¹⁰⁶	6	50	50	50
1520	DO NOT DISTURB (DND)							
1525	DND Requests per System	36,000	36,000	36,000	2,400	2,400 ^{71.1}	2,400 ^{71.1}	2,400 ^{71.1}
1530	Simultaneous Display Requests	30	30	30	10	10	10	10
1535	DISPLAY							
1540	Display Formats	50	50	50	50	50	50	50
1545	Simultaneous Updating Displays	500	500	500	100	100	100	100
1550	EXPERT AGENT SELECTION (EAS) (note 83)							
1555	Skill Groups	2,000	2,000	2,000	99	99	99	99
1560	VDN Skill Preferences	3	3	3	3	3	3	3
1565	Max Skills a Call Can Simultaneously Queue to	3	3	3	3	3	3	3

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		S8710, S8720 See Note-2	S8720XL, S8730 See Note-2	S8500B, S8500C(*) See Note-3 and Footnote 71.3	S8400 New platform in R3.1	S8300 G450/G700 See Note-4	S8300 /G350 See Note-4	S8300 /G250 See Note-5
1570	Max Administered ACD Members (login ID / Agent-Skill pairs) ^{28.1}	180,000	180,000	180,000	6,000	6,000	6,000	6,000
1575	Max Staffed (logged-in) ACD Members ^{28.3} i.e., agent-skill pairs	60,000	100,000	60,000	1,000	1,000	1,000	1,000
1580	R14 CMS (See Note 80)	100,000	100,000	100,000	100,000	100,000	100,000	100,000
1585	Max Administered Agent Login IDs ^{28.4}	20,000	20,000	20,000	1,500	1,500	1,500	1,500
1590	Max Skills per Agent							
1595	R14 CMS	60	60	60	20	20	20	20
1600	Skill Levels (preferences) per Agent Skill	16	16	16	16	16	16	16
1605	Max Staffed (logged-in) EAS Agents per Skill (members per group)	3,000 ^{28.6}	7,000 ^{28.7}	3,000 ^{28.6}	200	200	200	200
1610	Max Logged in EAS Agents (per system) when each has:⁶							
1615	1 Skill	5,200	7,000	5,200	500	500 ^{71.1}	500 ^{71.1}	500 ^{71.1}
1620	R14 CMS (See Note 80)	41,600	41,600	41,600	41,600	41,600	41,600	41,600
1625	2 Skills	5,200	7,000	5,200	500	500 ^{71.1}	500 ^{71.1}	500 ^{71.1}
1630	R14 CMS (See Note 80)	41,600	41,600	41,600	41,600	41,600	41,600	41,600
1635	4 Skills	5,200	7,000	5,200	250	250 ^{71.1}	250 ^{71.1}	250 ^{71.1}
1640	R14 CMS (See Note 80)	25,000	25,000	25,000	25,000	25,000	25,000	25,000
1645	10 Skills	5,200	7,000	5,200	100	100	100	100
1650	R14 CMS (See Note 80)	10,000	10,000	10,000	10,000	10,000	10,000	10,000
1655	20 Skills	3,000	5,000	3,000	50	50	50	50
1660	R14 CMS	5,000	5,000	5,000	5,000	5,000	5,000	5,000
1665	60 Skills (R12 or later CMS Required)	1,000	1,666	1,000	NA	NA	NA	NA
1670	R14 CMS	1,666	1,666	1,666	NA	NA	NA	NA
1675	OFFER Limits: Total Logged In ACD Agents	5,200	7,000	1,000	500	450	450	40
1680	OFFER: Business Advocate Agents (subset of ACD agents)	5,200	7,000	1,000	500	450	450	NA
1685	EXTERNAL DEVICE ALARMING	90	90	90	32	32	32	32
1690	FACILITY BUSY INDICATORS							
1695	Buttons per Tracked Resource	500	500	500	100	100	100	100
1700	Number of Station Busy Indicators (SBI)	10,000 25,000 ⁹⁵	10,000 25,000 ⁹⁵	10,000	3,600	3,600	3,600	3,600
1705	Facility Busy Indicators per system (SBIs + Queue Status buttons + ((24 DTGS buttons and 2 SBIs on each Attendant) * Attd Max)	18,528 33,528 ^{95.1}	27,764 42,764 ^{95.1}	18,528	10,916	5,868	5,868	5,868
1710	HUNT GROUPS (NON ACD)^{28.5}							
1715	Announcements per Group	1	1	1	1	1	1	1
1720	Announcements per System (See Footnote 18)	3,000	9,000	3,000	3000	3,000	3,000	3,000
1725	Total Hunt Groups	2,000	2,000	2,000	99	99	99	99
1730	Members per Group	1,500	1,500	1,500	200	200	200	200
1735	Group Members per System ^{28.5}	5,200	7,000	5,200	1,000	1,000	1,000	1,000
1740	Queue Slots per Group ⁷	NA	NA	NA	NA	NA	NA	NA
1745	INTERCOM TRANSLATION TABLE (ICOM): Automatic, Manual and Dial							
1750	ICOM groups per system	256	256	256	32	32	32	32
1755	Auto/Manual ICOM Groups	256	256	256	32	32	32	32
1760	Dial ICOM Groups	256	256	256	32	32	32	32
1765	Members per ICOM group							
1770	Auto/Manual ICOM Groups	32	32	32	32	32	32	32
1775	Dial ICOM Groups	32	32	32	32	32	32	32
1780	Members per System	8,192	8,192	8,192	1,024	1,024	1,024	1,024
1785	IP Solutions and SIP Specific Capacities (also see sections on OPTIM and Trunks)							
1790	IP Attendant Consoles and Soft Console capacities: See Attendant category							
1795	Total IP ports (including stations and trunks) ^{81.1} (See entries under the PORTS category for total ports, including ALL port types)	12,000 ^{71.2}	16000 ^{71.2}	3,200 ^{71.3} (2400+800)	1350 (450+900)	900 ^{71.1, 113} (450+450)	900 ^{71.4} (450+450)	900 ^{71.4} (450+450)
1800	TN799 Circuit Packs (C-LAN)	64	106	64	8??	NA	NA	NA
1805	Number of Sockets on PE Interface ⁷⁵	NA	NA	2500	1700	1700	1700	1700
1810	Max Duplicated TN2602 MAC Table	4	4	4	4	N/A	N/A	N/A

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		S8710, S8720 See Note-2	S8720XL, S8730 See Note-2	S8500B, S8500C(*) See Note-3 and Footnote 71.3	S8400 New platform in R3.1	S8300 G450/G700 See Note-4	S8300 /G350 See Note-4	S8300 /G250 See Note-5	
1815	Maximum of all IP Media Resources (TN802B + TN2302AP (64-port) + TN2602AP (80 or 320 port) ^{71.0}	200	200	200	8	4MP Daughter Board / Built-	built-in VOIP engine	built-in VOIP engine	
1820	OFFER: TN2602AP (IP Media Resource 80) - Part of the Overall Maximum above	128	128	128	2	NA	NA	NA	
1825	OFFER: TN2602AP (IP Media Resource 320) - Part of the Overall Maximum above	128	128	128	2	NA	NA	NA	
1830	Maximum Port Networks (including G600s and G650s) - Also see 600 and 650 under Cabinets for the number of Cabinets in a PN.	64	64	64	1	NA	NA	NA	
1835	System-wide Maximum H.248 media gateways (G250, G350, G700)	250 ^{71.2}	250 ^{71.2}	250 ^{71.3}	5	50 ^{71.1, 113}	50	NA	
1840	Maximum H.323 media gateways (G150, MultiTech) - NOT part of the above limit of 250 H.248 media gateways or 64 PNs	250	250	250	80	50	50	50	
1845	Total Number of LSPs (include S8300, S8500 Servers)	250	250	250	5	50	50	50	
1850	H.248 media gateways per LSP	50 ^{71.2}	50 ^{71.2}	50 ^{71.3}	5	50	50	NA	
1855	Maximum administered H.323 (IP) trunks	8,000	12,000	8,000	450	450	450	450	
1860	Offer-defined maximum administered H.323 trunks	8,000	12,000	800	400	450	450	10	
1865	Max H.323 IP Stations (part of Overall Station Max) ⁴⁵	12,000	12,000	12,000	900	450 ^{71.1,113}	450 ^{71.4}	450 ^{71.4}	
1870	Offer-defined maximum concurrently registered IP Stations	12,000	12,000	2,400	900	450	450	12	
1875	Offer-defined maximum IP Agents	5,200	5,200	1,000	500	450	450	40	
1880	Offer-defined H235.5 (Annex H) Stations	3,000	3,000	3,000	900	450	450	12	
1885	ISDN/IP Trunks (pool of ISDN, IP, and SIP trunk Ports). For SIP Trunk Max: See SIP Server.	8,000 ^{71.2}	12000 ^{71.2}	8,000 ^{71.3}	450	450 ^{71.1, 113}	450 ^{71.4}	450 ^{71.4}	
1890	Signaling Groups ⁶⁰	772	772	772	772	772	772 *	772 *	
1895	Number of IP (H.323 or SIP) Trunk members in a Signaling Group	255	255	255	255	255	255	255	
1900	Video-Capable IP trunks (same as IP trunks limit)	8,000 ¹¹⁶	12,000 ¹¹⁶	8,000 ¹¹⁶	450	450 ¹¹⁶	450 ¹¹⁶	450 ¹¹⁶	
1905	Video-Capable Stations (same as IP Stations limit - see Voice Terminals Section)	12,000 ¹¹⁶	12,000 ¹¹⁶	2,400 ¹¹⁶	900	450 ^{71.1,113, 116}	450 ^{71.4, 116}	450 ^{71.4, 116}	
1910	OFFER: maximum video capable H.323 stations	12,000	12,000	2,400	900	450	450	10	
1915	OFFER: maximum video capable IP Softphones	12,000	12,000	2,400	900	450	450	10	
1920	Number of Simultaneous Video Calls	1,000	1,000	1,000	250	75 ¹¹⁶	75 ¹¹⁶	75 ¹¹⁶	
1922	Max Number of Video Bridges	40	40	40	40	40	40	40	
1925	Remote Office Feature Group (also see Footnote 114)								
1930	Remote Office Gateways (H.323 RO Gateway G150)	See entry for H.323 media gateways.	See entry for H.323 media gateways	See entry for H.323 media gateways	See entry for H.323 media gateways	See entry for H.323 media gateways	See entry for H.323 media gateways	See entry for H.323 media gateways.	
1935	OFFER: Maximum Administered Remote Office Stations	12,000	12,000	2,400	900	450	450	450	
1940	OFFER: Maximum Administered Remote Office Trunks	8,000	12,000	800	400	450	450	0	
1945	Service Observing/Call Recording Capacities								
1950	Timeslots per observing association within a gateway - with No Talk FAC or ASAI Single Step Conference	1	1	1	1	1	1	1	
1955	Timeslots per observing association within a gateway - with SO buttons or FACs (other than No Talk)	2	2	2	2	2	2	2	
1960	Total Observers of VDNs for System	50	50	50	50	50	50	50	
1965	Total observers of the same EAS agent LoginID or station extension (option set to "y" - when set to "n", only one observer is allowed in a call) ¹²⁵	2	2	2	2	2	2	2	
1970	Maximum parties in a connection being observed. The observer(s) are each counted as a party. ¹²⁶	6	6	6	6	6	6	6	
1975	SIP Enablement Services (SES, a.k.a. CCS)								
1980	SIP Maximum Trunks supported (Linux platforms only). Part of ISDN/IP/SIP trunk pool	5,000 ^{71.2}	5,000 ^{71.2}	800 ^{71.2}	450	450 ^{71.1, 113}	450	450	
1985	OFFER: maximum administered SIP trunks	5000	5000	800	400	450	450	10	
1990	SIP-SES: Number of Edge Nodes in a SIP domain	1	1	1	1	1	1	1	
1995	SIP-SES: Number of Home Nodes per domain	1000	1000	1000	1000	1000	1000	1000	
2000	SIP-SES: Number of Home SESes per Communication Manager server (based on Communication Manager support of max 32 TLS links, and 2 links per Home)	16	16	16	16	16	16	16	

