G L O S S A R Y

A

Administration via Telephone (AvT)

The Administration via Telephone System telephone user interface allows administrative users to remotely change system greetings and prompts.

Administration via Telephone (AvT) capability

In Cisco Unity Express, when this capability if configured for a group, allows members in this group to log in to the AvT system using their extension and PIN. Members of the Superuser group automatically have AvT privileges. You do not need to make them members of a separate group with AvT privileges.

Administration via Telephone (AvT) number

Number that users dial to access the Administration via Telephone System telephone user interface.

Administrator

In Cisco Unity Express, administrators have full access to all the voice-mail and auto attendant parameters. Non-administrative voice-mail users have access only to their profile and user-specific Cisco Unified CME information.

Administrator username (Cisco Unified Communications Manager Express)

Cisco Unified CME requires an administrator to configure the router and other system components. When the Cisco Unity Express software is installed initially, you must create an administrator user ID and password to enable logging in to the system and setting up the Cisco Unified CME hardware and software parameters. Cisco Unified CME does not treat this administrator as a telephone user.

Administrator username (Cisco Unity Express)

Username of the Cisco Unity Express system administrator. This can be the same as the username of the Cisco Unified Communications Manager Express system administrator.

Administration via Telephone system

System that administrators dial into to manage system greetings.

AIM2

Advanced integration module (AIM2-CUE). Supports 15 public distribution lists and 200 members depending on the license SKU. See the Cisco Unity Express Release Notes.

Associated Phone

Hardware address of the telephone associated with the user.

Auto-answer

This field is for intercom extension types. If you turn off the auto-answer feature at one end of an intercom extension, the intercom becomes a one-way intercom instead of a two-way or bidirectional intercom.

Auto-line selection	Configures the way phone lines are chosen for incoming or outgoing calls.
	In/Out—Picking up the handset answers the first ringing line, or, if no line is ringing, selects the first idle line to dial out.
	Incoming—Automatically selects a line for incoming calls. To place an outgoing call, users must press a line button.
	Disable—Pressing the **Answer** soft key answers the first ringing line, and pressing a line button selects a line for an outgoing call. Picking up the handset does not answer calls or provide a dial tone.
Auto attendant	An automated attendant (auto attendant) allows you to create and change greetings that callers hear when your telephone system answers incoming calls. A welcome greeting is the first message that a caller hears when calling your company. A standard welcome greeting and other system messages are provided as part of the auto attendant included with Cisco Unity Express. These messages are collected into a script that guides the caller in performing various functions, such as pressing buttons to reach various departments and entering the extension for an employee.
Auto attendant access number	Telephone number that callers dial to access the auto attendant. In many cases, this number is the last four digits of your company telephone number.
Auto attendant operator extension	Telephone extension for the operator in the auto attendant system. This number is dialed when an auto attendant caller presses 0 for the operator.

B

Barge-in	This field is for intercom extension types. Specifies that an intercom call on this extension will force an existing call on the associated extension into a call-hold state and allow the intercom call to be immediately answered.
Blind address	A blind address is a phone number at a remote site for which there is no identifying information in the local database, and for which no address confirmation is provided.
Block caller ID	Calling-party information that appears on calls originating from an extension that has this option selected (depending on the type of public switched telephone network telephone interface used). To block caller ID from being sent on outbound calls, click **Yes** for this field when configuring an extension.
	Note: Block Caller ID is not supported for calls that access the PSTN through simple analog subscriber lines (for example, on FXO ports), because caller ID for subscriber lines is controlled by the PSTN service provider or telephone company.
Broadcast message	A voice-mail message that is sent to all phones at a location.
Broadcast message expiry time	Time, in days, for a broadcast message to remain active on the system.

