



Cisco Technical Documentation Style Guide

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New and Changed Information

Table 1 describes significant new and changed information for the August 2009 release of the *Cisco Technical Documentation Style Guide*. These changes are also denoted in text by change bars.

Table 1 August 2009 Style Guide Revisions

Revision	Location
Added reference to the Style Team wiki.	Preface, Related References, page x
Updated examples of general vs. specific references to software and hardware products and manuals.	Chapter 1, the “Capitalization” section on page 1-13
Added reference to Cisco IOS XE software.	Chapter 2, the “Cisco IOS Software Release Naming Convention” section on page 2-2
Corrected the IPv6 address prefix, changing “0DBD” to “DB8” throughout.	Chapter 2, the “Domain Names and IP Addresses in Documentation” section on page 2-2
Reorganized the chapter into three major sections, addressing multifile documents, single-file documents, and common elements. Made editorial improvements.	Chapter 3, “Document Elements”
Improved and enhanced the discussion of GUI elements.	Chapter 4, “Writing About GUIs”
Added a reference to <i>Guidelines for Writing Single-Sourced Cisco IOS Documentation</i> . Added an entry for “ellipsis.”	Chapter 5, the “Command Syntax Conventions” section on page 5-1
Elaborated on the range of example telephone numbers.	Chapter 6, the “Telephone Numbers” section on page 6-4
Removed the paragraph referring to service mark and trademark use.	Chapter 6, the “Trademarks” section on page 6-5
Added the following to the general word list: tailend, touchpad, touchscreen.	Appendix A, the “General Word List” section on page A-6
Added a reference to Cisco Publishing Services.	Appendix B, the “Cisco Connection Groups” section on page B-1

Table 1 August 2009 Style Guide Revisions (continued)

Revision	Location
Added a reference to <i>IEEE Transactions, Journals, and Letters: Information for Authors</i> .	Appendix B, the “Reference Material for Writers and Editors” section on page B-3
Removed the reference to <i>Internetworking Terms and Acronyms</i> , as that document is no longer supported.	
Added a reference to the Product Selector Application (PSA), a general link to Cisco technical documentation at http://www.cisco.com/go/techdocs .	
Removed all instances of “Cisco’s.”	Throughout
Updated URLs, Web Publisher template locations, and other references.	



Preface

The *Cisco Technical Documentation Style Guide* provides writers and editors of Cisco documentation with style guidelines. Adhering to the *Cisco Technical Documentation Style Guide* ensures that Cisco documentation across all business units remains consistent in style, organization, and terminology.

This document is maintained by the Style Team, a cross-departmental team of writers and editors that is chartered to set and maintain standards of readability, usage, correctness, and consistency for Cisco technical documentation.

Audience

The *Cisco Technical Documentation Style Guide* is for all employees, contractors, partners, and OEMs who prepare user information. It is primarily for the writers and editors in the documentation groups; however, development engineers and other information providers are encouraged to use this publication.

Writers and editors are encouraged to work with engineers and product managers to incorporate *Cisco Technical Documentation Style Guide* conventions during software and hardware development. This kind of collaboration can help Cisco avoid errors and inconsistencies in product and feature naming, in prompts and displays, and in hardware labels.

Document Organization

The sections of this guide are as follows:

Chapter 1	Writing Style	Describes Cisco style standards for technical documentation.
Chapter 2	Appropriate Use of Language	Provides guidelines for appropriate use of language in Cisco documentation.
Chapter 3	Document Elements	Describes the elements (or parts) of a document and how and where these elements are used in Cisco documentation.
Chapter 4	Writing About GUIs	Describes elements in Windows and UNIX GUIs that Cisco technical writers document and provides guidelines for writing about GUIs.

Chapter 5	Text Conventions	Describes the command syntax, punctuation, and typographic conventions used in Cisco documentation.
Chapter 6	Corporate Style Guidelines	Provides guidelines established by Cisco to maintain its corporate identity, such as proper logo and trademark use.
Appendix A	Word Usage	Lists terms, abbreviations, and acronyms frequently used in Cisco publications.
Appendix B	Documentation Resources	Provides lists of websites and aliases to help writers and editors track, research, and write Cisco documentation.
	Index	

Related References

For a list of related references, see the “[Reference Material for Writers and Editors](#)” section on page B-3.

For information about the Style Team and this style guide, consult the following resources:

- Style Team website
<http://wwwin.cisco.com/techdoc/Doc-SAI/Style/index.htm>
- Style Team wiki
<http://zed.cisco.com/confluence/display/TECHD/Style+Team>
- Style Team e-mail alias: styleteam@cisco.com
- Latest version of the style guide
<http://preview.cisco.com/en/US/docs/general/style/guide/latest/sg.html>



Note To request a change to this style guide, complete a distribution request form at the following URL:

http://wwwin.cisco.com/ios/spd/kmd/cps/dcr/templates/tmpl_req/dtr.shtml



CHAPTER 1

Writing Style

This chapter provides style standards for Cisco technical documentation. For style standards not covered in this guide, use *The Chicago Manual of Style* and *Merriam-Webster's Collegiate Dictionary* as primary sources for general style, diction, syntax, and spelling of U.S. English.

This chapter contains the following sections:

- [Numbers, page 1-1](#)
- [Ranges of Numbers, page 1-3](#)
- [Parts of Speech, page 1-3](#)
- [Punctuation, page 1-4](#)
- [Spelling, page 1-9](#)
- [Units of Measure, page 1-18](#)

Numbers

Use the following guidelines for numbers. See also the “[Units of Measure](#)” section on page 1-18 and the “[Telephone Numbers](#)” section on page 6-4.

Abbreviations

In figures and tables Use the number abbreviation *no.* in figures and tables.

In text Do not use the number abbreviation *no.* in text.

Commas

In general, use commas for whole numbers containing five or more digits.

EXCEPTION If the number represents a value that the user enters and the value should not include a comma, do not include a comma in the text.

Dimensions

- For hardware Use height x width x depth (H x W x D) as the standard for hardware dimensions. Clearly define the order in which the dimensions are presented.
- In decimal fractions Place a zero before the decimal point if the fraction is between zero and one.
- Order of units Use British units (in. and ft) followed by metric units (cm and m) in parentheses.
- EXAMPLE** Width between the two rack-mount posts: 17 in. (43.18 cm)

Fractions

- Decimal fractions For numbers that cannot be easily represented as fractions, use the decimal form. Place a zero before the decimal point if the fraction is between zero and one.
- EXAMPLE** 1.727; 0.727
- Numeric fractions In general, use the numeric form of fractions in text, figures, and tables.
- EXAMPLE** The cable is 6 5/16 inches long. Connect the 6 5/16-inch cable.
- EXCEPTION** Spell out the following simple fractions in text: one-quarter, one-third, one-half, two-thirds, three-quarters.
- EXCEPTION** In text, use numeric fractions for screw sizes.

In figures and tables**In text****Mathematical signs**

- Use en dashes surrounded by spaces when plus, minus, or equal signs are used in an operation.
- EXAMPLE** 10 – 9 = 1
- Negative numbers** Use en dashes without spaces between the dashes and numbers.
- EXAMPLE** –64
- Plus and minus symbol** Use the plus and minus symbol (\pm) to indicate plus or minus.
- Variables** Use lowercase italic *n* to represent missing numbers and lowercase italic *x* to represent missing letters.

Ranges of Numbers

Use the word *to* for all ranges of numbers except in tables and job aids.

Text	Use the word <i>to</i> to represent a range of numbers in text. This includes text that is presented in tabular format, such as configuration task tables and command syntax tables.
	EXAMPLE For the Cisco 2500 series, port values range from 0 to 2.
Indexes	Use the word <i>to</i> to represent a range of page numbers in an index.
	EXAMPLE AV pairs 3-15, 3-47 to 3-54
Figures	Use the word <i>to</i> to represent a range of numbers in figures.
Tables	Use an en dash to represent a range of numbers in a table, unless the table entry contains text; in that case, use the word <i>to</i> .
	EXAMPLES 10–20 Range is 0 to 232.
Job aids	Use an en dash to represent a range of numbers in a job aid if space is at a premium.

Parts of Speech

This section lists, in alphabetical order, the specific Cisco usage for adjectives, prepositions, pronouns, and verbs. For other usages, Cisco style follows *The Chicago Manual of Style*.

Adjectives

Avoid using demonstrative pronouns (*this*, *that*, *these*, and *those*) as subjects of sentences. Instead, use these pronouns to modify the nouns to which they refer.

CORRECT This additive improves performance.

INCORRECT This improves performance.

Prepositions

Use these prepositions in the following instances:

- Choose something *from* a menu.
- Do something *at* a command line.
- Do something *at* a prompt.
- Do something *in* a command mode.
- Do something *in* a dialog box.
- Do something *in* a pane.

- Do something *on* a page.
- Enter something *in* a window.
- Enter something *on* a worksheet.

When describing the action of turning a switch *on* or *off*, use lowercase for these words (in both text and step procedures).

EXCEPTION Use all capitals for *ON* and *OFF* in Warnings.

Pronouns

Cisco style follows *The Chicago Manual of Style* for pronoun usage. See also the “[Gender-Neutral Language](#)” section on page 2-5.

Verbs

Abbreviations, Acronyms, and Initialisms	Do not use abbreviations, acronyms, or initialisms as verbs. CORRECT Use the FTP facility to copy the RFC. INCORRECT FTP the RFC.
Commands	In general, do not use commands as verbs. Most of the time, you can easily avoid doing so by using simple English to explain what the command does. EXAMPLE For the cd command, you say “Change directories to...”. EXCEPTION The exception is “ping” because there is no good English alternative.
Voice	Use active voice whenever possible. CORRECT The project manager wrote the product brief (active voice). INCORRECT The product brief was written by the project manager (passive voice). Use passive voice only when you want to emphasize the result of an action rather than the subject, or when the subject is unknown or unimportant.
With adverbs	When an adverb is placed within a verb phrase, it should follow the first auxiliary, not precede it. CORRECT The cards can also be changed. INCORRECT The cards also can be changed.

Punctuation

Cisco style follows the general punctuation rules that are summarized in *Merriam-Webster’s Collegiate Dictionary* and follows *The Chicago Manual of Style* for more detailed rules. This section lists, in alphabetical order, some punctuation guidelines for braces and the vertical bar, brackets, colons, commas, dashes, hyphens, parentheses, periods, quotation marks, and semicolons.

Braces, Brackets, and Vertical Bar

Use braces ({ }), brackets ([]), and vertical bar (|) as described in the “[Notational Conventions](#)” section on page 5-2.

Colons

Cisco style follows *The Chicago Manual of Style*.

Commas

Cisco style follows *The Chicago Manual of Style* with the following additions:

- | | |
|---------------------|---|
| Numbers | In general, use commas for whole numbers containing five or more digits. See also the “ Units of Measure ” section on page 1-18.

EXCEPTION If the number represents a value the user enters, and the value should not include a comma, do not include a comma in the text. |
| | EXCEPTION If quotation marks are part of a literal string, place commas outside the quotation marks. For example: The symbol has one of the following values: ABST, “ABST”, or %ABST. |
| Serial comma | In a series of three or more terms with a single conjunction, use a comma after each term. |

Dashes

There are two kinds of dashes: em dashes (—) and en dashes (–). An em dash is as wide as an uppercase M, and an en dash is half the width of an em dash. Do not bold em dashes or en dashes unless the template paragraph tag contains bold style. Also, see the “[Hyphens](#)” section on page 1-6.

Ellipsis

When used in documentation, screen representations (also known as command output) usually show the results of a user entering a command; they are often provided as examples.

To indicate intentional omission of one or more lines of text, insert a vertical ellipsis after the last line of output shown. Periods should be flush left with the Example-tagged text that they follow.

Resume any output on the line following the third period.

EXAMPLE

```
<command output>
.
.
.
<command output>
```

Em Dashes (—)

Cisco style follows *The Chicago Manual of Style* with the following additions:

Lists Use an em dash to separate a list element from its run-in discussion. Use initial capitalization for the first word in the run-in discussion following the em dash.

Not available or applicable In tables, use em dashes to indicate that items are not available or not applicable. (Do not use hyphens or *N/A*.)

EXAMPLE

Transceiver Speed	Cable Type	Maximum Speed
10/100 Mbps	—	—

En Dashes (–)

Use the following guidelines for en dashes:

Minus signs Use an en dash surrounded by spaces for a minus sign.

EXAMPLE $10 - 9 = 1$

Negative numbers Use an en dash for negative numbers. Do not place a space between the en dash and the number.

EXAMPLE -64

Number ranges Use an en dash for all ranges except in indexes, text, and figures.

In indexes Use the word *to* to represent a range of page numbers in an index.

In job aids Use en dashes to represent ranges of numbers in job aids.

In tables Use en dashes to represent ranges of numbers in tables.

In text and figures Use the word *to* to represent ranges of numbers in text and figures.

Spaces Do not use spaces to separate the dash from the surrounding text.

Hyphens

Use hyphens for the following purposes:

- To connect some prefixes and compound modifiers
- To connect numbers to units of measure that modify nouns

See also the “Compound Modifiers” section on page 1-17 and the “Units of Measure” section on page 1-18.

EXAMPLES carrier-sensitive routing, dual-tone multifrequency
0.7-A circuit, 700-mA circuit, 300-Mohm resistor

Parentheses

Cisco style follows *The Chicago Manual of Style* with the following additions:

Cross-references

References to entire sentences

If a *See* reference refers to an entire sentence, place the reference in parentheses following the sentence and place the period inside the closing parentheses.

EXAMPLE The Cisco 7513 router features a dual CyBus backplane. (See Figure 1-2.)

References to parts of sentences

If a sentence has more than one *See* reference or a single *See* reference that refers to only part of the sentence, place the reference in parentheses next to the information to which it refers and place the period ending the sentence outside the closing parentheses.

EXAMPLE Use the ejector levers (see Figure 5) to seat the bus connectors, and then tighten the captive installation screws (see Figure 6).

Incomplete sentences

When the information in parentheses is an incomplete sentence, place the punctuation outside the parentheses.

EXAMPLE Verify the interface numbers (also called port addresses).

Nested parentheses

When a parenthetical phrase contains another parenthetical phrase, use brackets for the inner phrase and parentheses for the outer phrase.

EXAMPLE Use the abbreviation *no.* for number (not the pound sign [#]).

EXCEPTION When a software release number that includes parentheses is embedded in another set of parentheses, leave the parentheses in the software release number; do not change the parentheses to brackets.

CORRECT (Cisco IOS Release 12.1(2)T)

INCORRECT (Cisco IOS Release 12.1[2]T)

Periods

Cisco style follows *The Chicago Manual of Style*, with the following additions:

Abbreviations	Use periods with abbreviations. EXCEPTION Do not use periods for unit-of-measure abbreviations unless the abbreviation might be mistaken for another word, such as <i>in.</i> (inch). EXCEPTION Do not use periods for the abbreviation <i>USA</i> , but do use periods for the abbreviation <i>U.S.</i> when used as an adjective. For example: U.S. Post Office.
After items in lists	If any item in a list or column in a table is followed by a period (for instance, a complete sentence), use periods for all entries in that list or table column. For more information on lists, see the “ Lists ” section on page 3-24.
Footnotes	Use a period at the end of a footnote that is not a complete sentence. EXAMPLE 1. RFC 2616.
With quotation marks	Place periods inside quotation marks. EXCEPTION If quotation marks are part of a literal string, place the period outside the quotation marks. For example: The symbol will have one of the following values: ABST, %ABST, or “ABST”.

Quotation Marks

Cisco style follows *The Chicago Manual of Style*, with the following additions:

Curly vs. Straight Quotation Marks

The default quotation marks in our FrameMaker templates are curly quotation marks. Curly quotation marks differ from straight quotation marks in that their orientation changes according to whether they precede or follow the quoted text.

EXAMPLE “These are curly quotation marks.”

"These are straight quotation marks."

Use the following guidelines when importing text that contains straight quotation marks:

Quotes in standard text	Use curly quotation marks in standard text. FRAMEMAKER To convert straight quotation marks to curly quotation marks, do the following: With the Smart Quotes option enabled, reenter the quotation marks.
Note	Smart Quotes is on by default in our templates. To reset this option, select Format > Document > Text Options > Smart Quotes .

Quotes in code or ASCII examples

Use straight quotation marks in code or in ASCII examples.

FRAMEMAKER To convert curly to straight quotation marks, do the following: Create a double straight quotation mark ("") with the key combination **Esc–Shift–"**. Create a single straight quotation mark ('') with the key combination **Ctrl–'**. Alternatively, turn off the Smart Quotes option (see preceding Note), make the needed changes, and then turn the option back on when you are done.

Note If you are pasting text from an ASCII source such as a web page or similar text file to a code or ASCII example, you do not need to do anything; straight quotation marks appear automatically.

Semicolons

Cisco style follows *The Chicago Manual of Style* for semicolons.

Spelling

This section lists abbreviations, capitalization, compound modifiers, contractions, possessives, and prefixes. See also the “[Units of Measure](#)” section on page 1-18 and the “[Preferred Word Usage](#)” section on page A-4.

For general word usage, see *Merriam-Webster’s Collegiate Dictionary*. For technical terminology, see the *IBM Dictionary of Computing*.

Abbreviations, Acronyms, and Initialisms

- An *abbreviation* is a shortened form of a word or phrase (for example, cont. for continued).
- An *acronym* is an abbreviation formed by combining the first letter or letters of several words to create a term that can be pronounced as a word (for example, RIP for Routing Information Protocol).
- An *initialism* is an abbreviation formed by combining the initial letter of each word in a multiword term with each letter pronounced separately (for example, PPP for Point-to-Point Protocol).

You should not create new abbreviations, acronyms, or initialisms without first conferring with your editor or the Style Team.

Abbreviations

Use the following guidelines for abbreviations:

Consistency After you introduce an abbreviation, use it consistently.

For the word number In text, do not use the abbreviation *no.* to represent *number*. However, in figures and tables, use the number abbreviation *no.* Do not use the pound sign (#) to represent *number*.

Glossary	When appropriate, include both the abbreviation and the spelled-out form as glossary terms. Put the definition under the abbreviation and use a <i>See</i> reference under the spelled-out form.
Indexes	List the abbreviation, and then use a <i>See</i> reference to the abbreviation from the spelled-out form.
In job aids	Because there is limited space in job aids, you can use abbreviations in text. For example, <i>in.</i> for <i>inch</i> .
Periods	Use periods with abbreviations. EXCEPTION Do not use periods for the abbreviation <i>USA</i> , but do use periods for the abbreviation <i>U.S.</i> when used as an adjective. For example: U.S. Post Office. EXCEPTION Do not use periods for unit-of-measure abbreviations unless the abbreviation might be mistaken for another word that is not an abbreviation, such as <i>in.</i> (inch).
Spelling out	Do not spell out the abbreviation unless the reader might not know the meaning, and then spell out the abbreviation only on the first occurrence.
Verbs	Do not use abbreviations as verbs.

Acronyms and Initialisms

See the “Preferred Word Usage” section on page A-4 and use the following guidelines for acronyms and initialisms:

Beginning sentences	Avoid using an acronym or an initialism to start a sentence if you have not explained it fully in the preceding text. However, to avoid awkward sentences, use the acronym or initialism if necessary.
Capitalization	Capitalize the individual terms of an acronym or an initialism expansion only if capitalization is required. For the capitalization of frequently used acronyms and initialisms, see the “General Word List” section on page A-6. EXAMPLE American National Standards Institute (ANSI); switched virtual circuit (SVC)
First use in a table	If the first occurrence of an acronym or initialism is in a table, use a footnote to expand the acronym or initialism. In the footnote text, include the acronym or initialism, then an equal sign (=), and finally the expansion of the acronym or initialism. Do not capitalize the first letter of the first word after the equal sign unless it would ordinarily be capitalized. EXAMPLE 1. NMP = network management processor.

First use in text

Writers and editors should discuss the need to expand (spell out) acronyms and initialisms. These are general guidelines for making a decision.

Spell out acronyms and initialisms on first use in any of the following circumstances:

- Some members of the target audience may be unfamiliar with the term, or no one is familiar with it because it is new.
- The document refers to the term by both its short form and its expansion.

EXAMPLE An installation document might refer to WAN interface cards in some places and WICs in others.

EXCEPTION If an acronym or initialism is a trademark or service mark of Cisco or another company, such as Cisco IOS or IBM, do not spell it out.

- The term has several expansions, and context does not make it clear which is meant.

EXAMPLE STP can mean either Spanning Tree Protocol or shielded twisted pair.

- You need to expand the term in order to discuss it.

EXAMPLE PROM and EPROM are commonly understood acronyms. An explanation of the difference between them might spell out the full forms, *programmable read-only memory* and *erasable programmable read-only memory*.

You do not generally need to spell out acronyms and initialisms on first use in any of the following circumstances:

- The term is included in the “[Expansion exceptions](#)” section on page 1-12 list or in your documentation group’s list of expansion exceptions.
- The term is included in the “[Units of Measure List](#)” section on page 1-20.
- The target audience is familiar with the term, and usually employs the short form rather than the expansion.

EXAMPLE The Open Shortest Path First protocol is usually referred to as OSPF.

EXAMPLE The initialism PCI (a personal computer bus) is commonly understood, but the expansion Peripheral Component Interconnect may not be.

- The expansion is not informative even for those unfamiliar with the term.

EXAMPLE Personal computers store configuration information in an area called CMOS RAM.

When discussing how to use the computer, it would not usually be helpful, even for a computer novice, to explain that these initials refer to the technology used to manufacture the memory circuit, complementary metal-oxide semiconductor. It would be more informative to explain how CMOS works and how to make changes to it.

Whether or not short forms are spelled out, it can be helpful for documents to provide a glossary of abbreviations, acronyms, initialisms, and unfamiliar terms for reference.

Expansion exceptions	AC	DC	FDA	ISP	RAM
	ANSI	DCE	FDDI	ITU	RFC
	ASCII	DHCP	FIFO	ITU-T	ROM
	ASIC	DIMM	FTP	LAN	SIMM
	ATM	DIN	GIF	LED	SONET
	BIOS	DRAM	GUI	MAC	TACACS
	BNC	DSR	HTML	MIB	TCP
	BRI	DTE	HTTP	NVRAM	TCP/IP
	CBR	EEPROM	IBM	PBX	TFTP
	CD	EIA/TIA	ID	PC	tty
	CDDI	EMI	IEEE	ping	URL
	CD-ROM	EPROM	I/O	PPP	VLAN
	CPU	ESD	IOS	PRI	VoIP
	CRT	FAQ	IP	PROM	vty
	CSU	FCC	ISDN	RADIUS	WAN
			ISO		WWW

For subsequent use	For subsequent use within the same chapter or section, use only the acronym or initialism. If the acronym or initialism is seldom used and you need to spell it out, do so the first time it is used in each chapter or major section, and whenever you think that the reader might find the reminder useful.
Plurals	Use a lowercase <i>s</i> to form the plural of an acronym or initialism. EXAMPLE ATMs, EPROMs, LANs, MPLSs
Step lists	Do not spell out acronyms or initialisms in step lists. If an acronym or initialism has not yet been spelled out in text, use the spelled-out version in the step. In the next text reference, use the spelled-out version, followed by the acronym in parentheses. After you have spelled out an acronym in text, you can use it in a step list.
Titles	Do not spell out an acronym or initialism in chapter and section titles, captions, figures, or table headings. If an acronym or initialism has not yet been spelled out in text, use the spelled-out version in the title, caption, figure, or heading. In the subsequent text reference, use the spelled-out version, followed by the acronym or initialism in parentheses. After you spell out an acronym or initialism in text, you can use it in a title, caption, figure, or heading.
Use of indefinite articles with	For initialisms, the article you use (<i>a</i> or <i>an</i>) depends on the pronunciation of the first letter of the initialism. EXAMPLE a CPU; an ISDN line; an LED For acronyms, the article you use depends on the pronunciation of the word created from the letters of the acronym. EXAMPLE a DIMM; an ASCII terminal; a LAN
Verbs	Do not use acronyms or initialisms as verbs. CORRECT Use the FTP facility to copy the RFC. INCORRECT FTP the RFC.

Capitalization

In this section, capitalization refers to either initial capitalization or uppercase:

- Initial capitalization means capitalizing the first letter in a word.
- Uppercase means capitalizing all the letters in a word.

Use the following guidelines for capitalization. See also the “Numbers” section on page 1-1.

Acronyms	Do not capitalize the spelled-out form of an acronym unless it is capitalized in normal usage.
	EXAMPLE American National Standards Institute (ANSI); switched virtual connection (SVC)
Appendices, chapters, figures, parts, tables, and volumes	Use initial capitalization for the following words when used as specific references followed by numbers: Appendix, Chapter, Figure, Part, Table, and Volume.
	EXAMPLE For a description of the fields, see Table 4-2 in the chapter “Configuring the Cisco 7513.”
Application notes, configuration notes, document assembly numbers, hardware releases, microcode versions, part numbers, revisions, software releases	Use initial capitalization for any one of the following terms when it precedes a number: Application Note, Configuration Note, Document Assembly Number, Hardware Release, Microcode Version, Part Number, Revision, and Software Release.
	EXAMPLE Configuration Note 1077, Part Number 78-0966-01, Software Release 9.1, Revision 2, and Microcode Version 10
Beginning sentences	Do not begin a sentence with a word whose first character must be lowercase, for example, a Cisco IOS command.
Callouts	Capitalize only the first word in the text unless there are proper nouns also requiring capitalization.
Columns, lines, levels, options, and slots	Use lowercase when referring to columns, lines, levels, options, and slots, even if they are followed by numbers.
	EXAMPLE The routers are listed in column 1. Enter the port name on line 4. Data transfer occurs in levels 2 and 3. Select option 5. Insert the card into slot 3.
Company name	Use initial capitalization for the company name, <i>Cisco Systems, Inc.</i>
Compound modifiers in titles, headings, and captions	Follow the rules in <i>The Chicago Manual of Style</i> .
Department names	
General	Use lowercase for general department names.
	EXAMPLE The documentation department is located in San Jose, and the finance department is located in Santa Clara.
Specific	Use initial capitalization for specific department titles.
	EXAMPLE Call the Cisco Technical Assistance Center.
Glossary and index	Capitalize terms in a glossary and an index only if they are capitalized in the text.

Key names	Use initial capitalization for key names, regardless of how the keys are actually labeled, unless the case is important. Do not capitalize the word <i>key</i> . EXAMPLE Ampersand key, Backslash key, W key, and the Ctrl-C key combination
Labels on hardware or screens	Match the style of a switch label on the hardware when describing the switch. If the hardware uses the convention (vertical bar) for on and 0 for off, put the appropriate symbols in parentheses after the words <i>on</i> and <i>off</i> . EXAMPLE The LED labeled STATUS is on the front panel of the chassis. EXCEPTION If the word <i>on</i> or <i>off</i> appears in a Warning, leave the spelling as is (usually uppercase).
Lists	Use initial capitalization for the first word of each item in a list. EXCEPTION If the element is case sensitive, retain the case. For example, lists that begin with a command name must begin in lowercase.
Signal names	Use uppercase for ASCII signals and use initial capitalization for each term of a communications signal (signals from one device to another). EXAMPLE BREAK signal, LINEFEED signal, Clear To Send signal, Request To Send signal.

Software and hardware products and manuals

General Use lowercase for general references to software and hardware products or manuals.

EXAMPLES

- Your Cisco IOS software release may not support all these features.
- The university selected Cisco routers and communication servers.
- See the appropriate hardware user guide or software configuration guide.

Specific Use initial capitalization when referring to specific hardware and software products or manuals.

EXAMPLES

- Upgrade to Cisco IOS Release 12.4(15)T.
- The Cisco Any Service, Any Port Solution supports data, voice, fax, and wireless services on a single universal gateway.
- This command was implemented on the Cisco 7200 series routers (but not on the Cisco 7201 router).
- See the *Cisco IOS IP Routing Protocols Configuration Guide*.

Steps

Use initial capitalization for *Step* in cross-references to specific steps in procedures.

EXAMPLE Repeat Step 2 for each configuration; then proceed to Step 3.

Table column titles

See the “Titles, headings, and captions” heading, below.

Terminal displays

Use initial capitalization when you refer to a GUI element, even if it is spelled without initial capitalization in the GUI.

Titles, headings, and captions

Use initial capitalization for all words in titles, headings, and captions except the following:

- Articles
- Coordinating conjunctions
- Prepositions of four or fewer letters that are not part of a verb
- The word *to* in infinitives
- The names of commands
- Words that are case sensitive

Always capitalize the last element, regardless of its part of speech. See also [Compound modifiers in titles, headings, and captions](#), above.

EXCEPTION Capitalize a preposition when it is used as part of a phrasal verb; for example, Setting Up, Logging In. (When the word *to* is part of an infinitive, do not treat it as a preposition.)

EXCEPTION Do not capitalize a second element attached to a prefix unless it is a proper noun or proper adjective; for example, Anti-intellectual.

