

### OVERVIEW

The SA-Appendix Directories System for Cisco Unified Communications Manager consolidates IP Phone directories and makes them accessible to all Cisco XML enabled phones. With SA-Appendix, you can create a global directory, available to all phones regardless of the Call Manager cluster configuration. SA-Appendix can also be configured to support a hosted CUCM environment, whereby phones in a certain site only see the other phones in that site. SA-Appendix supports searching on names as well as a configurable search field.

SA-Appendix supports importing user data from SQL database tables or Microsoft Active Directory enabled products such as Windows Server 2003/2008 or Exchange. Multiple Active Directory sources are supported. SA-Appendix can also be configured to support the built in CUCM end users for one or multiple CUCM clusters.

SA-Appendix uses a new predictive directories model (i.e. T9 texting), whereby users only need to press a keypad button once no matter which letter they mean to send. After each key press the directories input screen will update reflecting the number of users matching the current filter and the most likely match characters.

### FEATURES & BENEFITS

- » **Predictive Directories:** A T9 texting model is now used by default. This allows searches to be made on all searchable fields at once and provides instant feedback after each button press.
- » **Multiple CUCM Clusters:** Support for multiple CUCM clusters. This allows multiple CUCM clusters end users to be joined together to create a global directory.
- » **Multiple LDAP Data Sources:** Import user data from one or more Active Directory data sources.
- » **LDAP Data Source Filters:** Import Active Directory users that match a certain LDAP search path.
- » **Dynamic Tenants:** Tenant users can be assigned dynamically using a filter, this should ease tenant management or eliminate it all together.
- » **Location Details:** Sites and location details can be configured in the system, this will allow location and address details to be shown for users in the directory.
- » **Cross Cluster Prefixing:** Cross cluster prefixing is supported, this will allow multi-cluster global directories to support inter-cluster dialing.
- » **Search by Site:** Provides a menu of configured Site-Codes for users to select from, Site-Codes can represent any number of fields
- » **Directory Browser:** Browse and search the directory using the App-Pendix web site. User images are supported.
- » **Contact Cards:** The IP Phone directory will now show contact cards for contacts. Contact cards include user images and pertinent user information like name, title, department, phone numbers and email.

### Application Server Requirements:

- » Microsoft .NET 3.5
- » Windows Server 2003 or Windows Server 2008 R1SP2
- » MSDE or SQL Server 2005 / 2008 (Express or above)
- » Microsoft IIS
- » 2GB of system memory
- » 2.0 ghz or greater Pentium 4 class Processor

### CUCM Support:

- » 4.X
- » 5.X
- » 6.X
- » 7.X
- » 8.X

### Cisco Phone Compatibility:

- » 7905/06
- » 7911/12
- » 7920/21/25
- » 7930/31/35
- » 7940/41/42/45
- » 7960/61/62/65
- » 7970/71/75
- » 6921/41/61
- » 8961
- » 9951/9971
- » Any Cisco XML phone

## TYPICAL USES

SA-Appendix is a great tool for any organization that is in need of an index of numbers. SA-Appendix allows all users easy access to internal numbers that are searchable by name, number or user defined fields. SA-Appendix has proven itself highly effective in the following verticals:

- » Financial
- » Legal
- » Higher Education
- » Retail
- » Construction
- » IT Services
- » Telcos
- » Government
- » Financial
- » Education K-12
- » Healthcare
- » Other



SA-Appendix User Contact Card captured from a Cisco 9971 IP

## About Syn-Apps

Developing IP Communication applications since 1999 and deploying more than four million endpoints, Syn-Apps is singularly focused on delivering complete enterprise notification solutions. To further our customers' successes, we leverage industry alliances with leaders such as Cisco Systems, Microsoft, AT&T, and Qwest, as well as our network of 500+ channel partners / resellers.

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