SmartNode™ Branch eXchange Series
SIP 3CX Based Private Branch Exchange

User Manual

Sales Office: **+1 (301) 975-1000**
Technical Support: **+1 (301) 975-1007**
E-mail: **support@patton.com**
WWW: **www.patton.com**

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CE **Important**—This is a Class B device and is intended for use in a light industrial or residential environment. It is not intended nor approved for use in an industrial environment.

Patton Electronics Company, Inc.
7622 Rickenbacker Drive
Gaithersburg, MD 20879 USA
Tel: +1 (301) 975-1000
Fax: +1 (301) 869-9293
Support: +1 (301) 975-1007
Web: www.patton.com
E-mail: support@patton.com

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Summary Table of Contents

1 General information 13
2 Installing the SNBX 16
3 Version Control 18
4 WMI and Controls 21
5 Contacting Patton for assistance 27
A Compliance information 31
B Specifications 33

Table of Contents

Summary Table of Contents **3**
Table of Contents **4**
List of Figures **7**
List of Tables **8**
About this guide **9**
Audience 9
Structure 9
Precautions 10
Safety when working with electricity 11
General observations 12
Typographical conventions used in this document 12
General conventions 12
1 **General information** **13**
SNBX Overview 14
SNBX Panels 14
SNBX64 rear panel 14
SNBX front panel 15
2 **Installing the SNBX** **16**
Setting up the SNBX 17
Accessing the SNBX/W3CX 17
Accessing the WMI 17
Accessing the Windows System 17
Accessing 3CX 17
Accessing Abyss 17
3 **Version Control** **18**
Overview 19
WMI 19
Checking the WMI Version 19
3CX Version 20
Checking 3CX Version 20
Updating 3CX Version 20
Windows Version 20
Checking the Windows Version 20
Updating the Windows Version 20
4 **WMI and Controls** **21**
Patton Website 22
Reboot 22
About 22
IP Settings 22

IP Configuration 22
Current IP Settings 22
3CX Management (SNBX*/W3CX only) 22
3CX Settings 22
3CX Reports 22
WebServer Settings 23
WebServer Main Menu 23
WebServer User Settings 23
WebServer Statistics 23
SmartNode Configurator 23
SmartNode Analog 24
Upload Configuration 24
3CX Backup Settings 24
Schedule Backup 24
View Backup Schedule 25
Delete Scheduled Task 25

5 Contacting Patton for assistance 27
Additional 3rd Party Documentation 28
3CX Documentation 28
Abyss Documentation 28
Windows Documentation 28
Further Resources on 3CX 28
Patton Contact information 28
Patton support headquarters in the USA 28
Alternate Patton support for Europe, Middle East, and Africa (EMEA) 29
Warranty Service and Returned Merchandise Authorizations (RMAs) 29
Warranty coverage 29
Out-of-warranty service 29
Returns for credit 29
Return for credit policy 29
RMA numbers 30
Shipping instructions 30

A Compliance information 31
Compliance 32
EMC Compliance 32
Low-Voltage Directive (Safety): 32
CE Declaration of Conformity 32
Authorized European Representative 32
FCC Part 15 32

B Specifications 33
Hardware Specifications 34
Processor 34
Memory 34

Ethernet 34
Operating System 34
3CX Phone System 34
Dimensions 34
Weight 34
External Power Supply 34
Capacity 34
3CX Phone System Features 35
General Phone System Features 35
Softphones 35
SIP Standards Support 35
Management and Scalability 35
Unified Communications & Mobility 36
IP Phone Management 36
3CX MyPhone 36
3rd Party Applications Integration 37
Devices and Providers 37
Codecs (Voice Compression) 37

List of Figures

1 SNBX rear panel 14
2 SNBX front panel 15
3 Checking the WMI Version (1) 19
4 Checking the WMI Version (2) 19
5 Checking the 3CX Version 20
6 Upload Configuration File dialog 24
7 Schedule Backup 24
8 View Backup Schedule 25
9 Delete Scheduled Task 25
10 View Backup Schedule Button 26

List of Tables

1 General conventions 12
2 Rear panel ports 14
3 SNBX LED definitions 15

About this guide

This guide describes the SNBX hardware, installation and basic configuration.

Audience

This guide is intended for the following users:

- Operators
- Installers
- Maintenance technicians

Structure

This guide contains the following chapters and appendices:

- Chapter 1 on page 13 provides information about the SNBX features and capabilities
- Chapter 2 on page 16 provides installation procedures
- Chapter 3 on page 18 provides version control information
- Chapter 4 on page 21 provides web management interface information
- Chapter 5 on page 27 contains information on contacting Patton technical support for assistance
- Appendix A on page 31 contains compliance information for the SNBX
- Appendix B on page 33 contains specifications for the SNBX

For best results, read the contents of this guide *before* you install the SNBX.

