



GLOSSARY

A

- account policy** The collection of settings that govern passwords and lockouts for all Cisco Unity accounts.
- Cisco Unity Assistant** The Web interface that gives subscribers the ability to customize personal settings—including recorded greetings and message delivery options—on their computers. (Note that in version 3.1 and earlier, the Cisco Unity Assistant was known as the ActiveAssistant, or AA.)
- alternate extension** The addition number(s) assigned to a subscriber. Used when setting up Digital Networking, when handling multiple line appearances on subscriber phones, or as a convenience for subscribers and callers who want to communicate by using a cell phone, home phone, or phone at an alternate work site in addition to a subscriber phone. *See also* extension *and* primary extension.
- alternate greeting** A substitute recording that can be turned on and off; it is used for a variety of special situations, such as vacations or a holiday. When active, the alternate greeting overrides all other greetings.
- AMIS** Audio Messaging Interchange Specification. A protocol supported by Cisco Unity that provides an analog mechanism for transferring voice messages between different voice messaging systems.
- ANI** Automatic number identification. The detection of the digits in a calling phone number.
- audiotext** Prerecorded information that an organization makes available to callers.
- automated attendant** A call handler that is used in place of a human operator to answer and direct calls by playing greetings and responding to touchtones.
- automatic number identification** *See* ANI.

B

- busy greeting** The recording that plays when a subscriber extension is busy.

C

- call handler** A tool for managing calls in Cisco Unity; it answers calls and handles them according to the call handler settings. *See also* Goodbye call handler, Opening Greeting call handler, *and* Operator call handler.

call routing table	A tool for managing calls in Cisco Unity. A call routing table consists of a collection of rules that define how calls are routed; Cisco Unity compares call information with the rules in a table, then routes the call according to the first matching rule. Rules can be based on the call type (internal, external), forwarding station, phone numbers of callers, trunks or ports on which calls come in, dialed phone numbers, and schedules.
call screening	The Cisco Unity function of recording the name of a caller and playing it for the subscriber, who can choose whether to take the call.
call transfer	The Cisco Unity function of routing unidentified callers to a phone or to the greetings of a subscriber or handler. Call transfer settings also specify how Cisco Unity handles a transfer: Cisco Unity can either release the call to the phone system, or it can supervise the transfer. <i>See also</i> release to switch, supervised transfer, <i>and</i> unidentified caller.
caller input	Information a caller enters by pressing phone keys to dial an extension, spell a name, or select an option during the Cisco Unity conversation.
calling extension	The extension from which a call originates.
calling number	The phone number from which a call originates.
Cisco Unity Administrator	A Web administrator that allows you to access Cisco Unity via an intranet and remotely. Use the Cisco Unity Administrator to create or modify subscriber accounts, configure messaging options, assign classes of service, record greetings, and run reports.
Cisco Unity conversation	The set of prerecorded instructions and options that Cisco Unity plays over the phone to subscribers and other callers; it consists of the subscriber conversation and the unidentified caller conversation. <i>See</i> unidentified caller and unidentified caller conversation.
Cisco Unity Inbox	A website through which subscribers listen to, compose, reply to, forward, and delete voice messages from a “virtual” Inbox. (Note that in version 3.1 and earlier, the Cisco Unity Inbox was known as the Visual Messaging Interface, or VMI.)
Cisco Unity server	The computer that runs the Cisco Unity software.
class of service	<i>See</i> COS.
closed greeting	The recording that plays during the closed hours for the active schedule.
closed hours	The hours and days in a schedule that have not been identified as standard hours; these are typically nonbusiness hours.
codec	An analog-to-digital coder/decoder; also referred to as a converter.
conversation	<i>See</i> Cisco Unity conversation.
COS	Class of service. A collection of permissions and restrictions assigned to each subscriber that control access to and use of the system.

D

dialed extension	The extension that a caller dials.
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dialed number	The phone number that a caller dials.
dialed number identification service	<i>See</i> DNIS.
DID	Direct inward dialing. A phone system function in which calls are routed directly to specific extensions without first being routed by an attendant.
Digital Networking	The Cisco Unity feature that enables subscribers to send and receive voice messages between Cisco Unity servers.
direct call	Internal calls from subscribers and external calls from unidentified callers that are routed to Cisco Unity by the phone system.
directory assistance	The audio listing provided by a directory handler that callers can use to reach subscribers and to leave messages.
directory handler	A tool for managing calls in Cisco Unity; it provides directory assistance and contains settings that define how callers can search for subscriber names and/or extensions and what Cisco Unity does when a match is made.
distribution list	<i>See</i> public distribution list.
DNIS	Dialed number identification service. In North America, the detection of the dialed number on an 800 or 900 line.
DTMF	Dual-tone multifrequency. Phone system signaling in which standard pairs of specific voice band frequencies are used; it is also referred to as touchtone dialing.
DTMF extension	The touchtones that correspond to an extension.
dual-tone multifrequency	<i>See</i> DTMF.

