Glossary and abbreviations

Numerics

800 service
A service in the United States that allows incoming calls from certain areas to an assigned number for a flat-rate charge based on usage.

A

AA
Archangel. See angel.

AAC
ATM access concentrator

AAR
See Automatic Alternate Routing (AAR).

abandoned call
An incoming call in which the caller hangs up before the call is answered.

Abbreviated Dialing (AD)
A feature that allows callers to place calls by dialing just one or two digits.

AC
1. Alternating current.
2. See Administered Connection (AC).

AAR
Automatic Alternate Routing

ACA
See Automatic Circuit Assurance (ACA).

ACB
See Automatic Callback (ACB).

ACD
See Automatic Call Distribution (ACD).

ACD agent
See agent.

ACU
See Automatic calling unit (ACU)

ACW
See after-call work (ACW) mode.

access code
A 1-, 2-, or 3-digit dial code used to activate or cancel a feature, or access an outgoing trunk.
access endpoint
Either a nonsignaling channel on a DS1 interface or a nonsignaling port on an analog tie-trunk circuit pack that is assigned a unique extension.

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 tandem to a serving office or service node. Also called access trunk.

access trunk
See access tie trunk.

ACCUNET
A trademarked name for a family of digital services offered by AT&T in the United States.

ACD
See Automatic Call Distribution (ACD). ACD also refers to a work state in which an agent is on an ACD call.

ACD work mode
See work mode.

active-notification association
A link that is initiated by an adjunct, allowing it to receive event reports for a specific switch entity, such as an outgoing call.

active-notification call
A call for which event reports are sent over an active-notification association (communication channel) to the adjunct. Sometimes referred to as a monitored call.

active notification domain
VDN or ACD split extension for which event notification has been requested.

ACU
See Automatic calling unit (ACU).

AD
See Abbreviated Dialing (AD).

ADAP
AUDIX Data Acquisition Package

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

adjunct
A processor that does one or more tasks for another processor and that is optional in the configuration of the other processor. See also application.

adjunct-control association
A relationship initiated by an application via Third Party Make Call, the Third Party Take Control, or Domain (Station) Control capabilities to set up calls and control calls already in progress.

adjunct-controlled call
Call that can be controlled using an adjunct-control association. Call must have been originated via Third Party Make Call or Domain (Station) Control capabilities or must have been taken control of via Third Party Take Control or Domain (Station) Control capabilities.
adjunct-controlled split
An ACD split that is administered to be under adjunct control. Agents logged into such splits must do all telephony work, ACD login/logout, and changes of work mode through the adjunct (except for auto-available adjunct-controlled splits, whose agents may not log in/out or change work mode).

adjunct-monitored call
An adjunct-controlled call, active-notification call, or call that provides event reporting over a domain-control association.

Adjunct-Switch Application Interface (ASAI)
A recommendation for interfacing adjuncts and communications systems, based on the CCITT Q.932 specification for layer 3.

ADM
Asynchronous data module

administer
To access and change parameters associated with the services or features of a system.

Administered Connection (AC)
A feature that allows the switch to automatically establish and maintain end-to-end connections between access endpoints (trunks) and/or data endpoints (data modules).

administration group
See capability group.

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

Administration Without Hardware (AWOH)
A feature that allows administration of ports without associated terminals or other hardware.

ADU
See asynchronous data unit (ADU).

AE
See access endpoint.

after-call work (ACW) mode
A mode in which agents are unavailable to receive ACD calls. Agents enter the ACW mode to perform ACD-related activities such as filling out a form after an ACD call.

AG
ASAI Gateway

agent
A person who receives calls directed to a split. A member of an ACD hunt group or 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

ALBO
Automatic Line Build Out
All trunks busy (ATB)
   The state in which no trunks are available for call handling.

ALM-ACK
   Alarm acknowledge

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

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 (PCM) form. The data must pass through a modem either 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 (tip and ring). The model-2500 telephone set is a typical example of an analog telephone.

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

angel
   A microprocessor located on each port card in a processor port network (PPN). The angel uses the control-channel message set (CCMS) to manage communications between the port card and the archangel on the controlling switch-processing element (SPE). The angel also monitors the status of other microprocessors on a port card and maintains error counters and thresholds.

ANI
   See Automatic Number Identification (ANI).

ANSI
   American National Standards Institute. A United States professional/technical association supporting a variety of standards.

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

AOL
   Attendant-offered load

AP
   Applications processor

APLT
   Advanced Private-Line Termination
**appearance**
A software process that is associated with an extension and whose purpose is to supervise a call. An extension can have multiple appearances. Also called call appearance, line appearance, and occurrence. See also call appearance.

**application**
An adjunct that requests and receives ASAI services or capabilities. One or more applications can reside on a single adjunct. However, the switch cannot distinguish among several applications residing on the same adjunct and treats the adjunct, and all resident applications, as a single application. The terms application and adjunct are used interchangeably throughout this document.

**applications processor**
A micro-computer based, program controlled computer providing application services for the DEFINITY switch. The processor is used with several user-controlled applications such as traffic analysis and electronic documentation.

**application service element**
See capability group.

**architecture**
The organizational structure of a system, including hardware and software.

**ARS**
See Automatic Route Selection (ARS).

**ASAI**
See Adjunct-Switch Application Interface (ASAI)

**ASCII (American Standard Code for Information Interchange)**
The standard code for representing characters in digital form. Each character is represented by an 8-bit code (including parity bit).

**association**
A communication channel between adjunct and switch for messaging purposes. An active association is one that applies to an existing call on the switch or to an extension on the call.

**asynchronous data transmission**
A method of transmitting data in which each character is preceded by a start bit and followed by a stop bit, thus permitting data characters to be transmitted at irregular intervals. This type transmission is advantageous when transmission is not regular (characters typed at a keyboard). Also called asynchronous transmission. See also synchronous data transmission.

**asynchronous data unit (ADU)**
A device that allows direct connection between RS-232C equipment and a digital switch.

**Asynchronous Transfer Mode (ATM)**
A packet-like switching technology in which data is transmitted in fixed-size (53-byte) cells. ATM provides high-speed access for data communication in LAN, campus, and WAN environments.

**ATB**
See All trunks busy (ATB).

**ATD**
See Attention dial (ATD).

**attendant**
A person at a console who provides personalized service for incoming callers and voice-services users by performing switching and signaling operations. See also attendant console.
ATM
See Asynchronous Transfer Mode (ATM).

attendant console
The workstation used by an attendant. The attendant console allows the attendant to originate a call, answer an incoming call, transfer a call to another extension or trunk, put a call on hold, and remove a call from hold. Attendants using the console can also manage and monitor some system operations. Also called console. See also attendant.

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

Audio Information Exchange (AUDIX)
A fully integrated voice-mail system. 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
Trunk group for which the CO processes all of 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 — typically an ACD split where, if no agents are available, the call goes into a queue in which callers are answered in the order in which they arrive.

Auto-In Work mode
One of four agent work modes: the mode in which an agent is ready to process another call as soon as the current call is completed.

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

Automatic Callback (ACB)
A feature that enables internal callers, upon reaching a busy extension, to have the system automatically connect and ring both parties when the called party becomes available.

Automatic Call Distribution (ACD)
A feature that answers calls, and then, depending on administered instructions, delivers messages appropriate for the caller and routes the call to an agent when one becomes available.