EXAMPLES

- Ensuring That Access Lists Are Compatible with IPsec
- Setting Up the RADIUS Profile for Two-Way Authentication
- When to Use the Authentication Proxy
- Authorization Attribute-Value Pairs
- User-Defined Port Mapping
- Operation with JavaScript
- Operation Without JavaScript
- IETF Attributes Versus VSAs

Compound Modifiers

A compound modifier is a string of two or more words that together modify a noun. To determine if terms form a compound modifier, try each modifier without the others. If each sensibly modifies the noun independently, the words do not form a compound modifier.

Many compound modifiers are hyphenated, but there are also many exceptions. See *The Chicago Manual of Style* and *Merriam-Webster's Collegiate Dictionary* for current spellings. See also the “[Numbers](#)” section on page 1-1, the “[Hyphens](#)” section on page 1-6, and the “[Units of Measure](#)” section on page 1-18.

For capitalization of compound modifiers in captions and headings, follow the rules in *The Chicago Manual of Style*. For examples, see the “[Capitalization](#)” section on page 1-13.

Contractions

Do not use contractions because they can be difficult to translate and can also cause comprehension problems for readers whose native language is not English.

Possessives

Do not use possessives because they can be difficult to translate and can also cause comprehension problems for readers whose native language is not English. See also the “[Trademarks](#)” section on page 6-5.

CORRECT Connect the cable to the router port.

INCORRECT Connect the cable to the router's port.

Prefixes

Words that consist of a prefix and a root are not compound words and generally should not be hyphenated.

Hyphenated Generally hyphenate the following prefixes. See *Words into Type* for exceptions.

all-, half-, quasi-, self-

Hyphenate the word if the root is a proper noun or adjective.

EXAMPLE non-Australian

Unhyphenated With common roots, do not hyphenate the prefixes in the following list.

anti*	hyper*	mini*	pre	super
auto	infra*	multi*	pro	ultra*
bi*	intra*	non*	pseudo*	un
co	macro*	out*	re	under*
de*	micro*	over*	semi*	
extra*	mid*	post*	sub*	

EXCEPTION Hyphenate the prefixes followed by an asterisk (*) in the above list if they result in doubling a vowel or forming a homograph (a word that is spelled like another but has a different meaning).

Units of Measure

Use the following guidelines for units of measure. For a list of common units of measure and their abbreviations, see the “[Units of Measure List](#)” section on page 1-20. For a list of units that you might not need to spell out in text, see the “[Abbreviations, Acronyms, and Initialisms](#)” section on page 1-9. Go to the following URL for further information on units of measure:

<http://www.french-property.com/ref/convert.htm>

Abbreviations

Adjacent numbers For adjacent numbers, spell out one of them for clarity (usually the shorter, more easily read number).

EXAMPLE six 1/2-inch cables

In figures and tables Use unit-of-measure abbreviations in figures and tables. Use the singular form for plurals of unit-of-measure abbreviations.

EXAMPLE 1 lb, 5 lb, 1 in., 6 in., 1 min, 20 min

In text	<p>The first time you use a unit of measure that might be unfamiliar to readers, spell out the term, and follow it by the abbreviation in parentheses. For subsequent uses within that section, use just the abbreviation. Give the spelled-out version of the unit the first time you use it in each chapter or major section, or if it has been some time since you last used it.</p> <p>Note The units of measure in the “Units of Measure List” section on page 1-20 are assumed to be commonly understood and generally need not be spelled out.</p> <p>EXCEPTION In text, always spell out the following simple units of measure: inch, inches, foot, feet, percent, degrees.</p>
Micro	<p>Spell out all occurrences of <i>micro</i>. Do not use the Greek letter mu (symbol μ) because it does not always appear correctly online.</p> <p>EXAMPLE 200 microseconds</p>
Periods	<p>Do not use periods for unit-of-measure abbreviations.</p> <p>EXCEPTION Use a period for a unit-of-measure abbreviation if the abbreviation might be mistaken for another word, such as <i>in.</i> (inch). However, do not use a period with <i>in-lb</i> (inch-pounds).</p>
Quantity	<p>Use the same unit-of-measure abbreviation for all quantities, whether less than one, one, or greater than one.</p> <p>EXAMPLES 0.5 V, 1 V, 5 V 1 MB, 12 MB 0.5 kg, 1 kg, 5 kg 1 cm, 6.5 cm 1 ms, 200 ms</p>
Context	<p>Use unit-of-measure abbreviations only when they are preceded by numbers.</p> <p>CORRECT The card has 15 MB of RAM.</p> <p>CORRECT RAM is measured in megabytes.</p> <p>INCORRECT RAM is measured in MB.</p>
British and metric measurements	<p>When applicable, include both the British (Imperial) and metric units of measure. List the British unit of measure first, followed by the metric unit in parentheses.</p> <p>EXAMPLE 32 to 104°F (0 to 40°C)</p>
Hyphenation	<p>When a unit of measure modifies a noun and precedes that noun, place a hyphen between the number and the unit of measure.</p> <p>EXAMPLE 0.5-inch-diameter opening; 60-Hz power supply; 10-A circuit</p> <p>Do not use a hyphen if the unit of measure follows the noun.</p> <p>EXAMPLE The cable length is 20 feet.</p>

Ranges of numbers

Place the unit of measure after the final number, not after each number.

EXAMPLE 56 or 64 kbps; 56 to 64 kbps (not 56 kbps to 64 kbps)

Use an en dash for all ranges except in indexes, text, and figures.

EXAMPLE 56–64 kbps

Spacing

Insert a nonbreaking space between the number and the unit of measure or symbol.

EXAMPLE 64 Gbps, 900 Hz, 44 kbps, 0.3 V, 0.95 A

EXCEPTION Do not use spaces to separate the following unit-of-measure abbreviations and symbols (used in figures and tables) from their values: °C, °F, %.

EXAMPLE 104°F

Symbols

Use unit-of-measure symbols (in figures and tables) only when they are preceded by numbers.

EXAMPLE 88°F

Text reference

In text, write numbers used with units of measurement as Arabic numerals (including numbers less than ten).

EXAMPLE The CSC/4 processor card has 16 MB of RAM. The CSC/3 processor card has 4 MB of RAM.

Time

Use Arabic numerals when referring to amounts of time. Because a length of time is considered a unit of measure, do not spell out any numbers.

EXAMPLE 5 minutes (not five minutes)

EXCEPTION If the unit of time (less than ten) is being used more descriptively and is not a critical element of the sentence, spell it out. For example: The product will be released in three months.

Units of Measure List

The following list provides the most commonly used units of measure. For additional guidelines, see the “[Units of Measure](#)” section on page 1-18.

**Note**

- Unless otherwise indicated, insert a nonbreaking space between a word or number and a unit of measure.
- Use the same unit-of-measure abbreviation for all quantities, whether less than one, one, or greater than one.
- In keeping with the International System of Units (SI) standards, use the optional notation of forward slash “s” (/s) to denote per second, rather than the abbreviation ps.

A

alternating current	AC	
ampere	A	

B

bit	b	
bits per second	b/s	
British thermal unit	BTU	
byte	B	
bytes per second	B/s	

C

Celsius	C	No space: 32°C. (For use in figures and tables.)
centimeter	cm	
cubic feet per minute	cfm	

D

decibel	dB	
decibel referenced to 1 milliwatt	dBm	
decibel referenced to 1 watt	dBW	
degree (geometry)	degree	Write out in text. EXAMPLE Rotate the chassis 90 degrees to the right. A 90-degree bend is essential.
degree (temperature)	°	No space: 78°F. For use in figures and tables. Write out in text; for example, 78 degrees. To create the degree symbol, press the NumLock key, press the Alt key, and then type 0176 on the numeric keypad. Do not use the Symbol font (Alt-0215), because it does not display properly in HTML.
direct current	DC	

F

Fahrenheit	F	No space: 32°F. (For use in figures and tables.)
foot	ft	Write out in text; for example, 11 feet.
foot-pound	ft-lb	

G

giga	G	Metric billion—1,000,000,000.
gigabit	Gb	
gigabits per second	Gb/s	
gigabyte	GB	1,073,741,824 (2 to the 30th power) bytes.
gigabytes per second	GB/s	
gigahertz	GHz	
gram	g	

H

hertz	Hz	
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I

inch	in.	Use a period with the abbreviation. Write out in text; for example, 6 inches.
inch-pound	in-lb	Do not use periods.

K

kilo	k	Metric thousand—1000.
kilobit	kb	
kilobits per second	kb/s	
kilobyte	KB	1024 (2 to the 10th power) bytes.
kilobytes per second	KB/s	
kilogram	kg	
kilohertz	kHz	
kilometer	km	

M

mega	M	Metric million—1,000,000.
megabit	Mb	
megabits per second	Mb/s	
megabyte	MB	1,048,576 (2 to the 20th power) bytes.
megabytes per second	MB/s	
megahertz	MHz	
megohm	Mohm	

meter	m	
micro	micro	0.000001 (10 to the minus 6th power). Do not use the Greek letter mu (symbol μ) because it does not always appear correctly online.
milli	m	0.001 (10 to the minus 3rd power).
milligram	mg	
millimeter	mm	
millions of instructions per second	mips	
millisecond	ms	
minute	min	

N

nano	n	0.000000001 (10 to the minus 9th power).
nanometer	nm	
nanosecond	ns	

O

ohm	ohm	
-----	-----	--

P

packets per second	p/s	
percent	%	No space: 11%. Write out in text; for example, 11 percent.
pound	lb	

S

second	sec	
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V

volt	V	
volt alternating current	VAC	
volt direct current	VDC	
volt-ampere	VA	

W

watt	W	
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CHAPTER 2

Appropriate Use of Language

This chapter provides guidelines for using appropriate language in Cisco documentation.

This chapter contains the following sections:

- [Accessibility Features, page 2-1](#)
- [Bias-Free Documentation Policy, page 2-1](#)
- [Cisco IOS Software Release Naming Convention, page 2-2](#)
- [Company Names, Product Names, and Trademarks, page 2-2](#)
- [Domain Names and IP Addresses in Documentation, page 2-2](#)
- [Gender-Neutral Language, page 2-5](#)
- [Human Characteristics Attributed to Technology, page 2-5](#)
- [Jargon and Slang, page 2-6](#)
- [Past, Present, and Future Tense, page 2-6](#)
- [Project Code Names, page 2-6](#)
- [Voice, page 2-7](#)
- [Website References, page 2-8](#)
- [Writing for an International Audience, page 2-8](#)

Accessibility Features

If a Cisco product contains accessibility features for use by persons with disabilities, or requires the use of assistive technologies, the associated documentation must describe those features in a prominent location.

Bias-Free Documentation Policy

It is a policy of Cisco to treat all persons with respect—regardless of race, color, ancestry, national origin, age, sex, citizenship, veteran status, marital status, sexual orientation, physical or mental ability, religious creed, or medical condition. Language or graphic elements that offend others violate our business philosophy and our company policy.

Avoid terms that may show bias with regard to gender, race, culture, ability, age, sexual orientation, or socioeconomic class.

Our philosophy toward our customers extends to our indirect relationship with them through documentation and other written and online material that we deliver to customers.

All material written or developed for internal or external use, and prepared for hard copy or online delivery, must be free of offensive or suggestive language, graphics, and scenarios. Editors who see questionable terms can insist on their removal if necessary.

As professional communicators, we must judiciously scrutinize material for appropriateness. We must exercise our best judgment in the use of questionable or obscure terms and flag as inappropriate any language, graphic, or scenario that can damage or otherwise compromise the reputation, good name, or profitability of the company. Writers, editors, and managers must work together to ensure that our online information and publications are free of any potential for embarrassment or grounds for claims of harassment.

For further information, see “Bias-Free Communication” in the *Microsoft Manual of Style for Technical Publications*.

Cisco IOS Software Release Naming Convention

When referring to a specific Cisco IOS software release, write “Cisco IOS Release 1x.x” or “Cisco IOS XE Release 1.x.x.” (The release number increments with each future release.) The words “Cisco” and “Release” are required—do not write “IOS 1x.x” or “Cisco IOS 1x.x.”

When referring to a previous release, write “earlier than Cisco IOS Release 1x.x.” When referring to a subsequent release, write “later than Cisco IOS Release 1x.x.”

Company Names, Product Names, and Trademarks

Use the following guidelines for company names, product names, and trademarks.

Treat company names, product names, and trademarks as single entities. To keep these terms together, place a nonbreaking space between the words. Do not hyphenate the words or separate the terms from each other.

CORRECT ...the test conducted by
Cisco Systems, Inc. ...

INCORRECT ...the test conducted by Cisco Sys-
tems, Inc. ...

Domain Names and IP Addresses in Documentation

Do not use valid or potentially valid domain names or IP addresses in customer documentation, including examples, command output, and sample configurations. Inadvertent use by customers of valid domain names or IP addresses can interfere with network operation, compromise network security and privacy, or conflict with intellectual property rights.

The following sections describe domain names and IP addresses that are safe to use in Cisco technical documentation:

- [Domain Names, page 2-3](#)
- [IP Addresses Reserved for Documentation, page 2-3](#)

- [IP Addresses Reserved by Cisco, page 2-3](#)
- [Private IP Addresses, page 2-4](#)
- [IP Multicast Addresses, page 2-4](#)
- [The Loopback \(or Localhost\) Address, page 2-4](#)
- [The IPv6 Reserved Prefix, page 2-4](#)

**Note**

Ask your illustrator to change any valid domain names or IP addresses in screen shots, network diagrams, or other graphics to the safe values described in the following sections.

**Tip**

Be sure to use approved IP addresses and domain names in examples for public distribution. Make use of the information in *Using Documentation Approved IP Addresses, Domain Names, and Telephone Numbers in Networks and Software Development Documentation* (EDCS-609990). Use these guidelines and share them with your development colleagues.

Domain Names

RFC 2606 reserves the top-level domain *.example* for use in documentation or examples of code. The second-level domain names *example.com*, *example.org*, and *example.net* are also reserved for use as examples.

IP Addresses Reserved for Documentation

RFC 3330 assigns the address block 192.0.2.0/24 for use in documentation and examples of code.

**Note**

The */n* notation means that the first *n* bits of the subnet mask are 1. In other words, the first *n* bits of the IP address range define a subnet and do not change. For example, in the block 192.0.2.0/24 the first 24 bits (three blocks of eight, represented as three decimal numbers separated by dots) do not change. This subnet therefore extends from 192.0.2.0 to 192.0.2.255.

IP Addresses Reserved by Cisco

Cisco has acquired three blocks of IP addresses that are reserved for documentation. These addresses allow writers to show complex network configurations. Each block includes a subnet. If you use these IP addresses in documentation, you must also include the subnet mask.

Address Block	Starting Address	Ending Address	Broadcast Address	Subnet Mask
209.165.200.224/27	209.165.200.225	209.165.200.254	209.165.200.255	255.255.255.224
209.165.201.0/27	209.165.201.1	209.165.201.30	209.165.201.31	255.255.255.224
209.165.202.128/27	209.165.202.129	209.165.202.158	209.165.202.159	255.255.255.224

Private IP Addresses

RFC 1918 provides a group of IP addresses that are never assigned publicly and are not routed through the public Internet. The same pool of addresses can be used within any private network (a network that does not communicate with the Internet or with other private networks, or communicates only through gateways that translate the IP address). You can use these IP address ranges for hosts that do not need access to the Internet.

Address Block	Starting Address	Ending Address	Approximate Number of Hosts
10.0.0.0/8	10.0.0.0	10.255.255.255	16,000,000
172.16.0.0/12	172.16.0.0	172.31.255.255	1,000,000
192.168.0.0/16	192.168.0.0	192.168.255.255	65,000

IP Multicast Addresses

RFC 1112 defines the address space for IP multicast addresses, which are generally safe to use in documentation because they cannot be reserved. IP multicast group addresses range from 224.0.0.0/8 to 239.0.0.0/8.

The Loopback (or Localhost) Address

By convention, most systems assign the IP address 127.0.0.1 and the name *localhost* to the loopback interface that allows a client and server on the same host to communicate with each other over TCP/IP. You can use the 127.0.0.1 localhost address in Cisco documentation.

The IPv6 Reserved Prefix

RFC 3849 sets aside the IPv6 address prefix 2001:DB8::/32 for use in technical documentation. Addresses within this prefix are not routed through the public Internet.

To allow you to show complex network configurations, the IPv6 documentation prefix allows many different networks, subnetworks, and hosts. The following table shows three examples of networks within this prefix and a host address on each network. The table uses the following standard notation:

- An IPv6 address consists of eight blocks, separated by colons.
- Each block contains four hexadecimal numbers (16 bits).
- Leading zeros within a block can be omitted.
- A double colon (::) means that two or more consecutive blocks of 0000 have been omitted. This notation can be used only once per IPv6 address. The number of blocks omitted can be calculated from the number remaining.
- A slash followed by a number (/n) means that the number of bits indicated do not change. For example, /48 means that the first 48 bits (three blocks) do not change.
- The minimum number of bits that can be specified with /n is 32 (two blocks).

Network Prefix	Starting Address	Ending Address	Example Host
2001:DB8::/48	2001:DB8::1	2001:DB8:0:FFFF: ... :FFFE	2001:DB8:0:ABCD::1
2001:DB8::/64	2001:DB8::1	2001:DB8:0:0:FFFF: ... :FFFE	2001:DB8:0:0:E000::F
2001:DB8:0:1::/64	2001:DB8:0:1::1	2001:DB8:0:1:FFFF: ... :FFFE	2001:DB8:0:1:FFFF:1234::5

Gender-Neutral Language

Use the following guidelines to avoid sexist or gender-specific language:

- | | |
|------------------------|---|
| Articles | Use articles instead of gender-specific pronouns.

CORRECT The system administrator maintains the network for all users in the group.

INCORRECT The system administrator maintains the network for all users in his group. |
| Masculine terms | Use gender-neutral or all-inclusive terms to refer to human beings, rather than using “man” and similar masculine terms.

For example, use <i>Chair</i> instead of <i>Chairman</i> ; use <i>sales representative</i> instead of <i>salesman</i> ; use <i>operates</i> or <i>staffs</i> instead of <i>mans</i> . |
| Plurals | Use the plural form and maintain parallel structure. |
| Pronouns | Do not use the following conventions: he/she, his/her, him/her.

Use <i>the</i> instead of <i>his</i> or rewrite the material in the second person (you) or in the plural.

Do not use gender-specific pronouns. |
| Second person | Use the second person.

CORRECT Specify the transmission rate for the modem that you are using.

INCORRECT The sender must specify the transmission rate for the modem. |

Human Characteristics Attributed to Technology

Generally, do not apply human characteristics of thought or feeling to software and hardware. For example, avoid using such verbs as *think* and *expect* to describe computer functions.

To avoid using the passive voice, describe a product performing an action if possible.

EXAMPLE The router recognizes the IP header information.

Jargon and Slang

Jargon is the technical terminology of a special activity or group. Jargon can be difficult to translate clearly and meaningfully to an international audience. Avoid using jargon unless it is technical terminology that is defined in your document.

Slang and colloquialisms use informal, nonstandard vocabulary. Do not use slang or colloquialisms in your writing.

See also the “Writing for an International Audience” section on page 2-8.

Names and Passwords

Do not use the full names of real people in examples. Additionally, do not use valid usernames or passwords, including forms of “Cisco,” in examples. Instead, use *username1*, *username2*, *password1*, and *password2*.

Past, Present, and Future Tense

Present tense

Use the present tense whenever possible. This tense is direct and active, and helps readers scan the material quickly.

EXAMPLE Perform system management tasks to monitor and improve the router’s performance.

Past and future tense

Use the past and future tenses only when it is confusing to use the present tense—for example, when it is essential to describe events in terms of the past or future, as when a future event will be caused by a present action.

EXAMPLE If you want to use the macro in your network, you will want that macro to play back at the same speed at which it was recorded.

Project Code Names

Code names are words used internally to identify Cisco projects.



Caution

Do not use project code names in public documents. Confirm that code names do not appear in filenames, configuration files, or other published software examples.

INCORRECT Humperdinck route processor

CORRECT Cisco Performance Routing Engine 2 (PRE2) route processor

URL References

Use the following guidelines when referencing URLs in your documents, regardless of where the URLs appear (including text, procedural steps, and tables):

- Include the name of the protocol—for example, http://—in all URLs.
- You can include a URL in running text or place it on a separate line, at the discretion of writer and editor.
- If you include several URLs in a row in running text, use normal punctuation between the URLs (for example, commas) and at the end of a sentence (a period).
- If you place a URL on a separate line, provide an introductory phrase or clause, and end it with the appropriate punctuation.
- If a URL is very long, place it on a separate line. If it does not fit on one line, format it by inserting a forced return (Shift-Return) between elements, following these guidelines:
 - Break a URL immediately after a colon, slash, or double slash.
 - Break a URL immediately before a period, hyphen, underscore, question mark, pound sign, or percent sign.
 - Break a URL either before or after an equals sign or ampersand.
 - Do not break a URL that contains a hyphen immediately after the hyphen.
 - Do not insert a hyphen to break a URL.

Voice

Active voice

The active voice is usually more direct and vigorous than the passive. When you write a sentence in the active voice, it is also usually shorter than in the passive voice. Use the active voice whenever possible.

CORRECT Fast EtherChannel establishes a high-bandwidth connection between two switch devices.

INCORRECT A high-bandwidth connection between two switch devices is established by the use of Fast EtherChannel.

Passive voice

The passive voice looks at an action from the point of view of the target or recipient, not the actor or agent. The passive voice is most appropriate when the originator or performer of an action is unimportant, unknown, or hard to identify.

EXAMPLE The document set was published on CDC.

Website References

Verify any live website references in your document before publishing the references. In addition, keep the following points in mind:

- Do not use any references to the Cisco intranet (wwwin.cisco.com).
- Because of liability issues, do not include references to live websites of other businesses in Cisco documentation.

Writing for an International Audience

Because Cisco documentation is distributed worldwide, you must consider certain localization issues. Use the following guidelines to write appropriately to readers around the globe. For further information, see the “International Considerations” section in the *Microsoft Manual of Style for Technical Publications*.

For information about the Cisco Translation Services team or its projects, contact the translation coordinator by sending e-mail to the *doc-translation* alias.

Cisco is a global company with offices and sales forces throughout the world. In many nondomestic markets, Cisco faces fierce competition from local and international competitors. In these markets, the accessibility and comprehensiveness of user content are critical to our success. Some of the Cisco user content is translated, some is not; but with the web, users from around the world can easily access all public Cisco content. Therefore, it is particularly important to our globalization efforts to develop all user documentation for an international audience.

Writing for an international audience requires clarity, consistency, and awareness of international variables, such as different conventions to express time, speed, temperature, length, and so on. Also keep in mind that not every reader or translator is necessarily network literate.

Guidelines follow on how to write for the international market to enhance comprehensiveness, ease of translation, and consistency across documents.

Document Organization

Visually structuring a document by using clearly defined headings and text, illustrations, tables, bulleted lists, and numbered steps helps to organize and clarify information. When information is presented in a clearly defined format and broken into chunks, it is easy for an international audience to read and understand. The process of localization is also simplified.

In text use few words, and write brief paragraphs when possible. A lengthy, dense paragraph in English can cause a non-native speaker to feel discouraged. Breaking up long or complex paragraphs into visually more palatable chunks helps make the information easily accessible.

Clear Writing

When writing for an international audience, be clear in structure and wording. Ambiguities in grammar or terminology cause misunderstanding and frustration for all readers and for international readers in particular.

The English language allows grammatical constructions and word creations that cannot—without cumbersome attempts to approximate the intended meaning—be mirrored in foreign languages. Therefore, clarity in writing for an international audience not only requires strict adherence to the rules of the English language, but also places additional demands on the writer. Examples of common linguistic ambiguities are described in the following sections.

Ambiguous Modifier Strings

Modifier strings are phrases with two or more nouns or adjectives strung together. In such strings, sometimes it is difficult to determine which word is modified by which adjective and which nouns form a standalone phrase.

EXAMPLE

New Cisco virtual private dialup network session counting software...

A translator could interpret this sentence in at least two ways:

New Cisco virtual private dialup counting software for network sessions...

or

New Cisco software for a new virtual private dialup network session counting...

A possible solution follows:

New Cisco software for counting sessions of virtual private dialup networks...

Avoid ambiguous modifier strings by breaking them into several smaller phrases, limiting the number of adjectives to no more than three, or adding hyphens to clarify compound adjectives.

Words with Multiple Meanings

Many words have multiple meanings. Eliminate ambiguities whenever possible.

Words that can be used as different parts of speech can be misinterpreted. Try to keep the use of such words, at least within the same paragraph, to one part of speech only.

Gerunds (verb forms ending in “-ing” that are used as nouns) and *participles* (verb forms ending in “-ing” that are used as adjectives) are often difficult to distinguish.

EXAMPLE

Searching the database.

This phrase could mean either “How to search the database” or “Database search is in progress.”

When using gerunds and participles, make sure that your meaning is clear.

Ambiguous Conjunctions

The conjunctions *and* and *or* can create ambiguities when it is unclear which text elements are being joined by the conjunction.

INCORRECT No translation is attempted between frame header bits and ATM layer EFCI bits and DE bits.

CORRECT No translation is attempted between the bits of the frame header and the EFCI and DE bits in the ATM layer.

To avoid confusion, use parallel construction and break up long or very complex sentences into simple sentences.

Abbreviations, Acronyms, Initialisms, and Blend Words

An abbreviation, acronym, initialism, or blend word is often jargon or a term used only in a restricted language community.

- An abbreviation is a shortened version of a word or phrase that replaces the word or phrase (for example: ft [feet]).
- An acronym is a word that is formed from the initial letters of a compound term (for example: RAM for random-access memory). Acronyms do not travel well across language boundaries, especially when the words or phrases that they represent occur in a different sequence in the other language.
- An initialism is an abbreviation that is formed by combining the initial letter of each word in a multiword term, with each letter being pronounced separately (for example: PPP for Point-to-Point Protocol).
- A blend word is a word that is made from parts of the words it represents (for example: TELEX).

Avoid any abbreviations, acronyms, initialisms, or blend words that are not standard usage within a well-established technical community. For example, RAM (random-access memory) is generally accepted, but NFAS (nonfacility-associated signaling) is not standard. Use your best judgment. When in doubt, spell out the word or phrase at first mention in the text.

Invisible Plurals

An invisible plural can occur when a noun is used as an adjective in such a way that the reader has difficulty telling whether the noun or nouns being modified are singular or plural.

EXAMPLE ...the switch and router settings.

This phrase could mean “the settings for one switch and one router,” “the settings for many switches and many routers,” or “the on/off switch and the router settings.”

The adjectives in this example are not inflected and do not show whether the noun is plural or singular. If you think that there is any possibility of confusion, rewrite the sentence.

EXAMPLE ...the settings for switches and routers.

Precise Punctuation

Precise punctuation is essential for translators and the international audience to correctly parse a sentence. In fact, what might be considered overpunctuation is encouraged to help clarify the structure of a phrase or a sentence. The use of hyphens is especially recommended to eliminate the problems of ambiguous modifier strings. See the “[Ambiguous Modifier Strings](#)” section on page 2-9.

Long Sentences

Sentences that are too long are not only stylistically cumbersome, but also can cause problems for the international reader. Long sentences are difficult to follow, which makes them apt to be misinterpreted.

EXAMPLE Each Fast Ethernet port can be configured for half- and full-duplex operation and includes a Media Independent Interface (MII) that can be used in back-to-back MII applications or with external, customer-supplied transceivers for connection to 100BASE-T4.

The simplest way of fixing an overly long sentence is to break it up into small ones.

EXAMPLE Each Fast Ethernet port can be configured for half- and full-duplex operation. The port includes a Media Independent Interface (MII) that can be used in back-to-back MII applications or with external, customer-supplied transceivers. Fast Ethernet ports support connection to 100Baset-4.

In some cases, breaking up a long, complex sentence into a bulleted list is the best solution.

EXAMPLE With the support of FUNI, Frame Relay-to-ATM network internetworking, and Frame Relay-to-ATM service internetworking, you can make virtual connections between the following endpoints:

- Frame Relay
- FUNI
- Frame Relay and FUNI
- Frame Relay and ATM cell-based
- FUNI and ATM cell-based

Dangling Modifiers

A dangling modifier is a word, phrase, or clause that does not clearly modify an element in a sentence.

INCORRECT Also provided through web links, customers can perform basic troubleshooting operations, such as verifying software versions.

(It is not the customers who are provided through web links, but the troubleshooting operations.)

CORRECT Customers can perform basic troubleshooting operations, such as verifying software versions, which Cisco provides through web links.

To test whether a phrase is a dangling modifier, turn the phrase into a clause with a subject and a verb. If the expanded phrase and the independent clause do not have the same subject, the phrase is dangling.

