# GLOSSARY

# A

| | |
|---|---|
| **AA** | Automated attendant |
| **AAD** | Alerts and Activities Display |
| **AAR** | Automated Alternate Routing |
| **AC** | Cisco Attendant Console |
| **ACD** | Automatic call distribution |
| **ACE** | Cisco Application Control Engine |
| **ACF** | Admission Confirm |
| **ACL** | Access control list |
| **ACS** | Access Control Server |
| **AD** | Microsoft Active Directory |
| **ADAM** | Active Directory Application Mode |
| **ADFS** | Microsoft Active Directory Federated Services |
| **ADPCM** | Adaptive Differential Pulse Code Modulation |
| **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 |
| **AMWI** | Audible message waiting indication |

| | |
|---|---|
| **ANI** | Automatic Number Identification |
| **AP** | Access point |
| **APDU** | Application protocol data unit |
| **API** | Application Program Interface |
| **ARJ** | Admission Reject |
| **ARP** | Address Resolution Protocol |
| **ARQ** | Admission Request |
| **ASA** | Cisco Adaptive Security Appliance |
| **ASP** | Active server page |
| **ASR** | Automatic speech recognition |
| **ATA** | Cisco Analog Telephone Adapter |
| **ATM** | Asynchronous Transfer Mode |
| **AVC** | Advanced Video Coding |
| **AXL** | Administrative XML Layer |

## B

| | |
|---|---|
| **BAT** | Cisco Bulk Administration Tool |
| **BBWC** | Battery-backed write cache |
| **BES** | Blackberry Enterprise Server |
| **BFCP** | Binary Flow Control Protocol |
| **BFD** | Bidirectional Forwarding Detection |
| **BGP** | Border Gateway Protocol |
| **BHCA** | Busy hour call attempts |
| **BHCC** | Busy hour call completions |
| **BIB** | Built-in bridge |
| **BLF** | Busy lamp field |
| **BOSH** | Bidirectional-streams Over Synchronous HTTP |
| **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 |
| **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) |
| **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 |
| **COP** | Cisco Options Package |
| **COR** | Class of restriction |
| **Co-resident** | Two or more services or applications running on the same server or virtual machine |
| **CoS** | Class of service |
| **CPCA** | Cisco Unity Personal Assistant |
| **CPI** | Cisco Product Identification tool |
| **CPN** | Calling party number |
| **CRM** | Customer relationship management |
| **CRS** | Cisco Customer Response Solution |
| **cRTP** | Compressed Real-Time Transport Protocol |
| **CSF** | Client Services Framework |
| **CSTA** | Computer-Supported Telecommunications Applications |
| **CSUF** | Cross-Stack UplinkFast |
| **CSV** | Comma-separated values |
| **CTI** | Computer telephony integration |
| **CTL** | Certificate Trust List |
| **CUBE** | Cisco Unified Border Element, formerly the Cisco Multiservice IP-to-IP Gateway (IP-IP Gateway) |
| **CUE** | Cisco Unity Express |
| **CUMI** | Cisco Unity Connection Messaging Interface |
| **CUPI** | Cisco Unity Connection Provisioning Interface |
| **CUSP** | Cisco Unified SIP Proxy |

| | |
|---|---|
| **CVTQ** | Cisco Voice Transmission Quality |
| **CWA** | Microsoft Office Communicator Web Access |

# D

| | |
|---|---|
| **DC** | Domain controller |
| **DDNS** | Dynamic Domain Name Server |
| **DDR** | Delayed Delivery Record |
| **DFS** | Dynamic Frequency Selection |
| **DHCP** | Dynamic Host Configuration Protocol |
| **DID** | Direct inward dial |
| **DIT** | Directory Information Tree |
| **DMVPN** | Dynamic Multipoint Virtual Private Network |
| **DMZ** | Demilitarized zone |
| **DN** | Directory number |
| **DNIS** | Dialed number identification service |
| **DNS** | Domain Name System |
| **DoS** | Denial of service |
| **DPA** | Digital PBX Adapter |
| **DRS** | Disaster Recovery System |
| **DSCP** | Differentiated Services Code Point |
| **DSE** | Digital set emulation |
| **DSP** | Digital signal processor |
| **DTIM** | Delivery Traffic Indicator Message |
| **DTLS** | Datagram Transport Layer Security protocol |
| **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 |
| **EAPOL** | Extensible Authentication Protocol over LAN |
| **EC** | Echo cancellation |
| **ECM** | Error correction mode |
| **ECS** | Empty Capabilities Set |
| **EI** | Enhanced Image |
| **EIGRP** | Enhanced Interior Gateway Routing Protocol |
| **ELCAC** | Enhanced Location Call Admission Control |
| **ELIN** | Emergency location identification number |
| **EM** | Extension Mobility |
| **EMCC** | Extension Mobility Cross Cluster |
| **ER** | Cisco Emergency Responder |
| **ERL** | Emergency response location |
| **ESF** | Extended Super Frame |
| **E-SRST** | Enhanced Survivable Remote Site Telephony |

