Glossary

Table 1: Changes to the naming conventions for Avaya hardware and software

Previous name	New name
Multi-Carrier Cabinet (MCC)	Avaya MCC1 Media Gateway
Single-Carrier Cabinet (SCC)	Avaya SCC1 Media Gateway
DEFINITY® G3r	Avaya DEFINITY® Server R with Avaya SCC1 Media Gateway and/or Avaya MCC1 Media Gateway
DEFINITY® G3si	Avaya DEFINITY® Server SI with Avaya SCC1 Media Gateway and/or Avaya MCC1 Media Gateway
DEFINITY® G3csi or DEFINITY ProLogix	Avaya DEFINITY® Server CSI with Avaya CMC1 Media Gateway
DEFINITY BCS-ECS Call Processing Software (RXX)	Avaya Communication Manager
DEFINITY® BCS or DEFINITY® ECS	Avaya Communication Manager with Avaya CMC1 Media Gateway or Avaya SCC1 Media Gateway and/or Avaya MCC1 Media Gateway
DEFINITY ECS G3r	Avaya Communication Manager running on a DEFINITY Server R
IP600	Avaya S8100 Media Server with Avaya G600 Media Gateway
DEFINITY ONE™	Avaya S8100 Media Server with Avaya CMC1 Media Gateway
Enterprise CLass IP Solutions (ECLIPS)	For hardware (servers, gateways, and switches): Converged Infrastructure For software (telephony, messaging, and Unified Communication Center): Avaya MultiVantage Communications Applications
CajunView™	Avaya MultiService Network Manager 4.5
CajunView™ Console	Avaya MultiService Console
ConfigMaster including EZ2Rule	Avaya MultiService Configuration Manager
UpdateMaster	Avaya MultiService Software Update Manager
VLANMaster	Avaya MultiService VLAN Manager
AddressMaster	Avaya MultiService Address Manager
SMON™	Avaya MultiService SMON Manager 5.0
VisAbility Management Suite	System and Network Management Suite

Numerics

10/100
Fast Ethernet IEEE standard for 10-Mbps baseband and 100-Mbps baseband over unshielded twisted-pair wire.

10Base-T
IEEE standard for 10-Mbps baseband over unshielded twisted-pair wire.

800 service
A toll service that is provided by long distance telephone companies and local telephone companies in the US. With 800 service, the called party, rather than the calling party, is charged for the call. *See also* Wide Area Telecommunications Service (WATS).

A

AAC
ATM access concentrator

AAR
See Automatic Alternate Routing (AAR).

abandoned call
An incoming call during which the caller hangs up or “abandons” the call before the called party answers the call. When a caller abandons a call, the caller is often waiting in a queue for an appropriate answering position to become available.

Abbreviated Dialing (AD)
A feature that callers can use to place calls by dialing only one digit or two digits.

AC
See Administered Connection (AC).

ACA
See Automatic Circuit Assurance (ACA).

ACB
See automatic calling unit (ACU).

access code
A dial code of 1 digit to 3 digits that is used to activate a feature, cancel a feature, or access an outgoing trunk.

access endpoint
A nonsignaling channel on a digital signal-1 (DS1) interface, or a nonsignaling port on an analog tie trunk circuit pack to which a unique extension is assigned.

Access Security Gateway (ASG)
An optional interface that can be used to secure the administration and maintenance ports on the system.

access tie trunk
A trunk that connects a main communications system with a tandem communications system in an electronic tandem network (ETN). An access tie trunk can also be used to connect a system or a tandem to a serving office or a service node. Also called an *access trunk*.

access trunk
See access tie trunk.

ACD
See Automatic Call Distribution (ACD). *See also* work state.

ACD agent
See agent.

ACD split
See Automatic Call Distribution (ACD) split.

ACD work mode
See work mode.

acoustic echo cancellation (AEC)
A signal processing technique that significantly reduces the coupling of a received audio signal back into an active microphone

active association
See association.

active-notification association
A link that an adjunct initiates and uses to receive event reports for a specific switch entity, such as an outgoing call. *See also* active-notification call; active-notification domain; adjunct.

active-notification call
A call for which event reports are sent to an adjunct over an active-notification association. Also called a *monitored call*.

active-notification domain
A vector directory number (VDN) or the extension of an Automatic Call Distribution (ACD) split for which event notification is requested. *See also* active-notification call; active-notification association.

ACU
See automatic calling unit (ACU).

ACW
See after-call work (ACW) mode.

AD
See Abbreviated Dialing (AD).

ADAP
See Administration and Data Acquisition Package (ADAP).

ADC
See analog-to-digital converter (ADC).

Address Resolution Protocol (ARP)
An Internet protocol (IETF STD 37, RFC 826) that is used to map dynamic Internet addresses to physical addresses on a local area network (LAN).

adjunct
A computer or other device that connects to a second device, and that performs one or more tasks for the second device. For example, the Avaya Intuity AUDIX system or the Avaya Call Management System (CMS) can be adjuncts to an Avaya DEFINITY Server. *See also* adjunct-control association; adjunct-controlled call; adjunct-controlled split; adjunct-monitored call.

adjunct-control association
A relationship that an application initiates to set up new calls and control calls that are already in progress. An application uses the Third Party Make Call capability, the Third Party Take Control capability, or the Domain (Station) Control capability to initiate an adjunct-control association. *See also* adjunct; adjunct-controlled call; adjunct-controlled split; adjunct-monitored call.

adjunct-controlled call
A call that an application controls through an adjunct-control association. To originate an adjunct-controlled call, the application must either use the Third Party Make Call capability or the Domain (Station) Control capability. To take control of an adjunct-controlled call, the application must use the Third Party Take Control capability or the Domain (Station) Control capability. *See also* adjunct; adjunct-controlled split; adjunct-monitored call.

adjunct-controlled split
An Automatic Call Distribution (ACD) split that is administered to be under adjunct control. Agents who are logged in to an adjunct-controlled split must do all telephony work, log in to and out of the ACD, and make any changes to work mode through the adjunct (except for auto-available adjunct-controlled splits, whose agents may neither log in or out nor change work mode). *See also* adjunct-control association; adjunct-controlled call; adjunct-monitored call.

adjunct-monitored call
An adjunct-controlled call, active-notification call, or other call that provides event reporting over a domain-control association. *See also* adjunct; adjunct-control association; adjunct-controlled split.

Adjunct-Switch Application Interface (ASAI)
A recommendation for interfacing adjuncts and communications systems to extend telephony features to adjuncts. ASAI provides for activities such as event notification and call control. The ASAI interface protocol is based on the CCITT Q.932 specification for Layer 3.

ADM
asynchronous data module

administer
The process of setting up and changing parameters that are associated with the services or the features of a system. *See also* system administrator.

Administered Connection (AC)
A feature that a switch uses to automatically establish end-to-end connections, and maintain those connections between access endpoints (trunks) and data endpoints (data modules).

Administration and Data Acquisition Package (ADAP)
A software package that a system administrator can use to transfer system user data, maintenance data, or traffic data from an Avaya Intuity AUDIX system to a personal computer.

administration group
See capability group.

administration terminal
A terminal that is used to administer and maintain a system.

Administration Without Hardware (AWOH)
A feature that is used to administer ports without the need for associated terminals or other hardware.

ADU
See asynchronous data unit (ADU).

Advanced Private-Line Termination (APLT)
A term that denotes that a user has access to all the services of an associated Enhanced Private Switched Communications Service (EPSCS) or an associated Common-Control Switching Arrangement (CCSA) network.

AE
See access endpoint.

AEC
See acoustic echo cancellation (AEC).

after-call work (ACW) mode
One of four agent work modes. In ACW mode, agents are unavailable to receive Automatic Call Distribution (ACD) calls. Agents enter the ACW mode to complete forms, or perform other activities that are related to a previous ACD call. *See also* auto-in work mode; aux work mode; manual-in work mode.

AG
Adjunct-Switch Application Interface (ASAI) gateway

agent
A person or a device that receives calls that are directed to an Automatic Call Distribution (ACD) hunt group or an ACD split. Also called an *ACD agent*.

agent report
A report that provides historical traffic information for internally measured agents.

AIM
Asynchronous interface module

AIOD
Automatic Identification of Outward Dialing

AIS
See alarm indication signal (AIS).

alarm
A system-generated indication that a fault is present. *See also* major alarm; minor alarm.

alarm indication signal (AIS)
An SA signal that is inserted when a network element receives a faulty signal. The AIS is then forwarded downstream to tell the receivers what happened.

ALBO
Automatic line buildout

all trunks busy (ATB)
The state in which no trunks are available to handle calls.

ALM, ALRM
Alarm

ALM-ACK
Alarm acknowledge

American National Standards Institute (ANSI)
A professional technical association that supports standards for transmission, protocol, and high-level languages, and that represents the US in the International Organization for Standards. ANSI standards are for voluntary use in the US.

American Standard Code for Information Interchange (ASCII)
The standard code that small computers use to convert letters, characters, numbers, and control codes into digital form. Each character is represented by an 8-bit code that includes a parity bit. *See also* Extended Binary-Coded Decimal Interexchange Code (EBCDIC).

American Wire Gauge (AWG)
The US standard to measure the gauge of copper, aluminum, and other nonferrous conductors.

AMW
automatic message waiting

AN
analog

analog
The representation of information by continuously variable physical quantities such as amplitude, frequency, and phase. *See also* digital.

analog data
Data that is transmitted over a digital facility in analog form. The data must pass through a modem at both ends, or at a modem pool at the distant end.

analog telephone
A telephone that receives acoustic voice signals and sends analog electrical signals along the telephone line. Analog telephones are usually served by a single wire pair that is known as *tip and ring*. The model-2500 telephone set is an example of an analog telephone.

analog-to-digital converter (ADC)
A device that converts an analog signal to a digital signal. *See also* digital-to-analog converter (DAC).

ANI
See Automatic Number Identification (ANI).

announcements
Recorded messages that a telephone system plays for callers.

ANSI
See American National Standards Institute (ANSI).

answerback code
A number that is used to respond to a page from a code-calling or a loudspeaker-paging system, or to retrieve a parked call.

AOL
attendant-offered load

AP
See applications processor (AP).

applications processor (AP)
A special-purpose computer that attaches to a telephone system, and that is used for voice mail and other applications.

APLT
See Advanced Private-Line Termination (APLT).

appearance
A software process that supervises a call. An appearance is associated with an extension, which can have multiple appearances. Also called *call appearance*, *line appearance,* and *occurrence.*

application programming interface (API)
The programming interface between two software entities. For example, maintenance defines an API that is used as the interface between Simple Management Network Protocol (SNMP) and maintenance.

application service element (ASE)
See capability group.

architecture
The organization or the structure of a system, including the system hardware and the system software.

ARP
See Address Resolution Protocol (ARP).

ARS
See Automatic Route Selection (ARS).

ASAI
See Adjunct-Switch Application Interface (ASAI).

ASCII
See American Standard Code for Information Interchange (ASCII).

ASE
application service element. *See* capability group.

ASG
See Access Security Gateway (ASG).

ASIC
application-specific integrated circuit

association
A communication channel between an adjunct and a switch for the exchange of messages. An *active* association is an association that applies to an existing call on the switch, or to an extension on the call.

asynchronous data transmission
A method to transmit data in which each character is preceded by a start bit and followed by a stop bit. Asynchronous transmission is used to transmit data at irregular intervals, such as when a user types characters at a keyboard. Also called *asynchronous transmission*. *See also* synchronous data transmission.

asynchronous data unit (ADU)
A device that is used to make a direct connection between RS-232C equipment and a digital switch.

Asynchronous Transfer Mode (ATM)
A network technology that transfers cells or packets of data of a relatively small (53 bytes) and constant size over a fixed channel or a route that is established when the data transfer begins. Individually, a cell is processed asynchronously relative to other related cells, and is queued before being multiplexed over the transmission path. *See also* Transmission Control Protocol (TCP).

Asynchronous Transfer Mode (ATM) network duplication
An ATM-PNC configuration. A DEFINITY ECS without duplicated switch processing elements (SPEs) uses ATM network duplication for duplicated expansion port network (EPN) connectivity to other points on an ATM network. These points can be on the same ATM switch, separate ATM switches, or directly connected to an ATM wide area network (WAN). The performance of ATM network duplication and critical reliability is the same. *See also* Asynchronous Transfer Mode (ATM).

ATA
See Enhanced Integrated Drive Electronics (EIDE).

ATB
See all trunks busy (ATB).

ATD
See attention dial (ATD).

ATM
See Asynchronous Transfer Mode (ATM).

attendant
A person who uses an attendant console.

attendant console
A workstation that an attendant uses to originate a call, answer an incoming call, transfer a call to another extension or trunk, put a call on hold, or remove a call from hold. Attendants can also use the console to manage and monitor some system operations. Also called *console*.

attention dial (ATD)
A command in the Hayes modem command set for asynchronous modems.

Audio Information Exchange (AUDIX)
A fully integrated voice mail system that can be used with a variety of communications systems to provide call-history data, such as subscriber identification and reason for redirection.

AUDIX
See Audio Information Exchange (AUDIX).

auto-in trunk group
A trunk group for which the central office (CO) processes all the digits for an incoming call. When a CO seizes a trunk from an auto-in trunk group, the switch automatically connects the trunk to the destination, which is usually an Automatic Call Distribution (ACD) split. If no agents in the split are available to answer the call, the call is sent to a queue. In the queue, calls are answered in the order in which the calls arrive.

auto-in work mode
One of four agent work modes. In the auto-in work mode, an agent is ready to process another call as soon as the agent completes the current call. *See also* after-call work (ACW) mode; aux work mode; manual-in work mode.

Automatic Alternate Routing (AAR)
A feature that routes calls to other than the first-choice route when the first-choice route is unavailable.

Automatic Callback (ACB)
A feature for internal callers who reach a busy extension. With ACB, the system automatically connects and rings both parties when the called party is available.

Automatic Call Distribution (ACD)
A feature that answers calls, and then follows administered instructions to deliver appropriate messages to the caller, or route the call to an agent. *See also* Uniform Call Distribution (UCD).

Automatic Call Distribution (ACD) split
A group of extensions that are staffed by agents who are trained to handle a certain type of incoming call, and a method of routing calls of a certain type among those agents in a call center.

automatic calling unit (ACU)
A device that places a telephone call on behalf of a computer.

Automatic Circuit Assurance (ACA)
A feature that tracks calls of unusual duration to help with troubleshooting. A high number of very short calls, or a low number of very long calls might indicate a faulty trunk.

automatic incoming trunk
See automatic trunk.

Automatic Number Identification (ANI)
Representation of the calling number, for display or to use to obtain information about the caller.

automatic restoration
A service that restores disrupted connections between access endpoints (nonsignaling trunks) and data endpoints (devices that connect the switch to data terminal equipment (DTE) or communications equipment). The connections are restored within seconds of a service disruption, so that critical data applications are uninterrupted.

Automatic Route Selection (ARS)
A feature with which the system can be administered to automatically choose the most cost-effective way to send a toll call.

automatic tie trunk
See automatic trunk.

automatic trunk
A trunk that does not need addressing information because the destination is predetermined. A request for service on the trunk, which is called a *seizure*, is sufficient to route the call. The normal destination of an automatic trunk is the attendant group of a communications system. Also called *automatic incoming trunk* and *automatic tie trunk*.

AUX
auxiliary

auxiliary equipment
Equipment that is needed for optional system features, such as Loudspeaker Paging and Music on Hold.

auxiliary trunk
A trunk that connects auxiliary equipment, such as radio-paging equipment, to a communications system.

aux work mode
One of four agent work modes. In aux work mode, agents are unavailable to receive Automatic Call Distribution (ACD) calls. Agents enter aux-work mode when the agents engage in non-ACD activities, such as taking a break from work or placing an outgoing call. *See also* after-call work (ACW) mode; auto-in work mode; manual-in work mode.