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		S8710, S8720 See Note-2	S8720XL, S8730 See Note-2	S8500B, S8500C(*) See Note-3 and Footnote 71.3	S8400 New platform in R3.1	S8300 G450/G700 See Note-4	S8300 /G350 See Note-4	S8300 /G250 See Note-5
2005	SIP-SES: Number of SIP Users per Home Node (Performance Pack: See Footnote 120)	6,000 ¹²⁰	6,000 ¹²⁰	6,000 ¹²⁰	6,000 ¹²⁰	6,000 ¹²⁰	6,000 ¹²⁰	6,000 ¹²⁰
2010	SIP-SES: Number of IM (Instant Message) Clients per node	500	500	500	500	500	500	500
2015	OFFER: SIP stations	12,000	12,000	2,400	450	100	100	100
2020	Maximum Bridged Call Appearances and Extended Bridged Groups: See Entry above under Call APPEARANCES and BRIDGED CALL APPEARANCES							
2025	SBS (Separation of Bearer and Signaling) For S8300, the platform maximums for stations and trunks must be taken as the limiting factor.							
2030	SBS Trunks	1,000	1,000	1,000	1,000	1,000 *	1000 *	1000 *
2035	SBS Stations	500	500	500	500	500 *	500 *	500 *
2040	S8300 specific capacities. Some are applicable to S8300/G700 but not applicable to S8300/G350. For example, G700 supports stacked media gateways, but G350 does not+B493. Embedded Voice Mail applies to the S8400							
2045	Max Media Modules per Stacked Gateway (4MMs per media gateway)	NA	NA	NA	NA	NA / 40 (10MGs*4)	NA ^{71.4}	NA ^{71.4}
2050	Total TTRs per Stacked Gateway (10 media gateways/stack)	NA	NA	NA	NA	NA / 64	15	16
2055	Tone Detection Devices per Gateway (General) ³⁹	NA	NA	NA	NA	64 / 15	15	15
2060	ASAI CTI Links	NA	NA	NA	NA	64 (with ICC)	64 (with ICC)	64 (with ICC)
2065	Embedded Voice Mail							
2070	Number of Mail Boxes	NA	NA	NA	450	450	450 ^{71.4}	450 ^{71.4}
2075	Number of Ports	NA	NA	NA	8	8	8	8
2080	Number of Hours of Storage	NA	NA	NA	1400	1,400	1,400	1,400
2085	Embedded Announcements							
2090	Announcement Files	NA	NA	NA	NA	256	256	256
2095	Minutes of Recording	NA	NA	NA	NA	45 / 20	10	10
2100	Number of Simultaneous Playback Channels	NA	NA	NA	NA	63 / 15	6	6
2105	Number of Record Channels	NA	NA	NA	NA	1	1	1
2110	LAST NUMBER DIALED							
2115	Entries/System ²⁹	43,528	43,528	43,528	3,216	3,216	3,216	3,216
2120	Number of Digits	24	24	24	24	24	24	24
2125	LEAVE WORD CALLING (SWITCH BASED) and MESSAGE WAITING							
2130	System-wide Messages Stored	12,000	12,000	12,000	2,000	2,000	2,000	2,000
2135	Max Remote Leave Word Calling Messages	2,000	2,000	2,000	1,000	1,000	1,000	1,000
2140	Messages per User	125	125	125	125	125	125	125
2145	REMOTE MESSAGE WAITING INDICATORS							
2150	Remote MWI per Extension	80	80	80	80	80	80	80
2155	Remote MWI per System (Linux Servers: Station user max / 20; G3CSI: Station user max / 10)	1,800 ¹¹⁷	1,800 ¹¹⁷	1,800	120	240	240	240
2160	Simultaneous Message Retrievers	400	400	400	60	60	60	60
2165	System-wide Super Message Retrievers (can retrieve anyone's messages)	10	10	10	10	10	10	10
2170	MALICIOUS CALL TRACE							
2175	Max Simultaneous Traces	16	16	16	16	16	16	16
2180	MULTIPLE LISTED DIRECTORY NUMBERS (MLDN)							
2185	Via DID	20	20	20	8	8	8	8
2190	Via DID w/Tenant Partition	100	100	100	20	20	20	20
2195	Via CO	2,000	2,000	2,000	99	99	99	99
2200	MODEM POOL GROUPS - Mode 2/Analog³							
2205	Group members per system	2,016	2,016	2,016	160	160	160	160
2210	Number of groups	63	63	63	5	5	5	5
2215	Members per group	32	32	32	32	32	32	32
2220	NETWORKING (also see Trunks)							
2225	CAS RLT Nodes	99	99	99	99	99	99	99
2230	DCS Nodes³¹							
2235	TCP/IP	63	63	63	63*	63*	63*	63*
2240	ISDN PRI (Public and/or Private)	63	63	63	63*	63*	63*	63*
2245	Hybrid (combination of PRI, BX.25, & TCP/IP)	63	63	63	63*	63*	63*	63*
2250	ENP Nodes ³²	999	999	999	999	999	999	999
2255	QSIG Nodes: No Fixed Node Capacity See Footnote 73.							

Avaya Communication Manager and Avaya Call Management System		Release 5.0 Linux Server Platforms						
		S8710, S8720 See Note-2	S8720XL, S8730 See Note-2	S8500B, S8500C(*) See Note-3 and Footnote 71.3	S8400 New platform in R3.1	S8300 G450/G700 See Note-4	S8300 /G350 See Note-4	S8300 /G250 See Note-5
2260	QSIG/DCS Interworked Nodes ⁷⁶	63	63	63	63*	63*	63*	63*
2265	OPTIM Applications such as EC500, OPS, SCCAN, CSP ¹⁰⁵							
2270	Number of OPTIM applications per Station (EC500, OPS, CSP, PBFMC, PVFMC)	4	4	4	4	4	4	4
2275	Software-defined Station Capacity ¹⁰⁴	36,000 ^{71.2, 120}	36,000 ^{71.2,120}	36,000 ^{71.2,120}	2400	2,400	2,400 ^{71.4}	2,400 ^{71.4}
2280	OFFER: maximum EC500 telephones	36,000	36,000	2,400	450	450	450	450
2285	OFFER: OPTIM-OPS stations (SIP Endpoints)	12,000	12,000	2,400	450	450	450	450
2290	Call Center 16CC SIP Phones (imposed by a combination of offer, boot-time and truncation limits; performance permitting)	500	2,500	100	50	50 or 25 with SES Co-res	4	4
2290	OPTIM Mapping Table Capacity	54,000	108,000	54,000	9,600	9,600	9,600	9,600
2295	PAGING							
2300	Code Calling IDs	125	125	125	125	125	125	125
2305	Loudspeaker Zones	9	9	9	9	9	9	9
2310	Group Paging using Speaker Phone ⁵⁰							
2315	Number of Groups	32	32	32	32	32	32	32
2320	Members per Group	32	32	32	32	32	32	32
2325	PARTITIONS							
2330	Attendant Groups (System wide)	28	28	28	16	16	16	16
2335	Tenant Partitions	100	100	100	100	100	100	100
2340	Multiple Music on Hold Sources	100	100	100	100	100	100	100
2345	PERSONAL CO LINES (PCOL)							
2350	PCOL Appearances	16	16	16	16	16	16	16
2355	PCOL Lines (Trunk Groups)	200	200	200	200	200	200	200
2360	PCOL Trunks per Trunk Group	1	1	1	1	1	1	1
2365	PORTS (Max Ports including stations and trunks)							
2375	OFFER-defined maximum number of ports	44,000	48,000	3,200	1,300	900	900	900
2380	Maximum PORT CIRCUIT PACK SLOTS ³⁴							
2385	Per PN							
2390	MCC Standard Reliability	99	99	99	NA	NA	NA	NA
2395	SCC Standard Reliability	71	71	71	NA	NA	NA	NA
2400	RECORDED ANNOUNCEMENTS / AUDIO SOURCES							
2405	Announcement/Audio Source Extensions per System ¹⁸	3,000	9,000	3,000	3,000	3,000	3,000	3,000
2410	Analog & Aux Trunk Announcements							
2415	Queue Slots per Announcement	1,000	1,000	1,000	150	1,000	1,000	1,000
2420	Queue Slots per System	1,000	1,000	1,000	150	1,000	1,000	1,000
2425	Calls Connected to Same Announcement	1,000	1,000	1,000	150	1,000	1,000	1,000
2430	Integrated Announcements							
2435	Queue Slots for System	4,000	4,000	4,000	200	4,000	4,000	4,000
2440	Calls Connected to Same Announcement	1,000	1,000	1,000	50	1,000	1,000	1,000
2445	VAL Boards (TN2501)	10	128	10	5	NA	NA	NA
2450	OFFER LIMIT: VAL Boards (TN2501)	10	128	10	5	NA	NA	NA
2455	Total Announcement Sources: Integrated Boards on PNs plus embedded vVAL Sources on G250/G350/700 media gateways	10 TN2501 + 250 vVAL	128 TN2501 + 250 vVAL	10 TN2501 + 250 vVAL	5 TN2501 + 5 vVAL	50 vVAL Announcement Sources	5 vVAL Announcement Sources	1 (No subending media gateways)
2460	TN2501AP (VAL) Boards in Port Network Gateways (G650, G600, CMC1, MCC1, SCC1)							
2465	Channels per Board (Playback Ports)	31	31	31	31	NA	NA	NA
2470	Maximum Announcements per TN2501 Board (Firmware 17 or later otherwise limited to 256)	1,024	1,024	1,024	1,024	NA	NA	NA
2475	Board Content Saved ⁹¹	All active boards	All active boards	All active boards	All active boards	NA	NA	NA
2480	Recording Time per Board (in Minutes) ⁹⁰							
2485	Low-end Option (Max. 1 Board)	10	10	10	10	NA	NA	NA
2490	High-end Option (with up to 5 Boards for CSI; 10 for S8710/S8720/S8730)	60	60	60	60	NA	NA	NA
2495	G600 Embedded Integrated SSP (Scalable Speech Processor) Announcements ^{3,1}							
2500	SSP Boards	1 per G600	1 per G600	NA	NA	NA	NA	NA
2505	Channels per SSP Integ. Announcement Circuit Pack	8	8	NA	NA	NA	NA	NA
2510	Maximum Announcements per Board	128	128	NA	NA	NA	NA	NA

Avaya Communication Manager and Avaya Call Management System		Release 5.0 Linux Server Platforms						
		S8710, S8720 See Note-2	S8720XL, S8730 See Note-2	S8500B, S8500C(*) See Note-3 and Footnote 71.3	S8400 New platform in R3.1	S8300 G450/G700 See Note-4	S8300 /G350 See Note-4	S8300 /G250 See Note-5
2515	Board Contents Saved	All	All	NA	NA	NA	NA	NA
2520	Recording Time (Minutes)^{3,1}							
2525	16 KB recording	240	240	NA	NA	NA	NA	NA
2530	32KB recording	120	120	NA	NA	NA	NA	NA
2535	64KB recording	60	60	NA	NA	NA	NA	NA
2540	Embedded Media Gateway Integrated Virtual VAL (Voice Annc. Over LAN) vVAL Announcement Sources							
2545	Channels per Source (playback ports) - depends on the Media Gateway (lower number for G250/G350, higher number for G700) ¹²⁴	6 or 15	6 or 15	6 or 15	6 or 15	63 / 15	6	6
2550	Maximum Announcements per Source	256	256	256	256	256	256	256
2555	Source Contents Saved (VAL FTP download)	All active boards	All active boards	All active boards	All active boards	All active boards	All active boards	All active boards
2560	Recording Time per Source in Minutes - depends on the Media Gateway (15 min. for G250/G350, 20 min. for G700 and 45 min. for G450) ¹²⁴	15, 20 or 45	15, 20 or 45	15, 20 or 45	15, 20 or 45	45 / 20	15	15
2565	Locally Sourced Music and Announcements (LSMA) - Provides groups of announcement sources and allows "announcements" & "audio groups" to also be used as Music on Hold sources.							
2570	Audio Groups (for announcements/music) ¹²¹	50	50	50	NA	50	5	1
2575	Sources per Audio Group (VAL and/or vVAL)	250	378	250	NA	50	5	1
2580	Administered Announcement Files ¹²²	3,000	12,000	3,000	NA	3,000	256	256
2585	MOH Groups (for assignment as the system music source or Tenant Partition Multiple Music Source)	10	10	10	NA	10	1	1
2590	Analog/Aux Trunk Sources (Ports) per MOH Group	250	250	250	NA	250	NA	NA
2595	Unique Analog/Aux Trunk MOH Ports per System (each referenced only once)	250	250	250	NA	250	NA	NA
2600	SIP Enablement Services (See IP Solutions and SIP Specific Capacities)							
2605	STATIONS (See Voice Terminals; also see Ports for maximum ports including Stations and trunks)							
2610	SYSTEM ADMINISTRATION TERMINAL (SAT)							
2615	Admin History Log File Entries	1,800	1,800	1,800	500	500	500	500
2620	Simultaneous Admin Commands ²	10	10	10	1	1	1	1
2625	Simultaneous Maintenance Commands ²	5	5	5	1	1	1	1
2630	Simultaneous System Management Sessions ²	15	15	15	5	5	5	5
2635	Number of Scheduled Reports	50	50	50	50	50	50	50
2640	SPEECH SYNTHESIS CIRCUIT PACKS							
2645	Number of Speech Synthesis Circuit Packs	40	40	40	6	NA	NA	NA
2650	Channels per Speech Circuit Pack	4	4	4	4	NA	NA	NA
2655	TERMINATING EXTENSION GROUPS (TEG)							
2660	TEGs	32	32	32	32	32	32	32
2665	Users That May Share a TEG	4	4	4	4	4	4	4
2670	TIME SLOTS³⁸							
2675	Simultaneous Circuit Switched Calls ³⁶	15,424	15,424	15,424	242	206 / 236	236	117
2680	Total Time Slots	32,768	32,768	32,768	512	512 ^{71, 71.1}	512 ^{71.4}	256 ^{71.4}
2685	Time Slots for Voice & Data ³⁸	30,976	30,976	30,976	484	412 / 472 ^{71.1}	472 ^{71.4}	234 ^{71.4}
2690	Time Slots per Port Network	512	512	512	512	NA	NA	NA
2695	Time Slots per H.248 Gateway (max. for G250, G350/G450/G700, and TGM550) ¹²⁴	117, 238, 128	117, 238, 128	117, 238, 128	117, 238, 128	238	238	117
2700	TONE CLASSIFIERS							
2705	Tone Receivers (General) ^{39, 124}	1,200	8,000	1,200	200	64/64	15	8
2710	TTR Queue Size	4	4	4	4	NA	NA	NA
2715	Prompting TTR Queue Size	80	80	80	80	NA	NA	NA
2720	TRUNKS (For Max IP trunks, SIP trunks, Signaling Groups etc., also see IP Solutions)							
2725	DS1 Circuit Packs including MM710s on S8300s (PRI/Station only, Total (PRI+Line-side DS1))	522 688 ⁹⁴	522 688 ⁹⁴	522 ⁹⁴	30	Max 15 MM710s as E1s or 20 MM710 as T1s ^{94.1}	5 MM710s ^{94.1}	N/A G250 does not support BRI MM
2730	OFFER: DS1 with Echo Cancellers	522 688 ⁹⁴	522 688 ⁹⁴	80	30	80	NA	NA
2735	Queue Slots for Trunks	4,000	4,000	4,000	198	198	198	198
2740	Max Number of Trunks of all types in System	8,000 ^{71.2,102}	12,000 ^{71.2,102}	8,000 ^{71.2,102}	400	450 ^{71.1,102}	450 ^{71.4,102}	450 ^{71.4,102}
2745	Total PRI Interfaces⁴⁰	522	522	522 ⁹⁴	30	NA	NA	NA