Omitting the Pronoun “That”

Sometimes the relative pronoun *that* is dropped from sentences. In speech this omission is almost idiomatic, but in writing it can create problems for readers who are less familiar with English idioms. Do not omit *that*, especially in a sentence with a past-participle or present-participle construction.

INCORRECT AccessPath Manager is a web-based access management system designed to deploy and manage complex, distributed dial pools.

CORRECT AccessPath Manager is a web-based access management system that is designed to deploy and manage complex, distributed dial pools.

Telegraphic Writing Style

Telegraphic writing is a highly abbreviated, terse way of writing. Characteristically, this style omits the articles *a*, *an*, and *the*, and the words *is*, *are*, *of*, *this*, and *these*. Avoid writing in a telegraphic style because reading such text requires expertise in both the technical subject and English. Telegraphic sentences also lend themselves to mistranslation.

INCORRECT No translation attempted between frame header bits and ATM layer EFCI bits and DE bits.

CORRECT No translation is attempted between the bits of the frame header and the EFCI and DE bits in the ATM layer.

Units of Measure and Time Notation

Units of measure Because many countries use the metric system, always give both the British measurement unit and the metric system measurement. The following units are the most common:

- Length
 - 1 mile (1.6 kilometers)
 - 1 foot (0.3 meter)
 - 1 inch (2.54 centimeters)
- Weight
 - 1 pound (0.45 kilogram)
- Temperature
 - 50° Fahrenheit (10° Celsius)

Time Many countries use 24-hour notation to express time. Always express time by showing the U.S. time notation followed by the 24-hour notation in parentheses.

EXAMPLE 8:00 a.m. to 5:00 p.m. (0800 to 1700)

In the 24-hour notation system, no punctuation or abbreviations are used.

EXAMPLE Breakfast was at 0645; our first meeting was at 0800.

Additional Guidelines

Government names Do not generalize names of specific government agencies, institutions, or organizations.

Because many of our readers are in other countries, generalization can be misleading. If you are referring to a specific U.S. government agency, say so. Some of the terms to watch out for are *federal*, *national*, *government*, and *Department of Defense*.

CORRECT This project was funded by the U.S. government.

INCORRECT This project was funded by the federal government.

CORRECT July 4 is a U.S. holiday.

INCORRECT July 4 is a national holiday.

Graphics Use figures, icons, and symbols that are universally recognizable. For example, do not use a dollar sign as an icon for a bank. What is considered appropriate in images and colors varies widely among cultures.

Names Do not use names in examples. Use the title of the role instead (for example, administrator, technician, and so on).

National-centric phrases	Avoid the use of the word <i>domestic</i> to refer to the United States because it is U.S.-centric. For the same reason, do not use <i>non-U.S.</i> Instead, use terms such as <i>within the United States</i> , <i>outside the United States</i> , <i>global</i> , <i>worldwide</i> , and <i>international</i> .
Nouns and adjectives	Use U.S. and U.K. as adjectives; use United States and United Kingdom as nouns.
Safety warnings	The regulatory agencies of other countries require that translated safety warnings ship with Cisco products. These warnings are translated into multiple languages and must be included in your documentation set. Note If you edit any safety warnings, they must be retranslated.
Seasons	Do not refer to seasons of the year to specify time because seasons vary around the world. If possible, refer to specific months. If you must refer to a period of time, refer to calendar quarters. CORRECT The new router will be available in the fourth quarter of 2000. INCORRECT The new router will be available in the winter of 2000.
Toll-free numbers	Use <i>toll-free number</i> , not <i>800 number</i> , to refer to phone numbers that have no calling fee.



CHAPTER 3

Document Elements

This chapter discusses the elements of multifile (book) and single-file documents, and describes how and where these document elements are used in Cisco technical documentation. In addition, elements common to both multifile and single-file documents are discussed.



Note Always refer to the *FrameMaker Templates Handbook* for the latest information. The tag names used in this chapter are subject to change.

This chapter addresses the following:

- [Multifile Documents—Organization and Use of Elements in a Book, page 3-1](#)
- [Single-File Documents—Organization of Elements in Release Notes, Updates, and Configuration Notes, page 3-12](#)
- [Common Elements, page 3-13](#)

Multifile Documents—Organization and Use of Elements in a Book

Books can contain the following elements, organized as follows:

1. Front cover
2. Title page
3. Copyright and trademark page
4. Contents
5. List of figures
6. List of tables
7. Warranty information
8. Preface
9. Chapters
10. Appendixes
11. Glossary
12. Index



Note The following may not be required, depending on the decision of the product team: list of figures, list of tables, appendixes, glossary, and index.

The above items are addressed in the following sections:

- [Front Matter](#)
- [Common Elements](#)
- [Part Pages](#)
- [Back Matter](#)

Front Matter

Front matter is the material that precedes the body of a book. Front matter typically includes the following document elements:

- [Title Page](#)
- [Copyright and Trademark Page](#)
- [Table of Contents](#)
- [List of Figures—Optional](#)
- [List of Tables—Optional](#)
- [Warranty Information](#)
- [Preface](#)

Title Page

The title page includes the following information:

- Title of the document
- Software version (if appropriate)
- Date of publication (if appropriate)
- Part number

Copyright and Trademark Page

All publications from Cisco must include a copyright notice and a trademark block.

To obtain the current boilerplate material, see the trademark block and the title page in the current template suites (FrameMaker 7.x). These are available in Documentum Web Publisher (<http://ecmx-wp.cisco.com/wp/>), under Sites (Web Cabinets)/TD/docs/general/TD_FM_Templates.

Position the copyright page behind the title page.

The title page template (*_ttl.fm) reference page contains the copyright block, a placeholder for the trademark block, and the document information block. This is all Cisco boilerplate information.



Caution Be sure to copy the most current version of the trademark block into your title page.

The copyright page includes the following elements in the following order of placement:

1. Copyright block—Includes legal disclaimers about the products of other companies described within the document, duplication rights, warranty information, and FCC notices (for hardware manuals). Place the copyright block first.
2. Trademark block—Includes a list of trademarked terms. Place the trademark block after the copyright block and before the document information. Use the entire trademark block, whether or not you use all the terms in your document.



Note The number at the end of the trademark block indicates the most current version of the trademark information. For example, 0903R represents year (09), month (03), and revision (R). If you are in doubt about the current version, consult your editor.

3. Document information—Includes information specific to your document, including the document title and the year of the copyright. Place the following document information (located on the reference page) immediately after the trademark block:

<document title>

© <year> Cisco Systems, Inc. All rights reserved.

Update the copyright year on the master page of the document.



Note When you add the copyright year, always remove the italic emphasis and the angle brackets from the *<year>* placeholder.

If a document requires a new part number, contains original content, and does not contain previously copyrighted published documents or portions of any such documents, use the year that the document is published (first made publicly available, in print or on the web) in the copyright notice.

If development of a document began in a previous year but the document is to be published in the current year, use the current year in the copyright notice.

If any portion of a new document contains or is based on a previously copyrighted published document, the document requires consecutive copyright dates or a range of copyright dates, as follows:

- Published in consecutive years—Show a range of copyright dates, beginning with the year that the original document was published and ending with the current published date (for example, 2007–2009; use an en dash between the years).
- Revision dates are not in consecutive years—Use commas to separate the years that the book was published, for example, 2007, 2009.

Table of Contents

Cisco documentation uses two kinds of TOCs: generated book TOCs and bulleted list TOCs. Use a book TOC when the document has more than one chapter, such as a user guide, an installation and configuration guide, or a multichapter configuration guide.



Note Use bulleted list TOCs for all single-file documents. See the “Single-File Documents—Organization of Elements in Release Notes, Updates, and Configuration Notes” section on page 3-12.

Multichapter configuration guides use both a generated-book TOC at the beginning of the book and bulleted-list TOCs at the beginning of each chapter.

Book TOCs are generated files that include some or all of the following elements:

- Preface sections—Include only section headings in the preface
- Part pages (if applicable)
- Chapters—Include the first three levels of headings
- Appendix part page (if applicable)
- Appendixes (if applicable)—Include the first two levels of headings
- Glossary part page (if applicable)
- Index part page (if applicable)
- Index



Tip For instructions on how to create generated book TOCs using the FrameMaker documentation templates, see the *FrameMaker Templates Handbook*.

Placement Place the TOC the copyright page and before the list of figures, if there is a list of figures.

Page numbers Use lowercase roman numerals. (In Cisco documentation, a TOC usually starts on page iii.)

Page setup Ensure that the TOC starts on an odd-numbered page.

List of Figures—Optional

The list of figures (LOF) is a front-matter section that lists each figure number, its title, and the page on which that figure appears. The LOF follows the table of contents.



Note Do not use an LOF unless it is required by your product management team. If you do not include an LOF in your document, make sure that you index all figures properly.

Use the following guidelines for the LOF:

Placement Place the LOF after the table of contents and before the list of tables.

Page numbers Use lowercase roman numerals.

Page setup Ensure that the LOF starts on an odd-numbered page.

List of Tables—Optional

The list of tables (LOT) is a front-matter section that lists each table number, its title, and the page on which that table begins. The LOT follows the LOF.

**Note**

Do not use an LOT unless it is required by your product management team. If you do not include an LOT in your document, make sure that you index all tables properly.

Use the following guidelines for the LOT:

Placement Place the LOT after the list of figures.

Page numbers Use lowercase roman numerals.

Page setup Ensure that the LOT starts on an odd-numbered page.

Warranty Information

Follow the *FrameMaker Templates Handbook*, Chapter 7.

Preface

The most recent version of the preface boilerplate is available in Documentum Web Publisher (<http://ecmx-wp.cisco.com/wp/>), under Sites (Web Cabinets)/TD/docs/general/Boilerplate/Preface.

Part Pages

If a publication contains logical divisions, or parts, that are larger than chapters or appendixes, use part pages to introduce these groupings.

In the following example, each numbered part comprises several chapters:

- Part 1 Overview
- Part 2 Cisco 7000 Family of Routers
- Part 3 Access Products
- Part 4 ATM Products
- Part 5 Workgroup Products
- Index

Use the following guidelines for part pages:

Headers and footers Do not use running footers or headers on part pages.

In TOCs Include part labels, numbers, and titles in the table of contents.

Page numbers Do not use page numbers on part pages.

Part numbers	Use sequential arabic numerals to label part pages that introduce groups of related chapters. EXCEPTION Do not use part numbers on appendixes or index part pages.
Placement	Place the part page on an odd-numbered page, before the first chapter in that part. Follow a part page with a blank page.
Sequentially numbered documents	In manuals with sequential page numbering, do not place page numbers on the part pages, even though these pages count in the page-numbering sequence.

Back Matter

Back matter is supplemental material at the end of a book and contains the following:

- Appendixes
- Bibliography
- Glossary
- Index

Use the following guidelines for back matter:

Indexing	Index back-matter information.
Part pages	Do not assign part numbers to part pages that immediately precede back matter.

Appendices

Appendices contain reference material or material that supplements or clarifies information in the body of the document. Generally, each appendix contains only one type of information.

Appendixes include the following information:

- Bibliographies
- System messages
- Graphs
- Lists that are long and not integral to the body of a document
- Long programming examples
- References and recommended reading
- Schematics
- Specifications (hardware)
- Tables or lists of supplemental information

Use the following guidelines for appendixes:

Indexing	Index the information in the appendixes.
Introductory paragraph	In each appendix, provide an introductory paragraph that describes its contents. If the appendix relates to a specific chapter within the body of the document, refer to that chapter by name.
Listing in “Preface”	List each appendix in the “Preface” section of your document and briefly describe its contents. If a document is divided into parts, describe only the parts, not the specific elements that make up the parts.
Order	Place the material in the appendixes in order of importance to the user. If there is no clear order of importance, place the appendixes in the order in which you reference them in the text.
Page numbers	Use sequential lettering (A, B, C, and so on) to identify each appendix, and use chapter-oriented page numbering (A-1, A-2, and so on).
Placement	Place appendixes in the back matter, after the last section or chapter of the document and before the glossary (if used) and the index. Begin each appendix on a right page.
Table of contents	List the appendixes in the contents, including H1_Head1, H2_Head2, and H3_Head3 headings (as you do with chapters).
Titles	See the “ Capitalization ” section on page 1-13.

Bibliographies

A bibliography is an alphabetically arranged list of books, articles, or other source material used in the preparation of the document. For further information on bibliographies, see *Words into Type* or *The Chicago Manual of Style*.

Glossaries

A glossary is an alphabetical list with brief definitions of the specialized terms and abbreviations used in a publication.

Use the following guidelines when creating a glossary:

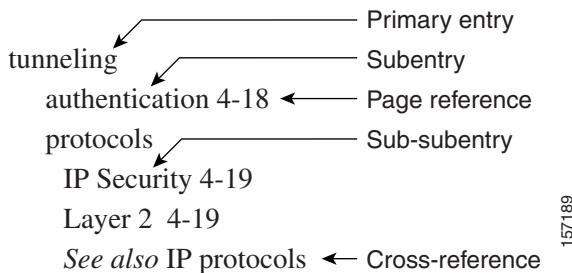
Abbreviations and acronyms	You can include an abbreviation or acronym and its spelled-out form as glossary terms. If you include both, put the definition with the abbreviation or acronym and use a <i>See</i> reference with the spelled-out form. If you use only one, choose the form that is likely to be more familiar to your readers. In a short glossary (fewer than two pages), one form of the expression is usually adequate.
New terms	In the glossary, list any term that is treated as a new term (italicized) in the text of a publication.
Placement	Place the glossary at the end of the document, immediately before the index.
Related terms	To refer to a related term, use a <i>See also</i> reference.
Standard capitalization	Capitalize glossary terms only if they are normally capitalized.

Indexes

An index is an alphabetical list of significant subjects and the pages on which they appear in a publication. Your readers can use it as a tool for information retrieval.

Index Entry Elements

This example shows index-related terms and indicates how they are used.



Index Structure

Levels Use no more than three levels of index entry: entry, subentry, and sub-subentry. A primary entry followed by subentries should not have page references, nor should a subentry followed by sub-subentries.

Cross-references

Purpose When you use more than one term to index the same subject, use *See* references to point to the preferred term. Include the page number with the preferred term, and put the cross-reference pointer with the synonym.

To direct the reader to material related to a primary entry, use a *See also* reference.

Placement	Put a <i>See</i> reference for a primary entry on the same line as the primary entry, separated from the primary entry by a period. Use the same approach for a subentry. Do not use <i>see</i> references with sub-subentries.
	Put each <i>See also</i> reference on a separate line. Do not use <i>See also</i> references under subentries or sub-subentries.
EXAMPLE	translation. <i>See</i> protocols TRIP description 2-3 ROM replacement. <i>See</i> microcode
Sorting	Make sure that the <i>See also</i> entry is last in the sequence under the primary entry.
Font	Use Times italic font for the terms <i>See</i> and <i>See also</i> in cross-references.
Page numbers	Do not include page numbers after <i>See</i> or <i>See also</i> references. Note Do not use a period after a <i>See</i> or <i>See also</i> reference.

Page references

Number of page references	Try to limit the number of page references per entry. If you have more than five page references for a single entry, consider creating subentries.
Page number placement	When an entry is followed by one or more subentries, list all page references with the subentries, not with the entry. Use the same approach with sub-subentries that occur under a subentry. Include page numbers with the sub-subentries, not with the subentry.
CORRECT	port by chassis type 1-8 description 1-8 interfaces 2-2 limitations 1-7
INCORRECT	port 1-6 by chassis type 1-8 interfaces 2-2 limitations 1-7
Page ranges	If a subject is mentioned intermittently on consecutive pages, list the page references separately. EXAMPLE transmission rate 4-1, 4-2, 4-3
	If <i>substantial</i> subject matter is treated <i>continuously</i> over a range of pages, list the page references as a range. The range indicates that most of the material on these pages is devoted to a connected treatment of the subject. (Use “to” rather than a dash to indicate the range.) EXAMPLE transmission rate 4-1 to 4-3

**Creating
subentries and
sub-subentries**

When creating index markers, use colons to create subentries and sub-subentries. For example, the entry *primary entry:subentry:sub-subentry* would look like this:

EXAMPLE primary entry

subentry

sub-subentry 11-7

Avoid listing just one subentry under an entry. Combine the entry and subentry.

**Link to primary
entry**

A subentry should have a grammatical or logical link to the primary entry. Make sure the connection is clear, but do not use more words than necessary to define it.

EXAMPLE UB Net/One

on Cisco router 8-13

**Planning for
subentries**

Initially, enter a subentry for each primary entry; it is easier to edit existing subentries than to add them later (when blocks of page references appear under a primary entry). After you create all of the index entries, combine a primary entry with its subentry if the primary entry has only the one subentry.

CORRECT vibration specifications 2-3
voltage input 4-5

INCORRECT vibration
specifications 2-3
voltage input 4-5

Index Subject Matter**Choosing subjects**

The content of a document influences the appropriateness of a primary entry. For example, *troubleshooting* might be a useful primary entry for a user guide that includes a few troubleshooting techniques, but it is too broad a category for a document devoted to that subject.

For primary entries, try to use nouns, noun phrases, and gerunds (nouns based on the *-ing* form of verbs).

Do not list every page that mentions a topic; refer only to significant text that adds depth to the topic and provides useful information for the reader.

Using terms from text

Use actual words that appear in the text or words that are derived from the text. If you refer to a term in text, it must appear on each page that you list for it in the index. If you want to index a term that does not appear in the text, such as a synonym, enter the synonym, followed by a *See* reference that points to the term that does appear.

Front matter

Index document conventions and warranty and service information.

Figures, tables, and examples

Index important figures and tables and include the word *figure* or *table* in parentheses following the entry. When you index a table or figure, use (table) or (figure) at the end of the entry. When you index an example, list the subject of the example and add a comma and the word “example.”

EXAMPLE AUI

definition 1-2
figure 1-3
card installation, example 3-14
card specifications (table) 2-7

Index Format**Abbreviations, acronyms, and mnemonics**

If a term is an abbreviation, an acronym, or a mnemonic, list page numbers with it.

If you also list the expanded form of the expression, you have two options:

- List the same page numbers with the expanded form. Do this when there are no more than three citations and no subentries are involved.
- Include only a *See* reference that points to the abbreviated form. Do this when there are more than three page citations or when there are subentries for the primary entry.

EXAMPLE attachment unit interface. *See* AUI

AUI
definition 1-9
figure 1-10
introduction 1-6

EXAMPLE File Transfer Protocol 1-11

flash memory 2-23
FTP 1-11
front panel 2-3

Articles, conjunctions, and prepositions

Use an article, a conjunction, or a preposition only if its absence might cause doubt or confusion. If you include any of these words, be sure that the entry is sorted by the keyword.

EXAMPLE console

in configuration documents 3-14
configuring from 2-16
message 4-34

Capitalization

In cross-references

Capitalize the *s* in a *See* or *See also* entry.

EXAMPLE attachment unit interface. *See* AUI

Consistent form	Capitalize an index entry only if it is normally capitalized, regardless of its position in the text.
	EXAMPLE Clear To Send signal 1-11 disaster recovery procedure A-1 interface cards, WAN 1-4 software, Cisco IOS 4-13
Commands	Use Times plain font and add the word <i>command</i> for the names of commands in the index. EXAMPLE offset-list command 8-12

Single-File Documents—Organization of Elements in Release Notes, Updates, and Configuration Notes

With the exception of book-specific items, most of the discussion in the “[Multifile Documents—Organization and Use of Elements in a Book](#)” section on page 3-1, remains applicable to single-file documents, with the following exceptions:

- [Copyright and Trademark Information](#)
- [Bulleted List TOCs](#)

Copyright and Trademark Information

Release notes, updates, and configuration notes do not need the entire page of copyright information used in the larger documents because they are related to books that include the complete text.

The copyright text is included in the footer of the first page, and must be imported as a text inset. To obtain the current boilerplate material, go to Documentum Web Publisher (<http://ecmx-wp.cisco.com/wp/>), under Sites (Web Cabinets)/TD/docs/general/TD_FM_Templates.

Update the copyright year on the master page of your document:

© <year> Cisco Systems, Inc. All rights reserved.



Note

When adding the copyright year, always remove the italic emphasis and the angle brackets from the <year> placeholder.

Place the trademark block information at the end of the document as instructed in the *FrameMaker Templates Handbook*.

Bulleted List TOCs

Bulleted list TOCs are bulleted lists of section headings and page number cross-references that are placed on the first page of a single-file document. Include the first two orders of headings in these TOCs.

Introduction	Introduce the TOC with a statement similar to the following: This [type of document] contains the following sections:
Format	In bulleted list format, list the heading name, followed by the page number. EXAMPLE <ul style="list-style-type: none">• Feature Overview, page 1• Supported Platforms, page 4• Prerequisites, page 6
Quotation marks	Do not place the headings in quotation marks.

Common Elements

These sections describe the elements that you might use in chapters, and appendixes, and single-file documents. This section contains information on the following elements:

- Notes, Timesavers, Tips, Cautions, and Warnings
- Cross-References
- Definition Lists
- System Messages
- Software Command Field Descriptions
- Figures
- Footnotes
- Lists
- Tables

Notes, Timesavers, Tips, Cautions, and Warnings

Notes, timesavers, tips, cautions, and warnings highlight important material within the text. These document elements are identified by icons anchored to the left of the text.

Use the following guidelines when writing the text for cautions, notes, timesavers, tips, and warnings:

Conciseness	Avoid using more words than necessary.
Limited use	Do not overuse notes, timesavers, tips, cautions, and warnings; overuse diminishes their impact.

Proximity	Avoid placing one message immediately after another. Doing so creates clutter on the page and reduces the impact of the messages.
Purpose	To keep readers fully informed, provide the reasons for cautions and warnings—in addition to telling them what to do, tell them why they should do it.
Translated warnings	<p>The regulatory agencies of other countries require that safety warnings be translated into multiple languages and shipped with Cisco products. These translated warnings are included in a standalone document called <i>Regulatory Compliance and Safety Information</i> or in an appendix in some publications.</p> <p>For more information, see the following resources:</p> <ul style="list-style-type: none"> • For information on translated warnings, see the following website: http://wwwin.cisco.com/ios/spd/kmd/cps/dcr/tsw/index.shtml • For general information on warnings, see the “Warnings” section on page 3-15. • For information on writing for translation, see the “Writing for an International Audience” section on page 2-8.

Notes

The following text is the definition for notes. Use this exact wording when defining notes in your “Document Conventions” section in the preface.



Note

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the manual.

Example



Note

If your system requires a future upgrade, the appropriate publication will be shipped with the parts.

Timesavers

The following text is the definition for timesavers. Use this exact wording when defining timesavers in your “Document Conventions” section.



Timesaver

Means *the described action saves time*. You can save time by performing the action described in the paragraph.

Example



Timesaver

The best way to undesignate something is to select it, delete it, then undo the delete. This procedure deletes both the designation and the icon and then restores the icon but not the designation.

Tips

The following text is the definition for tips. Use this exact wording when defining tips in your “Document Conventions” section.



Tip

Means *the following information will help you solve a problem*. The tips information might not be troubleshooting or even an action, but could be useful information, similar to a Timesaver.

Example



Tip

Before you install new software, ensure that your system has sufficient memory to accommodate the file.

Cautions

The following is the definition for cautions. Use this exact wording when defining cautions in your “Document Conventions” section.



Caution

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Example



Caution

To prevent damage to the chassis and components, never attempt to lift or tilt the chassis with the handle on the interface processors. This handle is not designed to support the weight of the chassis.

Warnings

The following (Statement 1071 in the TR_Warns.fm file of translated warnings) is the definition for warnings that was current as of publication of this version of the *Style Guide*.



Warning

IMPORTANT SAFETY INSTRUCTIONS

This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents. Use the statement number provided at the end of each warning to locate its translation in the translated safety warnings that accompanied this device.

SAVE THESE INSTRUCTIONS

When you define warnings in your “Document Conventions” section, access the current version of the TR_Warns.fm file and use the exact wording, without modification. The most recent version of the warnings is available in Documentum Web Publisher (<http://ecmx-wp.cisco.com/wp/>), under Sites (Web Cabinets)/TD/docs/general/Boilerplate/warnings.

When you include a warning in a document, use one of the standard warning statements that have already been approved and translated. Access the approved and translated statements from the TR_Warns.fm file mentioned above.

If you are including the warning in a hardware installation guide, copy the English warning and the statement number from the file as in the example below.



Do not work on the system or connect or disconnect cables during periods of lightning activity.

Statement 1001

If you are creating an RCSI or another translated warning document, copy the warning title, number, and the entire warning (English and other languages) from the file. Delete the statement number that follows the English warning (in the preceding example, you would delete Statement 1001).

If a suitable warning statement does not exist, contact your safety and compliance engineer for assistance in creating and approving a statement. After the statement is approved, submit it for translation.

For more information on warnings, see the following resources:

Safety Warnings

<http://wwwin.cisco.com/ios/spd/kmd/cps/dcr/tsw/>

Translated Warnings

Documentum Web Publisher (<http://ecmx-wp.cisco.com/wp/>), under Sites (Web Cabinets)/TD/docs/general/Boilerplate/warnings.

Submitting Requests to Translate Safety Warnings

http://wwwin.cisco.com/ios/spd/kmd/cps/dcr/tsw_tsw_req.shtml

For Questions about Translating Safety Warnings

doc-translation@cisco.com

For Information about Cisco-Qualified Translation Vendors

<http://wwwin.cisco.com/techdoc/doctools/template/support/TSWProc.pdf>

Cross-References

Use cross-references carefully. Excessive use of cross-references can be as disturbing to the reader as insufficient cross-referencing. In general, use cross-references in the following circumstances:

- Identical or similar information pertains to different sections or tasks in the document.
- An idea is compared with another idea within a document.

Use the following guidelines for cross-references:

Chapters, appendixes, and parts	Cross-references that use chapter numbers are available in the templates. The chapter numbers are stripped out when the document goes through the HTML filter. EXAMPLE See Chapter 2, “Appropriate Use of Language.”
Figures and tables	When you refer to specific figures and tables, include the element label (<i>Figure</i> or <i>Table</i>) and the number of the element. Use your own judgment about including the title itself. If you include the title, place it inside quotation marks. EXAMPLE See Figure 1-1, “Configuration Process Overview.”
Following and preceding	Generally, when you make a cross-reference use <i>following</i> and <i>preceding</i> . Use <i>above</i> and <i>below</i> with discretion.
Job aids	When you refer to a job aid both in other job aids and in product documentation, use the following convention: “See items x and y in the (<i>title of job aid</i>) quick reference card (or booklet).” EXAMPLE See the cabling instructions in the <i>Cisco 7206 Installation</i> quick reference card.
Other publications	
Generic	When you refer to a generic type of publication, use lowercase Times Roman, plain type style, or body paragraph tag (not initial capitalization or italic). EXAMPLE See the related hardware installation and maintenance publication.
Specific for the title of a printed document	When you refer to a specific publication, list only the title of the document. (Do not include headings or volume numbers because they might change.) EXCEPTION Cisco IOS software documentation that has several parts uses the number of the part in cross-references. For example, “Network Protocols Configuration Guide, Part 3.” For the title of a printed document, use italic and initial capitalization. Use plain type style and initial capitalization for the titles of other media, such as DVDs, CD-ROMs, or floppy disks. EXAMPLE For more information, see the Cisco Documentation DVD.
Worksheets	Use initial capitalization when referring to titled worksheets. EXAMPLE Fill in the Interface Configuration Worksheet.
Page numbers	Cross-references that use page numbers are available in the templates. The page numbers are stripped out when the document goes through the HTML filter.

See references	Use <i>See</i> for references both within a book and to another book.
References to entire sentences	If a <i>See</i> reference refers to the entire sentence, place the reference in parentheses following the sentence and place the period inside the closing parentheses.
References to parts of sentences	EXAMPLE Check the processor slots and verify that slot 6 or 7 contains an RSP2. (See Figure 2-42.)

If a sentence has more than one *See* reference, or a single *See* reference that refers to only part of the sentence, place the reference in parentheses next to the information to which it refers and place the period ending the sentence outside the closing parenthesis.

EXAMPLE Use the ejector levers (see Figure 5) to seat the bus connectors, and then tighten the captive installation screws (see Figure 6).

Definition Lists

A definition list is a two-column list with a term in the left column and its definition or description in the right column. Definition lists are used most often to describe keywords, variables, and arguments in Cisco IOS software commands.

The following is an example of a definition list:

<i>number</i>	Number from 400 to 499.
deny	Disallows access.
host-address	Decimal XNS number and hexadecimal host number separated by a dot.

Use the following guidelines for definition lists:

Capitalization	Use initial capitalization for the first word in a definition or description.
End punctuation	Use end punctuation with each definition or description.
Table captions and column headings	Do not include table captions or column headings.
Verbs	When possible, do not begin definitions or descriptions with verbs.

System Messages

System messages appear in a system console window or in a system log to indicate conditions that might require user attention. For each message, documentation provides an explanation of the message and a recommended action.