Avaya Call Management System (CMS)
An application that runs on an adjunct processor, and that collects information from an Automatic Call Distribution (ACD) unit. Customers use Avaya CMS to generate reports on the status of agents, splits, trunks, trunk groups, vectors, and vector directory numbers (VDNs). Customer then use this information to monitor and manage telemarketing centers. Customers can also use CMS to partially administer the ACD feature for a communications system.

Avaya Communication Manager
An open, scalable, highly reliable, and secure telephony application. Communication Manager provides user functionality and system management functionality, intelligent call routing, application integration and extensibility, and Enterprise Communications networking.

Avaya Media Gateway
A family of application-enabling hardware elements that includes intraswitch connectivity, control interfaces, port interfaces, and cabinets. Avaya Media Gateways support both bearer traffic and signaling traffic that is routed between packet-switched networks and circuit-switched networks to deliver data, voice, fax and messaging capabilities. Avaya Media Gateways provide protocol conversion (IP to ATM to TDM), conferencing, presence (on-hook/off-hook), connectivity (to private networks and public networks, IP/ATM/TDM) and networking (QSIG/DCS/ISDN). Optional form factors are supported.

Avaya Media Server
A family of application-enabling processing platforms that are based on open CPUs and industry-standard operating systems. Avaya Media Servers provide centralized Enterprise Class call processing that can be distributed across a multiprotocol network that includes, but is not limited to, Internet Protocol (IP). In addition to supporting a highly diversified network architecture, Avaya Media Servers provide user functionality, system management functionality, intelligent call routing, application integration, mobility, and conferencing.

Avaya MultiService Console
The fault management infrastructure for a data switching environment that interfaces with device management and provides event reporting and alarming.

Avaya MultiService Network Manager
The network management platform that is used with the Avaya product family.

Avaya Policy Manager
Software that implements policy management for Avaya products.

AVD
alternate voice and data

AWG
See American Wire Gauge (AWG).

AWOH
See Administration Without Hardware (AWOH).

AWT
average work time

B

B8ZS
See Bipolar Eight Zero Substitution (B8ZS).

bandwidth
The width of a communications channel. In analog communications, bandwidth is measured in cycles per second or *Hertz*. In digital communications, bandwidth is measured in bits per second.

barrier code
A security code that is used with the Remote Access feature to prevent unauthorized access to the system.

Basic Rate Interface (BRI)
See Integrated Services Digital Network Basic Rate Interface (ISDN-BRI).

B-channel
See bearer channel (B-channel).

BCC
See Bearer Capability Class (BCC).

BCMS
Avaya Basic Call Management System

BCT
See business communications terminal (BCT).

Bearer Capability Class (BCC)
A code that identifies the type of a call, such as a voice call and different types of data calls. Determination of BCC is based on the characteristics of the caller for non-ISDN endpoints, and on the Bearer Capability and Low-Layer Compatibility information elements (IEs) of an ISDN endpoint. Current BCCs are 0 (voice-grade data and voice), 1 (DMI mode 1, 56-kbps data transmission), 2 (DMI mode 2, synchronous data transmission or asynchronous data transmission up to 19.2 kbps), 3 (DMI mode 3, 64-kbps circuit/packet data transmission), 4 (DMI mode 0, 64-kbps synchronous data), 5 (temporary signaling connection), and 6 (wideband call, 128 kbps to 1984 kbps synchronous data).

bearer channel (B-channel)
A 64-kbps channel or a 56-kbps channel that carries a variety of digital information streams. A B-channel carries voice at 64 kbps, data at up to 64 kbps, wideband voice encoded at 64 kbps, and voice at less than 64 kbps, alone or combined. See also data channel (D-channel).

BER
See bit error rate (BER).

BGP
See Border Gateway Protocol (BGP).

BHCC
busy hour call capacity

Bipolar Eight Zero Substitution (B8ZS)
A line-coding technique that is used in North American T1 circuits and ISDN-PRI circuits. To guarantee ones density, B8ZS removes an octet of all zeros, and replaces the octet with a pattern that contains bipolar line violations in specific bit locations. A B8ZS receiver removes the octet with the substituted pattern, and replaces that octet with the original octet of all zeros.

bit error rate (BER)
The percentage of bits that are received in error compared to the number of bits that are sent.

bit rate
See data rate.

BLF
busy lamp field

BN
billing number

Border Gateway Protocol (BGP)
A TCP/IP routing protocol for interdomain routing in large networks. BGP is defined by RFC 1163.

BOS
bit-oriented signaling

BPN
billed-party number

BRI
See Integrated Services Digital Network Basic Rate Interface (ISDN-BRI).

bridge
A device that is generally used to connect segments of a local area network (LAN) to other LAN segments or to a wide area network (WAN). A bridge routes traffic on the Level 2 LAN protocol (for example, the MAC address), which occupies the lower sublayer of the LAN Open Systems Interconnect (OSI) data link layer. A bridge can be equipped to provide frame relay support to the LAN devices that the bridge serves. A bridge that provides frame relay support encapsulates LAN frames in frame relay frames. The bridge then feeds those frame relay frames to a frame relay switch for transmission across the network. A bridge that provides frame relay support also receives frame relay frames from the network, strips the frame relay frame off each LAN frame, and passes the LAN frame on to the end device. *See also* router.

bridged appearance
A call appearance on one telephone that matches a call appearance on another telephone for the duration of a call.

buffer
(1) For hardware, a circuit or a component that isolates one electrical circuit from another. Usually, a buffer holds data from one circuit or one process until another circuit or process is ready to accept the data. (2) For software, an area of memory that is used for temporary storage.

bus
A multiconductor electrical path that is used to transfer information over a common connection from any of several sources to any of several destinations. *See also* packet bus; time-division multiplex (TDM) bus.

business communications terminal (BCT)
A digital data terminal for business applications. A BCT can use a data module to function as a special-purpose terminal for services that are provided by a processor. A BCT can also function as a terminal for data entry and data retrieval.

BX.25
A version of the CCITT X.25 protocol for data communications. BX.25 adds a fourth level to the standard X.25 interface. This uppermost level combines levels 4, 5, and 6 of the International Organization for Standards (ISO) reference model.

bypass tie trunk
A one-way, outgoing tie trunk from a tandem switch to a main switch in an electronic tandem network (ETN). Bypass tie trunks are provided in limited quantities as a last-choice route when all trunks to another tandem switch are busy.

C

cabinet
A container for racks, shelves, or carriers that hold electronic equipment.

cable
A wire or a group of wires that is used to connect a piece of equipment and a termination field, or to connect two pieces of equipment, such as a data terminal and a modem.

cable connector
A jack (female) or plug (male) on the end of a cable. A cable connector connects wires on a cable to specific leads on telephone equipment or data equipment.

cache
A section of high-speed memory that holds blocks of data that the CPU is currently working on. The purpose of a cache is to decrease the time that the CPU must spend to access memory.

CACR
cancellation of authorization code request

CAG
coverage answer group

Cajun
An obsolete term that was previously used to describe Avaya data networking products.

call accounting system (CAS)
A device that consists of hardware and software, and that attaches to a telephone system. A CAS is used to record information about telephone calls, organize that information into usable data, and provide reports on telephone usage.

call appearance
A button that is used to place outgoing calls, receive incoming calls, and hold calls. Two lights next to the button show the status of the call appearance. An attendant console has six call appearance buttons that are labeled *a* through *f*. A telephone has a single call appearance button that is labeled with an extension number. *See also* appearance.

Call Detail Recording (CDR)
A feature that uses software and hardware to record call data. CDR was formerly called Station Message Detail Recording (SMDR). *See also* Call Detail Recording utility (CDRU).

Call Detail Recording utility (CDRU)
Software that collects, stores, filters, and provides output of call detail records. *See also* Call Detail Recording (CDR).

Call Management System (CMS)
See Avaya Call Management System (CMS).

call vector
A set of commands that are performed for an incoming call or an internal call. A call vector is used to provide customized and personalized call routing and treatment. *See also* vector-controlled split; vector directory number (VDN).

call work code (CWC)
A number that an Automatic Call Distribution (ACD) agent uses to record the occurrence of customer-defined events on ACD calls. CWCs can contain up to 16 digits. Agents often use account codes, social security numbers, or telephone numbers for CWCs.

callback call
A call that automatically returns to a telephone on which the Automatic Callback (ACB) feature or the Ringback Queuing feature is active.

call-control capabilities
Capabilities (Third Party Selective Hold, Third Party Reconnect, Third Party Merge) that can be used in either of the Third Party Call Control ASE (cluster) subsets Call Control and Domain Control.

Caller ID (CID)
See Incoming Call Identifier (ICI).

Caller's Emergency Service Identification (CESID)
A telephone extension that a switch sends to a public safety answering point (PSAP). A CESID helps to locate callers who require emergency 911 services.

call reference value (CRV)
An identifier within ISDN messages that associates a related sequence of messages. In Adjunct-Switch Application Interface (ASAI), CRVs distinguish between associations.

call waiting ringback tone
A tone that notifies the attendant that the Attendant Call Waiting feature is active, and that the called party knows about the waiting call. In the US, A call waiting ringback tone is the same as a ringback tone, except that the call waiting ringback tone decreases in the last 0.2 seconds. Tones in other countries might sound different.

CAMA
See centralized automatic message accounting (CAMA).

capability
A request for an operation or an indication of an operation. For example, Third Party Make Call is a request to set up a call, and event report is an indication that an event occurred.

capability group
A set of capabilities that an application can request. Capability groups, which are determined by switch administration, denote association types. For example, Call Control is a type of association that allows certain functions (the functions in the capability group) to be performed over this type of association. Also called an *administration group* or an *application service element (ASE)*.

carried load
The amount of traffic that traffic-sensitive facilities serve during a given interval.

carrier
An enclosed shelf that contains vertical slots that hold circuit packs.

CARR-POW
carrier port and power unit for AC-powered systems

CAS
(1) Centralized attendant service; (2) call accounting system; (3) channel associated signaling.

cascade module
A module that is used to connect the Avaya G700 Media Gateway and other Avaya data networking products to the Octaplane.

CA-TSC
call-associated temporary signaling connection

cause value
A value that is returned in response to requests, or in event reports when a denial or an unexpected condition occurs. Adjunct-Switch Application Interface (ASAI) cause values fall into two coding standards, 0 and 3. Coding standard 0 includes any cause values that are part of AT&T and CCITT ISDN specifications. Coding standard 3 includes any other ASAI cause values. The notation for cause value gives the coding standard first, followed by a slash, and then the cause value. For example, CS0/100 is coding standard 0, cause value 100.

CBC
(1) call-by-call; (2) coupled bonding conductor.

CBR
See constant bit rate (CBR).

CC
See country code (CC).

CCIS
See common-channel interoffice signaling (CCIS).

CCITT
Comitte Consultatif International Telephonique et Telegraphique. *See* International Telecommunications Union (ITU).

CCMS
control-channel message set

CCS or hundred call seconds
A unit of call traffic that is equal to 100 seconds of telephone use. One hour of telephone use is equal to 36 CCS, which is equal to 1 Erlang. (Note that *C* is the Roman numeral for *centi* or hundred. The abbreviation for call seconds is *CS*. Therefore, 100 call seconds is abbreviated as *CCS*.)

CCSA
See communications controller (CC).

CDM
channel-division multiplexing

CDOS
customer-dialed and operator serviced

CDPD
customer database-provided digits

CDR
See Call Detail Recording (CDR).

CDRP
call detail record poller

CDRR
call detail recording and reporting

CDRU
See Call Detail Recording utility (CDRU).

CDV
See cell delay variation (CDV).

CED
caller-entered digits

cell delay variation (CDV)
A measurement of the allowable variance in delay between one cell and the next cell, in fractions of a second. When the network emulates a circuit, the network uses CDV measurements to determine if cells are arriving too fast or too slow.

CEM
channel-expansion multiplexing

CE Mark
Conformite Europeene or European Conformity Mark. A mark that indicates that a product conforms with the type approval standards of the European Union (EU).

center-stage switch (CSS)
The central interface between the processor port network (PPN) and the expansion port networks (EPNs) in a CSS-connected system.

centralized automatic message accounting (CAMA)
The recording of toll calls at a central point.

central office (CO)
Telephone switching equipment that provides local telephone service and access to toll facilities for long distance calling.

central office (CO) code
The first 3 digits of a 7-digit public-network telephone number in the US.

central office (CO) trunk
A telecommunications channel that provides access from the system to the public network through the local central office (CO).

CEPT1
European Conference of Postal and Telecommunications Rate 1

CES
See circuit emulation service (CES).

CESID
See Caller's Emergency Service Identification (CESID).

Challenge-Handshake Authentication Protocol (CHAP)
An authentication method for connecting to an Internet Service Provider (ISP). CHAP does not require a user to use a terminal screen to log in to the ISP. Because the user password is not sent in text format, CHAP is more secure than some other authentication methods.

channel
(1) A circuit-switched call. (2) A communications path that is used to transmit voice and data. (3) In wideband transmission, all the contiguous time slots or noncontiguous time slots that are necessary to support a call. For example, an H0-channel uses six 64-kbps time slots. (4) A digital signal-0 (DS0) on a T1 facility or an E1 facility that is not specifically associated with a logical circuit-switched call. *See also* data channel (D-channel).

channel associated signaling (CAS)
A method of signaling that is used with non-ISDN digital trunks. CAS is defined only for E1 trunks, and is bit oriented. Usually for ITU-T-defined E1 trunks, CAS signaling is carried over E1 time slot 16, and framing is carried over TS0.

channel negotiation
The process by which the channel that is offered in the channel identification information element (CIIE) in the SETUP message is negotiated to be another channel. This other channel is acceptable to the switch that receives the SETUP message, and ultimately acceptable to the switch that sent the SETUP message. Negotiation is attempted only if the CIIE is encoded as Preferred. Channel negotiation is not attempted for wideband calls. *See also* information element (IE).

channel service unit/data service unit (CSU/DSU)
A hardware device that converts digital data frames from the communications technology that is used on a local area network (LAN) into frames that are appropriate for a wide area network (WAN), and vice versa. The CSU receives and transmits signals from and to the WAN line, and provides a barrier for electrical interference from either side of the unit. The CSU can also echo loopback signals from the central office (CO) for testing. The DSU manages line control, and converts input and output between RS-232C, RS-449, or V.xx frames from the LAN, and the time-division multiplexed DSX frames on the T1 line. The DSU manages timing errors and signal regeneration. The DSU uses a standard (EIA/CCITT) interface to provide a modem-like interface between the computer as data terminal equipment (DTE) and the CSU. The DTE interface of a DSU is usually compatible with the V.xx and RS-232C or similar serial interface. The DSU also provides testing capabilities.

CHAP
See Challenge-Handshake Authentication Protocol (CHAP).

chassis
A rack-mountable container for circuit packs, media modules, and other components of a media gateway.

CI
clock input

CIIE
channel identification information element

circuit
(1) An arrangement of electrical elements through which electric current flows. (2) A channel or a transmission path between two or more points.

circuit emulation service (CES)
A connection over an Asynchronous Transfer Mode (ATM) PVC-based network that provides end-to-end service. CES conforms to the CES ATM Forum VTOA-78 Interoperability Specifications (CES-IS). Also called *virtual trunking*. *See also* permanent virtual circuit (PVC).

circuit pack
A circuit card on which electrical circuits are printed, and integrated circuit (IC) chips and electrical components are installed. A circuit pack is installed in a switch carrier.

CISPR
International Special Committee on Radio Interference

CLAN (TN799B)
See Controlled Local Area Network (CLAN) circuit pack.

Class of Restriction (COR)
A feature that allows up to 96 classes of call-origination restrictions and call-termination restrictions for telephones, telephone groups, data modules, and trunk groups. *See also* Class of Service (COS).

Class of Service (COS)
A feature that uses a number to specify whether telephone users can activate the Automatic Callback (ACB), Call Forwarding All Calls, Data Privacy, or Priority Calling features. *See also* Class of Restriction (COR).

CLI
See command line interface (CLI).

CM
connection manager

CMC
compact modular cabinet

CMC1
CMC1 Media Gateway. *See also* Avaya Media Gateway.

CMDR
Centralized Message Detail Recording

CMS
call management system. *See also* Avaya Call Management System (CMS).