Avaya Communication Manager and Avaya Call Management System		Release 5.0 Linux Server Platforms						
		S8710, S8720 See Note-2	S8720XL, S8730 See Note-2	S8500B, S8500C(*) See Note-3 and Footnote 71.3	S8400 New platform in R3.1	S8300 G450/G700 See Note-4	S8300 /G350 See Note-4	S8300 /G250 See Note-5
2750	Qty Emulated Circuits per ATM CES Interface	8	8	8	8	NA	NA	NA
2755	Qty of PRI D-channels per ATM CES Interface	8	8	8	8	NA	NA	NA
2760	Max Quantity ATM Interfaces used for CES per PN	2	2	2	2	NA	NA	NA
2765	Max Quantity ATM Interfaces used for CES per System	88	88	88	2	NA	NA	NA
2770	Max Quantity ATM Interfaces (CES+PNC) per system	88 ¹⁰³	176	88 ¹⁰³	2	NA	NA	NA
2775	BRI TRUNKS ⁴²							
2780	BRI Trunk Circuit Packs	250	250	250	250 *	250 ^{42.2}	250 ^{42.2}	250 ^{42.2}
2785	BRI Trunks (Max B-Channels * Max Boards and/or MMs) ^{42.1}	6,000 ^{42.3}	6,000 ^{42.3}	6,000 ^{42.3}	4,000	4,000 ^{71.1}	4,000 ^{71.4}	4,000 ^{71.4, 42.3}
2790	SBS Trunks (See IP Solutions)							
2795	ISDN Temporary Signaling Connections							
2800	TSCs in System	8,256	8,256	8,256	656	656	656	656
2805	Call Associated TSCs	8,000	8,000	8,000	400	400 ^{71.1}	400 ^{71.4}	400 ^{71.4}
2810	Non Call Associated TSCs	999	999	999	256	256	256	256
2815	Administered / Fixed TSCs	250	250	250	128	128	128	128
2820	Ringback Queue Slots	1,332	1332	1,332	198	198	198	198
2825	Trunk Groups							
2830	Trunk Group Hourly Measurements	75	75	75	25	25	25	25
2835	Trunk Groups in the System	2,000	2,000	2,000	99	99	99	99
2840	PRI Call-By-Call Trunk Groups in the System (part of the total trunk groups in the system)	200	200	200	10	10	10	10
2845	Trunk Members in a Trunk Group	255	255	255	99	99	99	99
2850	ISDN / IP / SIP Trunks (also see section on IP Solutions and SIP specific capacities)							
2855	Incoming Call Handling Treatment (ICHT) per Trunk Group	540	540	540	54	54	54	54
2860	Incoming Call Handling Treatment (per System)	9,999	9,999	9,999	288	288	288	288
2865	User Defined Services	60	60	60	24	24	24	24
2870	Usage Allocation Entries (per Plan)	15	15	15	15	15	15	15
2875	Number of entries in the Public Unknown Numbering form (for outgoing Caller ID/ANI)	9,999	9,999	9,999	240	240	240	240
2880	VOICE TERMINALS ⁴³ (For Blade Server, Station Max is 500)							
2885	Associated Data Modules (e.g. DTDMS)	NA	NA	NA	NA	NA	NA	NA
2895	OFFER: maximum stations	36,000	36,000	2400	900	450	450	15
2900	BRI (Point-to-Point and Multipoint) Stations (part of the Overall Max) ⁴⁴							
2905	Point-to-Point	7,000	7,000	7,000	1,000	1,000*	1,000*	1,000*
2910	Multipoint (Passive Bus)	7,000	7,000	7,000	1,000	1,000*	1,000*	1,000*
2915	Digital Stations (part of the Overall Max) ⁴⁵	36,000 ^{71.2, 101}	36,000 ^{71.2, 101}	36,000 ^{71.3, 101}	2,400	2,400 ^{71.1, 113}	2,400 ^{71.4}	2,400 ^{71.4}
2920	Display Stations (part of the Overall Max)	36,000 ^{71.2, 101}	36,000 ^{71.2, 101}	36,000 ^{71.3, 101}	2,400	2,400 ^{71.1, 113}	2,400 ^{71.4}	2,400 ^{71.4}
2925	IP Stations (part of Overall Station Max) ⁴⁵	12,000	12,000	2,400	900	450 ^{71.1, 113}	450 ^{71.4}	450 ^{71.4}
2930	OFFER: Maximum concurrently registered IP Stations	12,000	12,000	2,400	900	450	450	12
2935	OFFER: Maximum concurrently registered UNAUTHENTICATED IP Stations	12,000	12,000	2,400	900	450	450	12
2940	Station Button Capacity (K Units)	16,216	23,256	16,216	884.8	884.8	884.8	884.8
2945	Number Of Administrable Physical Buttons	1,000,000	1,440,000	1,000,000	54,250	54,400	54,400	54,400
2950	Maximum Buttons with Customizable Labels per System	100,000	100,000	100,000	54,250	54,400	54,400	54,400
2955	Station Button Feature Capacity ⁴⁸	15,900	15,900	15,900	15,900	15,900	15,900	15,900
2960	VUSTATS							
2965	Measured Agents or Login Ids	3,000	3,000	3,000	400	400 ^{71.1}	400 ^{71.4}	400 ^{71.4}
2970	Measured Splits/Skills	600	600	600	99	99	99 ^{71.4}	99 ^{71.4}
2975	Measured Trunk Groups	32	32	32	32	32	32 ^{71.4}	32 ^{71.4}
2980	Measured VDNs	512	512	512	99	99	99 ^{71.4}	99 ^{71.4}
2985	Max VuStat Buttons ¹¹⁸	1000	1000	1000	100	100	100	100
2990	System Max Simultaneous Updating Displays	500	500	500	100	100	100	100
2995	Reporting Periods							
3000	Intervals	25	25	25	25	25	25	25
3005	Days	1	1	1	1	1	1	1
3010	Reporting Adjunct Switch Links							
3015	R3V9/R3V11/R12/R13/R13.1 CMS	1 or 2	1 or 2	1 or 2	1 or 2	1 or 2	1 or 2	1 or 2

Avaya Communication Manager and Avaya Call Management System		Release 5.0 Linux Server Platforms						
		S8710, S8720 See Note-2	S8720XL, S8730 See Note-2	S8500B, S8500C(*) See Note-3 and Footnote 71.3	S8400 New platform in R3.1	S8300 G450/G700 See Note-4	S8300 /G350 See Note-4	S8300 /G250 See Note-5
3020	R14 CMS and 4.0 Avaya IQ ⁸⁷	2 or 4	2 or 4	2 or 4	2 or 4	2 or 4	2 or 4	2 or 4
3025	CMS Capacities (see note 84.2 for R14 orderable models)							
3030	CMS Capacity Item	R14 CMS Total Capacity						
3035	ACDs (multi-ACD configuration)	8						
3040	ACD Admin Log Records	30,000						
3045	Agent Traces Active	400						
3050	Agent Trace Records	500,000						
3055	Call Records (internal)	5,000						
3060	CWC ⁸⁵	1,999						
3065	Max CWCs collected in the call record	6						
3070	Exception Records	2,000						
3075	External Call History Busy Hour Calls (per 20 minute interval)	120,000						
3080	External Call History Busy Hour Calls (per hour limit)	400,000						
3085	Logged-in Agent-Split/Skill Pairs ⁸⁴	100,000						
3090	Splits/Skills per ACD	2,000						
3095	Skills over 8 ACDs	16,000						
3100	Login/Logout Records	999,999						
3105	With R14 this is the Measured Trunk limit across all ACDs. It was Measured + Unmeasured Trunks prior to R14 ^{84.1}	40,000						
3110	Unmeasured Trunks across all ACDs	20,000						
3115	Unmeasured Trunks for a single ACD	6,000						
3120	Measured Trunk Groups	8,000						
3125	Locations / Location IDs	250						
3130	Simultaneous active client sessions ⁸⁶	400						

Avaya Communication Manager/CMS Release 5.0 System Capacities Table – Footnotes

The Capacities Table for Communication Manager Release 5.0 contains Communication Manager offer limits. These footnotes explain some of the contents in the Capacities Table and some of the major offer limits. Special Applications-based capacity differences are highlighted in **green**. Release 5.0 capacity changes or corrections are highlighted in **turquoise**.

For information regarding End-of-Sale of platforms such as G3R and G3si, see the introduction and the notes in the beginning of the Capacities Table.

Footnote Detailed Description

* The software-defined capacity cannot be reached due to hardware and/or processor capacity limits for the platform.

- Note:
- S8700, S8710, and S8720 servers support Mixed Port Network Connectivity (PNC), which allows IP-Connected PNs to co-exist with either ATM or Center Stage Fiber-connected PNs.
 - S8500 systems support Direct-Connect Fiber [(3 or less Port Networks (PNs))] and IP-Connected PNs.
 - CMC1 and G600 media gateways are IP-Connected PNs.
 - G700/G350/G250 media gateways are H.323 media gateways.
 - G650, GMCC1 and SCC1 media gateways can be IP-Connect or ATM/Center Stage Fiber-connected PNs.

- Note: Server platforms:
- S8400, introduced in Communication Manager Release 3.1, with capacities similar to the G3csi but with some differences.
 - S8720, introduced in Communication Manager Release 3.1, with the same capacities as S8700 and S8710.
 - S8720XL, introduced in Communication Manager Release 4.0, supports larger capacities for certain features.
 - S8730, introduced in Communication Manager Release 5.0, supports the same capacities as the S8720 XL.

Discontinued servers:

- The S8100 is not supported with Communication Manger Release 2.1 and beyond.
- The DEFINITY Server R is discontinued beginning December 8, 2003.
- The G3si platform is not supported starting with Communication Manger Release 3.0.
- Category B Offer is not supported starting with Communication Manger Release 3.0.
- **The CSI Platform is not supported starting with Communication Manager Release 4.0.**

1 There is no limit on the maximum number of auto dial buttons, other than the system limit on button capacity. See Station Button Capacity for system button limitations.

