

Grandstream Networks, Inc.

Uploading GS templates in 3CX PhoneSystem v15

How to Guide

INTRODUCTION

This guide will help you to upload the templates for non-available Grandstream products in 3CX v15 to be able to provision them automatically and to maintain the use of your already provisioned Grandstream products.

Note: The guide is based on 1 instance of 3CX v15 installation. If you have different instances on same host, the location of templates will change (instance1 will be instanceN where N is the number of your instance)

The guide is divided into 2 parts:

- ***Uploading templates on 3CX v15***
- ***CTI Integration for GXP phones***

Note: 3CX v15 uses the same provisioning server path as v14.

The 3CX V15 for **Local LAN network** path is:

%%PROVLINKLOCAL.HOST%%:%%PROVLINKLOCAL.PORT%%:%%PROVLINKLOCAL.PATH%%

For **SBC/Remote network**, following path is now used:

%%PROVLINK.HOST%%:%%PROVLINK.PORT%%:%%PROVLINK.PATH%%

While the previous (3CX v12.5) path was:

%%pbx_ip%%:%%pbx_http_port%%/provisioning/%%PROVSUBDIR%%

Note: 3CX Phone System v15 is not offering all templates for Grandstream products.

Uploading templates on 3CX v15

1. Download 3CX templates package.

The package includes 2 folders with following templates:

- a. **CTI:**

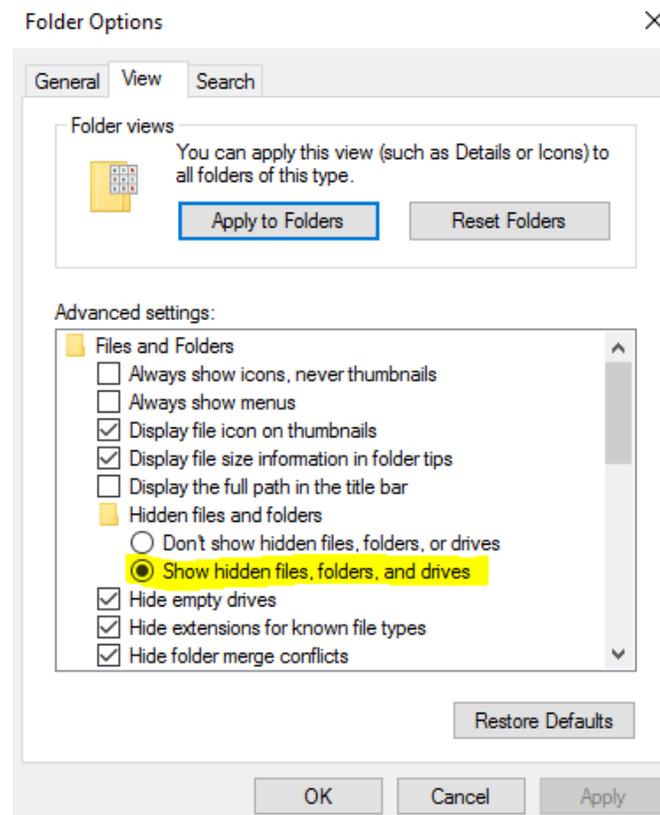
- o CTI template for GXP phones

- b. **Phones:**

- o GXP11XX/GXP14XX/GXP21XX IP Phones series (GXP110x, GXP116x, GXP140x, GXP2100, GXP2110, GXP2120, GXP2124)
- o GXP16XX Phones (GXP1610, GXP1620, GXP1625, GXP1630)
- o GXP21XX Color IP Phones series (GXP2130, GXP2135, GXP2140, GXP2160, GXP2170)
- o DP715, DP720/750 IP DECT Phone
- o GXP2200 Enterprise Multimedia IP Phone for Android
- o GXV31XX Multimedia IP Video Phones (GXV3140, GXV3175, GXV3175v2)
- o GXV32XX Multimedia Android IP Video Phones (GXV3240, GXV3275)

2. 3CX templates folder is hidden by default, we need first to make all folders on windows visible.