CO
See central office (CO).

codec
A device that converts data from one format to another. A codec, which is an abbreviation for *coder/decoder* or *compressor/decompressor*, is typically implemented in the firmware of a digital signal processor (DSP). *See also* compression.

command line interface (CLI)
A simple terminal interface, that might be provided by way of telnet or a serial port that provides management functions. The System Access Terminal (SAT) and the UNIX shell are examples of a CLI.

common-channel interoffice signaling (CCIS)
A transmission method by which signaling information for a group of trunks is encoded and transmitted over a separate channel.

Common-Control Switching Arrangement (CCSA)
An arrangement in which large corporate subscribers rent dedicated lines and share central office (CO) switches. A CCSA creates a private network in which users can dial anywhere with a standard 7-digit number that is similar to a local telephone number. *See also* Advanced Private-Line Termination (APLT).

communications controller (CC)
The server that runs Avaya Communication Manager from the perspective of a G700 media gateway. The Avaya S8300 Media Server is a CC that is also an Avaya media module. The S8300 Media Server can also run Intuity AUDIX and other applications. In the external configuration, the CC is an Avaya S8700 Media Server.

communications system
A software-controlled processor complex that interprets dial pulses, tones, and keyboard characters, and makes the proper connections within the system and externally. The communications system consists of a digital computer, software, storage devices, and carriers, with special hardware to perform the connections. A communications system provides communications services for the telephones on customer premises and the data terminals on customer premises, including access to public networks and private networks. *See also* switch.

COM port
A communications port. UNIX recognizes only COM1 and COM2, and presents COM1 and COM2 to the user as TTY ports. DOS recognizes COM1 and COM2, and also recognizes COM3 an COM4, although there is contention for the interrupt line when all COM ports are in use.

compression
An audio coding process that reduces 64-Kbps audio streams to sub-16-Kbps rates, at the expense of delay and audio quality. Compression is useful for transport over the limited-bandwidth dial-up connections that are used with Point-to-Point Protocol (PPP). Compression is usually referred to as codec compression/decompression. Common standard codecs are G.723a and G.729. *See also* digital signal processor (DSP).

computer telephony integration (CTI)
The combination and interworking of telephony functions and computer operations.

concentration highway
A serial time-division multiplex (TDM) bus that is used to interconnect communications devices.

confirmation tone
A tone that confirms that the system activated, deactivated, or canceled a feature as requested.

connectivity
The state in which a domain of connected devices all adhere to the same set of connection rules. Connectivity is the property of a network by which dissimilar devices can communicate with each other.

console
See attendant console.

constant bit rate (CBR)
Digital information, such as video and digitized voice, that is represented by a continuous stream of bits. CBR traffic requires guaranteed throughput rates and service levels.

contiguous slotting
Term that describes adjacent digital signals-0 (DS0s) within one T1 facility or one E1 facility, or adjacent time-division multiplex (TDM) slots or fiber time slots. The first TDM bus and the last TDM bus, DS0, or fiber time slots are not considered contiguous (no wraparound). For an E1 facility with a D-channel, DS0s 15 and 17 are considered contiguous.

Controlled Local Area Network (CLAN) circuit pack
A circuit pack (TN799B) in a DEFINITY port network (PN) that provides TCP/IP connectivity to adjuncts over Ethernet or Point-to-Point Protocol (PPP). The CLAN circuit pack serves as the network interface for a DEFINITY server. The CLAN terminates IP (TCP and UDP), and relays those sockets and connections up to the DEFINITY server.

controlled station
A station that a domain-control association monitors and controls.

COR
See Class of Restriction (COR).

COS
See Class of Service (COS).

country code (CC)
The part of an international telephone number that identifies the country to which the call is being placed. The country code is dialed after the long distance access code, and before the telephone number itself. Country codes are from 1 digit to 3 digits long.

coverage answer group
A group of up to eight telephones that ring simultaneously in response to a redirected call from call coverage. Any of the telephones in the group can be used to answer the call.

coverage call
A call that is automatically redirected from the extension of the called party to an alternate answering position when certain coverage criteria are met.

coverage path
The order in which calls are redirected to alternate answering positions.

coverage point
An extension or an attendant group, a vector directory number (VDN), or an Automatic Call Distribution (ACD) split that is designated as an alternate answering position in a coverage path.

covering user
A person at a coverage point who is authorized to answer a redirected call.

CPE
See customer-premises equipment (CPE).

CPN
called-party number

CPN/BN
calling-party number/billing number

CPTR
call-progress-tone receiver

CPU
central processing unit

CRC
See cyclic redundancy check (CRC).

CRV
See call reference value (CRV).

CSA
(1) Canadian Safety Association; (2) customer software administrator.

CSCC
compact single-carrier cabinet

CSCN
center-stage control network

CSD
customer-service document

CSM
centralized system management

CSS
See center-stage switch (CSS).

CSSO
Customer Services Support Organization

CSU/DSU
See channel service unit/data service unit (CSU/DSU).

CTI
See computer telephony integration (CTI).

CTI station

An Administration Without Hardware (AWOH) station that an application can use to originate calls and receive calls. CTI stations support Adjunct-Switch Application Interface (ASAI) call control features such as hold, answer, drop, conference, and so on. Calls on a CTI station operate the same way as calls on a real telephone. CTI stations can also be used to originate Phantom Calls.

CTS

clear to send

customer-premises equipment (CPE)

Equipment that is connected to the telephone network, and that resides on a customer site. CPE can include telephones, modems, fax machines, video conferencing devices, switches, and so on.

CWC

See call work code (CWC).

cyclic redundancy check (CRC)

A method to check the integrity of a transmitted block of data. The transmitting device generates a CRC character, the value of which depends on the number of ones in the data block to be transmitted. The receiving device calculates the value of the data that is received, including the added character. If the values of the transmitted data and the values of the data that is received do not agree, the receiving device requests the transmitting device to send the data again.

D

DAC

(1) dial access code; (2) direct agent calling; (3) digital-to-analog converter.

data channel (D-channel)

A 16-kbps channel or a 64-kbps channel that carries signaling information or data on a Basic Rate Interface (BRI) or a Primary Rate Interface (PRI) Interface. *See also* bearer channel (B-channel); data channel (D-channel) backup.

data channel (D-channel) backup

The type of backup that is used with nonfacility-associated signaling (NFAS). A primary data channel (D-channel) provides signaling for an NFAS D-channel group (two or more PRI facilities). A second D-channel, on a separate PRI facility of the NFAS D-channel group, is designated as backup for the D-channel. Failure of the primary D-channel causes automatic transfer of call-control signaling to the backup D-channel. The backup becomes the primary D-channel. When the failed channel returns to service, that channel becomes the backup D-channel.

data communications equipment (DCE)

Equipment on the network side of a communications link that makes the binary serial data from the source or the transmitter compatible with the communications channel. DCE is usually a modem, a data module, or a packet assembler/disassembler.

data link

The configuration of physical facilities that end terminals use to communicate directly with each other.

data link connection identifier (DLCI)

An identifier that is assigned to each data link in the link access procedure-D (LAPD) protocol. DLCI is used to route data to a certain destination.

data module
An interconnection device between a Basic Rate Interface (BRI) or a Digital Communications Protocol (DCP) interface of the switch, and data terminal equipment (DTE) or data communications equipment (DCE).

data path
The end-to-end connection that is used for a data link. A data path is the combination of all elements of an interprocessor communication in a distributed communications system (DCS).

data port
A point of access to a computer that uses trunks or lines to transmit or receive data. *See also* port.

data rate
The speed at which bits are transmitted, which is usually expressed in bits per second. The data rate depends on the speed of the transmission, and thus is not the same as the actual capacity of the channel. Also called *bit rate* and *data signaling rate*.

data service unit (DSU)
See channel service unit/data service unit (CSU/DSU).

data signaling rate
See data rate.

data terminal
An input/output (I/O) device that has either switched access or direct access to a host computer or to a processor interface.

data terminal equipment (DTE)
Equipment that comprises the endpoints in a connection over a data circuit. In a connection between a data terminal and a host, the terminal, the host, and the associated modems or data modules comprise the DTE.

dBA
decibels in reference to amperes

dBrnC
decibels above reference noise with C filter

DCE
See data communications equipment (DCE).

D-channel
See data channel (D-channel).

D-channel backup
See data channel (D-channel) backup.

DCO
digital central office (CO)

DCP
See Digital Communications Protocol (DCP).

DCS
distributed communications system

DDC
direct department calling

DDD
See Direct Distance Dialing (DDD).

DEFINITY LAN Gateway (DLG)
An application that uses a TCP/IP Ethernet transport instead of the traditional Basic Rate Interface (BRI) transport to provide the functionality of Adjunct-Switch Application Interface (ASAI).

DEFINITY Wireless Business System (DWBS)
A wireless telecommunications system that integrates wireless capabilities into the DEFINITY Server.

delay-dial trunk
A trunk that a caller can use to dial directly into a communications system. That is, the system receives the digits as the user dials the digits.

denying a request
The process of sending a negative acknowledgment (NAK). To send a NAK, the system sends an FIE with a return error component (and a cause value). Note that denying a request should not be confused with the denial event report that applies to calls.

designated voice terminal
The specific telephone to which calls that were originally directed to a certain extension are redirected. The designated voice terminal is commonly used to mean the forwarded-to telephone when the Call Forwarding All Calls feature is active.

device
An entity in an Avaya managed network that is accessed from the Avaya MultiService product suite, and managed by Java-based software called a Device Manager.

DHCP
See Dynamic Host Configuration Protocol (DHCP).

dial-repeating tie trunk
A tie trunk that transmits called-party addressing information between two communications systems.

dial-repeating trunks
A tie trunk that can handle station-signaling information without attendant assistance.

Dialed-Number Identification Service (DNIS)
A feature of 800 service and 900 service that provides the number that the caller dialed to reach the attached computer telephony system.

DID
See Direct Inward Dialing (DID).

Differentiated Services (DiffServ)
A protocol that is used to specify and control network traffic by class, so that certain types of traffic get precedence. For example, voice traffic, which requires a relatively uninterrupted flow of data, might get precedence over other kinds of network traffic. DiffServ is the most advanced method for managing traffic by Class of Service (COS). DiffServ avoids simple priority tagging, and depends on more complex policy or rule statements to determine how to forward a given network packet.

DiffServ
See Differentiated Services (DiffServ).

digit conversion
A process that is used to convert specific dialed numbers into other dialed numbers.

digital
The representation of information by discrete steps. *See also* analog.

Digital Communications Protocol (DCP)

A proprietary protocol that is used to transmit both digitized voice and digitized data over the same communications link. A DCP link consists of two 64-kbps information (I) channels, and one 8-kbps signaling (S) channel. The DCP protocol supports two information-bearing channels, and thus two telephones or data modules. The I1 channel is the DCP channel that is assigned on the first page of the 8411 Station screen. The I2 channel is the DCP channel that is assigned on the analog adjunct page of the 8411 Station screen, or on the data module page.

digital data endpoints

Devices such as the 510D terminal or the 515-type business communications terminal (BCT).

digital multiplexed interface (DMI)

An interface that uses digital signal-1 (DS1) 24th-channel signaling to provide connectivity between a communications system and a host computer or between two communications systems. DMI provides 23 64-kbps data channels (D-channels), and 1 common-signaling channel over a twisted-pair connection. DMI is offered through two capabilities, bit-oriented signaling (DMI-BOS) and message-oriented signaling (DMI-MOS).

digital signal-0 (DS0)

See digital signal level n (DSn).

digital signal-1 (DS1)

See digital signal level n (DSn).

digital signal level *n* (DS*n*)

A term for the series of standard digital transmission rates or levels that are used to classify the capacities of digital lines and digital trunks. Signals are based on digital signal level 0 (DS0), and range upward to DS4. DS0 is a transmission rate of 64 Kbps, which is the bandwidth that is normally used for one telephone channel. A DS0 is a single 64-kbps channel in a T1 facility or an EI facility, and consists of 8 bits in a T1 frame or an E1 frame every 125 microseconds. DS1, used as the signal in the T-1 carrier, is 24 DS0 (64 Kbps) signals that are transmitted using pulse-code modulation (PCM) and time-division multiplexing (TDM). DS-2 is four DS1 signals that are multiplexed together to produce a rate of 6.312 Mbps. DS-3, the signal in the T-3 carrier, carries a multiple of 28 DS1 signals or 672 DS0s or 44.736 Mbps. Digital signal *n* is based on the ANSI T1.107 guidelines.

digital signal processor (DSP)

A specialized microprocessor that processes a stream of bits in real time. In the telecommunications industry, DSPs are used for such things as echo cancellation, call progress monitoring, voice processing, and the compression of voice and video signals. *See also* codec.

digital terminal data module (DTDM)

An integrated data module or an adjunct data module that shares the same physical port with a digital telephone for connection to a communications system. The function of a DTDM is similar to that of a processor data module (PDM) and a modular processor data module (MPDM), in that a DTDM converts RS-232C signals to Digital Communications Protocol (DCP) signals.

digital-to-analog converter (DAC)

A device that converts data in digital form to the corresponding analog signals. *See also* analog-to-digital converter (ADC).

digital transmission

A mode of transmission in which information is converted to digital form, and then transmitted as a serial stream of pulses.

digital trunk

A circuit that carries digital voice, digital data, or both in a telecommunications channel.

DIMM
See dual in-line memory module (DIMM).

DIOD
Direct Inward and Outward Dialing (DIOD)

Direct Agent
A feature that is available only through the Adjunct-Switch Application Interface (ASAI). With Direct Agent, a call can be placed in a split queue, but will be routed only to a specific agent in that split. The call is measured as an Automatic Call Distribution (ACD) call and receives normal ACD call treatment such as announcements, but only a particular agent answers.

Direct Distance Dialing (DDD)
A feature by which a user can place long distance calls directly without operator assistance to telephones that are outside the local service area.

Direct Extension Selection (DXS)
A feature on an attendant console by which an attendant can press a group-select button and a DXS button to gain direct access to telephones.

Direct Inward Dialing (DID)
A feature by which incoming calls from the public switched telephone network (PSTN) reach a specific telephone without attendant assistance.

Direct Outward Dialing (DOD) trunk
An incoming trunk that is used to dial directly from the public switched telephone network (PSTN) into a communications system without help from the attendant.

Direct Station Selector (DSS)
An adjunct that provides additional buttons and indicators to give an attendant direct access to additional line appearances.

distributed communications system (DCS)
A network configuration that links two or more communications systems so that selected features appear to operate as if the network were one system.

DIVA
data in/voice answer

DLC
data line circuit

DLCI
See data link connection identifier (DLCI).

DLDM
Data-line data module

DLG
See DEFINITY LAN Gateway (DLG).

DMI
See digital multiplexed interface (DMI).

DMI-BOS
digital multiplexed interface bit-oriented signaling. *See also* digital multiplexed interface (DMI).

DMI-MOS
digital multiplexed interface message-oriented signaling. *See also* digital multiplexed interface (DMI).

DND
See Do Not Disturb.

DNIS
See Dialed-Number Identification Service (DNIS).

DNS
See Domain Name System (DNS).

DOD
See Direct Outward Dialing (DOD) trunk.

domain
Vector directory numbers (VDNs), Automatic Call Distribution (ACD) splits, and stations. The VDN domain is used for active-notification associations. The ACD-split domain is used for active-notification associations and domain-control associations. The station domain is used for the domain-control associations.

domain-control association
A unique combination of a call reference value (CRV) and a link number that is initiated by Third Party Domain Control request. *See also* adjunct-monitored call; domain-controlled split; domain-controlled station; domain-controlled station on a call.

domain-controlled split
A split for which Third Party Domain Control request was accepted. A domain-controlled split provides an event report for logout. *See also* domain-control association; domain-controlled station; domain-controlled station on a call.

domain-controlled station
A station for which a Third Party Domain Control request was accepted. A domain-controlled station provides event reports for calls that are alerting, connected, or held at the station. *See also* domain-control association; domain-controlled split; domain-controlled station on a call.

domain-controlled station on a call
A station that is active on a call, and that provides event reports over one domain-control association or two domain-control associations. *See also* domain-controlled station.