2 System Management sessions are used for system administration and maintenance purposes, and some of the platforms allow multiple simultaneous sessions. The S8700 and S8710 servers support 15 simultaneous sessions. However, the system allows a maximum of 10 simultaneous administration sessions such as **add** and **change**, as long as they are not accessing the same data. For example, 2 administrator users cannot change the same station object simultaneously. Commands such as **test**, **busyout**, **release**, and **status** are maintenance commands. Up to 5 simultaneous maintenance commands can be issued in addition to the administration commands, as long as they are not accessing the same data and the command is not designated as a single user command.

3 Feature supported only on Fiber-Connected Port Networks (ATM or Direct-Connect or CCS). PNs may include MCC1, SCC1, and G650 media gateways.

Avaya Communication Manager/CMS Release 5.0 System Capacities Table – Footnotes

- 3.1 Feature supported only on IP-Connected Port Networks. PNs may include CMC1, G600, SCC1, and MCC1 media gateways.
- 4 Footnote removed.
- 4.1 The TN799 (C-LAN) circuit pack has one Ethernet connection and 16 PPP connections. The sum of links via PPP and Ethernet ports has to be less than the maximum number of communication-interface links per switch. IP Routes (with C-LAN) refers to the size of the IP routing table accessed by the **change ip-route** command.
- 4.2 Footnote removed.
- 4.3 The system supports 10 QSIG hunt groups, but the number of messaging adjuncts depends on the PRI signaling groups on the system.
- 4.4 This shows the number of agent-split combinations supported. Agent-split pairs is the total combination used by ACD agents, Auto-Available Splits (AAS) ports (for example, VRUs), non-ACD hunt groups (groups with or without queues, Message Center Service, INTUITY/AUDIX, Remote AUDIX, etc.). Each non-ACD hunt group member, AAS split member, and split assigned to an ACD agent is counted when administered.
- 4.5 The number of CMS adjuncts using TN799 circuit packs (C-LAN) for connectivity to the switch counts toward the maximum capacity of C-LANs. The S8300 server provides LAN connectivity through its native NIC and does not use C-LAN.
- 4.6 Administer the links over the TN799 circuit pack (C-LAN).
- 5 An agent can be assigned more splits during administration but only this number can be simultaneously logged into.
- 6 The maximum **Members per Group limits** limit the number of agents that can log into the same split/skill. Maximum agent limits are reduced by the number of non-ACD members and AAS ports administered, and with non-EAS, the additional splits assigned to agents that are not logged into.
- 7 Queue slots are shared across non-ACD, ACD (splits/skills) and AAS hunt groups.
NOTE: The capacity limits for System and Per Group Queue Slots are not applicable with platforms that run Communication Manager Release 2.1 due to the Dynamic Hunt Group Queue Slot Allocation feature. Hunt group queue slots are allocated on an as-needed basis allowing all calls that are possible to be in queue as the default. The previous hunt group **Queue Length** field became a **Queue Limit** field with specified limits carried forward in an upgrade. The common pool of queue slots is 1,000 for the CSI/S8300 servers and 15,000 for the S8500, S8700, S8710, and S8720 servers (increased from 12,000 in Communication Manager Release 4.0).
- 8 Plus up to 7 Inter-eXchange Carrier (IXC) digits.
- 9 This is the number of available 12-character inserted-digit-strings available for AAR/ARS preferences.
- 10 The number of attendant consoles listed is per software limitations. One console is supported per CMC without supplemental power.
- 10.1 Footnote removed.
- 10.2 Crisis Alert Stations: Crisis Alert buttons can be administered on attendant consoles and 10 additional digital stations. In Communication Manager Release 3.0, on the 8700/8710 servers, a special application (green feature) increases this capacity to 250 Crisis Alert Stations.
- 11 The number of release link trunk groups counts towards the total number of trunk groups in the system.

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- 12 **Maximum number of queue slots** is the **Emergency access queue length** in G3si.
- 12.1 The **monitor split** command shows the status for the first 100 agents logged into the split, regardless of how many additional agents log into the split.
- 12.2 BCMS monitoring is a maintenance process and is limited by the active maintenance commands limit, reduced by 2 in G3r and by 3 in the S8700, S8710 platform. Two active command slots are reserved for the INADS and SAT logins respectively.
- 13 EPNs:
Only EPNs in the G3si/S8500 (direct connect migration), G3R and S8700, S8710 Multi-Connect systems can be DS1-remoted EPNs.
The numbers reflect the number of cabinets, not the number of EPNs.
The entries in the S8500 and S8700, S8710 (MC and IPC) columns reflect the PNs, and in brackets, the number of stacked cabinets per PN.
In a Mixed PNC environment, scalability increases for Center Stage Switch/Direct Connect by expanding the number of total port networks to 64.
- The CSS is limited to a maximum of 44 PNs, but another 20 (or more depending on how many PNs are part of the CSS) can be IP Bearer connected, for a maximum of 64.
 - The Direct Connect is limited to 3 PNs, but it can now have 61-63 IP-Connected PNs associated with it.
- Communication Manager Release 3.1, S8400 server:**
In its initial release the TN8400 supports only the port network in which it resides. It does not support any EPNs and therefore the CMC, G600 and G650 media gateway quantities listed for the S8400 under EPNs are listed as NA.
- 14 **Footnote removed.**
- 15 There can be up to 16 Bridged Call Appearances for a primary's extension (not line appearance button) if ASAI is used. Otherwise there can be 63 Bridged Call Appearances for a primary's call appearance, up to system limit of 1250 primary call appearances. The limit is 25 Bridged Call Appearances for each primary after that, up to the system-wide maximum number of bridged appearances.
- 16 The number of call appearances is the sum of primary and bridged appearances. Ten maximum can be primary.
A maximum of 54 administrable buttons is supported on the 7434 terminal without display.
A maximum 52 call appearances is supported on the 8434 terminal with display and expansion module.
A maximum 96 administrable buttons is supported on the 9630, 9640, and 9650 IP telephones with 3 button modules.
- 17 This maximum varies depending on the number of parties already on the call, on the calling and called parties' sides. The 7-parties maximum number of parties on a call is the guiding principle.
- 18 For administering announcements beyond 256: The Call Center Release must be Release 8.1 or later. To access greater than 256, specifically refer to an announcement number greater than 256. For example, use **change announcement 300**. The administrator then has access to another 16 pages and so on.
- 19 Shared extensions must be shared among all attendant groups in the system including Tenant Partitions.
- 20 With Special Application **SA8661**: 2050 AWU requests in 15-min. interval.

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- 20.1 VDNs are counted as part of the miscellaneous extensions capacity which includes VDNs, hunt groups, announcements, LDNs, TEGs, PCOL groups, access endpoints, administered TSCs, and Code Calling IDs extensions and common shared extensions. VDNs also share message server table space.
- The total of stations (station extensions including ACD agent physical set extensions, Logical Agent IDs and AWOH) assigned cannot exceed the platform Station Extensions limit.
- The total of all extensions assigned for any purpose cannot exceed the platform Maximum Extensions limit (See the Dial Plan section for details).
- 20.5 BSR (Best Service Routing) application numbers is limited to 511 and location numbers is limited to 255.
- 21 Simultaneous 3-way Conference Call = $\text{ROUND_DOWN}(484 / 3)$ times number Port Networks. These are for non-IP endpoints. If IP endpoints are involved, a VoIP resource is used up. The available number of VOIP resources limits the number of such calls with IP endpoints.
- 22 Simultaneous 6-way Conference Call = $\text{ROUND_DOWN}(484 / 6)$ times number Port Networks. These are for non-IP endpoints. If IP endpoints are involved, a VoIP resource is used up. The available number of VOIP resources limits the number of such calls with IP endpoints.
- 23 Footnote removed.
- 24 The Maximum Extensions limit is the total number of defined extensions for any use. Included in this count are station extensions, miscellaneous extensions, data extension groups, PRI endpoint groups and trunk group extensions.
- 24.1 Station extensions consist of attendant extensions, station set assignments (including ACD agent physical sets), AWOH (administration without hardware) and administered Logical Agent IDs extensions.
- 25 Miscellaneous extensions consist of VDNs, hunt groups, announcements, LDNs, PCOL groups, common shared extensions, access endpoints, administered TSCs, Code Calling IDs, TEGs, Paging zones, and Phantom ACAs.
- Access Endpoints are tied to the number of trunks, not the number of trunk groups.
- 26 Footnote removed.
- 27 Integrated Directory Entries = stations + attendant consoles.
- 28 Number of Names = number of stations + attendant consoles + trunk groups + digital data endpoints + miscellaneous extensions.
- 28.1 Total of the administered Login ID skill-pair members (for agents and AAS ports).
- 28.2 Footnote removed.
- 28.3 Number of agent-skill combinations supported. Agent-skill pairs is the total combination used by ACD agents, Auto-Available Skills (AAS) ports (for example, VRUs), non-ACD hunt groups (groups with or without queues, Message Center Service, INTUITY/AUDIX, Remote AUDIX, etc.). Each non-ACD hunt group member and AAS skill member is counted when administered. Each skill assigned to an EAS agent is counted as an ACD member when the EAS agent logs in, not when administered.

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

Maximum Login IDs With	CSI/SI (R9/R10/1.x/2.0) or S8100/S8300 (1.x or later)	R (R9/R10/1.x/2.0) or S8700/S8710 (1.1 or later)	S8500, S8700, S8710 (1.3 or later)*
1 to 4 Skills Each	1,500	10,000	20,000
9 Skills Each	666	7,222	20,000
10 Skills Each	600	6,500	18,000
20 Skills Each	300	3,250	9,000
60 Skills Each	NA	NA	3,000

*The Login ID-Skill pair limit for S8500/S8700/S8710 increased to 180,000 with R1.3.

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

28.6 This capacity is supported only with **ucd-mia** or **ead-mia** hunt group types. Otherwise the capacity is 1,500 agents in a skill.

28.7 This capacity is supported only **with ucd-mia** and **ead-mia** hunt group types and optionally with **ucd-loa** and **ead-loa** hunt group types. Otherwise the capacity is 1,500 agents in a skill. PAD and SLM types are limited to 1,500. The option to support 7,000 agents in a **loa** type skill changes the architecture for occupancy selection to a more granular/coarse approach.

29 Last Number Dialed Entries = stations + digital data endpoints + attendant consoles

31 INTUITY supports 20 DCS nodes.

32 These numbers are node number addresses.

33 On large systems, Coverage Answer Groups are 1/4th of Station User Maximum; 9,000 (36000/4) on S87xx.

34 Only port slots are included in this count. For example, there are 100 slots per MCC EPN cabinet with 99 port slots and one slot dedicated for the Tone Clock circuit pack. There may be other service circuits required that would further reduce the number of port slots available. In G3r and G3si MCC port carriers, the service slots may be equipped with service circuit packs that do not require tip and ring connections.

35 Footnote removed.

36 242 Simultaneous Circuit Switched Calls per port network. Multimedia calls tend to be multi-party calls. See *Communication Manager Hardware and Traffic Guidelines* for further details.

37 **Footnote removed.**

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

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- 39 The system uses the port network TN744 Call Classifier/Detector for basic TTR use as well as call prompting/call classification/MFC. The TN2182 Tone/Clock/Detector is also used for multiple tone detection functions. With H.248 IP gateways (for example, G450) the embedded processor circuit pack provides local tone detectors.
The number of TN748, TN420, or TN744 circuit packs is limited by the number of available slots.
The number of TN2182 circuit packs is limited as described in the *Communication Manager Hardware and Traffic Configuration Guidelines*.
There is a single limit on the total number of tone receiver (classifier) ports for the system.
- TN748/TN420 have 4 ports for TTR use.
 - TN748/TN420 have 2 ports for GPTD use.
 - TN744 has 8 ports for call prompting/call classification/MFC/TTR/GPTD use.
 - TN2182 has 8 ports for call prompting/call classification/MFC/TTR/GPTD use.
 - On the G700 media gateway: the maximum Tone Receivers per G700 was increased from 12 to 15 in Communication Manager Release 1.3. The TTR capacity of the G700 affects the Busy Hour Call Capacity, especially the Call Center call mix. In an IP-Connected configuration, TTRs can only be used to serve calls local to the gateway. They can not be shared across media gateways /PNGs.
 - The IPSIs have 8 TTR resources embedded within them.
- 40 Counts towards the total number of DS1 circuit packs.
- 41 Total number of Measured Trunks supported by the DEFINITY Csi server is 400. The limit in the DEFINITY Csi offer document is 390.
- 42 The TN2185 BRI Trunk circuit pack and the MM720 provide 8 ports. The TN556B and TN2198 provide 12 ports. Each port (2B + D) provides 2 BRI trunks.
- 42.1 BRI trunks supported by a DEFINITY Csi server: A Csi is limited to 512 Data Link Connection Identifiers (DLCI), of which only 320 may be used for BRI trunks. Each BRI port takes 4 DLCIs, allowing 80 ports. Because each port is really 2B+D, there are two BRI trunks per port. Therefore, 80 ports equates to 160 BRI trunks. However, since the system-wide trunk maximum is 100, the maximum BRI trunks supported for CSI is also 100. For the S8300 server, it is 400 (equal to Csi maximums).
- 42.2 More information regarding BRI trunks (including TN2185, TN556 (suffix C and later), MM722 and MM720 that are administered with the **add bri trunk** command).
In Communication Manager R2.2 and beyond all Linux platforms of Communication Manager software (S87xx, S8500/S8500B, S8300) support a maximum of 250 BRI trunk circuit packs. This includes TN2185, TN556 (suffix C and later), MM722 and MM720 that are administered with the **add bri trunk** command. The 720 can be either NT or TE mode, but as long as it is administered as a trunk circuit pack it counts towards that maximum.
- S8300/G700 or G450**
- Although software allows maximum 250 BRI trunk circuit packs, the physical limit is different because it supports **maximum 50 media gateways** (any combination of G700, G450, G350 and G250 media gateways). The maximum BRI board is based on the type of media gateway and how many Media Modules (MM) they can support.
 - G450 Media Gateways support maximum 8 MMs each. G450 can scale up to 250 BRI trunks.
 - G700 Media Gateways support maximum 4 MMs each. If only G700 Media Gateways are used, S8300/G700 can have maximum 199 BRI trunk circuit packs - i.e., (50 media gateways * 4 per media gateway) -1 (since the G700 with the processor module in it can have maximum 3 other media modules). The maximum of 199 assumes that there are no LSPs. If there are G700s as LSPs they also house maximum 3 other MMs. The system can be customized in many ways.
 - G350 Media Gateways support maximum 5 MMs.

