



## GLOSSARY

Last revised on: August 5, 2008

---

### A

AA	Automated attendant
AAD	Alerts and Activities Display
AAR	Automated Alternate Routing
AC	Cisco Attendant Console
ACD	Automatic call distribution
ACE	Cisco Application Control Engine
ACF	Admission Confirm
ACL	Access control list
ACS	Access Control Server
AD	Microsoft Active Directory
ADPCM	Adaptive Differential Pulse Code Modulation
ADUC	Active Directory Users and Computers
AES	Advanced Encryption Standards
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
AMWI	Audible message waiting indication
ANI	Automatic Number Identification
AP	Access point

<b>API</b>	Application Program Interface
<b>ARJ</b>	Admission Reject
<b>ARP</b>	Address Resolution Protocol
<b>ARQ</b>	Admission Request
<b>ASA</b>	Cisco Adaptive Security Appliance
<b>ASP</b>	Active server page
<b>ASR</b>	Automatic speech recognition
<b>ATA</b>	Cisco Analog Telephone Adapter
<b>ATM</b>	Asynchronous Transfer Mode
<b>AXL</b>	AVVID XML Layer

---

**B**

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

---

**C**

<b>CA</b>	Certificate Authority
<b>CAC</b>	Call admission control
<b>CAM</b>	Content-addressable memory
<b>CAMA</b>	Centralized Automatic Message Accounting

<b>CAPF</b>	Certificate Authority Proxy Function
<b>CAR</b>	Cisco CDR Analysis and Reporting
<b>CAS</b>	Channel Associated Signaling
<b>CBWFQ</b>	Class-Based Weighted Fair Queuing
<b>CCA</b>	Clear channel assessment
<b>CCS</b>	Common channel signaling
<b>CDP</b>	Cisco Discovery Protocol
<b>CDR</b>	Call detail record
<b>CGI</b>	Common Gateway Interface
<b>CIF</b>	Common Intermediate Format
<b>CIR</b>	Committed information rate
<b>CKM</b>	Cisco Centralized Key Management
<b>CLEC</b>	Competitive local exchange carrier
<b>CLID</b>	Calling line identifier
<b>CM</b>	Cisco Unified Communications Manager (Unified CM)
<b>CMC</b>	Client Matter Code
<b>CME</b>	Cisco Unified Communications Manager Express (Unified CME)
<b>CMI</b>	Cisco Messaging Interface
<b>CMM</b>	Cisco Communication Media Module
<b>CNG</b>	Comfort noise generation
<b>CO</b>	Central office
<b>Co-located</b>	Two or more devices in the same physical location, with no WAN or MAN connection between them
<b>COM</b>	Component Object Model
<b>COR</b>	Class of restriction
<b>Co-resident</b>	Two or more services or applications running on the same server
<b>CoS</b>	Class of service
<b>CPCA</b>	Cisco Unity Personal Assistant
<b>CPI</b>	Cisco Product Identification tool
<b>CPN</b>	Calling party number

<b>CRS</b>	Cisco Customer Response Solution
<b>cRTP</b>	Compressed Real-Time Transport Protocol
<b>CSTA</b>	Computer-Supported Telecommunications Applications
<b>CSUF</b>	Cross-Stack UplinkFast
<b>CTI</b>	Computer telephony integration
<b>CTL</b>	Certificate Trust List
<b>CUBE</b>	Cisco Unified Border Element, formerly the Cisco Multiservice IP-to-IP Gateway (IP-IP Gateway)
<b>CUE</b>	Cisco Unity Express
<b>CVTQ</b>	Cisco Voice Transmission Quality

---

**D**

<b>DC</b>	Domain controller
<b>DDNS</b>	Dynamic Domain Name Server
<b>DDR</b>	Delayed Delivery Record
<b>DFS</b>	Dynamic Frequency Selection
<b>DHCP</b>	Dynamic Host Configuration Protocol
<b>DID</b>	Direct inward dial
<b>DIT</b>	Directory Information Tree
<b>DMVPN</b>	Dynamic Multipoint Virtual Private Network
<b>DMZ</b>	Demilitarized zone
<b>DN</b>	Directory number
<b>DNIS</b>	Dialed number identification service
<b>DNS</b>	Domain Name System
<b>DoS</b>	Denial of service
<b>DPA</b>	Digital PBX Adapter
<b>DSCP</b>	Differentiated Services Code Point
<b>DSE</b>	Digital set emulation
<b>DSP</b>	Digital signal processor

<b>DTIM</b>	Delivery Traffic Indicator Message
<b>DTMF</b>	Dual tone multifrequency
<b>DTPC</b>	Dynamic Transmit Power Control
<b>DUC</b>	Domino Unified Communications Services