Broadcaster capability	Members in a group with voice-mail broadcaster privileges can send broadcast messages to voice-mail users. Members with *local broadcaster privileges* can send broadcast messages only to all users at their local network location. Members with *local and network broadcaster privileges* can send messages to all network locations, including their local location.
Business hours schedule	Schedule of hours that a business is open and closed that is used by the default auto attendant script to determine how to handle an incoming call (for example, the system plays a greeting stating that the business is closed during "closed" hours). Greetings can be customized by uploading new prompts and configuring the auto attendant script. You can have up to four different business hours schedules.
	You can also use this feature in a custom auto attendant script that you have created. For more information on Cisco Unity Express scripts, see the Cisco Unity Express Maintain and Operate Guides at the following URL: http://www.cisco.com/en/US/products/sw/voicesw/ps5520/prod_maintenance_guides_list.html.

C

Call blocking	Call blocking prevents unauthorized use of phones by matching a pattern of specified digits during a specified time of day, day of week, or date, and blocking calls to those numbers. Call blocking applies to all IP phones in a Cisco Unified CME system unless you exempt individual IP phones. Also, you can allow phone users to log in to their phones and override time-of-day-based call blocking. To override call blocking, click **Exempt**. If you click **Non Exempt**, the configured call-blocking rules are applied to the IP phone. IP phone users can log in to their phones to temporarily disable time-of-day-based call blocking; for example, when an employee works after normal office hours
Call forward permanent	Forwards all incoming calls to another number.
Call forward busy	Redirects incoming calls to another number when the extension is busy, unless call waiting is active.
Call forward no answer	Forwards incoming calls to another telephone number if they are not answered before the timeout interval expires.
Call forward no answer (CFNA)/call forward busy (CFB)	If Call Forward No Answer and Call Forward Busy are configured on the primary extension associated with a user, and the user has a configured voice mailbox, checking this box in the Cisco Unity Express GUI forwards this user's calls to the main voice-mail number if the line is busy or if there is no answer. The main voice-mail number is displayed next to this field.
CTI ports	Computer telephony integration (CTI) ports configured on Cisco Unified Communications Manager for use by Cisco Unity Express. Typically there is one port for each application configured, such as voice mail, automated attendant, and the Administration via Telephone (AvT) system.

D

Description	Description that appears in the top line in the phone display. The description is an alphanumeric character string, up to 40 characters in length. The string is truncated to 14 characters in the Cisco IP phone display.
Display Name	User's name displayed within Cisco Unity Express applications.

Distribution list	Distribution lists are used to send a voice-mail message to multiple users at the same time. A list member can be an individual local user, remote user, general-delivery mailbox, group, a public distribution list, or a Blind address.
Domain name system (DNS) server	Cisco Unity Express uses a DNS server to provide translation from hostnames to IP addresses.

E

E.164 registration	Registers the extension number with an H.323 gatekeeper. **Both Reg**—Registers both the primary and secondary extension numbers. **Primary No Reg**—Registers only the secondary extension number. **Secondary No Reg**—Registers only the primary extension number. **Neither Reg**—Does not register either the primary or the secondary extension number.
Extension number	Internal telephone number that is associated with a phone line. An extension number is the number that other phones in the system dial to reach the line. Enter an extension number that is no more than 16 digits in length. If the extension is an intercom extension, the alphabetic characters A, B, C, and D can be included for security. Using one or more of these characters in an intercom number ensures that the number can be dialed only from the one other intercom number that is programmed to dial this number. The number cannot be dialed from a normal phone if it contains an alphabetic character.
Extension number (secondary)	For MWI extension types. Maximum of 16 digits. When the MWI extension is set up for on-off operation, the MWI (primary) extension number is used to turn the MWI light on, and the secondary extension number is used to turn the MWI light off.

F

First Name	First name of a user. Callers use these names to access the extension using the dial-by-name feature. These fields cannot contain special characters, spaces, or numbers.
Full Name	Full group name. Callers use the full name to access the extension using the dial-by-name feature.