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- 42.2 (cont.)
- **The S8300 supports maximum 450 trunks.** The most likely way to get the full 250 BRI trunk circuit packs with maximum 250 media gateways is if many of them are MM722s with only a few trunks per circuit pack. With a MM720, if you use all 16 ports on each MM you get up to 28 or 29 MMs before you reach the system-wide 450 trunk limit.

S8300/G350 or G250

They do not support subtending media gateways and the hardware limit is less than the software limits.

- 42.3
- The 6,000 maximum is based on:
the TN556 BRI circuit pack supports 12 ports, and each port supports 2 B-Channels per port (250 * 24). However if BRI trunks are used to connect to the PSTN, TN2185 or MM720 is more commonly used, which support 8 ports (16 B-Channel), giving a total of 4000 (250 * 16).
If MM722 (2-port BRI circuit pack) is used, the capacity is further reduced.

- 43
- The following items reduce the total number of available stations on a switch:

- Analog Music-On-Hold
- Attendants
- Modem Pool Conversion Resources
- TAAS Port
- Stations (Digital, display, BRI, etc.)
- Analog Announcements
- Analog External Alarm Port
- EAS Agent Login Ids
- ACD Agents

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

- 44
- All BRI stations can be display stations.
Line side BRI MM support on MM720 is a feature of Communication Manager Release 3.0. It allows BRI stations to be administered on the S8300 systems which support only Media Modules and not the TN circuit packs.

MM720 supports 8 ports, and multipoint configuration with 2 B-channels per port. Thus the MM720 can support 16 BRI stations. The multipoint configuration requires an external data module.
The maximum number of BRI stations supported on S8300 systems depends on the media gateways and the number of MM720s that they can support.

- 45
- Capacities depend upon the release and version of IP phones.

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

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

- 47
- Footnote removed.

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- 48 The following button features share a common resource in memory:
- Call Forwarding All
 - Call Forward Busy Don't Answer
 - Send Extension Calls (SAC with extension)
 - Station Busy Indicators
 - Trunk Group Status
 - Hunt Group Status
 - Loudspeaker Paging Zone Status
 - PCOL Group Status
 - Data Module
 - Terminating Extension Group Status
 - Announcement Status
 - Attendant Group Status/DXS
 - Remote Trunk Group Select
- 49 The DWBS system was discontinued starting October 2002. For G3r, TN789 Radio Controller Circuit Packs cannot be used in DS-1 remote EPNs.
- 50 Due to downlink buffer overflow problem, Group Page with Speakerphone does not work with TN754A or TN754B. Minimum vintage of TN754C is required. Earlier vintage circuit packs may cause lost messages, pages not terminating, phantom ringing, invalid displays, etc.
- 51 The DWBS system was discontinued starting October 2002. The in-building system that replaces the DWBS is provided in collaboration with SpectraLink®. There are 2 offers: the 900 MHz system and the 2.4GHz system called the IP Wireless Telephone System. The 900 MHz phone (3410) is administered on the MV as 8410; the 2.4GHz phone (3606) is administered as 4606. As a result the SpectraLink® wireless user maximum is based on the station user maximum for each of the platforms.
- 52 Footnote removed.
- 53 Stores CDR records on the local hard disk.
- 54 **S8100 or D1 platforms:**
The system uses two files to store and control CDR records. One file is named cdr.out and the other cas.in. Both files are in the directory d:\AvayaData\CDR. Every 10 minutes, the system checks for the presence of the file cas.in. If the file cas.in is not present, the system renames the cdr.out file to be cas.in and creates a new cdr.out file. If the cdr.out file reaches a size of 100,000 bytes or contains 1000 records, the system stops writing records and begin buffering records internally. Once 500 records have been buffered internally, new records are discarded. Data is lost.
The call accounting system should delete the file cas.in when it is ready to accept a new set of cdr records. Within 10 minutes, the system renames the cdr.out file to cas.in as explained above (assuming the cdr.out file is not empty). As soon as the cas.in file appears, the call accounting system may process the records and then delete the cas.in file again.
The call accounting system must process the records at a rate to match the expected switch call rate in order to not lose data.
- Other platforms:** CDR must be collected in real time using external CDR collection devices such as the terminal server, or an application that supports RSP (Reliable Session Protocol).
- 54.1 S87xx can buffer 17,326 records. The second number, 1,900 is a watermark number. Assume both primary and secondary CDR devices are up, then if the buffered records (there is one buffer only) reaches 1900 or higher, the secondary CDR is dropped down for 2 minutes. The primary CDR continues to be up and sending records.
This indicates that secondary CDR device should not be used for sending records, but for debug, etc. In most case, only the primary CDR device is used.

Avaya Communication Manager/CMS Release 5.0 System Capacities Table – Footnotes

- 55 The Survivable CDR feature allows CDR records to be stored on the hard disk of the server (main, LSP or ESS) rather than being transmitted to the CDR adjunct via an IP link as has historically been done. Once the CDR data is stored on the local hard drive the CDR adjunct must login to the server and retrieve the CDR data files that are saved there. Each server is capable of saving up to twenty CDR data files, each with up to twenty megabytes per file. When the twenty-first file is created, the oldest CDR data file is automatically deleted thereby maintaining the twenty file maximum.
Individual CDR record length may vary from 59 characters per record in the LSU formats up to 274 characters per record in the maximum size customized format. Customers select the format that best meets their needs. The most popular CDR format is the unformatted format which in Communication Manager Release 4.0 contains 107 characters. A single CDR data file can hold anywhere from a little over 76.5K records per file up to 355.4 records per file depending on the selected format.
- 56 Footnote removed.
- 56.1 Footnote removed.
- 57 Footnote removed.
- 58 Reports are produced through ASA, not from the system. There is no limit to this activity in ASA.
- 59 The total number of stations (including ACD agent physical sets, Logical Agent IDs and AWOH) assigned and the VDNs assigned cannot exceed 36,000 for S87xx and S8500 (VDNs share message server space). Dial plan limits also apply.
- 60 The signaling connections are shared by ISDN, ATM trunk signaling, and IP signaling groups. This number is the maximum number of DS1s and the number of supported Remote Offices.
- 61 Footnote removed.
- 62 Footnote removed.
- 63 Footnote removed.
- 64 Maximum stations for S8100 Media Server with CMC1 Media Gateway, or G650 Media Gateway:
- 240 stations with embedded messaging enabled. When the 168 H.323 trunks are included, the total for H.323 endpoints is 408.
 - 450 stations with embedded messaging disabled. When the 168 H.323 trunks are included, the total for H.323 endpoints is 618.
- 65 (Unused)
- 66 Logged-in Agent capacity is limited by the offer through the Logged-In Agent customer option. See the respective server Offer Definitions for details.
- 67 For S8500:
- For Migrations from SI/R Simplex direct connect, it is a maximum of 3.
 - For new shipments: not available because new shipments are all IP-Connect media gateways.
- 68 Increased to support a total of (personal lists + group lists + system list + enhanced lists).
- 69 This amount allows users to have 20,000 Enhanced AD entries (implemented as 2 lists), 10,000 personal lists with 20 entries each rather than 100, a System list of 100, and 100 Group lists with 100 entries each. This creates a maximum of 230,100 entries instead of 250,000.
- 70 The 10,000 additional Enhanced AD Entries on a second list (rather than expanding the 1 Enhanced AD list) allows 4-digit dialing via FAC to remain as before. To expand the 1 list would have required users to enter 5 digits when dialing via FAC.

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NOTES Footnotes 71 and 71.1 are related to the S8300w/G700 offer.
 re. Footnote 71.2 is related to the S8700, S8710 platform
 Notes 71, Footnote 71.3 is related to the S8500 platform.
 71.1, Footnote 71.4 contains information regarding the S8300/G350 offer.
 71.2, 71.3
 and 71.4

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

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

Media Gateways supported by Avaya Media Servers					
Servers → Gateways↓	S8700, S8710, S8720 IP- Connect	S8700, S8710, S8720 Fiber (ATM or CSS) Connect	S8500 (3-PNs as DirectConn + 64 MGs as IP- Connect	S8300 G700 G450 G350	Comments
G150	Yes	Yes	Yes	Yes	Counts towards H.323 MGs
G250	Yes	Yes	Yes	Yes	Counts towards H.248 MGs
G350	Yes	Yes	Yes	Yes	Counts towards H.248 MGs
G450	Yes	Yes	Yes	Yes	Counts towards H.248 MGs
G600	Yes		Yes		
G650	Yes	Yes	Yes	Yes	Counts towards max 64 PNs
G700	Yes	Yes	Yes	Yes	Counts towards H.248 MGs
SCC/MCC	Yes	Yes	Yes		Counts towards the PNs. S8500 supports max 3 direct-connect (Fiber Connected) PNs. IP-Connected PNs can be added. S8700, S8710, S8720 support max 64 PNs.
CMC	Yes		Yes		S8500 supports max 64 CMC / S8100

R2.1: For Blade Server information see Footnote 113.

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71.0 VOIP resources

Each IP Phone requires one channel. TN circuit packs can go on G650, MCC and SCC media gateways.

- TN2602AP (IP Media Resource 320, a.k.a. Crossfire High Density)
 - 320 channels for G.711 and G.726A
 - 280 channels for G.729A/AB
 - It does not support G.723These capacities are the same with either AEA or AES encryption.
- TN2602AP (a.k.a. Crossfire Low Density) supports
 - 80 channels for G.711 and G.726A.
 - 80 channels for G.729A/AB.
 - It does not support G.723.These capacities are the same with either AEA or AES encryption
- TN2302AP (MedPro aka Prowler): Capacities impacted if AES encryption algorithm is used.
 - 64 G.711 audio channels with AEA (48 with AES).
 - 32 G.729A/B and G.723 audio channels with AEA (24 with AES).
- G450 can host up to 4 MP circuit packs; two types are supported the MP80 and the MP20
 - MP80 supports 80 VoIP channels G.711,G.723,G.729A/AB and G.726A with and without encryption.
 - MP20 supports 20 VoIP channels G.711,G.723,G.729A/AB and G.726A with and without encryption.
- VOIP engine on the G700 support 64 channels for G.711, and 32 channels for G.729 or G.723.
 - MM760 media module also supports 64 channels for G.711 and 32 channels for G.729 or G.723.
- G350 VOIP engines support half the capacity of the VOIP engines on the G700.
- G250 supports 10 VoIP channels for G729/G723 and G.711 with or without Encryption.
 - G250-Analog and G250-BRI support
 - 10 VoIP channels for G729/G723 and G.711
 - 10 VoIP channels with AES encryption
 - 8 VoIP channels with SRTP encryption.
 - G250-DS1 and G250-DCP support
 - 16 VoIP channels for G729/G723 and G.711
 - 12 VoIP channels with AES encryption
 - 10 VoIP channels with SRTP encryption

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71.1 S8300/G700 or G450 (ICC)

The S8300 server with the G700 or G450 Media Gateway has a capacity similar to that of a G3si with an Internal Call Controller. When the G700 Media Gateway is controlled by another platform, the administration of the G700 or G450 counts against the media gateway capacities defined for that platform. This table provides some S8300/G700 offer details (the number of media gateways, stations and trunks). The number of supported media gateways limits the entry in the **Total Number of Integrated Boards And/Or Embedded Virtual Announcements Boards** field for the S8300 ICC platform (1 per media gateway).

