

## *Adding new CyberData devices to 3CX*

Document Part #931845C

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## **Adding new CyberData devices to 3CX Document #931845C**

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## **Revision Information**

4-9-2021 – Initial Release

4-13-2021 – Opening paragraph revision.

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## 1.0 Forward

Currently, all CyberData devices can be manually configured through 3CX. Functionally speaking, the newer CyberData products build on the original SIP functionality and enhance many features and hardware capabilities. Due to a provisioning template change for newer CyberData devices, the older 3CX template cannot configure newer products in the same manner. This guide details the process of loading a new template on 3CX to allow both manual provisioning of CyberData devices AND provisioning via 3CX template for all CyberData devices. The new template will not replace the existing CyberData template but coincide with it. The process is similar on either platform that 3CX is running on, Windows or Linux.

Newer CyberData devices will be featured ‘on-box’ with 3CX, but for the time being this guide can be used to add provisioning capability for CyberData devices.

***Note:** While 3CX does support loading new templates into the system, 3CX support cannot assist with any issues that arise from newly added CyberData devices. All support inquiries should be directed to CyberData Technical support.*

## 2.0 Equipment supported with new template

This section covers all CyberData devices that are supported with the new template.

**Table 2-1: Supported Devices**

EQUIPMENT	MODEL or PART NUMBER	SERIAL NUMBER RANGE
SIP PAGING ADAPTER	011233	2332xxxxx
SIP PAGING SERVER	011146	1462xxxxx
SIP OUTDOOR INTERCOM	011186	1862xxxxx
SIP OUTDOOR INTERCOM WITH KEYPAD	011214	2142xxxxx
SIP H.264 VIDEO OUTDOOR INTERCOM	011410	410xxxxxx
SIP H.264 VIDEO OUTDOOR INTERCOM WITH KEYPAD	011414	414xxxxxx
SIP OUTDOOR INTERCOM WITH RFID	011477	477xxxxxx
SIP H.264 VIDEO OUTDOOR INTERCOM WITH RFID	011478	478xxxxxx
SIP INDOOR INTERCOM	011211	2112xxxxx
SIP EMERGENCY INTERCOM	011209	2092xxxxx
SIP CALL BUTTON	011049	0492xxxxx
SIP OUTDOOR CALL BUTTON	011491	491xxxxxx
SIP RGB (MULTI-COLOR) STROBE	011376	3762xxxxx
SIP OUTDOOR RGB (MULTI-COLOR) STROBE	011479	479xxxxxx

## 3.0 Before You Start

### **Determine what operating system 3CX is running on**

3CX servers can be loaded onto two different operating systems and the process to load the new template is different for each version. The first step is to determine whether the server is running on Windows or Linux. Once the operating system has been determined please refer to the correct section for the operating system being used.

[Link to Linux section](#)

[Link to Windows section](#)