Domain Name System (DNS)
A hierarchical network-naming scheme. DNS servers provide a mapping of domain names to IP addresses.

Do Not Disturb
A feature by which a telephone appears busy to any incoming calls.

DOT
duplication option terminal

DPM
dial plan manager

DPR
(1) dual-port random access memory (RAM); (2) dial pulse recognition.

DRAM
See dynamic random access memory (DRAM).

DS0
See digital signal level n (DSn).

DS1
See digital signal level n (DSn).

DS1C
digital signal level-1 protocol C

DS1 CONV
digital signal level-1 converter

DS3
See digital signal level n (DSn).

DSI
digital signal interface

DSP
See digital signal processor (DSP).

DSS
See Direct Station Selector (DSS).

DSU
See channel service unit/data service unit (CSU/DSU).

DTDM
See digital terminal data module (DTDM).

DTE
See data terminal equipment (DTE).

DTGS
direct trunk group select

DTMF
See dual-tone multifrequency (DTMF).

DTS
disk-tape system

dual in-line memory module (DIMM)
Industry standard, 168-pin memory module for dynamic random access memory (DRAM). The TN2320 circuit pack uses two DIMMS.

dual-tone multifrequency (DTMF)
The touchtone signals that are used for in-band telephone signaling.

duplication
The use of redundant components to improve availability. When a duplicated subsystem fails, the backup redundant subsystem automatically takes over.

DWBS
See DEFINITY Wireless Business System (DWBS).

DXS
See Direct Extension Selection (DXS).

Dynamic Host Configuration Protocol (DHCP)
An IETF protocol (RFCs 951, 1534, 1542, 2131, and 2132) that assigns IP addresses dynamically from a pool of addresses instead of statically.

dynamic random access memory (DRAM)
Read/write memory that must be continually refreshed to maintain the stored data. *See also* random access memory (RAM).

E

E&M
See ear and mouth (E&M) signaling.

E1
A European digital transmission format that was devised by the ITU-TS and named by the Conference of European Postal and Telecommunication Administration (CEPT). E1 is the equivalent of the North American T-carrier system format. E2 through E5 are carriers in increasing multiples of the E1 format. The E1 signal format carries data at a rate of 2.048 million bits per second, and can carry 32 channels of 64 Kbps each. E1 carries at a somewhat higher data rate than T1, which carries 1.544 million bits per second. The reason for this higher rate is that E1, unlike T1, does not do bit robbing, and all 8 bits per channel are used to code the signal. E1 and T1 can be interconnected for international use. The E2 signal format carries four multiplexed E1 signals with a data rate of 8.448 million bits per second. The E3 signal format 16 E1 signals with a data rate of 34.368 million bits per second.

E2
See E1.

E3
See E1.

ear and mouth (E&M) signaling
Trunk supervisory signaling that is used between two communications systems. E&M signaling information is transferred through 2-state voltage conditions (on the E and M leads) for analog applications, and through a single bit for digital applications.

EAS
See Expert Agent Selection (EAS).

EBCDIC
See Extended Binary-Coded Decimal Interexchange Code (EBCDIC).

ECC
error correct code

echo return loss (ERL)
The difference between a frequency signal and the echo on that signal as the signal reaches the destination.

ECMA
European Computer Manufacturers Association

EFP
electronic power feed

EI
expansion interface

EIA
See Electronics Industries Association (EIA).

EIA-232

A physical interface specified by the Electronics Industries Association (EIA). EIA-232 transmits and receives asynchronous data at speeds of up to 19.2 kilobits per second over cable distances of up to 50 feet. EIA-232 replaces RS-232 protocol in some Avaya MultiVantage applications.

EIDE

See Enhanced Integrated Drive Electronics (EIDE).

electromagnetic interference (EMI)

Interference in signal transmission that is caused by the radiation of electrical fields and magnetic fields.

electronic tandem network (ETN)

A tandem tie-trunk network (TTTN) with automatic call-routing capabilities that are based on the dialed number and the most preferred route that is available. Each switch in the network is assigned a unique private network office code (RNX), and each telephone is assigned a unique extension.

Electronics Industries Association (EIA)

A trade association of the electronics industry that establishes electrical and functional standards for the member companies.

emergency transfer

A mode of system operation in which, if a major system fails, automatic transfer is initiated to a group of telephones that can make outgoing calls. The system operates in emergency transfer mode until the failure is repaired, and the system automatically returns to normal operation. Also called *power failure transfer.*

EMI

See electromagnetic interference (EMI).

EMS

See external media server (EMS).

end-to-end signaling

The transmission of touchtone signals that is generated by dialing from a telephone to remote computer equipment. These signals are sent over the trunk as dual-tone multifrequency (DTMF) digits, whether the trunk signaling type is marked as tone or rotary, and whether the originating station is tone or rotary. For example, with a call to a voice mail server or an automated attendant service, a connection is first established over an outgoing trunk. Then additional digits are dialed to transmit information to be processed by the computer equipment.

Enhanced Integrated Drive Electronics (EIDE)

An enhanced version of the original standard interface specification (known as *IDE*) for the hard disk drives that are associated with personal computers. The original IDE interface is called ANSI Attachment A (ATA). EIDE is also called *ATA-2* or *Fast ATA*.

Enhanced Private Switched Communications Service (EPSCS)

A private analog telecommunications network that is based on the No. 5 crossbar and 1A ESS switch. An EPSCS can provide advanced voice services and data services to companies that have many locations. *See also* Advanced Private-Line Termination (APLT).

ephemeral termination
In H.248 signaling, a termination that is used for an IP connection. For example, a connection between an analog telephone and an IP telephone is described by an H.248 context with two terminations. These two terminations consist of a physical termination for the analog telephone that corresponds to a physical port, and an ephemeral termination for the IP telephone. The ephemeral termination includes additional information that describes the IP side of the call, such as the codec that is chosen, the near-end IP addresses and ports, the far-end IP addresses and ports, silence suppression information, frame rate (samples per IP packet), and so on.

EPN
See expansion port network (EPN).

EPROM
erasable programmable read-only memory

EPSCS
See Enhanced Private Switched Communications Service (EPSCS).

ERL
See echo return loss (ERL).

Erlang
A unit of traffic intensity, or load, that is used to express the amount of traffic that is needed to keep one facility busy for 1 hour. One Erlang equals 36 CCS or hundred call seconds.

ESCC
enhanced single-carrier cabinet

ESF
See extended superframe format (ESF).

ESI
end system identifier

ESPA
European Standard Paging Access

ETA
(1) extended trunk access; (2) enhanced terminal administration.

Ethernet L2 switch
In the Avaya G700 Media Gateway and in the Avaya stackable switch and router family, an Ethernet L2 switch consists of one or more 8-port, wire-speed Application-Specific Integrated Circuit (ASIC) devices.

Ethernet switch
A device that provides for port multiplication by having more than one network segment. An Ethernet switch directs data only to the target device, instead of to all devices that are attached to the local area network (LAN).

ETN
See electronic tandem network (ETN).

ETSI
See European Telecommunications Standards Institute (ETSI).

European Telecommunications Standards Institute (ETSI)
An organization that works to promote integrated telecommunications in the European community. ETSI can be viewed as the counterpart of the American National Standards Institute (ANSI).

expansion control cabinet
See expansion control carrier.

expansion control carrier
In DEFINITY Server configurations, a carrier in a multicarrier cabinet that contains extra port circuit packs and a maintenance interface. In a single-carrier cabinet, an expansion control carrier is also called an *expansion control cabinet*.

expansion interface (EI)
A port circuit pack in a port network (PN) that provides the interface between a time-division multiplex (TDM) bus or packet bus on the PN and a fiber-optic link. The EI carries circuit-switched data, packet-switched data, network control, timing control, and digital signal 1 (DS1) control. An EI in an expansion port network (EPN) also communicates with the master maintenance circuit pack to provide the environmental status and the alarm status of the EPN to the switch processing element (SPE).

expansion port network (EPN)
In DEFINITY Server configurations, a port network (PN) that is connected to the time-division multiplex (TDM) bus and the packet bus of a processor port network (PPN). Control is achieved by indirect connection of the EPN to the PPN by way of a port-network link (PNL).

Expert Agent Selection (EAS)
A feature by which incoming calls can be routed to specialized groups of agents within a larger pool of agents.

Extended Binary-Coded Decimal Interexchange Code (EBCDIC)
A scheme for coding letters, characters, and numbers into a digital binary stream for use in large computers. EBCDIC is not incompatible with the American Standard Code for Information Interchange (ASCII)), but the two types of files can be converted with a translation program.

extended superframe format (ESF)
A T1 framing standard that is used in a wide area network (WAN).

extension
A number from 1 digit to 5 digits that is used to route calls through a communications system. With a Uniform Dial Plan (UDP) or a main-satellite dialing plan, extensions are also used to route calls through a private network.

extension-in (ExtIn)
The work state that an agent enters when the agent receives a non-ACD call. If the agent receives an ExtIn call when the agent is in the manual-in work mode or the auto-in work mode, the Avaya Call Management System (CMS) records the call as an AUX-In call.

extension-out (ExtOut)
The work state that an agent enters when the agent originates a non-ACD call. *See also* extension-in (ExtIn).

external call
A connection between a user of a communications system and a party who is either on the public switched telephone network (PSTN) or on another communications system in a private network.

external measurements
Automatic Call Distribution (ACD) measurements that are made by the external Avaya Call Management System (CMS) adjunct.

external media server (EMS)
An external server that is running Avaya Communication Manager. An Avaya S8700 Media Server that is controlling Avaya G700 Media Gateways is an example of an external server.

ExtIn
See extension-in (ExtIn).

ExtOut
See extension-out (ExtOut).

F

FAC
feature access code

facilities restriction level (FRL)
An administered value that identifies which types of calls the user of a switch is entitled to make.

facility
A telecommunications transmission pathway and the associated equipment.

facility-associated signaling (FAS)
A method of signaling in which a data channel (D-channel) carries signaling only for those channels that are on the same physical interface. *See also* nonfacility-associated signaling (NFAS).

FAS
See facility-associated signaling (FAS).

FAT
facility access trunk

FCC
Federal Communications Commission

FEAC
forced entry of account codes

feature
A specifically defined function or service that the system provides.

feature button
A labeled button on a telephone or an attendant console that provides access to a specific feature.

Feature Name Extension (FNE)
An extension that is dialed from an off-PBX station (OPS) to activate a specific feature in Avaya Communication Manager.The system administrator administers an FNE to correspond to a feature access code that activates the feature.

FEP
See front-end processor (FEP).

fiber optics
A technology that uses materials that transmit ultra-wideband electromagnetic light-frequency ranges for high-capacity carrier systems.

FIC
facility interface code

File Transfer Protocol (FTP)
An Internet protocol standard that is used to copy files from one computer to another. *See also* Trivial File Transfer Protocol (TFTP).

fixed
A term for trunk allocation. In a fixed allocation scheme, the time slots that are necessary to support a wideband call are contiguous, and the first time slot is constrained to certain starting points. *See also* flexible; floating.

flexible
A term for trunk allocation. In a flexible allocation scheme, the time slots of a wideband call can occupy noncontiguous positions within a single T1 facility or a single E1 facility. *See also* fixed; floating.

floating
A term for trunk allocation. In a floating allocation scheme, the time slots of a wideband call are contiguous, but the position of the first time slot is not fixed. *See also* fixed; flexible.

FNE
See Feature Name Extension (FNE).

FNPA
See foreign numbering-plan area (FNPA).

foreign exchange (FX)
A central office (CO) other than the CO that provides local access to the public switched telephone network (PSTN). *See also* foreign-exchange trunk.

foreign-exchange trunk
A telecommunications channel that directly connects the system to a central office (CO) other than the local CO for the system. *See also* foreign exchange (FX).

foreign numbering-plan area (FNPA)
Any other numbering-plan area (NPA) that is outside the geographic NPA where the number of the customer is located. *See also* foreign numbering-plan area code (FNPAC).

foreign numbering-plan area code (FNPAC)
An area code other than the local area code, that a user must dial to call outside the local geographical area. *See also* foreign numbering-plan area (FNPA).

FRL
See facilities restriction level (FRL).

front-end processor (FEP)
A computer that is under the control of another larger computer in a network. The larger computer is usually a mainframe.

FTP
See File Transfer Protocol (FTP).

FX
See foreign exchange (FX).

G

G.711
A mu-law or an a-law, 64-Kbps codec.

G.723
A 6.3-Kbps audio codec, or an 5.3-Kbps audio codec.

G.729
An 8-Kbps audio codec.

gatekeeper

A term that is defined by the H.323 standard to describe the entity that performs most of the authorization, routing, and feature functionality in an H.323 system.

Generalized Route Selection (GRS)

An enhancement to Automatic Alternate Routing (AAR) and Automatic Route Selection (ARS). GRS routes calls based on call attributes, such as Bearer Capability Classes (BCCs), in addition to the address and facilities restriction level (FRL). Thus, GRS facilitates a Uniform Dial Plan (UDP) that is independent of the type of call.

glare

The simultaneous seizure of a two-way trunk by two communications systems that results in a standoff.

GM

group manager

GPTR

general-purpose tone receiver

GQPB

See Guaranteed Quality of Service Packet Bus (GQPB).

grade of service (GOS)

The number of call attempts that fail to receive service immediately. GOS is also expressed as the quantity of all calls that are blocked or delayed.

ground-start trunk

A trunk on which, for outgoing calls, the system transmits a request for services to a distant switching system by grounding the trunk ring lead. To receive the digits of the called number, that system grounds the trunk tip lead. When the system detects this ground, the digits are sent.

GRS

See Generalized Route Selection (GRS).

Guaranteed Quality of Service Packet Bus (GQPB)

A bus that provides for very small packets at extremely consistent intervals with minimum delay. A GQPB is optimized for voice traffic, and is similar to a time-division multiplex (TDM) bus.

H

H.323

An International Telecommunications Union (ITU) standard for switched multimedia communication between a LAN-based multimedia endpoint and a gatekeeper. *See also* Session Initiated Protocol (SIP).

H0

An ISDN information transfer rate for 384-kbps data that is defined by CCITT and ANSI standards. *See also* H11; H12.

H11

An ISDN information transfer rate for 1536-kbps data that is defined by CCITT and ANSI standards. *See also* H0; H12.

H12

An ISDN information transfer rate for 1920-kbps data that is defined by CCITT and ANSI standards. *See also* H0; H11.

handshaking logic
A format that is used to initiate a data connection between two data module devices.

HNPA
See home numbering-plan area code (HNPA).

HO-DSP
high-order domain specific part

holding time
The total length of time in minutes and seconds that a facility is used during a call.

home numbering-plan area code (HNPA)
The local area code. The HNPA code does not have to be dialed to call numbers within the local geographical area. *See also* foreign numbering-plan area code (FNPAC); numbering-plan area (NPA).

hop
Nondirect communication between two switch communications interfaces (SCIs), where the SCI message passes automatically without intermediate processing through one or more intermediate SCIs.

host computer
A computer that is connected to a network, and that processes data from data-entry devices.

hundred call seconds
See CCS or hundred call seconds.

hunt group
A group of extensions that are assigned the Station Hunting feature so that a call to a busy extension is rerouted to an idle extension in the group.

I

I1
The first information channel of the Digital Communications Protocol (DCP). *See also* I1.

I2
The second information channel of the Digital Communications Protocol (DCP). *See also* I2.

I2 Interface
A proprietary interface that is used for the radio-controller circuit packs in the DEFINITY Wireless Business System (DWBS). Each interface provides communication between the radio-controller circuit pack and up to two wireless fixed bases.

I3 Interface
A proprietary interface that is used for the cell antenna units of the DEFINITY Wireless Business System (DWBS)). Each wireless fixed base can communicate with up to four cell antenna units.

IAS
inter-PBX attendant service

IC
integrated circuit

ICC
(1) intercabinet cable; (2) intercarrier cable.

