



Glossary



Note

Refer to the [Internetworking Terms and Acronyms](#) for terms not included in this glossary.

AA—auto-attendant. A software application that provides automated operator assistance, provides callanswering with a menu of selection for the caller, such as pressing “0” for the operator, pressing “1” to enter an extension number and pressing “2” to enter a person's name. When the application receives a valid extension, it transfers the call.

ADSL—asymmetric digital subscriber line. One of four DSL technologies. ADSL is designed to deliver more bandwidth downstream (from the central office to the customer site) than upstream. Downstream rates range from 1.5 to 9 Mbps, whereas upstream bandwidth ranges from 16 to 640 kbps. ADSL transmissions work at distances up to 18,000 feet (5,488 meters) over a single copper twisted pair.

ANI—automatic number identification. SS7 (signaling system 7) feature in which a series of digits, either analog or digital, are included in the call, identifying the telephone number of the calling device. In other words, ANI identifies the number of the calling party.

AVVID—Cisco Architecture for Voice, Video and Integrated Data. Cisco AVVID provides the framework for today's Internet business solutions. As the industry's only enterprise-wide, standards-based network architecture, Cisco AVVID provides the road map for combining your business and technology strategies into one cohesive model.

Cisco AVVID provides the baseline infrastructure that enables enterprises to design networks that scale to meet Internet business demands. Cisco AVVID delivers the e-business infrastructure and intelligent network services that are essential for rapid deployment of emerging technologies and new Internet business solutions.

BRI—Basic Rate Interface. ISDN interface composed of two B channels and one D channel for circuit-switched communication of voice, video, and data.

CCM—Cisco CallManager. Cisco CallManager is the software-based call-processing component of the Cisco IP telephony solution, part of Cisco AVVID. The software extends enterprise telephony features and functions to packet telephony network devices such as IP phones, media processing devices, voice-over-IP (VoIP) gateways, and multimedia applications.

COR—Class of restriction. Functionality that provides the capability to deny certain call attempts based on the incoming and outgoing class of restrictions provisioned on the dial peers. This functionality provides flexibility in network design, allows users to block calls (for example, to 900 numbers), and applies different restrictions to call attempts from different originators. COR specifies which incoming dial peer can use which outgoing dial peer to make a call.

DHCP—Dynamic Host Configuration Protocol. Provides a mechanism for allocating IP addresses dynamically so that addresses can be reused when hosts no longer need them.

DID—direct inward dial. Allows a user outside a company to dial an internal extension number without needing to pass through an operator or an attendant. The dialed digits are passed to the PBX, which then completes the call.

DID/DNIS—Direct Inward Dialing/Dialed Number Identification Service. When a call arrives at an ACD or PBX, the carrier sends a digital code on the trunk line. The switch can read this code to determine how it should dispatch the call. Typically, this value is the specific number dialed by the user. By mapping each possible code with an internal extension, the switch can provide direct inward dialing (DID).

DNs—directory numbers.

DOD—Direct Outward Dialing.

FXO—Foreign Exchange Office. An FXO interface connects to the Public Switched Telephone Network (PSTN) central office and is the interface offered on a standard telephone. Cisco's FXO interface is an RJ-11 connector that allows an analog connection at the PSTN's central office or to a station interface on a PBX.

FXS—Foreign Exchange Station. An FXS interface connects directly to a standard telephone and supplies ring, voltage, and dial tone. Cisco's FXS interface is an RJ-11 connector that allows connections to basic telephone service equipment, keysets, and PBXs.

ISDN—Integrated Services Digital Network. Communication protocol offered by telephone companies that permits telephone networks to carry data, voice, and other source traffic.

NPE—

PRI—Primary Rate Interface. ISDN interface to primary rate access. Primary rate access consists of a single 64-kbps D channel plus 23 (T1) or 30 (E1) B channels for voice or data.

PSTN—public switched telephone network. General term referring to the variety of telephone networks and services in place worldwide. Sometimes called POTS.

QoS—quality of service. Measure of performance for a transmission system that reflects its transmission quality and service availability.

SCCP—Signaling Connection Control Part. Trillium software that supports routing and translation and management functions and data transfer without logical signaling connections.

SNAP—Subnetwork Access Protocol. Internet protocol that operates between a network entity in the subnetwork and a network entity in the end system. SNAP specifies a standard method of encapsulating IP datagrams and ARP messages on IEEE networks. The SNAP entity in the end system makes use of the services of the subnetwork and performs three key functions: data transfer, connection management, and QoS selection.

SRS—Survivable Remote Site. As in Cisco SRS Telephony.

TCP—Transmission Control Protocol. Connection-oriented transport layer protocol that provides reliable full-duplex data transmission. TCP is part of the TCP/IP protocol stack.