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

Automatic calling unit (ACU)
A device that places a telephone call.

Automatic Circuit Assurance (ACA)
A feature that tracks calls of unusual duration to facilitate troubleshooting. A high number of very short calls or a low number of very long calls may signify a faulty trunk.

Automatic Number Identification (ANI)
Representation of the calling number, for display or for further use to access 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 and/or communications equipment). Restoration is done within seconds of a service disruption so that critical data applications can remain operational.
Automatic Route Selection (ARS)

A feature that allows the system to automatically choose the least-cost way to send a toll call.

automatic trunk

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

AUX

Auxiliary

auxiliary equipment

Equipment used for optional system features, such as Loudspeaker Paging and Music-on-Hold.

auxiliary trunk

A trunk used to connect auxiliary equipment, such as radio-paging equipment, to a communications system.

Aux-Work mode

A work mode in which agents are unavailable to receive ACD calls. Agents enter Aux-Work mode when involved in non-ACD activities such as taking a break, going to lunch, or placing an outgoing call.

AVD

Alternate voice/data

AWOH

See Administration Without Hardware (AWOH).

AWG

American Wire Gauge

AWT

Average work time

B

B8ZS

Bipolar Eight Zero Substitution.

bandwidth

The difference, expressed in hertz, between the defined highest and lowest frequencies in a range.

barrier code

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

Basic Rate Interface (BRI)

A standard ISDN frame format that specifies the protocol used between two or more communications systems. BRI runs at 192 Mbps and provides two 64-kbps B-channels (voice and data) and one 16-kbps D-channel (signaling). The D-channel connects, monitors, and disconnects all calls. It also can carry low-speed packet data at 9.6 kbps.

baud

A unit of transmission rate equal to the number of signal events per second. See also bit rate and bits per second (bps).
BCC
See Bearer capability class (BCC).

BCMS
Basic Call Management System

BCT
See business communications terminal (BCT).

Bearer capability class (BCC)
Code that identifies the type of a call (for example, voice and different types of data). Determination of BCC is based on the caller’s characteristics for non-ISDN endpoints and on the Bearer Capability and Low-Layer Compatibility Information Elements 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/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, 128–1984 kbps synchronous data).

BER
Bit error rate

BHCC
Busy-hour call completions

bit (binary digit)
One unit of information in binary notation, having two possible values: 0 or 1.

bits per second (bps)
The number of binary units of information that are transmitted or received per second. See also baud and bit rate.

bit rate
The speed at which bits are transmitted, usually expressed in bits per second. Also called data rate. See also baud and bits per second (bps).

BLF
Busy Lamp Field

BN
Billing number

BOS
Bit-oriented signaling

BPN
Billed-party number

bps
See bits per second (bps).

bridge (bridging)
The appearance of a voice terminal’s extension at one or more other voice terminals.

BRI
The ISDN Basic Rate Interface specification.

bridged appearance
A call appearance on a voice terminal that matches a call appearance on another voice terminal for the duration of a call.
BTU
British Thermal Unit

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

bus
A multiconductor electrical path used to transfer information over a common connection from any of several sources to any of several destinations.

business communications terminal (BCT)
A digital data terminal used for business applications. A BCT can function via a data module as a special-purpose terminal for services provided by a processor or as a terminal for data entry and 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 ISO reference model.

bypass tie trunks
A 1-way, outgoing tie trunk from a tandem switch to a main switch in an ETN. Bypass tie trunks, provided in limited quantities, are used as a last-choice route when all trunks to another tandem switch are busy. Bypass tie trunks are used only if all applicable intertandem trunks are busy.

byte
A sequence of (usually eight) bits processed together.

C

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

cable
Physical connection between two pieces of equipment (for example, data terminal and modem) or between a piece of equipment and a termination field.

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 or data equipment.

CACR
Cancellation of Authorization Code Request

CAG
Coverage answer group

call appearance
1. For the attendant console, six buttons, labeled a–f, used to originate, receive, and hold calls. Two lights next to the button show the status of the call appearance.
2. For the voice terminal, a button labeled with an extension and used to place outgoing calls, receive incoming calls, or hold calls. Two lights next to the button show the status of the call appearance.

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).
Call Detail Recording (CDR)
A feature that uses software and hardware to record call data (same as CDRU).

Call Detail Recording utility (CDRU)
Software that collects, stores, optionally filters, and outputs call-detail records.

Call Management System (CMS)
An application, running on an adjacent processor, that collects information from an ACD unit. CMS enables customers to monitor and manage telemarketing centers by generating reports on the status of agents, splits, trunks, trunk groups, vectors, and VDNs, and enables customers to partially administer the ACD feature for a communications system.

call-reference value (CRV)
An identifier present in ISDN messages that associates a related sequence of messages. In ASAI, CRVs distinguish between associations.

call vector
A set of up to 15 vector commands to be performed for an incoming or internal call.

callback call
A call that automatically returns to a voice-terminal user who activated the Automatic Callback or Ringback Queuing feature.

call-waiting ringback tone
A low-pitched tone identical to ringback tone except that the tone decreases in the last 0.2 seconds (in the United States). Call-waiting ringback tone notifies the attendant that the Attendant Call Waiting feature is activated and that the called party is aware of the waiting call. Tones in international countries may sound different.

call work code
A number, up to 16 digits, entered by ACD agents to record the occurrence of customer-defined events (such as account codes, social security numbers, or phone numbers) on ACD calls.

CAMA
Centralized Automatic Message Accounting

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

carried load
The amount of traffic served by traffic-sensitive facilities during a given interval.

CARR-POW
Carrier Port and Power Unit for AC Powered Systems

CAS
Centralized Attendant Service or Call Accounting System

capability
A request or indication of an operation. For example, Third Party Make Call is a request for setting up a call; event report is an indication that an event has occurred.
capability group
Set of capabilities, determined by switch administration, that can be requested by an application. Capability groups denote association types. For example, Call Control is a type of association that allows certain functions (the ones in the capability group) to be performed over this type of association. Also referred to as administration groups or application service elements (ASEs).

CA-TSC
Call-Associated Temporary Signaling Connection

cause value
A value is returned in response to requests or in event reports when a denial or unexpected condition occurs. ASAI cause values fall into two coding standards: 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. This document uses a notation for cause value where the coding standard for the cause is given first, then a slash, then the cause value. Example: CS0/100 is coding standard 0, cause value 100.

CBC
Call-by-call or coupled bonding conductor

CC
Country code

CCIS
Common-Channel Interoffice Signaling

CCITT
CCITT (Comittee Consultatif International Telephonique et Telegraphique), now called International Telecommunications Union (ITU). See International Telecommunications Union (ITU).

CCMS
Control-Channel Message Set

CCS
See capability.

CCS or hundred call seconds
A unit of call traffic. Call traffic for a facility is scanned every 100 seconds. If the facility is busy, it is assumed to have been busy for the entire scan interval. There are 3600 seconds per hour. The Roman numeral for 100 is the capital letter C. The abbreviation for call seconds is CS. Therefore, 100 call seconds is abbreviated CCS. If a facility is busy for an entire hour, then it is said to have been busy for 36 CCS. See also Erlang.

CCSA
Common-Control Switching Arrangement

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).