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

S8300/G700 Voice Over Internet Protocol (VOIP) Engine Capacities

Each VOIP Engine supports 64 G.711 equivalent calls.

- In a Configuration with ICC: One VOIP engine is included on the main ICC. 3 more VOIP Engines can be added for increasing the call capacity, for a maximum of 4 VOIP Engines.
- In a Configuration without ICC: Each Media Gateway can support up to 5 VOIP Engines.

This is limited by the number of available Media Module slots that are populated with VOIP Engines. The following table provides VOIP Engine Capacities. This table applies to all releases of S8300 with G700 Media Gateway.

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

Note A: Calls between IP Phones depend on the ability of IP Phones to shuffle and the performance of the LAN.

Note B: The maximum cannot be reached simultaneously with all types of calls that require a VOIP Port.

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

71.2 **S8700, S8710, S8720 and S8730 server capacity highlights**

PNs can either be IP-Connected or Fiber connected.

- Media Gateways: 250 media gateways supported in Communication Manager Releases 1.3, 2.0, 2.1.
- LSPs
 - 50 LSPs supported in Communication Manager Release 2.0. Each LSP supports up to 50 G700 Media Gateways.
 - 250 LSPs supported in Communication Manager Release 2.1. Each LSP supports up to 50 G700 Media Gateways.
- Port Networks
 - 64 PNs (MCC, SCC, G650) on S8700, S8710 Multi-Connect in Communication Manager Release 2.0 and 2.1.
 - 64 PNs (G600, G650, CMC1) on S8700, S8710 IP-Connect. in Communication Manager Release 2.0 and 2.1.
- Station Maximum
 - S8700, S8710 IP-Connect
 - 12,000 IP+ 4,000 non-IP stations on in Communication Manager Release 1.3.
 - 16,000 in any combination of station types. 12,000 maximum IP stations in Communication Manager Release 2.0.
 - 36,000 in Communication Manager Release 2.1.
 - S8700, S8710 Multi-Connect
 - 36,000. 12,000 is the maximum for IP stations.
- Trunks
 - Software-defined limit is 8,000 trunks for IP-Connect and MultiConnect.
 - Offer-based limits
 - 4,000 overall trunk maximum as well as IP trunk maximum (part of the maximum 12,000 IP endpoints) on S8700, S8710 on Communication Manager Release 2.0.
 - 8000 IP trunks (same as the system maximum) on MultiConnect on Communication Manager Release 2.0.
 - 8000 trunks on IP-Connect and MultiConnect on Communication Manager Release 2.1.
 - 12,000 trunks on S8720XL on Communication Manager Release 4.0.
- SIP Trunks
 - 1000 SIP trunks (license file-based limit) with 8000 trunk maximum on Communication Manager Release 2.0.
 - 2000 SIP trunks on Communication Manager Release 3.0.
 - 5000 SIP trunks on Communication Manager Release 3.1.
- Ports
 - 44,000 (36k endpoints + 8k trunks) software-defined maximum ports
 - Offer-defined maximum ports
 - 16,000 ports (IP and traditional stations and trunks) for IP-Connect on Communication Manager Release 2.0.
 - 12,000 IP ports for IP-Connect on Communication Manager Release 2.0.
 - 44,000 ports (IP and traditional stations and trunks) for Multi-Connect on Communication Manager Release 2.0.
 - 44,000 ports (stations and trunks) on IP-Connect and MultiConnect on Communication Manager Release 2.1.
 - 48,000 ports (stations and trunks) on S8720XL servers on Communication Manager Release 4.0.
 - 48,000 ports (stations and trunks) on S8720XL/S8730 on Communication Manager Release 5.0.

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

Avaya Communication Manager/CMS Release 5.0 System Capacities Table – Footnotes

71.3 **S8500**

The S8500 server, introduced in Communication Manager R2.0, is a single server Linux offer. S8500 capacities are the same as S8700, S8710, except where they are changed by the License File.

S8500 supports G650/G700/G350 Media Gateways. The G650 Media Gateway is the default offer and is most suitable for new shipments of the system.

- Port Networks (suitable for upgrading G3si to S8500):
 - 64 CMC (S8100) cabinets
 - 3 MCC or SCC cabinets
- Trunks
 - 8000 software limit
 - 800 license file limit is 800 trunks (3200 maximum ports (2400 stations and 800 trunks) that could consist of both traditional non-IP and IP endpoints/trunks.
- ESS
 - Not supported in Communication Manager Release 2.0
 - Supported in a later release.
- LSP
 - 50 LSPs in Communication Manager R2.0
 - 250 LSPs in Communication Manager Release 2.1.

71.4 **S8300/G350**

S8300/G350 was first offered in Communication Manager R2.0, and targeted small branch offices of large distributed systems. In a standalone configuration, an S8300 Server on a G350 Media Gateway, it provides WAN, LAN and PSTN connectivity. The S8300/G350 has lower capacities than S8300/G700.

Release 2.0

G350 ICC Release 2.0

- No support for subtending Media Gateways
- No support for the Octaplane
- Capacities for G350 as ICC are different from G350 as an LSP.

G350 (Both ICC and ECC) Release 2.1 to prior to Release 3.1.2

- Call Center applications are supported
- Media Modules: maximum 6 physical slots. Recommend 4 slots for voice, 2 for WAN connectivity.
 - 1 slot for High-Density Media Module (HDMM) slot
 - 1 slot for Call Controller (S8300)
 - 4 slots for other media modules. Release 2.1 can support up to 3 Analog Media Modules (MM711).
- Embedded AUDIX (IA770) is supported. IA770 uses a Media Module slot, which reduces the number of MM slots available for other purposes. IA770 supports 450 mailboxes, as does the G700 platform. In Release 2.0, the maximum number of users on the G350 platform is 40.
- Tone detectors: The G350 supports 15 tone detectors. The G700 supports 15 tone detectors.
- Call Center features and services are supported for both ICC (S8300/G350) and ECC (S8700, S8710, S8500, etc.) configurations in Communication Manager 2.1 and beyond. Communication Manager 2.0 was certified with ECC only.
- Stations: The G350 supports up to 40 users in any combination of IP, analog, and DCP stations, with a maximum of 40 IP endpoints, 24 DCP stations, 18 analog stations. You can administer more than these limits, but the configuration may not be practical (for example, all stations, no trunks; or all stations, no WAN connectivity).
- Trunks: The G350 supports up to
 - 18 (16 + 2 fixed ports) analog trunks
 - 1 T1/E1 for digital trunks
 - 2 8-port BRI trunk media modules.
 - IP endpoints (station and trunk): 40.

Avaya Communication Manager/CMS Release 5.0 System Capacities Table – Footnotes

71.4 **Release 3.1.2 and beyond**

(cont.) The G350 can be designed as a main node with an S8300 and support up to 5 other G350/G250 gateways. The G700 gateway subtending to a G350 is not supported.

- Media Modules
 - No more than 2 MM340
 - No more than 2 MM710
 - No more than 3 MM716
 - No support for MM760
- Stations
 - Up to 72 users in any combination of IP, analog, and DCP stations
- Trunks
 - Up to 60 trunks total
 - 40 analog trunks
 - 2 T1/EI for digital trunks
 - 32 IP trunks at G711
 - Up to a total of 132 TDM stations and trunks

71.5 **G860**

G860 R1 supports a maximum of 40,000 calls BHCC of medium call center traffic terminating on IP endpoints, using an S8720 server with the latest GA version of TN2602AP (IP Media Resource 320, Crossfire High Density). G860 R1 supports a minimum 2,688 VoIP channels with a single T3 PSTN interface. The G860 R1 supports a maximum 4 active TP-6310 modules which serve as many as 4xDS-3 interfaces. This carrier-grade platform supports redundancy to avoid any single point of failure.

For G860 R2, Communications Manager Release 5.0 increases capacity to 6000 channels and 40,000 BHCC of medium call center traffic terminating on IP endpoints per S8720 server with the latest GA version of TN2602AP. When many G860s are added, the level of availability and scalability is increased, the capacity increases with multiple Communication Manager servers to provide a solution with G860 to offer more than the 40K BHC. New solution configurations include a many-to-many mapping of Communication Manager servers to G860. This multiple mapping is implemented by assigning each T3 circuit pack (TP6310) to a different Communication Manager server. As many as three active TP6310s may be used in a single G860 in a 9+3 configuration along with one standby redundant TP6310 (N+1 configuration). Achieve load balancing by distributing incoming calls based on ANI/DNIS information.

A 9 + 3 configuration refers to nine active T3 interfaces supported by three hot standby TP6310 circuit packs in which each TP6310 circuit pack supports three x T3 interfaces. The G860 has total of 10 slots. Four slots are used by primary and redundant shelf controller circuit packs, and Ethernet circuit packs. Slot 10 is reserved for a redundant standby TP circuit pack, leaving 5 slots for active TP circuit packs.

G860 R2 supports high bandwidth optical interfaces including OC3 (Optical Carrier at 155.52 Mbps) and STM (Synchronous Transfer Mode) in a 3+1 configuration. This configuration is three T3/OC-3/STM-1 PSTN interfaces supported by one active TP6310. TP-6310 supports either a single OC-3 interface or 3xDS-3 interfaces. A 3+3 configuration requires one active and one redundant TP-6310 modules. A standby TP6310 may be used in slot 10. This configuration allows G860 R2 to support data connections in addition to TDM voice calls.

Avaya Communication Manager/CMS Release 5.0 System Capacities Table – Footnotes

- 72 Not applicable. This is Prologix and MAP-D specific. For use of Co-Resident DLG, install a C-LAN interface for the G3csi to take advantage of the C-LAN bus bridging. Bus bridging provides 1 TDM timeslot, which is 64 kbits, producing 4 ASAI links (ASAI links are 16 kbits each).
- 73 QSIG integrated nodes are not limited by a fixed node capacity. However, the size of a QSIG network is limited by physical connectivity and the inter-switch dial plan limitations based upon the customer configuration. With AAR dialing, it is possible to address another user within a QSIG network with up to a 20-digit number, so it is possible to have large QSIG networks.
- 74 When this threshold has been reached, the link is temporarily busied out. There is no user intervention required to re-establish the link.
- 75 The TN799 C-LAN circuit pack supports 400 sockets. The maximum number of IP stations that can simultaneously register to a single TN799 or PE interface can be reduced from the TN799 and Processor Ethernet (PE) socket limits with traffic-engineering and licensing.
- 75.1 For Category B only (not offered in Release 2.0 and beyond): BCMS allows a maximum of 25 agents to be measured, although the system maximum for the number of Logged-In Agents may be more.
- 76 Applies to hybrid QSIG/DCS networks. The QSIG portion of the network is unrestricted with respect to the number of nodes (see note 73). The DCS portion is restricted to the DCS node limitations that already exist. A switch that acts as a gateway (both DCS and QSIG links) deducts from the overall DCS node limit.
- 77 Communication Manager Release 6.3.2 and later CSI without a C-LAN circuit pack supports 120 messages per second. Communication Manager Release 7 CSI and later with C-LAN supports 240 messages per second. The system limit is 240 messages per second.
- 78 Footnote removed.
- 79 These values are on a per G700 gateway basis. Each G700 has its own embedded voice announcement capability up to a system maximum of 10. This maximum is not currently achievable because you can stack only 8 G700 chassis together via the Cajun Octaplane cabling.
- 80 If the capacity of CMS exceeds the capacity of the DEFINITY or Communication Manager server for a single ACD configuration, the server capacity takes precedence. Additional capacity is provided to support the optional Multi-ACD CMS configuration. The capacities shown for CMS represent the total capacity across all ACDs (total of 8) supported in a Multi-ACD configuration. ACD Member/Agent Login capacities reflect the maximum number of CMS measured agent-split/skill pairs, including AAS ports, that can be logged-in across 8 ACDs. Capacities for R3V11 or later CMS assume a limit of 100K agent-skill pairs. Increased agent-skill pair capacity on CMS increase CMS platform requirements. See Note 84.
- 81 64 maximum C-LAN circuit packs on the S8700, S8710, S8720 and S8500 servers.
106 maximum C-LANs on the S8720XL server.
- 81.1 System maximum for all IP ports, including stations and trunks. An S8720XL system cannot be configured with maximum IP stations (12,000) and maximum IP trunks (12,000) because the total (24,000) exceeds the IP Port maximum of 16,000.
- 82 The S8700, S8710 and S8720 servers and H.248 media gateways do not support the TN750C announcement circuit pack. Customers must upgrade to the VAL (Voice Announcement on LAN) circuit pack, and/or use the Embedded vVAL announcement sources on the media gateways.
- 83 AAS ports are included in the ACD Members, Logged-In Agents and Logged-In IDs Staffed counts on the Communication Manager Server system. Only measured logged-in ACD agent-split/skill pairs (including AAS ports) are counted towards the CMS limits.

