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## A

<b>AA</b>	Automated attendant
<b>AAD</b>	Alerts and Activities Display
<b>AAR</b>	Automated Alternate Routing
<b>AC</b>	Cisco Attendant Console
<b>ACD</b>	Automatic call distribution
<b>ACE</b>	Cisco Application Control Engine
<b>ACF</b>	Admission Confirm
<b>ACL</b>	Access control list
<b>ACS</b>	Access Control Server
<b>AD</b>	Microsoft Active Directory
<b>ADAM</b>	Active Directory Application Mode
<b>ADPCM</b>	Adaptive Differential Pulse Code Modulation
<b>ADUC</b>	Active Directory Users and Computers
<b>AES</b>	Advanced Encryption Standards
<b>AFT</b>	ALI Formatting Tool
<b>AGM</b>	Cisco Access Gateway Module
<b>ALG</b>	Application Layer Gateway
<b>ALI</b>	Automatic Location Identification
<b>AMI</b>	Alternate mark inversion
<b>AMIS</b>	Audio Messaging Interchange Specification
<b>AMWI</b>	Audible message waiting indication
<b>ANI</b>	Automatic Number Identification

<b>AP</b>	Access point
<b>APDU</b>	Application protocol data unit
<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>AVC</b>	Advanced Video Coding
<b>AXL</b>	Administrative XML Layer

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**B**

<b>BAT</b>	Cisco Bulk Administration Tool
<b>BBWC</b>	Battery-backed write cache
<b>BES</b>	Blackberry Enterprise Server
<b>BFCP</b>	Binary Flow Control Protocol
<b>BFD</b>	Bidirectional Forwarding Detection
<b>BGP</b>	Border Gateway Protocol
<b>BHCA</b>	Busy hour call attempts
<b>BHCC</b>	Busy hour call completions
<b>BIB</b>	Built-in bridge
<b>BLF</b>	Busy lamp field
<b>BOSH</b>	Bidirectional-streams Over Synchronous HTTP
<b>BPDU</b>	Bridge protocol data unit
<b>bps</b>	Bits per second

**BRI** Basic Rate Interface

**BTN** Bill-to number

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## **C**

**CA** Certificate Authority

**CAC** Call admission control

**CAM** Content-addressable memory

**CAMA** Centralized Automatic Message Accounting

**CAPF** Certificate Authority Proxy Function

**CAPWAP** Control and Provisioning of Wireless Access Points

**CAR** Cisco CDR Analysis and Reporting

**CAS** Channel Associated Signaling

**CBWFQ** Class-Based Weighted Fair Queuing

**CCA** Clear channel assessment

**CCD** Call Control Discovery

**CCS** Common channel signaling

**CDP** Cisco Discovery Protocol

**CDR** Call detail record

**CER** Cisco Emergency Responder

**CGI** Common Gateway Interface

**CIF** Common Intermediate Format

**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)

<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>COP</b>	Cisco Options Package
<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>CRM</b>	Customer relationship management
<b>CRS</b>	Cisco Customer Response Solution
<b>cRTP</b>	Compressed Real-Time Transport Protocol
<b>CSF</b>	Client Services Framework
<b>CSTA</b>	Computer-Supported Telecommunications Applications
<b>CSUF</b>	Cross-Stack UplinkFast
<b>CSV</b>	Comma-separated values
<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>CUMI</b>	Cisco Unity Connection Messaging Interface
<b>CUPI</b>	Cisco Unity Connection Provisioning Interface
<b>CUSP</b>	Cisco Unified SIP Proxy
<b>CVTQ</b>	Cisco Voice Transmission Quality
<b>CWA</b>	Microsoft Office Communicator Web Access

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**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>DTLS</b>	Datagram Transport Layer Security protocol
<b>DTMF</b>	Dual tone multifrequency
<b>DTPC</b>	Dynamic Transmit Power Control
<b>DUC</b>	Domino Unified Communications Services

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**E**

<b>E&amp;M</b>	Receive and transmit, or ear and mouth
<b>EAP</b>	Extensible Authentication Protocol
<b>EAPOL</b>	Extensible Authentication Protocol over LAN