CED
Caller entered digits

CEM
Channel-expansion multiplexing

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

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

central office (CO) codes
The first three digits of a 7-digit public-network telephone number in the United States.

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

CEPT1
European Conference of Postal and Telecommunications Rate 1

CESID
Caller’s Emergency Service Identification

channel
1. A circuit-switched call.
2. A communications path for transmitting voice and data.
3. In wideband, all of the time slots (contiguous or noncontiguous) necessary to support a call. Example: an H0-channel uses six 64-kbps time slots.
4. A DS0 on a T1 or E1 facility not specifically associated with a logical circuit-switched call; analogous to a single trunk.

channel negotiation
The process by which the channel offered in the Channel Identification Information Element (CIIE) in the SETUP message is negotiated to be another channel acceptable to the switch that receives the SETUP message and ultimately to the switch that sent the SETUP. Negotiation is attempted only if the CIIE is encoded as Preferred. Channel negotiation is not attempted for wideband calls.

CI
Clock input

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

circuit pack
A card on which electrical circuits are printed, and IC chips and electrical components are installed. A circuit pack is installed in a switch carrier.
CISPR
International Special Committee on Radio Interference

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

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

cm
Centimeter

CM
Connection Manager

CMC
Compact Modular Cabinet

CMDR
Centralized Message Detail Recording

CMS
Call Management System

CO
See central office (CO).

common-control switching arrangement (CCSA)
A private telecommunications network using dedicated trunks and a shared switching center for interconnecting company locations.

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

confirmation tone
A tone confirming that feature activation, deactivation, or cancellation has been accepted.

connectivity
The connection of disparate devices within a single system.

console
See attendant console.

contiguous
Adjacent DS0s within one T1 or E1 facility or adjacent TDM or fiber time slots. The first and 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.

control cabinet
See control carrier.
control carrier
A carrier in a multi-carrier cabinet that contains the SPE circuit packs and, unlike an G3r control carrier, port circuit packs. Also called control cabinet in a single-carrier cabinet. See also switch-processing element (SPE).

controlled station
A station that is monitored and controlled via a domain-control association.

COR
See Class of Restriction (COR).

COS
See Class of Service (COS).

coverage answer group
A group of up to eight voice terminals that ring simultaneously when a call is redirected to it by Call Coverage. Any one of the group can answer the call.

coverage call
A call that is automatically redirected from the called party’s extension 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 attendant group, VDN, or ACD split designated as an alternate answering position in a coverage path.

covering user
A person at a coverage point who answers a redirected call.

CP
Circuit pack

CPE
Customer-premises equipment

CPN
Called-party number

CPN/BN
Calling-party number/billing number

CPTR
Call-progress-tone receiver

CRC
Cyclical Redundancy Checking

critical-reliability system
A system that has the following duplicated items: control carriers, tone clocks, EI circuit packs, and cabling between port networks and center-stage switch in a CSS-connected system. See also duplicated common control, and duplication.

CSA
Canadian Safety Association or Customer Software Administrator

CSCC
Compact single-carrier cabinet
Glossary and abbreviations

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
   Channel service unit

CTI Station
   CTI Stations are AWOH stations that allow applications to originate and receive calls. CTI Stations support ASAI call control features such as hold, answer, drop, conference etc. Calls on a CTI station operate the same way as they would a real phone. Calls on a CTI Station can also be used to originate phantom calls.

CTS
   Clear to Send

CWC
   See call work code.

D

DAC
   1. Dial access code or Direct Agent Calling
   2. See digital-to-analog converter (DAC).

data channel
   A communications path between two points used to transmit digital signals.

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

data link
   The configuration of physical facilities enabling end terminals to communicate directly with each other.

data module
   An interconnection device between a BRI or DCP interface of the switch and data terminal equipment or data communications equipment.

data path
   The end-to-end connection used for a data communications link. A data path is the combination of all elements of an interprocessor communication in a DCS.
data port
A point of access to a computer that uses trunks or lines for transmitting or receiving data.

data rate
See bit rate.

data service unit (DSU)
A device that transmits digital data on transmission facilities.

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

data terminal equipment (DTE)
Equipment consisting of the endpoints in a connection over a data circuit. In a connection between a data terminal and host, the terminal, the host, and their associated modems or data modules make up the DTE.

dB
Decibel

dBA
Decibels in reference to amperes.

dBrnC
Decibels above reference noise with C filter.

DC
Direct current

DCE
Data-communications equipment

D-channel backup
Type of backup used with Non-Facility Associated Signaling (NFAS). A primary 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, it becomes the backup D-channel.

DCO
Digital central office

DCP
Digital Communications Protocol

DCS
Distributed Communications System

DDC
Direct Department Calling

DDD
Direct Distance Dialing

delay-dial trunk
A trunk that allows dialing directly into a communications system (digits are received as they are dialed).

denying a request
Sending a negative acknowledgment (NAK), done by sending an FIE with a return error component (and a cause value). It should not be confused with the denial event report that applies to calls.
designated voice terminal
The specific voice terminal to which calls, originally directed to a certain extension, are redirected. Commonly used to mean the forwarded-to terminal when Call Forwarding All Calls is active.

dial-repeating trunks
A PBX tie trunk that is capable of handling PBX station-signaling information without attendant assistance.

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

DID
Direct Inward Dialing

digit conversion
A process 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 used to transmit both digitized voice and digitized data over the same communications link. A DCP link is made up 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/data modules. The I1 channel is the DCP channel assigned on the first page of the 8411 station form. The I2 channel is the DCP channel assigned on the analog adjunct page of the 8411 station form or on the data module page.

Digital Communications Protocol. The DCP protocol supports two information-bearing channels, and thus two telephones/data modules. The I1 channel is the DCP channel assigned on the first page of the 8411 station form. The I2 channel is the DCP channel assigned on the analog adjunct page of the 8411 station form or on the data module page.

digital data endpoints
In DEFINITY ECS, devices such as the 510D terminal or the 515-type business communications terminal (BCT).

digital multiplexed interface (DMI)
An interface that provides connectivity between a communications system and a host computer or between two communications systems using DS1 24th-channel signaling. DMI provides 23 64-kbps data 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 level 0 (DS0)
A single 64-kbps voice channel. A DS0 is a single 64-kbps channel in a T1 or E1 facility and consists of eight bits in a T1 or E1 frame every 125 microseconds.

digital signal level 1 (DS1)
A single 1.544-Mbps (United States) or 2.048-Mbps (outside the United States) digital signal carried on a T1 transmission facility. A DS1 converter complex consists of a pair, one at each end, of DS1 converter circuit packs and the associated T1/E1 facilities.

digital terminal data module (DTDM)
An integrated or adjunct data module that shares with a digital telephone the same physical port for connection to a communications system. The function of a DTDM is similar to that of a PDM and MPDM in that it converts RS-232C signals to 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 to be transmitted is first converted to digital form and then transmitted as a serial stream of pulses.

digital trunk
A circuit that carries digital voice and/or digital data in a telecommunications channel.

DIOD
Direct Inward and Outward Dialing

direct agent
A feature, accessed only via ASAI, that allows a call to be placed in a split queue but routed only to a specific agent in that split. The call receives normal ACD call treatment (for example, announcements) and is measured as an ACD call while ensuring that a particular agent answers.

Direct Extension Selection (DXS)
A feature on an attendant console that allows an attendant direct access to voice terminals by pressing a group-select button and a DXS button.

