



GLOSSARY

A

AA Automated Attendant—The Cisco Unity Express software application that provides messages and prompts that guide callers to appropriate extensions.

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C

CCM Cisco Call Manger

CLI Command line interface

CME Cisco CallManager Express

CTI Computer telephony integration

D

DNS Domain Name Server

F

FTP File Transfer Protocol

G

GUI Graphical user interface

I

Init Wizard Initialization wizard—A web-based GUI software tool that runs automatically when the Cisco Unity Express software is loaded. The Init Wizard assists with configuring the Cisco Unity Express software applications.

IP Internet Protocol

ITS Cisco IOS Telephony Services—The earlier version of Cisco CallManager Express (CME).

J

JTAPI Java Telephony Application Programming Interface

JTAPI user A special type of user created on the Cisco CallManager application. This user is a placeholder for pairings of CTI ports with route points.

M

MGCP Media Gateway Control Protocol

MWI Message Waiting Indicator—The light on a telephone that turns on when a new voice message is stored in the telephone user's voice mailbox.

N

NM Network module—The hardware component that stores the Cisco Unity Express application software.

NTP Network Time Protocol

P

PMS Prompt management system—The software for recording auto attendant prompts and greetings. The PMS is available from the telephone user interface to users who have administrator or prompt manager privileges.

R

route point A telephone number or extension on the Cisco CallManager application that is associated with a CTI port. When a call comes in to the route point, the call is routed through the CTI port to an appropriate endpoint. This is similar to a *trigger* on Cisco Unity Express.

S

SIP Session initiation protocol

T

TAC Technical Assistance Center

trigger A telephone number or extension that is associated with a Cisco Unity Express application. When a call comes in on the trigger number, Cisco Unity Express activates the associated application.

TUI Telephone user interface—The set of prompts that guide the telephone user who has an assigned voice mailbox in sending, retrieving, and creating voice messages and greetings.

V

VM Voice Mail—The Cisco Unity Express software application that creates and maintains voice message mailboxes.

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

