



[Advanced Search](#)

[Show Properties](#)

## Office@Hand Glossary of Terms

[« Go Back](#)

[Printable View](#)

### Article

Details

Glossary of Terms	
<b>Alphanumeric</b>	is a combination of alphabetic and numeric characters. This is used to provide better security to your Office@Hand online account.
<b>Assisted Provisioning</b>	feature that allows you to set up your supported IP phone automatically through your Office@Hand online account
<b>ATA</b>	Analog Telephone Adapter; An ATA usually takes the form of a small box with a power adapter. This allows you to use your regular Analog phone to place VOIP calls.
<b>Auto-Receptionist</b>	an automated attendant or Virtual receptionist
<b>Bandwidth</b>	Is a total volume that can be transferred across a given transmission line in a given period of time usually measured in bits per second.
<b>Cable Modem</b>	A cable modem is a device that enables you to hook up your PC to a local cable TV line and receive data at about 1.5 Mbps.
<b>Call Flip</b>	transfers live conversations from one device to another quickly and easily
<b>Call Forwarding</b>	is an essential feature in any business phone system. It lets you take calls anywhere you are by routing them to the number that you are currently using.
<b>Calling Credit</b>	Two things "Included Calling Credit and Purchased Calling Credit" Included Calling Credit is a Calling Credit from your Service Plan, Purchased Calling Credit is which you will buy for international calls.
<b>CloudFax</b>	allows you to attach local files, as well as cloud files, from popular services, including Microsoft® Office® applications on your PC, Google Drive, Box and Dropbox.
<b>CNAM</b>	also called the Caller ID Name. This is used to identify the caller right before you answer the call.
<b>Conference</b>	is a meeting of people who "confer" about a topic. In telecommunications, a "multi-party call"

<b>DHCP</b>	Dynamic Host Control Protocol (DHCP) is a method for automating the assignment of IP addresses and other networking information.
<b>DigitalLine</b>	Virtual line assigned to a an extension or device.
<b>Direct Number</b>	Direct Inward Dialing function
<b>DSL</b>	A Digital Subscriber Line is a fast continuously available internet connection that uses a phone line
<b>DSL modem</b>	This is a piece of hardware required to get a high speed broadband service, it can give speeds up to 512Kbps downstream and 256Kbps upstream.
<b>Ethernet Cable</b>	CAT5 Category 5 UTP Cable - used for connecting computer networks
<b>Extension/User</b>	Seat for call forwarding and set up option
<b>FaxOut</b>	Sending a fax straight from your online account means that you can fax from any location with Internet access. You can also fax from Outlook, your personal email account, your Call Controller tool, Windows applications, and straight from your RingCentral Fax software.
<b>Firewall</b>	A firewall is a piece of hardware or software program which protects a computer or network from attacks from intruders and hackers.
<b>Groups</b>	previously called "Departments". This function allows your extensions to be in call queue priority
<b>International Calling</b>	Term used for dialing other countries or outside of your country.
<b>IP Address</b>	is a numerical label assigned to each device (e.g., computer, printer) participating in a computer network that uses the Internet Protocol for communication.
<b>IP Phone</b>	A VoIP phone or IP Phone uses Voice over IP (Voice over Internet Protocol - VoIP) technologies for placing and transmitting telephone calls over an IP network, such as the Internet, instead of the traditional public switched telephone network (PSTN).
<b>IP Phone</b>	Uses Voice over IP technologies allowing telephone calls to be made over an IP network such as the internet instead of the ordinary PSTN system. Calls can traverse the Internet, or a private IP Network such as that of a company.
<b>IPCONFIG</b>	A utility that provides for querying, defining, and managing IP addresses within a network
<b>LAN</b>	A local area network (LAN) is a computer network covering a small physical area, like a home, office, or small group of buildings, such as a school, or an airport
<b>Local Number</b>	Used for domestic calling with Area code, Prefix and Phone number

<b>Manual Provisioning</b>	Manual of process of preparing and equipping a network to allow it to provide (new) services to its users.
<b>Modem</b>	A device that allows computers to exchange data over phone lines. It transmits digital data over telephone wires by modulating the data into an audio signal to send it and demodulating an audio signal into data to receive it.
<b>Multi Line</b>	is a feature that allows multiple telephone lines going into a business to act as a single group, called a hunt group.
<b>Port Forwarding</b>	Port forwarding, sometimes referred to as port mapping, is the act of forwarding a network port from one network node to another.
<b>Port Triggering</b>	A type of port forwarding where outbound traffic on predetermined ports sends inbound traffic to specific incoming ports.
<b>Porting/Number Transfer</b>	Transferring of number from one carrier to another
<b>QOS</b>	Quality of Service – is the idea that transmission rates, error rates, and other characteristics can be measured, improved and to some extent, guaranteed in advance. QoS is of particular concern for the continuous transmission of high bandwidth video and multimedia information.
<b>RingMe</b>	Click to call service that allows your customers to call your company by clicking on your phone number displayed in a website.
<b>RingOut</b>	make calls by clicking any number in your online account, including contacts, messages, and call logs.
<b>RJ11</b>	A telephone connector that holds up to six wires. RJ-11 is the common connector used to plug a telephone into the wall and also plug the handset into the telephone.
<b>Router</b>	A device that forwards data packets from one local area network (LAN) or wide area network (WAN) to another
<b>Softkey</b>	is a button on your IP phone, flexibly programmable to invoke any of the functions rather than being associated with a single fixed function or a fixed set of functions.
<b>Softphone</b>	is a software program for making telephone calls over the Internet using a general purpose computer, rather than using a real telephone.
<b>Tax</b>	is a financial charge or other levy imposed upon a taxpayer (an individual or legal entity) by a state or the functional equivalent of a state such that failure to pay is punishable by law.
<b>TCP</b>	Transmission Control Protocol. A protocol developed for the internet to get data from one network device to another.
<b>Toll Free Number</b>	Freecall, Freephone, 800, 0800 or 1-800 number is a special telephone number which is free for the calling party, and instead the telephone carrier charges the called party for the cost of the call. A toll-free number is identified by a service access code, from a dialing prefix range similar to a geographic area code, such as "800". The specific service access numbers can vary by country.

<b>UDP</b>	User Datagram Protocol. Is a connectionless protocol in that UDP makes no provision for acknowledgment of packets received.
<b>URL</b>	Uniform Resource Locator - specifies where the identified resource is available and the protocol for retrieving it.
<b>Vanity Number</b>	Phonewords are mnemonic phrases represented as alphanumeric equivalents of a telephone number.
<b>VoIP</b>	also called Voice over Internet Protocol (VoIP). It is a methodology and group of technologies for the delivery of voice communications and multimedia sessions over Internet Protocol (IP) networks, such as the Internet.
<b>WAN</b>	Wide Area Network - is a network of linked computers covering a multi-site, national or even global area.

**Key Words** glossary, definition, office@hand, technical, tech, specifications, terms, terminologies

**Was this information helpful?**

- Yes
- No
- Somewhat

**Tell us why and what can we do to improve this information**

[Share](#)   [Print](#)   [Email this page](#)

By subscribing to and/or using RingCentral Office@Hand from AT&T, you acknowledge agreement to the AT&T's [Terms of Service](#) and RingCentral's [End User License Agreement](#).

© 2012 AT&T Intellectual Property. All Rights Reserved. AT&T and the AT&T logo are trademarks of AT&T Intellectual Property. Ringcentral and Ringcentral logo are trademarks of Ringcentral, Inc.