Direct Inward Dialing (DID)
A feature that allows an incoming call from the public network (not FX or WATS) to reach a specific telephone without attendant assistance.

Direct Inward Dialing (DID) trunk
An incoming trunk used for dialing directly from the public network into a communications system without help from the attendant.

disk drive
An electromechanical device that stores data on and retrieves data from one or more disks.

distributed communications system (DCS)
A network configuration linking two or more communications systems in such a way that selected features appear to operate as if the network were one system.

DIVA
Data In/Voice Answer

DLC
Data line circuit

DLDM
Data-line data module

DMI
Digital-multiplexed interface

DND
Do not disturb

DNIS
Dialed-Number Identification Service

DOD
Direct Outward Dialing

domain
VDNs, ACD splits, and stations. The VDN domain is used for active-notification associations. The ACD-split domain is for active-notification associations and domain-control associations. The station domain is used for the domain-control associations.
domain-control association
A Third Party Domain Control Request capability initiates a unique CRV/link number combination, which is referred to as a domain-control association.

domain-controlled split
A split for which Third Party Domain Control request has been accepted. A domain-controlled split provides an event report for logout.

domain-controlled station
A station for which a Third_Party_Domain_Control request has been accepted. A domain-controlled station provides event reports for calls that are alerting, connected, or held at the station.

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

DOSS
Delivery Operations Support System

DOT
Duplication Option Terminal

DPM
Dial Plan Manager

DPR
Dual-port RAM

DS1
Digital Signal Level 1

DS1C
Digital Signal Level-1 protocol C

DS1 CONV
Digital Signal Level-1 converter

DSI
Digital signal interface

DSU
Data service unit

DTDM
Digital-terminal data module

DTE
Data-terminal equipment

DTGS
Direct Trunk Group Select

DTMF
Dual-tone multifrequency

DTS
Disk-tape system
duplicated common control
Two processors ensuring continuous operation of a communications system. While one processor is online, the other functions as a backup. The backup processor goes online periodically or when a problem occurs.

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

duplication option
A system option that duplicates the following: control carrier containing the SPE, EI circuit packs in carriers, fiber-optic cabling between port networks, and center-stage switch in a CSS-connected system.

DWBS
DEFINITY Wireless Business System

DXS
Direct extension selection

E

E1
A digital transmission standard that carries traffic at 2.048 Mbps. The E1 facility is divided into 32 channels (DS0s) of 64 kbps information. Channel 0 is reserved for framing and synchronization information. A D-channel occupies channel 16.

E & M
Ear and mouth (receive and transmit)

EA
Expansion archangel

EAL
Expansion archangel link

ear and mouth (E & M) signaling
Trunk supervisory signaling, used between two communications systems, whereby 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”.

ECC
Error Correct Code

ECMA
European Computer Manufacturers Association

EEBCDIC
Extended Binary-Coded Decimal Interexchange Code

EFP
Electronic power feed

EI
Expansion interface
EIA
Electronic Industries Association

EIA-232
A physical interface specified by the EIA. EIA-232 transmits and receives asynchronous data at speeds of up to 19.2 kbps over cable distances of up to 50 feet. EIA-232 replaces RS-232 protocol in some DEFINITY applications.

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

Electronics Industries Association (EIA)
A trade association of the electronics industry that establishes electrical and functional standards.

emergency transfer
If a major system failure occurs, automatic transfer is initiated to a group of telephones capable of making outgoing calls. The system operates in this mode until the failure is repaired and the system automatically returns to normal operation. Also called power-failure transfer.

EMI
Electromagnetic interference

end-to-end signaling
The transmission of touch-tone signals generated by dialing from a voice terminal to remote computer equipment. These digits are sent over the trunk as DTMF digits whether the trunk signaling type is marked as tone or rotary and whether the originating station is tone or rotary. Example: a call to a voice-mail machine or 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 private-switched communications service (EPSCS)
An analog private telecommunications network based on the No. 5 crossbar and IA ESS that provides advanced voice and data telecommunications services to companies with many locations.

EPN
Expansion-port network

EPROM
Erasable programmable read-only memory

EPSCS
Enhanced Private Switched Communications Services

ERL
Echo return loss

Erlang
A unit of traffic intensity, or load, used to express the amount of traffic needed to keep one facility busy for one hour. One Erlang is equal to 36 CCS. See also capability.

ESF
Extended superframe format

ESPA
European Standard Paging Access

ETA
Extended Trunk Access; also Enhanced Terminal Administration
ETN
Electronic tandem network

ETSI
European Telecommunications Standards Institute

expansion archangel (EAA)
A network-control microprocessor located on an expansion interface (EI) port circuit pack in an expansion port network. The EA provides an interface between the EPN and its controlling switch-processing element.

expansion-archangel link (EAL)
A link-access function on the D-channel (LAPD) logical link that exists between a switch-processing element and an expansion archangel (EA). The EAL carries control messages from the SPE to the EA and to port circuit packs in an expansion port network.

expansion control cabinet
See expansion control carrier.

expansion control carrier
A carrier in a multicarrier cabinet that contains extra port circuit packs and a maintenance interface. Also called expansion control cabinet in a single-carrier cabinet.

expansion interface (EI)
A port circuit pack in a port network that provides the interface between a PN’s TDM bus/packet bus and a fiber-optic link. The EI carries circuit-switched data, packet-switched data, network control, timing control, and DS1 control. In addition, an EI in an expansion port network communicates with the master maintenance circuit pack to provide the EPN’s environmental and alarm status to the switch-processing element.

expansion port network (EPN)
A port network (PN) that is connected to the TDM bus and packet bus of a processor port network (PPN). Control is achieved by indirect connection of the EPN to the PPN via a port-network link (PNL). See also port network (PN).

Expert Agent Selection
A feature allowing incoming calls to be routed to specialized groups of agents within a larger pool of agents.

extension-in
Extension-In (ExtIn) is the work state agents go into when they answer (receive) a non-ACD call. If the agent is in Manual-In or Auto-In and receives an extension-in call, it is recorded by CMS as an AUX-In call.

extension-out
The work state that agents go into when they place (originate) a non-ACD call.

external measurements
Those ACD measurements that are made by the External CMS adjunct.

extension
A 1- to 5-digit number by which calls are routed through a communications system or, with a Uniform Dial Plan (UDP) or main-satellite dialing plan, through a private network.

external call
A connection between a communications system user and a party on the public network or on another communications system in a private network.
F

FAC
Feature Access Code

facility
A telecommunications transmission pathway and associated equipment.

facility-associated signaling (FAS)
Signaling for which a D-channel carries signaling only for those channels on the same physical interface.

FAS
Facility-associated signaling

FAT
Facility access trunk

FAX
Facsimile

FCC
Federal Communications Commission

FEAC
Forced Entry of Account Codes

feature
A specifically defined function or service provided by the system.

feature button
A labeled button on a telephone or attendant console used to access a specific feature.

FEP
Front-end processor

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

FIC
Facility interface codes

fixed
A trunk allocation term. In the fixed allocation scheme, the time slots necessary to support a wideband call are contiguous, and the first time slot is constrained to certain starting points.

flexible
A trunk allocation term. In the flexible allocation scheme, the time slots of a wideband call can occupy non-contiguous positions within a single T1 or E1 facility.