---

**E**

<b>E&amp;M</b>	Receive and transmit, or ear and mouth
<b>EAP</b>	Extensible Authentication Protocol
<b>EC</b>	Echo cancellation
<b>ECM</b>	Error correction mode
<b>ECS</b>	Empty Capabilities Set
<b>EI</b>	Enhanced Image
<b>EIGRP</b>	Enhanced Interior Gateway Routing Protocol
<b>ELIN</b>	Emergency location identification number
<b>EM</b>	Extension Mobility
<b>ER</b>	Cisco Emergency Responder
<b>ERL</b>	Emergency response location
<b>ESF</b>	Extended Super Frame

---

**F**

<b>FAC</b>	Forced Account Code
<b>FCC</b>	Federal Communications Commission
<b>FIFO</b>	First-in, first-out
<b>FQDN</b>	Fully qualified domain name
<b>FR</b>	Frame Relay
<b>FWSM</b>	Firewall Services Module
<b>FXO</b>	Foreign Exchange Office
<b>FXS</b>	Foreign Exchange Station

---

**G**

<b>GARP</b>	Gratuitous Address Resolution Protocol
<b>GC</b>	Global catalog
<b>GKTMP</b>	Gatekeeper Transaction Message Protocol
<b>GLBP</b>	Gateway Load Balancing Protocol
<b>GMS</b>	Greeting management system
<b>GPO</b>	Group Policy Object
<b>GPRS</b>	General Packet Radio Service
<b>GSM</b>	Global System for Mobile Communication
<b>GSS</b>	Global Site Selector
<b>GUI</b>	Graphical user interface
<b>GUP</b>	Gatekeeper Update Protocol

---

**H**

<b>H.225D</b>	H.225 daemon
<b>HDLC</b>	High-Level Data Link Control
<b>HP</b>	Hewlett-Packard
<b>HSRP</b>	Hot Standby Router Protocol
<b>HTTP</b>	Hyper-Text Transfer Protocol
<b>HTTPS</b>	Secure HTTP
<b>Hz</b>	Hertz

---

**I**

<b>IANA</b>	Internet Assigned Numbers Authority
<b>IAPP</b>	Inter-Access Point Protocol
<b>ICCS</b>	Intra-Cluster Communication Signaling
<b>ICMP</b>	Internet Control Message Protocol
<b>ICS</b>	IBM Cabling System

<b>ICT</b>	Intercluster trunk
<b>IETF</b>	Internet Engineering Task Force
<b>IGMP</b>	Internet Group Management Protocol
<b>IIS</b>	Microsoft Internet Information Server
<b>IM</b>	Instant messaging
<b>IMAP</b>	Internet Message Access Protocol
<b>IntServ</b>	Integrated Services
<b>IntServ/DiffServ</b>	Integrated Services/Differentiated Services
<b>IP</b>	Internet Protocol
<b>IPCC</b>	Cisco IP Contact Center
<b>IPIPGW</b>	IP-to-IP gateway
<b>IPPM</b>	Cisco IP Phone Messenger
<b>IPSec</b>	IP Security
<b>ISO</b>	International Standards Organization
<b>ITEM</b>	CiscoWorks IP Telephony Environment Monitor
<b>ITU</b>	International Telecommunication Union
<b>IVR</b>	Interactive voice response

---

**J**

<b>JTAPI</b>	Java Telephony Application Programming Interface
--------------	--

---

**K**

<b>kbps</b>	Kilobits per second
<b>KPML</b>	Key Press Markup Language

---

**L**

<b>LAN</b>	Local area network
<b>LBR</b>	Low bit-rate

<b>LCD</b>	Liquid crystal display
<b>LCF</b>	Location Confirm
<b>LCS</b>	Live Communications Server
<b>LDAP</b>	Lightweight Directory Access Protocol
<b>LDAPS</b>	LDAP over SSL
<b>LDIF</b>	LDAP Data Interchange Format
<b>LDN</b>	Listed directory number
<b>LEAP</b>	Lightweight Extensible Authentication Protocol
<b>LEC</b>	Local Exchange Carrier
<b>LFI</b>	Link fragmentation and interleaving
<b>LLDP</b>	Link Layer Discovery Protocol
<b>LLQ</b>	Low-latency queuing
<b>LRJ</b>	Location Reject
<b>LRQ</b>	Location Request
<b>LSC</b>	Label Switch Controller

---

**M**

<b>MAC</b>	Media Access Control
<b>MAN</b>	Metropolitan area network
<b>Mbps</b>	Megabits per second
<b>MCM</b>	Multimedia Conference Manager
<b>MCS</b>	Media Convergence Server
<b>MCU</b>	Multipoint Control Unit
<b>MDN</b>	Mobile Data Network
<b>MFT</b>	Multiflex trunk
<b>MGCP</b>	Media Gateway Control Protocol
<b>MIB</b>	Management Information Base
<b>MIC</b>	Manufacturing installed certificate