G

General-delivery mailbox	One or more people in the company can access a general-delivery mailbox. A caller leaves a message in the mailbox, and members of the group can log into the mailbox and retrieve the message. Any member can delete a message from the general-delivery mailbox.
Group ID	Name of a group of users, usually created to assign members to a general-delivery mailbox.
Greeting Type	Type of greeting that users select to be played to callers reaching their voice mailboxes. Select *Standard* to play the system standard greeting when callers reach the personal mailbox. Select *Alternate* to play the user's alternate greeting when callers reach the personal mailbox.

H

Historical reporting	Collecting information about call and application activities and related statistics and sorting and sending the information to local or remote databases. Historical statistics database maintenance components consist of a database purging service that periodically removes older historical statistics data and a database synchronization service that simultaneously updates the local and remote databases. The remote database is typically able to store a larger amount of historical data.
History Depth	The history depth is used to force all users to choose a password/PIN that is not in their password/PIN history lists. The administrator specifies how many of the user's previous passwords/PINs are compared to the new password/PIN. This value is the "depth" and is an integer ranging from 1 to 10.
Hold-alert	Audible alert notification on the Cisco IP phone for alerting the user about on-hold calls.
	Originator—Generates a one-second burst of ringing on the phone that placed the call in the hold state if the phone is in the idle state. If the phone is in use on another call, an audible beep (call-waiting tone) is generated.
	Idle—Generates a one-second burst of ringing on the IP phone that placed the call in the hold state if the phone is in the idle state. If the phone is in active use, no on-hold alert is generated.
	Shared—Generates a one-second burst of ringing for all the idle phones that share the same line configuration. If the phones are in use, users do not hear an audible beep. Only the user who initiated the call and is on another call hears a call-waiting beep when another calling party attempts to ring the same line.
Holidays	On days specified as holidays in Cisco Unity Express, the auto attendant script plays a special greeting to callers. Cisco Unity Express supports a maximum of 26 holidays per calendar year and provides holiday configuration for three calendar years: the previous, current, and next calendar years. You cannot add holidays to a previous year.
HTTP trigger	Hypertext Transfer Protocol (HTTP). World wide web protocol. A relative URL that a user enters into the client browser to start the application. You can upload either eXtensible Style Language Transformation (XSLT) templates or Java Server Pages (JSP) templates to serve as your HTTP trigger.
Hunt stop	Prevents incoming calls from searching (hunting) for alternative destinations when the exact called number or extension is busy. Huntstop is used to control call-coverage call paths. Disabling huntstop allows you to create hunt groups in which the call-routing mechanism searches for alternative destinations that are supported by your system.
Hunt stop channel	For dual-line extensions.
	On—Enables channel huntstop, which keeps a call from hunting to the next channel of an extension if the first channel is busy or does not answer.
	Off—Disables channel huntstop.
	Use the hunt stop channel to reserve the second channel of a dual-line extension for outgoing calls. This helps guarantee the availability of the second channel for functions like conferencing and call transfer with consultation. If an outgoing channel is not available during a call, you may be unable to invoke the conference and call transfer with consultation features. Also use the hunt stop channel when you assign an extension to a hunt group. This causes incoming calls to hunt to the first available idle extension in the hunt group, instead of presenting the call in call-waiting mode on an extension that is already in use. Hunt stop channel can be used independently of the hunt stop option.

I

Integrated Messaging Access Protocol (IMAP)
Feature for Cisco Unity Express that allows users to manage voice-mail messages by using an Internet Message Access Protocol (IMAP)-compatible email client.

Intercom extension
Cisco Unified CME supports intercom functionality for press-to-answer voice connections by using specially configured intercom buttons (from the command-line interface or the Cisco Unified CME graphical user interface). When an intercom speed-dial button is pressed, a call is placed to the selected extension. The called extension automatically answers the call in speakerphone mode and mute is activated, providing a one-way voice path from the initiator to the recipient. A beep sounds when the call is automatically answered to alert the recipient to the incoming call.

Intercom number
This field is for intercom extension types. Enter the number of the telephone that is speed-dialed when the intercom feature is used on this phone.