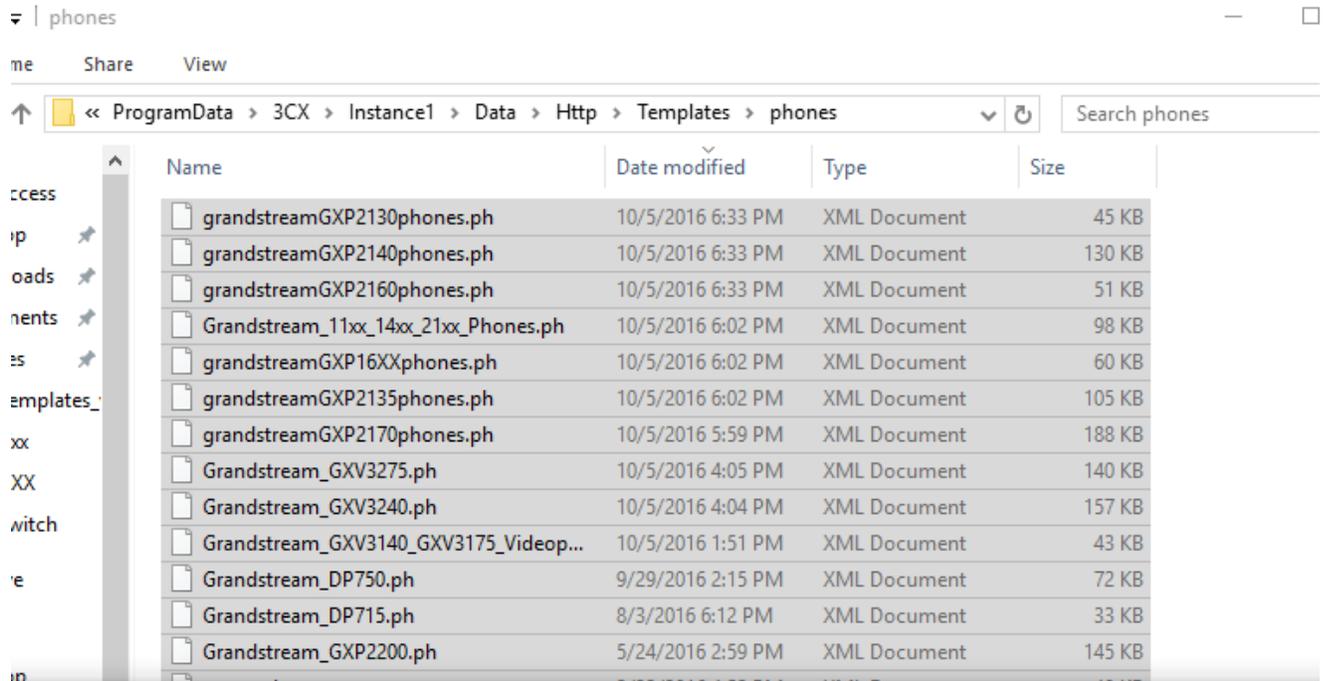
In your windows computer, access to **Control Panel > Appearance and customization > Folder Options > View tab >** and select **Show hidden files, folders and drives** as shown in following screenshot.



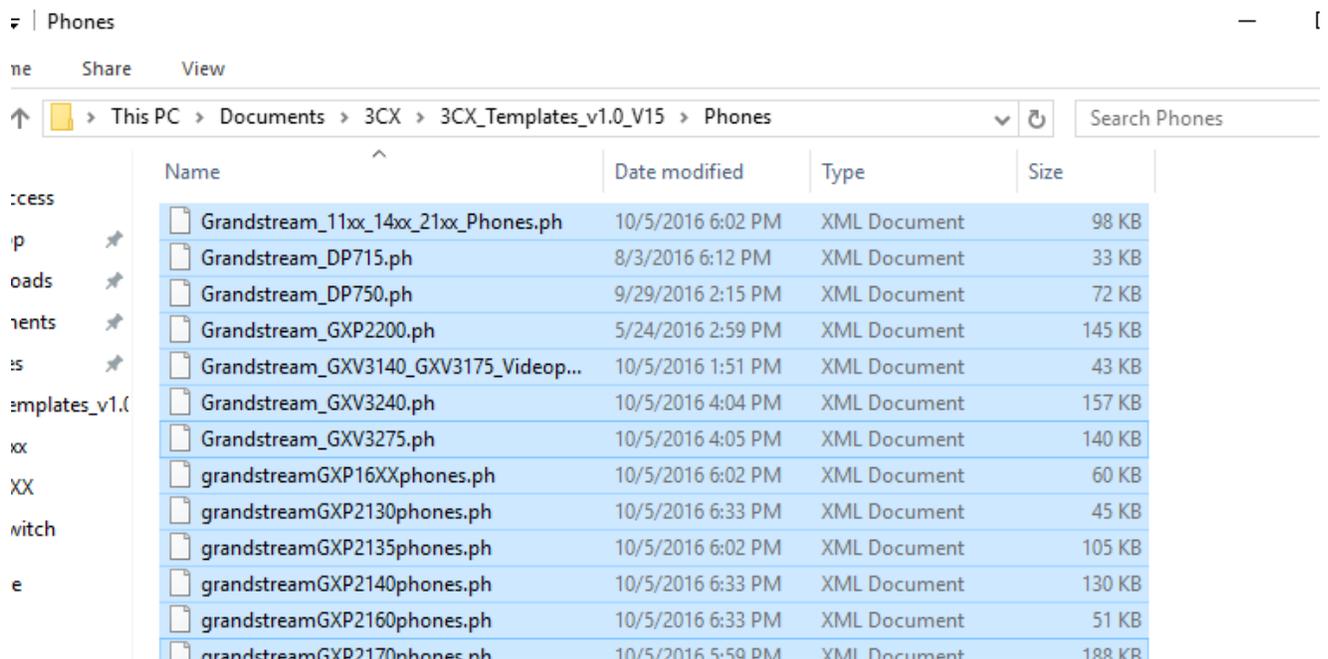
3. Now access to the following path in your computer

