

# MiVoice MX-ONE Abbreviations, Acronyms, and Glossary

Release 7.7 0033-ASP 113 01 Uen A

May 2024



# **Notices**

The information contained in this document is believed to be accurate in all respects but is not warranted by **Mitel Networks Corporation (MITEL®).** The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes. No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

# **Trademarks**

The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC), its affiliates, parents, or subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at legal@mitel.com for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website:http://www.mitel.com/trademarks.

®, Trademark of Mitel Networks Corporation

© Copyright 2024, Mitel Networks Corporation

All rights reserved

# **Contents**

1 Introduction	1
2 Contents of this Document	2
3 Terms	3
4 Glossarv	29

Introduction 1

This document describes the acronyms, abbreviations, and some of the terms used in the documentation.

# **Contents of this Document**

2

This document is divided into two main sections:

Terms

Describes the terms that have been used in the customer documentation.

Glossary

# **Acronyms and Abbreviations**

Describes the acronyms and abbreviations that have been used in the customer documentation.

Terms 3

The following terms have been used in the customer documentation:

# 16 kbit Switching and Multiplexing

A feature that makes it possible to multiplex sub-rate data in a voice compression board and then switch the sub-rate data through the exchange. Used in conjunction with the voice compression future.

# **Access Right Identity**

A DECT parameter that is used to identify different parts of a DECT system.

# **ACD Agent**

A user (person) who is defined in the ACD system.

# **ACD Group**

Automatic Call Distribution Group. A logical point for the start of a search for free ACD agents.

#### Address/Subnet mask

A set of bits that enables definition in an IP address, the part ascribed to the subnet and the part ascribed to the terminal. It is used to decide if a packet should be sent within the segment of the LAN or to another segment of the LAN through a router.

# Agent

A user or a member in a Call Center (ACD) system. Also a CSTA monitored extension in the PBX.

#### A-law

A type of PCM coding.

#### Alphanumeric display

Indicates support for at least the following characters: space, 0-9, \*, #, a-z, and A-Z.

#### **AMR**

Adaptive Multi-Rate (AMR).

#### **AMR-WB**

Adaptive Multi-Rate Wideband (AMR -WB, also known as G.722.2) codecs for SIP/mobile extensions.

# **Analog phone**

Any type of analog phone with DTMF signaling can be connected to the MX-ONE.

Rotary dialing phones are supported in Servers (LIMs) with MD110 (Obsolete) hardware. The rotary dialing phones do not support DTMF signaling.

# Announcement number

The number that points to one or more voice messages stored in a server, for example MX-ONE. In most cases one announcement is the same as one message.

# **Answering Party (Group Call Pick-up)**

The party who dials the procedure to pick up the call.

# A-party

Calling party. Executive override initiating party.

# **Application Link**

A Mitel developed CSTA (Phase 1) server platform, to connect the MX-ONE CSTA to, for example, a Novell Telephone Server, or an ECMA CSTA.

#### **ASB 501 04**

Mitel's product identity for the phased-out MD110/TSW PBX system.

#### **ASP 113 01**

Mitel's product number for the MiVoice MX-ONE system.

# **Asymmetric Encryption**

Uses a public key for encryption, while another private key is used for decryption.

#### **Authentication**

The process of verifying the identity of a user, device, or entity in a computer system.

# **Azure**

MicroSoft Virtualization solution.

# В1

The first B-channel on a BRA interface.

#### **Bandwidth**

A term used to mean how fast data flows on a given transmission path. It is expressed as data speed in bits per second (bit/s).

#### **BAS** mode

BluStar Application Server mode, used by the BluStar video terminals (when not in PBX mode).

## **B-channel**

Bearer channel for user information.

# Blacklist(-ing)

A term that means forbidding certain listed entities access to something. In the MX-ONE it is a control mechanism that allows incoming public calls to proceed, except those with a Calling Line Identity explicitly mentioned in the blacklist.

#### **BluStar client**

Name of Mitel/video terminals and Mitel softclients.

# **B**-party

Called party. The party upon whom executive override was initiated (see A-party).

#### **Branch Office**

Remote Office with a limited number of extensions. This Office has a permanent connection to the company's WAN from leased or company-owned point-to-point lines.

# **Bridge**

A device that connects two or more networks at the data link layer (layer 2). Bridge devices are specified in the IEEE 802.1D standard. Bridges are not part of the collision domain (that is, bridges may be used to split a network into multiple collision domains).

#### **Broadcast Domain**

Segments joined together by bridges form a broadcast domain.

#### Call Data

Information about a call or event.

#### **Call Duration**

The elapsed time between call answer and call termination.

# **Called Party**

The party who is called.

# **Calling Party**

The party who initiates the call.

# Camp on

A queuing function that gives the possibility of queuing one or more calls to a busy extension.

#### Cassandra Cluster

A collection of system database (Cassandra) data centers.

#### Cassandra Database

An Apache Cassandra database used as system database in ASP 113.

#### Cassandra Node

A Cassandra database instance running on a server.

# **Central Call-Log**

A logging function for extensions which logs missed, made and answered calls. The log is centrally stored either in the PBX or on some other server, but not in the terminal.

# **Central Call History/Log**

A feature in MX-ONE that stores the call history of extension users centrally, in the PBX (data conveyed to the terminal/end-point via an API).

# **CENTREX**

Business Subscriber System. Public exchange with PBX functions.

#### **CIL Heartbeat**

A periodically generated Heartbeat record.

# Cluster

Or Standby cluster. A cluster is a number of Servers with one designated standby Server.

# **CMG Application Suite**

Consists of several applications for operating and managing an MX-ONE.

# **Command log**

A file that stores the records of the commands and some other system events.

Abbreviations, Acronyms, and Glossary

#### Common diversion number

A number of a divertee position that is common for an entire exchange system.

# **Common Fixed Part**

ELU31 board with firmware. For DECT.

#### **Common function**

A program that exists in only one or, possibly, two instances (if duplicated) in the PBX system, that is, it does not exist in each Server (LIM).

#### **Condition code**

Up to three characters that designate the type of call, in CIL/SMDR.

#### **Connectionless**

A signaling principle where the signaling information is transmitted without first establishing a signaling connection. Every signaling message must have a full address to find its destination.

#### **Connection Oriented**

A signaling principle where a signaling connection is established before the signaling information is transmitted.

#### Cordless extension

The cordless type of extension, using the DECT protocols.

#### **Cordless phone**

The cordless phone feature enables users to make and accept calls at any location in the coverage area of its base stations. The feature is fully compliant to the DECT GAP/CAP standards, which ensures desk phone speech quality and full security from wiretapping. Also known as an DECT PP in MX-ONE.

#### C-party

The third party connected to A- and B-parties in executive override (see A- and B-parties).

# Cron

A time-based job scheduler.

#### Crontab

A configuration file that specifies shell commands to run periodically on a given schedule.

# **CTI** group

A CTI group is the same thing as an ACD group without any member agents. To the PBX, it is thus an empty ACD group, so the calls are always queued (waiting for a deflect request from the Call Center application).

#### **Customer diversion number**

A common diversion number for each customer in the system.

#### **Data Center**

A geographical location of one or more Cassandra nodes.

#### Data network

It is the same as a packet based network.

#### **DBY**

Product name for option unit for Ericsson legacy telephones.

#### **D-channel**

Signaling channel (ISDN). In voice compression the signaling rate is 16 kbit/s or 64 kbit/s.

# Decryption

The method of connecting the cipher text back to plain text.

#### Default gateway/router

The device used for routing packets between segments in the LAN. The IP address included in the packets is the key for the routing function. The router is external to the PBX and routes the packets that should be sent to another LAN segment.

# **Deflected-to party**

The party that receives deflection, that is, the called party of the deflection service.

#### Digital phone

An extension equipped with a digital phone can use the telephony features in an easier way than extensions equipped with analog phones. As the digital phones are equipped with preprogrammed keys for the most used features and programmable keys for other features (the most advanced also so called soft-keys and display), the features can be used without dialing procedures.

#### **Digital Signature**

The digital signature is an encrypted digest of the file (message, document, driver, or program) being signed. This summary is computed from the contents of the file and then encrypted with the private key of the CA. To prove that the file was not tampered with, the recipient uses the public key to decrypt the signature back to the original digest, recomputes a new digest from the transmitted file and compares the two to see if they match. If they do, the file has not been altered in transmission by an attacker.

# **Directory number**

The extension's private phone number defined by O&M commands in the MX-ONE. A directory number consists of an internal part (defines an extension within MX-ONE, maximum 10 digits) and a network part (defines the MX-ONE node in the private network, maximum 5 digits).

#### Domain

Part of the DNS naming hierarchy that consists of a set of network addresses.

#### **E1**

2 Mbit/s Trunk Interface (ETSI)

# Encryption

Primarily a way of protecting the secrecy of a message. It transforms the message into one that is not easily read using an algorithm controlled by a key.

# **Enterprise Media Gateway**

A self contained, 19-inch, rack-mounted 1U unit. Not for new deliveries.



