



GLOSSARY

Last revised on: September 27, 2007

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
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
ANI	Automatic Number Identification
AP	Access point
API	Application Program 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
AXL	AVVID XML Layer

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
BLF	Busy lamp field
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
CCS	Common channel signaling
CDP	Cisco Discovery Protocol
CDR	Call detail record
CGI	Common Gateway Interface
CIR	Committed information rate
CKM	Cisco Centralized Key Management
CLEC	Competitive local exchange carrier
CLID	Calling line identifier
CM	Cisco Unified Communications Manager (Unified CM)
CMC	Client Matter Code
CME	Cisco Unified Communications Manager Express (Unified CME)
CMI	Cisco Messaging Interface
CMM	Cisco Communication Media Module
CNG	Comfort noise generation
CO	Central office
Co-located	Two or more devices in the same physical location, with no WAN or MAN connection between them
COM	Component Object Model
COR	Class of restriction
Co-resident	Two or more services or applications running on the same server
CoS	Class of service
CPA	Cisco Unity Personal Assistant
CPI	Cisco Product Identification tool
CPN	Calling party number
CRS	Cisco Customer Response Solution
cRTP	Compressed Real-Time Transport Protocol
CSTA	Computer-Supported Telecommunications Applications
CSUF	Cross-Stack UplinkFast

CTI Computer telephony integration

CUE Cisco Unity Express

D

DC Domain controller

DDNS Dynamic Domain Name Server

DFS Dynamic Frequency Selection

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

DTIM Delivery Traffic Indicator Message

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
FQDN	Fully qualified domain name
FR	Frame Relay
FWSM	Firewall Services Module
FXO	Foreign Exchange Office
FXS	Foreign Exchange Station

G

GARP	Gratuitous Address Resolution 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
IM	Instant messaging
IntServ	Integrated Services
IntServ/DiffServ	Integrated Services/Differentiated Services
IP	Internet Protocol
IPCC	Cisco IP Contact Center
IPIP GW	IP-to-IP gateway
IPPM	Cisco IP Phone Messenger
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
MOC	Microsoft Office Communicator
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
PSK	Pre-Shared Key
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
RSNA	Reservationless Single Number Access
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	Skinnny 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
SIMPLE	SIP for Instant Messaging and Presence Leveraging Extensions
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
SOAP	Simple Object Access 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
TKIP	Temporal Key Integrity Protocol
TLS	Transport layer security
ToD	Time of day
ToS	Type of service
TPC	Transmit Power Control
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
VoWLAN	Voice over Wireless LAN (WLAN)
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
WMM	Wi-Fi Multimedia
WMM TSPEC	Wi-Fi Multimedia Traffic Specification
WPA	Wi-Fi Protected Access

X

XML	Extensible Markup Language
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