The following example shows how to document a system message:

Error Message %IMP-4-DATERR Interface [chars], PSN data error

Explanation The interface message processor (IMP) has received corrupted data. This situation might be caused by cable problems, a hardware problem in the IMP, or a malfunctioning IMP interface.

Recommended Action Repair or replace the controller.

Use the following guidelines for system messages:

Placement You can usually place complete descriptions of system messages in an appendix. Cisco IOS system messages, however, are described in separate documents.

Text references When referring to a system message in text, start the message on a new line. As a general rule, include the entire message.

EXAMPLE

If system power usage returns to the permitted operating range, the scheduled shutdown is canceled, and this message appears on the console or in the system log:

C6KPWR-2-MAJORPOWERALARMRECOVER: System power usage has returned to allowed operating range.

Software Command Field Descriptions

When describing the fields in a software command example, use a table similar to [Table 3-1](#):

Table 3-1 *show interface Command Field Descriptions*

Field	Description
Protocol	Protocol for the network address in the Address field
Address	Network address that corresponds to the hardware address
Age (min.)	Age, in minutes, of the cache entry
Hardware Addr	LAN hardware address that corresponds to the network address
Type	Type of ARP

Use the following guidelines for field description tables:

Captions Assign a table caption to the table.

Field labels Use plain type style for field labels. Capitalize and abbreviate exactly as the label appears on the screen.

Headings Use the singular form for the column heads Field and Description.

Figures

Figures are illustrations that are incorporated into and referenced within a document. Illustrations include these three types:

- Hardware drawings
- Network diagrams
- Screen captures

Do not treat the following as figures: lines of code, system messages, and formulas.

Working with Illustrators

For current information and instructions on preparing illustrations, see (and bookmark) the Technical Illustrations home page, at <http://wwwin.cisco.com/ios/spd/kmd/cps/illust/>.



Tip For information on making figures universally accessible, see the “[Writing for an International Audience](#)” section on page 2-8.

Managing Figures

Use the following guidelines to place and refer to figures:

Introductory text In the text that precedes a figure, introduce the figure in a way that helps the reader relate the figure to the text. Use the cross-reference format that displays only the figure number, without title. Capitalize *Figure* when it is used as a specific reference in text and followed by a number.

CORRECT *Figure 1* shows the back panel.

INCORRECT *Figure 1, Standoff Screw Location in a Cisco 3745*, shows the back panel.

Captions Captions are figure titles. As a general rule, each figure should have a caption. You need not use a caption with a screen shot within a procedure when the screen shot simply illustrates a window or page already named in the preceding step. Capitalize words as described in the “[Capitalization](#)” section on page 1-13. Do not start a caption or a heading with an article (*a, an, the*). Do not end a caption or heading with a period. Make captions concise and descriptive. Make sure that no two captions are identical.

Callouts Callouts are references, typically numeric, that are embedded within a figure and indicate either parts or actions.

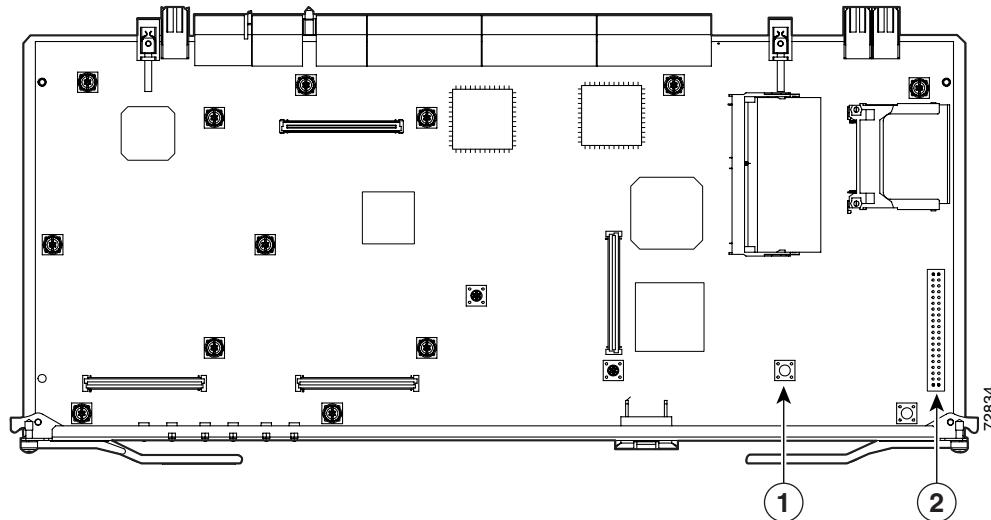
Callout numbers In a new document, use numeric callouts. Textual callouts may remain in previously used illustrations. A figure can contain as few as one callout number.

Callout tables	<p>If callouts are to parts, list the parts in an accompanying FigureCallout or FigureCalloutWide callout table.</p> <p>Note the following guidelines:</p> <ul style="list-style-type: none">• Placement—Place the table immediately after the figure. In the table, list callout numbers from top to bottom, then left to right. If there are only two callouts, list them from left to right.• Captions—Do not use a table caption.• Style—Within the table, use nouns or noun phrases only, not sentences. Match the capitalization on the actual product label; otherwise, capitalize only the first letter of the first word in each cell entry and any proper nouns. Do not use a period at the end of a table entry. <p>See the “Callout Example 1: Callouts to Parts” section on page 3-22.</p> <p>If callouts are to actions, do not use a callout table. Instead, refer to the figure or numbered location in the figure in the appropriate procedure step. See the “Callout Example 2: Callouts to Actions” section on page 3-23.</p> <p>For more information on callout tables, see the “Guidelines” section on page 3-28 and the “Guidelines” section on page 3-28.</p>
Textual references to callouts	<p>Use references to parts callouts as in the example below. References to action callouts need no special treatment.</p> <p>EXAMPLE See location 1 in Figure 1 on page 3-22.</p>

Callout Example 1: Callouts to Parts

- Step 1** Remove the screw from the CPU/mainboard shown in [Figure 1](#).

Figure 1 *Standoff Screw Location in a Cisco 3745*



1 Standoff location

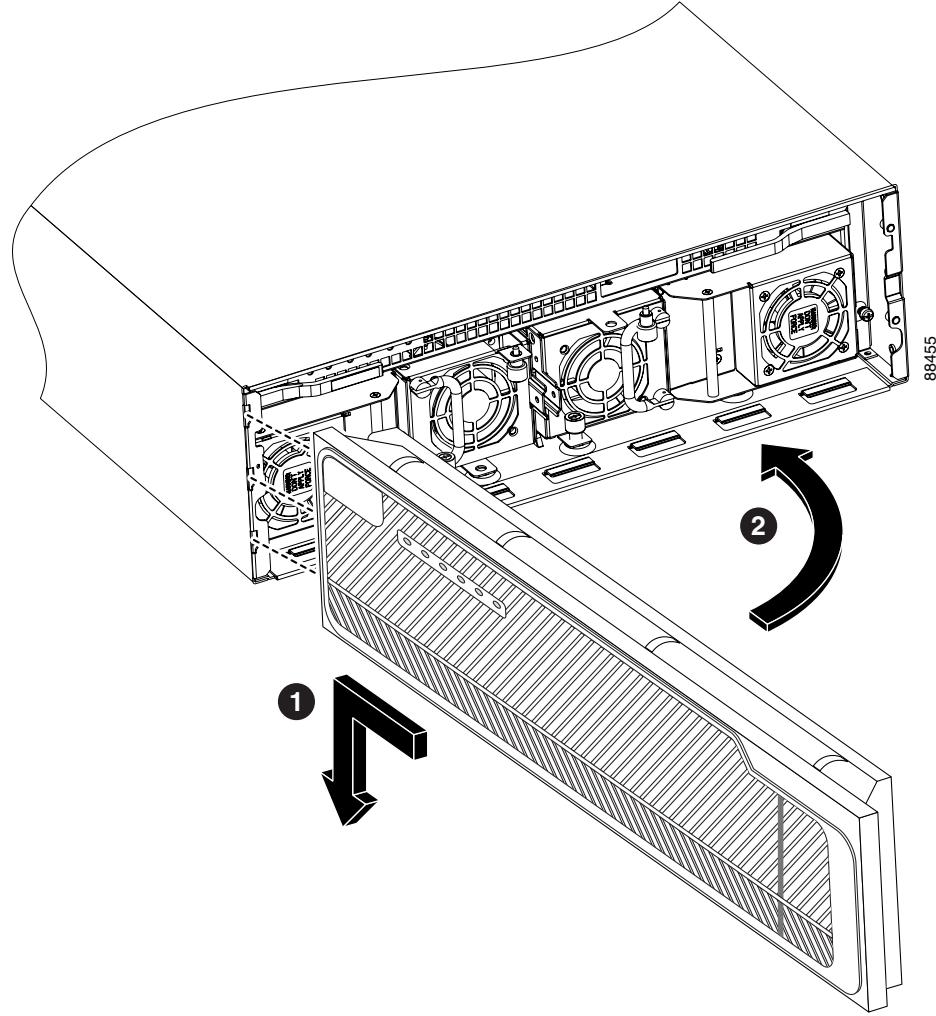
2 ETM connector

- Step 2** Install the standoff in place of the screw that you removed. Use a 1/4-inch wrench to tighten the standoff carefully.

Callout Example 2: Callouts to Actions

-
- Step 1** Hold the front panel straight out from the chassis.
- Step 2** Engage the hinges and close the front panel. (See [Figure 2](#).)

Figure 2 *Installing the Front Panel on a Cisco 3745 Router*



Cisco Icon Library

An icon library containing the available images and their names in a variety of formats is available for you to use in preparing draft artwork for the illustrators. You can access an HTML version of the icon library and associated tools at <http://www.cisco.com/web/about/ac50/ac47/2.html>.

Footnotes

A footnote is a note placed at the bottom of a page or text element to give additional information. A footnote consists of a reference mark and the footnote text.

Use table footnotes to explain table entries, as in the following example:

Table Footnote Example

Memory test time is 11 minutes¹

1. All time values are approximate.

Use footnotes in text only to cite sources. Explanations or discussions of text material can be presented in a note.

Use the following guidelines for footnotes:

Footnote text

Numbering The paragraph tags number footnote text automatically with arabic numerals.

Placement The paragraph tags place footnotes automatically.

Reference marks

Numbering The paragraph tags number footnote reference marks automatically with superscript arabic numerals.

Placement Place the reference mark immediately after the referenced item.

Acronyms in tables If the first occurrence of an acronym is in a table, use a footnote to give the expanded version of the acronym. In the footnote text, include the acronym, followed by an equals sign (=) surrounded by spaces, the expansion of the acronym, and a period. Do not capitalize the first word after the equals sign unless it would ordinarily be capitalized.

EXAMPLE 1. NMP = network management processor.

Lists

Lists help clarify, emphasize, and organize information. A well-formatted vertical list can improve the visual impact of a document and enhance comprehension. The content of a vertical list can be categorical (bulleted lists), sequential (numbered lists), or procedural (step lists). See also the “[Definition Lists](#)” section on page 3-18.

Use the following guidelines for lists:

Alphabetization	The two methods of alphabetizing are letter by letter and word by word. If you have questions about alphabetizing, check with your editor.
Capitalization	Capitalize only the first word of a list element. EXCEPTION If the element is case sensitive, retain the case. For example, lists that begin with Cisco IOS software command names must begin in lowercase.
Colons	If an introductory phrase contains <i>as follows</i> , <i>the following</i> , or the like, use a colon after the phrase.
Conjunctions	Do not connect list items with conjunctions, such as <i>and</i> .
Consistency	
Articles	Avoid using articles (<i>a</i> , <i>an</i> , <i>the</i>) to start list elements.
Complete and incomplete sentences	Avoid mixing complete and incomplete sentences.
Parallel construction	Use parallel grammar and sentence construction for all list items. Begin each list item with the same part of speech. For example, in a procedural list, begin each list item with a verb.
Periods	If any item in the list requires a period, add periods to all the items.
Voice and punctuation	Use the same voice and punctuation for each list item.
Explanations or clarifications	
Long or complicated explanations	If a list item requires immediate explanation or clarification, and the explanation is more than a sentence or is complicated, place the explanation in a separate paragraph aligned with the text in the list element.
Short explanations	If a list item requires immediate explanation or clarification, and the explanation is short, follow the list item with an em dash, then the explanation. Capitalize the first word of the sentence following the em dash.
Introduction	To put the information in a list in context, include a short introduction to each list. Make sure this introduction is a complete sentence. EXCEPTION The CVT model does not use introductory sentences.
Nesting	Avoid nesting more than two list levels.
Page breaks	Do not leave a one-line list element at the bottom or top of a page.

Bulleted Lists

Use bulleted lists for categorized data. Use en dashes for categorized lists nested within bulleted lists. The following text is an example of a bulleted list that includes a nested list:

The X.25 switching subsystem supports the following facilities and parameters:

- Variable-length interrupt data
- Flow control parameter negotiation
 - Window size up to 7
 - Packet size up to 2048
- Basic closed user group
- Throughput class negotiation

Numbered Lists

Use numbered lists when sequence is important, but you are not taking the user through a step-by-step procedural task.

The following is an example of a numbered list:

1. The system reboots.
2. A banner appears.
3. The system LEDs blink repeatedly.

Step Lists

Use step lists for step-by-step procedural tasks with multiple steps. The following text is an example of a step list.

Before you use the **setup** command facility, complete the following steps:

-
- Step 1** Attach an EIA/TIA-232 ASCII terminal to the system console port located on the network server rear panel.
Refer to the appropriate hardware installation and reference publication for details about cabling considerations.
- Step 2** Configure the terminal to operate at 9600 bps, 8 bits, no parity, and 1 stop bit.
- Step 3** Turn on the power to the network server.
-

Use the following guidelines for step lists:

Acronyms	Do not give an acronym and its expansion in a step list. If an acronym has not yet been spelled out in text, use the spelled-out version in the step. In the next text reference, give the spelled-out version, followed by the acronym in parentheses. After you spell out an acronym in text, you can use it in a step list.
Actions	Depending on the product you are documenting and your end user, you may find that you need to handle actions in step lists in different ways. There is no one best way to present procedural steps—the method that is most helpful to the user for that particular product or task is the best method. This section presents three methods from which you can choose.
Steps with choices	When the user can or must make a choice among actions, introduce the step by presenting the reason for taking the action, followed by the action itself. This orients the user to the task before action is taken and also allows the user to bypass the current step quickly if the action is not pertinent. EXAMPLE To accept the displayed directory, press Enter . To specify another directory, enter the complete path for the directory where you want the software installed.
Steps without choices	When users must take a particular step to accomplish a task, and you are confident that users would know why they are taking the action, you can present the action before the reason. This allows experienced users who want to proceed quickly through the procedure to do so. EXAMPLE Enter the quit command at the ftp> prompt to exit the FTP utility.
Optional steps	For optional steps, place the word Optional in parentheses before the action. EXAMPLE Step 2. (Optional) Enter a comment about the URL.
Cross-references	When cross-referencing steps, capitalize the word <i>Step</i> . EXAMPLE If you are replacing the EPROM, go to Step 2.
Introduction	To prepare users so that they know exactly what the procedure accomplishes, introduce the procedure with a sentence or short paragraph.
Mood	To express a command or give a direction, use the imperative mood. EXAMPLE Connect a console terminal.
Single-step tasks	Use paragraphs for single-step tasks, without any step numbers.
Tasks per step	Make each task a specific step.

Tables

Tables provide an effective way to present large amounts of detailed material in a matrix that shows relationships among categories. Tables are not vertical lists in table format.

Designs

Table designs are described and documented in the *FrameMaker Templates Handbook* at http://wwwin.cisco.com/ios/spd/kmd/cps/dcr/templates/qs_thdbk.shtml (see Chapter 6, “Table Designs”).

Guidelines

Use the following guidelines for tables:

Acronyms in tables If the first occurrence of an acronym is in a table, use a footnote to give the expanded version of the acronym. In the footnote text, include the acronym, followed by an equal sign (=) surrounded by spaces, the expansion of the acronym, and a period. Do not capitalize the first word after the equal sign unless it would ordinarily be capitalized.

EXAMPLE 1 NMP = network management processor.

Alignment Align the table with the main body of the text. If a table does not fit, align it with the left margin.

Brevity Keep entries brief.

Captions

Articles Do not start captions with articles (*a*, *an*, *the*).

Capitalization Capitalize captions according to the guidelines in the “[Capitalization](#)” section on [page 1-13](#).

Periods Do not end captions with periods.

Phrasing Make captions concise and descriptive.

Use In general, use captions for all tables (except definition lists and Cisco IOS software task tables).

Columns

Capitalization In column headings, capitalize all words except articles, coordinating conjunctions, prepositions (except when part of a verb), the word *to* in infinitives, the names of commands, and words that are case sensitive. See the “[Capitalization](#)” section on [page 1-13](#).

In cells, capitalize only the first word (except for proper names) unless the word is normally written all lowercase.

Headings	If some column headings use more lines than others, “bottom out” (align on baseline) all column headings. Use equal spacing between column headings.
Consistency	Be consistent within column entries.
Parallel construction	Use parallel construction for each column entry. If possible begin each column entry with the same part of speech.
Punctuation, verb tense, and voice	Use the same punctuation, verb tense, and voice for each column entry.
Cross-references	Capitalize <i>Table</i> when it is used as a specific reference in text and followed by a number.
Footnotes	For guidelines on using table footnotes, see the “ Footnotes ” section on page 3-24.
Introduction	Introduce formal tables (tables with captions and numbers assigned to them) in the text preceding the table, so that the user can relate the text to the table.
Not available or applicable	To indicate that an item is not available or not applicable in a table, use an em dash (—). (Do not use a hyphen or N/A.)
Numbers	Use arabic numerals for numbers in a table. (Do not spell them out, even when they are less than 10.) Do not use the pound sign (#) as an abbreviation for <i>number</i> , but use <i>no.</i> instead.
Page breaks	Do not leave one table row at the top or bottom of a page.
Ranges of numbers	See the “ Ranges of Numbers ” section on page 1-3.
Units of measure	Use abbreviations for units of measure in tables. See the “ Units of Measure ” section on page 1-18.

Common Elements



CHAPTER 4

Writing About GUIs

A graphical user interface (GUI) provides an intuitive way to represent operating system elements (such as executable programs, word processor files, and directories) as graphical images or icons. Through the user interface, you can directly manipulate these elements by using a mouse or menu shortcuts. Most Cisco software products run on either the Microsoft Windows environment or the UNIX Common Desktop Environment (CDE).

Because Cisco technical writers and editors require clear definitions for GUI terms and typographic conventions, and methods for writing and presenting this information, this chapter describes all of the elements in the Windows and UNIX GUIs that Cisco technical writers document and provides guidelines for writing about GUIs.

This chapter contains the following sections:

- [Documenting GUI Operations, page 4-1](#)
- [Writing About Windows, Menus, and Dialog Boxes, page 4-5](#)
- [Typographic Conventions for GUI Elements, page 4-17](#)

Documenting GUI Operations

Users of Cisco GUI applications are familiar with Windows or UNIX operating systems. Therefore, you do not need to explain basic GUI operations, such as using a mouse or choosing options from menus. Explain GUI and mouse operations only if they are unusual or nonstandard.

As in all documentation, provide only the details that the user needs to understand the process or to complete the operation. For example, it is not necessary to describe a menu as a drop-down menu unless that characteristic is important to the user.

Using the Common GUI Verbs

Table 4-1 shows the preferred usage and examples for the most common verbs used to describe GUIs.

Table 4-1 Common GUI Verbs

Verb	Usage	Examples
Check Uncheck	When activating or deactivating a check box, use <i>check</i> and <i>uncheck</i> .	<p>Descriptive text: You can check or uncheck the check box to activate or deactivate an option.</p> <p>User action: To add a new entry, check the Insert check box. To clear the entry, uncheck the Insert check box.</p>
Choose	<p>When guiding a user through menu options or drop-down lists, use <i>choose</i>.</p> <p>To separate options in a menu path, use right-angle brackets (>) surrounded by spaces. Make sure that line breaks occur after an angle bracket—not before (that is, a right-angle bracket should not be the first character on a line).</p> <ul style="list-style-type: none"> Do not use <i>select</i> to mean <i>choose</i>. <p>Note Right-angle brackets are in bold to minimize the time spent formatting a document.</p>	<p>Descriptive text: Use the Default Properties window to choose your default settings.</p> <p>User action: Choose Start > Programs. From the File menu, choose Save As. Choose File > Save As. From the Replication drop-down list, choose Server1.</p>

Table 4-1 Common GUI Verbs (continued)

Verb	Usage	Examples
Click	For actions involving the left mouse button, use <i>click</i> and <i>double-click</i> . Do not specify the left mouse button and do not use the term <i>left-click</i> unless the context makes it necessary.	Descriptive text: To activate a window, click in that window.
Double-click		User action: From the File menu, click Save As .
Right-click	For actions involving the right mouse button, use <i>right-click</i> . Note If an item can be selected by clicking it—for example, an icon, radio button, tab, folder, table entry, or row—use <i>click</i> to emphasize the process of selecting it. <ul style="list-style-type: none"> • The object of <i>click</i> is the window object being clicked—not the mouse button. • Do not use <i>click on</i>. But <i>click in</i> is acceptable to mean clicking anywhere in a window to activate it. • Do not use <i>point and click</i> as a verb. • When referring to command buttons, use <i>click</i> rather than <i>press</i>. • When documenting procedures for handheld devices that use a pen or stylus instead of a mouse, use <i>tap</i> and <i>double-tap</i> instead of <i>click</i> and <i>double-click</i>. 	Click the Obtain an IP Address radio button. Click Next . Click OK . Right-click the Router icon. To view the parameters for the current network, click the Passwords tab. Click in the Provider Network window to activate the window. Double-click an entry in the table to open the Add Virtual Link dialog box.
Close	To dismiss a window or document, use <i>close</i> . To quit an application, use <i>exit</i> .	Descriptive text: You must close the Default Properties window for the new settings to take effect. User action: To close this window, click Close .
Dim	To indicate that an option, icon, button, or other device is unavailable on a menu or another selectable device, use <i>dimmed</i> .	Descriptive text: The button is dimmed.
Drag	To move the mouse pointer while holding down the mouse button, use <i>drag</i> . This process is often used to move objects or to select text.	Descriptive text: You can also drag files from the desktop or the File Browser window.
Drag and drop	To drag and release an object to move text or initiate an action, use <i>drag and drop</i> , or just <i>drag</i> .	Descriptive text: Dragging and dropping a file icon onto the Printer icon prints the file. User action: Drag the Router icon to the left pane.

Table 4-1 Common GUI Verbs (continued)

Verb	Usage	Examples
Enter	To insert information or data from the keyboard, use <i>enter</i> .	<p>Descriptive text: You can use the Comments field to enter descriptive information about the router.</p> <p>User action: Enter additional device information in the Comments field. Enter a value in the list field, or click the drop-down arrow to view defined settings.</p>
Exit	To quit an application, use <i>exit</i> . To dismiss a window or document, use <i>close</i> .	<p>Descriptive text: You must exit all the applications before continuing with the product installation.</p> <p>User action: To exit this application, click Exit.</p>
Open	For displaying a window, loading a document, or starting an application, use <i>open</i> . Note You do not need to specify the method of opening, such as double-clicking or choosing File > Open , unless one method is preferred or the method is not clear from the context.	<p>Descriptive text: You must open the Default Properties window to choose your default settings.</p>
Press	For keystrokes or keystroke sequences, use <i>press</i> . <ul style="list-style-type: none"> • Do not use <i>tap</i>, <i>hit</i>, <i>strike</i>, <i>depress</i>, or <i>touch</i>. • Do not use <i>press</i> for window objects. When referring to command buttons, use <i>click</i> rather than <i>press</i>. • Do not use <i>press</i> for mouse buttons. 	<p>User action: Press Ctrl-C. Press Ctrl-Q, Shift-Q.</p>
Resize	Use <i>resize</i> rather than <i>drag the resize corner</i> .	<p>Descriptive text: To display more characters per line, resize the Text Editor window.</p>
Select Deselect	To mark or unmark text or other elements that are copied or cut, use <i>select</i> or <i>deselect</i> . <ul style="list-style-type: none"> • Do not use <i>select</i> for command buttons. Use <i>click</i> instead. • Do not use <i>select</i> for menu options or drop-down lists. Use <i>choose</i> instead. 	<p>Descriptive text: To complete the product configuration, you must select and copy the list of routers in the configuration file to the Properties file.</p> <p>User action: From the Routers drop-down list, choose AR1 and then click Copy Configuration.</p>
Tap	Use <i>tap</i> and <i>double-tap</i> instead of <i>click</i> and <i>double-click</i> when documenting procedures for handheld devices that use a pen or stylus instead of a mouse. Tap means to press the screen and then lift the pen or stylus.	<p>User action: To make a selection, tap the screen.</p>

Writing About Windows, Menus, and Dialog Boxes

A GUI includes elements such as windows, menus, and dialog boxes from which a user can interact with an application. This section defines the standards for writing about windows, menus, and dialog boxes in Cisco technical documentation.

**Note**

Use initial capitalization when you refer to a GUI element, even if it is spelled without initial capitalization in the GUI.

Windows

A window is the main area in which Cisco application elements appear. We recommend that you use the word *window*, rather than *screen*, to refer to a window in a GUI. The word *screen* should be used to describe wizard screens and screens for hand-held devices only.

Window elements include:

- Fields, window and area titles, and information areas
- Status bar
- Control tools
- Toolbars

Fields, Titles, and Information Areas

Figure 4-1 shows a typical UNIX CDE window with fields, window and area titles, and information areas.

Figure 4-1 Fields, Titles, and Information Areas

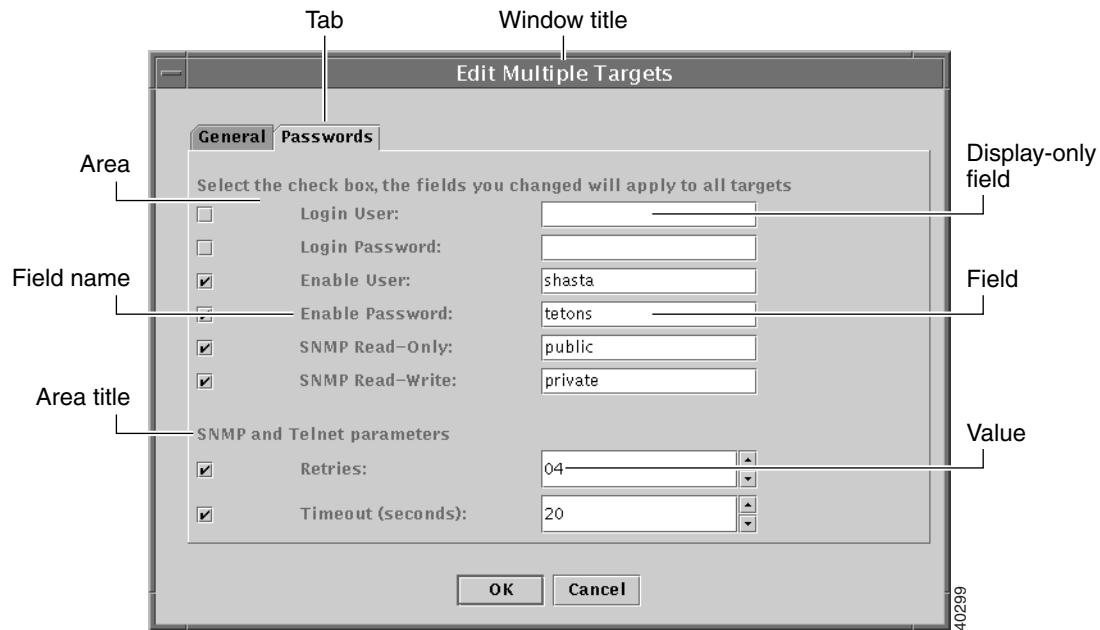


Table 4-2 defines the fields, titles, and information areas shown in Figure 4-1 and indicates how to use them in Cisco technical documentation.

Table 4-2 Conventions for Fields, Titles, and Information Areas

Window Element	Usage	Examples
Area	A group of related options (often surrounded by rules) that separate it from other areas in a window. <ul style="list-style-type: none"> Use initial capitalization when you refer to the area title. Use lowercase for the term <i>area</i>. 	Descriptive text: The Edit Multiple Targets window contains the SNMP and Telnet Parameters area.
Display-only field	A field that cannot be defined by the user, but whose value is visible in the window. <ul style="list-style-type: none"> Following the field name and an em dash, type <i>Display only</i> (use italic, and follow the words with a period); then include the field's description. 	Descriptive text: Login User— <i>Display only</i> . Shows the name of the user currently logged in to the network.