<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>E-L CAC</b>	Enhanced Location Call Admission Control
<b>ELIN</b>	Emergency location identification number
<b>ELM</b>	Enterprise License Manager
<b>EM</b>	Extension Mobility
<b>EMCC</b>	Extension Mobility Cross Cluster
<b>ER</b>	Cisco Emergency Responder
<b>ERL</b>	Emergency response location
<b>ESF</b>	Extended Super Frame
<b>E-SRST</b>	Enhanced Survivable Remote Site Telephony

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**F**

<b>FAC</b>	Forced Authorization Code
<b>FCC</b>	Federal Communications Commission
<b>FCoE</b>	Fibre Channel over Ethernet
<b>FECC</b>	Far End Camera Control
<b>FIFO</b>	First-in, first-out
<b>FQDN</b>	Fully qualified domain name
<b>FR</b>	Frame Relay
<b>FTP</b>	File Transfer Protocol
<b>FWSM</b>	Firewall Services Module
<b>FXO</b>	Foreign Exchange Office
<b>FXS</b>	Foreign Exchange Station

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**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>GSB</b>	Global Site Backup
<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

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**H**

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

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**I**

<b>IANA</b>	Internet Assigned Numbers Authority
<b>IAPP</b>	Inter-Access Point Protocol

<b>ICA</b>	Independent Computing Architecture
<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>IE</b>	Information Element
<b>IETF</b>	Internet Engineering Task Force
<b>IGMP</b>	Internet Group Management Protocol
<b>IIS</b>	Microsoft Internet Information Server
<b>ILS</b>	Intercluster Lookup Service
<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>IOPS</b>	Input/output operations per second
<b>IP</b>	Internet Protocol
<b>IP SLA VO</b>	IP Service Level Agreement Video Operation
<b>IPCC</b>	Cisco IP Contact Center
<b>IPMA</b>	Cisco IP Manager Assistant
<b>IPPM</b>	Cisco IP Phone Messenger
<b>IPSec</b>	IP Security
<b>ISO</b>	International Standards Organization
<b>ISR</b>	Integrated Services Router
<b>ITEM</b>	CiscoWorks IP Telephony Environment Monitor
<b>ITU</b>	International Telecommunication Union
<b>IVR</b>	Interactive voice response



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**J**

<b>JCF</b>	Jabber Client Framework
<b>JTAPI</b>	Java Telephony Application Programming Interface

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**K**

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

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**L**

<b>LAN</b>	Local area network
<b>LBM</b>	Location Bandwidth Manager
<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>LHS</b>	Left-hand side
<b>LLDP</b>	Link Layer Discovery Protocol
<b>LLDP-MED</b>	Link Layer Discovery Protocol for Media Endpoint Devices
<b>LLQ</b>	Low-latency queuing
<b>LRG</b>	Local route group
<b>LRJ</b>	Location Reject

<b>LRQ</b>	Location Request
<b>LSC</b>	Locally significant certificate
<b>LUN</b>	Logical unit number
<b>LWAP</b>	Light Weight Access Point
<b>LWAPP</b>	Light Weight Access Point Protocol

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**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>MDS</b>	Mobile Data Services
<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>MLPPP</b>	Multilink Point-to-Point Protocol
<b>MLTS</b>	Multi-line telephone system

<b>MMoIP</b>	Multimedia Mail over IP
<b>MMP</b>	Mobile Multiplexing Protocol
<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>MSI</b>	Media Services Interface
<b>MSP</b>	Managed service provider
<b>MSP</b>	Media Services Proxy
<b>MTP</b>	Media termination point
<b>mW</b>	Milli-Watt
<b>MWI</b>	Message Waiting Indicator
<b>MXE</b>	Media Experience Engine

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## N

<b>NAS</b>	Network Attached Storage
<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>NOC</b>	Network operations center
<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>NTLP</b>	Network Transmission Loss Plan
<b>NTP</b>	Network Time Protocol

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## O

<b>OBTP</b>	One Button To Push
<b>OCS</b>	Microsoft Office Communicator Server
<b>ORA</b>	Open Recording Architecture
<b>OSPF</b>	Open Shortest Path First
<b>OU</b>	Organizational unit
<b>OVA</b>	Open Virtualization Archive
<b>OWA</b>	Outlook Web Access