ICD
inbound call director

ICDOS
international customer-dialed operator service

ICHT
incoming call-handling table

ICI
See Incoming Call Identifier (ICI).

ICLID
See Incoming Call Identifier (ICI).

ICM
inbound call management

ICSU
integrated channel service unit. *See also* channel service unit/data service unit (CSU/DSU).

IDDD
See international direct distance dialing (IDDD).

IDF
See intermediate distribution frame (IDF).

IE
See information element (IE).

IEEE
See Institute of Electrical and Electronics Engineers (IEEE).

IETF
See Internet Engineering Task Force (IETF).

IG
See ISDN Gateway (IG).

ILMI
integrated layer management interface

immediate-start tie trunk
A trunk on which the system makes a connection with a distant switching system for an outgoing call, and then waits a nominal 65 milliseconds before sending the digits of the called number. This delay allows time for the distant system to prepare to receive digits. On an incoming call, the system has less than 65 milliseconds to prepare to receive the digits. *See also* wink-start tie trunk.

IMT
intermachine trunk

INADS
See Initialization and Administration System (INADS).

Incoming Call Identifier (ICI)
A feature that is used to send the name, the telephone number, or both the name and the telephone number of the caller over analog lines to an analog telephone set that is equipped with a display. Also called *Caller ID (CID)* and *Incoming Caller ID (ICLID)*.

incoming gateway
A server that routes an incoming call on a trunk that is administered for Supplementary Services Protocol B to a trunk that is not administered for Supplementary Services Protocol B.

information element (IE)
The name for the data fields within an ISDN Layer 3 message.

information exchange
The exchange of data on a local area network (LAN) between users of two different systems, such as the switch and a host computer.

information systems network (ISN)
A wide area network (WAN) and a local area network (LAN) with an open architecture that combines host computers, minicomputers, word processors, storage devices, personal computers, high-speed printers, and nonintelligent terminals into a single packet switching system.

Infrared Data Association (IrDA)
An industry association that produced a set of specifications for a standard infrared interface.

Initialization and Administration System (INADS)
A software tool for Avaya Services personnel who are located at the Technical Service Center (TSC). Services personnel use INADS to initialize, administer, and troubleshoot customer communications systems remotely.

INS
(1) ISDN network service; (2) Avaya Data Network Systems.

inside call
A call that is placed from one telephone within the local communications system to another telephone within the local communications system.

Institute of Electrical and Electronics Engineers (IEEE)
An organization that, among other things, produces standards for local area network (LAN) equipment.

Integrated Drive Electronics (IDE)
See Enhanced Integrated Drive Electronics (EIDE).

Integrated Services Digital Network (ISDN)
A public network or a private network that provides end-to-end digital communications for all services to which users have access. An ISDN uses a limited set of standard multipurpose user-network interfaces that are defined by the CCITT. Through internationally accepted standard interfaces, an ISDN provides digital circuit-switched communications or packet-switched communications within the network. An ISDN provides links to other ISDNs to provide national digital communications and international digital communications. *See also* Integrated Services Digital Network Basic Rate Interface (ISDN-BRI); Integrated Services Digital Network Primary Rate Interface (ISDN-PRI).

Integrated Services Digital Network Basic Rate Interface (ISDN-BRI)
The interface between a communications system and terminal that includes two 64-kbps bearer channels (B-channels) for transmitting voice or data, and one 16-kbps data channel (D-channel) for transmitting associated B-channel call control and out-of-band signaling information. ISDN-BRI also includes 48 kbps for transmitting framing and D-channel contention information, for a total interface speed of 192 kbps. ISDN-BRI serves ISDN terminals and digital terminals that are fitted with ISDN terminal adapters. *See also* Integrated Services Digital Network Primary Rate Interface (ISDN-PRI).

Integrated Services Digital Network Primary Rate Interface (ISDN-PRI)
The interface between multiple communications systems that in North America includes 24 64-kbps channels that correspond to the North American digital signal level-1 (DS1) standard rate of 1.544 Mbps. The most common arrangement of channels in ISDN-PRI is 23 64-kbps bearer channels (B-channels) for transmitting voice and data, and 1 64-kbps data channel (D-channel) for transmitting associated B-channel call control and out-of-band signaling information. With nonfacility-associated signaling (NFAS), ISDN-PRI can include 24 B-channels and no D-channel. *See also* Integrated Services Digital Network (ISDN); Integrated Services Digital Network Basic Rate Interface (ISDN-BRI).

intercept tone
A tone that indicates a dialing error or a denial of the service that was requested.

interface
A common boundary between two systems or pieces of equipment.

interflow
The process of using the Call Forward All Calls feature to forward calls to other splits on the same switch or a different switch.

intermediate distribution frame (IDF)
A rack that is used to connect cables. An IDF is usually located in an equipment room or an equipment closet.

internal call
A connection between two users within a communications system.

internal measurements
Measurements that are made by the Avaya Call Management System (CMS). *See also* external measurements.

international direct distance dialing (IDDD)
The means to automatically dial international long distance telephone calls from your own telephone. Also known as *international direct dialing* and *international subscriber dialing*.

International Organization for Standards
A worldwide federation of standards bodies who issue International Standards for technological, scientific, intellectual, and economic activity. The federation is called *ISO*, and the US representative to the federation is the American National Standards Institute (ANSI).

International Telecommunications Union (ITU)
An international organization that sets universal standards for data communications, including ISDN. ITU was formerly known as International Telegraph and Telephone Consultative Committee (CCITT).

International Telegraph and Telephone Consultative Committee
See International Telecommunications Union (ITU).

Internet Engineering Task Force (IETF)
One of two technical working bodies of the Internet Activities Board. The IETF develops new Transmission Control Protocol/Internet Protocol (TCP/IP) standards for the Internet.

Internet Protocol (IP)
A connectionless protocol that operates at Layer 3 of the Open Systems Interconnect (OSI) model. IP protocol is used for Internet addressing and routing packets over multiple networks to a final destination. IP protocol works in conjunction with Transmission Control Protocol (TCP), and is usually identified as TCP/IP.

Internet Protocol Security (IPSec)
A developing standard for security at the network layer or the packet processing layer of network communication. Earlier security approaches inserted security at the application layer of the communications model. IPSec will be especially useful for implementing virtual private networks (VPNs), and for remote user access through dial-up connection to private networks. One advantage of IPSec is that security arrangements can be handled without requiring changes to the computers of individual users. IPSec provides two choices of security service, Authentication Header (AH) and Encapsulating Security Payload (ESP). AH allows authentication of the sender of data. ESP supports both authentication of the sender and encryption of data. The specific information that is associated with each of these services is inserted into the packet in a header that follows the IP packet header. Separate key protocols can be selected, such as the ISAKMP/Oakley protocol.

intraflow
The process of using call coverage busy, don't answer, or all criteria to redirect calls to other splits on the same switch on a conditional basis or an unconditional basis.

IntServ
A method for an end system to actively signal packet-handling requests into the service provider network. Resource Reservation Protocol (RSVP) is used with IntServ.

in-use lamp
A red light on a multiappearance telephone that lights to show which call appearance will be selected when the handset is lifted, or which call appearance is active when a user is off-hook.

INWATS
Inward Wide Area Telephone Service. *See* 800 service.

I/O
input/output

IO
information outlet

IP
See Internet Protocol (IP).

IP Media Processor (TN2302AP)
A circuit pack that provides Voice over IP (VoIP) audio access to the switch for local stations and outside trunks. The IP Media Processor performs echo cancellation, silence suppression, fax relay service, and dual-tone multifrequency (DTMF) detection.

IP Server Interface (IPSI)
A circuit pack that provides for clock generation and clock synchronization, and tone generation and tone detection in S8700 Media Server configurations.

IrDA
See Infrared Data Association (IrDA).

ISDN
See Integrated Services Digital Network (ISDN).

ISDN-BRI
See Integrated Services Digital Network Basic Rate Interface (ISDN-BRI).

ISDN facility
See ISDN trunk.

ISDN Gateway (IG)
A feature that uses a link to a gateway adjunct to integrate the switch and a host-based telemarketing application. The gateway adjunct is a 3B-based product that notifies the host-based telemarketing application of call events.

ISDN-PRI
See Integrated Services Digital Network Primary Rate Interface (ISDN-PRI).

ISDN trunk
A trunk that is administered for use with ISDN-PRI. Also called an *ISDN facility.*

ISDN-PRI terminal adapter
An interface between endpoint applications and an ISDN-PRI facility. ISDN-PRI terminal adapters are currently available from other vendors, and are primarily designed for video conferencing applications. Accordingly, currently available terminal adapters adapt the two pairs of video codec data (V.35) and dialing (RS-366) ports to an ISDN-PRI facility.

IS/DTT
integrated services/digital tie trunk

ISN
See information systems network (ISN).

ISO
See International Organization for Standards.

ISP
Internet service provider

ISV
independent software vendor

ITP
installation test procedure

ITU
See International Telecommunications Union (ITU).

IVR
Avaya Interactive Voice Response

IXC
interexchange carrier code

L

L2TP
See Layer-2 Tunneling Protocol (L2TP).

LAN
See local area network (LAN).

LAPD
See link access procedure-D (LAPD).

LATA
See local access and transport area (LATA).

Layer-2 Switch
An IP component that statically reroutes packets and streams to another port on the Layer-2 switch. The packets and streams are rerouted based on the destination Media Access Control (MAC) address. *See also* Layer-3 Switch.

Layer-3 Switch
An IP component that dynamically reroutes packets and streams to another port on the Layer-3 switch. The packets and streams are rerouted based on the IP address of the packet or the stream. IP Routing is a Layer-3 functionality. *See also* Layer-2 Switch.

Layer-2 Tunneling Protocol (L2TP)
A standard for Layer-2 tunneling for remote access. L2TP was established by the Internet Engineering Task Force (IETF).

LBO
See line buildout.

LDN
listed directory number

LDS
long distance service

Leave Word Calling (LWC)
A feature for internal messaging that records the name and the extension number of a caller, and the time of the call for retrieval by the called party.

LEC
See local exchange carrier (LEC).

lightwave transceiver
Hardware that provides an interface to fiber-optic cable from port circuit packs and digital signal-1 (DS1) converter circuit packs. Lightwave transceivers convert electrical signals to light signals, and light signals to electrical signals.

line
A transmission path between a communications system or a central office (CO) and a telephone or other terminal.

line appearance
See appearance.

line buildout
A selectable output attenuation that is generally required of data terminal equipment (DTE) equipment because T1 circuits require the last span to lose 15 dB to 22.5 dB.

line gateway
An Avaya G700 Media Gateway without IP telephones.

line port
Hardware that provides the access point to a communications system for each circuit that is associated with a telephone or a data terminal.

link
A transmitter-receiver channel that connects two systems.

link access procedure-D (LAPD)
A link-layer protocol on the ISDN-BRI data-link layer (Level 2) and the ISDN-PRI data-link layer (Level 2). LAPD provides data transfer between two devices, and error and flow control on multiple logical links. LAPD is used for signaling and low-speed packet data (X.25 and mode 3) on the data channel (D-channel), and mode 3 data communications on a bearer channel (B-channel). Also called *Link Level Protocol for the D-Channel*.

LINL
local indirect neighbor link

listed directory number (LDN)
The published main telephone number. Incoming exchange network calls to the switch by way of the assigned listed local telephone directory number are directed to the attendant.

LIU
lightwave integration unit

local access and transport area (LATA)
A geographic area within the US in which a local telephone company may offer local telecommunications services or long distance telecommunications services.

local area network (LAN)
A networking arrangement that is designed for a limited geographical area. Generally, a LAN is limited in range to a maximum of 6.2 miles, and provides high-speed carrier service with low error rates. Common configurations include daisy chain, star (including circuit-switched), ring, and bus.

local exchange carrier (LEC)
A local telephone company.

local survivable processor (LSP)
A configuration of the S8300 Media Server that is used to provide redundancy in Avaya Communication Manager. In the LSP configuration, the server acts as an alternate server or gatekeeper for IP entities such as IP telephones and Avaya G700 Media Gateways. These IP entities use the LSP when the entities lose connectivity to the primary server. Also called *survivable cc*.

logical link
The communications path between a processor and a Basic Rate Interface (BRI) terminal.

loop-start trunk
A trunk on which the system establishes a connection with a distant switching system for an outgoing call, and then waits for a signal on the loop that is formed by the trunk leads. When the system receives that signal, the system sends the digits of the called number.

LOS
loss of signal

loss plan
An overall plan that is used in network design and network management to create and maintain consistent signal strength across the network. The term also applies to the local management of signal strength to achieve appropriate levels for specific applications.

LSP
See local survivable processor (LSP).

LSU
local storage unit

LWC
See Leave Word Calling (LWC).

M

MAC
See Media Access Control (MAC).

MADU
modular asynchronous data unit

main distribution frame (MDF)
A device that can be mounted to the wall inside the system equipment room. The MDF provides a connection point from outside telephone lines to the switch and to the inside telephones.

main-satellite-tributary (MST)
A private network configuration that can either stand alone or access an electronic tandem network (ETN). A main switch uses tie trunks to interconnect with one or more subtending switches or *satellites*, all attendant positions for the main/satellite configuration, and access to and from the public switched telephone network (PSTN). To a user outside the complex, a main/satellite configuration appears as one switch, with one listed directory number (LDN). Tie trunks connect a tributary switch to the main switch, but the main switch has its own attendant positions and LDN.

maintenance
Activities to keep a telecommunications system in proper working condition. Maintenance activities include the detection and the isolation of software faults and hardware faults, and automatic recovery and manual recovery from these faults.

maintenance object (MO)
The name of a unit that can be maintained. An MO can be a software process. An MO can also be a hardware component, such as a circuit pack, a telephone, or a trunk.

major alarm
An indication of a failure that caused critical degradation of service, and that requires immediate attention. Major alarms are automatically displayed on LEDs on the attendant console and maintenance circuit packs or alarming circuit packs. Major alarms are then logged to the alarm log, and reported to a remote maintenance facility, if applicable. *See also* minor alarm.

management terminal (MT)
The terminal that the system administrator uses to administer the switch. The terminal can also be used to gain access to the Avaya Basic Call Management System (BCMS).

manual-in work mode
One of four agent work modes. In manual-in work mode, the agent is ready to process another call manually. *See also* after-call work (ACW) mode; auto-in work mode; aux work mode.

MAP
maintenance action process

MASI
MultiMedia Applications Server Interface

M-Bus
memory bus

MCC
multicarrier cabinet

MCC1
See MCC1 Media Gateway.

MCC1 Media Gateway
An Avaya Media Gateway that holds from one carrier to five carriers.

MCS
message center service

MCT
malicious call trace

MCU
See multipoint control unit (MCU).

MDF
See main distribution frame (MDF).

MDM
modular data module

MDR
message detail record

Media Access Control (MAC)
A general reference to the low-level hardware protocols that are used to access a particular network. The term *MAC address* is often used as a synonym for physical address.

media gateway
See Avaya Media Gateway.

Media Gateway Control Protocol (MGCP)
A protocol that gatekeepers use to control gateways. In the Internet Engineering Task Force (IETF), MGCP was superseded by the Megaco protocol, which was unified with the ITU H.248 standard of the ITU (formerly H.gcp).

media module
A removable, hot-pluggable circuit pack that can be inserted into one of four slots on the G700 media gateway. A media module is approximately 6.25 inches x 11.00 inches (16 centimeters x 28 centimeters), and interfaces to the buses on the G700 motherboard. *See also* media module slots.

media module slots
Four positions in the Avaya G700 Media Gateway that contain various telephony interface circuits or an integrated Avaya S8300 Media Server. Each slot has access to one of the eight L2 switch ports, the time-division multiplex (TDM) bus, and various control signals from the gateway server. The media module slots support hot board swap.

media processor
A circuit pack that handles voice processing for Voice over IP (VoIP).

media server
See Avaya Media Server.

Meiner's algorithm
A method that Avaya personnel use to determine whether a switch can support a proposed set of port networks (PNs).