Table 4-2 Conventions for Fields, Titles, and Information Areas (continued)

Window Element	Usage	Examples
Drop-down list	<ul style="list-style-type: none"> • Use lowercase for <i>drop-down list</i>. • Use initial capitalization for the drop-down list name. 	<p>Descriptive text: The Replication drop-down list displays all secondary servers.</p> <p>User action: From the Replication drop-down list, choose the server that you want to replicate. From the Replication drop-down list, choose Server1.</p>
Field	<ul style="list-style-type: none"> • Use lowercase for the term <i>field</i>. • Use initial capitalization for the field name. • Use an em dash to separate the field name from its description. 	<p>Descriptive text: The valid values for the Timeout field are the numbers in the range from 4 to 30. Timeout—A valid value for this field is a number in the range from 4 to 30.</p> <p>User action: In the Timeout field, enter a value from 4 to 30.</p>
Pane	<p>A pane is a window within a window, or one part of a window that is divided into separate parts. Figure 4-3 shows an example of a window that includes a pane.</p> <ul style="list-style-type: none"> • Use initial capitalization for the name of the pane. • Use lowercase for the term <i>pane</i>. 	<p>Descriptive text: All PVC paths are listed in the pane in the PVC Path Configuration window.</p> <p>User action: To view available PVC paths, double-click the PVC Path folder in the Hierarchy pane.</p>
Tab	<ul style="list-style-type: none"> • Use initial capitalization for the name of the tab. • Use lowercase for the term <i>tab</i>. 	<p>Descriptive text: When you click the Passwords tab, you can view the password parameters that are assigned to the current network.</p> <p>User action: To view the parameters for the current network, click the Passwords tab.</p>
Value	<p>Valid parameters available for a field. Some fields provide a list of options; others require the user to enter text in the field.</p> <ul style="list-style-type: none"> • Use initial capitalization for field values. • Use lowercase for the term <i>value</i> or <i>values</i>. • Use an em dash to separate the field value from its description. 	<p>Descriptive text: Retries—Valid values for this field are any number in the range from 1 to 10.</p> <p>User action: In the Retries field, enter a value from 1 to 10.</p>
Window title	<ul style="list-style-type: none"> • Use initial capitalization for the window title. • Use lowercase for the term <i>window</i>. 	<p>Descriptive text: Use the Edit Multiple Targets window to change General and Password parameters.</p>

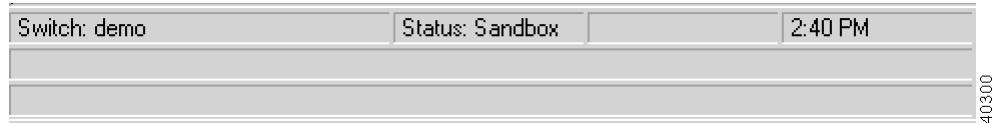
Status Bar

A status bar usually appears at the bottom of the window and keeps you informed of the current state of the application.

Use lowercase for the term *status bar*.

[Figure 4-2](#) shows a status bar that appears at the bottom of a window.

Figure 4-2 Status Bar



Control Tools

[Figure 4-3](#) shows a window with control tools. The control tools allow a user to manipulate a window, choose an option, or perform an action in the window.

Figure 4-3 Control Tools

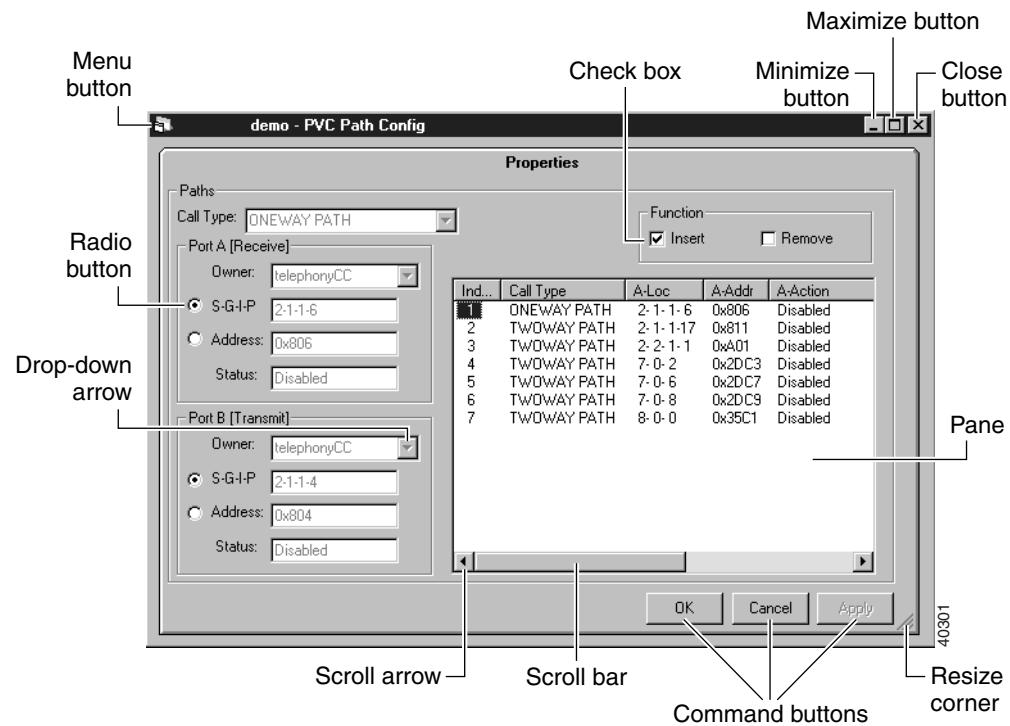


Table 4-3 defines each control tool in a window and indicates how to refer to it in Cisco technical documentation.

Table 4-3 Control Tool Conventions

Control Tool	Usage	Examples
Check box	<ul style="list-style-type: none"> • Use initial capitalization for the name of the check box. • Use two words for the term <i>check box</i>. • Use lowercase for the term <i>checkbox</i>. • If you refer to a check box in a user action, use bold for the check box name. 	<p>Descriptive text: The Insert Text check box allows you to add a new entry.</p> <p>User action: To add a new entry, check the Insert Text check box. To clear the entry, uncheck the Insert Text check box.</p>
Close button	<ul style="list-style-type: none"> • Use initial capitalization for the name of the button. • Use lowercase for the term <i>button</i>. • If you refer to a Close button in a user action, use bold for the button name. 	<p>Descriptive text: The Close button allows you to exit the active window.</p> <p>User action: To exit the Path Config window, click Close.</p>
Command button	<ul style="list-style-type: none"> • Use initial capitalization for the name of the button, even if it is spelled without initial capitalization in the GUI. • Use lowercase for the term <i>button</i>. • Do not use the term <i>command</i> in the user action. • If you refer to a command button in a user action, use bold for the button name. 	<p>Descriptive text: The Cancel button allows you to discard any changes you made to the database.</p> <p>User action: To discard any changes you made to the database, click Cancel.</p>
Drop-down arrow	Use lowercase for the term <i>drop-down arrow</i> .	<p>Descriptive text: The drop-down arrow allows you to see the list of valid values for the Owner field.</p> <p>User action: To view the valid values for the Owner field, click the drop-down arrow.</p>
Maximize button	<ul style="list-style-type: none"> • Use initial capitalization for the name of the button. • Use lowercase for the term <i>button</i>. • If you refer to the Maximize button in a user action, use bold for the button name. 	<p>Descriptive text: The Maximize button allows you to enlarge the window.</p> <p>User action: To enlarge the window, click Maximize.</p>

Table 4-3 Control Tool Conventions (continued)

Control Tool	Usage	Examples
Menu button	<ul style="list-style-type: none"> Use initial capitalization for the name of the button. Use lowercase for the term <i>button</i>. If you refer to the Menu button in a user action, use bold for the button name. 	<p>Descriptive text: The Menu button provides a list of window actions options available for the window.</p> <p>User action: To view the window action options, click the Menu button.</p>
Minimize button	<ul style="list-style-type: none"> Use initial capitalization for the name of the button. Use lowercase for the term <i>button</i>. If you refer to the Minimize button in a user action, use bold for the button name. 	<p>Descriptive text: The Minimize button places the window in the background.</p> <p>User action: To place the window in the background, click Minimize.</p>
Radio button	<ul style="list-style-type: none"> Use initial capitalization for the name of the radio button. Use lowercase for the term <i>radio button</i>. If you refer to a radio button in a user action, use bold for the button name. 	<p>Descriptive text: The Virtual Circuit radio button allows you to configure the PVC path by slot.</p> <p>User action: To configure the PVC path by slot, click the Virtual Circuit radio button.</p>
Resize corner	Use <i>resize</i> rather than <i>drag the resize corner</i> .	<p>Descriptive text: To display more characters per line, resize the Text Editor window.</p>
Scroll arrow	<ul style="list-style-type: none"> Use two words for the term <i>scroll arrow</i>. Use lowercase for the term <i>scroll arrow</i>. 	<p>Descriptive text: The scroll arrow allows you to view options that do not appear in the list.</p> <p>User action: To view all the options in the list, click the scroll arrow.</p>
Scroll bar	<ul style="list-style-type: none"> Use two words for the term <i>scroll bar</i>. Use lowercase for the term <i>scroll bar</i>. 	<p>Descriptive text: The scroll bar allows you to view all the fields in the window.</p> <p>User action: To view all the fields in the window, drag the scroll bar.</p>

Toolbars

A toolbar contains a series of icons referred to as *tools*. Each tool represents a common task within the software application. The toolbar is usually located directly below the menu bar. (Multiple toolbars are available in some applications.)

The active window determines which tools are available to the user. Tools that do not apply to the active window are normally dimmed. When the user positions the cursor over an active tool, a tooltip appears that describes the function of the tool.

Figure 4-4 shows an example of tools that typically appear in a toolbar and an example of a tooltip.

Figure 4-4 Toolbar

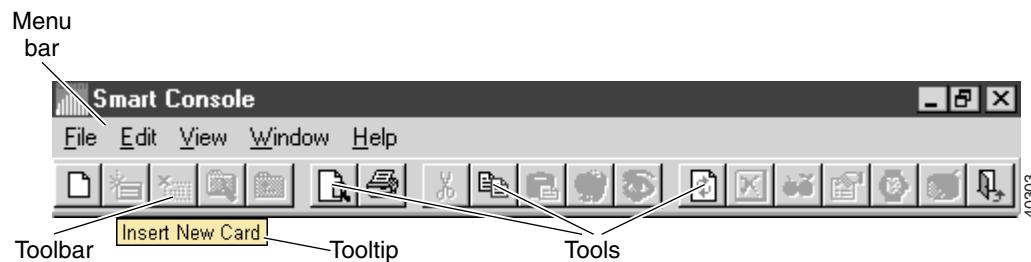


Table 4-4 shows how toolbar elements are used in Cisco technical documentation.

Table 4-4 Toolbar Conventions

Window Element	Usage	Examples
Tool	<ul style="list-style-type: none"> Use initial capitalization for the name of a tool. Use lowercase for the term <i>tool</i>. If you refer to a tool in a user action, use bold for the tool name. 	Descriptive text: The Print tool allows you to print the selected report. User action: To print the selected report, click the Print tool.
Toolbar	<ul style="list-style-type: none"> Use one word for the term <i>toolbar</i>. Use lowercase for the term <i>toolbar</i>. 	Descriptive text: The toolbar contains a series of icons.
Tooltip	<ul style="list-style-type: none"> Use one word for the term <i>tooltip</i>. Use lowercase for the term <i>tooltip</i>. 	Descriptive text: When you position the cursor over an active tool, a tooltip appears.

Menus

A menu is a list of options in an application. A menu can contain one or more of the following options:

- Submenu—A second- or third-level menu that contains additional submenus or options.
- Option—An entry in a menu or submenu.

When you write Cisco technical documentation, use the terms *menu* and *submenu*. Do not use the term *subsubmenu*.

Figure 4-5 shows a menu hierarchy: the Insert menu and its submenus and options. The AutoText submenu shows a list of options: Attention Line, Closing, and so forth.

Figure 4-5 *Menu Hierarchy*

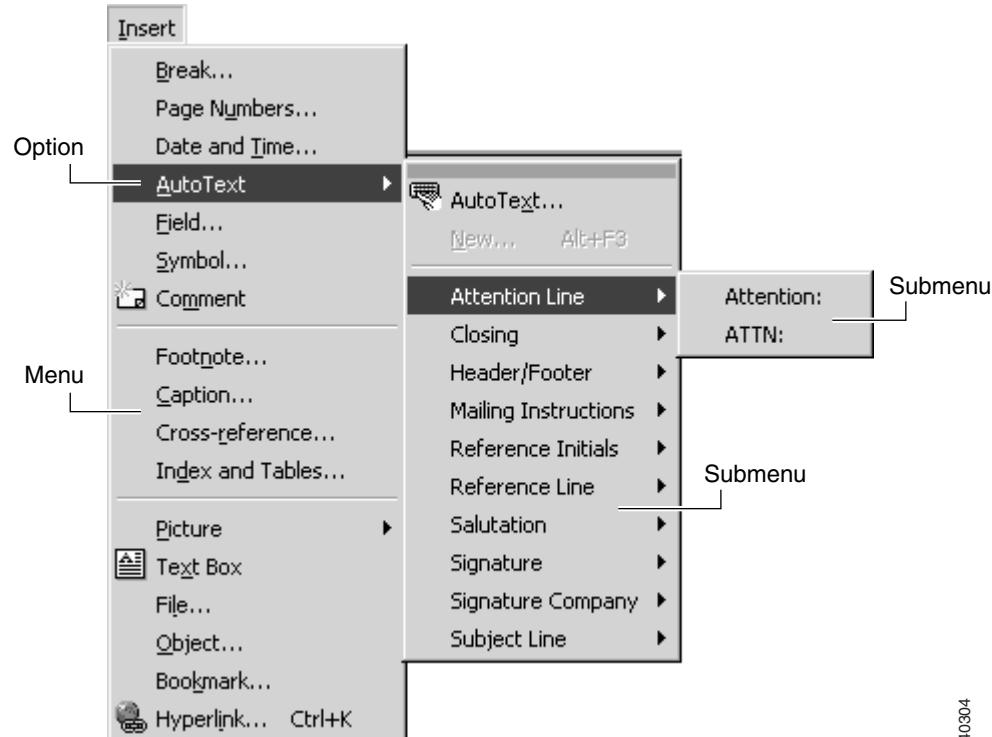


Table 4-5 shows how menu elements are used in Cisco technical documentation.

Table 4-5 *Menu Conventions*

Window Element	Usage	Examples
Menu and submenu	<ul style="list-style-type: none"> • Use initial capitalization for the names of a menu and submenus. • Use lowercase for the term <i>menu</i> or <i>submenu</i>. • Do not use the term <i>cascading menu</i>. • When referring to a menu that appears when you click a button, use the term <i>drop-down</i> rather than <i>pull-down</i>, which is a Macintosh-specific term. • If you refer to a menu or submenu and its options in a user action, use bold for the menu names, their options, and the right-angle brackets that separate them. • At a line break, use a nonbreaking space to prevent an angle bracket from moving to the beginning of the next line. 	<p>Descriptive text:</p> <p>You can set the document's page layout by choosing the Page Layout option from the Format menu.</p> <p>User action:</p> <p>When you navigate to a menu option that is a single step from the top-level menu, use one of the following methods:</p> <p>From the Graphics menu, choose Object Properties.</p> <p>or</p> <p>To change the column width, choose Graphics > Object Properties.</p> <p>When you navigate to a menu option that requires stepping through more than two menu levels, use the following method:</p> <p>To change the column layout, choose Format > Page Layout > Column Layout.</p>
Option	<ul style="list-style-type: none"> • Use initial capitalization for the name of the option. • Use lowercase for the term <i>option</i>. • If you refer to a menu option in a user action, use bold for the option name. 	<p>Descriptive text:</p> <p>The AutoText option allows you to change the numbering properties.</p> <p>User action:</p> <p>From the AutoText option, choose Attention Line.</p>

Dialog Boxes

A dialog box is a popup window that generally appears in the active window. In most cases, the user cannot continue navigating or entering data in the GUI until he or she performs an action within the dialog box.

This section defines the standards to follow when you write about dialog boxes in Cisco technical documentation.

Figure 4-6 shows a typical dialog box that appears in Cisco GUI software.

Figure 4-6 Typical Dialog Box

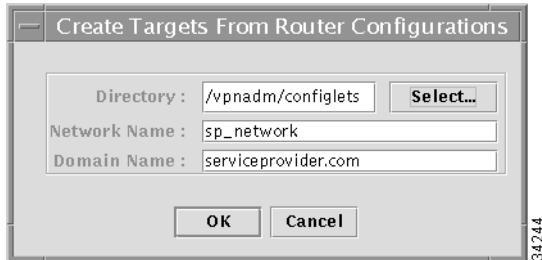


Table 4-6 provides conventions for using the term *dialog box* in Cisco technical documentation.

Table 4-6 Dialog Box Conventions

Window Element	Usage	Examples
Dialog box	<ul style="list-style-type: none"> Use lowercase for the term <i>dialog box</i>. Use initial capitalization for the name of the dialog box. 	<p>Descriptive text: You can specify the configuration file directory in the Create Targets from Router Configurations dialog box.</p> <p>User action: In the Create Targets from Router Configurations dialog box, enter the directory path and network name, and then click OK.</p>

GUI Writing Tips and Examples

This section provides writing tips and examples associated with the GUI documentation conventions described in the “[Writing About Windows, Menus, and Dialog Boxes](#)” section on page 4-5.

Do not tell a user how to access each field in a window. Instead, provide the basic steps on how the user navigates to the window, and then define each field and its parameters. The following examples provide suggested methods for:

- Guiding a user through window elements
- Documenting field definitions

Guiding a User Through Window Elements

Use the following guidelines when you guide a user through window elements:

- When you guide a user through a window, we recommend that you organize the tasks into discrete steps.
- Separate the steps the user must take from the informational text. The user can then move quickly through the procedure without having to sort out the task steps from supplementary information.
- Make each task a separate step.

- When you describe a menu sequence, present the sequence *in the order in which it occurs*. For example, write “From the File menu, choose **Save As**” instead of “Choose **Save As** from the File menu.”
- If there are multiple ways to complete a specific GUI task, we recommend that you describe the method commonly used by most customers; then provide the alternate methods in a different location or document. (Be sure to include a cross-reference to the location of the alternate methods.)

Writing Example

The following example guides a user through the elements in a particular window.

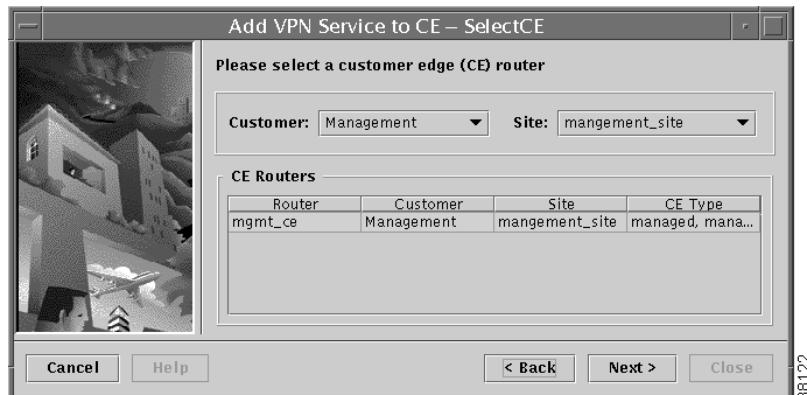
To select the Management Customer router in the service provider network, follow these steps:

-
- Step 1** From the VPN Console, choose **Provisioning > Add VPN Service**.

The Add VPN Service to CE window appears (Figure 4-7).

Use this window to choose the router designated as the management CE.

Figure 4-7 Choosing the Management Customer Router



- Step 2** From the Customer drop-down list, choose the name of the customer.

- Step 3** From the Site drop-down list, choose the name of the site.

The name of the router designated as the management CE appears in the CE Routers area.

- Step 4** When you complete the selections in this window, click **Next**.
-

Documenting Field Definitions

This section provides a suggested method for describing field names, field parameters, default values, and so forth. When you define a field in Cisco technical documentation, use one of the following formats:

- Text format
- Table format

Text Format

In text format, use an em dash to separate a field name or valid value from its description.

Table Format

When you write about window elements by using the table format, all conventions listed in [Table 4-2](#) apply, except it is not necessary to use the em dash to separate a field name and the definition because the table cells become the separators.

Table 4-7 shows an example of how to present field definitions when you use the table format.

Table 4-7 Field Definitions in Table Format

Field Name	Definitions
Password Parameters	
Login User	<i>Display only.</i> Shows the name of the valid system user. This field accepts up to 12 alphanumeric characters.
Login Password	<i>Display only.</i> Shows the password associated with the login user. This field is case sensitive.
SNMP and Telnet Parameters	
Retries	The number of times the system attempts to connect by means of SNMP or Telnet. The default value is 4.
Timeout (seconds)	The number of seconds the device attempts to connect remotely before it times out. Valid values are as follows: 4 to 30 0—The device continues its attempt to connect remotely, without timing out. This is the default value.

Typographic Conventions for GUI Elements

This section defines the typographic standards to follow when you include the names of windows, panes, areas, dialog boxes, tabs, filenames, and other GUI elements in Cisco technical documentation.



Note

Use initial capitalization when you refer to a GUI element, even if it is spelled without initial capitalization in the GUI.

Capitalization for GUI Elements

Use initial capitalization for the proper names of GUI elements (such as windows, panes, dialog boxes, tabs, and menus).

For generic terms, such as *window*, *pane*, *dialog box*, *tab*, or *menu*, use lowercase.

EXAMPLE To change the routing properties for the device, open the Default Properties window.

Some terms, such as *open*, *close*, *file*, or *format*, can be used in either a generic sense or a proper sense. If the term refers to the name of a GUI element, use initial capitalization. But if the term is used in descriptive text, use lowercase.

EXAMPLE Click the Open window.

In the left pane, open the Addresses folder.

See the “[Writing About Windows, Menus, and Dialog Boxes](#)” section on page 4-5 for more information.

Managing Punctuation That Appears in the Window

When you document menu options, field names, or other GUI elements that appear with punctuation, do not include the on-window punctuation in the documentation. The following are examples:

- An ellipsis (...) following a menu option indicates that choosing that option opens a dialog box (for example, **File > Preferences...**). Do not include the ellipsis as part of the menu option.
EXAMPLE From the File menu, choose **Preferences**.
- A colon (:) following a field name (for example, Login:) indicates that a response is to be typed. Do not include the colon as part of the field name.
EXAMPLE Enter the network administrator name in the **Login** field.

Typographic Conventions for GUI Text

In descriptive text, keystrokes and the names of GUI elements are in the default paragraph font—for example, “You can use the Up Arrow key to traverse cells in a table,” or “The File menu provides many options for file maintenance.”

When you instruct the user to enter a keystroke or act on a GUI element, use bold—for example, “Press **Up Arrow**” or “Choose **File > Save As**.”

For additional examples of bold usage, see [Table 4-1 on page 4-2](#).



Note If the typographic convention for a command or menu option includes punctuation, such as the hyphen or right angle bracket in the examples above, make bold the entire command, including the punctuation. Do not make bold the punctuation that follows the command or menu option (such as a period or comma).

[Table 4-8 lists typographic conventions and examples for GUI and related text.](#)

Table 4-8 Typographic Conventions for GUI and Related Text

GUI Element	Usage	Examples
Arrow keys	Use the default font. Use bold for user actions. Use initial capitalization for the names of arrow keys.	Descriptive text: You can use the Up Arrow key to scroll up. User action: To move the cursor to the next field, press the Up Arrow key. To navigate to the previous menu option, press the Left Arrow key.
Command names or command options	Use the default font. Use bold in all contexts. Use lowercase for command names and their options.	To create a new file, use the make command.
Code examples (or lines of code)	Use the font appropriate for examples. Reflect the use of uppercase or lowercase as shown in the actual code.	<pre>#include "winnt.h" #define INSTALL char make_prog_open</pre>

Table 4-8 Typographic Conventions for GUI and Related Text (continued)

GUI Element	Usage	Examples
Directory names, filenames, and pathnames	<p>Use the default font.</p> <p>Capitalize directories, files, and paths as named in the operating system.</p> <p>Separate the elements in a directory path with slashes.</p>	<p>Forward slashes (for UNIX and URLs): Go to /usr/bin/tmp.</p> <p>Backslashes (for DOS or Windows): Go to the Program Files\Windows NT\Accessories directory.</p>
Keys or key names	<p>Use the default font.</p> <p>Use bold for user actions.</p> <p>Use initial capitalization for full names and abbreviations.</p> <p>Do not use the ^ symbol to represent the Control key.</p>	<p>Descriptive text: The Delete key is a special function key. The Page Up key is a special function key.</p> <p>User action: Depending on the preference in your business unit, you can use the word “key” or not, as shown in these examples: Press Delete. Press the Delete key. Press Page Up. Press the Page Up key. We do not recommend using the word “key” with the Spacebar: Press Spacebar.</p>
Keystrokes, consecutive	<p>Use the default font.</p> <p>Use bold for user actions.</p> <p>Separate consecutive keystrokes with a comma. (The commas between the keys are also in bold to minimize formatting time.)</p> <p>Use initial capitalization or, for an individual letter, match the letter’s case. The key name and comma are in bold. (The commas between key names are in bold to minimize formatting time.)</p>	<p>Descriptive text: You can exit the FrameMaker application by pressing the Alt, f, and x keys consecutively.</p> <p>User action: To exit FrameMaker, press Alt, f, x.</p>
Keystrokes, simultaneous	<p>Use the default font.</p> <p>Use bold for user actions.</p> <p>Join simultaneous key names with a hyphen. (The hyphens between key names are bold to minimize formatting time.)</p>	<p>Descriptive text: Shift-F2 means to hold down the Shift key, then press F2.</p> <p>User action: Press Shift-F2.</p>
Menu options, menu name, submenu	<p>Use the default font.</p> <p>Use bold for user actions.</p> <p>Use initial capitalization for menu names.</p> <p>Lowercase the terms <i>menu</i> and <i>submenu</i>. (The right-angle brackets between menu options are in bold to minimize formatting time.)</p>	<p>Descriptive text: You can set the document’s page numbering attributes by choosing the Numbering option from the Edit menu.</p> <p>User action: From the Edit menu, choose Links. Choose Edit > Document > Numbering.</p>

Table 4-8 Typographic Conventions for GUI and Related Text (continued)

GUI Element	Usage	Examples
Tab titles	<p>Use the default font.</p> <p>Use bold for user actions.</p> <p>Use initial capitalization for tab titles.</p> <p>Lowercase the term <i>tab</i>.</p>	<p>Descriptive text:</p> <p>When you click the Passwords tab, you can view the parameters assigned to the current network.</p> <p>User action:</p> <p>To view the parameters for the current network, click the Passwords tab.</p>
Window titles	<p>Use the default font in all contexts.</p> <p>Use initial capitalization for window titles.</p> <p>Lowercase the term <i>window</i>.</p>	<p>Descriptive text:</p> <p>The Host window contains the parameters for the network host.</p>
Wizard names	<p>Use the default font in all contexts.</p> <p>Use initial capitalization for the name of the wizard application.</p> <p>Lowercase the term <i>wizard</i>.</p>	<p>The IP Repair wizard contains instructions for setup.</p>



CHAPTER 5

Text Conventions

This chapter describes the command syntax, punctuation, and typographic conventions used in Cisco documentation.

This chapter contains the following sections:

- [Command Syntax Conventions, page 5-1](#)
- [GUI Elements, page 5-7](#)
- [Keyboard Keys, page 5-8](#)
- [Punctuation Formatting Conventions, page 5-8](#)
- [Typographic Conventions, page 5-9](#)

Command Syntax Conventions

Command syntax includes the following elements:

- Name of the command
- Keywords—Characters that a user enters
- Arguments—Placeholders for user-supplied values
- Notational conventions—Conventions used to indicate choices that the user must make



Note

These conventions apply to Cisco IOS software command syntax. If the products that you document run on operating systems other than Cisco IOS software, different conventions for syntax and style tagging may apply.

For Cisco IOS writing guidelines, see *Guidelines for Writing Single-Sourced Cisco IOS Documentation* (EDCS-647587)
(also available at http://wwwin-eng.cisco.com/Workgroup/Mkt/IOS_Doc/Process/iwg.pdf).

Notational Conventions

Notational conventions include the following:

- Braces ({ })
- Angle brackets (< >)
- Square brackets ([])
- Vertical bar (|)
- Ellipsis (...)

Use the following guidelines for notational conventions in command syntax.

Braces ({ })

Usage

Use braces to group alternative, mutually exclusive elements that are part of a required choice.

Format

Use plain font (not bold or italic) for braces in command syntax. Do not add spaces immediately inside the braces.

EXAMPLE {in | out}

The following are common usage problems:

- Failing to have the number of opening braces match the number of closing braces
- Using braces around just a single element
- Adding space immediately inside a brace
- Failing to use plain font for braces

Brackets

Angle Brackets (< >)

Usage

Use angle brackets for the following elements:

- In contexts that do not allow italic, such as ASCII output, use angle brackets for arguments.
- In examples, use angle brackets to indicate a character string that the user enters but that does not appear on the screen, such as a password.