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

FNPA
Foreign Numbering-Plan Area
foreign-exchange (FX)
A CO other than the one providing local access to the public telephone network.

foreign-exchange trunk
A telecommunications channel that directly connects the system to a CO other than its local CO.

foreign numbering-plan area code (FNPAC)
An area code other than the local area code, that must be dialed to call outside the local geographical area.

FRL
Facilities Restriction Level

FX
Foreign exchange

G

G3-MA
Generic 3 Management Applications

G3-MT
Generic 3 Management Terminal

G3r
Generic 3, RISC (Reduced Instruction Set Computer)

generalized route selection (GRS)
An enhancement to Automatic Alternate Routing/Automatic Route Selection (AAR/ARS) that performs routing based on call attributes, such as Bearer Capability Classes (BCCs), in addition to the address and facilities restriction level (FRL), thus facilitating a Uniform Dial Plan (UDP) that is independent of the type of call being placed.

glare
The simultaneous seizure of a 2-way trunk by two communications systems, resulting in a standoff.

GM
Group manager

GPTR
General-purpose tone receiver

grade of service
The number of call attempts that fail to receive service immediately. Grade of service 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
Generalized Route Selection
H

H0
An ISDN information transfer rate for 384-kbps data defined by CCITT and ANSI standards.

H1
An ISDN information transfer rate for 1536-kbps data defined by CCITT and ANSI standards.

H12
An ISDN information transfer rate for 1920-kbps data defined by CCITT and ANSI standards.

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

hertz (Hz)
A unit of frequency equal to one cycle per second.

high-reliability system
A system having the following: two control carriers, duplicate expansion interface (EI) circuit packs in the PPN (in G3r with CSS), and duplicate switch node clock circuit packs in the switch node (SN) carriers. See also duplicated common control, duplication, duplication option, and critical-reliability system.

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

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 area code does not have to be dialed to call numbers within the local geographical area.

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

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

hunt group
A group of extensions that are assigned the Station Hunting feature so that a call to a busy extension reroutes to an idle extension in the group. See also ACD work mode.

Hz
See hertz (Hz).

I

I1
The first information channel of DCP.

I2
The second information channel of DCP.
I2 Interface
A proprietary interface used for the DEFINITY Wireless Business System for the radio-controller circuit packs. Each interface provides communication between the radio-controller circuit pack and up to two wireless fixed bases.

I3 Interface
A proprietary interface used for the DEFINITY Wireless Business System for the cell antenna units. Each wireless fixed base can communicate to up to four cell antenna units.

IAS
Inter-PBX Attendant Service

ICC
Intercabinet cable or intercarrier cable

ICD
Inbound Call Director

ICDOS
International Customer-Dialed Operator Service

ICHT
Incoming call-handling table

ICI
Incoming call identifier

ICM
Inbound Call Management

IDD D
International Direct Distance Dialing

IDF
Intermediate distribution frame

IE
Information element

immediate-start tie trunk
A trunk on which, after making a connection with a distant switching system for an outgoing call, the system waits a nominal 65 ms before sending the digits of the called number. This allows time for the distant system to prepare to receive digits. On an incoming call, the system has less than 65 ms to prepare to receive the digits.

IMT
Intermachine trunk

in
Inch

INADS
Initialization and Administration System

ICLID
Incoming Caller ID
incoming gateway
A PBX that routes an incoming call on a trunk not administered for Supplementary Services Protocol B to a trunk not administered for Supplementary Services Protocol B.

information exchange
The exchange of data between users of two different systems, such as the switch and a host computer, over a LAN.

Information Systems Network (ISN)
A WAN and LAN with an open architecture combining host computers, minicomputers, word processors, storage devices, PCs, high-speed printers, and nonintelligent terminals into a single packet-switching system.

INS
ISDN Network Service

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

Integrated Services Digital Network (ISDN)
A public or private network that provides end-to-end digital communications for all services to which users have access by a limited set of standard multipurpose user-network interfaces defined by the CCITT. Through internationally accepted standard interfaces, ISDN provides digital circuit-switched or packet-switched communications within the network and links to other ISDNs to provide national and international digital communications. See also Integrated Services Digital Network Basic Rate Interface (ISDN-BRI) and 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 B-channels for transmitting voice or data and one 16-kbps 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 fitted with ISDN terminal adapters. See also Integrated Services Digital Network (ISDN) and 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, corresponding 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 B-channels for transmitting voice and data and 1 64-kbps 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) and Integrated Services Digital Network Basic Rate Interface (ISDN-BRI).

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

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

internal call
A connection between two users within a system.

International Telecommunications Union (ITU)
Formerly known as International Telegraph and Telephone Consultative Committee (CCITT), ITU is an international organization that sets universal standards for data communications, including ISDN. ITU members are from telecommunications companies and organizations around the world. See also BX.25.

International Telegraph and Telephone Consultative Committee
See International Telecommunications Union (ITU).
**interflow**
The ability for calls to forward to other splits on the same PBX or a different PBX using the Call Forward All Calls feature.

**intraflow**
The ability for calls to redirect to other splits on the same PBX on a conditional or unconditional basis using call coverage busy, don’t answer, or all criteria.

**internal measurements**
BCMS measurements that are made by the system. ACD measurements that are made external to the system (via External CMS) are referred to as external measurements.

**in-use lamp**
A red light on a multiappearance voice terminal 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

**IO**
Information outlet

**ISDN**
See Integrated Services Digital Network (ISDN).

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

**ISDN trunk**
A trunk administered for use with ISDN-PRI. Also called 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**
Information Systems Network

**ISO**
International Standards Organization

**ISV**
Independent software vendor

**ITP**
Installation test procedure

**ITU**
International Telecommunications Union

**IXC**
Interexchange carrier code
K

kHz
  Kilohertz

kbps
  Kilobits per second

kbyte
  Kilobyte

kg
  Kilogram

L

LAN
  Local area network

LAP-D
  Link Access Procedure on the D-channel

LAPD
  Link Access Procedure data

LATA
  Local access and transport area

lb
  Pound

LBO
  Line buildout

LDN
  Listed directory number

LDS
  Long-distance service

LEC
  Local exchange carrier

LED
  See light-emitting diode (LED).

light-emitting diode (LED)
  A semiconductor device that produces light when voltage is applied. LEDs provide a visual indication of the operational status of hardware components, the results of maintenance tests, the alarm status of circuit packs, and the activation of telephone features.

lightwave transceiver
  Hardware that provides an interface to fiber-optic cable from port circuit packs and DS1 converter circuit packs. Lightwave transceivers convert electrical signals to light signals and vice versa.
line
A transmission path between a communications system or CO switching system and a voice terminal or other terminal.

line appearance
See appearance.

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

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

link
A transmitter-receiver channel that connects two systems.

link-access procedure on the D-channel (LAPD)
A link-layer protocol on the ISDN-BRI and 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 signaling (D-) channel and for mode-3 data communications on a bearer (B-) channel.

LINL
Local indirect neighbor link

local area network (LAN)
A networking arrangement 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.

logical link
The communications path between a processor and a BRI terminal.

loop-start trunk
A trunk on which, after establishing a connection with a distant switching system for an outgoing call, the system waits for a signal on the loop formed by the trunk leads before sending the digits of the called number.

loss plan
The overall plan, used in network design and management, for creating and maintaining consistent signal strength across the network. The term also applies to local management of signal strength to achieve appropriate levels for specific applications.