MEM
memory

memory shadowing link
A condition of an operating system that provides a method for memory-resident programs to be quickly accessed. A system with a memory shadowing link can reboot faster.

message center
An answering service that supplies agents to take messages, and stores messages for later retrieval.

message center agent
A member of a message center hunt group who takes and retrieves messages for telephone users.

message waiting lamp (MWL)
A light on a telephone that indicates the presence of a message for the telephone user.

MF
multifrequency

MFB
multifunction board

MFC
multifrequency code

MFC R2
See Multifrequency Compelled Release 2 signaling (MFC R2).

MGCP
See Media Gateway Control Protocol (MGCP).

MIM
management information message

minor alarm
An indication of a failure that could affect customer service. Minor alarms are automatically displayed on LEDs on the attendant console and maintenance circuit packs or alarming circuit packs. Minor alarms are then sent to the alarm log, and reported to a remote maintenance facility, if applicable. *See also* major alarm.

MIS
management information system

MISCID
miscellaneous identification

MMCH
multimedia call handling

MMCS
multimedia call server

MMI
multimedia interface

MMS
material management services

MO
See maintenance object (MO).

modem pooling
A capability that provides shared conversion resources (modems and data modules) for cost-effective access to analog facilities by data terminals. When needed, modem pooling inserts a conversion resource into the path of a data call. Modem pooling serves both outgoing calls and incoming calls.

modular processor data module (MPDM)
A processor data module (PDM) that can be configured to provide RS-232C, RS-449, and V.35 interfaces to customer-provided data terminal equipment (DTE).

modular trunk data module (MTDM)
A trunk data module that can be configured to provide RS-232C, RS-449, and V.35 interfaces to customer-provided data terminal equipment (DTE).

monitored call
See active-notification call.

MOS
message-oriented signaling

MPDM
See modular processor data module (MPDM).

MS
message server

MSG
message service

MSL
material stocking location

MSM
modular system management

MSS
mass storage system

MSSNET
mass storage/network control

MST
See main-satellite-tributary (MST).

MT
See management terminal (MT).

MTDM
See modular trunk data module (MTDM).

MTP
maintenance tape processor

MTT
multitasking terminal

multiappearance telephone
A telephone that is equipped with several call appearances for the same extension.With a multiappearance telephone, a user can handle more than one call on that same extension at the same time.

Multifrequency Compelled Release 2 signaling (MFC R2)
A method of signaling in which a signal consists of two frequency components. With MFC R2 signaling, a switch that transmits a signal receives a second signal that acknowledges the transmitted signal. MFC R2 signaling is used in the US and other countries.

multiplexer
A device that combines several individual channels into a single common bit stream for transmission. *See also* multiplexing.

multiplexing
A process that divides a transmission facility into two or more channels. Multiplexing either splits the frequency band into two or more narrower bands, or divides the transmission channel into successive time slots. *See also* multiplexer; time-division multiplexing (TDM).

multipoint control unit (MCU)
A bridging device or a switching device that is used to support multipoint video conferencing. An MCU can support 28 conference sites.

multirate
See N x DS0.

MWL
See message waiting lamp (MWL).

N

N x DS0
An emerging standard for wideband calls separate from H0, H11, and H12 ISDN channels. The N x DS0 ISDN multirate circuit mode bearer service will provide circuit-switched calls with data-rate multiples of 64 kbps up to 1536 kbps on a T1 facility, or up to 1920 kbps on an E1 facility. In the switch, N x DS0 channels will range up to 1984 kbps using nonfacility-associated signaling (NFAS) E1 interfaces. Also known as *N x 64 kbps*.

N+1
A method to determine equipment requirements for redundant backup. The N+1 method provisions one additional element more than the number of elements that are required under full load. For example, if a DC-powered single-carrier cabinet requires four rectifier modules, a fifth rectifier module is installed for backup.

NAK
negative acknowledgment. *See also* denying a request

NANP
See North American numbering plan (NANP).

narrowband
A circuit-switched call at a data rate of 64 kbps or less. All switch calls that are not wideband are considered to be narrowband.

NAT
See network address translation (NAT).

National Electrical Manufacturer's Association (NEMA)
A trade association that develops a variety of technical standards for various parts of the electronics industry.

native terminal support
The presence of a predefined terminal type in switch software that eliminates the need to alias the terminal. That is, when a terminal type is predefined in switch software, there is no need to manually map call appearances and feature buttons for that terminal type onto some other natively supported terminal type.

NAU
network access unit

NCA/TSC
noncall-associated/temporary-signaling connection

NCOSS
Network Control Operations Support Center

NCSO
National Customer Support Organization

NEC
National Engineering Center

NEMA
See National Electrical Manufacturer's Association (NEMA).

NETCON
network-control circuit pack

network
A series of points, nodes, or stations that are connected by communications channels.

network address translation (NAT)
A feature that enables a local area network (LAN) to use one set of IP addresses for internal traffic, and a second set of IP addresses for external traffic. Thus, many IP addresses within an intranet can be used internally without colliding with public IP addresses on the Internet. The NAT device allocates a public IP address only when IP entities require service outside the firewall.

network interface (NI)
A common boundary between two systems in an interconnected group of systems.

Network Inward Dialing (NID)
A feature that a caller can use to dial directly to an extension number of the called user facility without assistance from an operator.

network region
A group of IP endpoints and switch IP interfaces that are interconnected by an IP network. IP interconnection is used because IP interconnection is less expensive, or provides better performance than interconnections between members of different regions.

network-specific facility (NSF)
An information element (IE) in an ISDN-PRI message that specifies which public network service is used. NSF applies only when Call-by-Call Service Selection is used to access a public network service.

NFAS
See nonfacility-associated signaling (NFAS).

NI
See network interface (NI).

NID
See Network Inward Dialing (NID).

NM
network management

NN
national number

node
A switching point or a control point for a network. Nodes are either tandem or terminal. Tandem nodes receive signals, and pass the signals on. Terminal nodes originate a transmission path, or terminate a transmission path.

nonfacility-associated signaling (NFAS)
A method of signaling in which multiple T1 facilities, multiple EI facilities, or both share a single data channel (D-channel) to form an ISDN-PRI. If D-channel backup is not used, one facility is configured with a D-channel. The other facilities that share the D-channel are configured without D-channels. If D-channel backup is used, two facilities are configured with D-channels, with one D-channel on each facility. The other facilities that share the D-channels are configured without D-channels.

North American numbering plan (NANP)
A set of area codes and rules that determine how calls are routed across the US and Canada. *See also* foreign numbering-plan area (FNPA); numbering-plan area (NPA).

NPA
See numbering-plan area (NPA).

NPE
network processing element

NQC
number of queued calls

NSE
night-service extension

NSF
See network-specific facility (NSF).

NSU
network sharing unit

null modem cable
Special wiring of an RS-232C cable that a computer can use to signal a printer or another computer without the need for a modem.

numbering-plan area (NPA)
In North America, a system of area codes that follows a specified numbering sequence that is based on geography. In other regions, the equivalent of a city code or a routing code, for which other numbering sequences might be used. The purpose of the numbering sequences is to ensure that no two telephones in the same geographical area have the same 7-digit telephone number. *See also* foreign numbering-plan area (FNPA); North American numbering plan (NANP).

NXX
See public network office code (NXX).

O

OA
See operator assisted (OA).

OC-3
See Optical Carrier level-3 (OC3).

occurrence
See appearance.

OCM
outbound call management

Octaplane
Term for the capability and the related hardware that uses a proprietary 8-GB bus to bundle stackable components into a larger logical switch. The logical switch is then presented as a single network element to system management. An Octaplane is wired in a ring configuration, and provides redundancy and rerouting if one of the components must be replaced or added in a hot system.

offered load
The traffic that would be generated by all the requests for service that occur within a monitored interval. The monitored interval is usually 1 hour.

off-PBX station (OPS)
A telephone that Avaya Communication Manager does not control, such as a cellular telephone or the home telephone of a user. The features of Communication Manager can be extended to an OPS through switch administration by associating the extension of the office telephone with the off-site telephone.

off-premises extension (OPX)
A telephone that is located in a different building from the main telephone system, but is connected to the main telephone system with a dedicated line. The remote telephone can use all the facilities of the main telephone system.

ONS
on-premises station

Open Systems Interconnect (OSI)
A system of seven independent communication protocols that was defined by the International Organization for Standards or ISO. Each of the seven layers enhances the communications services of the layer below, and shields the layer above from the implementation details of the lower layer. In theory, this structure can be used to build communications systems from independently developed layers.

operator assisted (OA)
A type of telephone call that a user makes with the assistance of an operator.

OPS
See off-PBX station (OPS).

Optical Carrier level-3 (OC3)
The Synchronous Optical NETwork (SONET) includes a set of signal rate multiples for transmitting digital signals on optical fiber. The base rate (OC-1) is 51.84 Mbps. OC-2 runs at twice the base rate, OC-3 runs at three times the base rate, and so on. Planned rates include OC-1, OC-3 (155.52 Mbps), OC-12 (622.08 Mbps), and OC-48 (2.488 Gbps). Asynchronous Transfer Mode (ATM) uses some of the Optical Carrier levels. *See* also Synchronous Transport Module-1 (STM-1).

optical time-domain reflectometer (OTDR)
A device that measures distance to a reflection surface by measuring the time that is required for a lightwave pulse to reflect from the surface. One use for an OTDR is to determine where a fiber optic link is broken.

OPX
See off-premises extension (OPX).

OQT
oldest queued time

OSHA
Occupational Safety and Health Act

OSI
See Open Systems Interconnect (OSI).

OSS
operations support system

OSSI
operational support system interface

OTDR
See optical time-domain reflectometer (OTDR).

othersplit
A work state that indicates that an agent is currently active on a call in another split, or in the after-call work (ACW) mode for another split.

OTL
originating test line

OTQ
See outgoing trunk queuing (OTQ).

outgoing gateway
A switch that routes an incoming call on a trunk that is administered for Supplementary Services Protocol B to a trunk that is not administered for Supplementary Services Protocol B.

outgoing trunk queuing (OTQ)
A feature by which extensions that dial a busy outgoing trunk group can be automatically placed in a queue, and then called back when a trunk in the outgoing group is available.

P

PACCON
packet control

packet
A group of bits that is used in packet switching and that is transmitted as a discrete unit. A packet includes a message element and a control information element (IE). The message element is the data. The control IE is the header. In each packet, the message element and the control IE are arranged in a specified format.

packet assembly/disassembly (PAD)
The process of packetizing control data and user data from a transmitting device before the data is forwarded through the packet network.The receiving device disassembles the packets, removes the control data, and then reassembles the packets, thus reconstituting the user data in its original form. *See also* packet bus; packet switching.

packet bus
A bus with a wide bandwidth that transmits packets. *See also* packet assembly/disassembly (PAD); packet switching.

packet switching
A data-transmission technique that segments and routes user information in discrete data envelopes that are called *packets*. Control information for routing, sequencing, and error checking is appended to each packet. With packet switching, a channel is occupied only during the transmission of a packet. On completion of the transmission, the channel is made available for the transfer of other packets. *See also* BX.25; packet assembly/disassembly (PAD); packet bus.

PAD
See packet assembly/disassembly (PAD).

paging trunk
A telecommunications channel that is used to access an amplifier for loudspeaker paging.

party/extension active on call
A person who is actually connected to a call, either in an active talk state or in a held state. An originator of a call is always a party on the call. Alerting parties, busy parties, and tones are not parties on the call.

PBX
private branch exchange. *See* switch.

PCI
See Peripheral Component Interconnect (PCI).

PCM
See pulse-code modulation (PCM).

PCOL
See personal central office line (PCOL).

PCOLG
personal central office line group

PCR
peak cell rate

PCS
permanent switched calls

PDM
See processor data module (PDM).

PDS
See Premises Distribution System (PDS).

PE
(1) processor element; (2) PRI endpoint.

PEI
processor element interchange

Peripheral Component Interconnect (PCI)
A local bus technology. Small computer system interface (SCSI) host adapters, video cards, and other peripherals use PCI to send data directly to and receive data directly from the CPU.

permanent virtual circuit (PVC)
A virtual circuit that provides service that is equivalent to a dedicated private line over a packet switching network between two data terminal equipment (DTE) devices. PVC uses a fixed logical channel to maintain a permanent association between the DTE devices. Once a PVC is defined, no setup operation is required before data is sent, and no disconnect operation is required after data is sent. ATM-CES uses PVCs as the basis for the permanent connections. *See also* virtual circuit (VC).

personal central office line (PCOL)
A service that provides a user of a switch with access to a central office (CO) line that is dedicated to that user. A user with a PCOL can make and receive calls that bypass the switch.

Personal Station Access (PSA)
A feature that selected users can use to change the current station along with the features and capabilities that are associated with a particular compatible switch port, to another compatible station with different features and capabilities.

PGATE
packet gateway

PGN
partitioned group number

Phantom Calls
A feature by which calls can originate either from an Administration Without Hardware (AWOH) station, or from a non-hunt group that is made up of AWOH stations.

PI
processor interface

PIB
processor interface board

pickup group
A group of individuals who are authorized to answer any call that is directed to an extension within the group.

PIDB
product image database

PKTINT
packet interface

PL
See private line.

PLS
See Premises Lightwave System (PLS).

PMS
See Property Management System (PMS).

PN
See port network (PN).

PNA
private network access

PNI
port network interface

PNL
port network link

POE
processor occupancy evaluation

point of presence (POP)
A physical place where a carrier has presence for network access. A POP is usually a switch or a router.

Point-to-Point Protocol (PPP)
A connection-oriented, packet-data protocol that is commonly used in support of dial-up access from a personal computer to an Internet service provider (ISP). PPP uses an analog line through the public switched telephone network (PSTN), but provides many of the benefits of a direct connection.

POP
See point of presence (POP).

port
A data-transmission access point or voice-transmission access point on a device that is used for communicating with other devices. *See also* data port.

port carrier
A carrier in a multicarrier cabinet or a single-carrier cabinet. A port carrier contains port circuit packs, power units, and service circuits. In a single-carrier cabinet, a port carrier is also called a *port cabinet*.

port interfaces
Interfaces that connect to trunks, voice links, data links, and communications equipment.

port network (PN)
A cabinet that contains a time-division multiplex (TDM) bus and a packet bus to which port circuit packs, control circuit packs, service circuit packs, and power converter circuit packs can be connected. Each PN is controlled either locally or remotely by a switch processing element (SPE).

port network connectivity
An alternative to the direct connect configuration or the center-stage switch (CSS) configuration when connecting a processor port network (PPN) to one or more expansion port networks (EPNs).

Postal Telephone and Telegraph (PTT)
The official government body that administers and manages the telecommunications systems in many European countries.

power failure transfer
See emergency transfer.

PPM
periodic pulse metering

PPP
See Point-to-Point Protocol (PPP).

PPN
See processor port network (PPN).

Premises Distribution System (PDS)
A multifunctional distribution system that uses fiber optic cable and twisted pair copper wire to provide on-premise support for voice, data, graphics, and video communications. *See also* Premises Lightwave System (PLS).

Premises Lightwave System (PLS)
Two fiber optic interface units that can be used to replace the coaxial cables that connect terminals and printers. The units connect to terminals and printers through four-pair building wire and special adapters. *See also* Premises Distribution System (PDS).

PRI
See Integrated Services Digital Network Primary Rate Interface (ISDN-PRI).

PRI endpoint (PE)
The wideband switching capability introduces PRI endpoints (PEs) on switch line-side interfaces. A PRI endpoint consists of one or more contiguous bearer channels (B-channels) on a line-side T1 ISDN-PRI facility or a line-side E1 ISDN-PRI facility, and has an extension. Endpoint applications have call-control capabilities over PEs.

primary extension
The main extension that is associated with a physical telephone or a data terminal.