E

easy message access	A feature that allows a subscriber to retrieve messages from the Cisco Unity conversation without entering an ID. Depending on the phone system integration, Cisco Unity can identify a subscriber based on the extension from which the call originated. A password may be required.
enrollment	<i>See</i> subscriber enrollment.
extension	The DTMF ID that is assigned to each subscriber when their Cisco Unity accounts are created; typically, this ID is the internal phone number that rings a subscriber phone. Also called the primary extension. <i>See also</i> alternate extension and primary extension.

F

forwarded call	Internal calls from subscribers and external calls from unidentified callers that are forwarded to Cisco Unity from an extension.
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G

- Goodbye call handler** A predefined call handler that plays a brief goodbye message and then hangs up.
- greeting** A recording that welcomes callers and offers menu options or the opportunity to leave a message. Greetings can be recorded by subscribers, system administrators, or voice talent.

H

- handlers** The group of tools that Cisco Unity uses to manage calls. *See also* call handler, call routing table, directory handler, interview handler, and restriction table.

I-J

- ID** A numeric identifier that Cisco Unity uses to recognize a subscriber. A subscriber ID usually is the extension assigned to a subscriber.
- Inbox** The receptacle in which an e-mail application stores incoming messages.
- internal greeting** The recording that a subscriber can set up to play only to other subscribers in place of the standard or alternate greeting.
- Internet subscriber** A type of Cisco Unity subscriber who does not have a local message store but instead sends and receives messages by using an Internet Mail Service (SMTP gateway).
- interview handler** A tool for managing calls in Cisco Unity; it is used to collect information from callers by playing a series of recorded questions, and then recording their answers.

K

- keypad** The portion of a phone that contains touchtone keys.
- keypad map** The numeric keys to which Q and Z are assigned on a phone keypad.

L

- LDAP** Lightweight Directory Access Protocol. A format used to provide access to information directories; supports TCP/IP.
- license files** For Cisco Unity 4.0 and later, files that contain information on the number of ports and optional packages purchased for the system; Cisco Unity checks the license files to activate the correct options. Beginning with Cisco Unity 4.0, license files replace the system key.

Lightweight Directory Access Protocol	<i>See</i> LDAP.
listing status	The status of a subscriber in directory assistance; a subscriber can be Listed or Not Listed.
location	A Cisco Unity object that contains the addressing information that Cisco Unity needs to exchange messages with other voice messaging systems (which may or may not be Cisco Unity systems). Each Cisco Unity server is associated with one location, called the primary location, which is created during installation and which cannot be deleted. Delivery locations are locations created on the local Cisco Unity server that correspond to remote voice messaging systems.
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M	
Media Master control bar	The VCR-style recording and playback device that appears on several pages of the Cisco Unity Administrator, the Cisco Unity Assistant, the Cisco Unity Inbox, and ViewMail for Outlook. It can be used to record and play names, messages, and greetings, either with a phone or with a computer microphone and speakers.
member	A subscriber assigned to a class of service, or a subscriber or public distribution list that is included in another public distribution list or in a private list.
message notification	The Cisco Unity function of notifying a subscriber when new messages arrive.
message summary	Information about a message, including sender, special delivery status, time and date sent, and copy recipients. Subscribers can choose to hear a message summary before or after the message plays, or not at all.
MWI	Message waiting indicator. A phone system device (lamp, distinctive dial tone, or LCD display) that alerts a subscriber to the arrival of new messages.
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N	
navigation bar	The area of the Cisco Unity Administrator and of the Cisco Unity Assistant that contains links to categories of data pages.
NDR	Nondelivery receipts. An NDR message informs the sender when a voice message cannot be delivered to its intended recipient—for example, when a subscriber mailbox is full.
new message	A message that has not been heard by a subscriber.
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O	
old message	A message that has been heard by a subscriber. Old messages include saved messages and deleted messages.
Opening Greeting call handler	A predefined call handler that acts as an automated attendant, playing the greeting that callers first hear when they call the organization, and performing specified actions.

Operator call handler A predefined call handler that calls are routed to when callers press “0” or do not press any key as requested in the Cisco Unity conversation.