# F

| | |
|---|---|
| **FAC** | Forced Authorization Code |
| **FCC** | Federal Communications Commission |
| **FCoE** | Fibre Channel over Ethernet |
| **FECC** | Far End Camera Control |
| **FIFO** | First-in, first-out |
| **FQDN** | Fully qualified domain name |
| **FR** | Frame Relay |
| **FTP** | File Transfer Protocol |
| **FWSM** | Firewall Services Module |

| | |
|---|---|
| **FXO** | Foreign Exchange Office |
| **FXS** | Foreign Exchange Station |

## G

| | |
|---|---|
| **GARP** | Gratuitous Address Resolution Protocol |
| **GC** | Global catalog |
| **GDPR** | Global Dial Plan Replication |
| **GKTMP** | Gatekeeper Transaction Message Protocol |
| **GLBP** | Gateway Load Balancing Protocol |
| **GMS** | Greeting management system |
| **GPO** | Group Policy Object |
| **GPRS** | General Packet Radio Service |
| **GSB** | Global Site Backup |
| **GSM** | Global System for Mobile Communication |
| **GSS** | Global Site Selector |
| **GUI** | Graphical user interface |
| **GUP** | Gatekeeper Update Protocol |

## H

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

# I

| | |
|---|---|
| **IANA** | Internet Assigned Numbers Authority |
| **IAPP** | Inter-Access Point Protocol |
| **ICA** | Independent Computing Architecture |
| **ICCS** | Intra-Cluster Communication Signaling |
| **ICE** | Interactive Connectivity Establishment |
| **ICMP** | Internet Control Message Protocol |
| **ICS** | IBM Cabling System |
| **ICT** | Intercluster trunk |
| **IdP** | Identity Provider |
| **IE** | Information Element |
| **IETF** | Internet Engineering Task Force |
| **IGMP** | Internet Group Management Protocol |
| **IIS** | Microsoft Internet Information Server |
| **ILS** | Intercluster Lookup Service |
| **IM** | Instant messaging |
| **IMAP** | Internet Message Access Protocol |
| **IMS** | IP Multimedia Subsystem |
| **IntServ** | Integrated Services |
| **IntServ/DiffServ** | Integrated Services/Differentiated Services |
| **IOPS** | Input/output operations per second |
| **IP** | Internet Protocol |
| **IP SLA VO** | IP Service Level Agreement Video Operation |
| **IPCC** | Cisco IP Contact Center |
| **IPMA** | Cisco IP Manager Assistant |
| **IPPM** | Cisco IP Phone Messenger |
| **IPSec** | IP Security |
| **ISO** | International Standards Organization |

| | |
|---|---|
| **ISR** | Integrated Services Router |
| **ITEM** | CiscoWorks IP Telephony Environment Monitor |
| **ITU** | International Telecommunication Union |
| **IVR** | Interactive voice response |

## J

| | |
|---|---|
| **JCF** | Jabber Client Framework |
| **JID** | Jabber Identifier |
| **JTAPI** | Java Telephony Application Programming Interface |

## K

| | |
|---|---|
| **kbps** | Kilobits per second |
| **KPML** | Key Press Markup Language |

## L

| | |
|---|---|
| **LAN** | Local area network |
| **LBM** | Location Bandwidth Manager |
| **LBR** | Low bit-rate |
| **LCD** | Liquid crystal display |
| **LCF** | Location Confirm |
| **LCS** | Live Communications Server |
| **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 |

| | |
|---|---|
| **LHS** | Left-hand side |
| **LLDP** | Link Layer Discovery Protocol |
| **LLDP-MED** | Link Layer Discovery Protocol for Media Endpoint Devices |
| **LLQ** | Low-latency queuing |
| **LRG** | Local route group |
| **LRJ** | Location Reject |
| **LRQ** | Location Request |
| **LSC** | Locally significant certificate |
| **LUN** | Logical unit number |
| **LWAP** | Light Weight Access Point |
| **LWAPP** | Light Weight Access Point Protocol |