LSU
Local storage unit

LWC
Leave Word Calling

M

MAC
Medium access
MADU
Modular asynchronous data unit

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

main-satellite-tributary
A private network configuration that can either stand alone or access an ETN. A main switch provides interconnection, via tie trunks, with one or more subtending switches, called satellites; all attendant positions for the main/satellite configuration; and access to and from the public network. To a user outside the complex, a main/satellite configuration appears as one switch, with one listed directory number (LDN). A tributary switch is connected to the main switch via tie trunks, but has its own attendant positions and LDN.

maintenance
Activities involved in keeping a telecommunications system in proper working condition: the detection and isolation of software and hardware faults, and automatic and manual recovery from these faults.

management terminal
The terminal that is used by the system administrator to administer the switch. The terminal may also be used to access the BCMS feature.

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

Manual-In work mode
One of four agent work modes: the mode in which an agent is ready to process another call manually. See Auto-In Work mode for a contrast.

MAP
Maintenance action process

MAPD
Multiapplication platform for DEFINITY

MA-UUI
Message-Associated User-to-User Signaling

Mbps
Megabits per second

M-Bus
Memory bus

Mbyte
Megabyte

MCC
Multicarrier cabinet

MCS
Message Center Service

MCT
Malicious Call Trace
MCU
Multipoint control unit

MDF
Main distribution frame

MDM
Modular data module

MDR
Message detail record

MEM
Memory

memory
A device into which information can be copied and held, and from which information can later be obtained.

memory shadowing link
An operating-system condition that provides a method for memory-resident programs to be more quickly accessed, allowing a system to reboot faster.

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

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

MET
Multibutton electronic telephone

MF
Multifrequency

MFB
Multifunction board

MFC
Multifrequency code

MHz
Megahertz

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 or alarming circuit pack, sent to the alarm log, and reported to a remote maintenance facility, if applicable.

MIPS
Million instructions per second

MIS
Management information system

MISCID
Miscellaneous identification
MMCS
  Multimedia Call Server

MMCH
  Multimedia call handling

MMI
  Multimedia interface

MMS
  Material Management Services

MO
  Maintenance object

modem
  A device that converts digital data signals to analog signals for transmission over telephone circuits. The analog signals are converted back to the original digital data signals by another modem at the other end of the circuit.

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 and incoming calls.

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

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

modulator-demodulator
  See modem.

monitored call
  See active-notification call.

MOS
  Message-oriented signaling

MPDM
  Modular processor data module

MS
  Message server

ms
  Millisecond

MS/T
  Main satellite/tributary

MSA
  Message servicing adjunct
MSG
Message service

MSL
Material stocking location

MSM
Modular System Management

MSS
Mass storage system

MSSNET
Mass storage/network control

MT
Management terminal

MTDM
Modular trunk data module

MTP
Maintenance tape processor

MTT
Multitasking terminal

multiappearance voice terminal
A terminal equipped with several call-appearance buttons for the same extension, allowing the user to handle more than one call on that same extension at the same time.

Multicarrier cabinet
A structure that holds one to five carriers. See also single-carrier cabinet.

Multifrequency Compelled (MFC) Release 2 (R2) signaling
A signal consisting of two frequency components, such that when a signal is transmitted from a switch, another signal acknowledging the transmitted signal is received by the switch. R2 designates signaling used in the United States and in countries outside the United States.

multiplexer
A device used to combine a number of individual channels into a single common bit stream for transmission.

multiplexing
A process whereby a transmission facility is divided into two or more channels, either by splitting the frequency band into a number of narrower bands or by dividing the transmission channel into successive time slots. See also time-division multiplexing (TDM).

multirate
The new N x DS0 service (see N x DS0).

MWL
Message-waiting lamp
**N**

**N+1**
Method of determining redundant backup requirements. Example: if four rectifier modules are required for a DC-powered single-carrier cabinet, a fifth rectifier module is installed for backup.

**N x DS0**
N x DS0, equivalently referred to as N x 64 kbps, is an emerging standard for wideband calls separate from H0, H11, and H12 ISDN channels. The emerging 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 NFAS E1 interfaces.

**NANP**
North American Numbering Plan

**narrowband**
A circuit-switched call at a data rate up to and including 64 kbps. All nonwideband switch calls are considered narrowband.

**native terminal support**
A predefined terminal type exists in switch software, eliminating the need to alias the terminal (that is, manually map call appearances and feature buttons 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**
National Electrical Manufacturer’s Association

**NETCON**
Network-control circuit pack

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

**network-specific facility (NSF)**
An information element 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.

**network interface**
A common boundary between two systems in an interconnected group of systems.

**NFAS**
See Nonfacility-associated signaling (NFAS).
NI
Network interface

NID
Network Inward Dialing

NM
Network management

NN
National number

node
A switching or control point for a network. Nodes are either tandem (they receive signals and pass them on) or terminal (they originate or terminate a transmission path).

Nonfacility-associated signaling (NFAS)
A method that allows multiple T1 and/or E1 facilities to share a single D-channel to form an ISDN-PRI. If D-channel backup is not used, one facility is configured with a D-channel, and the other facilities that share the D-channel are configured without D-channels. If D-channel backup is used, two facilities are configured to have D-channels (one D-channel on each facility), and the other facilities that share the D-channels are configured without D-channels.

NPA
Numbering-plan area

NPE
Network processing element

NQC
Number of queued calls

NSE
Night-service extension

NSU
Network sharing unit

null modem cable
Special wiring of an RS-232-C cable such that a computer can talk to another computer (or to a printer) without a modem.

NXX
Public-network office code

O

OA
Operator assisted

occurrence
See appearance.

OCM
Outbound Call Management
offered load
The traffic that would be generated by all the requests for service occurring within a monitored interval, usually one hour.

ONS
On-premises station

OPS
Off-premises station

OPX
Off-premises extension

OQT
Oldest queued time

OSHA
Occupational Safety and Health Act

OSI
Open Systems Interconnect

OSS
Operations Support System

OSSI
Operational Support System Interface

OTDR
Optical time-domain reflectometer

othersplit
The work state that indicates that an agent is currently active on another split’s call, or in ACW for another split.

OTL
Originating Test Line

OTQ
Outgoing trunk queuing

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

P

PACCON
Packet control

packet
A group of bits (including a message element, which is the data, and a control information element (IE), which is the header) used in packet switching and transmitted as a discrete unit. In each packet, the message element and control IE are arranged in a specified format. See also packet bus and packet switching.
packet bus
A wide-bandwidth bus that transmits packets.

packet switching
A data-transmission technique whereby user information is segmented and routed in discrete data envelopes called packets, each with its own appended control information, for routing, sequencing, and error checking. Packet switching allows a channel to be 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.25and packet.

PAD
Packet assembly/disassembly

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

party/extension active on call
A party is on the call if he or she is actually connected to the call (in active talk or in 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

PC
See personal computer (PC).

PCM
See pulse-code modulation (PCM).

PCOL
Personal central-office line

PCOLG
Personal central-office line group

PCS
Permanent switched calls

PDM
See processor data module (PDM).

PDS
Premises Distribution System

PE
Processing element

PEC
Price element code

PEI
Processor element interchange

personal computer (PC)
A personally controllable microcomputer.