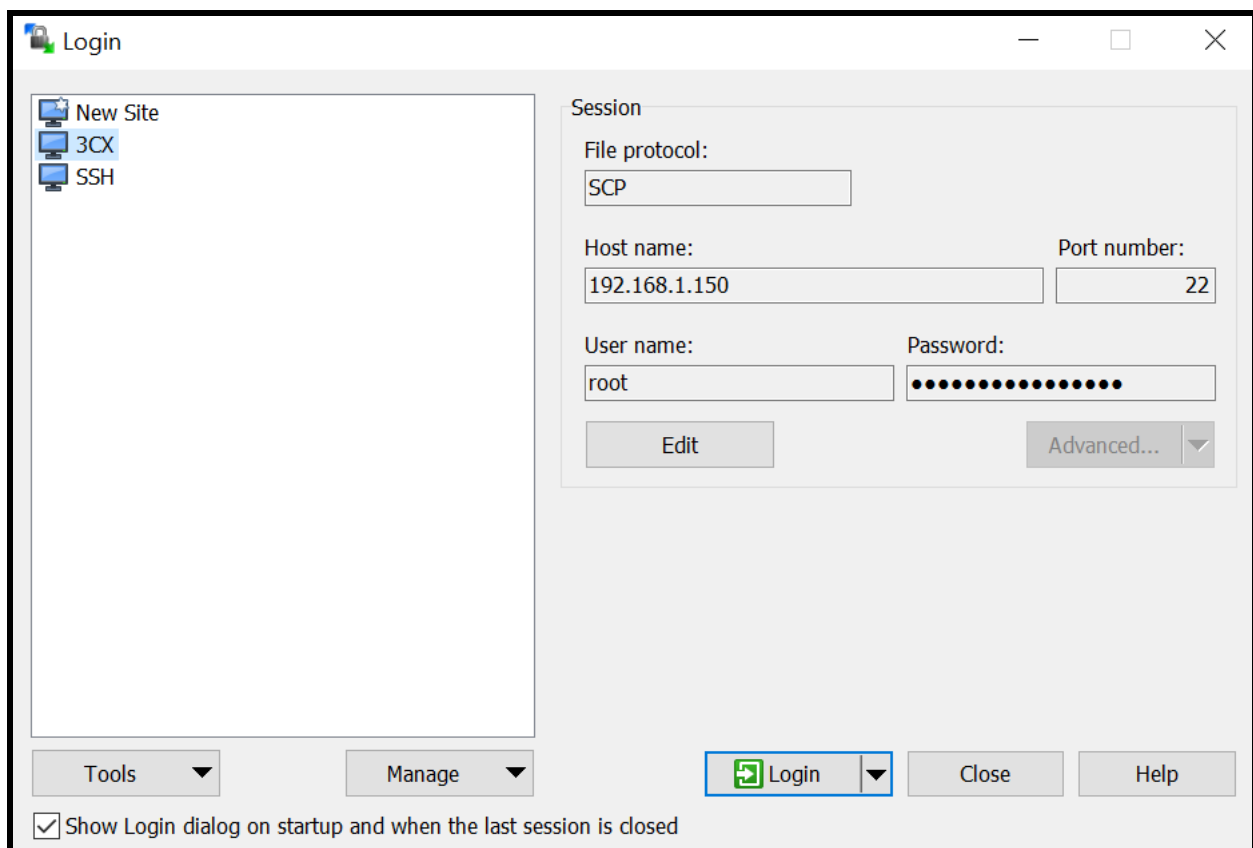
## 4.0 Loading new template into Linux based 3CX

This section requires the new template for CyberData devices titled “cyberdata\_new.xml” that was in the zipped folder containing this guide. It may be helpful to use a program like **WinSCP** to move the file onto the Linux system.

***Note:** For the purposes of this document, the file will be copied using WinSCP, any tool or SSH connection can copy the file to the Linux system. SCP should be used to move the file.*

1. Connect to the Linux system via SSH.

**Figure 4-1: SCP Connection**



2. Navigate to the directory where phone config files are stored.  
/var/lib/3cxpbx/Insatance1/Data/Http/Templates/phones/
3. Copy the file “cyberdata\_new.xml” to the directory.



**Figure 4-2: File loaded**

/var/lib/3cxpbx/Instance1/Data/Http/Templates/phones/				
Name	Size	Changed	Rights	Owner
..		2/23/2021 3:22:10 PM	rw-r--r--	phones...
aastra.ph.xml	59 KB	3/16/2021 9:59:27 AM	rw-r--r--	phones...
avaya.ph.xml	251 KB	3/16/2021 9:59:27 AM	rw-r--r--	phones...
cisco.ph.xml	57 KB	3/16/2021 9:59:27 AM	rw-r--r--	phones...
cisco_sidecarSPA50X.ph.xml	61 KB	3/16/2021 9:59:27 AM	rw-r--r--	phones...
cisco_sidecarSPA525.ph.xml	59 KB	3/16/2021 9:59:27 AM	rw-r--r--	phones...
cisco79X1.ph.xml	19 KB	3/16/2021 9:59:27 AM	rw-r--r--	phones...
cisco79XX.ph.xml	10 KB	3/16/2021 9:59:27 AM	rw-r--r--	phones...
ciscoSPA525.ph.xml	56 KB	3/16/2021 9:59:27 AM	rw-r--r--	phones...
cyberdata.ph.xml	15 KB	3/22/2021 9:37:12 AM	rw-r--r--	root
cyberdata_new.ph.xml	16 KB	3/29/2021 10:20:00 AM	rw-r--r--	root

- Once loading the file, log into the 3CX web console and select Services.