# 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 |
| **MDN** | Mobile Data Network |
| **MDS** | Mobile Data Services |
| **MFT** | Multiflex trunk |
| **MGCP** | Media Gateway Control Protocol |
| **MIB** | Management Information Base |
| **MIC** | Manufacturing installed certificate |
| **MIME** | Multipurpose Internet Mail Extension |
| **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 |
| **MLPPP** | Multilink Point-to-Point Protocol |
| **MLTS** | Multi-line telephone system |
| **MMoIP** | Multimedia Mail over IP |
| **MMP** | Mobile Multiplexing Protocol |
| **MOC** | Microsoft Office Communicator |
| **MoH** | Music on hold |
| **MOS** | Mean Opinion Score |
| **MPLS** | Multiprotocol Label Switching |
| **MRG** | Media resource group |
| **MRGL** | Media resource group list |
| **ms** | Millisecond |
| **MSI** | Media Services Interface |
| **MSP** | Managed service provider |
| **MSP** | Media Services Proxy |
| **MTP** | Media termination point |
| **mW** | Milli-Watt |
| **MWI** | Message Waiting Indicator |
| **MXE** | Media Experience Engine |

# N

| | |
|---|---|
| **NAS** | Network Attached Storage |
| **NAT** | Network Address Translation |
| **NDR** | Non-delivery receipt |
| **NENA** | National Emergency Number Association |

| | |
|---|---|
| **NFAS** | Non-Facility Associated Signaling |
| **NIC** | Network interface card |
| **NOC** | Network operations center |
| **NPA** | Numbering Plan Area |
| **NSE** | Named Service Event |
| **NSF** | Network Specific Facilities |
| **NTE** | Named Telephony Event |
| **NTLP** | Network Transmission Loss Plan |
| **NTP** | Network Time Protocol |

# O

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

# P

| | |
|---|---|
| **PAC** | Protected Access Credential |
| **PAK** | Product Activation Key |
| **PBX** | Private branch exchange |
| **PC** | Personal computer |
| **PCAP** | Phone Control and Presence |
| **PCI** | Peripheral Component Interconnect |
| **PCM** | Pulse code modulation |
| **PCoIP** | PC over IP |

| | |
|---|---|
| **PCTR** | Personal call transfer rule |
| **PD** | Powered device |
| **PHB** | Per-hop behavior |
| **PIN** | Personal identification number |
| **PINX** | Private integrated services network exchange |
| **PIX** | Private Internet Exchange |
| **PKI** | Public Key Infrastructure |
| **PLAR** | Private Line Automatic Ringdown |
| **PoE** | Power over Ethernet |
| **POTS** | Plain old telephone service |
| **PPP** | Point-to-Point Protocol |
| **pps** | Packets per second |
| **PQ** | Priority Queue |
| **PRACK** | Provisional Reliable Acknowledgement |
| **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 |
| **RBAC** | Role-Based Access Control |
| **RCC** | Remote Call Control |
| **RCP** | Remote Copy Protocol |
| **RDNIS** | Redirected Dialed Number Information Service |
| **REST** | Representational State Transfer |
| **RF** | Radio frequency |
| **RFC** | Request for Comments |
| **RHS** | Right-hand side |
| **RIM** | Research In Motion |
| **RIP** | Routing Information Protocol |
| **RIS** | Real-Time Information Server |
| **RMA** | Remote Mobile Access |
| **RMTP** | Reliable Multicast Transport Protocol |
| **RoST** | RSVP over SIP Trunks |
| **RSNA** | Reservationless Single Number Access |
| **RSP** | Route/Switch Processor |
| **RSSI** | Relative Signal Strength Indicator |
| **RSTP** | Rapid Spanning Tree Protocol |
| **RSVP** | Resource Reservation Protocol |
| **RTCP** | Real-Time Transport Control Protocol |
| **RTMP** | Real-Time Messaging Protocol |
| **RTMT** | Cisco Real-Time Monitoring Tool |
| **RTP** | Real-Time Transport Protocol |

| | |
|---|---|
| **RTSP** | Real Time Streaming Protocol |
| **RTT** | Round-trip time |

# S

| | |
|---|---|
| **S1, S2, S3, and S4** | Severity levels for service requests |
| **SaaS** | Software-as-a-Service |
| **SAF** | Service Advertisement Framework |
| **SAML** | Security Assertion Markup Language |
| **SAN** | Storage area networking |
| **SBC** | Session Border Controller |
| **SCCP** | Skinny Client Control Protocol |
| **SCSI** | Small Computer System Interface |
| **SDI** | System Diagnostic Interface |
| **SDK** | Software Development Kit |
| **SDL** | Signaling Distribution Layer |
| **SDP** | Session Description Protocol |
| **SE** | Cisco Systems Engineer |
| **SF** | Super Frame |
| **SFTP** | Secure File Transfer Protocol |
| **SI** | Standard Image |
| **SIMPLE** | SIP for Instant Messaging and Presence Leveraging Extensions |
| **SIP** | Session Initiation Protocol |
| **SIS** | Symbian installation system |
| **SIW** | Service Inter-Working |
| **SLA** | Service level agreement |
| **SLA VO** | IP Service Level Agreement Video Operation |
| **SLB** | Server load balancing |
| **SLDAP** | Secure LDAP |