Primary Rate Interface (PRI)
See Integrated Services Digital Network Primary Rate Interface (ISDN-PRI).

principal
(1) A terminal for which the primary extension is bridged on one or more other terminals. (2) A person to whom a telephone is assigned, and whose calls are covered by a message center.

private line
A direct circuit or a direct channel that is dedicated specifically to the telecommunications needs of a particular customer. *See also* private network.

private network
A network that is used exclusively for the telecommunications needs of a particular customer. *See also* private network office code (RNX); private line.

private network office code (RNX)
The first 3 digits of a 7-digit private network number.

processor carrier
See processor port network (PPN) control carrier.

processor data module (PDM)
A device that provides an RS-232C data communications equipment (DCE) interface for connecting to data terminals, applications processors (APs), and host computers. A PDM provides a Digital Communications Protocol (DCP) interface for connection to a communications system. *See also* modular processor data module (MPDM).

processor port network (PPN)
In DEFINITY Server configurations, a port network (PN) that is controlled by a switch processing element (SPE) that is connected directly to the time-division multiplex (TDM) bus and local area network (LAN) bus of that PN.

processor port network (PPN) control carrier
In DEFINITY Server configurations, a carrier that contains the maintenance circuit pack, the tone/clock circuit pack, and the switch processing element (SPE) circuit packs for a processor port network (PPN). The PPN control carrier can also contain port circuit packs.

PROCR
processor

Property Management System (PMS)
A stand-alone computer that lodging establishments and health-services organizations use for reservations, housekeeping, billing, and similar services.

protocol
A set of conventions or rules that governs the format and the timing of message exchanges. A protocol controls error correction and the movement of data.

PSAP
See public safety answering point (PSAP).

PSC
premises service consultant

PSDN
packet-switch public data network

PSTN
See public switched telephone network (PSTN).

PT
personal terminal

PTC
positive temperature coefficient

PTT
See Postal Telephone and Telegraph (PTT).

public network
A network to which all customers have open access for local calling and long distance calling.

public network office code (NXX)
The first 3 digits of a 7-digit local telephone number. These digits identify the central office (CO) that serves that local telephone number.

public safety answering point (PSAP)
A generic term for the person or persons who answer 911 emergency telephone calls. *See also* Caller's Emergency Service Identification (CESID).

public switched telephone network (PSTN)
The public worldwide voice telephone network.

pulse-amplitude modulation (PAM)
A technique for analog multiplexing that places binary information on a carrier to transmit that information. The amplitude of the information that is modulated controls the amplitude of the modulated pulse. *See also* pulse-code modulation (PCM).

pulse-code modulation (PCM)
An extension of pulse-amplitude modulation (PAM) in which carrier-signal pulses that are modulated by an analog signal, such as speech, are quantized and encoded to a digital format. This digital format is usually binary.

PVC
See permanent virtual circuit (PVC).

Q

QoS
See Quality of Service (QoS).

QPPCN
Quality Protection Plan Change Notice

quadrant
A group of six contiguous digital signal-0s (DS0s) in fixed locations on an ISDN-PRI facility. The term comes from T1 terminology, where *quadrant* means one-fourth of a T1, but an E1 ISDN-PRI facility (30B + D) has five quadrants.

Quality of Service (QoS)
The measurement of transmission rates, error rates, and other characteristics to define the quality of the service that is provided to telephone subscribers or users of a network. QoS is of particular concern for the continuous transmission of high-bandwidth video and multimedia information. Transmitting this kind of content dependably is difficult in public networks using ordinary best-effort protocols.

queue
An ordered sequence of calls that are waiting to be processed.

queuing
The process of holding calls in order of arrival to await connection to an attendant, an answering group, or an idle trunk. Calls that are in a queue are automatically connected in a first-in, first-out sequence.

R

RADIUS
See Remote Authentication Dial-In User Service (RADIUS).

random access memory (RAM)
A storage arrangement in which information is retrieved at a speed that is independent of the location of the stored information. *See also* dynamic random access memory (DRAM).

RBS
See robbed-bit signaling (RBS).

RC
radio controller

RCL
restricted call list

RDI
remote defect indication

real-time operating system (RTOS)
A computer architecture in which the system responds to input immediately. RTOS computers are used for such tasks as navigation, in which the computer must react to a steady flow of new information without interruption. Most general-purpose operating systems are not real-time because those operating systems can take a few seconds, or even minutes, to react.

Real Time Transfer Protocol (RTP)
An Internet Engineering Task Force (IETF) protocol (RFC 1889) that addresses the problems that occur when video and other exchanges with real-time properties are delivered over a local area network (LAN) that is designed for data. RTP gives higher priority to video and other real-time interactive exchanges than to connectionless data.

recall dial tone
A tone that the system delivers when the system completes a function such as holding a call, and is ready to accept dialing.

redirection criteria
Information that determines when an incoming call is redirected to coverage. Redirection criteria are administered for the coverage path of each telephone.

Redirection on No Answer
An optional feature that redirects an unanswered Automatic Call Distribution (ACD) call after an administered number of rings. The call is redirected back to the agent.

reduced-instruction-set computing (RISC)
A computer architecture that is designed for speed. RISC computers use specially developed high-speed processing, and a relatively simple set of operating commands to execute instructions more quickly than a conventional personal computer. RISC is used primarily for operations that are calculation intensive.

Registered Jack 45 (RJ45)
A single-line jack for digital transmission over 4-pair ordinary telephone wire. RJ telephone jacks and data plugs are registered with the Federal Communications Commission (FCC).

release
The action of initiating the disconnection of a call.

release-link trunk (RLT)
A telecommunications channel that is used with centralized attendant service to connect attendant-seeking calls from a branch location to a main location.

release signal
The signal that one switch sends to another switch to disconnect a call. If the calling switch ends the call, the calling switch sends a forward release signal. If the receiving switch ends the call, the receiving switch sends a backward release signal.

Remote Authentication Dial-In User Service (RADIUS)
A client/server protocol and software with which remote access servers communicate with a central server to authenticate a dial-in user, and authorize user access to the requested system or service. Companies that use RADIUS can maintain user profiles in a central database that all remote servers can share, and set up a policy that can be applied at a single administered network point. RADIUS improves security, and facilitates usage tracking for billing and for keeping network statistics.

remote home numbering-plan area code (RHNPA)
A foreign numbering-plan area code (FNPAC) that the Automatic Route Selection (ARS) feature treats as a home area code. Calls can be allowed or denied based on the area code and the dialed central office (CO) code, instead of only the area code. If the call is allowed, the ARS pattern that is used for the call is determined by the six digits of the area code and the CO code. *See also* numbering-plan area (NPA).

Remote Maintenance, Administration, and Traffic System (RMATS)
The equipment and programming that is used to run, maintain, and test a telephone system remotely, usually by dialing in to the system on a special telephone line.

Remote Monitoring (RMON)
A standard monitoring specification for shared Ethernet and token ring media that is defined in RFC 1757. With RMON, various network monitors and console systems can exchange network-monitoring data. The RMON specification defines a set of statistics and functions that can be exchanged between console managers and network probes that are RMON compliant. As such, RMON provides network administrators with comprehensive network-fault diagnosis, planning, and performance-tuning information. RMON has two levels. RMON-I analyzes the Media Access Control (MAC) layer. RMON-II analyzes the upper Layers 3 and above. *See also* Switched Monitoring (SMON).

Remote Operations Service Element (ROSE)
A standard of both CCITT and ISO that defines a notation and services that support interactions between the various entities that make up a distributed application.

REN
See ringer equivalency number (REN).

reorder tone
A tone that the system delivers when a trunk, a digital transmitter, or some other facility that is needed for a call is unavailable.

report scheduler
Software that is used with the system printer to schedule the days of the week and the time of day that reports are printed.

Resource Reservation Protocol (RSVP)
A protocol that allows channels or paths on the Internet to be reserved for the transmission of video and other high-bandwidth messages. With RSVP, users can reserve bandwidth through the Internet in advance, and be able to receive data at a higher rate and in a more dependable flow than usual. The higher rate and more dependable flow are possible because the quality of service requests of a user are propagated to all routers along the data path, and the network reconfigures itself to meet the desired levels of service. *See also* Quality of Service (QoS).

RHNPA
See remote home numbering-plan area code (RHNPA).

ringer equivalency number (REN)
A number that is assigned to a telephone or a similar device to identify how much current the device draws.

RINL
remote indirect neighbor link

RISC
See reduced-instruction-set computing (RISC).

RJ45
See Registered Jack 45 (RJ45).

RLT
See release-link trunk (RLT).

RMATS
See Remote Maintenance, Administration, and Traffic System (RMATS).

RMON
See Remote Monitoring (RMON).

RNX
See private network office code (RNX).

robbed-bit signaling (RBS)
A signaling method that is used in T1. With RBS, each side of a T1 termination sends two bits of data, which are usually called the A bit and the B bit. These two bits of data are buried in the voice data of each voice channel in the T1 circuit. Thus the bits are “stolen” from the voice data, and hence the name “robbed bit.”

ROSE
See Remote Operations Service Element (ROSE).

router
A device that supports communications between local area networks (LANs). Routers can be equipped to provide frame relay support to the LAN devices that they serve. A router that is frame relay capable encapsulates LAN frames in frame relay frames and feeds those frame relay frames to a frame relay switch for transmission across the network. A router that is frame relay capable also receives frame relay frames from the network, strips the frame relay frame off each frame to produce the original LAN frame, and passes the LAN frame on to the end device. Routers connect multiple LAN segments to each other or to a wide area network (WAN). Routers route traffic on the Level 3 LAN protocol, for example, the Internet Protocol (IP) address. *See also* bridge.

RPN
routing-plan number

RS-232C
A physical interface that is specified by the Electronics Industries Association (EIA). RS-232C transmits and receives asynchronous data at speeds of up to 19.2 kbps over cable distances of up to 50 feet (15.25 meters). Also called *EIA/TIA 232E*. *See also* RS-449.

RS-449
A physical interface that is specified by the Electronics Industries Association (EIA). RS-449 transmits and receives asynchronous data at speeds of up to 2 Mbps over cable distances of up to 200 feet (61 meters). RS-449 is essentially a faster version of RS-232C that is capable of longer cable runs. Also called *EIA/TIA 449*.

RSC
Regional Support Center

RTCP
Real Time Control Protocol

RTOS
See real-time operating system (RTOS).

RTP
See Real Time Transfer Protocol (RTP).

S

S1
The first logical signaling channel of the Digital Communications Protocol (DCP). The S1 channel is used to provide signaling information for the I1 channel of Digital Communications Protocol (DCP).

S2
The second logical signaling channel of the Digital Communications Protocol (DCP). The S2 channel is used to provide signaling information for the I2 channel of Digital Communications Protocol (DCP).

SABM
set asynchronous balance mode

SAC
send all calls

SAT
See System Access Terminal (SAT).

SBA
simulated bridged appearance

SCC
serial communications controller

SCC1
See SCC1 Media Gateway.

SCC1 Media Gateway
An Avaya Media Gateway with a single carrier.

SCD
switch-control driver

SCI
switch communications interface

SCO
system control office

SCOTCH
switch conferencing for TDM bus in concentration highway

SCSI
See small computer system interface (SCSI).

SDDN
software-defined data network

SDH
See Synchronous Digital Hierarchy (SDH).

SDI
switched digital international

SDLC
See Synchronous Data-Link Control (SDLC).

SDN
software-defined network

service level agreement (SLA)
A contract between a service provider and a user that defines the nature of the service that is provided. An SLA also establishes a set of measurements to measure the level of service that is provided against the level of service that was agreed to.

service profile identifier (SPID)
A number that is assigned to every terminal device that is connected to an ISDN line for circuit-switched network access. The SPID is programmed into the customer equipment to provide the appropriate services and features for each device that communicates over the ISDN line and the bearer channel (B-channel). A SPID is based on the customer area code, although the service provider determines the specific format.

Session Initiated Protocol (SIP)
A signaling protocol for Internet conferencing, telephony, presence, events notification, and instant messaging. SIP initiates call setup, routing, authentication, and other feature messages to endpoints within an IP domain. *See also* H.323; Voice over IP (VoIP).

SFRL
single-frequency return loss

SID
station-identification number

Simple Management Network Protocol (SNMP)
The industry-standard protocol that governs network management, and the monitoring of network devices and the functions of those devices. The use of SNMP is not necessarily limited to TCP/IP networks, but can be implemented over Ethernet and Open Systems Interconnect (OSI) transports. *See also* Remote Monitoring (RMON).

simulated bridged appearance
A bridged appearance that the principal user of a telephone user can use to bridge onto a call that another party answered on his or her behalf. A simulated bridge appearance is the same as a temporary bridged appearance.

single-line voice terminal
A telephone that is served by a single-line tip and ring circuit. Avaya single-line telephones include models 500, 2500, 7101A, and 7103A. *See also* multiappearance telephone.

SIP
See Session Initiated Protocol (SIP).

SIT
See special information tone (SIT).

SLS
service level supervisor

small computer system interface (SCSI)
An American National Standards Institute (ANSI) bus standard that provides a high-level command interface between host computers and peripheral devices.

SMDR
Station Message Detail Recording. *See* Call Detail Recording (CDR).

SMM
standby maintenance monitor

SMON
See Switched Monitoring (SMON).

SMT
See System Management Terminal (SMT).

SN
switch node

SNA
See Systems Network Architecture (SNA).

SNC
(1) switch node carrier; (2) switch node clock.

SNI
See switch node interface (SNI).

SNL
See switch node link (SNL).

SNMP
See Simple Management Network Protocol (SNMP).

SONET
See Synchronous Optical NETwork (SONET).

SPE
See switch processing element (SPE).

special information tone (SIT)
One of a series of tones that a service provider plays at the beginning of recorded announcements. SITs indicate conditions such as the number that was dialed is no longer in service, the number that was dialed has changed, and so on.

SPID
See service profile identifier (SPID).

split
A hunt group or an extension group.

split (agent) status report
A report that provides real-time status and measurement data for internally measured agents and the split to which the agents are assigned.

split condition
A condition whereby a caller is temporarily separated from a connection with an attendant. A split condition automatically occurs when the attendant, who is active on a call, presses the start button.

split number
The number that identifies a split to the switch, and to the Avaya Basic Call Management System (BCMS).

split report
A report that provides historical traffic information for internally measured splits.

SSI
standard serial interface

SSM
single-site management

SSV
station service

ST3
Stratum 3 clock board

staffed
A designation that indicates that an agent position is logged in. A staffed agent functions in one of four work modes: auto-in work mode, manual-in work mode, after-call work (ACW) mode, or aux work mode.

standard serial interface (SSI)
A communications protocol that was developed for use with a 500-type business communications terminal (BCT) and a 400-series printer.

STARLAN
A star-based local area network.

Station Message Detail Recording (SMDR)
See Call Detail Recording (CDR).

status lamp
A green light that indicates the status of a call call appearance button or a feature button. A status lamp can be lit, unlit, flashing, or fluttering, depending on the status of the call appearance button or the feature button.

STM-1
See Synchronous Transport Module-1 (STM-1).

stroke counts
A method that an Automatic Call Distribution (ACD) agent uses to record up to nine customer-defined events per call when the Avaya Call Management System (CMS) is active.

Subnet Trunking
A feature that provides for the manipulation of digits based on the selected routing preference on calls that use Automatic Alternate Routing (AAR) and Automatic Route Selection (ARS).

survivable CC
See local survivable processor (LSP).

SVC
See switched virtual connection (SVC).

SVN
security-violation notification

switch
Any kind of telephone switching system. *See also* communications system.

switchhook
The buttons that are located on a telephone under the receiver.

switch node carrier
A carrier that contains a single switch node, power units, and, optionally, one or two DS1 converter circuit packs. A switch node carrier is located in a center-stage switch (CSS).

switch node clock
The circuit pack in a switch node carrier that provides clock function, maintenance alarm function, and environmental monitors.

switch node interface (SNI)
A circuit pack that is the basic building block of a switch node. An SNI circuit pack controls the routing of circuit, packet, and control messages.

switch node link (SNL)
The hardware that provides a bridge between two or more switch nodes. The SNL consists of the two SNI circuit packs that reside on the switch nodes, and the hardware that connects the SNIs. This hardware can include lightwave transceivers that convert the electrical signals of the SNI to light signals, the copper wire that connects the SNIs to the lightwave transceivers, a full-duplex fiber-optic cable, digital signal-1 (DS1) converter circuit cards, and appropriate connectors. This hardware can also include DS1 facilities if a company does not have rights to lay cable. *See also* switch node interface (SNI).

switch processing element (SPE)
The control complex that operates the system. In DEFINITY Servers, the SPE includes all control circuit packs. Other configurations place some of the SPE functions in other components of the control network, such as servers and Ethernet switches.