Avaya Communication Manager/CMS Release 5.0 System Capacities Table – Footnotes

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The recommended maximum agent-skill pair capacities for CMS vary depending on the server. Communication Manager supports up to 60,000 agent-skill pairs and 100,000 with the S8720XL server. CMS supports a maximum 100,000 agent-skill pairs in the largest platform configurations as shown below. Assign the maximum agent-skill pairs to one Communication Manager system, or to as many as 8 ACDs if the total number of agent-skill pairs assigned to each Communication Manager system does not exceed the total platform capacity. Capacities are recommendations only and are not enforced in the CMS software.

CMS Hardware Platform	CMS per ACD and Total Agent-Skill Pair Limit	
	15 Minute Archive	30 Minute Archive
Sun Blade 100/500	25,000	50,000
Sun Blade 150/650	25,000	50,000
Fire 880/9002	75,000	100,000
Fire 880/9004	100,000	100,000
Fire 880/9006	100,000	100,000
Fire 880/9008	100,000	100,000
Fire 890/9002	75,000	100,000
Fire 890/9004	100,000	100,000
Fire 890/9006	100,000	100,000
Fire 890/9008	100,000	100,000

Limits imposed by R13/R13.1/R14 Expanded Aux Load Line (supports up to 100 Aux Reason Codes)

- Supported on the Sun Blade 150, Sun Fire V880 and V890 platforms.
- Not supported on the Sun Blade 100.
- A minimum of 30 minute intervals are supported.
- Reduced Agent Interval Data Storage (assumes total agent skill pairs are logged in 24x7 simultaneously):

Agent-Skill Pairs (for an ACD)	Maximum Days of Interval Data
60,000 (see Note)	17.5
50,000	21
40,000	26
34,000	31
30,000	35
23,500	45
20,000	52
10,000	62

Note: 62 days of interval data can be stored with the CMS Release 13 standard load line. Default is 31 days.

84.1

CMS requires allocation of trunk data structures called unmeasured trunks for tracking of agent-to-agent, bridging, conference, and transfer call sequences that use capacity from the total. The maximum values for measured trunks and unmeasured trunk facilities are specified for each ACD in the CMS Data Storage Allocation window on CMS.

Prior to CMS Release 14, the unmeasured trunks were counted along with the measured trunks toward the system and ACD allocated trunk limit of a total of 40,000 across all ACDs. The recommended assignment per ACD for unmeasured trunks was 25% of the measured trunks.

With CMS Release 14 the measured trunks and unmeasured trunks are treated separately. Unmeasured trunks are not subtracted from the maximum measured trunks. Data Storage Allocation recommends that unmeasured trunks be set at 50% of the measured trunks allocated. The unmeasured system limit is 20,000 (50% of the measured trunk system limit over all ACDs which is 40,000) and the unmeasured limit for an ACD is 6,000 (50% of the measured trunk S8720XL limit for a single ACD).

All trunks supported on the Communication Manager platform can be assigned as externally measured by CMS.

Avaya Communication Manager/CMS Release 5.0 System Capacities Table – Footnotes

84.2

CMS Release 14 Orderable Models				
SB150 1GB	V890 2CPUs	V890 4CPUs	v890 6CPUs	V890 8CPUs
45,000 or 35,000 BHCC	200,000 BHCC	250,000 BHCC	250,000 BHCC	300,000 BHCC
60 or 80 Concurrent Supervisors	200 Concurrent Supervisors	250 Concurrent Supervisors	300 Concurrent Supervisors	400 Concurrent Supervisors
2 - 3rd party software elements	5 - 3rd party software elements	5 - 3rd party software elements	7 - 3rd party software elements	7 - 3rd party elements AND real time streaming
50,000 Agent Skill pairs	100,000 Agent Skill pairs	100,000 Agent Skill pairs	100,000 Agent Skill pairs	100,000 Agent Skill pairs
5 reports per Supv session	7 reports per Supv session	8 reports per Supv session	8 reports per Supv session	10 reports per Supv. Session
4 report elements	5 report elements	7 report elements	8 report elements	12 report elements
100 active agent traces	300 active agent traces	400 active agent traces	400 active agent traces	400 active agent traces
30 sec. aver. Refresh rate 10% at 3 sec.	30 sec. aver. Refresh rate 20% at 3 sec.	30 sec. aver. Refresh rate 30% at 3 sec.	30 sec. aver. Refresh rate 50% at 3 sec.	100% at 3 sec. aver. Refresh rate

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

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

87 With Communication Manager Release 4.0, a second pair of MIS TCP/IP links is provided for connecting Avaya IQ, a reporting adjunct. The first pair of links connects CMS, and the second pair connects Avaya IQ. You can connect a Communication Manager system to both CMS and Avaya IQ, with both running the same SPI language.

High Availability (HA) is supported on both pairs of MIS links. HA operation on the first pair runs on 2 CMS systems and HA operation on the second pair runs on 2 Avaya IQ systems. HA between CMS and Avaya IQ is not supported.

All reporting adjunct systems connected to the same Communication Manager system must be running the same SPI language.

CMS Release 14 and Avaya IQ Release 4.0 support Communication Manager Releases 4.0 and 5.0.

When connecting to Communication Manager 5.0, set the **Switch Release field on CMS R14 and Avaya IQ 4.0 to Communication Manager Release 4.0.**

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

89 With VAL TN2501AP circuit packs and vVAL media gateway sources, announcements are recorded as Microsoft Windows wave files (*.wav - CCITT u-law/a-law, 8 KHz sampling, 8-bit mono). Use LAN connectivity to transfer the announcements on a per file basis via FTP to and from the source to a client PC. Use FTP to backup and restore all the files on each circuit pack to and from the client PC.

Avaya Communication Manager/CMS Release 5.0 System Capacities Table – Footnotes

- 90 The TN2501AP VAL circuit packs and vVAL sources do not use compression to store announcements. All announcement files are 64 Kbps PCM wave files (CCITT u-law/a-law, 8 KHz sampling, 8-bit mono). Announcement file storage requires 8 Kbytes per second of recording time plus approximately 30 bytes for the header.
- 91 To save the announcement files to a PC, use FTP to backup all active circuit packs with the TN2501 VAL circuit packs and Media Gateway embedded vVAL sources.
- 92 BRI Link limited to 8.
- 93 The system requires a fixed length account code between 1 and 15 unless **SA7991 Variable Length Account Codes** is enabled.
- 94 On S87xx servers with **SA7491** enabled, an additional 166 DS1 interfaces are supported. Use the additional DS1 interfaces for Line Side DS1 connections and not as trunks.
The S8500 offer port maximum of 3200 limits the number of supported DS1s to a smaller number than the software support maximum of 522.
The S8400 trunk maximum of 400 limits the number of available PRI interfaces.
- 94.1 On the S8300, DS1 interfaces are provided using the MM710 Media modules. It should be noted that:
- On the S8300/G700: Although each Media Gateway can support maximum 4 to 5 MM710s, and the platform can support up to 50 subtending media gateways, the absolute maximum can not be calculated as 249 (4 on the G700 + 245 (5 each on the 49 G350s)). This is because other vital system resources such as VOIP resources and tone detectors will be exhausted, making this a blocking media gateway configuration. Additionally the S8300 only supports maximum 450 trunks.
 - On the S8300/G350, although it can support maximum 5 MM710s, it is not a realistic configuration because it does not allow for any other MM types.
 - The S8300/G250 does not support BRI.
- 95 Station Busy Indicators (SBI) maximum when **SA7994** is enabled: 25,000 SBIs are available for S8700 and S8710 servers.
- 95.1 Facility Status tracking buttons (Facility Busy Indicators or FBIs) includes:
Maximum SBIs on stations + Maximum Queue status buttons + total DTGS buttons on Attendants + SBIs on attendants (2 SBIs per attendant).
- For S8720XL systems, the FBI maximums are:
- Standard offer: $27,764 = (10,000 + 7000 + (24 \text{ DTGS} * 414 \text{ attds}) + (2 * 414 \text{ attds}))$
 - With **SA7994**: $42,764 = (25,000 + 7000 + (24 \text{ DTGS} * 414 \text{ attds}) + (2 * 414 \text{ attds}))$
- For S8720/S8710/S8700 systems, the FBI maximums are:
- Standard offer: $18,528 = (10,000 + 5200 + (24 \text{ DTGS} * 128 \text{ attds}) + (2 * 128 \text{ attds}))$
 - With **SA7994**: $33,528 = (25,000 + 5200 + (24 \text{ DTGS} * 128 \text{ attds}) + (2 * 128 \text{ attds}))$
- For S8500 systems, the FBI maximums are:
- Standard offer: $18,528 = (10,000 + 5200 + (24 \text{ DTGS} * 128 \text{ attds}) + (2 * 128 \text{ attds}))$
- For S8400s and S8300s etc.:
- S8400 System: $3600 + 500 + (24 \text{ DTGS} * 16 \text{ attds}) + (2 * 16 \text{ attds})$.
 - S8300 System: $3600 + 500 + (24 \text{ DTGS} * 68 \text{ attds}) + (2 * 68 \text{ attds})$.
 - No SA for the smaller systems.
- Each of these individual maximums can not be exceeded when arriving at total FBIs on the system. For example, maximum queue status buttons can not exceed the system maximum, although the SBI maximum may not be reached in a system.

Avaya Communication Manager/CMS Release 5.0 System Capacities Table – Footnotes

- 96 80,000 UDP entries are available when SA7948 is enabled.
- 97 2,000 remote coverage points are available on the DEFINITY CSI platform when SA8467 is enabled. The S87xx platforms support 10,000 remote coverage points.
- 98 No need for this SA - general increase in 3.0
A total of 2,000 coverage paths are available on the DEFINITY CSI and DEFINITY SI platforms when SA8467 is enabled, and 9,999 coverage paths on the DEFINITY R, S87xx when SA8467 is enabled. Although the S8300 ICC platform maximums are based on the DEFINITY SI limits, the maximums for the S8300 platform is determined by the Offer limits, which may be lower than the system-defined maximum. Please see Note 71.1 for details.
- 99 Prefixed extensions can take any length between 2 and 6 digits. Only regular extensions can be 7 digits in length. The prefixed extension length refers to the number of dialed digits, not the true extension length. For prefixed extensions of length 2-6, the corresponding administered true extension lengths range from 1-5.
- 100 In the code base, this number is known as MAXDAC, the maximum number of dial access codes that are commonly referred to as Feature Access Codes.
- 101 The S8700, S8710, S8720 IP-Connect share the same maximum as the S8700, S8710 Multi-connect. The offer limit is based on License File truncation.
- 102 This is the total number of traditional trunks permitted in the system. IP trunks are part of this overall maximum. For both IP-Connect and MultiConnect, the maximum trunk capacity is the same as the software maximum of 8000 trunk ports. However, the maximum number of SIP Trunks supported on these is different. See Footnote 71.2 for details.
- 103 S8700, S8710 and S8720 IP-Connect do not support ATM PNC connectivity.
- 104 The administrative limit for EC500 is half the Station User Maximum for each of the target systems. The number of station records can run out before the limit is reached if EC500 users are configured in a bridging arrangement that requires 3 station records per EC500 user (1 Principal desk set, and 2 XMOBILE stations as bridges of the 2 Call Appearances of the Principal).
- Also see Footnote 71.1. Extension to Cellular maximums are also based on the offer limits for the station maximums for the specific platforms.
- 105 EC500 / EC500 OPTIM
Station users administered with EC500 count towards the station user maximums set by the platform-specific offer limits. This offer limit does not include XMOBILE mappings. XMOBILE mappings are gated by the software-defined station user capacity.
- On traditional platforms, EC500 capacities are the same as the earlier releases (Principal + 2 XMOBILE stations in a typical configuration). The offer-limit based maximum EC500 users for S8300 are maximum 125 EC500 users in Communication Manager Release 1.2 and maximum 225 EC500 users in Communication Manager Release 1.3.
 - On Linux platforms, the EC500 OPTIM user capacity is the same as the station user maximum for each of the platforms.