**Figure 4-3: 3CX Dashboard**

PBX Status		
Trunks Up		1/1
Extensions Up		0/19
Number of calls in use		0/8
Blacklisted IPs		0
Call history		Purge 173 calls
Chat logs		Disabled
Audit Log		Disabled
Automatic Backups		OFF
Recording		- / 5.0 GB
! Firewall	✓ Trunks	✓ Phones
✓ Services	Terminal	✓ System Extensions

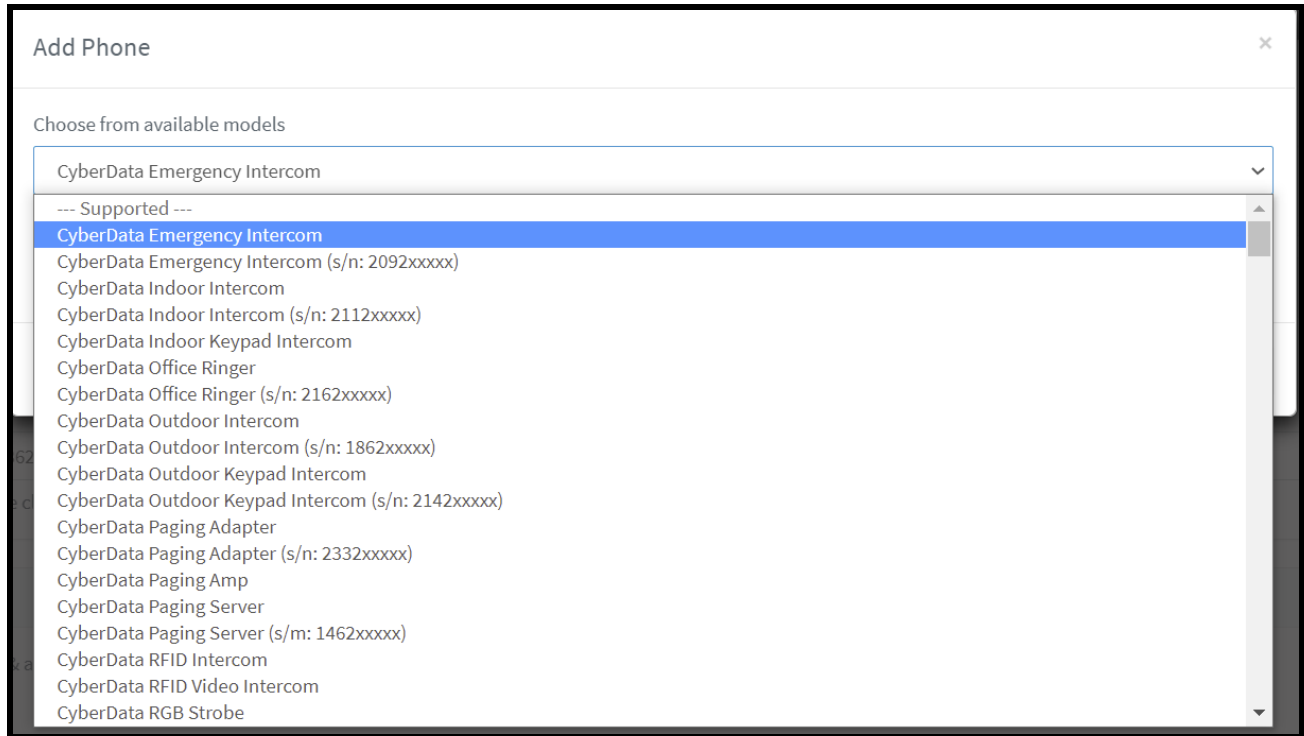
- On the services tab, select all services and then press restart.