<b>MIME</b>	Multipurpose Internet Mail Extension
<b>MIPS</b>	Millions of instructions per second
<b>MISTP</b>	Multiple Instance Spanning Tree Protocol
<b>MITM</b>	Man-in-the-middle
<b>MLA</b>	Cisco Multi-Level Administration
<b>MLP</b>	Multilink Point-to-Point Protocol
<b>MLPP</b>	Multilevel Precedence and Preemption
<b>MLTS</b>	Multi-line telephone system
<b>MMoIP</b>	Multimedia Mail over IP
<b>MOC</b>	Microsoft Office Communicator
<b>MoH</b>	Music on hold
<b>MOS</b>	Mean Opinion Score
<b>MPLS</b>	Multiprotocol Label Switching
<b>MRG</b>	Media resource group
<b>MRGL</b>	Media resource group list
<b>ms</b>	Millisecond
<b>MSP</b>	Managed service provider
<b>MTP</b>	Media termination point
<b>mW</b>	Milli-Watt
<b>MWI</b>	Message Waiting Indicator

---

**N**

<b>NAT</b>	Network Address Translation
<b>NDR</b>	Non-delivery receipt
<b>NENA</b>	National Emergency Number Association
<b>NFAS</b>	Non-Facility Associated Signaling
<b>NIC</b>	Network interface card
<b>NPA</b>	Numbering Plan Area

<b>NSE</b>	Named Service Event
<b>NSF</b>	Network Specific Facilities
<b>NTE</b>	Named Telephony Event
<b>NTP</b>	Network Time Protocol

---

**O**

<b>OSPF</b>	Open Shortest Path First
<b>OU</b>	Organizational unit
<b>OWA</b>	Outlook Web Access

---

**P**

<b>PAC</b>	Protected Access Credential
<b>PBX</b>	Private branch exchange
<b>PC</b>	Personal computer
<b>PCI</b>	Peripheral Component Interconnect
<b>PCM</b>	Pulse code modulation
<b>PD</b>	Powered device
<b>PHB</b>	Per-hop behavior
<b>PIN</b>	Personal identification number
<b>PINX</b>	Private integrated services network exchange
<b>PIX</b>	Private Internet Exchange
<b>PLAR</b>	Private Line Automatic Ringdown
<b>PoE</b>	Power over Ethernet
<b>POTS</b>	Plain old telephone service
<b>pps</b>	Packets per second
<b>PQ</b>	Priority Queue
<b>PRI</b>	Primary Rate Interface
<b>PSAP</b>	Public safety answering point

<b>PSE</b>	Power source equipment
<b>PSK</b>	Pre-Shared Key
<b>PSTN</b>	Public switched telephone network
<b>PVC</b>	Permanent virtual circuit

---

**Q**

<b>QBE</b>	Quick Buffer Encoding
<b>QBSS</b>	QoS Basic Service Set
<b>QoS</b>	Quality of Service
<b>QSIG</b>	Q signaling

---

**R**

<b>RADIUS</b>	Remote Authentication Dial-In User Service
<b>RAS</b>	Registration Admission Status
<b>RCP</b>	Remote Copy Protocol
<b>RDNIS</b>	Redirected Dialed Number Information Service
<b>RF</b>	Radio frequency
<b>RFC</b>	Request for Comments
<b>RIP</b>	Routing Information Protocol
<b>RIS</b>	Real-Time Information Server
<b>RMTP</b>	Reliable Multicast Transport Protocol
<b>RSNA</b>	Reservationless Single Number Access
<b>RSP</b>	Route/Switch Processor
<b>RSSI</b>	Relative Signal Strength Indicator
<b>RSTP</b>	Rapid Spanning Tree Protocol
<b>RSVP</b>	Resource Reservation Protocol
<b>RTCP</b>	Real-Time Transport Control Protocol

<b>RTMP</b>	Real-Time Messaging Protocol
<b>RTMT</b>	Cisco Real-Time Monitoring Tool
<b>RTP</b>	Real-Time Transport Protocol
<b>RTT</b>	Round-trip time

---

**S**

<b>S1, S2, S3, and S4</b>	Severity levels for service requests
<b>SCCP</b>	Skinnny Client Control Protocol
<b>SCSI</b>	Small Computer System Interface
<b>SDI</b>	System Diagnostic Interface
<b>SDK</b>	Software Development Kit
<b>SDL</b>	Specification and Description Language
<b>SDP</b>	Session Description Protocol
<b>SE</b>	Cisco Systems Engineer
<b>SF</b>	Super Frame
<b>SFTP</b>	Secure File Transfer Protocol
<b>SI</b>	Standard Image
<b>SIMPLE</b>	SIP for Instant Messaging and Presence Leveraging Extensions
<b>SIP</b>	Session Initiation Protocol
<b>SIW</b>	Service Inter-Working
<b>SLB</b>	Server load balancing
<b>SLDAP</b>	Secure LDAP
<b>SMA</b>	Segmented Meeting Access
<b>SMDI</b>	Simplified Message Desk Interface
<b>SMTP</b>	Simple Mail Transfer Protocol
<b>SNMP</b>	Simple Network Management Protocol
<b>SOAP</b>	Simple Object Access Protocol
<b>SQL</b>	Structured Query Language