# R Note:

This media gateway is not supported by the multiple gateways per server functionality. Each one needs its own server.

# **Ethernet**

IEEE 802.3 10BaseT, the standard networking technology for local area networks.

# **Exchange language**

The language the system administrator selects for the exchange by default. The Exchange language is an alias to any of the circa 20 available languages in the system. An application system parameter states which of these languages is the exchange language.

#### **Extension**

Type of party that includes all types of extensions. When generic extensions are mentioned, the conditions for these types differ from other extension types.

# **Extension API, Generic Extension API**

The defined interface between extension line blocks (for example, CTL, IPL, REL, SIPL) and the rest of the MX-ONE software system. Also called generic extension API.

#### External call

A call to or from a destination outside the PBX.

#### **External equipment**

Equipment outside the MX-ONE Service Node, for example a PC, FAX, modem, or printer.

# **Feature Package**

A set of extension end-user services packaged together. The system has six levels of sets; basic, entry, standard, premium, mobile, and DECT. Premium has all features, while basic has a minimum.

#### **Firewall**

A set of programs, located in a server at the entrance point to a network, that protects the resources of a private network from users from other networks.

#### **Fixed Part**

The logical entity that handles the network end of the DECT protocol and the GDI protocol. In an MX-ONE Integrated DECT system, the Fixed Part (FP) consists of the CFP and the connected RFPs.

# **Forced Gateway**

The forced gateway concept means for calls only involving IP end-points, that the media still must involve a media gateway, even if the end-points could have allowed direct-media connection. Configured by O&M.

For SIP extension and trunk it means:

No change in the established RTP socket (IP address/port) shall take place. The same RTP resource will be used from establishment until end of the call, and RTP media is terminated in a Media Gateway (no direct media between the end-points, even if they are of the same type). Still new SDP offers may be done, keeping the same RTP channel, but offering different media type (for example switch from RTP to T.38) or attributes (e.g. send only).

For H.323 extension and trunk it means:

No H.245 Pause and Rerouting shall take place. There will be no change in the H.245 session from establishment until end of the call, and RTP media is terminated in a Media Gateway (no direct media between the end-points, even if they are of the same type).

# **Format String**

Defines a certain type of events for logging and formats the output

#### Free seating

A feature that provides a user with the possibility of moving between different physical telephones and still keep the categories of the free seating number.

## Free seating extension

A generic extension number that has an associated individual authorization code.

#### G.721

ITU-T standard for audio compression. Codec which converts a 64 Kbps stream into 32 Kbps - ADPCM. Each difference value is coded with 4 bits. Sampling rate is 8 Khz.

#### G.729

ITU-T standard for audio compression. Codec designed for wireless applications at a fixed 8 kbit/s output rate.

# Gatekeeper

The entity that basically provides address translation, bandwidth management, call management, and admission control for H.323 endpoints.

# **Gateway**

The H.323 endpoint that allows the connection of IP terminals on a packet based network to other terminals in the switched circuit network by providing protocol translation.

# **Gateway call**

This is a call between two H.323 parties (extensions or trunks or both) in different TCP/IP networks or an H.323 party (extension or trunk) and any other kind of extension or trunk. Media transmission is done through the Media Gateway. Bandwidth cannot exceed 64 kbps (one B-channel).

#### General output format

Scripted text output format. Defined with I/O commands.

#### **Generic Extension**

An extension that is implemented according to the generic Extension/User API. This means complying with some defined interfaces. Current extension types that are generic extensions are the following: IP extension, Remote extension and Integrated DECT extension.

#### **Graphic display**

Indicates support for any character.

#### GSM-R

Mobility solution for railroad systems, based on the Global System for Mobile communications standards, with additional features for train traffic control functions (for example, call priority and MLPP).

#### Handover

Transfer of a call or data session between two cells in a cellular network without loss or interruption of services.

#### Heartbeat

A periodic signal generated by the hardware or another system, for activation or synchronization, or both, purposes.

#### H.225.0

ITU-T Recommendation for call signaling protocols and media stream packetization for packet based multimedia communication systems.

#### H.245

ITU-T Standard describing the logical channel signaling protocol between H.323 entities.

#### H.323

ITU-T umbrella recommendation for multimedia communications using a packet switched transport network.

# H.323 (access) gateway

A network point that acts as an entrance to another type of network. It provides protocol translation between both networks.

# **H.323 Endpoint**

An H.323-compliant terminal, Gateway or Multipoint Control Unit. It generates or receives, or both generates and receives information streams.

#### Handshake

An initial negotiation between client and server that establishes the parameters of their transactions.

# Hash, hashing

A hash function is any function that can be used to map data of arbitrary size to data of fixed size. The values returned by a hash function are called hash values (or digests). The hashing can be used for transformation of for example passwords, so they are not visible in clear text. The result of the hashing is not an encryption, since it cannot be reversed/decrypted.

# **Host extension**

Extension from where a free seating logon is required.

# **Home Location Register (HLR)**

A Home Location Register (HLR) is a database that contains semi-permanent user information for mobile users in a given 'serving area' (in our case an MX-ONE system). Mobile means in this context a user who can log in or roam in at different physical locations. It can be a wired (e.g. SIP) or a wireless user. HLR user information includes the user identities, location information (the identity of the currently serving User Location Register (ULR) to enable the routing of calls to mobile users), service restrictions and supplementary services information.

The HLR also initiates transactions with ULR to complete incoming calls and to update subscriber data.

# **Hosting system**

A system where the PBX functionality is running in a hosted environment, either virtualized or native on a service provider's server. Also called a private cloud system. The end customers subscribe to/rent resources from the hosting system.

# **Host Telephone**

The physical phone from which a logon has been requested.

#### Hub

A device where data arrives from one or more directions and is forwarded out in one or more other directions.

# **Hypertext**

The organization of information units into connected associations.

#### IMS/IP-Wi-Fi

Integrated Message Server for WLAN. A Unite module that enables messaging to and from the VoWi-Fi handsets in a VoWi-Fi system.

# InAttend, Mitel InAttend

A SIP-based PBX attendant application.

#### **Insecure Extension**

A directory number that is registered on UDP and whose signaling is in plain text.

#### **Insecure Terminal**

An H.323 terminal that does not support TLS signaling. For example, soft phones, DBC 422 01, DBC 425 01, and so on.

#### Intranet

A set of interconnected LANs, usually owned, used, and operated by a single organization.

#### IP address

The network layer address that makes an entity to be addressable at this protocol level. It is used to identify a unique entity within a network.

#### **IP DECT**

Internet Protocol Digital Enhanced Cordless Telecommunications.

IP DECT is an IP based cordless telephony and messaging system connected to MX-ONE.

# **IP Gateway**

Interface to an external IP network for VoIP access.

#### IP network

The data network (a LAN typically) to which the IP terminals are connected. The underlying protocol is TCP/IP.

#### **IP-OWS**

Operator work station (PC client) compliant with H.323.

#### IP PC-client

A PC with software compliant with H.323.

# IP phone

An H.323– or SIP-compliant phone for connection to the IP network.

#### IP terminal

An H.323 terminal, which behaves as described in the standard, and belongs to the extension domain of ASP 113 01 (MX-ONE Service Node) as a generic extension or a common expression for equipment that is connected to the IP network. It can be either an IP phone or an IP PC-client.

#### **Jitter**

Time deviation in the arrival of packets.

#### Jitter buffer

The temporary storage for packets to avoid the jitter effect. Its size is changeable by command, taking into account that a high value means a delay and a low value may cause packets to be dropped.

#### Key

When encrypting data, a key is a value that determines the cipher text that a given algorithm will produce from a given plain text. When decrypting data, a key is a value required to correctly decrypt a cipher text. With a symmetric encryption algorithm, the same key is used for both the encryption and decryption of the same data. With an asymmetric encryption algorithm, also called public-key encryption, different keys are used for the encryption and decryption of the same data.

# **Keyspace**

A Cassandra database concept for the control of the replication model(s) and the data in the database nodes.

#### **KVM**

Virtualization solution included in Linux.

# Latency

The total time for a data frame to travel from a sender to a receiver.

#### Latin 1

An 8-bit character set as defined in ISO/IEC 8859-1.

#### Link

A communication connection used to report CSTA events between the MX-ONE Service Node and the client application (for example, Application Link).

Pointer and - if applicable - address control, unit, Server and monitor reference, to another record.

# Link group

A group of links that originated from the same client application.

#### LINUX

An operating system used in MiVoice MX-ONE.

#### Load distribution

A technique used to register the IP terminals evenly among the gatekeepers.

#### **Local Hop Off**

A function that will route a PSTN call on the IP WAN to the closest gateway to the intended destination.

#### **Local Presence**

A function that makes it possible to make outgoing PSTN calls in the branch node where the calling extension is located.

# **Location Area**

The domain in which a Portable Part may receive or make calls or both as a result of a single location registration. In the MX-ONE Mobility system it is the area covered by one or more base stations connected to the same ELU31 board.

#### **Location Registration**

A procedure initiated by the PP when entering a new Location Area or when switched on.