**Figure 4-4: Restart Services**

Services					
<div> <span>▶ Start</span> <span>■ Stop</span> <span>↺ Restart</span> </div>					
Service Name	Memory Usage	CPU Usage	Threads	Handles	Status
3CX Event Notification Manager	31 916 kB	00	21	90	Running
3CX Gateway Service	52 412 kB	00	17	201	Running
3CX PhoneSystem 01 AudioProvider	1 076 kB	00	6	7	Running
3CX PhoneSystem 01 Call Flow Server	73 552 kB	00	16	124	Running
3CX PhoneSystem 01 Configuration Server	10 356 kB	00	19	24	Running
3CX PhoneSystem 01 IVR Server	20 480 kB	00	14	18	Running
3CX PhoneSystem 01 Management Console	137 784 kB	01	48	337	Running
3CX PhoneSystem 01 Queue Manager Server	40 552 kB	00	21	94	Running
3CX PhoneSystem 01 SIP Server	14 004 kB	00	26	46	Running
3CX PhoneSystem 01 System Server	55 960 kB	00	34	188	Running
3CX PhoneSystem Database Server	40 172 kB	00	0	0	Running
3CX PhoneSystem Media Server	10 620 kB	00	25	28	Running
3CX PhoneSystem Nginx Server	5 816 kB	00	0	0	Running
494 700 kB		01			

6. Once pressing restart, the services will restart. This process takes a few minutes. Once the services have been rebooted there will be new entries in the available models drop down menu.

**Figure 4-5:** New Available Models



## 5.0 Loading new template into Windows based 3CX

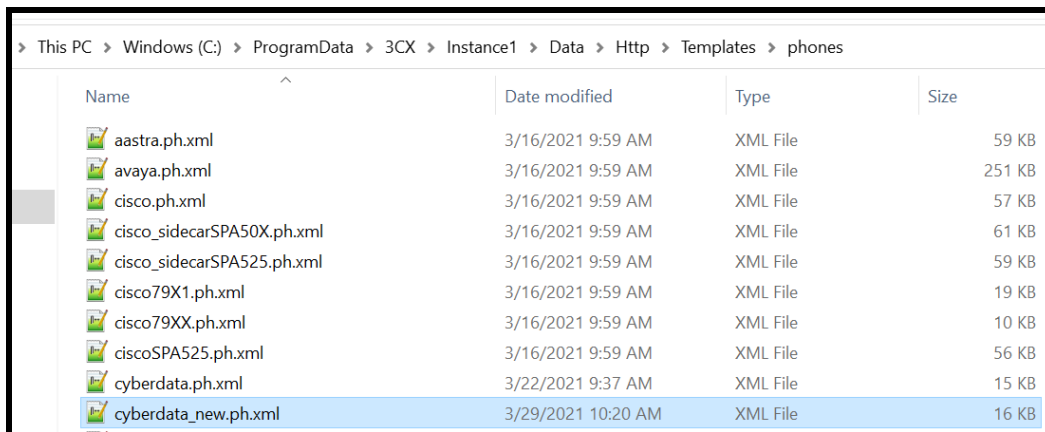
This section details how to load the new template, “cyberdata\_new.xml” into a Windows based 3CX system.

1. Log into the windows system running 3CX.
2. Navigate to the folder containing the phone setup templates.

**C:\ProgramData\3CX\Instance1\Data\Http\Templates\phones\**

***Note:** For the purposes of this document 3CX was installed to the C:/ drive. 3CX may be installed on drives other than C:/.*

**Figure 5-1: Folder location**



Name	Date modified	Type	Size
aastra.ph.xml	3/16/2021 9:59 AM	XML File	59 KB
avaya.ph.xml	3/16/2021 9:59 AM	XML File	251 KB
cisco.ph.xml	3/16/2021 9:59 AM	XML File	57 KB
cisco_sidecarSPA50X.ph.xml	3/16/2021 9:59 AM	XML File	61 KB
cisco_sidecarSPA525.ph.xml	3/16/2021 9:59 AM	XML File	59 KB
cisco79X1.ph.xml	3/16/2021 9:59 AM	XML File	19 KB
cisco79XX.ph.xml	3/16/2021 9:59 AM	XML File	10 KB
ciscoSPA525.ph.xml	3/16/2021 9:59 AM	XML File	56 KB
cyberdata.ph.xml	3/22/2021 9:37 AM	XML File	15 KB
cyberdata_new.ph.xml	3/29/2021 10:20 AM	XML File	16 KB