Format

Use plain font (not bold or italic) for angle brackets in command syntax. Do not add spaces immediately inside the brackets.

EXAMPLE <host-ip-address> <hostname> <domain> <hostname>

EXAMPLE login: **root**

 Password: <root-password>

The following are common usage problems:

- Failing to have the number of opening brackets match the number of closing brackets
- Putting the enclosed element in italic
- Adding space immediately inside a bracket
- Failing to use plain font for brackets

Square Brackets ([])**Usage**

Use square brackets to present optional elements.

Format

Use plain font (not bold or italic) for square brackets in command syntax. Do not add spaces immediately inside the brackets.

EXAMPLE **ip route-cache [cbus]**

The following are common usage problems:

- Failing to have the number of opening brackets match the number of closing brackets
- Adding space immediately inside a bracket
- Failing to use plain font for brackets

Vertical Bar (|)**Usage**

Use a vertical bar, also known as a pipe, to separate alternative, mutually exclusive elements of a choice. Use a vertical bar in conjunction with braces or brackets; the braces or brackets bound the choice and identify it as required or optional.

Format

Use plain font (not bold or italic) for a vertical bar in command syntax. Add one space on either side of a bar.

EXAMPLE {**best-effort** | **controlled-load** | **guaranteed-delay**}

The following are common usage problems:

- Failing to bound the elements of a choice with braces or brackets
- Failing to use plain font for a vertical bar

Ellipsis (...)

Usage	Use an ellipsis after a syntax element to indicate that the element can be repeated.
Format	Use plain font (not bold or italic) for an ellipsis in command syntax. Use three consecutive nonbolded periods without spaces to form the ellipsis. EXAMPLE <code>x25 pvc protocol address [protocol2 address2 [... [protocol9 address9]]]</code>

References to Commands in Text

Use the following guidelines for references to commands in text. As a general rule, Times font is used for text.

Command modes	Use plain font (not bold or italic), lowercase for command modes (for example, privileged EXEC mode, global configuration mode, and interface configuration mode). In the following example, show ip bgp is the name of the command, and privileged EXEC is the command mode: EXAMPLE To display entries in the BGP routing table, use the show ip bgp command in privileged EXEC mode.
Command names, keywords, and arguments	<p>Render command names in bold.</p> <p>Render keywords and punctuation that is part of a command in bold.</p> <p>Render arguments in italic.</p> <p>EXAMPLES</p> <p>controller t1 dial-shelf[slot]t3-port:t1-num</p> <p>Use the show running-config command to display the results.</p> <pre>Router(config)# dial-peer voice tag pots</pre> <p>Note For command-syntax tagging instructions, see the “Reference Material for Writers and Editors” section on page B-3.</p>
Indenting lines	On a command reference page, if command syntax, when it is formally presented above the syntax-description table, wraps onto more than one line, indent all lines after the first line 0.25 inch.
Index entries	Use the index-generation function of your authoring software and allow command names to appear in the default plain font. Add the word <i>command</i> after a command name. EXAMPLE <code>offset-list command</code> 8-12
Introductory sentences	Do not leave a sentence that introduces command syntax or an example at the bottom of one page when the syntax or example is at the top of the next page.

Listing the “no” form of a command

When describing the syntax of a command on a command-reference page (including the syntax of a **debug** command), list the command and the **no** form of the command on separate lines.

EXAMPLE **debug ip mrouting [group]**
no debug ip mrouting [group]

Punctuation

Render punctuation that is part of a command in bold. Such punctuation typically includes slashes, colons, and periods.

EXAMPLE **controller t1 dial-shelf/slot/t3-port:t1-num**

Using as verbs

In general, do not use commands as verbs.

CORRECT Use the **cd** command to change to the xxx directory.

INCORRECT CD to the xxx directory.

EXCEPTION You can use *ping* (from the **ping** command) as a verb because there is no good English alternative.

EXAMPLE If you need to boot from a server over the network, first ping the server from the ROM software.

The following table shows examples of command elements within command syntax.

Command Elements	Meaning
<i>access-list-number</i>	You must provide a value for the <i>access-list-number</i> argument.
voip	You must enter voip . Note Because there is only one keyword, it is not enclosed in braces.
[<i>seconds</i>]	You have two choices: <ul style="list-style-type: none"> • Choose no option. • Provide a value for the <i>seconds</i> argument.
{ permit deny }	You have two choices: <ul style="list-style-type: none"> • Enter permit. • Enter deny. Note The keywords are mutually exclusive; you must enter one or the other, but not both.
{ aurp eigrp rtmp }	You have three choices: <ul style="list-style-type: none"> • Enter aurp. • Enter eigrp. • Enter rtmp.

Command Elements	Meaning
[in out]	<p>You have three choices:</p> <ul style="list-style-type: none"> • Choose no option. • Enter in. • Enter out.
[timeout <i>minutes</i>]	<p>You have two choices:</p> <ul style="list-style-type: none"> • Choose no option. • Enter timeout and provide a value for the <i>minutes</i> argument.
[port] [source]	<p>You have four choices:</p> <ul style="list-style-type: none"> • Choose no option. • Provide a value for the <i>port</i> argument. • Provide a value for the <i>source</i> argument. • Provide values for both the <i>port</i> and <i>source</i> arguments.
[pvc] [type number]	<p>You have four choices:</p> <ul style="list-style-type: none"> • Choose no option. • Enter pvc. • Provide values for both the <i>type</i> and <i>number</i> arguments. • Enter pvc and provide values for both the <i>type</i> and <i>number</i> arguments.
[type number cisco]	<p>You have three choices:</p> <ul style="list-style-type: none"> • Choose no option. • Provide values for both the <i>type</i> and <i>number</i> arguments. • Enter cisco. <p>Note Because the vertical bar represents an exclusive OR, you cannot choose both cisco and values for the <i>type</i> and <i>number</i> arguments.</p>
[speed {56 64}]	<p>You have three choices:</p> <ul style="list-style-type: none"> • Choose no option. • Enter speed 56. • Enter speed 64. <p>Note If you enter speed, you must also enter either 56 or 64. Because the vertical bar represents an exclusive OR, you cannot choose both 56 and 64.</p>
[appletalk [network]]	<p>You have three choices:</p> <ul style="list-style-type: none"> • Choose no option. • Enter appletalk. • Enter appletalk and provide a value for the <i>network</i> argument. <p>Note You cannot provide a value for the <i>network</i> argument without first entering the appletalk keyword.</p>

Command Elements	Meaning
[appletalk [<i>network</i>] [<i>group-address</i>]]	You have five choices: <ul style="list-style-type: none"> • Choose no option. • Enter appletalk. • Enter appletalk and provide a value for the <i>network</i> argument. • Enter appletalk and provide a value for the <i>group-address</i> argument. • Enter appletalk and provide values for both the <i>network</i> and <i>group-address</i> arguments.
<i>method1</i> [...[<i>method6</i>]]	You must provide a value for the <i>method1</i> argument. You have the option of providing values for the <i>method2</i> through <i>method6</i> arguments.

Interactive Examples of Command Usage

Interactive examples show dialog between the system and the user: the system displays a prompt, and the user enters something in response. Installation scripts are examples of interactive examples. The following is a simple interactive example:

```
hostname# pkgadd -d software.pkg
```

Select the packages that you wish to add (or 'all' to add all packages). **all**

Courier (monospace, fixed-width) font is used for interactive examples.

Render screen displays, prompts, and scripts in a monospace (fixed-width) font. Insert one space between the prompt and the text that the user enters. Insert a blank line between the command and the output.

EXAMPLE

```
Router# show running-config interface serial 1

Building configuration...
Current configuration:
!
interface Serial1
  no ip address
  no ip directed-broadcast
  no ip route-cache
  no ip mroute-cache
  shutdown
end
```

GUI Elements

See [Chapter 4, “Writing About GUIs,”](#) for guidelines for writing about GUI elements.

Keyboard Keys

Use the following guidelines when referring to keyboard keys within text. As a general rule, Times font is used for keyboard keys.

Bold	Render names of keys or key sequences that a user enters in an instruction in bold.
	EXAMPLE Press Ctrl-D to close the configuration file.
	EXCEPTION If you describe a key in a general context, do not use bold for the name of the key. Use bold only when you describe the key in an instruction.
Capitalization	Use initial capitalization for key names, regardless of how they are actually labeled, unless the case is important. Do not capitalize the word <i>key</i> .
	EXAMPLES Ampersand key, Backslash key, W key, Ctrl-C key combination
Generic references	Use a lowercase italic <i>x</i> to refer to a generic letter key.
	Use a lowercase italic <i>n</i> to refer to a generic number key.
Use as nouns or adjectives	Use key names as either nouns or adjectives. Do not use them as verbs.
	EXAMPLE Press Return . (noun) Press the Shift key. (adjective)

Punctuation Formatting Conventions

Use the following guidelines to format punctuation.

Commands	Use bold for punctuation that the user enters as part of a command.
	EXAMPLE tftp-server flash device:filename
Nested parentheses	When a parenthetical phrase contains another parenthetical phrase, use brackets for the inner phrase and parentheses for the outer phrase.
	EXAMPLE Use the abbreviation <i>no.</i> for number (not the pound sign [#]).
	EXCEPTION When a software release number that includes parentheses is embedded in another set of parentheses, leave the parentheses in the software release number; do not change the parentheses to brackets.
	CORRECT (Cisco IOS Release 12.1(2)T)
	INCORRECT (Cisco IOS Release 12.1[2]T)

Typographic Conventions

This section describes the typographic conventions bold and italic. It also describes what styling to use for emphasis and what styling to avoid.

Bold

Render text in bold unless noted otherwise.

Commands and keywords	See the “Notational Conventions” section on page 5-2.
GUI elements	See Chapter 4, “Writing About GUIs,” in this document.
User entries	
Within interactive examples	See the “Interactive Examples of Command Usage” section on page 5-7.
Within text	Use bold for text references to user entries that are part of an instruction. EXAMPLE Enter setup at the prompt.

Italic

Render text in italic unless noted otherwise.

Arguments	See the “Notational Conventions” section on page 5-2.
Emphasis	Use italic (not bold, exclamation points, notes, underscore, or uppercase) to emphasize text, but do so sparingly. EXAMPLE Use this method <i>only</i> for upgrades, not for reinstallations.
New terms	Use italic to introduce new significant terms, but do so sparingly.
See and See also index cross-references	Use italic for <i>See</i> and <i>See also</i> references.
Titles	Use italic for document titles, including release notes, quick reference cards, and RFCs. EXAMPLES <i>Cisco 7500 Series Installation and Configuration Guide</i> ; <i>RFC 2091, Triggered Extensions to RIP to Support Demand Circuits</i> EXCEPTION Use plain font and initial capitalization for the titles of media such as DVDs, CD-ROMs, or floppy disks.

■ Typographic Conventions



CHAPTER 6

Corporate Style Guidelines

This chapter describes corporate style guidelines for Cisco technical documentation.

This chapter includes the following sections:

- [Cisco IOS Branding, page 6-1](#)
- [Cisco Name and Corporate Headquarters Boilerplate Text, page 6-1](#)
- [OEM Guidelines, page 6-3](#)
- [Telephone Numbers, page 6-4](#)
- [Trademarks, page 6-5](#)

Cisco IOS Branding

The Cisco IOS brand is important to Cisco and to its position in the market. It is also important to our partners who want to refer to the brand name to distinguish our products. The name Cisco IOS is trademarked, so it is important to use it properly to protect its trademark status. Use the following guidelines when referring to the Cisco IOS name.

Adjectives Always use Cisco IOS as an adjective followed by a noun (for example, Cisco IOS software).

Releases Refer to software releases before Cisco IOS Release 10.0 as *system software* in general and *Software Release x.x* if you are referring to a particular release.

Cisco Name and Corporate Headquarters Boilerplate Text

Use the following guidelines for the Cisco name and corporate headquarters address.

Cisco Name

Acronyms

Corporate Marketing policy is not to use the abbreviation “C” for Cisco. For details on this policy, see Protecting the Cisco Brand at <http://wwwin.cisco.com/marketing/corporate/corpedit/eservices/protectbrand.shtml>.

In accordance with this policy, either spell out the entire name or use “Cisco” and then form an acronym of the remaining words. As appropriate, insert the phrase “formerly known as [acronym]” in the first reference.

EXAMPLES Cisco Discovery Protocol (formerly known as CDP)
Cisco Express Forwarding (formerly known as CEF)

Note Many acronyms that include “C” for Cisco remain in common use. Handle these as follows:

- If the acronym appears in the “General Word List” section on page A-6, decide whether or not to use it in consultation with your editor, your product marketing manager, and, as appropriate, your Customer Advocacy (CA) representative.
- If the acronym appears in a GUI or other product label, make any direct references to the label match the label.

Capitalization

Use initial capitalization for the full company name: Cisco Systems, Inc.

Full name

Use the full name, Cisco Systems, Inc., when you want to prominently identify the company (for example, in addresses, on covers of manuals, and in headers or footers). Treat the words *Cisco Systems, Inc.* as a single entity (by using a nonbreaking space between words); do not hyphenate or separate the elements from each other.

General use

For the first use in any chapter or section, use Cisco, *not* Cisco Systems. For subsequent uses within that chapter or section, continue to use Cisco.

Minimize the use of the company name to accommodate third-party partners who use Cisco source files to create their own documentation. For additional information, see the “OEM Guidelines” section on page 6-3.

For more information about proper use of the Cisco name, see the “Using the Cisco Name” guidelines at the following URL:

http://wwwin.cisco.com/marketing/corporate/brand/docs/Cisco_Name.pdf

Possessive

Avoid using Cisco in the possessive.

Titles of documents

Do not include the word *Cisco* in document titles unless it is part of the product name (for example, Cisco 7500 series).

EXCEPTION Use the construction *Cisco MIB User Quick Reference* to distinguish the Cisco MIB from other MIBs.

Corporate Headquarters Address

The current corporate address block is maintained in the most recent release of the Title templates for all template suites, which are available in Documentum Web Publisher at the following location:

Sites (Web Cabinets)/TD/docs/general/TD_FM_Templates

OEM Guidelines

Cisco has established partnerships with many companies that resell Cisco equipment. In standard industry terminology, these partners are called original equipment manufacturers, or OEMs (even though Cisco and not the partner is the original manufacturer of the equipment). OEMs either customize our documentation or use it as is. Documentation for products that have an existing or potential OEM relationship should minimize Cisco-specific references.

Use the following guidelines to ensure that documentation is as generic as possible:

Generic references Instead of using specific Cisco references, use generic references or use personal pronouns, as in the following examples.

CORRECT See the appropriate hardware manual.
Connect the cable to the module on the back of the router.
Contact a customer service representative.
See Table 1-2 for a list of SIMMs from other vendors.
We recommend that you follow the ESD guidelines.
Our implementation of AppleTalk is compatible.
Configure the Token Ring interface.

INCORRECT See the *Cisco 1005 User Guide*.
Connect the cable to the module on the back of the Cisco 7000 router.
Contact the Cisco Systems Technical Assistance Center.
See Table 1-2 for a list of non-Cisco SIMMs.
Cisco recommends that you follow the ESD guidelines.
Cisco's implementation of AppleTalk is compatible.
Configure Cisco Systems' Token Ring interface.

EXCEPTION When referring to Cisco in combination with other companies, you might need to use Cisco to distinguish us from them.

Notes

In configuration notes, release notes, and updates (documents that use the Note_NEW template), place the appropriate Cisco.com and service and support information at the end of the document by copying it from the reference page.

Part numbers Do not include Cisco part numbers in text. If it is necessary to refer to part numbers, use a generic reference in the text and list the part numbers in an appendix.

Specific terms Continue to use specific terms for the following:

- Screen displays such as *CS Software (LCS-L)*, *Cisco IOS Release 12.1*, and © 1997–2000 by Cisco Systems, Inc.
- Default boot filenames, such as *cisco2-csc4*
- Names printed on hardware components, such as the Cisco name on chassis and EPROM labels
- List of approved equipment vendors
- Cisco product names such as *Cisco Extended Bus (CxBus)*
- Cisco product names on the title and copyright pages and in footers, such as *Cisco 7206 Installation and Configuration Guide*

Telephone Numbers

Format

Inside the USA and Canada Use the following format: Area code (space) group of first three numbers (hyphen) group of last four numbers
EXAMPLE Cisco Systems, Inc., Americas Headquarters,
 408 526-4000
 Cisco Technical Assistance Center,
 800 553-2447

Outside the USA and Canada Use the following format: First group of numbers (space) second group of numbers (space) third group of numbers (space), and so forth. Do not use hyphens to separate these numbers.
EXAMPLE Cisco Systems European Headquarters,
 33 1 6918 61 00
 Cisco Systems Australian Headquarters,
 61 2 9935 4100

Range If you need to show a phone number, use numbers from 555-0100 to 555-9999, inclusive. Within this range, phone numbers from 555-0100 to 555-0199 are preferred, unless there is a specific need for other numbers, such as four-digit extensions that do not begin with 0.

Terminology Use *toll-free number*, not *800 number*, to refer to phone numbers that have no calling fee.

Trademarks

Trademark is the legal word for a name given to a product or service.

Trademarks permit a customer to easily differentiate among competing and related products. A trademark symbolizes a company's reputation and the goodwill the company has earned in the marketplace as a result of providing high-quality goods and services; therefore, trademarks are valuable assets. To ensure that Cisco maintains ownership of its trademarks and to protect against diminution in the value of these assets, it is important that these marks be used properly in all written materials.

The current trademark blocks are available in Documentum Web Publisher at Sites (Web Cabinets)/TD/docs/general/Boilerplate/Trademarks. The number at the end of the trademark block indicates the version.

Follow these guidelines for trademarks. For more information, see also the “[Capitalization](#)” section on [page 1-13](#) and the “[Copyright and Trademark Page](#)” section on [page 3-2](#).

Acronyms	If a trademark is an acronym, do not spell out the acronym.
Adjectives	Use trademarks as adjectives, not as nouns. When a trademark is used as a noun, it may lose its status as a protectable trademark. For example, aspirin was once a trademark but has become the generic name for a type of product. CORRECT The Cisco IOS software provides many performance benefits. INCORRECT Cisco IOS provides many performance benefits.
Cisco name	The Cisco name serves both as a trademark and as a company name. In technical documentation, do not use any trademark symbols with the Cisco name. EXAMPLE The corporate headquarters of Cisco Systems, Inc., is in San Jose, California.

Possessives and verbs	Do not use trademarks as verbs or in the possessive. CORRECT AccessPath shelves can be configured remotely. INCORRECT AccessPath's shelves can be configured remotely.
Original form	Always use trademarks in their original form. Maintain the correct capitalization. If a trademark is one word, avoid hyphenating it or breaking it into two words. If the trademark is more than one word, use a nonbreaking space between words to keep them together. EXCEPTION Use your best judgment when you must break a long trademark name, especially in job-aid templates that have a small page size. CORRECT Cisco MeetingPlace uses your organization's existing telephony infrastructure to provide voice conferencing over standard PSTN and IP telephones. INCORRECT Cisco Meet- ingplace uses your organization's existing telephony infrastructure to provide voice conferencing over standard PSTN and IP telephones.



APPENDIX A

Word Usage

This appendix contains terms, abbreviations, and acronyms frequently used in Cisco technical documentation.

This appendix includes the following lists:

- [Comparative Word Usage, page A-1](#)
- [Preferred Word Usage, page A-4](#)
- [General Word List, page A-6](#)



Note

For guidelines on usage questions not addressed in the following sections, consult other standard style guides. Recommended style guides are listed in the “[Related References](#)” section on page [x](#).

Comparative Word Usage

The following table shows notes on words and phrases that often cause problems for writers.

Affect, Effect	
Affect	<p><i>Affect</i> (v) means to change or to influence.</p> <p>EXAMPLE The revision will affect the release date.</p>
Effect	<p><i>Effect</i> (n) means result or outcome. For clarity, avoid using <i>effect</i> as a verb; use something like <i>to bring about</i> or <i>to cause</i>.</p> <p>EXAMPLE The effect of the change is a postponement of the release date.</p>
After, When	
After	<p>Use <i>after</i> to emphasize that completion of an action or series of steps is necessary before proceeding. Do not use <i>once</i> to mean <i>after</i>.</p> <p>EXAMPLE After you enter the command, press Return.</p>
When	<p><i>When</i> combines the idea of <i>after</i> with the immediacy of the following action. Do not use <i>once</i> to mean <i>when</i>.</p> <p>EXAMPLE When you press Return, the program starts.</p>

Although, While

Although	Use <i>although</i> to indicate contrast. If you can substitute the phrase <i>even though</i> , you can safely use <i>although</i> . EXAMPLE Although [Even though] routers are more expensive than bridges, the increased in power and efficiency is worth the price.
While	Use <i>while</i> to indicate time. If you can substitute the phrase <i>at the same time that</i> , use <i>while</i> . EXAMPLE While [At the same time that] you hold down the Shift key, press Return .

Among, Between

Among	Use <i>among</i> for three or more items. (Do not use <i>amongst</i>). EXAMPLE Four writers discussed the new style among themselves.
Between	Use <i>between</i> for two items. EXAMPLE The choice was between a router and a bridge.

Assure, Ensure, Insure

Assure	<i>Assure</i> means to promise. EXAMPLE The reviewers assured me that they would return their edits today.
Ensure	<i>Ensure</i> means to make sure of something. EXAMPLE Return your edits today to ensure that the publication stays on schedule.
Insure	<i>Insure</i> means to take out an insurance policy.

Because, Since, For, As

Because	Use <i>because</i> to express cause or reason. For causal relationships, <i>because</i> is the strongest, most specific choice. EXAMPLE I was late because I had a flat tire.
Since	Use <i>since</i> when referring to time. To test whether you are using <i>since</i> correctly, see if you can substitute <i>ever since</i> . (Do not use <i>since</i> to mean because.) EXAMPLE The dog has been missing since Friday.
For	Use <i>for</i> to express cause and effect with less emphasis than <i>because</i> .
As	To avoid ambiguity or vagueness, do not use <i>as</i> to mean because, since, for, while, whether, or who.

Because of, Due to

Because of	<i>Because of</i> means by reason of or on account of. EXAMPLE The router failed because of a short circuit.
Due to	<i>Due to</i> means attributable to or caused by. <i>Due to</i> can be used after a linking verb (but not after a nonlinking verb) to replace <i>because of</i> . EXAMPLE The router was repaired quickly due to the technician's efforts. Not: The technician went home due to a headache.

Compose, Comprise, Consists of

Compose	<i>Compose</i> means make up or constitute the parts of.
Comprise	<i>Comprise</i> means include. The whole comprises the parts—not the other way around. Never use <i>is comprised of</i> ; use <i>comprises</i> , <i>is composed of</i> , or <i>consists of</i> .
Consists of	<i>Consists of</i> means is made up of or composed of. EXAMPLE The United States comprises 50 states. The United States consists of (or is composed of) 50 states.

Continual, Continuous

Continual	Use <i>continual</i> when referring to something that is repeated often. EXAMPLE Hiring new staff is a continual activity.
Continuous	Use <i>continuous</i> when referring to something that continues without stopping. EXAMPLE A continuous stream of water rushed down the slope.

Farther, Further, Furthermore

Farther	Use <i>farther</i> when referring to physical distances. EXAMPLE The new lab is farther away than the old one.
Further	Use <i>further</i> when referring to additional degree, quality, or time. EXAMPLE The meeting concluded without further discord.
Furthermore	Use <i>furthermore</i> when you mean <i>moreover</i> , <i>besides</i> , or <i>in addition to what precedes</i> . EXAMPLE Furthermore, the test site will be closed.

Fewer, Less

Fewer	<i>Fewer</i> refers to individual countable items. EXAMPLE Fewer routers were returned.
Less	<i>Less</i> refers to quantities of mass, bulk, or volume. EXAMPLE Arizona has less water than Michigan, and it has fewer lakes.
Following, Preceding	To refer to the location of material in a document, use <i>following</i> or <i>preceding</i> . Use <i>above</i> or <i>below</i> when space is a consideration (for example, in job aids), but with discretion. EXAMPLE See the preceding instructions. This procedure is described in the sections that follow.
Only	Place <i>only</i> just preceding or following the word or phrase it modifies (not just before the verb, as is sometimes done in conversation). CORRECT The manager could select only four participants. INCORRECT The manager could only select four participants.
So that	When <i>so</i> introduces a clause of purpose or result, change it to <i>so that</i> . EXAMPLE Use a large font so that the difference is apparent.

Such as, Like	
Such as	When you give an example of something, use <i>such as</i> to indicate that the example is a representative of the thing mentioned. EXAMPLE Cisco produces many routers, such as the Cisco 7513 and Cisco 1004.
Like	Use <i>like</i> to compare the example to the thing mentioned. EXAMPLE The Cisco 7000 router, like the Cisco 1004, is used in internetworks.
That, Which	
That	Use <i>that</i> to introduce a restrictive clause (a clause whose removal would change the meaning of the sentence or cause the meaning to be lost). Do not use commas with restrictive clauses. EXAMPLE This is the router that they ordered.
Which	Use <i>which</i> to introduce a nonrestrictive clause (a clause that could be removed without changing the meaning of the sentence—similar to a parenthetical statement). Use commas with nonrestrictive clauses. EXAMPLE The Cisco 7500 series, which Cisco introduced several years ago, is the most popular series.

Preferred Word Usage

Often the most effective words are the simplest ones. The following list indicates which words or phrases to avoid and which to use.

Note that, although a number of Latin terms are listed, you need not necessarily avoid all Latin terms. When appropriate, use *versus*, *vice versa*, *per*, and *via*.

Avoid	Use
#	number or no.
(s) to indicate that a noun might be either singular or plural [for example, router(s)]	either the singular or plural form or, if necessary for meaning, both (for example, router, routers, router or routers, or one or more routers)
a number of	several
all of	all
and/or	and or
as a result of due to on the basis of	because (of)
board (except motherboard)	card
British spelling of terms (for example, colour, centre, fibre)	U.S. spelling of terms (for example, color, center, fiber)
by means of	by
c., ca., circa	about, approximately

Avoid	Use
centers around	centers on revolves around
cf.	compare
click on the xxx icon	click the xxx icon or click <i>word</i>
data are	data is
depress	press
e.g.	for instance, for example
equal-sized	the same size
et al. (in other than bibliographies)	and others
etc.	and so forth, and so on
flash ROM	flash EEPROM or flash memory
grayed out (or unavailable)	dimmed
higher than <prodname> release x	later than <prodname> release x
i.e.	that is, in other words
if . . . then	if
in order to	to
in the event of	if
initiate	begin; start
IP (as an acronym for interface processor)	interface processor
is comprised of	comprises consists of is composed of
large-sized	large
left-hand	left
left-most, right-most	far left; far right
leverage (as a synonym for use)	use
lit/not lit (referring to LEDs)	on or off
local ack or local ACK (except in command syntax)	local acknowledgment
log off [verb]; logoff [noun, adj] (except to agree with software interface)	log out [verb]; logout [noun, adj]
log on [verb]; logon [noun, adj] (except to agree with software interface)	log in [verb]; login [noun, adj]
lower than <prodname> release x	earlier than <prodname> release x
Model (when referring to Cisco products)	Cisco xxxx (for example, Cisco 7010)
overviews (as a verb)	summarizes
preventative	preventive
prior to	before
refer to	see

General Word List

Avoid	Use
regarding with regard to with respect to	about
right-hand	right
since (unless referring to the passage of time)	because
towards	toward
transmit	send
type	enter (data)
up-to-the-minute	latest
User's Guide, Users' Guide	User Guide
utilize	use (except when referring to bandwidth utilization)
viz.	namely

General Word List

The General Word List contains some of the terms that are commonly used in Cisco technical documentation. Although these are preferred terms, the list is not exhaustive.