<b>SRND</b>	Solution Reference Network Design
<b>SRST</b>	Survivable Remote Site Telephony
<b>SRTP</b>	Secure Real-Time Transport Protocol
<b>SRV</b>	Server
<b>SS7</b>	Signaling System 7
<b>SSID</b>	Service set identifier
<b>SSL</b>	Secure Socket Layer
<b>STP</b>	Spanning Tree Protocol
<b>SUP1</b>	Cisco Supervisor Engine 1
<b>SUP2</b>	Cisco Supervisor Engine 2
<b>SUP2+</b>	Cisco Supervisor Engine 2+
<b>SUP3</b>	Cisco Supervisor Engine 3

---

**T**

<b>TAC</b>	Cisco Technical Assistance Center
<b>TAPI</b>	Telephony Application Programming Interface
<b>TCD</b>	Telephony Call Dispatcher
<b>TCER</b>	Total Character Error Rate
<b>TCL</b>	Tool Command Language
<b>TCP</b>	Transmission Control Protocol
<b>TCS</b>	Terminal Capabilities Set
<b>TDD</b>	Telephone Device for the Deaf
<b>TDM</b>	Time-division multiplexing
<b>TEHO</b>	Tail-end hop-off
<b>TFTP</b>	Trivial File Transfer Protocol
<b>TKIP</b>	Temporal Key Integrity Protocol
<b>TLS</b>	Transport layer security
<b>ToD</b>	Time of day

<b>ToS</b>	Type of service
<b>TPC</b>	Transmit Power Control
<b>TRaP</b>	Telephone record and playback
<b>TRP</b>	Trusted Relay Point
<b>TSP</b>	Telephony Service Provider
<b>TTL</b>	Time to live
<b>TTS</b>	Text-to-speech
<b>TTY</b>	Terminal teletype
<b>TUI</b>	Telephony user interface

---

**U**

<b>UAC</b>	User agent client
<b>UAS</b>	User agent server
<b>UCCN</b>	Unified Client Change Notifier
<b>UDC</b>	Universal data connector
<b>UDLD</b>	UniDirectional Link Detection
<b>UDP</b>	User Datagram Protocol
<b>UDPTL</b>	Unnumbered Datagram Protocol Transport Layer
<b>UMTS</b>	Universal Mobile Telecommunications System
<b>UN</b>	Unsolicited SIP Notify
<b>UNC</b>	Universal Naming Convention
<b>UPS</b>	Uninterrupted power supply
<b>URI</b>	Uniform resource identifier
<b>USB</b>	Universal Serial Bus
<b>UTIM</b>	Cisco Unity Telephony Integration Manager
<b>UTP</b>	Unshielded twisted pair
<b>UUIE</b>	User-to-User Information Element

---

**V**

<b>V3PN</b>	Cisco Voice and Video Enabled Virtual Private Network
<b>VAD</b>	Voice activity detection
<b>VAF</b>	Voice-Adaptive Fragmentation
<b>VATS</b>	Voice-Adaptive Traffic Shaping
<b>VIC</b>	Voice interface card
<b>VLAN</b>	Virtual local area network
<b>VMO</b>	ViewMail for Outlook
<b>VoIP</b>	Voice over IP
<b>VoPSTN</b>	Voice over the PSTN
<b>VoWLAN</b>	Voice over Wireless LAN (WLAN)
<b>VPIM</b>	Voice Profile for Internet Mail protocol
<b>VPN</b>	Virtual private network
<b>VRRP</b>	Virtual Router Redundancy Protocol
<b>VUI</b>	Voice User Interface
<b>VWIC</b>	Voice/WAN interface card

---

**W**

<b>WAN</b>	Wide area network
<b>WebDAV</b>	Web-Based Distributed Authoring and Versioning
<b>WEP</b>	Wired Equivalent Privacy
<b>WFQ</b>	Weighted fair queuing
<b>WINS</b>	Windows Internet Naming Service
<b>WLAN</b>	Wireless local area network
<b>WLSM</b>	Cisco Wireless LAN Services Module
<b>WMM</b>	Wi-Fi Multimedia
<b>WMM TSPEC</b>	Wi-Fi Multimedia Traffic Specification
<b>WPA</b>	Wi-Fi Protected Access

---

**X**

**XML**                    Extensible Markup Language