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

4. Copy all templates in the Phones folder in the package to 3CX Phones folder.

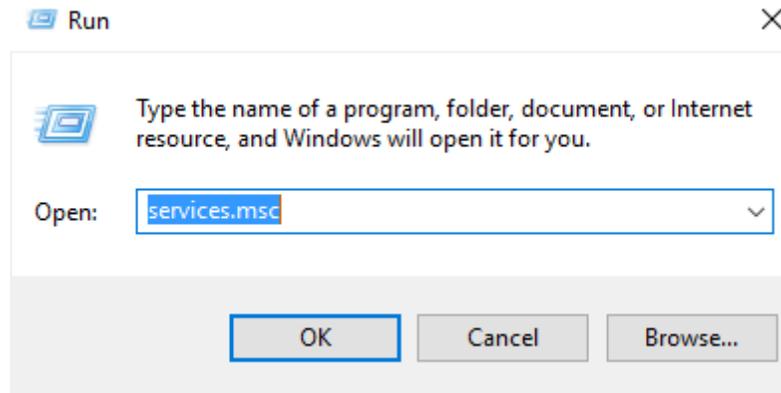


Name	Date modified	Type	Size
grandstreamGXP2130phones.ph	10/5/2016 6:33 PM	XML Document	45 KB
grandstreamGXP2140phones.ph	10/5/2016 6:33 PM	XML Document	130 KB
grandstreamGXP2160phones.ph	10/5/2016 6:33 PM	XML Document	51 KB
Grandstream_11xx_14xx_21xx_Phones.ph	10/5/2016 6:02 PM	XML Document	98 KB
grandstreamGXP16XXphones.ph	10/5/2016 6:02 PM	XML Document	60 KB
grandstreamGXP2135phones.ph	10/5/2016 6:02 PM	XML Document	105 KB
grandstreamGXP2170phones.ph	10/5/2016 5:59 PM	XML Document	188 KB
Grandstream_GXV3275.ph	10/5/2016 4:05 PM	XML Document	140 KB
Grandstream_GXV3240.ph	10/5/2016 4:04 PM	XML Document	157 KB
Grandstream_GXV3140_GXV3175_Video...	10/5/2016 1:51 PM	XML Document	43 KB
Grandstream_DP750.ph	9/29/2016 2:15 PM	XML Document	72 KB
Grandstream_DP715.ph	8/3/2016 6:12 PM	XML Document	33 KB
Grandstream_GXP2200.ph	5/24/2016 2:59 PM	XML Document	145 KB