# **MAC** address

Media Access Control address. A unique identifier attached to most forms of computer networking equipment.

#### **Marooned IP Extension**

An IP extension is marooned when the MX-ONE Service Node notices its IP network connection to the IP terminal has been lost. The extension shall sort of be treated as logged-off, although it is not.

#### MD110 (Obsolete)

Sales name for the ASB 501 04 product (by Ericsson).

# **Media Gateway**

An MX-ONE device that allows the connection of H.323 and SIP entities to ISDN trunks or analog extensions by providing protocol translation.

# **Media Gateway Classic**

MX-ONE Media Gateway Classic was delivered in releases before MX-ONE 6.0 as one or two 7U high, 19-inch wide sub-racks with standing circuit boards. It is obsolete, phased out from MX-ONE 7.0.

This media gateway was based on the LSU-E board.

# Media Gateway Classic Stackable (Obsolete)

Stackable and pre-stackable building practice cannot be used together with MX-ONE 7.0 or later releases because these releases do not support LSU-E.



All Classic chassis retained with migration from TSW, and all MX-ONE releases that have LSU or LSU-E and DSUs must be upgraded with MGU. LSU/LSU-E, DSU and IPLU must be removed.

# **Media Gateway LIM**

Dedicated to IP networks and mobile phones.

#### Message number

A number corresponding to a specific recorded voice message.

#### **MiCollab**

Name of a Mitel portfolio of UC applications, such as Audio, Web and Video Conferencing, Application Server, and SIP soft clients.

# MiCollab Advanced Messaging

Name of a portfolio of Mitel Unified Messaging applications (such as Voice Mail and Fax). Formerly called OneBox.

The Messaging Faxmail Server is an e-document delivery system for the small to mid-size company, department, or work group. Messaging Faxmail includes a number of network faxing options, including creating, sending and receiving documents directly from computer desktops.

Messaging Voice Mail; includes all the traditional voice mail features and can be expanded into a complete Unified Messaging system. Messaging Voice Mail also provides auto attendant capabilities that can be used to route incoming calls without an operator.

#### MiCollab client

Name of Mitel softclients.

# **MiContact Center Enterprise**

Mitel's MiContact Center Enterprise (former Solidus eCare or MiCC Solidus) is a Mitel/product that offers enterprises of all sizes IP and mobility-enabled virtual contact centers across multiple sites.

#### **MiSDLC**

Mitel Secure Development Life Cycle. Mitel introduces MiSDLC to address security and data privacy throughout all the Mitel development life cycles

# Mitel Interaction Recording

Name of a Mitel VoIP recording application.

# **MiVoice MX-ONE**

Name of a Mitel PBX and cloud solution for Enterprises.

#### Mobile phone

A mobile phone has access to features and functions comparable to an internal extension, like callback, conference and so on. To get the services and feature sets into the mobile phone, it is recommended that an agreement with a local mobile phone operator is in place.

#### **MODEM**

Modulation/Demodulation. An electronic device for converting between digital data from a computer and an audio signal suitable for transmission over telephone lines.

#### MP3

MPEG Audio Layer III. A format for audio files or streams.

#### **MPEG**

Moving Picture Experts Group.

# **MS-Lync Forking**

Function to enable an extension to be registered in two communication solutions simultaneously, both in the Microsoft Lync/Skype-for-business, and in the MX-ONE Service Node. Calls are handled either by MS Lync/Skype-for-business or MX-ONE.

#### Mu-law

A type of PCM coding.

#### Multicast

A technique that allows copies of a single packet to be passed to a selected predefined subset of all possible destinations.

## Muted ringing

Low volume or silent ringing where the ringing is indicated, for example, optically.

#### **MXFER**

MNS and Transfer key (combined) for SIP extensions.

#### **MX-ONE**

Milel's/ product name for the IP-PBX with product number ASP 113 01.

#### **MX-ONE Classic**

The MX-ONE Classic media gateway is provided as one 7U high,19-inch wide subrack with a number of board positions for different functions

The media gateway is based on the MGU board.

# **MX-ONE IP telephone**

IP terminal that complies with H.323 v2 standard and uses the WAP-based proprietary service protocol to communicate with the MX-ONE.

# **MX-ONE IP terminal**

An IP terminal compliant to H.323 Version 4 or Version 2, which, in addition to the H.323 protocol stack, uses a proprietary protocol to communicate with the MX-ONE Service Node

# **MX-ONE Lite**

MX-ONE Lite is a 3U high, 19-inch wide subrack with 5 board positions for different functions and interfaces.

The media gateway it is based on the MGU board.

# **MX-ONE Manager**

Provides the management functions for the MX-ONE system in accordance with the FCAPS paradigm.

#### **MX-ONE Media Server**

Software based Mitel/Media Gateway which emulates the MGU board. The MX-ONE Media Server is to be used in pure SIP scenarios only.

# **MX-ONE Messaging**

Provides features and applications used for voice mail and faxmail.

# **MX-ONE, MiVoice MX-ONE**

Medium and large enterprise PBX, which provides business class telephony features. It performs call control, call-signaling, media transcoding and conversion functions.

# MX-ONE Slim (obsolete name)

MX-ONE Slim was a 1U high, 19-inch wide sub-rack. Now called MX-ONE 1U chassis.

#### **MX-ONE Server**

A server unit that can host a variety of applications, such as applications for messaging applications or any other application to install. MX-ONE server consists of Mitel ASU II and ASU III.

# **MX-ONE Service Node Manager**

MX-ONE Service Node Manager. A web-based management tool used to configure the MX-ONE Service Node.

#### Non-gateway call

A type of call between two H.323 or SIP parties (extensions or trunks, or both) that are in the same IP network. Media transmission is done directly between both parties.

#### **OIP-Phone**

Office IP Telephone. A type of proprietary IP-Client.

# **OnDemand system**

A system which is intended for a hosting solution, i.e. a cloud solution.

#### Opus

A free codec based on RFC 6716 from IETF.

# **Originating PBX**

The exchange from which the call originates or enters the private network.

# **Output Device**

The hardware where the CIL data is output in the system.

# **Output File**

A readable file with the defined call data of the calls or events.

# **Output Format**

The appearance of the output file based on an I/O command.

#### Packet based network

A packet switching network.

# Paging equipment

A simple personal telecommunications device for short messages.

#### Parameter definition file

Defines the portable model, that is, the VoWi-Fi handset.

#### **Password**

A keyword used to authenticate users in a computer network.

# **PBX-group**

An internal group hunting group in the exchange.

#### **PBX-member**

An internal PBX-group member.

# **PBX** mode

A mode of operation for the BluStar video terminal (used when not in BAS mode).

# **PBX** operator

A PBX operating individual.

# **PBX** operator group

A call origin group for the (integrated legacy) PBX operator.

#### Personal certificate

A digitally signed data record with information about an Internet user.

#### Personal number

The common expression for Personal number (multiple call lists) and Repeated Individual Diversion (one call list). Both use the Deflect service.

#### **PGM**

Group Call Pickup key for SIP extensions.

#### **Port**

A service access point; that is, the logical interface between entities of two protocol layers where a service is provided. In the documentation, the ports mentioned are used to exchange Registration/Admission/Status (RAS) signaling and call signaling.

#### **Portable**

Concerns Wi-Fi. A handset or a pager developed to work together with the PDM.

#### Portable Part

The physical handset of a CXN (DECT concept).

# Pre-shared keys

Used for symmetric encryption.

# **Primary call**

One of the calls involved in Transfer. In the case of transfer before answer, the primary call is the answered (active) call. If answered, the primary call is the parked one.

#### **Primary extension**

The first extension initiated on an analog line.

# **Private Key**

In public-key cryptography, this key is the secret key. It is primarily used for decryption but is also used for encryption with digital signatures.

# **PR list**

Parallel Ringing List. The extensions to ring simultaneously are grouped as a parallel ringing list. A parallel ringing list consists of one main extension and up to two secondary extensions.

#### **Provisioning Manager (PM)**

A tool for user (mainly extension) management for the MX-ONE.

#### Public external line

A telephone line between a private telephone network and a public telephone system.

#### **Public Key**

In public-key cryptography, this key is made public to all.

#### **Public trunk line**

A telephone line between a private telephone network and a public telephone system.

#### Q.931

ITU-T Recommendation for ISDN user-network interface layer 3 specification for basic call describing the logical channel signaling protocol between ISDN S $_0$ ; terminals.

# **R2 Signaling**

R2 signaling is a Channel Associated Signaling m(CAS) protocol that is defined in ITU-T recommendations Q.400 through Q.490.

#### Rack

A sub-division of servers within a Cassandra Data Center, primarily to have separate power supply, or other redundancy.

#### **Radio Fixed Part**

Radio base station (a DECT concept).

# **RAS** signaling

Signaling described in the H.225.0 recommendation for registration and authentication of H.323 entities.

# **RAID**

RAID is a data storage virtualization technology that combines multiple physical disk drive components into a single logical unit for the purposes of data redundancy.