Precautions

Notes, cautions, and warnings, which have the following meanings, are used throughout this guide to help you become aware of potential problems. *Warnings* are intended to prevent safety hazards that could result in personal injury. *Cautions* are intended to prevent situations that could result in property damage or impaired functioning.

Note A note presents additional information or interesting sidelights.

The alert symbol and IMPORTANT heading calls attention to important information.

The alert symbol and CAUTION heading indicate a potential hazard. Strictly follow the instructions to avoid property damage.

The shock hazard symbol and CAUTION heading indicate a potential electric shock hazard. Strictly follow the instructions to avoid property damage caused by electric shock.

The alert symbol and WARNING heading indicate a potential safety hazard. Strictly follow the warning instructions to avoid personal injury.

The shock hazard symbol and WARNING heading indicate a potential electric shock hazard. Strictly follow the warning instructions to avoid injury caused by electric shock.

Safety when working with electricity

- **Do not open the device when the power cord is connected. For systems without a power switch and without an external power adapter, line voltages are present within the device when the power cord is connected.**
- **For devices with an external power adapter, the power adapter shall be a listed *Limited Power Source* The mains outlet that is utilized to power the device shall be within 10 feet (3 meters) of the device, shall be easily accessible, and protected by a circuit breaker in compliance with local regulatory requirements.**
- **For AC powered devices, ensure that the power cable used meets all applicable standards for the country in which it is to be installed.**
- **For AC powered devices which have 3 conductor power plugs (L1, L2 & GND or Hot, Neutral & Safety/Protective Ground), the wall outlet (or socket) must have an earth ground.**
- **For DC powered devices, ensure that the interconnecting cables are rated for proper voltage, current, anticipated temperature, flammability, and mechanical serviceability.**
- **WAN, LAN & PSTN ports (connections) may have hazardous voltages present regardless of whether the device is powered ON or OFF. PSTN relates to interfaces such as telephone lines, FXS, FXO, DSL, xDSL, T1, E1, ISDN, Voice, etc. These are known as "hazardous network voltages" and to avoid electric shock use caution when working near these ports. When disconnecting cables for these ports, detach the far end connection first.**
- **Do not work on the device or connect or disconnect cables during periods of lightning activity**

This device contains no user serviceable parts. This device can only be repaired by qualified service personnel.

In accordance with the requirements of council directive 2002/96/EC on Waste of Electrical and Electronic Equipment (WEEE), ensure that at end-of-life you separate this product from other waste and scrap and deliver to the WEEE collection system in your country for recycling.

Always follow ESD prevention procedures when removing and replacing cards.

Wear an ESD-preventive wrist strap, ensuring that it makes good skin contact. Connect the clip to an unpainted surface of the chassis frame to safely channel unwanted ESD voltages to ground.

To properly guard against ESD damage and shocks, the wrist strap and cord must operate effectively. If no wrist strap is available, ground yourself by touching the metal part of the chassis.

General observations

- Clean the case with a soft slightly moist anti-static cloth
- Place the unit on a flat surface and ensure free air circulation
- Avoid exposing the unit to direct sunlight and other heat sources
- Protect the unit from moisture, vapors, and corrosive liquids

Typographical conventions used in this document

This section describes the typographical conventions and terms used in this guide.

General conventions

The procedures described in this manual use the following text conventions:

Table 1. General conventions

Convention	Meaning
Garamond blue type	Indicates a cross-reference hyperlink that points to a figure, graphic, table, or section heading. Clicking on the hyperlink jumps you to the reference. When you have finished reviewing the reference, click on the **Go to Previous View** button in the Adobe® Acrobat® Reader toolbar to return to your starting point.
Helvetica bold type	Commands and keywords are in **boldface** font.
Helvetica bold-italic type	Parts of commands, which are related to elements already named by the user, are in ***boldface italic*** font.
Italicized Helvetica type	Variables for which you supply values are in *italic* font
Helvetica type	Indicates the names of fields or windows.
Garamond bold type	Indicates the names of command buttons that execute an action.

Chapter 1 General information

Chapter contents

SNBX Overview 14
SNBX Panels 14
SNBX64 rear panel 14
SNBX front panel 15

SNBX Overview

Patton's SNBX is an appliance product line bringing in "known" reliable hardware and allowing customers an open environment to build reliable systems.