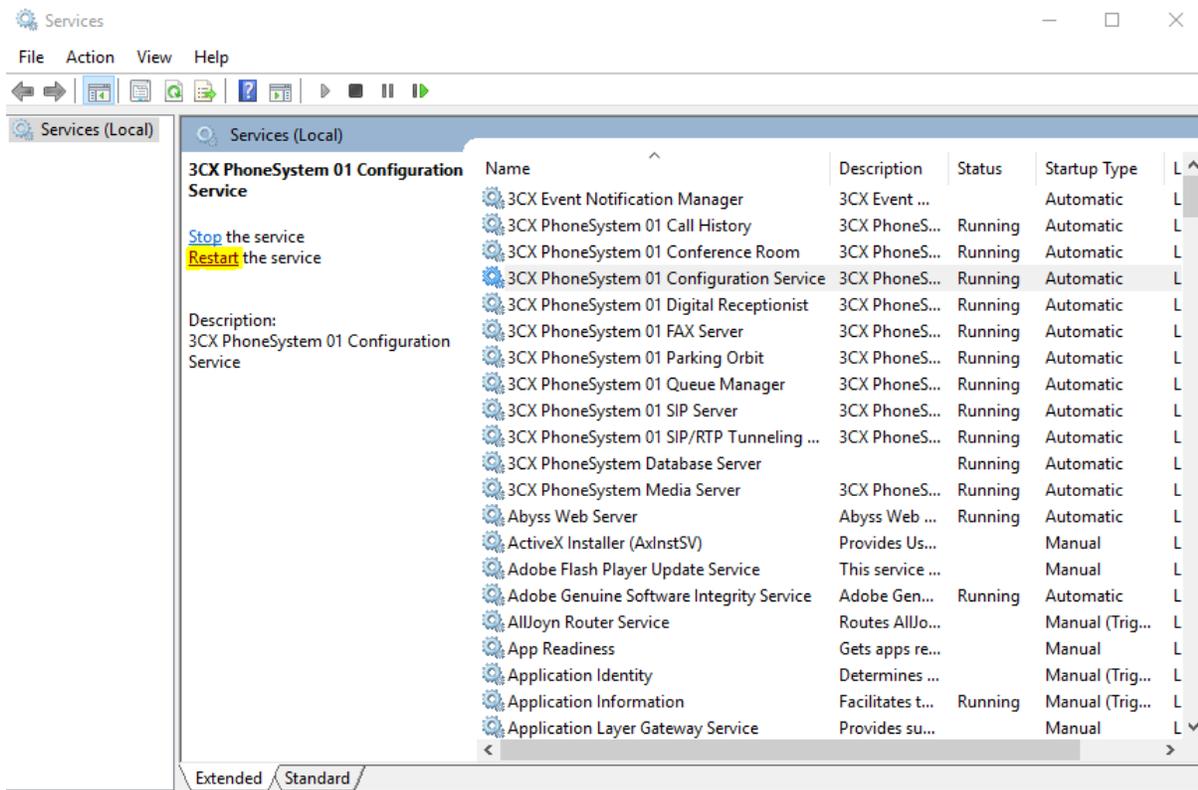


Name	Date modified	Type	Size
Grandstream_11xx_14xx_21xx_Phones.ph	10/5/2016 6:02 PM	XML Document	98 KB
Grandstream_DP715.ph	8/3/2016 6:12 PM	XML Document	33 KB
Grandstream_DP750.ph	9/29/2016 2:15 PM	XML Document	72 KB
Grandstream_GXP2200.ph	5/24/2016 2:59 PM	XML Document	145 KB
Grandstream_GXV3140_GXV3175_Video...	10/5/2016 1:51 PM	XML Document	43 KB
Grandstream_GXV3240.ph	10/5/2016 4:04 PM	XML Document	157 KB
Grandstream_GXV3275.ph	10/5/2016 4:05 PM	XML Document	140 KB
grandstreamGXP16XXphones.ph	10/5/2016 6:02 PM	XML Document	60 KB
grandstreamGXP2130phones.ph	10/5/2016 6:33 PM	XML Document	45 KB
grandstreamGXP2135phones.ph	10/5/2016 6:02 PM	XML Document	105 KB
grandstreamGXP2140phones.ph	10/5/2016 6:33 PM	XML Document	130 KB
grandstreamGXP2160phones.ph	10/5/2016 6:33 PM	XML Document	51 KB
grandstreamGXP2170phones.ph	10/5/2016 5:59 PM	XML Document	188 KB