#### RAID 1

RAID 1 implements disk mirroring, where a copy of the same data is recorded onto two drives. By keeping two copies of data on separate disks, data is protected against a disk failure. If, at any time, a disk in the RAID 1 fails, the remaining good disk (copy) can provide all of the data needed, thus preventing downtime.

#### RedHat Linux

A Linux product supplied by RedHat for the business market. It is targeted for servers, but can be installed on desktop computers for testing as well. Not used by MiVoice MX-ONE, but by KVM.

# Redundancy

Duplication or backup of specific functionality in a system, which has the intention to avoid/reduce down-time. For example server or network redundancy.

# Repeated diversion

Multiple diversion, several diversions executed for a call.

#### Repeater

A device that splits and combines transmission signals from many devices through repeating the signal on all ports. It is sometimes called a repeating hub.

#### Replication

The copying of data from a database node (replica) to another replica, making the relevant replicas as identical as possible.

## Replication factor

The amount of copying of data from a database replica to other database replicas. A replication factor of 1 means that there is only one copy of each data in a Data Center, whereas a replication factor of 3 means three copies of the data are stored across the Data Center. Each Data Center has its own replication factor.

#### RES1

A response calculated by a DECT PP (in authentication of a PP).

# RES2

A response calculated by an DECT FP (in authentication of a PP).

# Ring group (Cascade ring group)

An internal extension group in the exchange, similar to hunt group, but ringing the members in parallel, not in series.

#### Roaming

The extension of the connectivity service in a location that is different from the home location where the service was registered.

# Router

A device or, in some cases, software in a computer, that determines the network point to which a packet should be forwarded towards its destination, based on the Network Layer Information in the packets (A more advanced

form of Bridge). Many different types of routers exist: Access Routers, Border Gateways, Firewalls, Edge Routers, and so on.

# **RVA** message

Also referred to as recorded voice message. In this document, it refers to any kind of sound (for example, speech or music) that can be stored in a WAV or equivalent file to be used for RVA or Music on hold, i.e. played to users involved in calls.

#### **SDLC**

Secure Development Life Cycle.

## Secondary call

The other call involved in Transfer.

## Secondary extension

An extension that is the second one initiated on the same analog line as the primary extension.

#### Secure Extension

A directory number that supports signaling encryption through TLS and media encryption through SRTP.

#### **Secure Terminal**

An H.323 terminal that supports TLS signaling. For example, the DBC 42x02.

#### **Security Exception**

A facility given to an extension number or terminal type to exist in the system without TLS signaling.

# **Security Policy**

The Security Policy restricts or permits the user's registration into the system.

# **Service Node**

Name for the MX-ONE Service Node, i.e the call manager entity in the MX-ONE.

#### Service Profile

A concept used for extensions to define a set of classes of service for end user services.

# **Session Key**

A key shared by at least two parties (usually a client and a server) that is used for data encryption for the duration of a single communication session. Session keys are typically used to encrypt network traffic. A client and a server can negotiate for a session key at the beginning of a session, and that key will be used to encrypt

all network traffic between the parties for that session. If the client and the server communicate again in a new session, they negotiate a new session key.

# **Signaling Connection**

A point-to-point connection across GDI, used to carry information concerning one PP. Established by CFP, released by CTL. A signaling connection may be shared by several transactions.

#### SIP client

A Voice over IP enabled phone or computer program that uses SIP.

In RFC 3261 (that specifies SIP): A client is any network element that sends SIP requests and receives SIP responses. Clients may or may not interact directly with a human user. User agent clients and proxies are clients. For more information, see <a href="http://www.ietf.org/rfc/rfc3261.txt?number=3261">http://www.ietf.org/rfc/rfc3261.txt?number=3261</a>

# **SIP Registrar**

A server in a SIP network that work as a forwarding, proxy, server. SIP user agents register their current location to this server. The registration has a set duration and needs to be regularly re-performed. The SIP registrar receives SIP requests and forwards them on behalf of the requester.

In RFC 3261: A registrar is a server that accepts REGISTER requests and places the information it receives in those requests into the location service for the domain it handles.

#### **SLIP**

A standardized procedure to take care of different clock rates between two digital systems by either skipping or repeating a frame of data.

#### Sitekeeper

An entity in a public IP network that provides call routing, number translation and location lookup.

#### Soft switch

A SIP-only PBX which contains both a Call Manager (e.g. MX-ONE Service Node) and a Media Gateway, but without any Media Gateway hardware. For example a MX-ONE Media Server could be used.

#### Station ID

A name assigned to the MX-ONE Service Node by a command.

#### **Subscriber**

Type of party belonging to PSTN.

# Survivability

A function which means that if the IP connection gets lost, all IP telephones will be registered to the SBN instead of to the Main Office. When the connection is reestablished, the telephones will be registered back to the main office.

#### Switch

A device that is able to forward a signal only to the receiver for which it is aimed. Usually referred to as a Layer 2 switch. A Layer 3 switch is seen as a combination of a Router and a Layer 2 switch. Comes in two types: managed and unmanaged. The latter is very limited or even impossible to configure.

# Symmetric encryption

Uses the same key for encryption and decryption.

## **System Database**

The Apache Cassandra<sup>TM</sup>, version 4.0.x is used as system database in the MiVoice MX-ONE Service Node (from version 7.0). It requires Apache License 2.

#### T1

1.5 Mbit/s digital trunk interface (ANSI).

#### T.38

An ITU standard for sending FAX across IP networks in a real-time mode.

#### TCP/IP network

A packet-based network whose underlying protocols are TCP/IP.

# **Telephony Switch (Obsolete)**

A phased-out IP (H.323) enabled PBX featuring function for both circuit switched and packet switched terminals and trunks. It was built up using two types of units, LIMs and a GS from the also phased-out MD110 system.

#### Telnet

Terminal Emulation Link Network. The Internet standard protocol on top of TCP/IP for remote terminal connection service.

# **Terminating PBX**

The exchange where the nominated position is located.

# **Terminal Selection Service**

An extension service for selection of a specific terminal among multiple forked terminals.

#### Tie-line

An external line between two exchanges in a private network.

#### **TLS Session**

A TLS session is an association between a client and a server. Sessions are created by the handshake protocol. Sessions define a set of cryptographic security parameters, which can be shared among multiple connections.

# **Token Ring**

LAN technology based on a ring, compatible to IEEE 802.5.

#### **TOLL**

Toll restriction indicator.

# **Toll By Pass**

See Local Hop Off.

#### **Transaction**

A sequence of messages that together perform a function. For example, the function location registration that consists of the messages {gdiMM-LOCATE-REQUEST} and {gdiMM-LOCATE-ACCEPT} is a transaction. Several simultaneous transactions concerning the same PP share the same signaling connection.

# **Transport address**

The network address (IP address) plus the transport layer identifier (TCP/UDP port).

#### Unite messaging platform

A generic term for a messaging system that unites different systems, for example System 900, System 9d, and VoWi-Fi.

#### UNIX

An operating system on which LINUX is based.

# Upn

ISDN-like 2B+D protocol used by DECT between the ELU31 board and the base stations.

# **User Location Register (ULR)**

A User Location Register (ULR) is a database which contains temporary information concerning the mobile users that are currently located in a 'serving area', but whose Home Location Register (HLR) is elsewhere.

When a mobile user roams away from his home location and into a remote location, messages are used to obtain information about the subscriber from the HLR, and to create a temporary record for the subscriber in the ULR.

# User part

A functional application, that uses SCP connections. User Parts in DECT GDI are DUP and MUP. User parts in SS7 is TUP.

#### V.24

A serial port or a serial communication standard defined by the ITU-T.

# Virtual extension

A generic extension that is not associated with any terminal type.

#### **VMware**

Virtual machine software, which facilitates the installation and execution of several operating systems or instances of the same OS, or enhanced redundancy. Used for example for OnDemand/Hosting solutions.

# Voice message

A recorded voice announcement message stored somewhere, for example, in the MX-ONE Service Node.

#### X.25

A communication standard protocol for Packet data signaling, defined by the ITU-T.

#### X.509

An industry standard specification for digital certificates.

# x86/IA32

Intel 32-bit based processor architecture.

#### XML output format

Extensible Markup Language output format. Used in CIL (and in later releases, also in CSTA).

# XRES1

A response calculated by a DECT FP (which is compared with RES1).

#### XRES2

A response calculated by a DECT PP (which is compared with RES2).

Glossary 4

# ACD

**Automatic Call Distribution** 

#### **ACDM**

Automatic Cable Delay Measurement

# **ACO**

Account Code

#### A-CRC

CRC over the A-field (error information for DECT)

# **ACS**

Advanced Communication System, a telephony subsystem in the MX-ONE Service Node

# ACS

Application Collaboration Server, a server platform used by for example attendant applications (like InAttend)

#### AD

Abbreviated Dialing (Speed Dialing).

#### AD

Active Directory (Microsoft).