PGATE
Packet gateway

PGN
Partitioned group number
Phantom Calls
A feature that allows a call to originate either from a station AWOH or from a non-hunt group made up of AWOH stations.

PI
Processor interface

PIB
Processor interface board

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

PIDB
Product image database

PKTINT
Packet interface

PL
Private line

PLS
Premises Lightwave System

PMS
Property Management System

PN
Port network

PNA
Private network access

POE
Processor occupancy evaluation

POP
Point of presence

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

port carrier
A carrier in a multicarrier cabinet or a single-carrier cabinet containing port circuit packs, power units, and service circuits. Also called a port cabinet in a single-carrier cabinet.

port network (PN)
A cabinet containing a TDM bus and packet bus to which the following components are connected: port circuit packs, one or two tone-clock circuit packs, a maintenance circuit pack, service circuit packs, and (optionally) up to four expansion interface (EI) circuit packs in DEFINITY ECS. Each PN is controlled either locally or remotely by a switch processing element (SPE). See also expansion port network (EPN) and processor port network (PPN).

port-network connectivity
The interconnection of port networks (PNs), regardless of whether the configuration uses direct or switched connectivity.
PPM
1. Parts per million
2. Periodic pulse metering

PPN
See processor port network (PPN).

PRI
See Primary Rate Interface (PRI).

primary extension
The main extension associated with the physical voice or data terminal.

Primary Rate Interface (PRI)
A standard ISDN frame format that specifies the protocol used between two or more communications systems. PRI runs at 1.544 Mbps and, as used in North America, provides 23 64-kbps B-channels (voice or data) and one 64-kbps D-channel (signaling). The D-channel is the 24th channel of the interface and contains multiplexed signaling information for the other 23 channels.

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

principal
A terminal that has its primary extension bridged on one or more other terminals.

principal (user)
a person to whom a telephone is assigned and who has message-center coverage.

private network
A network used exclusively for the telecommunications needs of a particular customer.

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

processor carrier
See control carrier.

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

processor port network (PPN)
A port network controlled by a switch-processing element that is directly connected to that PN’s TDM bus and LAN bus. See also port network (PN).

processor port network (PPN) control carrier
A carrier containing the maintenance circuit pack, tone/clock circuit pack, and SPE circuit packs for a processor port network (PPN) and, optionally, port circuit packs.

PROCR
Processor

Property Management System (PMS)
A stand-alone computer used by lodging and health-services organizations for services such as reservations, housekeeping, and billing.
protocol
   A set of conventions or rules governing the format and timing of message exchanges to control data movement and correction of errors.

PSC
   Premises service consultant

PSDN
   Packet-switch public data network

PT
   Personal terminal

PTC
   Positive temperature coefficient

PTT
   Postal Telephone and Telegraph

public network
   The network that can be openly accessed by all customers for local and long-distance calling.

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

Q

QPPCN
   Quality Protection Plan Change Notice

quadrant
   A group of six contiguous DS0s in fixed locations on an ISDN-PRI facility. Note that this term comes from T1 terminology (one-fourth of a T1), but there are five quadrants on an E1 ISDN-PRI facility (30B + D).

queue
   An ordered sequence of calls waiting to be processed.

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

R

RAM
   See random-access memory (RAM).

random-access memory (RAM)
   A storage arrangement whereby information can be retrieved at a speed independent of the location of the stored information.

RBS
   Robbed-bit signaling
RC
Radio controller

RCL
Restricted call list

read-only memory (ROM)
A storage arrangement primarily for information-retrieval applications.

recall dial tone
Tones signalling that the system has completed a function (such as holding a call) and is ready to accept dialing.

redirection criteria
Information administered for each voice terminal’s coverage path that determines when an incoming call is redirected to coverage.

Redirection on No Answer
An optional feature that redirects an unanswered ringing ACD call after an administered number of rings. The call is then redirected back to the agent.

release
To release a call is to initiate its disconnection.

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

remote home numbering-plan area code (RHNPA)
A foreign numbering-plan area code that is treated as a home area code by the Automatic Route Selection (ARS) feature. Calls can be allowed or denied based on the area code and the dialed CO code rather than just the area code. If the call is allowed, the ARS pattern used for the call is determined by these six digits.

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

REN
Ringer equivalency number

reorder tone
A tone to signal that at least one of the facilities, such as a trunk or a digit transmitter, needed for the call was not available.

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

RFP
Request for proposal

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

RINL
Remote indirect neighbor link

RISC
Reduced-instruction-set computer
RLT
   Release-link trunk

RMATS
   Remote Maintenance, Administration, and Traffic System

RNX
   Route-number index (private network office code)

ROM
   See read-only memory (ROM).

ROSE
   See Remote Operations Service Element (ROSE).

RPN
   Routing-plan number

RS-232C
   A physical interface specified by the Electronic 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.

RS-449
   Recommended Standard 449

RSC
   Regional Support Center

S

S1
   The first logical signalling channel of DCP. The channel is used to provide signaling information for DCP’s I1 channel.

S2
   The second logical signaling channel of DCP. The channel is used to provide signaling information for DCP’s I2 channel.

SABM
   Set Asynchronous Balance Mode

SAC
   Send All Calls

SAKI
   See sanity and control interface (SAKI).

sanity and control interface (SAKI)
   A custom VLSI microchip located on each port circuit pack. The SAKI provides address recognition, buffering, and synchronization between the angel and the five control time slots that make up the control channel. The SAKI also scans and collects status information for the angel on its port circuit pack and, when polled, transmits this information to the archangel.

SAT
   System access terminal
SBA
Simulated bridged appearance

SCC
1. See single-carrier cabinet.
2. Serial communications controller

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

SDI
Switched Digital International

SDLC
Synchronous data-link control

SDN
Software-defined network

SFRL
Single-frequency return loss

SID
Station-identification number

simplex system
A system that has no redundant hardware.

simulated bridged appearance
The same as a temporary bridged appearance; allows the terminal user (usually the principal) to bridge onto a call that had been answered by another party on his or her behalf.

single-carrier cabinet
A combined cabinet and carrier unit that contains one carrier. See also Multicarrier cabinet.

single-line voice terminal
A voice terminal served by a single-line tip and ring circuit (models 500, 2500, 7101A, 7103A).

SIT
Special-information tones

SLS
Service Level Supervisor
**small computer system interface (SCSI)**
An ANSI bus standard that provides a high-level command interface between host computers and peripheral devices.

**SMDR**
Station Message Detail Recording

**SN**
Switch Node

**SNA**
Systems Network Architecture

**SNC**
Switch Node Clock

**SNI**
Switch Node Interface

**SNMP**
Simple Network Management Protocol

**software**
A set of computer programs that perform one or more tasks.

**SPE**
Switch Processing Element

**SPID**
Service Profile Identifier

**split**
See ACD work mode.

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

**split number**
The split’s identity to the switch and BCMS.

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

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

**SSI**
Standard serial interface

**SSM**
Single-site management

**SSV**
Station service

**ST3**
Stratum 3 clock board
staffed
Indicates that an agent position is logged in. A staffed agent functions in one of four work modes: Auto-In, Manual-In, ACW, or AUX-Work.