The list includes several categories of preferred terms, including abbreviations, acronyms, and initialisms and their expansions; abbreviations not to be expanded; standards and protocols; technologies; terms with capitalization issues; terms with troublesome spellings; and more. The list does not include categories such as names of other companies and organizations, product names, trademarks, units of measure, terms specific to particular business units, and common terms that can be found in a standard dictionary. For these categories, we recommend that you consult the following resources in this style guide:

- Abbreviations not to be expanded: “[Acronyms and Initialisms](#)” section on page 1-10
- Comparative terms: “[Comparative Word Usage](#)” section on page A-1
- Compound modifiers: “[Compound Modifiers](#)” section on page 1-17
- Hyphenation: “[Hyphens](#)” section on page 1-6
- Preferred terms: “[Preferred Word Usage](#)” section on page A-4
- References for writers and editors: “[References for Writers and Editors Section](#)” on page B-6
- Units of measure: “[Units of Measure](#)” section on page 1-18

Characters and Symbols

μ [the Greek letter mu—avoid because it does not always appear correctly online; instead, spell out as micro or mu]

Numeric

1000BASE-LX; 1000BASE-SX; 1000BASE-T
100BASE-FX; 100BASE-FP; 100BASE-T4; 100BASE-T; 100BASE-TX
10BASE2; 10BASE5; 10BASE-F; 10BASE-FB; 10BASE-FL; 10BASE-T
10Broad36
3Com 3+Open [protocol]
3Com NETBuilder II
3Com XNS
56K modem

Alphabetic

A

A chassis; A+ chassis
a.m.
AAA (authentication, authorization, and accounting)
AAL (ATM adaptation layer)
AAL1; AAL2
AAL3/4
AARP (AppleTalk Address Resolution Protocol)
ABR (Area Border Router; also available bit rate)
AC power receptacle
access list [noun, adj]
access server
acknowledgment
adapter
ADC/Kentrox
Address Resolution Protocol (ARP)
address translation gateway (ATG)
ADSU
Advanced Gateway Server (AGS)
Advanced Peer-to-Peer Internetworking (APPI)
Advanced Peer-to-Peer Networking (APPN)
Advanced Program-to-Program Communications (APPC)
Advanced Research Projects Agency (ARPA)
AESO (Auxiliary Extended Security Option)
AFL (Authority and Format Identifier—Field name)
AGS (Advanced Gateway Server)
AGS+ [Cisco AGS with a ciscoBus switching complex] [obsolete product but not obsolete term]
AGS+ chassis [obsolete product but not obsolete term]
AGS+/3; AGS+/4 [Cisco 9-slot modular router systems] [obsolete products but not obsolete terms]
AIP (ATM Interface Processor)

General Word List

airflow [noun, adj]
alphanumeric
American National Standards Institute (ANSI)
ANI (asynchronous network interface)
ANSI (American National Standards Institute)
APaRT (automatic packet recognition and translation)
API (application programming interface)
Apollo Domain [protocol]
APPCC (Advanced Program-to-Program Communications)
appendices
APPI (Advanced Peer-to-Peer Internetworking)
APPI Forum
AppleTalk (Phase 1, Phase 2)
AppleTalk Address Resolution Protocol (AARP)
AppleTalk Remote Access
AppleTalk Remote Access Protocol (ARA Protocol)
AppleTalk Transaction Protocol (ATP)
AppleTalk Update-Based Routing Protocol (AURP)
application layer [Layer 7 of the OSI reference model]
application note [general reference]; Application Note [specific reference]
application programming interface (API)
applique
APPN (Advanced Peer-to-Peer Networking)
Area Border Router (ABR)
ARP (Address Resolution Protocol)
ARPA (Advanced Research Projects Agency)
ARPANET
ASBR (Autonomous System Boundary Router)
ASCII (American Standard Code for Information Interchange) [do not spell out]
ASIC (application-specific integrated circuit) [plural ASICs]
ASM/3 [Cisco A chassis-based communication server] [obsolete product but not obsolete term]
ASM-CS [obsolete product but not obsolete term]
ASP (ATM switch processor) [Cisco LightStream 1010—ATM switch processor (ASP) module]
async [subset of tty]
asynchronous network interface (ANI)
Asynchronous Transfer Mode (ATM)
ATG (address translation gateway)
ATM (Asynchronous Transfer Mode)
ATM Address Resolution Protocol (ATMARP)
ATM Forum
ATM Interface Processor (AIP)
ATMARP (ATM Address Resolution Protocol)
ATP (AppleTalk Transaction Protocol)
attachment unit interface (AUI)
A-type chassis
AUI (attachment unit interface)
AURP (AppleTalk Update-Based Routing Protocol)
authentication, authorization, and accounting (AAA)
AutoInstall
automatic packet recognition and translation (APaRT)
autonomous system [do not use the acronym AS]
Autonomous System Boundary Router (ASBR)
autoranging power supply

Auxiliary Extended Security Option (AESO)
available bit rate (ABR)

B

B channel [noun]; B-channel [adj]
back door [noun]; backdoor [adj]
back end [noun]; back-end [adj]
back off [verb]; backoff [noun]
back panel
back plate
back up [verb]; backup [noun]
backbone network
backplane
backward [not backwards]
bandwidth
Banyan VINES
baseband
Basic Rate Interface (BRI)
baud [do not use to mean bps]
Beginning of Message (BOM) [bit in the ATM frame format]
Bellcore [do not use; *see* Telcordia.]
BGP (Border Gateway Protocol)
B-ICI (broadband intercarrier interface)
bidirectional
Binary Synchronous Communications Protocol [use Bisync, not BSC, on subsequent occurrences]
bipolar
BISDN (Broadband Integrated Services Digital Network)
Bisync (Binary Synchronous Communications Protocol)
bit-oriented protocol
bit-slice processor
Blacker Emergency Mode
Blacker Front End
B-LLI (broadband low-layer information)
board [do not use except for motherboard; use card instead]
BOM (Beginning of Message) [bit in the ATM frame format]
Boolean operator
boot [verb] [not “boot up”] [to load and initialize an operating system; use “run” or “start” for applications, “open” for GUI applications]
boot flash memory
boothelper
bootloader
boot up [verb] [do not use; use “boot”]; bootup [noun, adj]
BOOTP
Border Gateway Protocol (BGP)
Bourne Shell
BPDU (bridge protocol data unit)
break-even [adj]
BRF (Bridge Relay Function)
BRI (Basic Rate Interface)
BRI interface [when BRI is used as an adjective]
bridge protocol data unit (BPDU)

Bridge Relay Function (BRF)
 Bridge-Group Virtual Interface (BVI)
 broadband
 Broadband Integrated Services Digital Network (BISDN)
 broadcast address
 built-up [noun, adj]
 burn in [verb]; burn-in [noun, adj]
 bus [singular]; buses [plural]
 BVI (Bridge-Group Virtual Interface)
 bypass [noun, verb]
 by-product
 byte-oriented protocol

C

C shell
 CAC (connection admission control)
 call setup time
 Call User Data (CUD)
 caller ID (calling line identification)
 calling line identification (caller ID)
 canceled; canceling; cancellation
 card [not board; except in motherboard]
 cardslot
 Carrier Detect (CD) signal
 carrier sense multiple access collision detect (CSMA/CD)
 carry over [verb]; carryover [noun, adj]
 CAS (channel-associated signaling)
 case sensitive [noun, predicate adj]; case-sensitive [adj]
 Category *x* [example: Category 5]
 CBR (constant bit rate)
 CCIE (Cisco Certified Internetwork Expert)
 CCITT (Consultative Committee for International Telegraph and Telephone) [obsolete term; use ITU-T]
 CCO (Cisco Connection Online) [obsolete term; use Cisco.com]
 cco.cisco.com [hostname for public access of files]
 CCS (common channel signaling)
 CD (Carrier Detect) signal
 CDDI (Copper Distributed Data Interface)
 CDP (Cisco Discovery Protocol)
 CDRH (Center for Devices and Radiological Health)
 CD-ROM
 CDT (cell delay tolerance)
 CDV (cell delay variation)
 CEF (Cisco Express Forwarding)
 cell delay tolerance (CDT)
 cell delay variation (CDV)
 cell error ratio (CER)
 cell loss ratio (CLR)
 cell relay
 cell tolerance variation (CTV)
 cell transfer delay (CTD)

Celsius (C)
Center for Devices and Radiological Health (CDRH)
central office FRAD (CO FRAD)
CEPT (European Conference of Posts and Telecommunication Administrations)
CER (cell error ratio)
Challenge Handshake Authentication Protocol (CHAP)
Champ connector
Channel Interface Processor (CIP)
Channel Port Adapter (CPA)
channel service unit (CSU)
channel-associated signaling (CAS)
channel-attached [adj]
Channelized T3 Interface Processor (CT3IP)
CHAOSnet [protocol]
CHAP (Challenge Handshake Authentication Protocol)
chassis [singular, plural]
check out [verb]; checkout [noun, adj]
checklist
checkpoint [noun, adj]
checksum
chipset
CIDR (classless interdomain routing)
CIP (Channel Interface Processor)
circuit-switched network
Cisco Certified Internetwork Expert (CCIE)
Cisco Connection Online (CCO) [obsolete term; use Cisco.com]
Cisco Discovery Protocol (CDP)
Cisco Document Assembly Number [specific reference]
Cisco Documentation CD-ROM [formerly Cisco Connection Documentation CD, Enterprise series]
Cisco Express Forwarding (CEF)
Cisco Extended Bus (CxBus)
Cisco Internetwork Operating System [do not use]; use Cisco IOS
Cisco IOS
Cisco IOS XE
Cisco IOS XR
Cisco IOX [do not use]; use Cisco IOS XR
Cisco Part Number [specific reference]
Cisco Systems [do not use]; use Cisco
Cisco.com
class of service (CoS)
Class of Service (COS) [for IBM references]
classless interdomain routing (CIDR)
CLAW (Common Link Access for Workstations)
Clear To Send (CTS) signal
clear-to-send [adj]
CLI (command-line interface)
click the xxx icon [not “click on the xxx icon”]
client [node or software program that requests services from a server]
client end node
client/server model
CLNS (Connectionless Network Service)
CLR (cell loss ratio)
CLSF (connectionless server function)

General Word List

cluster controller
CmBus
CMNS (Connection Mode Network Service)
CMT (connection management)
CO FRAD (central office FRAD)
coarse wavelength-division multiplexing (CWDM)
coaxial
codec
COM (Continuation of Message) [bit in the ATM frame format]
Combinet Packet Protocol (CPP)
command-line interface (CLI)
common channel signaling (CCS)
Common Link Access for Workstations (CLAW)
common part indicator (CPI)
communication server [obsolete term—now access server]
CompactFlash memory [use only as part of a specific product name; otherwise use the more general term “flash memory”]
Concentrator Relay Function (CRF)
concurrent routing and bridging [note no acronym]
configurable
connection admission control (CAC)
connection management (CMT)
Connection Mode Network Service (CMNS)
Connectionless Network Service (CLNS)
connectionless server function (CLSF)
connectionless service
connection-oriented service
connector plate
constant bit rate (CBR)
Consultative Committee for International Telegraph and Telephone (CCITT) [obsolete name—now ITU-T]
Continuation of Message (COM) [bit in the ATM frame forma]
control point (CP)
convergence sublayer (CS)
Copper Distributed Data Interface (CDDI)
CoS (class of service)
COS (Class of Service) [for IBM references]
cost-effective [adj]; cost effective [predicate adj]
counterclockwise
CP (control point)
CPA (Channel Port Adapter)
CpBus
CPE (customer premises equipment)
CPI (common part indicator)
CPP (Combinet Packet Protocol)
CRC (cyclic redundancy check)
CRF (Concentrator Relay Function)
crosstalk
CS (convergence sublayer)
CSC-ENVM (environmental monitor card)
CSMA/CD (carrier sense multiple access collision detect)
CSU (channel service unit)
CT3IP (Channelized T3 Interface Processor)

CTD (cell transfer delay)
CTS (Clear To Send) signal
CTV (cell tolerance variation)
CUD (Call User Data)
customer premises equipment (CPE)
CWDM (coarse wavelength-division multiplexing)
CxBus (Cisco Extended Bus)
cyclic redundancy check (CRC)

D

D channel [noun]; D-channel [adj]
DARPA (Defense Advanced Research Projects Agency)
DAS (dual attachment station)
data circuit-terminating equipment (DCE—when it is an X.25 link-level device)
data communications equipment (DCE—described by the IEEE EIA/TIA-232-C Standard)
Data Country Code (DCC)
Data Exchange Interface (DXI)
data flow control
data link [noun]; data-link [adj]
data link layer [Layer 2 of the OSI reference model] [do not hyphenate the names of the layers in the OSI reference model]
data over voice (DOV)
data service unit (DSU)
data set
data store
data terminal equipment (DTE)
data terminal ready (DTR)
database
datagram
Datagram Delivery Protocol (DDP)
data-link connection identifier (DLCI)
data-link control
data-link switching (DLSw) [standard]
data-link switching [process]
data-link switching plus (DLSw+) [Cisco implementation of DLSw standard]
daughter card
DCC (Data Country Code)
DCE (data circuit-terminating equipment when it is an X.25 link-level device; data communications equipment described by the IEEE EIA/TIA-232-C Standard)
dCEF (distributed Cisco Express Forwarding)
DDP (Datagram Delivery Protocol)
DDR (dial-on-demand routing)
DDS (digital data service) [a 64-kbps digital private-line channel]
DECnet [Phase IV, Phase V]
dedicated Token Ring (DTR)
Defense Advanced Research Projects Agency (DARPA)
dense wavelength-division multiplexing (DWDM)
Department of Defense (DoD)
Department of Defense Intelligence Information System Network Security for Information Exchange (DNSIX)
Department of Energy (DoE)

designated router
destination address field
deterministic load distribution
DFT (Distributed Function Terminal) Protocol
DHCP (Dynamic Host Configuration Protocol)
dial-in [noun, adj]; dial in [verb]
dialog
dial-on-demand routing (DDR)
dialup line
digital data service (DDS) [a 64-kbps digital private-line channel]
digital service unit (DSU)
digital subscriber line (DSL)
DIMM (dual in-line memory module)
DIN connector [not necessary to spell out; the words *Deutsche Industrie Norm* are not likely to be meaningful to our audience]
DIP switch
direct memory access (DMA)
disc [for CD-ROM discs]
Discrete Multi-Tone (DMT)
disk [for hard disks and magnetic storage media disks]
distance vector algorithm
distributed Cisco Express Forwarding (dCEF)
distributed directory database
Distributed Function Terminal (DFT) Protocol
Distributed Queue Dual Bus (DQDB) Protocol
DLCI (data-link connection identifier)
DLSw (data-link switching) [standard]
DLSw+ (data-link switching plus) [Cisco implementation of DLSw standard]
DMA (direct memory access)
DMT (Discrete Multi-Tone)
DNS (Domain Name System)
DNSIX (Department of Defense Intelligence Information System Network Security for Information Exchange)
DoD (Department of Defense)
DoE (Department of Energy)
domain name
domain name server
Domain Name System (DNS)
Domain Specific Part (DSP) [ATM address field]
double-check [verb]
double-click [verb]
DOV (data over voice)
downstream physical unit (DSPU)
downtime
DQDB (Distributed Queue Dual Bus) Protocol
DSL (digital subscriber line)
DSP (Domain Specific Part) [ATM address field]
DSPU (downstream physical unit)
DSU (digital service unit or data service unit)
DSx (Digital Signal; example: DS4)
DTE (data terminal equipment)
DTR (data terminal ready or dedicated Token Ring)
D-type connector

dual attachment station (DAS)
dual flash bank
dual homing device
dual in-line memory module (DIMM)
dual serial network processor module
dual-bank flash
DWDM (dense wavelength-division multiplexing)
DXI (Data Exchange Interface)
dynamic address resolution
Dynamic Host Configuration Protocol (DHCP)
dynamic routing

E

E&M
ECA (ESCON Channel Adapter)
EDI (electronic data interchange)
EEPROM (electrically erasable programmable read-only memory)
EFCI (explicit forward congestion indication)
EGP (Exterior Gateway Protocol)
EIA (Electronic Industries Association)
EIA/TIA-*x* [example: EIA/TIA-232]
EIP (Ethernet Interface Processor)
ELAN (emulated LAN)
electrically erasable programmable read-only memory (EEPROM)
electronic data interchange (EDI)
Electronic Industries Association (EIA)
Emacs
e-mail
emulated LAN (ELAN)
end node
End of Message (EOM) [bit in the ATM frame format]
end system
End System-to-Intermediate System (ES-IS) Protocol
end user [noun]; end-user [adj]
end-node domain
endpoint
end-system identifier (ESI)
Enhanced IGRP
environmental monitor card (CSC-ENVCM)
EOM (End of Message) [bit in the ATM frame format]
EPROM (erasable programmable read-only memory)
erasable programmable read-only memory (EPROM)
ERPDU (error protocol data unit)
error control
error protocol data unit (ERPDU)
error-correcting code
error-detecting code
ESCON Channel Adapter (ECA)
ESI (end-system identifier)
ES-IS (End System-to-Intermediate System) Protocol
ESO (Extended Security Option)

Ethernet
 Ethernet Interface Processor (EIP)
 EtherSwitch
 European Conference of Posts and Telecommunication Administrations (CEPT)
 even-numbered [adj]
 exchange identification (XID)
 expedited delivery
 explicit forward congestion indication (EFCI)
 extended AppleTalk
 Extended Security Option (ESO)
 extended TACACS
 Exterior Gateway Protocol (EGP)

F

faceplate
 Fahrenheit (F)
 fail-safe [adj]
 fan-out unit
 far-end receive failure (FERF)
 Fast Ethernet (FE) [spell out unless space is at a premium]
 Use Fast Ethernet when referring to the type of Ethernet used by the FEIP.
 Use FastEthernet in CLI displays.
 Use fastethernet in a software command [example: show interface fastethernet 1/0]
 Fast Ethernet Interface Processor (FEIP)
 fast packet switching
 Fast Serial Interface Processor (FSIP)
 Fast-Sequenced Transport (FST)
 fault-tolerant [adj], fault tolerance [noun]
 fax
 FCS (frame check sequence)
 FDDI (Fiber Distributed Data Interface)
 FDDI interface
 FDM (frequency-division multiplexing)
 FE (Fast Ethernet) [spell out unless space is at a premium]
 FEED signal
 FEIP (Fast Ethernet Interface Processor)
 FEP (front-end processor)
 FERF (far-end receive failure)
 Fiber Distributed Data Interface (FDDI)
 Fiber Distributed Data Interface (FDDI) Processor (FIP)
 fiber-optic [adj]; fiber optics [noun]
 fiber-optic interrepeater link (FOIRL)
 field test [noun]; field-test [adj]; fieldtest [verb]
 field-replaceable unit (FRU)
 FIFO (first-in, first-out) [adj, adv]
 file system
 File Transfer Protocol (FTP)
 filename
 filesystem [for UNIX]
 fine-tune
 FIP (Fiber Distributed Data Interface [FDDI] Processor)

firewall
firmware
first-come, first-served [adj, adv]
first-in, first-out (FIFO) [adj, adv]
flash EEPROM
flash memory [do not capitalize “flash” unless it is part of a specific product name such as CompactFlash memory, FlashDisk memory, or FlashWare memory]
flat-blade screwdriver
flow control
FOIRL (fiber-optic interrepeater link)
follow up [verb]; follow-up [noun, adj]
frame check sequence (FCS)
Frame Relay [noun, adj]
frame UNI (frame User-Network Interface)
Frame User-Network Interface (FUNI)
FrameReader; FrameViewer
freestanding [adj]
frequency-division multiplexing (FDM)
front end [noun]; front-end [adj]
front panel
front-end processor (FEP)
FRU (field-replaceable unit)
FSIP (Fast Serial Interface Processor)
FST (Fast-Sequenced Transport)
FTP (File Transfer Protocol)
full duplex [noun]; full-duplex [adj]
FUNI (Frame User-Network Interface)

G

GAL (gate-array logic) [device that performs above Layer 3 in the OSI reference model]
gate-array logic (GAL)
gateway [device in the OSI reference model]
GCRA (generic cell-rate algorithm)
GE (Gigabit Ethernet) [spell out unless space is at a premium]
generic cell-rate algorithm (GCRA)
Generic Flow Control (GFC) [field in the ATM cell header]
generic routing encapsulation (GRE)
Get Nearest Server (GNS) [a Novell request]
GetZoneList (GZL) [an AppleTalk command]
GFC (Generic Flow Control) [field in the ATM cell header]
GIF (Graphics Interchange Format)
Gigabit Ethernet (GE) [spell out unless space is at a premium]
GNS (Get Nearest Server) [a Novell request]
Gold-certified partner [Gold partner on subsequent occurrences]
Graphics Interchange Format (GIF)
gray [not grey]
GRE (generic routing encapsulation)
group address [noun]
GZL (GetZoneList) [an AppleTalk command]

H

H channel [noun]; H-channel [adj]
half duplex [noun]; half-duplex [adj]
handshake [noun]
hard copy [noun]; hard-copy [adj]
HDLC (High-Level Data Link Control)
head of line (HOL)
headend [noun, adj]
Header Error Control (HEC) [field in the ATM cell header]
HEC (Header Error Control) [field in the ATM cell header]
hello [generic packet or message]; Hello [OSPF]; HELLO [NSFnet]
hierarchical routing [noun]
High Order Domain Specific Part (HO-DSP) [ATM address field]
High Sierra standard
High-Level Data Link Control (HDLC)
High-Performance Parallel Interface (HIPPI)
High-Speed Communications Interface (HSCI)
High-Speed Serial Interface (HSSI)
HIP (HSSI Interface Processor)
HIPPI (High-Performance Parallel Interface)
HO-DSP (High Order Domain Specific Part [ATM address field])
HOL (head of line)
holddown [noun]; hold-down [adj]
homologation
hop count
host node
hostname
Hot Standby Router Protocol (HSRP)
hotline
HP Advancenet [refers to networking products, not a protocol]
HP Probe [Hewlett-Packard's proprietary Probe protocol]
HP Probe Proxy
HSCI (High-Speed Communications Interface)
HSRP (Hot Standby Router Protocol)
HSSI (High-Speed Serial Interface)
HSSI Interface Processor (HIP)
HTML [do not use the spelled-out version of this term]
HTTP (Hypertext Transfer Protocol) [spell out at first occurrence, but not if that occurrence is in a URL]
HyperText Markup Language [use HTML only; do not use the spelled-out form]
Hypertext Transfer Protocol (HTTP)

I

IAM (initial address message)
IANA (Internet Assigned Numbers Authority)
ICD (International Code Designator) [component of an NSAP-format address]
ICMP (Internet Control Message Protocol)
ICMP Router Discovery Protocol (IRDP)
ICR (initial cell rate)

ID (identification)
identification (ID)
IDI (initial domain identifier)
IDN (international data number)
IDP (Initial Domain Part) [component of an NSAP-format address]
IDSL (ISDN digital subscriber line)
IE (information element)
IGP (Interior Gateway Protocol)
IGRP (Interior Gateway Routing Protocol)
IGS (Integrated Gateway Server) [obsolete product but not obsolete term]
IGS/L [Cisco local Ethernet-to-Ethernet router system] [obsolete product but not obsolete term]
IGS/R [Cisco remote Ethernet-to-serial router system] [obsolete product but not obsolete term]
IGS/TR [Cisco remote Token Ring router system] [obsolete product but not obsolete term]
IISP (Interim Interswitch Signaling Protocol)
ILMI (Integrated Local Management Interface)
in-band signaling
indexes
indices [mathematical]
information element (IE)
information technology (IT)
in-house [adj]
initial address message (IAM)
initial cell rate (ICR)
initial domain identifier (IDI)
Initial Domain Part (IDP) [component of an NSAP-format address]
Institute of Electrical and Electronic Engineers (IEEE)
Integrated Gateway Server (IGS) [obsolete product but not obsolete term]
Integrated Local Management Interface (ILMI)
Integrated Services Digital Network (ISDN)
interarea
interface processor [adj, noun] [do not use the acronym IP for this term]
Interim Interswitch Signaling Protocol (IISP)
Interior Gateway Protocol (IGP)
Interior Gateway Routing Protocol (IGRP)
intermediate network node
intermediate session routing (ISR)
Intermediate System-to-Intermediate System (IS-IS) Protocol
International Code Designator (ICD) [component of an NSAP-format address]
international data number (IDN)
International Organization for Standardization (ISO)
Internet [DDN Internet reference]
Internet Assigned Numbers Authority (IANA)
Internet Control Message Protocol (ICMP)
Internet Engineering Task Force (IETF)
Internet Network Information Center (InterNIC)
Internet Protocol (IP)
Internet service provider (ISP)
internetwork [generic reference to network of networks]
Internetwork Packet Exchange (IPX)
internode routing
Interprocess Protocol [do not use the acronym IP for this term]
Inter-Switch Link (ISL)
interworking function (IWF)

General Word List

interworking unit (IWU)
 intra-area routing
 intranet
 Inverse Address Resolution Protocol (Inverse ARP)
 Inverse ARP (Inverse Address Resolution Protocol)
 IOS [do not use]; use Cisco IOS
 IOX [do not use]; use Cisco IOS XR
 IP (Internet Protocol)
 IP address [not Internet address]
 IP Control Protocol (IPCP)
 IP multicast
 IP Security Option (IPSO)
 IPCP (IP Control Protocol)
 IPsec
 IPSO (IP Security Option)
 IPX (Internetwork Packet Exchange)
 IPX RIP [protocol]
 IPX WAN [refers to the general concept of passing IPX packets over a WAN]
 IPXWAN Protocol [refers to the specific IPX WAN protocol defined in RFC 1362]
 IRDP (ICMP Router Discovery Protocol)
 ISDN (Integrated Services Digital Network)
 ISDN BRI
 ISDN digital subscriber line (IDSL)
 ISDN PRI
 IS-IS (Intermediate System-to-Intermediate System) Protocol
 ISL (Inter-Switch Link)
 ISO (International Organization for Standardization)
 ISP (Internet service provider)
 ISR (intermediate session routing)
 IT (information technology)
 IWF (interworking function)
 IWU (interworking unit)

J

jackscrew
 Joint Photographic Experts Group (JPEG)
 JPEG (Joint Photographic Experts Group)

K

keepalive interval
 Kerberos Protocol
 Kermit
 keystroke
 keyword

L

labeled; labeling [labelling is used only in the actual syntax of a software command]
LAN (local-area network)
LAN Emulation (LANE)
LAN Extender [the product]
LAN extension [the architecture]
LAN Network Manager (LNM)
LANE (LAN Emulation)
LANE Address Resolution Protocol (LE_ARP)
LANE Client (LEC); LANE Client Identifier (LECID)
LANE Configuration Server (LECS)
LANE NNI (LNNI)
LANE server (LES)
LANE UNI (LUNI)
LANE User-Network Interface (LANE UNI)
LAPD (Link Access Procedure on the D channel)
LAT (local-area transport)
Layer *n* [noun, adj; do not hyphenate the layers in the OSI reference model even when the layers are used as adjectives]
LCN (logical channel number)
LE_ARP (LANE Address Resolution Protocol)
leaf-initiated join parameter (LIJP)
LEC (LANE Client)
LECID (LANE Client Identifier)
LECS (LANE Configuration Server)
LED (light emitting diode)
left-justify
LES (LANE server)
light emitting diode (LED)
LIJP (leaf-initiated join parameter)
limited resource link
LINE signal
Link Access Procedure on the D channel (LAPD)
link layer [noun]; link-layer [adj]
link-state [adj]; including link-state algorithm
LLC (Logical Link Control) Protocol
LLC2 (Logical Link Control, type 2) Protocol
LMI (Local Management Interface)
LNM (LAN Network Manager)
LNNI (LANE NNI)
local acknowledgment
Local Management Interface (LMI)
local-area network (LAN)
local-area transport (LAT)
LocalTalk
log in [verb]; login [noun, adj]
log off [verb]; logoff [noun, adj] [avoid except to agree with software interface; use “log out” and “logout”]
log on [verb]; logon [noun, adj] [avoid except to agree with software interface; use “log in” and “login”]
log out [verb]; logout [noun, adj]

logical channel number (LCN)
 logical link control (LLC)
 Logical Link Control (LLC) Protocol
 Logical Link Control, type 2 (LLC2) Protocol
 logical unit (LU)
 Logical Unit 6.2 (LU 6.2)
 long-haul network
 lookup [adj]
 loopback test
 lowercase
 LU (logical unit)
 LU 6.2 (Logical Unit 6.2)
 LUNI (LANE UNI)

M

M chassis
 MAC (Media Access Control)
 MAC layer
 Madge microcode
 mainframe
 Maintenance Operation Protocol (MOP)
 Maintenance Release *x.x*
 MAN (metropolitan-area network)
 manageability
 Management Information Base (MIB)
 master (M) port
 MAU (media attachment unit)
 maximum transmission unit (MTU)
 MBRI (Multi-BRI)
 MCI (Multiport Communications Interface)
 MCI Version [specific reference]
 MD5 (message digest algorithm 5)
 Media Access Control (MAC)
 media attachment unit (MAU)
 media interface connector (MIC)
 media interface controller
 media-independent interface (MII)
 message digest algorithm 5 (MD5)
 message switching [noun]; message-switching [adj]
 metropolitan-area network (MAN)
 MGS [Cisco Midsize Gateway Server system] [obsolete product but not obsolete term]
 MGS/3; MGS/4 [Cisco 4-slot modular router systems] [obsolete product but not obsolete term]
 MIB (Management Information Base)
 MIC (media interface connector)
 MICA [use with “technologies” at first reference]
 micro [do not use μ]
 microsegmentation
 midsize [adj]
 MII (media-independent interface)
 MIME (Multipurpose Internet Mail Extensions)
 minicomputer