# **ADAM**

Active Directory Application Mode (Microsoft)

#### **ADN**

Additional Directory Number (for DTS)

# **ADSI**

Active Directory Server Interface

AES
Advanced Encryption Standard
AGP
Announcement Group number
AH
Authentication Header
AIDE
Advanced Intrusion Detection Environment (Linux tool)
AL
Application Layer, or Application Link (for CSTA phase 1)
ALEX
Active Library Explorer (an obsolete tool that was used to access the CPI documentation in earlier ASP 113 releases, and in the phased-out TSW/MD110)
ALG
Application Layer Gateway
AM
Advanced Messaging, MiCollab AM
ANCD
Automatic Network Call Distribution
ANI
A-number Identification
ANSI
American National Standards Institute
AOC
Advice of Charge (ISDN services)
AOC-D

# Glossary

Advice of Charge, During call
AOC-E
Advice of Charge, End of call
AON
A-number function in the export markets.
AP
Access Point. A radio transceiver providing LAN connection to wireless devices.
API
Application Programming Interface. See also CA API, CSTA, E-API, and I/O API.
APN
Access Point Name
APNSS
Analog Private Network Signaling System (phased-out trunk)
APP
Application layer
ARC
Access Right Class (in DECT)
ARD
Access Rights Details (in DECT)
ARI
Access Right Identity (in DECT)
ARP
Address Resolution Protocol
AS
Application System

ASCII	
American Standard Code for Information Interchange	
ASN.1	
Abstract Syntax Notation 1	
ASP113	
The product identity (abbreviated) of the MiVoice MX-ONE system. The full identity is ASP 113 01.	
ASR	
Automatic Speech Recognition	
ATM	
Asynchronous Transfer Mode	
ASU	
(Mitel) Application Server Unit	
ATS	
Analog Telephone Set	
AUX	
Auxiliary	
B2BUA	
Back-to-Back User Agent	
BAM	
Basic Alarm Manager. A tool in the IMS that can be used to handle triggered inputs and alarms and user dat from DECT handsets.	а
BAS	
BluStar Application Server, for video terminal	
BC	
Bearer Capability	

BCC

# Glossary

Bearer Channel Control
BCD
Binary Coded Decimal
BER
Basic Encoding Rules
ВНСА
Busy Hour Call Attempt
ВНСС
Busy Hour Call Completion
BIOS
Basic Input/Output System
BRA
Basic Rate Access (see also 2B+D)
BRI
Basic Rate Interface (2B+D trunk, phased-out)
BSC
BluStar Client
BSS
Basic Service Set
BSS
BluStar Server
BSY
Busy message
C
C-reference point (ISDN)

#### CA

Certificate Authority. A trusted third party that certifies that the other entities are who they say they are.

#### CA API

Call Accounting Application Programming Interface

#### CAC

Call Admission Control

A method to limit IP traffic on low bandwidth links. The CAC can be used for example for load distribution and to reduce congestion risks in IP traffic.

#### CAD

Call Diversion

#### **CALT**

Call Types

#### CAP

CTM Access Profile. A DECT concept.

#### CAS

Channel Associated Signaling.

The Channel Associated Signaling (CAS) extension interface provides a digital connection to external equipment and offers them, through PCM lines, the function of analog extensions. Besides the analog extension function, the CAS extension offers the ability to switch data from 64 kbit clear-channel data-interfaces connected to the external equipment. This is applicable, for example, where a multiplexer (MUX) is used as a simple remote unit and permits connections from multiplexed data extensions to other MX-ONE data interfaces such as ISDN external lines and a Digital Private Network Signaling System.

### **CAW**

Call Waiting

#### **CBCS**

Call By Call Service number (used in LCR)

## **CBNA**

Callback at No Answer (same as CCNR)

#### **CBWF**

Callback When Free (same as CCBS)
cc
Call Control, Collect Call, or Country Code.
ССЗ
Condition code format with 3 characters (CC1 and CC2 also exist).
CCA
Clear Channel Assessment
CCBS
Call Completion to Busy Subscriber
CCITT
Comite Consultatif International Telegraphique et Telephonique, now called the International Telecommunication Union (ITU-T).
CCMP
Counter Mode Cipher Block Chaining-Message Authentication Code (CBC-MAC) protocol (used in WiFi)
CCNR
Call Completion on No Reply (ISDN service)
ССОР
Customer Centralized Operator
ccs
Common Channel Signaling
CD
Command Data, or Compact Disc (e.g. CD-ROM)
CDIV
Call Diversion
CFB
Call Forwarding on Busy (ISDN service)

CFP
Common Fixed Part (DECT base station)
CFNR
Call Forwarding on No Reply (ISDN service)
CFU
Call Forwarding Unconditional (ISDN service)
СНАР
Challenge Handshake Authentication Protocol
СНО
Choice
CHS
Channel Signaling. Signaling defined in ITU-T standard H.245 v3.
CI
Common Interface
CID
Customer Identity
CIL
Call Information Logging (also called SMDR)
CIO
Chief Information Officer
CISS
Call Independent Supplementary Service
CL
Call Logging (see CIL)
CLI

Calling Line Identification
CLIP
Calling Line Identification, Presentation
CLIPRO
Calling Line Identity Presentation Restriction Override
CLIR
Calling Line Identification Restriction
CLR
Circuit Loudness Rating
CLSS
Connectionless Supplementary Services
CLT
Clerical Time
CMG, CMG-VM
CMG, CMG-VM  Contact Management. An advanced contact management system for telephony. CMG-VM is a voice mail system in CMG.
Contact Management. An advanced contact management system for telephony. CMG-VM is a voice mail system
Contact Management. An advanced contact management system for telephony. CMG-VM is a voice mail system in CMG.
Contact Management. An advanced contact management system for telephony. CMG-VM is a voice mail system in CMG.  CNF
Contact Management. An advanced contact management system for telephony. CMG-VM is a voice mail system in CMG.  CNF  Conference
Contact Management. An advanced contact management system for telephony. CMG-VM is a voice mail system in CMG.  CNF  Conference  CNG
Contact Management. An advanced contact management system for telephony. CMG-VM is a voice mail system in CMG.  CNF  Conference  CNG  Comfort Noise Generation or Calling tone for Fax.
Contact Management. An advanced contact management system for telephony. CMG-VM is a voice mail system in CMG.  CNF  Conference  CNG  Comfort Noise Generation or Calling tone for Fax.  CNIP
Contact Management. An advanced contact management system for telephony. CMG-VM is a voice mail system in CMG.  CNF  Conference  CNG  Comfort Noise Generation or Calling tone for Fax.  CNIP  Calling Name Information Presentation (for DECT)
Contact Management. An advanced contact management system for telephony. CMG-VM is a voice mail system in CMG.  CNF  Conference  CNG  Comfort Noise Generation or Calling tone for Fax.  CNIP  Calling Name Information Presentation (for DECT)  CO
Contact Management. An advanced contact management system for telephony. CMG-VM is a voice mail system in CMG.  CNF  Conference  CNG  Comfort Noise Generation or Calling tone for Fax.  CNIP  Calling Name Information Presentation (for DECT)  CO  Central Office

COLR
Connected Line Identification Restriction
COMP
Compensation
CONF
Conflict Number Flag
C-OP
Centralized Operator
CORG
Call Origin Group, a PBX-operator group (of integrated, legacy type)
CoS
Class of Service
СР
Common Public Directory Number
СРИ
Central Processing Unit
CQL
Cassandra Query Language
CRC
Cyclic Redundancy Check
CRL
Certificate Revocation List. A list of certificates that have been revoked before their scheduled expiration date.
CSI
Call Service Information
CSIU

Call Service Information Users
CSP
Common Service Profile
CSTA
Computer Supported Telecommunications Application
CSU
Channel Service Unit
csv
Congestion Supervision Value
СТ
Call Tracing, or Computer Telephony.
СТІ
Computer-Telephony Integration (via the CSTA interface)
CTL
Cordless Terminal Line program. An MX-ONE software line block for cordless DECT phones.
CTLM
Cordless Telephone Line block Program, Main/common part
СТМ
Cordless Terminal Mobility
CUST
Customer number
СХН
Cordless Extension Handler
CXN
Cordless extension

DECT Authentication Module
DASS
Digital Access Subscriber System
DB
DataBase
DC
Direct Current
DCA
Dynamic Channel Allocation
DCK
Derived Cipher Key
DCS
Duplicated Control System
DECT
Digital Enhanced Cordless Telecommunications
DEST
External Destination
DFS
Dynamic Frequency Selection
DHCP
Dynamic Host Configuration Protocol
DID
Direct In-dialing
DiffServ

DAM

Differentiated services. Mechanism used to specify and control network traffic by class so that certain types of traffic get precedence.
DIG
Digit
DIP
Dynamic IP
DIR
Directory Number
DISA
Direct Inward System Access
DIV
Diversion
DL
Data Link
DLC
Data Link Control
DMI
Digital Multiplex Interface
DMN
Diversion Monitoring key
D.N.A.
Dynamic Network Administration (obsolete/phased-out management product, used in earlier versions of MX-ONE)
DND
Do Not Disturb
DNIS

DNS

Domain Name System. A system for converting host names and domain names into IP addresses on the Internet or on local networks that use the TCP/IP protocol.