STARLAN
Star-Based Local Area Network

Station Message Detail Recording (SMDR)
An obsolete term now called CDR — a switch feature that uses software and hardware to record call data. See Call Detail Recording (CDR).

standard serial interface (SSI)
A communications protocol developed for use with 500-type business communications terminals (BCTs) and 400-series printers.

status lamp
A green light that shows the status of a call appearance or a feature button by the state of the light (lit, flashing, fluttering, broken flutter, or unlit).

stroke counts
A method used by ACD agents to record up to nine customer-defined events per call when CMS is active.

SVN
Security-violation notification

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

switchhook
The buttons located under the receiver on a voice terminal.

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

switch-node (SN) clock
The circuit pack in an SN carrier that provides clock and maintenance alarm functions and environmental monitors.

switch-node interface (SNI)
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 residing on the switch nodes and the hardware connecting the SNIs. This hardware can include lightwave transceivers that convert the SNI's electrical signals to light signals, the copper wire that connects the SNIs to the lightwave transceivers, a full-duplex fiber-optic cable, DS1 converter circuit cards and DS1 facilities if a company does not have rights to lay cable, and appropriate connectors.

switch-processing element (SPE)
A complex of circuit packs (processor, memory, disk controller, and bus-interface cards) mounted in a PPN control carrier. The SPE serves as the control element for that PPN and, optionally, for one or more EPNs.

SXS
Step-by-step
synchronous data transmission
   A method of sending data in which discrete signal elements are sent at a fixed and continuous rate and specified times. See also association.

SYSAM
   System Access and Administration

system administrator
   The person who maintains overall customer responsibility for system administration. Generally, all administration functions are performed from the Management Terminal. The switch requires a special login, referred to as the system administrator login, to gain access to system-administration capabilities.

system printer
   An optional printer that may be used to print scheduled reports via the report scheduler.

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

system-status report
   A report that provides real-time status information for internally measured splits.

system manager
   A person responsible for specifying and administering features and services for a system.

system reload
   A process that allows stored data to be written from a tape into the system memory (normally after a power outage).

T

T1
   A digital transmission standard that in North America carries traffic at the DS1 rate of 1.544 Mbps. A T1 facility is divided into 24 channels (DS0s) of 64 kbps. These 24 channels, with an overall digital rate of 1.536 Mbps, and an 8-kbps framing and synchronization channel make up the 1.544-Mbps transmission. When a D-channel is present, it occupies channel 24. T1 facilities are also used in Japan and some Middle-Eastern countries.

TAAS
   Trunk Answer from Any Station

TABS
   Telemetry asynchronous block serial

TAC
   Trunk-access code

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

tandem through
   The switched connection of an incoming trunk to an outgoing trunk without human intervention.

tandem tie-trunk network (TTTN)
   A private network that interconnects several customer switching systems.
TC  
Technical consultant

TCM  
Traveling class mark

TDM  
See time-division multiplexing (TDM).

TDR  
Time-of-day routing

TEG  
Terminating extension group

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

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 PBX, all port circuits are connected to the TDM bus, permitting any port to send a signal to any other port.

time-division multiplexing (TDM)  
Multiplexing that divides a transmission channel into successive time slots. See also multiplexing.

time interval  
The period of time, either one hour or one-half hour, that BCMS measurements are collected for a report.

time slice  
See time interval.

time slot  
64 kbps of digital information structured as eight bits every 125 microseconds. In the switch, a time slot refers to either a DS0 on a T1 or E1 facility or a 64-kbps unit on the TDM bus or fiber connection between port networks.

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

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

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

TOD  
Time of day

tone ringer  
A device with a speaker, used in electronic voice terminals to alert the user.

TOP  
Task-oriented protocol
trunk
A dedicated telecommunications channel between two communications systems or COs.

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

trunk-data module
A device that connects off-premises private-line trunk facilities and DEFINITY ECS. The trunk-data module converts between the RS-232C and the DCP, and can connect to DDD modems as the DCP member of a modem pool.

trunk group
Telecommunications channels assigned as a group for certain functions that can be used interchangeably between two communications systems or COs.

TSC
Technical Service Center

TTI
Terminal translation initialization

TTR
Touch-tone receiver

TTT
Terminating trunk transmission

TTTN
See tandem tie-trunk network (TTTN).

TTY
Teletypewriter

U

UAP
Usage-allocation plan

UART
Universal asynchronous transmitter

UCD
Uniform call distribution

UCL
Unrestricted call list
UDP
1. User Datagram Protocol - Transport layer; connectionless, unreliable, fast.
2. Uniform Dial Plan - A feature that allows a unique 4- or 5-digit number assignment for each terminal in a multiswitch configuration such as a DCS or main-satellite-tributary system.

Underwriter Laboratories

UM
User manager

UNMA
Unified Network Management Architecture

UNP
Uniform numbering plan

UPS
Uninterruptible power supply

USOP
User service-order profile

UUCP
UNIX-to-UNIX Communications Protocol

UII
User-to-user information

V

VAR
Value-added reseller

VDN
See vector directory number (VDN).

vector directory number (VDN)
An extension that provides access to the Vectoring feature on the switch. Vectoring allows a customer to specify the treatment of incoming calls based on the dialed number.

vector-controlled split
A hunt group or ACD split administered with the vector field enabled. Access to such a split is possible only by dialing a VDN extension.

VIS
Voice Information System

VLSI
Very-large-scale integration

VM
Voltmeter

VNI
Virtual nodepoint identifier
VOA
  VDN of origin announcement

voice terminal
  A single-line or multiappearance telephone.

W

WATS
  See Wide Area Telecommunications Service (WATS).

WCC
  World-Class Core

WCR
  World-Class Routing

WCTD
  World-Class Tone Detection

WFB
  Wireless fixed base

Wide Area Telecommunications Service (WATS)
  A service in the United States that allows calls to certain areas for a flat-rate charge based on expected usage.

wideband
  A circuit-switched call at a data rate greater than 64 kbps. A circuit-switched call on a single T1 or E1 facility with a bandwidth between 128 and 1536 (T1) or 1984 (E1) kbps in multiples of 64 kbps. H0, H11, H12, and N x DS0 calls are wideband.

wideband access endpoint
  Access endpoints, extended with wideband switching to include wideband access endpoints. A wideband access endpoint consists of one or more contiguous DS0s on a line-side T1 or E1 facility and has an extension. The Administered Connections feature provides call control for calls originating from wideband access endpoints.

wink-start tie trunk
  A trunk with which, after making a connection with a distant switching system for an outgoing call, the system waits for a momentary signal (wink) before sending the digits of the called number. Similarly, on an incoming call, the system sends the wink signal when ready to receive digits.

work mode
  One of four states (Auto-In, Manual-In, ACW, AUX-Work) that an ACD agent can be in. Upon logging in, an agent enters AUX-Work mode. To become available to receive ACD calls, the agent enters Auto-In or Manual-In mode. To do work associated with a completed ACD call, an agent enters ACW mode.

work state
  An ACD agent may be a member of up to three different splits. Each ACD agent continuously exhibits a work state for every split of which it is a member. Valid work states are Avail, Unstaffed, AUX-Work, ACW, ACD (answering an ACD call), ExtIn, ExtOut, and OtherSpl. An agent’s work state for a particular split may change for a variety of reasons (example: when a call is answered or abandoned, or the agent changes work modes). The BCMS feature 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

WSS
   Wireless Subscriber System

Z

ZCS
   Zero Code Suppression