3. After loading the file log into the web console and select Services.

**Figure 4-3: 3CX Dashboard**

PBX Status		
Trunks Up		1/1
Extensions Up		0/19
Number of calls in use		0/8
Blacklisted IPs		0
Call history		Purge 173 calls
Chat logs		Disabled
Audit Log		Disabled
Automatic Backups		OFF
Recording		- / 5.0 GB
! Firewall	✓ Trunks	✓ Phones
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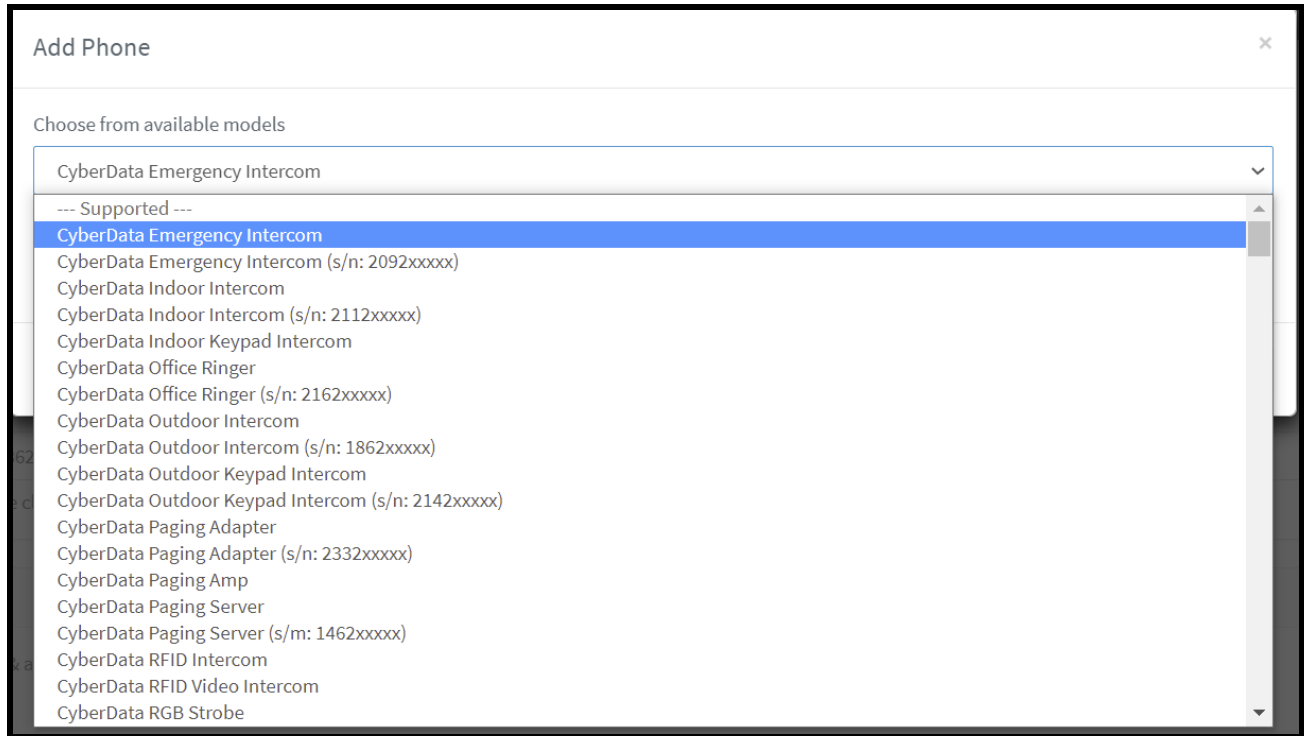
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**Figure 4-5:** New Available Models



## 6.0 Contact CyberData Corporation

### Sales

For sales-related questions, please visit our [Contact CyberData Sales](#) web page for more information.

### Technical Support

For CyberData Technical Support, please submit a [Contact CyberData VoIP Technical Support](#) form on our website.

The CyberData VoIP Technical Support Contact form initiates a troubleshooting ticket which CyberData uses for quality assurance purposes.

Additionally, the Contact VoIP Tech Support form tells us which phone system you are using, the make and model of the network switch, and other essential troubleshooting information we need to efficiently assist with a resolution. Please also include as much detail as possible in the Describe Problem section of the form. Your installation is extremely important to us.

### Documentation Feedback

We realize changes to the software or hardware of the 3CX PBX solution may render this document obsolete. We welcome and encourage documentation feedback to ensure continued applicability.