DNT

Destination Number Table

DOS

**Disk Operating System** 

**DoS** 

**Denial of Service** 

**DPNSS** 

Digital Private Network Signaling System 1, defined by British Telecom

Dq

D-channel at the Q-reference point, ISDN signaling channel

DRA

Dynamic Route Allocation (obsolete function)

**DSAA** 

**DECT Standard Authentication Algorithm** 

**DSCA** 

**DECT Standard Ciphering Algorithm** 

**DSCP** 

Differentiated Services Code Point

**DSP** 

Digital Signal Processor

DSS<sub>1</sub>

Digital Signaling System no.1.

Jiossai y	
DSU	
Distributed Switch Unit	
DTIM	
Delivery Traffic Indication Message	
DTMF	
Dual Tone Multi Frequency. A method of transmitting keypad key presses or event reprevoice frequency band tones in pairs from a matrix, each pair representing a key or an eventone, or ring back tone).	
DTS	
Digital Telephone Set	
DUP	
DECT User Part	
E	
Erlang. A standard unit for telephone traffic intensity. For example, if a portable is used 1 traffic intensity of that portable is 12/60 minutes, that is, 0.2 Erlang.	2 minutes per hour, the
EA	
External Analysis	
EAP	
Extensible Authentication Protocol (e.g. used for port authentication in MGU)	
EBG	
Enterprise Branch Gateway (phased-out product, replaced for example by MBG)	
EBN	
Enterprise Branch Node (phased-out product, replaced by SBN)	
ECF	
External Call Forwarding (external follow-me diversion)	

European Computer Manufacturer's Association. Responsible for standardizing private telecom networks.

0033-ASP 113 01 Uen A

**ECMA** 

ED
External destination
EDN
Extra Directory Number (for SIP extensions). Similar to ADN.
EIC
Equipment Installer's Code
ELIN
Emergency Location Information Number
ELISE
Embedded Linux Server. Hardware platform used for Unite modules.
ELM
Enterprise License Manager
ELR
Echo Loss Rating or Equivalent Loudness Rating.
ELU
Extension Line Unit
EMC
Electromagnetic Compatibility
ENR
External Number Redial
ENT
External Number Table
ENUM
The E.164 to URI dynamic delegation discovery system application. A SIP (trunk) concept which means DNS look-up of data associated with E.164 numbers. See RFC 6116.
FOS

End Of Selection
EP
Endpoint. A generic term for referring to H.323 terminals, gateways and MCUs.
EPP
Express Powering Pair
EQU
Equipment Position. (See relevant parameter description for the format).
ERN
Emergency Call Routing Notification
ERWT
Expensive Route Warning Tone
ES
Errored Seconds
ESD
Electrostatic Discharge
ESP
Encapsulating Security Protocol
ESSID
Extended Service Set Identifier. An alphanumeric string of maximum 32 characters. This string is used as an identifier for the WLAN system.
ETPID
Ethernet-coded Tag Protocol Identifier
ETSI
European Telecommunications Standards Institute
EWT
Estimated Waiting Time

EWTA
Estimated Waiting Time Announcement
EX
Mitel EX Controller, a common gateway from Sentinel/Media5corp
EXN
Extension
FAX
Facsimile Transmission
FC
Feature Code or Function Code.
FCAPS
Fault, Configuration, Accounting, Performance, and Security Management paradigm
FCNCODE
Function Code. (Only outgoing hardware signals from the Server). Indicates to the hardware to which order (or response) a signal corresponds.
FCS
Failure Cause
FCV
Frame Counter Value
FDDI
Fibre Distributed Data Interface
FDT
Fictitious Destination Table
FEN
Free seating Extension Number
FER

Frame Error Rate
FMC
Fixed-Mobile Convergence. A wide range of mobile services converging elements of fixed communications infrastructure to complement the core mobile service.
FME
Follow-me
FoIP
Fax over IP
FP
DECT fix part, radio base station. The logical entity that handles the network end of the DECT protocol. In the MX-ONE Mobility system, the FP consists of the ELU31 board and the connected base stations.
FPGA
Field Programmable Gate Array
FPI
Fixed Part Identity (parameter in DECT commands)
FPN
Fixed Part Number (in DECT)
FPS
Fixed Part Sub-number (in DECT)
FQDN
Fully Qualified Domain Name
FR
Frame Relay
FRCT
Fictitious Route Choice Table
FRL

Facility Restriction Level
FSK
Frequency Shift Keying
FT
Fixed radio Termination. A logical group of functions that contains all of the DECT processes and procedures on the Fixed Part of the DECT CI.
FTP
File Transfer Protocol
FTU2
Failure Transfer Unit
FW
Firmware
GAP
Generic Access Profile. A DECT concept.
GARP
Generic Attribute Registration Protocol
GDI
Generic DECT network Interface
GDND
Group Do Not Disturb
GEC
Generic Error Control
GEH
Generic Extension Handler
GF
Generic Functional procedures, ISDN mechanism for conveying standardized data.

48

GFP
Generic Functional Protocol for the Support of Supplementary Services, ETS 300 806-2 (ISDN).
GICI
General Information Computer Interface
GK
Gatekeeper
GNU
A UNIX compatible software system developed by the Free Software Foundation (FSF).
GOS
Grade Of Service. It is the probability that a call cannot be made because of congestion in the system. The customer has to indicate which Grade Of Service is acceptable.
GRP
Group Number
GSM
Global System for Mobile communication (used for example in Remote Extension and DECT documents).
GUI
Graphical User Interface
GW
Gateway; Media Gateway of some kind, for example MGU or Sentinel 400.
GX
Mitel GX Gateway, a common gateway from Sentinel/Media5corp.
HCS
Hospitality Communication System
HDD
Hard Disk Drive
HLC

High Level Compatibility
HLR
Home Location Register
HTML
Hypertext Markup Language
НТТР
Hypertext Transfer Protocol
HTTPS
Hypertext Transfer Protocol Secure
HW
Hardware
IAD
Individual Abbreviated Number (Speed Dialing)
ICL
Intrusion Capability Level
ICMP
Internetwork Control Message Protocol
ICS
Interception Computer Service
IDS
Intrusion Detection Systems
IE
Information Element. A piece of information borne by an H.323 message.
IEEE
Institute of Electrical and Electronics Engineers, Inc.

## **IEEE 802**

A family of IEEE standards dealing with local area networks and metropolitan area networks, specifically restricted to networks carrying variable-size packets, see also Ethernet.

restricted to networks carrying variable-size packets, see also Ethernet.
IETF
Internet Engineering Task Force
IIS
Internet Information Server
I/F
Interface
IKE
Internet Key Exchange
IM
Instant Messaging
IMAP
Internet Message Access Protocol
IMR
Instant Message Router
IMS
Integrated Messaging Server. Supports sending and receiving SMS messages to and from a cordless phone and access to a central phone book.
IN
Intelligent Network
I/O
Input/Output
I/O API
Input/Output system Application Programming Interface

#### **IP-OWS**

IP-based Operator Workstation

## ΙP

Internet Protocol

#### **IPBS**

**IP-DECT Base Station** 

#### **IPC**

Inter-PBX Connection at the C-reference point (ISDN)

#### **IPDI**

International Portable DAM Identity. Global unique identity, which is hard coded on the SIM-card.

## **IPDV**

IP Packet Delay Variation or Inter-Packet Delay Variation.

#### **IPEI**

International Portable Equipment Identity. Global unique identity, which is hard coded in the Portable Part.

### **IPeX**

IP extension. The name of an MX-ONE feature. It allows the connection of IP terminals to the MX-ONE. It covers the software and hardware within the exchange to allow that connection.

#### **IPL**

Inter-PBX Link at the Q-reference point (ISDN), Inter-protection Level, Intrusion Protection Level, or Inter-processor Link.

## **IPLP**

Program unit implementing a Gatekeeper and an "Extension" Gateway.

#### **IPLU**

Internet Protocol Line Unit for H.323- and SIP interface, used for both extensions and trunks. MX-ONE 7.0 or later releases do not support IPLU.

#### **IP PBX**

IP-based Private Branch Exchange

IPSec
Internet Protocol Security
IPS
Intrusion Prevention Systems
IPTD
IP Transmission Delay
IPU
I/O Unit (only for sustaining)
IPUI
International Portable User Identity. Globally unique, available in each PP. Used only in the access rights procedure.
IPv6/IPv4
Internet Protocol version 6 and version 4.
IRD
Individual Repeated Distribution
IS
Interception computer system or Interception Service.
ISAKMP
Internet Security Association and Key Management Protocol
ISDN
Integrated Services Digital Network
ISDN Q
Q-interface or Q-reference point (between PBXs), ISDN concept.
ISDN Q-SIG

Q.SIG is an ISDN-based protocol developed for networking different enterprise switching systems together and

providing additional supplementary services for feature transparency.