IP multicast address and port
Optional fields for paging extension types when multicast paging is selected instead of unicast paging. You must enter a unique multicast broadcast IP address and UDP port number. When multiple paging numbers are configured, each paging number must use a unique IP multicast address. IP multicast addresses can be in the range 225.x.x.x to 239.x.x.x and must not conflict with other IP multicast addresses in use within your data network. Port 2000 is recommended because it is already used for normal nonmulticast RTP media streams between phones and the Cisco Unified CME router.

Note: Cisco IP phones do not support multicast at 224.x.x.x addresses.

Interactive Voice Response (IVR)
Cisco IP IVR provides speech enabled voice response and leverages web-based content by incorporating VoiceXML support.

ISM-SRE
Internal Service Module Service Ready Engine module (ISM-SRE-300-K9). Supports 25 public distribution lists and 880-1000 members depending on the license SKU. Also supports up to 50 sessions and 200 users. See the Cisco Unity Express Release Notes.

J

JTAPI
Java Telephony API (JTAPI) supports telephony call control. It is an extensible API designed to scale for use in a range of domains, from first-party call control in a consumer device to third-party call control in large distributed call centers.

L

Label
Text label assigned to an extension. Use this feature when you want to display a text label instead of an extension number next the phone's line button. For example, you may prefer to display the text "Lobby," rather than the extension number of the Lobby phone. The maximum number of characters accepted is 40, and the number of characters displayed on the phone is based on phone type and language choice.

Language
In Cisco Unity Express, the language in which prompts are spoken to the voice-mail users. The languages available depend on the version of Cisco Unity Express that you have installed.

Last Name	Last name of a user. Callers use these names to access the extension using the dial-by-name feature. These fields cannot contain special characters, spaces, or numbers.
Line mode	Specifies if an extension supports a single call or has a dual line that allows for two calls to be active on one button.
	Single—Makes one call connection at a time by using one phone line button (one call per button: Key System mode). Single-line mode is required for lines that are dedicated to intercom, paging, or MWI.
	Dual—Permits two simultaneous calls on an extension. Dual-line Mode is required for call waiting, call transfer, and conferencing abilities on a line. Alternatively, you can configure multiple line buttons per phone to support dual-call operations.
Location ID	Unique numeric ID assigned to a voice-mail location. This number is used to identify the location and is entered when a user performs addressing functions in the telephone user interface.
Login Without PIN	Allows voice-mail subscribers to login to their mailbox without any PIN using either TUI or VoiceView Express (VVE). A subscriber can login into his mailbox with out a PIN either from his primary extension or from any other phone based on the "PINless login" configuration for that subscriber. For personal mailboxes only.

M

Mailbox	The space allotted to a user to store voice-mail messages. *Personal* mailboxes are assigned to individual users, or user IDs. *General-delivery mailboxes* are assigned to groups, or group IDs.
Mailbox Size	Maximum number of seconds of stored messages allowed for the voice mailbox. To check the maximum number of voice message storage minutes permitted on your Cisco Unity Express system, choose **Help > About** and look at the Licensing Information fields.
Maximum broadcast message size	Maximum duration, in seconds, of a broadcast message that can be sent by a caller in the voice-mail system. The default value is 5 minutes and the maximum value is one hour.
Maximum Caller Message Size	Maximum size, in seconds, of a message that can be left by a caller in the voice-mail system.
Maximum Sessions	Maximum number of callers that the auto attendant can handle simultaneously. The Maximum Sessions number is limited by the number of auto attendant ports purchased with Cisco Unity Express. Choose **Help > About** and look at the Maximum Telephony Ports field to see the number of ports that are available on your system.
Maximum subscriber recording size	Maximum size, in seconds, of a message that can be left by a caller in the voice-mail system. This default value is assigned by the system to a newly created user. When this limit is reached, the caller is notified that no more time is available for the message or that the mailbox is full. The caller hears prompts to listen to the message, to rerecord the message, or to send the message.
Maximum voice message store	The length of time, in minutes, for which voice-mail storage is available for the entire system. The maximum number of mailboxes that your system can create determines how many minutes of voice-mail messages can be stored at a given time.
Member count	Number of users (individual or group) who belong to a distribution list.