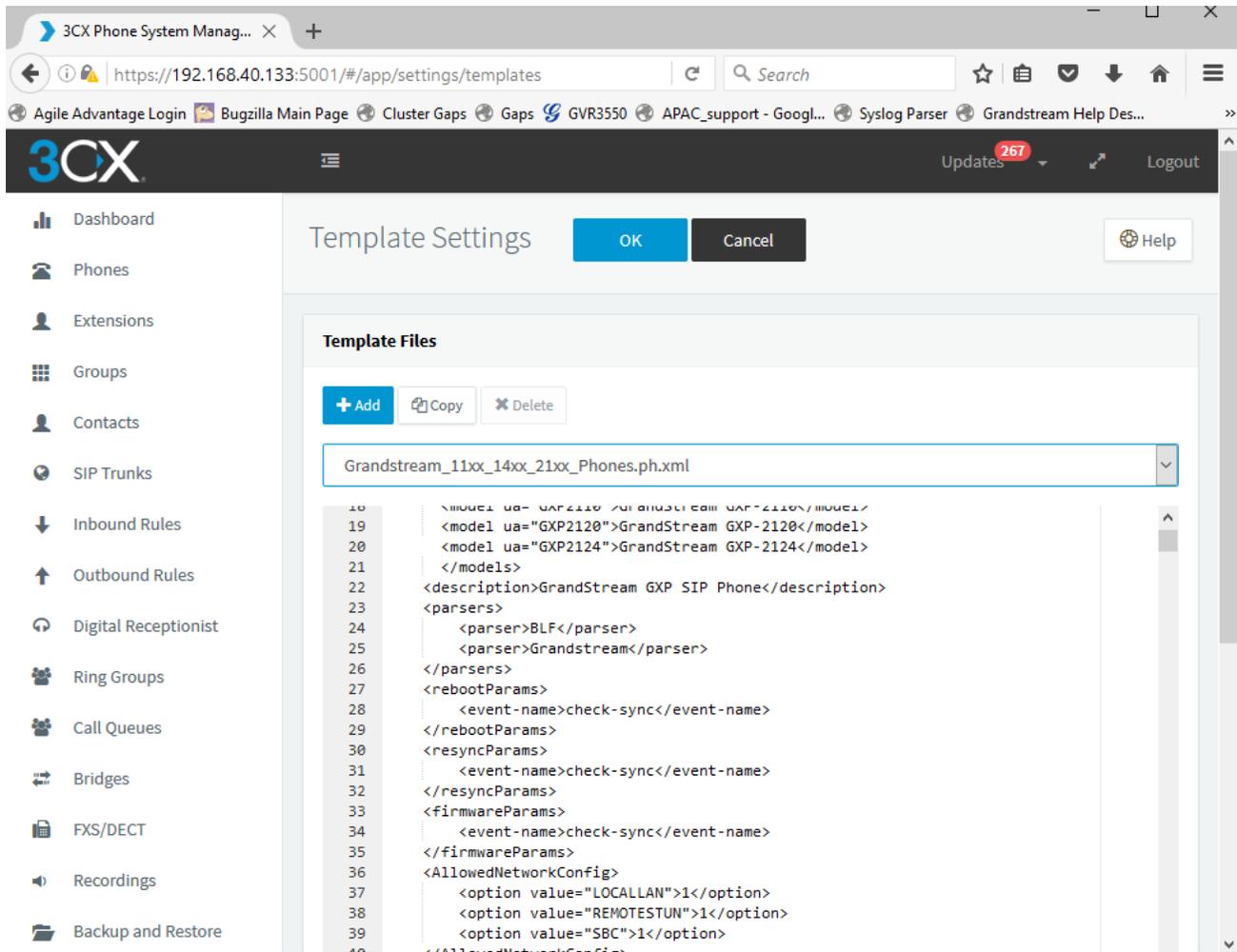
- Once done, access to your windows services by typing **services.msc**



- Restart 3CX PhoneSystem01 Configuration Service. This will restart all related services



- Now your 3CX Phone System will show the different models added and you can use the appropriate template to provision the appropriate phone model.



Settings->Templates

Note: If the templates are still not shown correctly, please restart the machine hosting 3CX system.