| | |
|---|---|
| **SMA** | Segmented Meeting Access |
| **SMDI** | Simplified Message Desk Interface |
| **SME** | Cisco Unified Communications Manager Session Management Edition |
| **SMS** | Short Message Service |
| **SMTP** | Simple Mail Transfer Protocol |
| **SNMP** | Simple Network Management Protocol |
| **SOAP** | Simple Object Access Protocol |
| **SPA** | Shared Port Adapter |
| **SPAN** | Switched Port Analyzer |
| **SQL** | Structured Query Language |
| **SRE** | Cisco Services-Ready Engine |
| **SRND** | Solution Reference Network Design |
| **SRST** | Survivable Remote Site Telephony |
| **SRSV** | Survivable Remote Site Voicemail |
| **SRTP** | Secure Real-Time Transport Protocol |
| **SRV** | Server |
| **SS7** | Signaling System 7 |
| **SSID** | Service set identifier |
| **SSL** | Secure Sockets Layer |
| **SSO** | Single Sign-On |
| **STP** | Spanning Tree Protocol |
| **STUN** | Session Traversal Utilities for NAT |
| **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 |
| **TCD** | 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 |
| **TIP** | Telepresence Ineroperability Protocol |
| **TKIP** | Temporal Key Integrity Protocol |
| **TLS** | Transport Layer Security |
| **TMS** | Cisco TelePresence Management Suite |
| **ToD** | Time of day |
| **ToS** | Type of service |
| **TPC** | Transmit Power Control |
| **TRaP** | Telephone record and playback |
| **TRC** | Tested Reference Configuration |
| **TRP** | Trusted Relay Point |
| **TSP** | Telephony Service Provider |
| **TTL** | Time to live |
| **TTS** | Text-to-speech |
| **TTY** | Terminal teletype |
| **TUI** | Telephony user interface |
| **TURN** | Traversal Using Relays around NAT |

# U

| | |
|---|---|
| **UAC** | User agent client |
| **UAS** | User agent server |
| **UCCN** | Unified Client Change Notifier |
| **UCS** | Cisco Unified Computing System |
| **UDC** | Universal data connector |
| **UDLD** | UniDirectional Link Detection |
| **UDP** | User Datagram Protocol |
| **UDPTL** | Unnumbered Datagram Protocol Transport Layer |
| **UDS** | User Data Service |
| **UMTS** | Universal Mobile Telecommunications System |
| **UN** | Unsolicited SIP Notify |
| **UNC** | Universal Naming Convention |
| **UP** | User Priority |
| **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 |
| **VCS** | Cisco TelePresence Video Communication Server |
| **VDI** | Virtual Desktop Infrastructure |

| | |
|---|---|
| **VDS** | VMware vSphere Distributed Switch |
| **VIC** | Voice interface card |
| **VLAN** | Virtual local area network |
| **VMO** | Cisco ViewMail for Outlook |
| **VoIP** | Voice over IP |
| **VoPSTN** | Voice over the PSTN |
| **VoWLAN** | Voice over Wireless LAN (WLAN) |
| **VPIM** | Voice Profile for Internet Mail protocol |
| **VPN** | Virtual private network |
| **VRRP** | Virtual Router Redundancy Protocol |
| **VUI** | Voice User Interface |
| **VWIC** | Voice/WAN interface card |
| **VXC** | Cisco Virtualization Experience Client |
| **VXI** | Cisco Virtualization Experience Infrastructure |
| **VXME** | Virtualization Experience Media Engine |

# W

| | |
|---|---|
| **WAN** | Wide area network |
| **WebDAV** | Web-Based Distributed Authoring and Versioning |
| **WEP** | Wired Equivalent Privacy |
| **WFQ** | Weighted fair queuing |
| **WINS** | Windows Internet Naming Service |
| **WLAN** | Wireless local area network |
| **WLC** | Wireless LAN controller |
| **WLSM** | Cisco Wireless LAN Services Module |
| **WMM** | Wi-Fi Multimedia |
| **WMM TSPEC** | Wi-Fi Multimedia Traffic Specification |
| **WPA** | Wi-Fi Protected Access |

## X

**XCP**        Extensible Communications Platform

**XML**        Extensible Markup Language

**XMPP**       Extensible Messaging and Presence Protocol