Message Expiry Time	Number of days for which messages are stored. After a message has been stored for the specified length of time, the user can resave the message or delete it.
Max notify count	This field is for park-slot extension types. Sets a limit for the number of reminder timeouts and reminder rings for a parked call. For example, a Max Notify Count value of 10 sends 10 reminder rings to the phone at intervals specified in the Notify Interval field. When a limit is set, a call parked at this slot is disconnected after the limit has been reached. Range is from 1 to 65535. There is no default value.
Message Waiting Indication (MWI) extension	For outcalling SIP MWI notification mechanism only. Defines an extension that receives special notification calls that are used to turn on the light indicator on a Cisco IP phone to notify the phone user that a voice-mail message is pending. The MWI fields are automatically populated with the dialed number (DN) pairs originally configured in Cisco Unified CME. When you configure the DN pairs in Cisco Unified CME, you must add wildcard characters (.) to the DNs to represent the length of a telephone extension number. Cisco Unity Express requires these wildcards when importing the MWI DNs from Cisco Unified CME during the Initialization Wizard. If wildcards are not configured in Cisco Unified CME, the DNs will not show up as available choices in the MWI extension field in the Cisco Unity Express GUI. The following example shows a valid MWI DN configuration for 4-digit extension ranges on Cisco Unified CME:

```
ephone-dn  8
number 8000....
mwi on
!
!
ephone-dn  9
number 8001....
mwi off
```

	You need to configure an MWI on number and an MWI off number.
MWI mode	For message-waiting indication (MWI) extension types.
	On—Uses the MWI extension to turn on the MWI if the called number matches either the primary or the secondary MWI extension number.
	Off—Uses the MWI extension to turn off the MWI if the called number matches either the primary or the secondary MWI number.
	On-Off—Uses the MWI extension to turn on the MWI light if the called number matches the MWI primary extension number. The MWI light is turned off if the called number matches the secondary extension number.
MWI on number	For outcalling SIP MWI notification mechanism only. The Cisco Unified CME ephone-dn number used with a user's extension to turn a user's message-waiting indicator (MWI) light on. The MWI dialed numbers (DNs) are used by the voice-mail system to activate and deactivate the MWIs. These numbers should be unique and should not be assigned to any phone. Use wildcards (".") in the primary or secondary number to match a range of extension numbers. For example use "8000…." so that a MWI notification call from your voice-mail system to "80005001" turns on or off the MWI for extension "5001."

MWI off number	For outcalling SIP MWI notification mechanism only. The Cisco Unified CME ephone-dn number used with a user's extension to turn a user's message-waiting indicator (MWI) light off. The MWI dialed numbers (DNs) are used by the voice-mail system to activate and deactivate the MWIs. These numbers should be unique and should not be assigned to any phone. Use wildcards (".") in the primary or secondary number to match a range of extension numbers. For example use "8000…." so that a MWI notification call from your voice-mail system to "80005001" turns on or off the MWI for extension "5001."
MWI refresh	Occasionally, the MWI setting for a telephone can be out of synchronization with the user's message status in the voice-mail database. For example, a user could have pending messages, but the MWI would not be turned on. You can refresh the MWI light so that the light reflects the current message status in the voice-mail database.