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## P

<b>PAC</b>	Protected Access Credential
<b>PBX</b>	Private branch exchange
<b>PC</b>	Personal computer
<b>PCAP</b>	Phone Control and Presence
<b>PCI</b>	Peripheral Component Interconnect
<b>PCM</b>	Pulse code modulation
<b>PCoIP</b>	PC over IP
<b>PCTR</b>	Personal call transfer rule
<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>PKI</b>	Public Key Infrastructure

<b>PLAR</b>	Private Line Automatic Ringdown
<b>PoE</b>	Power over Ethernet
<b>POTS</b>	Plain old telephone service
<b>PPP</b>	Point-to-Point Protocol
<b>pps</b>	Packets per second
<b>PQ</b>	Priority Queue
<b>PRACK</b>	Provisional Reliable Acknowledgement
<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

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## 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

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## R

<b>RADIUS</b>	Remote Authentication Dial-In User Service
<b>RAS</b>	Registration Admission Status
<b>RCC</b>	Remote Call Control
<b>RCP</b>	Remote Copy Protocol
<b>RDNIS</b>	Redirected Dialed Number Information Service
<b>REST</b>	Representational State Transfer

<b>RF</b>	Radio frequency
<b>RFC</b>	Request for Comments
<b>RHS</b>	Right-hand side
<b>RIM</b>	Research In Motion
<b>RIP</b>	Routing Information Protocol
<b>RIS</b>	Real-Time Information Server
<b>RMTP</b>	Reliable Multicast Transport Protocol
<b>RoST</b>	RSVP over SIP Trunks
<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>RTSP</b>	Real Time Streaming Protocol
<b>RTT</b>	Round-trip time

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## S

<b>S1, S2, S3, and S4</b>	Severity levels for service requests
<b>SaaS</b>	Software-as-a-Service
<b>SAF</b>	Service Advertisement Framework
<b>SAN</b>	Storage area networking
<b>SBC</b>	Session Border Controller
<b>SCCP</b>	Skinny 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>	Signaling Distribution Layer
<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>SIS</b>	Symbian installation system
<b>SIW</b>	Service Inter-Working
<b>SLA</b>	Service level agreement
<b>SLA VO</b>	IP Service Level Agreement Video Operation
<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>SME</b>	Cisco Unified Communications Manager Session Management Edition
<b>SMS</b>	Short Message Service
<b>SMTP</b>	Simple Mail Transfer Protocol
<b>SNMP</b>	Simple Network Management Protocol
<b>SOAP</b>	Simple Object Access Protocol
<b>SPA</b>	Shared Port Adapter
<b>SPAN</b>	Switched Port Analyzer
<b>SQL</b>	Structured Query Language
<b>SRE</b>	Cisco Services-Ready Engine
<b>SRND</b>	Solution Reference Network Design

<b>SRST</b>	Survivable Remote Site Telephony
<b>SRSV</b>	Survivable Remote Site Voicemail
<b>S RTP</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 Sockets Layer
<b>SSO</b>	Single Sign-On
<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

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## 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>TIP</b>	Telepresence Interoperability Protocol
<b>TKIP</b>	Temporal Key Integrity Protocol



<b>TLS</b>	Transport Layer Security
<b>TMS</b>	Cisco TelePresence Management Suite
<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

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## U

<b>UAC</b>	User agent client
<b>UAS</b>	User agent server
<b>UCCN</b>	Unified Client Change Notifier
<b>UCS</b>	Cisco Unified Computing System
<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>UDS</b>	User Data Service
<b>UMTS</b>	Universal Mobile Telecommunications System
<b>UN</b>	Unsolicited SIP Notify
<b>UNC</b>	Universal Naming Convention
<b>UP</b>	User Priority
<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

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**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>VCS</b>	Cisco TelePresence Video Communication Server
<b>VDI</b>	Virtual Desktop Infrastructure
<b>VIC</b>	Voice interface card
<b>VLAN</b>	Virtual local area network
<b>VMO</b>	Cisco 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
<b>VXC</b>	Cisco Virtualization Experience Client
<b>VXI</b>	Cisco Virtualization Experience Infrastructure
<b>VXME</b>	Virtualization Experience Media Engine

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**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>WLC</b>	Wireless LAN controller
<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

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**X**

<b>XCP</b>	Jabber Extensible Communications Platform
<b>XML</b>	Extensible Markup Language
<b>XMPP</b>	Extensible Messaging and Presence Protocol