## ISDN So

An ISDN  $S_0$ terminal has access or partial access to most of the MX-ONE specific extension features. The busy state related services, such as Callback, Call Waiting, Diversion on Busy, Individual Call Pick-up, PBX group membership, Call Announcement, Extending, and Intrusion are, however, not supported. An ISDN  $S_0$ terminal can be, for example, a telefax GP4, PC with ISDN board, PC with ISDN board and a phone, terminal adapter with a handset, video phone, LAN connection or an ISDN phone.

#### **ISDN T**

T-interface or T-reference point (between PBX and public exchange), ISDN concept.

#### IS/IT

Information System/Information Technology

#### ISO

International Standardization Organization

#### **ISP**

Internet Service Provider

#### **ITG**

Integrated Trunk Gateway

#### ITU

International Telecommunications Union

### ITU-T

International Telecommunications Union - Telecommunications Standardization Sector

## **IVN**

Intervening Network

## **IVR**

Integrated Voice Response

#### **IWF**

Interworking Function

### IWU

Interworking Unit. A unit that is used to interconnect subnetworks. The IWU will contain the interworking functions necessary to support the required subnetwork interworking. JBoss (a.k.a. WildFly) Java platform, used for example by PM and SNM JRE Sun Java Runtime Environment kbit/s Kilobits per second. kbps Kilobits per second. KS Digital key system telephone text or Session Authentication Key. **KVM** Kernel-based Virtual Machine (IBM's VM included in Linux) **KVM** Keyboard Video Module (for DELL servers) L2TP Layer 2 Tunneling Protocol LA Location Area LAC Least Cost Routing Access Code LAN

Local Area Network. A data network with a shared or switched medium, usually owned, used, and operated by a single organization.

#### **LAPD**

Link Access Procedure D-channel
LBP
LIM Backplane
LCD
Liquid Crystal Display
LCE
Link Control Entity
LCR
Least Cost Routing
LCS
Microsoft Live Communication Server
LDAP
Lightweight Directory Access Protocol. A protocol used to access a directory listing. LDAP databases, which use this protocol, are no longer used within the ASP 113 system, but may be used as external database for specific features, such as Blacklisting of certain public subscribers.
LD-CELP
Low Delay Code Excited Linear Prediction
LDIF
LDAP Data Interchange Format
LED
Light Emitting Diode
LIM
Line Interface Module. Legacy name from the MD110/TSW, still used in MX-ONE in some management and

switching functions.

The LIM can be defined as a Server with an MX-ONE Service Node instance, plus one or several Media Gateways. The Media Gateway(s) can be HW or SW based. One or multiple Servers and one or multiple Media Gateways can be seen as a single logical system.

LL

Lower Layers
LLME
Lower Layer Management Entity
LLP
Local Loader
LLQ
Low Latency Queuing
LNR
Last Number Redial
LOC
Location Code (Exchange identity for routing purposes).
LOCPR
Local Private Code
LOCPU
Local Public Code
LPU
LIM Processor Unit
LR
Loudness Rating or Location Registration.
LRMS
Low Rate Messaging Service
LRMS PTP
Low Rate Messaging Service Point-To-Point. This service is the transport layer for SMS.
LS
LIM Switch

LSB
Least Significant Bit
LSU-E
LIM Switch Unit Ethernet (obsolete, phased out from MX-ONE 7.0)
LV
Length and Value
M
Module (1 M = 2.54 mm) or Mandatory.
MAC
Media Access Control (HW address), or Message Authentication Code.
The Message Authentication Code is a one-way hash computed from a message and some secret data. It is difficult to forge without knowing the secret data. Its purpose is to detect if a message has been altered. (This is the modified message digest, mentioned for TLS.)
MAN
Metropolitan Area Network
MAPI
Messaging Applications Programming Interface
MBG
Mitel (Survivable) Branch Gateway
MCA
Media Control Application (used in MGU)
Mbps
Megabits per second
Mbyte
Megabyte
MCT

Malicious Call Tracing
MCU
Multipoint Controller Unit. An entity for managing multiparty conferences.
MDF
Main Distribution Frame
MDIR
Main Directory number. In dual forking the Own Directory number registered both in MX-ONE and MS-Lync.
MDM
Main Distribution Module
MDN
Multiple represented Directory Number or Multiple Directory Number.
MDP
Market Dependent Parameter, a value that can vary between application systems.
ME
Mobile Extension
MES
Mobile Extension Server
MEW
Message Waiting
MF
Multi Frequency
MFC
Multi Frequency signaling, Compelled
MFPB
Multi Frequency Push Button

MFU
Multi Frequency Unit for senders/receivers of MF signaling
MGU, MGU2/MGU2-X
Media Gateway Unit, the primary MX-ONE Media Gateway.
MGW
Media Gateway
MIB
Management Information Base. A database in a managed object reflecting its current configuration and status.
MICAM
MiCollab Advanced Messaging (former OneBox)
MiCCB
MiContact Center Business
MICCE
Mitel Contact Center Enterprise
MiCollab
Mitel Collaboration and Unified Messaging applications. Soft clients, UM and Messaging functions.
MIL
Mobility Information Logging (specific DECT logging in SMDR)
MISDLC
Mitel Secure Development Life Cycle

## MLA

Managed Service License Agreement

## MLS

Mobile Location Service

## MM

**Mobility Management** 

#### **MMB**

Multi-Member Busy (a concept for multi-line telephones)

#### **MMC**

Microsoft Management Console, or Mitel Mobile Client (former AMC).



Mitel Mobile Client (MMC) is referred to as FMC (Fixed-Mobile Convergence) from MX-ONE 7.0 onwards.

#### MML

Man-Machine Language

#### MMN

Mitel Mass Notification application (for emergency calls)

## **MMS**

Multimedia Messaging Service. A protocol forming part of LRMS PTP, which in turn is used as transport layer for SMS.

## **MMW**

Manual Message Waiting

#### **MNS**

Multiple directory number and Name Selection (monitoring).

### MO

Mobile Originated SMS message.

#### MoH

Music on Hold, a feature that provides music or other voice messages to a parked party.

## MOS

Mean Opinion Score

MoW
Music on Wait. A feature that provides music or other voice messages to a queued or otherwise waiting party.
MPA
Mitel Performance Analytics (former MarWatch application).
MS
Mobile Station, or Media Server (a software based media gateway)
MSB
Most Significant Bit
MSC
Mobile Switching Center
MSH
Messaging Server line interface Handler
MSI
Manufacturer Specific Information
MSL
Messaging Server Line interface
MSN
Multiple Subscriber Number
MSP
Media Stream Processor, or Manager System Performance
MSRP
Message Session Relay Protocol
MT
Mobile Terminated SMS message
МТІ

Message Type Indicator
MTLS
Mutual Transport Layer Security
MUP
Management User Part
MW
Message Waiting
MWI
Message Waiting Indication
N/A
Not applicable
NA
Number Analysis
NAC
Network Access Code
NAT
Network Address Translation
NDC
National Destination Code
NGW
Non-gateway
NI
Name Identity
NIC
Network Interface Card or Network Interface Controller.

NIU	
Network Interface Unit (phased-out)	
NLT	
Number Length Table	
NOW	
Operator application, part of the CMG application suite.	
NPA	
Numbering Plan Area	
NPI	
Numbering Plan Identifier	
NSI	
Non Specified Information	
NT	
Network Termination	
NTP	
Network Time Protocol	
NWK	
Network	
0	
Optional	
O&M	
Operation and Maintenance	
OACC	
Operator Access Code	
OAP	

Open Access Protocol. An XML based protocol used to create customized applications for Unite access.
OAS
Open Application Server
oc
Office Code
OCPT
Office Code Prefix Table or Office Code Prefix Table number.
ODN
Own Directory Number
OLR
Overall Loudness Rating
OMD
Operator Media Device (H.323 based)
OP
Operator
OPI
Operator Instrument, legacy attendant console
OPS
PBX Operator Subsystem
os
Operating System
OSA
Operator System Access
osi
Open Systems Interconnection

OU
Organizational Unit
PABX
Private Automatic Branch Exchange (deprecated, see PBX)
PAP
Password Authentication Protocol
PARI
Primary Access Right Identity. A DECT parameter that uniquely identifies a Fixed Part.
PARK
Portable Access Right Key. Downloaded to the cordless phone by using the access rights procedure. The key is compared to the FP's ARI for correct access.
РВА
Printed Board Assembly
PBX
Private Branch Exchange
PCC
Packet Classification Circuit
PCM
Pulse Code Modulation
PDC
Public Destination access Code
PDF
Portable Document Format, a language for representing printable documents defined by Adobe Systems.

# PDM

Portable Device Manager. An application used for the configuration of the VoWi-Fi handsets. Exists in both System and Windows version.