N

Name	In Cisco Unity Express, *name* usually identifies the name of a user that is associated with an extension. The name is used for caller ID (calling line identification) purposes and also appears in the local directory with the extension number.
Network time protocol (NTP)	In Cisco Unity Express, Network Time Protocol (NTP) is used to set the system time to avoid manual configuration of the time. Using NTP helps Cisco Unity Express to keep the system time in synchronization with the NTP server in case there is a drift in the system clock. Typically Cisco Unity Express uses the host router as the NTP server, but you can also use other standard public NTP servers. NTP typically provides accuracy within a millisecond on LANs and up to a few tens of milliseconds on WANs relative to Coordinated Universal Time. Typical NTP configurations utilize multiple redundant servers and diverse network paths to achieve high accuracy and reliability.
New messages	Voice-mail messages that have not been listened to or that have been marked as new after a user listens to them.
Night service bell	The phone at this extension will ring with a unique ring pattern during the time period when night service is active.
NME	Network Module Enhanced-Cisco Unity Express (NME-CUE). Supports 25 public distribution lists and 880-1000 members depending on the license SKU. Also supports up to 50 sessions and 300 users. See the Cisco Unity Express Release Notes.
Normal extension	A regular extension line assigned to a phone.
Notification send-to	This field is for park slot extension types. **Originator**—Sends a reminder ring only to the phone that parked the call. **Notify Destination**—Sends a reminder ring to the extension specified in the Notify Destination field. **Both Originator and Notify Destination**—Sends a reminder ring to both the phone that parked the call and the extension specified in the Notify Destination field.

Notify destination (additional)	This field is for park slot extension types. Sends a reminder ring to the additional specified extension.
Notify interval	For park slot extension types—the interval at which the phone sends a reminder ring to the extension that parked the call. The Notify Interval field sets the call park reminder timeout interval, in seconds. Range is from 0 to 65535. There is no default value. By default, notify interval is not enabled.

O

Operator extension	Extension that callers can dial to reach the operator from the auto attendant and voice-mail systems. (Note: Callers can also reach the operator by other methods.)
Owner	User or group ID of the user or group that owns a mailbox. Mailbox owners can add or delete users to and from a general-delivery mailbox and can delete the general-delivery mailbox.
	Note: If you assign a group as the owner of a general-delivery mailbox, all members in that group have owner privileges for the mailbox.

P

Paging	Defines a paging extension that receives incoming calls and broadcasts audio paging to idle Cisco IP phones that have been set up to receive paging. Audio paging provides a one-way voice path to multiple IP phones simultaneously, but does not have a press-to-answer option like the intercom feature. You can create a paging group by using an extension that is configured to receive paging calls, and that extension can be associated with any number of local IP phones. The paging extension number can be dialed from anywhere, including from PSTN and VoIP.
	Unicast— By default, audio paging transmits audio simultaneously to multiple IP phones using IP multicast. In cases where you are unable to use IP multicast within your network, you can transmit the audio page to up to ten IP phones individually by using IP unicast.
	Note: Cisco IP phones do not support multicast at 224.x.x.x addresses.
Paging extension	The number that people call to initiate a page.
Park-slot extension	Designates an extension for use as a park slot, or a floating extension not bound to a physical phone. Calls can be sent to the park slot and are held until retrieval by anyone on the system. Each call-park slot occupies one extension, and each call-park slot can hold one call at a time.
Password	A Cisco Unity Express password consists of letters and numbers and is at least 3 characters but not more than 32 characters long.
Password options	For the password used by the user to access the Cisco Unity Express GUI, select one of the following:
	Generate a Random Password—To have Cisco Unity Express generate a random password.
	Blank Password—To leave the password blank.
	Password Specified Below—To specify a password for this user.

