



GLOSSARY

Last revised on: February 13, 2008

A

AA	Automated attendant
AAD	Alerts and Activities Display
AAR	Automated Alternate Routing
AC	Cisco Attendant Console
ACD	Automatic call distribution
ACF	Admission Confirm
ACL	access control list
ACS	Access Control Server
AD	Microsoft Active Directory
ADUC	Active Directory Users and Computers
AFT	ALI Formatting Tool
AGM	Cisco Access Gateway Module
ALG	Application Layer Gateway
ALI	Automatic Location Identification
AMI	Alternate mark inversion
AMIS	Audio Messaging Interchange Specification
ANI	Automatic Number Identification
AP	Access point
API	Application Programming Interface
ARJ	Admission Reject
ARP	Address Resolution Protocol
ARQ	Admission Request

ASA	Adaptive Security Appliance
ASP	Active server page
ASR	Automatic speech recognition
ATA	Cisco Analog Telephone Adapter
ATM	Asynchronous Transfer Mode

B

BAT	Cisco Bulk Administration Tool
BBWC	Battery-backed write cache
BGP	Border Gateway Protocol
BHCA	Busy hour call attempts
BHCC	Busy hour call completions
BPDU	Bridge protocol data unit
bps	Bits per second
BRI	Basic Rate Interface
BTN	Bill-to number

C

CA	Certificate Authority
CAC	Call admission control
CAM	Content-addressable memory
CAMA	Centralized Automatic Message Accounting
CAPF	Certificate Authority Proxy Function
CAR	Cisco CDR Analysis and Reporting
CAS	Channel Associated Signaling
CBWFQ	Class-Based Weighted Fair Queuing
CCA	Clear channel assessment
CCE	Cisco Unified Contact Center Enterprise

CCS	Common channel signaling
CDP	Cisco Discovery Protocol
CDR	Call detail record
CFUR	Call Forward Unregistered
CGI	Common Gateway Interface
CIR	Committed information rate
CKM	Cisco Centralized Key Management
CLEC	Competitive local exchange carrier
CLID	Calling line identifier
CMC	Client Matter Code
CME	Cisco Unified CallManager Express
CMI	Cisco Messaging Interface
CMM	Cisco Communication Media Module
CNG	Comfort noise generation
CO	Central office
COM	Component Object Model
COR	Class of restriction
CoS	Class of service
CPCA	Cisco Unity Personal Assistant
CPI	Cisco Product Identification tool
CPN	Calling party number
CRS	Cisco Customer Response Solution
cRTP	Compressed Real-Time Transport Protocol
CSUF	Cross-Stack UplinkFast
CTI	Computer telephony integration
CUE	Cisco Unity Express

D

DC	Domain controller
DDNS	Dynamic Domain Name Server
DHCP	Dynamic Host Configuration Protocol
DID	Direct inward dial
DIT	Directory Information Tree
DMZ	Demilitarized zone
DN	Directory number
DNIS	Dialed number identification service
DNS	Domain Name System
DoS	Denial of service
DPA	Digital PBX Adapter
DSCP	Differentiated Services Code Point
DSE	Digital set emulation
DSP	Digital signal processor
DTMF	Dual tone multifrequency
DTPC	Dynamic Transmit Power Control
DUC	Domino Unified Communications Services

E

E&M	Receive and transmit, or ear and mouth
EAP	Extensible Authentication Protocol
EC	Echo cancellation
ECM	Error correction mode
ECS	Empty Capabilities Set
EI	Enhanced Image
EIGRP	Enhanced Interior Gateway Routing Protocol
ELIN	Emergency location identification number

EM	Extension Mobility
ER	Cisco Emergency Responder
ERL	Emergency response location
ESF	Extended Super Frame

F

FAC	Forced Account Code
FCC	Federal Communications Commission
FIFO	First-in, first-out
FR	Frame Relay
FWSM	Firewall Services Module
FXO	Foreign Exchange Office
FXS	Foreign Exchange Station

G

GARP	General Attribute Registration Protocol
GC	Global catalog
GKTMP	Gatekeeper Transaction Message Protocol
GMS	Greeting management system
GPO	Group Policy Object
GUI	Graphical user interface
GUP	Gatekeeper Update Protocol

H

H.225D	H.225 daemon
HP	Hewlett-Packard
HSRP	Hot Standby Router Protocol

HTTP Hyper-Text Transfer Protocol

Hz Hertz

I

IANA Internet Assigned Numbers Authority

IAPP Inter-Access Point Protocol

ICCS Intra-Cluster Communication Signaling

ICMP Internet Control Message Protocol

ICS IBM Cabling System

ICT Intercluster trunk

IETF Internet Engineering Task Force

IGMP Internet Group Management Protocol

IIS Microsoft Internet Information Server

IntServ Integrated Services

IntServ/DiffServ Integrated Services/Differentiated Services

IP Internet Protocol

IPCC Cisco IP Contact Center

IPIPGW IP-to-IP gateway

IPSec IP Security

ISO International Standards Organization

ITEM CiscoWorks IP Telephony Environment Monitor

ITU International Telecommunication Union

IVR Interactive voice response

J

JTAPI Java Telephony Application Programming Interface

K

kbps	Kilobits per second
KPML	Key Press Markup Language

L

LAN	Local area network
LBR	Low bit-rate
LCD	Liquid crystal display
LCF	Location Confirm
LDAP	Lightweight Directory Access Protocol
LDAPS	LDAP over SSL
LDIF	LDAP Data Interchange Format
LDN	Listed directory number
LEAP	Lightweight Extensible Authentication Protocol
LEC	Local Exchange Carrier
LFI	Link fragmentation and interleaving
LLQ	Low-latency queuing
LRJ	Location Reject
LRQ	Location Request
LSC	Label Switch Controller

