



GLOSSARY

C

CCN	Cisco Communication Network
CLI	Command-line interface
CME	Cisco CallManager Express
CNS	Cisco Networking Service

D

DNS	Domain Name Server
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F

FRU	Field Replaceable Unit
FTP	File Transfer Protocol

G

GUI	Graphical user interface
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I

ITS	Cisco IOS Telephony Services—The former name of Cisco CallManager Express.
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L

LDAP	Lightweight Directory Access Protocol
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M

MGCP	Media Gateway Control Protocol
MWI	Message waiting indicator

N

NM	Network Module
NTP	Network Time Protocol

O

OIR	Online insertion and removal
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P

PIN	Personal Identification Number
PMS	Prompt management system

R

RTP	Real-Time Transport Protocol
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S

SCCP	Skinny Client Control Protocol
SIP	Session Initiation Protocol
SRST	Survivable Remote Site Telephony
SNAP	Subnetwork Access Protocol
SNMP	Simple Network Management Protocol

T

TFTP Trivial File Transfer Protocol

TUI Telephone User's Interface

U

UDP User Datagram Protocol

V

VXML Voice XML—Voice Extensible Markup Language

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