Personal identification number (PIN)	A PIN consists of numbers only and is at least 3 digits but not more than 16 digits. Do not use the asterisk (*) or pound sign (#). The initial PIN value is changed by the user when the user dials in to voice mail for the first time.
Phone physical ID	MAC address of the phone. The MAC address of the phone is usually printed on a sticker located on the back or underside of the phone. It should look similar to this: 000E.1234.ABCD.
PIN options	For the PIN used to access the Cisco Unity Express TUI, select one of the following: **Generate a Random PIN**—To have Cisco Unity Express generate a random PIN. **Blank PIN**—To leave the PIN blank. **PIN specified below**—To specify a PIN for this user.
Pickup group	Allows extensions to be placed in a common group for ease of answering calls within that group. Users can answer calls within their group using group pickup or answer calls within another group using group pickup plus the group number. Place phones located near one another into the same pickup group. To pick up calls, press the **GPickUp** softkey and dial the pickup group number. To perform a local group pick up for phones within the same pickup group, press the **GPickUp** softkey, followed by the star key. If you define only one pickup group within your system, you do not need to dial the pickup group number when using the **GPickUp** softkey.
Play Tutorial	When configuring mailboxes, clicking **Yes** in the play tutorial field plays a tutorial the first time a user logs into the mailbox. The tutorial provides instructions on setting up greetings and a password.
Preference	The order in which individual lines are selected to answer an incoming call when multiple lines have the same extension number. You can set the preference number from 0 to 10. The lower the preference value, the higher the selection priority. Normally, hunt stop must be disabled for the preference value to be effective.
Preference (secondary)	The secondary preference value is assigned to the secondary number that is associated with an extension. You can set the preference number from 0 to 10. The lower the preference value, the higher the selection priority. Normally, hunt stop must be disabled for the preference value to be effective.
Primary E.164 number	User or group's primary telephone number, including area code.
Primary Extension	A user or group's primary extension, which is associated with a phone line. Other extensions are associated with the user or group and not with the phone. The primary extension is the main extension that callers dial to reach a user, or members of a group dial to reach a general-delivery mailbox. If no primary extension is designated for a user, that user cannot receive voice-mail messages, but will be reachable by callers using the dial-by-name feature.
Private list viewer capability	Members in a group with private list viewer capability can view other users' private distribution lists.
Public list manager capability	Members in a group with public list manager capability can modify and delete public distribution lists.

R

Real time reporting (RTR) — Maintains real time statistics for various call-related and application-related events.

Ring mode — Ring mode of a phone associated with a button on the IP phone.

Normal Ring—For incoming calls, the phone produces audible ringing, a flashing ((< icon in the phone display, and a flashing red light on the handset. On the Cisco IP Phone Expansion Module 7914, a flashing yellow light also accompanies incoming calls.

Silent—Lines do not produce an audible ring when they receive incoming calls.

Silent w/ CW Beep—An audible ring is suppressed for incoming calls, but call-waiting (CW) beeps are allowed. Visible cues are the same as described for normal ring.

Feature Ring—Triple-pulse cadence differentiates incoming calls on a line from incoming calls on other lines on the phone.

Monitor—Select Monitor for a shared line. Visible line status indicates if a line is in use or not. You cannot use the line on this phone to make or receive calls.

Overlay—Multiple extensions share a single button, up to a maximum of 10 extensions on a button, separated by commas.

S

Saved messages — Voice-mail messages that a user has marked as saved.

Secondary number — For normal extension types. Second telephone number that is associated with a primary extension, so that the IP phone line can be called by dialing either the primary or the secondary phone number. This number is useful for creating simple call-coverage configurations. Maximum of 16 digits.

Secure Sockets Layer (SSL) — Accepted standard for Web security.

Sequence number — Unique number that represents the relative placement of a phone in the Cisco IOS configuration. The sequence number provides a mechanism to allow you to distinguish between multiple extension instances that are configured with the same extension telephone number. For example, you can configure a set of extension lines that all have the same extension number, and use a sequence number to uniquely select a specific extension to edit or delete within this set of lines.