Switched Monitoring (SMON)
An extension of the Remote Monitoring (RMON) standard. Device SMON is an extension of RMON-I that provides additional tools and features for monitoring in a local switch environment. AnyLayer SMON is an extension of RMON-II that provides a global view of traffic flow in a network with multiple switches. SMON collects and displays data in real time. SMON can provide a global view of the traffic for all switches on the network, an overall view of the traffic that passes through a specific switch, detailed data about the hosts that transmit packets through a switch, an analysis of the traffic that passes through each port that is connected through a switch, and a view of traffic between the various hosts that are connected to a switch.

switched virtual connection (SVC)
A virtual link that is established through an Asynchronous Transfer Mode (ATM) network. An SVC is the basic "building block" of port network (PN) interconnectivity. Two SVCs, one in each direction, are required for a bi-directional talk path between PNs in an Asynchronous Transfer Mode (ATM)-PNC configuration.

SXS
step-by-step

Synchronous Data-Link Control (SDLC)
A bit-oriented synchronous communications protocol. SDLC supports device communications that are usually conducted over high-speed, dedicated private line, digital circuits. SDLC operates in either a point-to-point network configuration or a multipoint network configuration.

synchronous data transmission
A method of sending data in which discrete signal elements are sent at a fixed continuous rate and specified times. *See also* Synchronous Optical NETwork (SONET).

Synchronous Digital Hierarchy (SDH)
An ITU standard for transmission in synchronous optical networks. SDH is used outside the US.

Synchronous Optical NETwork (SONET)
A system of fiber optic transmission rates for speeds from 51 Mbps to 30 Gbps and higher. SONET defines a standard that allows for the interworking of transmission products from multiple vendors. *See also* Optical Carrier level-3 (OC3).

Synchronous Transport Module-1 (STM-1)
Synchronous Optical NETwork (SONET) standard for transmission over OC-3 optical fiber at 155.52 Mbps. *See also* Optical Carrier level-3 (OC3).

SYSAM
system access and administration

System Access Terminal (SAT)
An interface into the DEFINITY Server and DEFINITY media server configurations for administrative and maintenance functions.

system administrator
A person who maintains overall customer responsibility for administration of a communications system.

System Management Terminal (SMT)
An administration device for System 85. The SMT provides the customer with limited administration capability.

system printer
An optional printer that can be used to print the reports that the report scheduler sends.

system reload
A process by which stored data is written from a tape into the system memory. A system reload normally occurs after a power outage.

system report
See split report.

Systems Network Architecture (SNA)
An architecture for computer networking that establishes a logical path between network nodes, and routes each message with addressing information that is contained in the protocol. SNA uses the Synchronous Data-Link Control (SDLC) protocol exclusively.

T

T1
The most commonly used digital line in the US, Canada, and Japan. In these countries, T1 carries 24 pulse-code modulation (PCM) signals using time-division multiplexing (TDM) at an overall rate of 1.544 megabits per second. *See also* E1.

T3
The North American standard for Digital Signal Level 3 (DS-3). T3 operates at a signaling rate of 44.736 megabits per second.

TAAS
See Trunk Answer from Any Station (TAAS).

TABS
telemetry asynchronous block serial

TAC
trunk-access code

tandem switch
A switch within an electronic tandem network (ETN). A tandem switch provides the logic to determine the best route for a network call, possibly modifies the digits that are outpulsed, and allows or denies certain calls to certain users.

tandem through
A switched connection of an incoming trunk to an outgoing trunk that occurs without human intervention.

tandem tie-trunk network (TTTN)
A private network that interconnects several switching systems that are owned by the same customer.

TC
technical consultant

TCM
See traveling class mark (TCM).

TCP
See Transmission Control Protocol (TCP).

TCP/IP
See Internet Protocol (IP). *See also* Transmission Control Protocol (TCP).

TDM
See time-division multiplexing (TDM).

TDM bus
See time-division multiplex (TDM) bus.

TDR
See Time-of-Day Routing (TDR).

TEG
terminating extension group

Teletypewriter (TTY)
A data terminal that works with a telephone. A TTY sends and receives special audio tones that are known as Baudot code. The TTY then translates this code into text, and sends the text to an alphanumeric display. TTYs are helpful for people with communication disabilities.

temporary bridged appearance
See simulated bridged appearance.

terminal
A device that sends data and receives data within a system. *See also* administration terminal.

TFTP
See Trivial File Transfer Protocol (TFTP).

tie trunk
A telecommunications channel that directly connects two private switching systems.

time-division multiplex (TDM) bus
A bus that is time-shared regularly by preallocating short time slots to each transmitter. In a switch, all port circuits are connected to the time-division multiplex (TDM) bus, and any port can send a signal to any other port. *See also* time-division multiplexing (TDM).

time-division multiplexing (TDM)
A form of multiplexing that divides a transmission channel into successive time slots. *See also* time-division multiplex (TDM) bus.

time interval
The period of time, either 1 hour or 30 minutes, that Avaya Basic Call Management System (BCMS) measurements are collected for a report.

Time-of-Day Routing (TDR)
A feature that automatically changes access to certain types of lines based on the most favorable usage rates for various times during the day.

time slice
See time interval.

time slot
In the switch, a time slot refers to either a digital signal-0 (DS0) on a T1 facility or an E1 facility, or a 64-kbps unit on the time-division multiplex (TDM) bus or fiber connection between port networks (PNs) that is structured as 8 bits every 125 microseconds.

time slot sequence integrity
The situation whereby the *N* octets of a wideband call that are transmitted in one T1 frame or one E1 frame arrive at the output in the same order that the octets were introduced.

to control
An application can invoke Third Party Call Control capabilities using either an adjunct-control association or a domain-control association. *See also* to monitor.

TOD
time of day

to monitor
An application can receive event reports on an active-notification association, an adjunct-control association, or a domain-control association. *See also* to control.

tone ringer
A device with a speaker that is used in electronic telephones to alert the user.

TOP
task-oriented protocol

TOS
See Type Of Service (TOS).

Transmission Control Protocol (TCP)
A connection-oriented transport-layer protocol, IETF STD 7. RFC 793, that governs the exchange of sequential data. Whereas the Internet Protocol (IP) deals only with packets, TCP enables two hosts to establish a connection and exchange streams of data. TCP guarantees delivery of data, and also guarantees that packets are delivered in the same order in which the packets are sent.

traveling class mark (TCM)
A code that accompanies a long distance call over the telephone network. The distant system uses the TCM to determine the best available long distance line that is consistent with the calling privileges of the user.

Trivial File Transfer Protocol (TFTP)
A simplified version of File Transfer Protocol (FTP). TFTP transfers files, but does not provide password protection or user-directory capability.

trunk
A dedicated telecommunications channel between two communications systems or central offices (COs).

trunk allocation
The manner in which trunks are selected to form wideband channels.

Trunk Answer from Any Station (TAAS)
A feature that provides a special code or a feature button that a user can use to answer an incoming call from any telephone in the system.

trunk group
Telecommunications channels that are assigned as a group for certain functions, and that can be used interchangeably between two communications systems or central offices (COs).

trunk-data module
A device that connects off-premises private line trunk facilities and a DEFINITY Server. The trunk-data module converts between the RS-232C and Digital Communications Protocol (DCP), and can connect to Direct Distance Dialing (DDD) modems as the DCP member of a modem pool.

TSC
Technical Service Center

TTI
terminal translation initialization

TTR
touchtone receiver

TTT
terminating trunk transmission

TTTN
See tandem tie-trunk network (TTTN).

TTY
See Teletypewriter (TTY).

tunneling
The use of the Internet as part of a secure private private network. The tunnel is the particular path that a given company message or file might travel through the Internet.

Type Of Service (TOS)
One of the fields in an IP packet header. TOS is also used by Differentiated Services (DiffServ).

U

UAP
usage-allocation plan

UART
See universal asynchronous receiver/transmitter (UART).

UCD
See Uniform Call Distribution (UCD).

UCL
unrestricted call list

UDP
(1) User Datagram Protocol; (2) Uniform Dial Plan.

UL
See Underwriters Laboratories (UL).

UM
user manager

Underwriters Laboratories (UL)
A nonprofit organization that tests and rates devices, materials, and systems for safety.

Uniform Call Distribution (UCD)
A feature that distributes calls among agents according to a predetermined logic, and provides rudimentary reports. *See also* Automatic Call Distribution (ACD).

Uniform Dial Plan (UDP)
A feature that is used to assign a unique 4-digit or 5-digit number for each terminal in a multiswitch configuration such as a distributed communications system (DCS) or a main-satellite-tributary (MST) system.

uniform numbering plan (UNP)
The assignment of a uniform 7-digit number to each telephone in a private network. The same number will reach telephones anywhere in the network, regardless of where the call originates.

Uniform Resource Locator (URL)
An Internet address that specifies the location of Web pages, files, and scripts.

universal asynchronous receiver/transmitter (UART)
A device that converts outgoing parallel data from a computer for serial transmission, and converts incoming serial data to parallel data for reception.

universal serial bus (USB)
A high-speed serial interface that is used primarily to add a printer, a modem, a keyboard, a mouse, or another peripheral device to a personal computer.

UNIX-to-UNIX Communications Protocol (UUCP)
Any one of several protocols that is used to transfer files between computers that use a UNIX operating system. UUCP is widely used for the transfer of electronic mail.

UNMA
unified network management architecture

UNP
See uniform numbering plan (UNP).

UPS
uninterruptible power supply

URL
See Uniform Resource Locator (URL).

USB
See universal serial bus (USB).

User Datagram Protocol (UDP)
A packet format that is included in the TCP/IP suite of protocols. UDP is used for the unacknowledged transmission of short user messages and control messages.

user-to-user information (UUI)
End-to-end signaling information that is sent over an ISDN data channel (D-channel).

USOP
user service-order profile

UUCP
See UNIX-to-UNIX Communications Protocol (UUCP).

UUI
See user-to-user information (UUI).

V

V.35
The trunk interface between a network access device and a packet network that defines signaling for data rates that are greater than 19.2 kilobytes per second. V.35 can use the bandwidths of several telephone circuits as a group.

VAR
value-added reseller

VC
See virtual circuit (VC).

VDN
See vector directory number (VDN).

vector
See call vector. *See also* vector-controlled split; vector directory number (VDN).

vector-controlled split
A hunt group or an Automatic Call Distribution (ACD) split that is administered with the vector field enabled. The only way to gain access to a vector-controlled split is to dial a vector directory number (VDN).

vector directory number (VDN)
An extension that provides access to the Vectoring feature on the switch. Customers use the Vectoring feature to specify the treatment of incoming calls based on the dialed number. *See also* vector; vector-controlled split.

very large scale integration (VLSI)
A technique for using hundreds of thousands of transistors working together on the same integrated circuit.

virtual circuit (VC)
A communications link for voice or data that appears to the user to be a dedicated point-to-point circuit. VCs can be permanent, or set up on a per-use basis. *See also* permanent virtual circuit (PVC).

virtual local area network (VLAN)
A network on which the traffic can be segregated independent of physical local area network (LAN) connectivity. While VLAN computers are on different physical segments of a LAN, the computers work as if they were located on the same physical LAN. A VLAN is configured by software, instead of hardware. 802.1Q framing can support VLAN operation.

virtual path identifier (VPI)
An 8-bit field in the cell header that indicates the virtual path over which the cell is routed.

virtual private network (VPN)
A private data network that uses the public telecommunication infrastructure with a tunneling protocol and security procedures to maintain privacy. On a VPN, data is encrypted before the data is sent through the public network. The data is then decrypted at the receiving end. An additional level of security encrypts not only the data, but also the originating network address and the receiving network address. VPN software is usually installed as part of a firewall server.

virtual trunking
See circuit emulation service (CES).

VLAN
See virtual local area network (VLAN).

VLSI
See very large scale integration (VLSI).

VM
voltmeter

VNI
virtual nodepoint identifier

VOA
VDN of origin announcement

Voice over IP (VoIP)
A set of facilities that use the Internet Protocol (IP) to manage the delivery of voice information. In general, VoIP means to send voice information in digital form in discrete packets instead of in the traditional circuit-committed protocols of the public switched telephone network (PSTN). Users of VoIP and Internet telephony avoid the tolls that are charged for ordinary telephone service.

voice terminal
A single-line telephone or a multiappearance telephone. *See also* analog telephone.

VoIP
See Voice over IP (VoIP).

VoIP Monitoring Manager
VoIP Monitoring Manager adds to the Remote Monitoring (RMON) and Switched Monitoring (SMON) capabilities for Voice over IP (VoIP) call level monitoring. VoIP Monitoring Manager can display both real-time data and historical data.

VPI
See virtual path identifier (VPI).

VPN
See virtual private network (VPN).

W

WAN
See wide area network (WAN).

WAN spare processor (WSP)
A redundancy configuration that provides service to elements in an Avaya network across an Asynchronous Transfer Mode (ATM) infrastructure. WSPs can be used in various places in a customer network to provide reliable service in cases where the ATM network fails.

WATS
See Wide Area Telecommunications Service (WATS).

WBS
See DEFINITY Wireless Business System (DWBS).

WCC
world-class core

WCR
world-class routing

WCTD
world-class tone detection

WFB
wireless fixed base

wide area network (WAN)
A computer network that spans a relatively large geographic area. A WAN usually consists of two or more local area networks (LANs). Computers that are connected to a WAN are often connected through public networks, such as the telephone system. They can also be connected through leased lines or satellites.

Wide Area Telecommunications Service (WATS)
A discounted toll service that is provided by long distance telephone companies and local telephone companies in the US. With WATS, calls to certain areas are charged a flat rate that is based on expected usage.

wideband
A circuit-switched call at a data rate that is greater than 64 kilobits per second. A circuit-switched call on a single T1 facility or a single E1 facility with a bandwidth that is between 128 kilobits per second and 1536 kilobits per second (T1) or 1984 kilobits per second (E1) in multiples of 64 kilobits per second. H0, H11, H12, and N x digital signal-0 (DS0) calls are wideband. *See also* narrowband.

wideband access endpoint
Access endpoints that are extended with wideband switching. A wideband access endpoint consists of one or more contiguous digital signal-0s (DS0s) on a line-side T1 facility or a line-side E1 facility, and has an extension. The Administered Connections feature provides call control for calls that originate from wideband access endpoints.

wink-start tie trunk
A trunk on which the system makes a connection with a distant switching system for an outgoing call, and then waits for a momentary signal or *wink* before sending the digits of the called number. Similarly, on an incoming call, the system sends the wink signal when the system is ready to receive digits. *See also* immediate-start tie trunk.

Wireless Business System (WBS)
See DEFINITY Wireless Business System (DWBS).

work mode
One of four conditions in which an Automatic Call Distribution (ACD) agent can work. When an agent logs in, the agent enters aux work mode. To become available to receive ACD calls, the agent enters auto-in work mode or manual-in work mode. To do work that is associated with a completed ACD call, an agent enters after-call work (ACW) mode.

work state
One of eight conditions that an Automatic Call Distribution (ACD) agent exhibits for each of the three different splits to which the agent can belong. Valid work states are Avail, Unstaffed, AUX-Work, ACW, ACD (answering an ACD call), ExtIn, ExtOut, and OtherSpl. The work state for an agent in a particular split can change for different reasons, such as when a call is answered or abandoned, or the agent changes work modes. The Avaya Basic Call Management System (BCMS) monitors work states, and uses this information to provide BCMS reports.

write operation
The process of putting information onto a storage medium such as a hard disk.

WSA
Waiting session accept

WSP
See WAN spare processor (WSP).

WSS
wireless subscriber system

Z

ZCS
zero code suppression