PDN
Public Directory Number
PEAP
Protected Extensible Authentication Protocol
PEN
Personal Number
PER
Packet Encoding Rules
PFA
Packet Frame and Access (module)
PHL
Physical layer
PHY
Physical
PIN
Personal Identification Number
PINX
Private ISDN exchange
PKI
Public Key Infrastructure. Used for asymmetric encryption.
PLD
Programmable Logic Device
PLI
PARK Length Indicator
PLMN

Public Land Mobile Network
PN
Personal Number
PNP
Private Numbering Plan
PNR
Private Network Routing
POE
Power over Ethernet
POTS
Plain Old Telephone Service. A traditional telephone service found in most homes and businesses that remains the most basic form of telephone service everywhere in the world. Also referred to as the Public Switched Telephony System (PSTN).
PP
DECT portable part or handset
PPP
Point-to-Point Protocol
PRA
Primary Rate Access (see also 23B+D or 30B+D).
PRE
Prefix
PRI
Primary Rate Interface
PRL
Parallel Ringing List for extensions
PSCN

Primary Receiver Scan Carrier Number, defines the RF carrier on which one receiver will be listening on the next frame.
PSTN
Public Switched Telephony System. The network of the world's public circuit-switched telephone networks. Also

PSU

**Power Supply Unit** 

referred to as the Plain Old Telephone Service (POTS).

PΤ

Portable radio Termination. A logical group of functions that contains all of the DECT processes and procedures on the portable side of the DECT CI.

**PTN** 

Private Telephone Network

**PTS** 

Proceed To Send

PTT

Push-To-Talk

ΡU

Program Unit

PU<sub>5</sub>DC

Power Unit with 5 DC/DC units

**PUN** 

Portable User Number

**PUT** 

Portable User Type (PUN numbering plan)

Q

Q-reference point (ISDN)

**QFALC** 

Quad Framing And Line interface Component. A framer and line interface component that is designed to fulfill all required interfacing between four analog E1/T1 lines and digital PCM system highway.

#### QINF

Queue Information indicator

## QoS

Quality of Service

A monitoring feature in MX-ONE that collects data concerning end-to-end delay, jitter, and packet loss for RTP media traffic.

## QSIG

ISDN signaling over the Q-reference point (a tieline protocol, PBX to PBX signaling).

#### R2 MFC

Multi-Frequency Compelled R2. MFC trunk signaling protocol.

#### R&D

Research and Development

#### **RAC**

Individual Authorization Code (regional)

## **RADIUS**

Remote Authentication Dial In User Service. A distributed client/server system that secures networks against unauthorized access.

#### **RAM**

Random Access Memory

#### RAS

Registration/Admission/Status signaling protocol used between EPs and GKs. Part of H.225.0. Or Remote Access Server.

## **RCC**

Remote Call Control

#### **RCS Server**

Remote Provisioning and Configuration Server for end user clients and phones
RCT
Route Choice Table
RED
Random Early Discarding
REN
REN is a concept for analog telephone lines, defined as 6930 ohms in series with 8 micro farad, which normally corresponds to the load of one analogue phone. You may have for example maximum 4 phones on the same line.
RES
Reset indicator or Radio Equipment and Systems.
RFC
Request For Comments. A series of documents concerning new research, innovations, and methodologies applicable to Internet technologies. The IETF adopts some of the proposals published in RFCs as Internet standards. Each RFC is designated by an RFC number.
RFP
Radio Fixed Part (Radio base station)
RFPI
Radio Fixed Part Identity
DID
RID
Repeated Individual Diversion
Repeated Individual Diversion
Repeated Individual Diversion  RL
Repeated Individual Diversion  RL  Relay Layer
Repeated Individual Diversion  RL  Relay Layer  RLR
Repeated Individual Diversion  RL  Relay Layer  RLR  Receive Loudness Rating

RP
Relay Layer Protocol
RPM
Red Hat Package Manager
RPN
Radio fixed Part Number
RQI
Received Quality Indication
RRQ
Registration Request
RS
Session Key
RS232
Industry standard serial communication protocol.
RSSI
Received Signal Strength Indication
RSVP
Resource Reservation Protocol. A QoS signaling protocol that nails down a channel through an IP network based on the session ID.
RTCP
Real-time Transport Control Protocol
RTOS
Real-Time OS
RTP
Real-time Transport Protocol. An Internet protocol for transmitting real-time data such as audio and video.
RTSP

72

Real-time Transport Streaming Protocol
RX
Receive
RXN
Remote Extension. A mobile or fixed public phone also represented in a private network or node.
SA
Security Association
SAAS
Software As A Service. MX-ONE SaaS is replaced with MX-ONE MLA (Managed Services License Agreement) from MX-ONE 7.0 release onwards.
SAN
Centralized data storage, e.g. for VMware.
SAP
Session Announcement Protocol
SARI
Secondary Access Right Identity. A parameter that uniquely identifies a DECT system.
SBC
Session Border Controller
SBN
Survivable Branch Node (based on MiVoice MX-ONE)
sc
Service Center (in DECT SMS)
sc
Service Code (a.k.a. FC, feature code, used in prefix procedures).
sc
Silence Compression (in DECT)

# **SCCN** Serial Communication Channel Number (for example, SC1 = channel 1). SCA Shared Call Appearance (for SIP extensions). SCN **Switched Circuit Network** SCP Signaling Control Protocol **SCTP** Stream Control Transmission Protocol **SDIR** Secondary Directory number. Used for a secondary phone in parallel ringing. **SDP** Session Description Protocol **SES** Servered Errored Seconds **SES** Service System, the additional operating system functions of the ASP 113, on Linux. **SFB** Skype For Business, a Microsoft application (former Lync) **SGRP** Service Group (in ACD) SID Information System Identity SIM

Subscriber Identity Module
SIP
Session Initiation Protocol or a network communications protocol commonly employed for Voice over IP signaling.
SKI
Soft-Key Information
SLA
Service Level Agreement
SLES
SuSe Enterprise Linux. A Linux product supplied by SuSe for the business market. It is targeted for servers, but can be installed on desktop computers for testing as well.
SLIC
Subscriber Line Interface Circuit
SLR
Send Loudness Rating
SM
MX-ONE Compact Server Media Gateway or Short Message.
SMDR
Station Message Detail Recording (see CIL)
SMMA
Short Message Memory Available
SMS
Short Message Service
SMTP
Simple Mail Transfer Protocol
SN

(MX-ONE) Service Node = former MX-ONE Telephony Server	
SN	
Subscriber Number	
SNI	
Single Number Indication	
SNM	
MX-ONE Service Node Manager (SNM) enables the configuration and operation of the MX-ONE system (except for extensions, which are handled by PM)	
SNMP	
Simple Network Management Protocol	
SOAP	
Simple Object Access Protocol	
SOFT-KEY	
A function key on an IP phone to access predefined functions for different traffic cases.	
зоно	
Small Office/Home Office	
SOI	
Streaming On Idle (SIP extension)	
SP	
Service Pack, or Special Purpose Extension.	
SPU4	
Signal Processor Unit, version 4. Board with DTMF receivers. (Obsolete)	
SQL	
Structured Query Language database	
SQT	
Service Quarter Terminal	

SRM
VMware Site Recovery Manager
SRTP
Secure Real-time Transport Protocol
SSD
Solid State Drive
SSH
Secure Shell
SSL
Secure Socket Layer
SSPC
Static Semipermanent Connection
SST
Site Survey Tool
ssw
MX-ONE System Software (for example program units SIPLP, CMP, TLPxx).
ST
Signaling Terminal
sw
Software
SWA
Software Assurance
SYNC
Synchronization signal
Т

Tag
TARI
Tertiary Access Right Identity (in DECT)
тсв
Transmission Control Block
TCD
Trunk Call Discrimination
тсі
Tag Control Information
тсм
Traveling Class Mark
ТСР
Transmission Control Protocol. A communications protocol used along with the Internet Protocol (IP) to send data in the form of message units between computers over the Internet.
TCP/IP
Transport Control Protocol/Internet Protocol. The standard IP suite that provides network addressing and secure transport of data over a LAN-type network.
TCS
Traffic Control Subsystem
TDM
Time Division Multiplexing
TDMA
Time Division Multiple Access
TELR
Talker Echo Loudness Rating
TL

Transfer Layer or Trunk Line block/program.
TLS
Transport Layer Security. A security protocol from the IETF that is based on Secure Socket Layer (SSL) 3.0.
TLU
Trunk Line Unit
TLV
Tag, Length, and Value
тм
Traffic Measurement
TMU
Tone and Multiparty Unit
TNS
Telephony Name Selection or Transit Network Selection. A key type for a DTS and H.323 extension, but also a category related to LCR.
TON
Type of Number
ToS
Type of Service. A QoS mechanism that tags IP packets so they can receive different treatment from network devices. (Superseded by DiffServ).
TP
Transfer Protocol
TPC
Transmit Power Control
TPDU
Transfer Protocol Data Unit (in DECT SMS)
TPUI

TR
Traffic Recording, or Token Ring, or Technical Report.
TRK
Trunk
TRS
Trunk line and Routing Subsystem, but also Transceiver.
TRU
Trunk line. (See relevant parameter description for the format).
TSA
Time Slot Assigner or (obsolete) Telephony Server Application.
VDP
Virtual Desk Phone (function for Mitel 6800/6900 SIP phones).

A Technical Report from standardization organizations on CSTA via SIP.

Temporarily Portable User Identity (in DECT)

TR87