SIP MWI notification mechanism	Cisco Unity Express supports the following methods of generating MWI notifications: **Subscribe - Notify**—Cisco Unified Communications Manager Express subscribes to Cisco Unity Express using SUBCRIBE/NOTIFY SIP messages for MWI notification for each of the ephone-dns registered to receive MWI notifications. Supports Cisco Survivable Remote Site Telephony (SRST). **Unsolicited Notify**—Cisco Unified Communications Manager Express is not required to send a subscription request for each ephone-dn to Cisco Unity Express for MWI notification. Cisco Unity Express sends NOTIFY SIP messages to Cisco Unified Communications Manager Express whenever there is a change in the MWI status for any ephone-dn. Supports Cisco SRST. **Outcalling**—Used for legacy Cisco Unified Communications Manager Express configurations; incompatible with Cisco SRST. Cisco recommends changing to the "Subscribe/Notify" method to ensure the correct MWI status is reflected on phones after interrupted phone service is restored.
Site	An individual Cisco Unified Communications Manager Express (Cisco Unified CME) installation. Centralized Cisco Unity Express (CUE) allows multiple Cisco Unified CME installations per Cisco Unity Express on NME and SM-SRE platforms only. If a system configuration has more than one site configured per Cisco Unity Express installation, an enhanced table appears in the configuration GUI screen from which you can select individual sites, or Cisco Unified CMEs, to configure.
SM-SRE	Service Module Service Ready Engine modules (SM-SRE-700-K9 and SM-SRE-900-K9). Supports 25 public distribution lists and 880-1000 members depending on the license SKU. Also supports up to 250 sessions and 500 users. See the Cisco Unity Express Release Notes.
SMTP	Simple Mail Transfer Protocol (SMTP). standard for e-mail transmissions across the Internet. Formally SMTP is defined in RFC 821 (STD 10) as amended by RFC 1123 (STD 3) chapter 5. The protocol used today is also known as ESMTP and defined in RFC 2821.
Speed dial	You can configure IP phone buttons for one-touch speed dialing. Buttons on your phone that are not used for phone lines and that have been designated for use as speed-dial buttons by your system administrator can be programmed with speed-dial numbers. Your phone may support flexible assignment of the phone buttons for use either as telephone lines or as speed-dial buttons. The total number of physical buttons on your phone may limit the total number of lines and speed-dial buttons. For example, if your phone has buttons that are configured as additional phone lines, you may have a reduced number of available buttons for speed-dial use. The first available speed-dial button is the one after the last phone button that has been assigned as a phone line. To configure a speed dial, enter a number and the label you want displayed on the phone for that speed-dial number. This field applies only to Cisco IP Phones 7940, 7960 or 7914 for the four fixed-function speed-dial numbers, or to Cisco IP Phone 7910 for the two fixed-function speed-dial numbers.
Superuser	In Cisco Unity Express, when applied to a group, gives Administrator privileges to any users in this group.

T

TUI	telephone user interface.

Total Time Used	Total amount of stored message time that is currently used in the mailbox.
Total messages	Number of messages that are stored in the mailbox.

U

URI	Uniform resource identifier.
User ID	Alphanumeric user identifier.
Username	In Cisco Unity Express, an alphanumeric identifier for a user or group.

V

vCard	A standard format for an electronic business card that includes fields for the phone number, text name, and e-mail address of the message sender.
Voice mailbox	A storage space on the system for an individual user's voice messages. See also General-delivery mailbox.
Voice Mail Phone Number	Telephone number that users dial to retrieve their voice messages. It should not contain spaces, dashes, or periods.
Voice-mail system	Cisco Unity Express system that users call to access voice-mail information, such as voice messages.
Voice Profile for Internet Mail (VPIM)	Protocol for exchanging MIME-encoded voice messages between messaging systems by using SMTP as a transport mechanism.
VoiceView Express (VVE)	VoiceView Express is an IP phone application that allows voice-mail users to browse, listen to, and manage new and saved voice-mail messages using their Cisco IP Phone display and soft-keys available on the phone. Users can compose and send voice-mail messages to other users and manage their personal mailbox options using VoiceView Express.
VPIM Broadcast ID	The ID of the VPIM address that receives broadcast messages at the remote location and distributes the messages to all users.
VXML	Voice Extensible Markup Language (VoiceXML). VoiceXML is an open-standard markup language used to create voice-enabled Web browsers and interactive-voice-response (IVR) applications.

Z

Zero-out number	Number to which callers are transferred when they press 0 at a voice-mail greeting. If you want callers to reach the operator when they press 0, enter the operator extension in this field.