M

MAC	Media Access Control
MAN	Metropolitan area network
Mbps	Megabits per second
MCM	Multimedia Conference Manager
MCS	Media Convergence Server
MCU	Multipoint Control Unit

MFT	Multiflex trunk
MGCP	Media Gateway Control Protocol
MIC	Manufacturing installed certificate
MIPS	Millions of instructions per second
MISTP	Multiple Instance Spanning Tree Protocol
MITM	Man-in-the-middle
MLA	Cisco Multi-Level Administration
MLP	Multilink Point-to-Point Protocol
MLPP	Multilevel Precedence and Preemption
MLTS	Multi-line telephone system
MoH	Music on hold
MPLS	Multiprotocol Label Switching
MRG	Media resource group
MRGL	Media resource group list
ms	Millisecond
MTP	Media termination point
mW	Milli-Watt
MWI	Message Waiting Indicator

N

NAT	Network Address Translation
NENA	National Emergency Number Association
NFAS	Non-Facility Associated Signaling
NIC	Network interface card
NPA	Numbering Plan Area
NSE	Named Service Event
NSF	Network Specific Facilities

NTE Named Telephony Event

NTP Network Time Protocol

O

OSPF Open Shortest Path First

OU Organizational unit

P

PAC Protected Access Credential

PBX Private branch exchange

PC Personal computer

PCI Peripheral Component Interconnect

PCM Pulse code modulation

PD Powered device

PHB Per-hop behavior

PIN Personal identification number

PINX Private integrated services network exchange

PIX Private Internet Exchange

PLAR Private Line Automatic Ringdown

PoE Power over Ethernet

POTS Plain old telephone service

pps Packets per second

PQ Priority Queue

PRI Primary Rate Interface

PSAP Public safety answering point

PSE Power source equipment

PSTN Public switched telephone network

PVC Permanent virtual circuit

Q

QBE	Quick Buffer Encoding
QBSS	QoS Basic Service Set
QoS	Quality of Service
QSIG	Q signaling

R

RADIUS	Remote Authentication Dial-In User Service
RAS	Registration Admission Status
RCP	Remote Copy Protocol
RDNIS	Redirected Dialed Number Information Service
RF	Radio frequency
RFC	Request for Comments
RIP	Routing Information Protocol
RSP	Route/Switch Processor
RSSI	Relative Signal Strength Indicator
RSTP	Rapid Spanning Tree Protocol
RSVP	Resource Reservation Protocol
RTMT	Cisco Real-Time Monitoring Tool
RTP	Real-Time Transport Protocol
RTT	Round-trip time

S

S1, S2, S3, and S4	Severity levels for service requests
SCCP	SkinnY Client Control Protocol
SCSI	Small Computer System Interface
SDK	Software Development Kit

SDL	Signal Distribution Layer
SDP	Session Description Protocol
SE	Cisco Systems Engineer
SF	Super Frame
SI	Standard Image
SIP	Session Initiation Protocol
SIW	Service Inter-Working
SLB	Server load balancing
SLDAP	Secure LDAP
SMDI	Simplified Message Desk Interface
SNMP	Simple Network Management Protocol
SQL	Structured Query Language
SRND	Solution Reference Network Design
SRST	Survivable Remote Site Telephony
SRTP	Secure Real-Time Transport Protocol
SRV	Server
SS7	Signaling System 7
SSID	Service set identifier
SSL	Secure Socket Layer
STP	Spanning Tree Protocol
SUP1	Cisco Supervisor Engine 1
SUP2	Cisco Supervisor Engine 2
SUP2+	Cisco Supervisor Engine 2+
SUP3	Cisco Supervisor Engine 3

T

TAC	Cisco Technical Assistance Center
TAPI	Telephony Application Programming Interface
TCDD	Telephony Call Dispatcher
TCER	Total Character Error Rate
TCL	Tool Command Language
TCP	Transmission Control Protocol
TCS	Terminal Capabilities Set
TDD	Telephone Device for the Deaf
TDM	Time-division multiplexing
TEHO	Tail-end hop-off
TFTP	Trivial File Transfer Protocol
TLS	Transport layer security
ToD	Time of day
ToS	Type of service
TRaP	Telephone record and playback
TSP	Telephony Service Provider
TTL	Time to live
TTS	Text-to-speech
TTY	Terminal teletype
TUI	Telephony user interface

U

UAC	User agent client
UAS	User agent server
UDC	Universal data connector
UDLD	UniDirectional Link Detection
UDP	User Datagram Protocol

UN	Unsolicited SIP Notify
UNC	Universal Naming Convention
UPS	Uninterrupted power supply
URI	Uniform resource identifier
USB	Universal Serial Bus
UTIM	Cisco Unity Telephony Integration Manager
UTP	Unshielded twisted pair
UUIE	User-to-User Information Element

V

V3PN	Cisco Voice and Video Enabled Virtual Private Network
VAD	Voice activity detection
VAF	Voice-Adaptive Fragmentation
VATS	Voice-Adaptive Traffic Shaping
VIC	Voice interface card
VLAN	Virtual local area network
VMO	ViewMail for Outlook
VoIP	Voice over IP
VoPSTN	Voice over the PSTN
VPN	Virtual private network
VVIC	Voice/WAN interface card

W

WAN	Wide area network
WEP	Wired Equivalent Privacy
WFQ	Weighted fair queuing
WINS	Windows Internet Naming Service

WLAN Wireless local area network
WLSM Cisco Wireless LAN Services Module

X

XML Extensible Markup Language