MIP (MultiChannel Interface Processor)
MOP (Maintenance Operation Protocol)
motherboard
MPOA (multiprotocol over ATM)
MSM/3 [Cisco terminal server system] [obsolete product but not obsolete term]
MTU (maximum transmission unit)
mu-law [do not use u-law or the Greek letter mu, which does not always appear correctly online]
Multi-BRI (MBRI)
Multibus
MultiChannel Interface Processor (MIP)
multimedia
multimode
multiple logical IP subnetworks [no acronym]
multiplexer; multiplexing
multiport
Multiport Communications Interface (MCI)
multiprotocol
multiprotocol over ATM (MPOA)
Multipurpose Internet Mail Extensions (MIME)
multiring
multivendor

N

narrowband
NAS (network access server)
NASI (NetWare Access Server Interface)
National Fire Protection Association (NFPA)
National ISDN-1 (NI1)
nationwide [adj]
native client interface architecture (NCIA)
NAU (network addressable unit)
NCIA (native client interface architecture)
NCP (Network Control Program)
needle-nose pliers
NetBIOS
netboot [try to avoid this term; use “boot from a network (TFTP) server” instead]
NetFlow Collector
NetView
NetWare
NetWare Access Server Interface (NASI)
network access server (NAS)
network addressable unit (NAU)
Network Control Program (NCP)
network interface card
network interface device
network interface module (NIM)
network layer [Layer 3 of the OSI reference model]
Network Layer Reachability Information (NLRI)
network management vector transport
Network Node Interface (NNI) [for ATM]
network processor module (NPM)

General Word List

Network Termination 1 (NT1)
 Network Time Protocol (NTP)
 Networkers
 Network-Level Extended Security Option (NLESO)
 network-node domain
 network-node server
 Network-to-Network Interface (NNI) [for Frame Relay]
 Next Hop Resolution Protocol (NHRP)
 NFPA (National Fire Protection Association)
 NHRP (Next Hop Resolution Protocol)
 NI1 (National ISDN-1)
 NIM (network interface module)
 NLESO (Network-Level Extended Security Option)
 NLRI (Network Layer Reachability Information)
 NMdraw menu
 nmdraw program
 NNI (Network Node Interface [for ATM] or Network-to-Network Interface [for Frame Relay])
 nonextended AppleTalk
 nonreal time (NRT)
 nonreturn to zero (NRZ)
 nonreturn to zero inverted (NRZI)
 nonvolatile random-access memory (NVRAM)
 NPM (network processor module)
 NRT (nonreal time)
 NRZ (nonreturn to zero)
 NRZI (nonreturn to zero inverted)
 NSFnet
 NT1 (Network Termination 1)
 NTP (Network Time Protocol)
 null modem
 NVRAM (nonvolatile random-access memory)

0

OAM (Operation, Administration, and Maintenance [used with or without “cell”])
 OC-*x* (Optical Carrier; example: OC-48)
 odd-numbered [adj]
 ODI (Open Data-Link Interface)
 off line [predicate adj]; offline [adj]
 offsite [noun, adj]
 OIR (online insertion and removal)
 on line [predicate adj]; online [adj]
 on or off [referring to LEDs]; [not lit/not lit]
 on site [predicate adj]; onsite [adj]
 ON/OFF [use all uppercase for warnings]
 onboard [adj]
 ongoing [adj]
 online insertion and removal (OIR)
 OOF (out of frame)
 Open Data-Link Interface (ODI)
 OPEN LOOK
 Open Shortest Path First (OSPF) Protocol

Open Systems Interconnection (OSI)
OpenView
OpenWindows
OSI (Open Systems Interconnection)
OSI reference model [do not hyphenate the layers in the OSI reference model even when the layers are used as adjectives]
OSPF (Open Shortest Path First) Protocol
out of frame (OOF)
out of sequence [adv]; out-of-sequence [adj]
overtemperature
overtighten
overvoltage

P

P chassis
p.m.
packet assembler/disassembler (PAD)
Packet Exchange Protocol (PEP)
packet switching [noun]; packet-switching [adj]
packets per second (pps)
packet-switched network (PSN)
PAD (packet assembler/disassembler)
PAL (programmable array logic device)
PAP (Password Authentication Protocol)
Parallel Channel Adapter (PCA)
part number [generic reference]; Part Number [specific reference]
Password Authentication Protocol (PAP)
path control network
path information unit (PIU)
pathname
PCA (Parallel Channel Adapter)
PCR (peak cell rate [relates to ATM traffic management and is the primary usage] or program clock reference [Cisco ATM usage relating to configuring clocking])
PDH (plesiochronous digital hierarchy)
PDN (public data network)
PDU (protocol data unit)
peak cell rate (PCR) [relates to ATM traffic management and is the primary usage]
peer-to-peer computing
PEP (Packet Exchange Protocol)
percent
permanent virtual circuit (PVC)
physical control
physical layer [Layer 1 of the OSI reference model]
physical unit (PU)
Physical Unit *n* (PU *n*) [example: PU 2.1]
ping [noun, verb]
pinout
PIU (path information unit)
PLA (programmable logic array)
plain old telephone service (POTS)
plastic leaded chip carrier (PLCC)

PLCC (plastic leaded chip carrier)
plesiochronous digital hierarchy (PDH)
plug-and-play [adj] [because of globalization issues, avoid this term if possible; if you have to use the term, put it in quotation marks at first occurrence]
plug-in [noun, adj]; plug in [verb]
PNNI (Private Network Node Interface, Private Network-Network Interface, or Private Network-to-Network Interface)
PoE (Power over Ethernet)
point of presence (POP) [physical access point to a long distance carrier interexchange]
point to point [noun]; point-to-point [adj]
Point-to-Point Protocol (PPP)
POP (point of presence [physical access point to a long distance carrier interexchange] or Post Office Protocol)
popup window
Post Office Protocol (POP)
POTS (plain old telephone service)
power down [verb]; power-down [adj]
Power over Ethernet (PoE)
power switch
power up [noun, verb]; power-up [adj]
PPP (Point-to-Point Protocol)
preinstallation
presentation layer [Layer 6 of the OSI reference model]
presentation services
press [verb] [not depress]
PRI (Primary Rate Interface)
PRI interface [when PRI is used as an adjective]
Primary Rate Interface (PRI)
print server
printout [noun]; print out [verb]
Private Network Node Interface (PNNI); also Private Network-Network Interface and Private Network-to-Network Interface
Private Network-Network Interface (PNNI); also Private Network Node Interface and Private Network-to-Network Interface
Private Network-to-Network Interface (PNNI); also Private Network Node Interface and Private Network-Network Interface
program clock reference (PCR) [Cisco ATM usage relating to configuring clocking]
programmable array logic device (PAL)
programmable logic array (PLA)
protocol data unit (PDU)
proxy ARP
proxy explorer
PSN (packet-switched network)
PSTN (public switched telephone network)
PU (physical unit)
PU *n* (Physical Unit *n*) [example: PU 2.1]
public data network (PDN)
public switched telephone network (PSTN)
PVC (permanent virtual circuit)

Q

QLLC (Qualified Logical Link Control)
QoS (quality of service)
Qualified Logical Link Control (QLLC)
quality of service (QoS)
query
queue; queued; queuing

R

rack-mount; rack-mounted; rack-mounting [hyphenate at all occurrences]
radio frequency interference (RFI)
RADIUS (Remote Authentication Dial-In User Service)
RAM (random-access memory)
random-access memory (RAM)
rcp (remote copy)
read-only memory (ROM)
Ready To Send (RTS) signal
real time [noun]; real-time [adj] [avoid using non-real-time by rewording the sentence]
reboot
Recommendation X.25
Reduced Instruction Set Computer (RISC)
redundant power supply [not RPS]
Redundant Power System (RPS) [use when referencing the specific Access product and the physical unit in the NetBeyond hardware product; but use the acronym only when referring to FRU in the NetBeyond product]
reinstall
remote access [noun]; remote-access [adj]
Remote Authentication Dial-In User Service (RADIUS)
remote copy (rcp)
Remote Monitoring (RMON)
Remote Operations Service Element (ROSE)
remote shell (rsh)
remote source-route bridging (RSRB)
remote-procedure call (RPC)
rendezvous point (RP)
replaceable
Request For Comments (RFC)
Request To Send (RTS) signal
request/response unit (RU)
Resource Reservation Protocol (RSVP)
RETURN signal
RFC (Request For Comments)
RFI (radio frequency interference)
right-justify
RIP (Routing Information Protocol)
RISC (Reduced Instruction Set Computer)
RJ-x [example: RJ-45]
rlogin
RMON (Remote Monitoring)

General Word List

RoboHELP
 rollover [noun and adj]; roll over [verb]
 ROM (read-only memory)
 ROSE (Remote Operations Service Element)
 routable
 Route Processor (RP)
 Route Switch Processor (RSP)
 Route Switch Processor (RSP); RSP card or module
 router/hub [Access products terminology]
 routing information field
 Routing Information Protocol (RIP)
 Routing Table Maintenance Protocol (RTMP)
 RP (rendezvous point or Route Processor)
 RPC (remote-procedure call)
 RPS (Redundant Power System) [use when referencing the specific Access product and the physical unit in the NetBeyond hardware product; use the acronym only when referring to FRU in the NetBeyond product]
 rsh (remote shell)
 RSP (Route Switch Processor)
 RSRB (remote source-route bridging)
 RSVP (Resource Reservation Protocol)
 RS-x [do not use; use “EIA/TIA-x”; example: EIA/TIA-232]
 RTMP (Routing Table Maintenance Protocol)
 RTS signal (Ready To Send signal or Request To Send signal)
 RU (request/response unit)
 run time [noun, predicate adj]; run-time [adj]
 RUNCMD server
 run-from-flash [adj]
 rxboot [try to avoid; use “boot helper image” instead]

S

S port (slave port)
 SAAL (signaling ATM adaptation layer)
 SAP (Service Advertising Protocol or service access point)
 SAR (segmentation and reassembly)
 SAS (single attachment station)
 SATF (shared-access transport facility)
 SBus
 scalable
 SCI (serial port communications interface)
 SCR (sustainable cell rate)
 SDH (Synchronous Digital Hierarchy) [standard]
 SDH/SONET (Synchronous Digital Hierarchy/Synchronous Optical Network)
 SDLC (Synchronous Data Link Control) Protocol
 SDLC Transport
 SDLLC
 SDSU
 SEAL (simple and efficient AAL)
 segmentation and reassembly (SAR)
 self-check; self-checking
 self-sufficient [adj, predicate adj]

self-test
Sequenced Packet Exchange (SPX)
Sequenced Packet Protocol (SPP)
serial interface
Serial Interface Processor (SIP) [this product is obsolete; use the term “pre-FSIP”]
serial line
Serial Line Internet Protocol (SLIP)
serial port
serial port communications interface (SCI)
serial tunnel (STUN) [not serial tunneling; however, STUN uses serial tunneling]
service access point (SAP)
Service Advertising Protocol (SAP) [not Service Advertisement Protocol]
Service Provider MultiChannel Interface Processor (SMIP)
serviceability
Service-Specific Connection-Oriented Protocol (SSCOP)
service-specific coordination function (SSCF)
session layer [Layer 5 of the OSI reference model]
set up [verb]; setup [noun, adj]
SGBP (Stack Group Bidding Protocol)
shared-access transport facility (SATF)
shielded twisted-pair (STP)
shut down [verb]; shutdown [noun]
side panel
signaling
signaling ATM adaptation layer (SAAL)
Silicon Switch Processor (SSP)
silicon switching engine (SSE)
Silver-certified partner [Silver partner on subsequent occurrences]
SIMM (single in-line memory module)
simple and efficient AAL (SEAL)
Simple Network Management Protocol (SNMP) Version *x* SNMPV_{*x*} [example: SNMPv3]
single attachment station (SAS)
single in-line memory module (SIMM)
single-mode [adj]
slave port (S port)
slide mount [noun]; slide-mount [adj]
SLIP (Serial Line Internet Protocol)
slotted ring [noun]
slotted screw
small office/home office (SOHO)
SMDS (Switched Multigigabit Data Service)
SMIP (Service Provider MultiChannel Interface Processor)
SMT *x* (Station Management Specification, Revision *x*) [example: SMS, Revision 3.1]
SNA (Systems Network Architecture)
SNM (SunNet Manager)
SNM Console
SNMPV_{*x*} [example: SNMPv3; see Simple Network Management Protocol (SNMP)]
soft permanent virtual channel (SPVC)
soft permanent virtual connection (SPVC)
soft permanent virtual path (SPVP)
software release [generic reference]; Software Release [specific reference]
SOHO (small office/home office)
SONET (Synchronous Optical Network)

General Word List

Source Routing Transparent (SRT)
source-route bridging (SRB)
source-route translational bridging (SR/TLB—Cisco feature; do not use SRTB)
SP (Switch Processor)
spanning tree [noun]; spanning-tree [adj]
Spanning Tree Protocol (STP)
SPARCstation
SPP (Sequenced Packet Protocol)
SPVC (soft permanent virtual channel or soft permanent virtual connection)
SPVP (soft permanent virtual path)
SPX (Sequenced Packet Exchange)
SR/TLB (source-route translational bridging) [Cisco feature; do not use SRTB]
SRB (source-route bridging)
SRT (Source Routing Transparent)
SRTS (synchronous residual time stamp)
SSCF (service-specific coordination function)
SSCOP (Service-Specific Connection-Oriented Protocol)
SSCP (system services control point)
SSE (silicon switching engine)
SSIP (Standard Serial Interface Processor)
SSP (Silicon Switch Processor)
Stack Group Bidding Protocol (SGBP)
stand alone [verb]; standalone [adj]
Standard Serial Interface Processor (SSIP)
standoff [noun]
start up [verb]; startup [noun, adj]
start-stop transmission
Station Management (SMT) Specification, Revision *x* [use SMT *x* on subsequent occurrences]
STM (synchronous transfer mode)
STP (shielded twisted-pair or Spanning Tree Protocol)
STS-10x [Cisco Ethernet terminal server system]
STS-3c (synchronous transport signal Level 3, concatenated)
STUN (serial tunnel) [not serial tunneling; however, STUN uses serial tunneling]
subarea
subnet mask
subnetwork
Sun workstation
SunNet Manager (SNM)
SunOS
supercomputer
superuser
sustainable cell rate (SCR)
SVC (switched virtual circuit)
SVCC (switched virtual channel connection)
SVCI (switched virtual circuit identifier)
SVP (switched virtual path)
SVPC (switched virtual path connection)
Switch Processor (SP)
Switched Multimegabit Data Service (SMDS)
switched virtual channel connection (SVCC)
switched virtual circuit (SVC)
switched virtual circuit identifier (SVCI)
switched virtual path (SVP)

switched virtual path connection (SVP)
Synchronous Data Link Control (SDLC) Protocol
Synchronous Digital Hierarchy (SDH) [standard]
Synchronous Digital Hierarchy/Synchronous Optical Network (SDH/SONET)
Synchronous Optical Network (SONET)
synchronous residual time stamp (SRTS)
synchronous transfer mode (STM)
synchronous transport signal Level 3, concatenated (STS-3c)
syslog
system services control point (SSCP)
system-defined [adj; predicate adj]
Systems Network Architecture (SNA)

T

T1/E1
TACACS (Terminal Access Controller Access Control System); TACACS+
tailend [noun, adj]
target identifier [no acronym]
Target Identifier Address Resolution Protocol (TARP)
TARP (Target Identifier Address Resolution Protocol)
TC (transmission convergence)
T-carrier
T-connector
TCP/IP (Transmission Control Protocol/Internet Protocol)
TDM (time-division multiplexing)
teardown [noun]; tear down [verb]
telco
Telcordia [On first reference use Telcordia Technologies; on subsequent reference use just Telcordia.
Do not mention that the former name was Bellcore.]
Telecommunications Industry Association (TIA)
Telnet [noun, adj]
telnet [verb]
Terminal Access Controller Access Control System (TACACS)
terminal emulation [noun]; terminal-emulation [adj]
terminal server
Terminate and Stay Resident (TSR) [adj, noun]
terminator
TFTP (Trivial File Transfer Protocol)
throughput
thumbscrew
TIA (Telecommunications Industry Association)
time slot
time stamp [noun]; time-stamp [adj, verb]
time-division multiplexing (TDM)
timeframe
timeout [adj]; timeout [noun]; time out [verb]
TM SWG (traffic management subworking group)
TN3270
token bus
token passing
Token Ring

General Word List

Token Ring Interface Processor (TRIP)
 top panel
 touchpad
 touchscreen
 ToS (type of service)
 traceback [adj]
 traceroute [noun, adj]; trace route [verb]
 trade off [verb]; trade-off [noun]
 trade show
 traffic management subworking group (TM SWG)
 transaction services
 transit bridging
 translational bridging
 transmission control
 Transmission Control Protocol/Internet Protocol (TCP/IP)
 transparent bridging
 transport layer [Layer 4 of the OSI reference model]
 trap
 TRI-Bus [obsolete product, not obsolete term]
 TRIP (Token Ring Interface Processor)
 Trivial File Transfer Protocol (TFTP)
 troubleshoot
 TRouter [obsolete product, not obsolete term]
 trunk coupling unit
 TSR (Terminate and Stay Resident) [adj, noun]
 TTY
 tty (physical terminal line)
 tunneling
 turn around [verb]; turnaround [noun, adj]
 twinaxial
 twisted pair [noun]; twisted-pair [adj]
 type of service (ToS)

U

UB Networks Net/One [protocol]
 UB Networks XNS [protocol]
 UBR (unspecified bit rate)
 u-law [avoid; use mu-law]
 UltraNet
 undervoltage
 UNI (User-Network Interface)
 unipolar
 United States [noun]; U.S. [adj]; use US in *Packet*; USA [address]
 UNIX
 unshielded twisted-pair (UTP)
 unspecified bit rate (UBR)
 upgradable
 uppercase
 uptime
 user [person using the software or hardware, not necessarily the customer]
 username

User-Network Interface (UNI)
UTP (unshielded twisted-pair)
uudecode [product-specific term]
uuencode [product-specific term]

V

V.FAST [access terminology—modem speed]
V.*x* [example: V.35]
V.*xbis* [example: V.42bis]
value-added network
variable bit rate (VBR)
VBR (variable bit rate)
VCC (virtual channel connection)
VCI (virtual connection identifier or virtual channel identifier [ATM only])
VCN (virtual circuit number)
Versatile Interface Processor (VIP)
Version *x* [specific microcode version; example: Version 3.1]
VIC (voice interface card)
VINES (Virtual Integrated Network Service)
VIP (Versatile Interface Processor); VIP2 (second-generation Versatile Interface Processor)
virtual channel connection (VCC)
virtual channel identifier (VCI) [ATM only]
virtual circuit
virtual circuit number (VCN)
virtual connection identifier (VCI)
Virtual Integrated Network Service (VINES)
virtual LAN (VLAN)
virtual loadable module (VLM)
virtual path connection (VPC)
virtual path identifier (VPI)
virtual path identifier/virtual channel identifier (VPI/VCI)
virtual terminal line (vty) [use the acronym, not the expansion]
VLAN (virtual LAN)
VLAN Membership Policy Server (VMPS)
VLAN Query Protocol (VQP)
VLAN Trunking Protocol (VTP)
VLM (virtual loadable module)
VMPS (VLAN Membership Policy Server)
voice interface card (VIC)
voice mail [noun]; voice-mail [adj]
voice mailbox
VPC (virtual path connection)
VPI (virtual path identifier)
VPI/VCI (virtual path identifier/virtual channel identifier)
VQP (VLAN Query Protocol)
VTP (VLAN Trunking Protocol)
vty (virtual terminal line) [do not spell out this term]

W

wakeup [adj, noun]; wake up [verb]
 wall-mount; wall-mounted; wall-mounting [hyphenate on all occurrences]
 WAN (wide-area network)
 WAN interface card (WIC)
 wavelength-division multiplexing (WDM)
 WDM (wavelength-division multiplexing)
 web [do not use Web]
 website [use as one word, not two]
 WIC (WAN interface card)
 wide-area network (WAN)
 Wide-area Network Interface Coprocessor (WNIC)
 wildcard
 Windows *x*– [adj; example: Windows 2000–based application; note use of en dash]
 Windows *x* [noun; example: Windows 2000]
 WNIC (Wide-area Network Interface Coprocessor)
 workaround [noun]; work around [verb]
 workgroup
 workstation
 World Wide Web
 worldwide
 wrist strap
 write protection [noun]
 write-enable
 write-only [adj]
 write-protect [adj]
 WWW [do not use this abbreviation unless it is part of a URL; use the lowercase form in a URL]

X

X server
 X Window System [X is the approved short form, not X Windows, although the latter has become widespread]
 X.*x* [example: X.25]
 Xerox Network Systems (XNS) Protocol
 Xerox PUP [protocol]
 XID (exchange identification)
 Xmodem
 XNS (Xerox Network Systems) Protocol
 XRemote
 xterm

Y

year-end
 Ymodem

Z

zeros [plural]
ZIP [when used as ZIP code]



APPENDIX B

Documentation Resources

This appendix provides lists of useful websites and e-mail aliases to help writers and editors track, research, and write Cisco documentation. This appendix also contains a list of websites for information about Cisco style, templates, and so forth. In addition, there are process and procedure tips to help you work more efficiently.

This appendix includes the following sections:

- Documentation Groups, page B-1
- Cisco Connection Groups, page B-1
- E-Mail Aliases, page B-2
- Engineering/Release Operations, page B-2
- Documentation Part Numbers, page B-3
- Reference Material for Writers and Editors, page B-3

Documentation Groups

You can find the Cisco documentation groups at the Cisco Documentation Groups' internal home page at the following website:

<http://wwwin.cisco.com/techdoc/>



There is also a link to the New Hire Information page from this site.

Cisco Connection Groups

You can find the Cisco.com groups at the following websites:

- Cisco.com group home page
<http://wwwin.cisco.com/webdev/internet/>
- Central Engineering Services documentation tools related to publishing (contains information about CCIM, doc bugs, and online help)
<http://wwwin.cisco.com/techdoc/doctools/index.shtml>

E-Mail Aliases

- Central Publishing Services documentation resources related to illustrations and documentation production
<http://wwwin.cisco.com/ios/spd/kmd/cps/dcr/tm.shtml>
- Documentation Schedule Database (DSD)
http://wwwin.cisco.com/cgi-bin/it/cdc/dsd/dsd_login.pl
- Publishing Processes and Policies
<http://wwwin.cisco.com/webdev/internet/adp/>

E-Mail Aliases

You can use the following e-mail aliases to answer some of your documentation questions:

dcs	Use this alias to send questions or information regarding the document-release process, including the Documentation Schedule Database (DSD), photocopy documents, or part numbers, to the documentation control specialists. Use this alias also to send technical questions or problems to a DSD developer.
doc-dev	Use this alias to send questions or information that is important to the entire document-development organization.
doc-printprod	Use this alias to send Documentum Web Publisher paths (for bound documents), questions regarding document production, or information that is important to print-production coordinators.
styleteam	Use this alias to send questions or information to the Style Team.
editing	Use this alias to send questions or information that is important to all editors.
illus	Use this alias to send questions or information that is important to all illustrators. Do not use this alias to submit items for illustration.
doc-translation	Use this alias to send questions or information that is important regarding translated warnings.

Visit <http://www-mailer.cisco.com/mail.html> (Mailer home page) for more information about aliases.

Engineering/Release Operations

You can find engineering information at the following websites:

- Central Engineering Services documentation tools related to publishing (contains information about CCIM, doc bugs, FrameMaker templates, and online help)
<http://wwwin.cisco.com/techdoc/doctools/index.shtml>
- Cisco Software Release Operations
<http://wwwin-release.cisco.com/relops/index/intro.shtml>
- IOS Software Release Operations
<http://wwwin-release.cisco.com/relops/>

- Project Data System (IOS features)
<http://wwwin-eit.cisco.com/pds/cf/>
- Release Operations TrainTracker
<http://wwwin-rtim.cisco.com/traintracker/go?tab=home>
- Corporate Defect Tracking (DDTS) home page
<http://wwwin.cisco.com/ios/cets/pdi/cbms/>
- Engineering@Cisco home page
<http://wwwin-eng.cisco.com/Eng/CntlSvcs/InfoFrwk/GblEngWWW/Public/eng-home.htm>
- Engineering Document Control System (EDCS) (engineering specifications)
<http://wwwin-eng.cisco.com/Eng/CntlSvcs/InfoFrwk/GblEngWWW/Public/gold-index.html>
- EDCS browser
<http://wwwin-eng.cisco.com/Eng/CntlSvcs/InfoFrwk/GblEngWWW/EngRestricted/eng-project-index.html>
- Cisco IOS software image-naming conventions
http://wwwin-eng.cisco.com/Eng/Process/Release/image_naming

Documentation Part Numbers

Customer documents are assigned unique numbers that facilitate customer ordering, product kitting, and internal project tracking. Any customer document other than an embedded online help file requires a documentation part number.

Documentation part numbers are generated by the Cisco Document Control team and administered by means of the Document Schedule Database (DSD).



Note For the most recent information about documentation part numbers, see the following websites:

- Document Control team at <http://wwwin.cisco.com/ios/spd/kmd/cps/documentcontrol/>.
- DSD at http://wwwin.cisco.com/cgi-bin/it/cdc/dsd/dsd_login.pl and click the **Download DSD User Guide** link.

Reference Material for Writers and Editors

As you work on Cisco documentation, you should find the following style, tool, and technical references to be helpful.

Topic	Document Title
Cisco style and tool references	<ul style="list-style-type: none"> Cisco Distribution Team home page and change-request form to submit changes to the style guide http://wwwin.cisco.com/ios/spd/kmd/cps/dcr/templates/tmpl_req/ <i>FrameMaker Templates Handbook</i> and other template resources Documentum Web Publisher (http://ecmx-wp.cisco.com/wp/), under Sites (Web Cabinets)/TD/docs/general/TD_FM_Templates <i>The Cisco Marketing Style Guide</i> http://resources.cisco.com/app/tree.taf?asset_id=111647&public_view=true&random_id=73643ed2df42ef428ab48242b12df9f1 <i>Cisco Technical Documentation Style Guide</i> (latest version of style guide) http://preview.cisco.com/en/US/docs/general/style/guide/latest/sg.html <i>Guidelines for Writing Single-Sourced Cisco IOS Documentation</i> http://wwwin-eng.cisco.com/Workgroup/Mkt/IOS_Doc/Process/iwg.pdf <i>Command Reference Tagging Guidelines for the Cisco IOS Doc Set</i> http://wwwin-eng.cisco.com/Workgroup/Mkt/IOS_Doc/Process/Job_Guidelines_Aids/CRefTag.pdf <i>Task Table Tagging Guidelines for FrameMaker</i> http://wwwin-eng.cisco.com/Workgroup/Mkt/IOS_Doc/Process/Job_Guidelines_Aids/tasktag.pdf Direct access to Cisco Technical Documentation http://www.cisco.com/go/techdocs <p> Note The above URL points to the Product Selector Application (PSA), where customers can find all Cisco technical documentation. Feel free to use this URL in prefaces, release notes, and other docs where you need to provide a general link to Cisco technical documentation.</p>
Other style and tool references	<ul style="list-style-type: none"> <i>The Chicago Manual of Style</i> <i>IEEE Transactions, Journals, and Letters: Information for Authors</i> (p. 4) www.ieee.org/pubs/transactions/auinfo03.pdf <i>The Elements of Style</i> Language-tools references http://www.itools.com/research-it/research-it.html <i>Merriam-Webster's Collegiate Dictionary</i> http://www.m-w.com/home.htm <i>Microsoft Manual of Style for Technical Publications</i> Online writing resources http://wwwin.cisco.com/ios/spd/kmd/cps/dcr/templates/tmpl_req/ <i>Words into Type</i>

Topic	Document Title
Cisco technical references	<ul style="list-style-type: none"> • Accessibility Initiative http://wwwin.cisco.com/accessibility/ • Cisco Industry Standards and Regulations Library http://wwwin-tools.cisco.com/cse/stds/jsp/home.do • Cisco Legal Services http://wwwin.cisco.com/legal/index.html Contains information on corporate affairs, licensing and technology, intellectual property, regulatory affairs, privacy, and more. • Cisco trademarks http://wwwin.cisco.com/techdoc/doctools/template/Trademarks.shtml • Networking Master Terminology List http://wwwin.cisco.com/CustAdv/ts/learning/shared/epws/docs/PTK/REF-TL-NMTL.pdf
Other technical references	<ul style="list-style-type: none"> • <i>ATM Dictionary</i> http://www.cell-relay.com/cell-relay/FAQ/dictionary/dictionary.html • The Authoritative Dictionary of IEEE Standards Terms • Computer dictionaries and glossaries http://www.carnegielibrary.org/subject/compinternet/dictionaries.html • IBM Dictionary of Computing • <i>Microsoft Computer Dictionary</i> • <i>Newton's Telecom Dictionary</i> (published annually) • Tom Sheldon's Linktionary.com http://www.linktionary.com/linktionary.html



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