P–Q

primary extension The DTMF ID that is assigned to each subscriber when their Cisco Unity accounts are created; typically, this ID is the internal phone number that rings a subscriber phone. *See also* alternate extension and extension.

private distribution list A list of message recipients (subscribers and/or public distribution lists) used to send voice messages to more than one subscriber at a time. The individual subscriber who owns the list is the only person who can add and remove members from the list, and the only one who can use the list.

prompt A recorded instruction, statement, or question in the Cisco Unity conversation.

public distribution list A list of message recipients (subscribers and/or public distribution lists) used to send voice messages to more than one subscriber at a time. Anyone can send messages to public distribution lists, which are created and maintained by an administrator.

R

record The group of settings or collection of data for an individual subscriber, class of service, or other Cisco Unity entity.

recorded name A recording of the name of a subscriber; also called voice name.

release to switch A call transfer type in which Cisco Unity puts the caller on hold, dials the extension, and releases the call to the phone system. When the line is busy or is not answered, the phone system—not Cisco Unity—forwards the call as specified.

restriction table A tool for managing calls in Cisco Unity. A restriction table consists of a collection of dial strings that permit or restrict the phone numbers that subscribers and administrators can use for transferring calls, for sending message notification, and for delivering faxes.

routing table *See* call routing table.

S

saved message A message that has been heard and stored by a subscriber.

SMTP Simple Mail Transfer Protocol. A format used to send e-mail messages between servers.

standard greeting A recording that plays during the standard hours specified for the active schedule.

standard hours The hours and days in a schedule that are designated as business hours.

Status Monitor A Web-based application on the Cisco Unity server that contains pages providing information about system status, ports, reports, and disk drives; also used to start and to shut down Cisco Unity..

subscriber	Anyone enrolled on Cisco Unity.
subscriber conversation	The set of prerecorded instructions and options that Cisco Unity plays over the phone to subscribers, enabling them to send messages, hear messages, and change settings.
subscriber enrollment	The process of preparing a subscriber account for use: recording a name and greeting, setting a password, and choosing whether the subscriber is listed in the directory.
subscriber template	A collection of settings that are common to a group of subscribers and that are applied when a subscriber account based on the template is created. Settings include schedules, passwords, account permissions, call processing and transfer options, and distribution lists.
summary	<i>See</i> message summary.
supervised transfer	A call transfer type in which Cisco Unity acts as a receptionist, handling the transfer. If the line is busy or the call is not answered, Cisco Unity—not the phone system—forwards the call as specified.
system key	Prior to Cisco Unity 4.0, the device programmed with the number of ports and optional packages purchased for the system; Cisco Unity checked the system key to activate the correct options. Beginning with Cisco Unity 4.0, license files replace the system key.

T

TRAP	Telephone Recording and Playback.
touchtone keys	The 12 buttons with letters, numbers, and/or characters on a phone keypad; callers press keys to dial extensions, spell names, and select options in the Cisco Unity conversation.

U

UMR	<p>All messages from outside callers are temporarily stored on the Cisco Unity server—in the Unity Message Repository (UMR)—before they are forwarded for storage in the subscriber mailbox. This allows Cisco Unity to continue functioning when the network connection is down between the Cisco Unity server and the Exchange servers, or when one or more Exchange servers are down.</p> <p>While Exchange or the network is off line, Cisco Unity can still answer calls, allow outside callers to look up subscriber extensions, and record voice messages. During this time, subscribers who check their voice messages hear the UMR conversation, which explains that their Exchange server is not available, but lets them access voice messages left from the time that it went down. When the Exchange server or network is back on line, the voice messages stored in the messaging repository are routed to the subscriber mailboxes. (In some cases when a network connection or mail server is down, subscriber-to-subscriber messages are also treated as outside caller messages and stored on the Cisco Unity server until they can be delivered to the appropriate mailbox.)</p>
unidentified caller	An external caller or a subscriber who has not entered a Cisco Unity ID when calling from outside an organization, or a subscriber who has not entered an ID when calling from inside the organization on a phone system that does not support identified subscriber messaging. <i>See</i> unidentified caller conversation

unidentified caller conversation The set of prerecorded instructions and options that Cisco Unity plays over the phone to unidentified callers, enabling them to reach subscribers, select options, get information about an organization, and leave messages. *See* conversation.

unified messaging A messaging system in which all types of messages can be managed from the same Inbox.

V-Z

virtual private network A private network that uses public phone lines (or in some cases a cable modem). Privacy is maintained through encryption and the use of secure protocols. Also referred to as a VPN.