3CX CTI INTEGRATION FOR GXP21XX/16XX PHONES

CTI feature is currently supported for the Grandstream GXP models only:

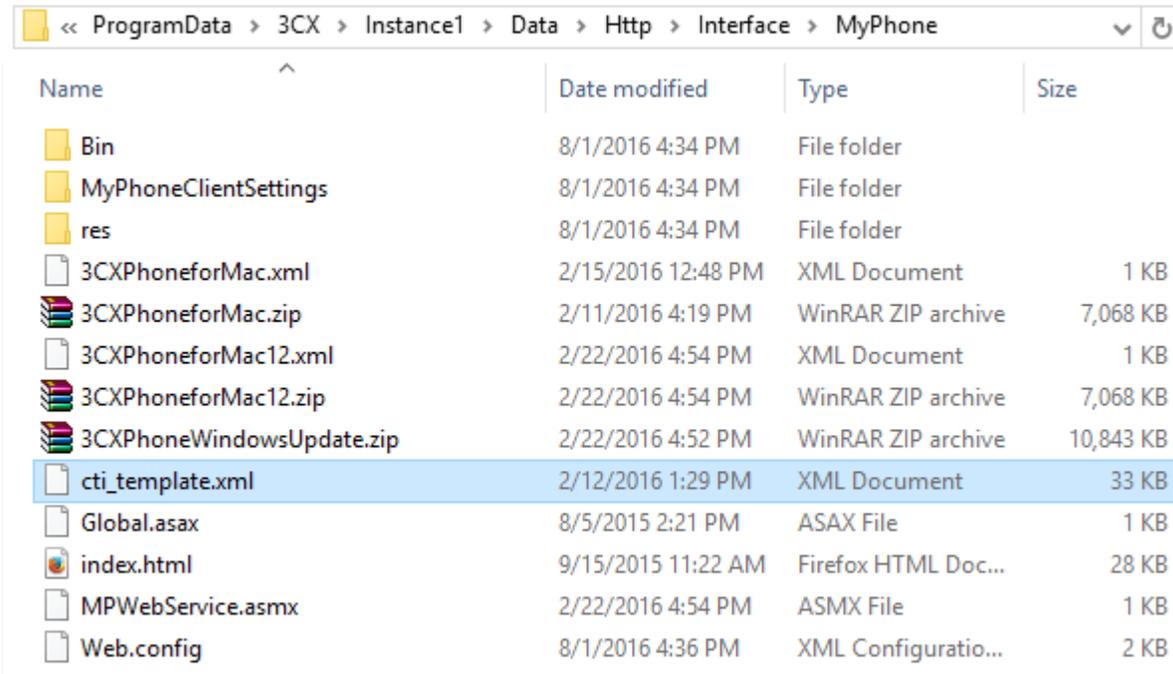
GXP21xx phones (GXP2130, GXP2135, GXP2140, GXP2160, GXP2170)

GXP16XX phones (GXP1610, GXP1620, GXP1625, GXP1628)

In order to use 3CX CTI functionalities with Grandstream GXP phones, a few changes in CTI configuration need to be applied on 3CX server.

Please replace the **cti_template** in below path with the one provided in the package:

C:\ProgramData\3CX\Instance1\Data\Http\Interface\MyPhone



Name	Date modified	Type	Size
Bin	8/1/2016 4:34 PM	File folder	
MyPhoneClientSettings	8/1/2016 4:34 PM	File folder	
res	8/1/2016 4:34 PM	File folder	
3CXPhoneforMac.xml	2/15/2016 12:48 PM	XML Document	1 KB
3CXPhoneforMac.zip	2/11/2016 4:19 PM	WinRAR ZIP archive	7,068 KB
3CXPhoneforMac12.xml	2/22/2016 4:54 PM	XML Document	1 KB
3CXPhoneforMac12.zip	2/22/2016 4:54 PM	WinRAR ZIP archive	7,068 KB
3CXPhoneWindowsUpdate.zip	2/22/2016 4:52 PM	WinRAR ZIP archive	10,843 KB
cti_template.xml	2/12/2016 1:29 PM	XML Document	33 KB
Global.asax	8/5/2015 2:21 PM	ASAX File	1 KB
index.html	9/15/2015 11:22 AM	Firefox HTML Doc...	28 KB
MPWebService.asmx	2/22/2016 4:54 PM	ASMX File	1 KB
Web.config	8/1/2016 4:36 PM	XML Configuratio...	2 KB

Important:

Makes sure to upgrade the GXP phone to the latest official firmware before using the CTI features. The latest firmware can be found on our website:

<http://grandstream.com/support/firmware>

For additional information regarding CTI functionality, please see the CTI guide on our website:

http://www.grandstream.com/sites/default/files/Resources/CTI_Guide.pdf

Note: This guide is based on Windows 10. Using a different operating system might change the templates folder path.

For more details on how to provision Grandstream products with 3CX, please refer to this link:

http://www.grandstream.com/sites/default/files/Resources/gxp21xx_interop_3cx.pdf