Avaya Communication Manager/CMS Release 5.0 System Capacities Table – Footnotes

- 106 Location administration allows:
- remote Port Networks and Remote Offices and Gateways to have different administration than the PPN or Controller
 - different settings for Time of Day Offset, Area Code, and Daylight Savings Rules for different locations
 - specific route selection in AAR/ARS administration
- Locations include EPNs and gateways, with some limitations.
- S8700 and S8710 servers support 64 EPNs plus 250 Media Gateways. The number of ARS Locations is limited to 250.
- Location ID support by the Call Center CMS adjunct:
- CMS Release 12 (coincides with Communication Manager Release 2.0) supports maximum 250 Location IDs.
 - Earlier releases of CMS support maximum 44 Location IDs. The system (ACD software) maps any location ID above 44 to location ID 0 in agent and trunk event messages to CMS.
- 107 Only with ADJLK (CVCT).
- 108 8 links are possible. A C-LAN circuit pack is required for full bandwidth.
- 109 120 applies to configuration with MAPD only (using TDM bus bridge). 240 applies to configuration with MAPD where C-LAN serves as the bus bridge.
- 110 Announcement Capacity: The TN2501 VAL circuit pack can record up to 1 hour of announcements. The G700 embedded vVAL announcement source can store up to 20 minutes of recording. The G250/G350 vVAL source can store up to 10 minutes of recording.
- 111 ARS enhancements for the S8700, S8710 servers (some of G3R capacities were lower)
- Locations: increased from 64 to 250
 - Digit Analysis entries increased from 4000 to 8000
 - Digit Conversion entries increased from 3000 to 4000
 - Toll entries increased from 1000 to 2000
- These indirectly allow the capability to have more entries on all the forms (analysis, conversion, toll) with longer digit strings.
- Long Internal Digit Nodes: increased from 3500 to 4500
 - Short Internal Digit Nodes, increased from 6000 to 9000
- ARS enhancements for the S8300 platform (compared to G3si capacities) are as follows
- Locations: increased from 10 to 50
 - Digit Analysis entries increased from 2000 to 4000
 - Digit Conversion entries increased from 400 to 2000
 - Toll entries: 1000 (no change).
- In addition, the following two items indirectly allow the capability to have more entries on all the forms (analysis, conversion, and toll) with longer digit strings.
- Long Internal Digit Nodes: increased from 500 to 1500
 - Short Internal Digit Nodes, increased from 3000 to 6000
- 112 Requires Increased Adjunct Route Capacity RTU enabled via License File.
- 113 Footnote removed.

Avaya Communication Manager/CMS Release 5.0 System Capacities Table – Footnotes

114 Remote Office Feature group, introduced in Communication Manager Release 9.2, provides connectivity over the WAN. Remote Office Gateways can be served by S8700, S8710, S8500, S8300, G3si and G3csi as the main Communication Manager server.

The 250 maximum Remote Office Gateways is separate and independent from the H.248 Media Gateway 250 maximum. A system can be configured with:

- 64 PNs
- 250 H.248 media gateways (mix of G700, G350, G250 etc.)
- 250 Remote Offices (could be a mix of R300s, MultiTechs and G150s)

The R300 was the first product to use the Remote Office Feature group. R300 is not supported beyond Communication Manager Release 2.1.

The G150 IP Office Gateway is an H.323 based gateway that operates this feature group with call processing and administration. G150 models supported are the G150 2T + 4A (3 VOIP), G150 4T + 4A + 8DS (3VOIP), and G150 4T + 4A + 8DS (16VOIP).

The MultiTech gateway is an H.323 managed gateway and not a Remote Office gateway. Its use of the protocols is different. Its stations are managed as H.323 stations that count as IP stations. Its trunks are managed as IP trunks. Communication Manager does not perceive the MultiTech gateway to be a gateway from the perspective of building tables and associating stations and trunks together from a maintenance, administrative, and call processing point-of-view.

From an engineering calculation point-of-view, one can start with the capacity limits regarding the number of gateways per platform. There is some interplay that a system designer must look at:

- Check Communication Manager server resources for the allowed limits of IP endpoints and IP trunks. Each G150 analog/DCP station counts as IP one endpoint on the Communication Manager server. Each analog trunk or digital trunk's DS0 counts as an IP trunk.
- Signaling Groups supported on the Communication Manager platform.

The signaling group limitation is often encountered as the first hard limit. Customers who add gateways to systems that are heavily loaded with existing stations and trunks sometimes run into limitations on IP station or trunks. Each customer is different and Avaya account teams must work with customer engineers on system configuration.

115 The increase to agents in the same group applies to Expert Agent Selection skill groups assigned as **ucd-mia** or **ead-mia** group type or with the **loa** types with S8720XL.

116 Video Capacity

- G3csi does not support H.323 video.
- Video call handling capacity: S87xx platforms support 6,000 Busy Hour Video Call Attempts.
- Video capable stations and endpoints: Limit is the same as the IP stations limit. The VSX Video station type usually registers to 3 separate extensions as if it were 3 separate stations. The overall capacity to support these endpoints reduces the system capacity to one-third the Communication Manager server's IP Stations limit.
- To calculate simultaneous video calls: Total Multimedia endpoints (total stations / 3) / 2 (assuming each video call involves 2 endpoints). For example, on S8300 it is 75 (450 / 3 / 2).

117 Auto/Remote Message Waiting: On S87xx, a Special Application allows a capacity increased to 5,000.

118 VuStats: A Special Application SA8558 allows a maximum of up to 5000 VuStats buttons on the S8700 / S8710 and increases the number of simultaneously updating displays limit from 500 to 2,000.

Avaya Communication Manager/CMS Release 5.0 System Capacities Table – Footnotes

- 119 Intra-Switch CDR: individually administer the 5000 endpoints for intra-switch CDR on the intra-switch CDR form.
SA8202 (Intra-switch CDR by COS) extends the limit to include all the stations supported on a platform. All phones with the same COS are included in intra-switch CDR reporting.
- 120 SIP Enablement Services: Avaya SIP Enablement Services (SES) Release 3.0 incorporates SIP functionality previously introduced as Converged Communications Server Release 2.1, combined with new features and scalability enhancements. The application combines the standard functions of a SIP proxy/registrar server with SIP trunking support and duplicated server features to create a highly scalable and reliable SIP communications network supporting telephony, instant messaging, conferencing, and collaboration solutions. SES 4.0 supports:
- 1 Edge SES per administrative domain
 - Up to 1000 Home SESs, Distributed Office systems, and/or SIP networked IP Office systems per Edge SES
- These can be duplicated servers for providing a high availability solution.
There are two offer models:
- The standard offer with 1GB RAM, which supports a maximum 3,500 SIP endpoints
 - With Performance Pack (Additional 2 GB of RAM for a total of 3 GB) supports a maximum 6,000 SIP endpoints.
- They can be Home node only, Edge node only, or a Combined Home/Edge offer.
- **SES Homes connect to the Communication Manager server.** Capacity information in the Capacities Table associated with this footnote is for SES servers (not the Communication Manager server). The capacity of SES Home may exceed the maximums on the Communication Manager for some of the platforms. Such a configuration requires multiple Communication Manager servers per SES. Also, a Communication Manager server can be connected to multiple SES Homes, for the larger Communication Manager platforms that support large Branch Office scenarios.
 - **TLS Links on Communication Manager and SES Homes:** In Release 3.0 and 3.1, because the Communication Manager server can support maximum 16 TLS links for SIP, theoretically there can be maximum 16 SES Homes per Communication Manager server. The actual number is smaller if the Homes are duplicated servers. The 3.1 maximum is 7 duplicated Homes per Communication Manager Server.
 - Communication Manager supports max 49 TLS sessions of any kind
 - 17 max may be allocated to AES
 - 32 max may be used by SIP/SES and other servers such as MX
 - A signaling connection between a Communication Manager and SES pair requires 2 such TLS sessions (one each for SES-originated and -originated traffic)
 - These 2 TLS sessions together, forming the signaling connection between Communication Manager and SES is called a TLS link, hence the 16 TLS link max because of the max 32 sessions
 - TLS links for SIP are independent of AES TLS sessions
- 121 An **Audio Group** defines a list of VAL/vVAL sources (circuit pack locations) from which announcement files are played. An audio group can be assigned to an announcement extension as the source location instead of a specific single source circuit pack location. When the announcement is to be played, the closest working source in the list of sources assigned to the audio group is selected to play the named file assigned to the announcement extension. The same audio group can be assigned as the location for many announcement extensions, limited by the number of announcement files that can be stored on any given source. Each file for the announcement extensions must be duplicated in each of the sources listed for the audio group.

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122 The **administered announcement files** limit is a count of all the sources assigned to defined announcement extensions that contain an announcement file. With all single-sourced announcements, the total equals the total extensions defined (same as w/o LSMA). With group sourced announcements, each source included in the group defined for the extension is counted towards the limit (i.e., each source a file is in is counted). In a system with a combination of single sourced and group sourced extensions, each of the single sourced extensions and the individual sources in the assigned groups are counted towards the limit. For example, a configuration with 5 single sourced announcement extensions and 2 audio group sourced extensions with each group listing 10 sources uses 7 announcement extensions and 25 administered announcement files. The display capacity screen shows both the announcement extensions and administered files system limits along with the current Used and Available quantities.

123 For Call Center applications, an increase of extension length beyond 8 digits requires a blank **CMS Reporting Adjunct** field (no external adjunct) or use of Avaya IQ. CMS does not support more than 8-digit extensions in the dial plan.

124 **Current Gateway Capacities:**

Gateway	TDM Timeslots ¹ (pairs)	TTR	Announcement		VoIP Channels
			Ports (one is reserved for recording)	Time	
G250 (analog, BRI)	113/117	8	7	15 min.	10 ²
G250 (DCP, DS1)	113/117	16	7	15 min.	16 ²
G350	234/238	15	7	15 min.	32 ³
G450	206/238	64	64	45 min.	20 to 240 ^{2,7}
G700	230/238	15	16	20 min.	64 ^{3,5}
Malibu/TGM550	128 ⁶	32	16	20 min.	10/20/80 ^{2,4}

NOTES:

1. available timeslot *pairs* for voice calls (number of simultaneous 2-party calls); first number is with announcements enabled on the gateway, requiring reserved TDM timeslots (hence G450 with more announcement ports, ends up with fewer available timeslots for voice calls); second number is available timeslots with no announcement
2. same number of channels for all Codec and encryption options
3. number of G.711 unencrypted; for other Codecs and encryption options, refer to CID 123531
4. capacity depends on VoIP DSP configuration options
5. VoIP channels expandable via MM760, each with 64 additional G.711 channels
6. 128 timeslot pairs to backplane and separate 128 pairs to media processors.
7. DAR 1 provides 80 channels, DAR 2 provides 20 channels; there are four slots for combinations of DAR 1 and DAR 2; valid combinations: 20, 40, 60, 80, 100, 120, 140, 160, 180, 200, or 240 channels; maximum of 240 active channels.

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- 125 When the **Allow Two Observers in Same Call** field on the **feature related system parameter** form is set to **y**, two service observers can be in a merged conference call, where the service observers may be monitoring an EAS LoginID, station extension, or VDN (1 observing the VDN and 1 another type). Multiple service observers will be counted as conferees in a conference call, but they will not be included in the actual **number of conferenced parties** that is shown for the **Conference <n>** station display.

This capability allows automated Agent Quality Recording via switch-adjunct products (for example, Witness or NICE) that use the Service Observing feature to continue recording EAS agents or stations after two service-observed agents are merged by a call conference (previously the one doing the recording was stopped) or to be able to have an observer monitor EAS agents or stations for quality while being observed for recording.

If more than 2 service observers are about to be merged for a call-conference operation and a call-conference occurs with more than two service observers in both call legs, this feature allows the conference to take place, but only 2 observers will be left in the merged call with an observer in each call leg. In this instance, the highest preference is given to keeping the service observer with a Class of Restriction (COR) with the **Service Observing by Recording Device** field set to **y**.

This feature applies to activation using any of the SO FACs (Listen-Only, Listen/Talk and No-Talk) or SO buttons towards stations/agents. It can not be applied towards VDNs for VDN service observing so no more than one VDN observer can be on the same call in vector processing. When the call is connected to an agent, both the VDN observer and the agent observer (or conferenced agent observer) can be connected.

- 126 If the number of parties will exceed 6, an observer or additional observer will not be added and/or the agents are denied adding another conference party.

Capacities with DMCC/CMAPI call recording:

1. **Using Service Observe or Single Step Conference** – Each observer (recording or manual observer) counts towards the 6 party limit per call. Example: Only 2 additional conferenced parties can be added along with the caller and agent with multiple observers (2 recording ports, or one recording port plus the manual observer).
2. **Using Dual Registration** – Only one party is considered towards the 6 party limit per call. Example: up to two recording ports register on the agent's station as additional endpoints. Communication Manager will not consider these as additional parties on a call, so up to 4 additional parties can be added to a call. Note: as of January, 2008, none of the recording vendors have demonstrated the ability to use this method which requires Communication Manager Release 5.0 and AES Release 4.1 or later.