Currently Patton's offering includes an SNBX preloaded with 3CX's IP PBX in a Microsoft Windows based platform. The product line is set to expand and encompass other PBX's and Open Source product offerings.

SNBX Panels

SNBX64 rear panel

The SNBX rear panel ports are described in table 2.

Figure 1. SNBX rear panel

Table 2. Rear panel ports

Port	Description
DC-IN	Power input for the SNBX64
HDMI	High Definition Digital Video Output for recovery situations
VGA	Standard Definition Analog Digital Output for recovery situations
Digital Audio	Not utilized in standard Use Cases
USB Ports	External Storage or Keyboard/Mouse in recovery situations
LAN	Ethernet port for network connectivity for the SNBX

SNBX front panel

Figure 2. SNBX front panel

Figure 2 shows SNBX LEDs; the LED definitions are listed in table 3.

Table 3. SNBX LED definitions

Element	Description
Power Button/LED	The Power Button will glow green to indicate power to the SNBX's main board and can be set to shutdown/put to sleep the device when pressed.
USB Ports	The USB Ports can be used for inserting removable storage to allow the SNBX to backup your PBX.

Chapter 2 Installing the SNBX

Chapter contents

Setting up the SNBX 17
Accessing the SNBX/W3CX 17
Accessing the WMI 17
Accessing the Windows System 17
Accessing 3CX 17
Accessing Abyss 17

Setting up the SNBX

The SNBX is shipped in a state that will ideally allow you to access the WMI and the PBX with out needing a KVM (Keyboard Video and Mouse). To do this all you will need to plug in is power and Ethernet, RDP into the unit to initiate the log in, you can do this from any windows machine with the command "**mstsc**".

By default, the SNBX has an IP Address of 192.168.200.10 with a gateway of 192.168.200.1. This will allow you to access the WMI immediately with out accessing the Windows Console. Registry edits can be made to log in automatically, invalidating this step. However, due to security concerns this is not how the unit is shipped.

Accessing the SNBX/W3CX

Accessing the WMI

Once the SNBX has powered on (allow 2 to 5 minutes) and finished its boot process you will need to log in a single time to start the needed services. It is possible to set the SNBX to log in automatically through a Registry change, this however, is never recommended due to major security concerns.

Once needed services are started, you can access the Web GUI by typing **http://192.168.200.10:5000/** into a web-browser (For best results, please use Chrome or FireFox). This will bring you to a login screen. The default username and password is *admin/admin*.

There are several layers of authentication:

1. WMI
2. WebServer Settings
3. 3CX Settings

Each of these layers is controlled by different usernames and passwords to allow customizing of rights. By default all passwords are admin/admin. It is important to understand which layer you are in to avoid confusion. For simplification upon shipment all passwords and usernames are the same. It is recommended that this is changed.

Accessing the Windows System

To access the windows system, hook up a KVM or utilize RDP on port 3389.

Accessing 3CX

To directly access the 3CX System and bypass the Patton WMI you can directly Navigate to:
http://ipaddress:5000/3cx.aspx

To directly access the 3CX Reporting System and bypass the Patton WMI, you can directly navigate to:
http://ipaddress:5000/reports/

Accessing Abyss

To directly access the Abyss Webserver Settings and bypass the Patton WMI, you can directly navigate to:
http://ipaddress:8080

Chapter 3 Version Control

Chapter contents

Overview 19
WMI 19
Checking the WMI Version 19
3CX Version 20
Checking 3CX Version 20
Updating 3CX Version 20
Windows Version 20
Checking the Windows Version 20
Updating the Windows Version 20

Overview

Knowing the version you are on when operating any system is crucial when dealing with support and documentation about the device. This chapter will effectively relay the different parts of the SNBX, and how to check the specific versions.

WMI

The Patton WMI is the Ext-Js written scripting that controls your basic HUD (Head-up Display) when logging onto the SNBX. This part is wholly unique to the Patton Solution.

Checking the WMI Version

To check the version of the WMI version (both current and at factory), select the logo in the top left of the WMI as seen in the figure below:

Figure 3. Checking the WMI Version (1)

In the drop down menu, you will see the **About** button. Select it to reveal the WMI Version (the current installed version) and the build version shipped at factory (useful for support inquiries) in a dialog similar to the one below:

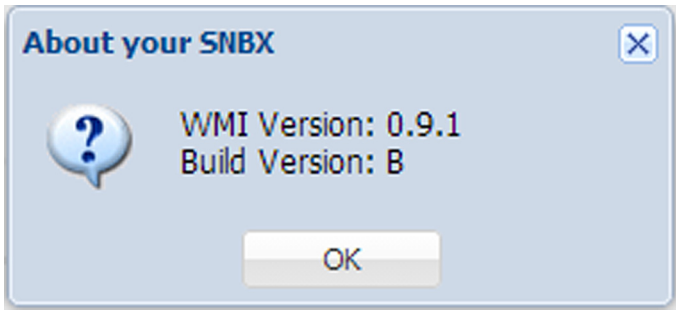

Figure 4. Checking the WMI Version (2)

3CX Version

Checking 3CX Version

The 3CX version can be seen at the log-in screen of the 3CX Web interface, by either direct navigation or through the Patton WMI. An example is shown below:

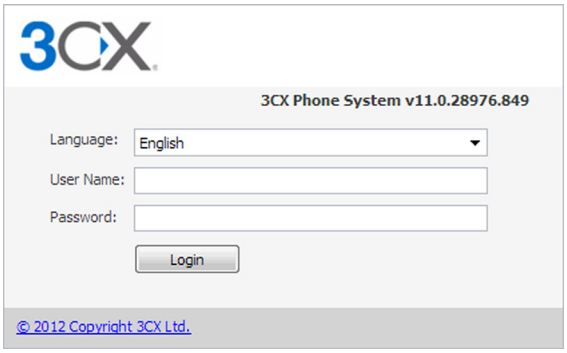

Figure 5. Checking the 3CX Version

Note SNBX Hardware has not yet been tested on 3CX Version 12, but will be coming soon.

Updating 3CX Version

Once in the 3CX Web GUI, you can select the option on the left, for "**3CX Phone System Updates**". For more information, please refer to 3CX's documentation.

Windows Version

Checking the Windows Version

Checking the Windows Version can be done through the console, via RDP or a KVM. Once logged into Windows, click the '**Start**' button, right-click on '**Computer**', and then click **Properties**. Under '**Windows Edition**', you will find the version and edition that your PC is running. For more information, visit: **http://windows.microsoft.com/en-us/windows/which-operating-system**

Updating the Windows Version

Updating the Windows Version is done through the standard method through the console. You can set updates to happen automatically and cause automatic reboot, though this might not be desirable in some situations. To install updates immediately you can navigate to http://upgrades.microsoft.com from the SNBX.

For more information, visit: **http://windows.microsoft.com/en-us/windows7/change-how-windows-installs-or-notifies-you-about-updates**

Chapter 4 WMI and Controls

Chapter contents

Patton Website 22
Reboot 22
About 22
IP Settings 22
IP Configuration 22
Current IP Settings 22
3CX Management (SNBX*/W3CX only) 22
3CX Settings 22
3CX Reports 22
WebServer Settings 23
WebServer Main Menu 23
WebServer User Settings 23
WebServer Statistics 23
SmartNode Configurator 23
SmartNode Analog 24
Upload Configuration 24
3CX Backup Settings 24
Schedule Backup 24
View Backup Schedule 25
Delete Scheduled Task 25

Patton Website

The Patton drop down is used for generic and general settings in the SNBX, it is marked with the icon.

The 'Patton Website' launches windowed version of the Patton homepage found at: **http://www.patton.com**.

Reboot

The 'Reboot' button triggers a full warm restart of MS Windows and Services upon confirmation.

About

The 'About' button shows version information.

IP Settings

The IP Settings dropdown is used for IP Based settings of the TCP/IP Stack on the Windows Server. For 3CX IP Settings, you must refer to the 3CX GUI.

IP Configuration

The '**IP Configuration**' button enables you to enter new IP Address, Subnet Mask, and Gateway.

Current IP Settings

The '**Current IP Settings**' shows you the output of an '**ipconfig /all**' command on the SNBX itself.

3CX Management (SNBX*/W3CX only)

The 3CX Management drop down is only available on SNBX Versions utilizing 3CX. It is where PBX specific configurations are found.

3CX Settings

The '3CX Settings' button will launch a windowed version of the 3CX Gui, for full page configuration you can navigate directly to **http://ipaddress:5000/3cx.aspx**

3CX Reports

The '3CX Reports' button will launch a windowed version of the 3CX GUI, for full page configuration you can navigate directly to **http://ipaddress:5000/reports/**

WebServer Settings

The Webserver settings drop down reveals the Abyss Web Server by Aprelium SARL settings used by 3CX (in the SNBX*/W3CX versions).

WebServer Main Menu

The 'WebServer MainMenu' button will launch a windowed version of the Abyss GUI, for full page configuration you can navigate directly to **http://ipaddress:8080/**.

WebServer User Settings

The 'WebServer MainMenu' button will launch a windowed version of the Abyss GUI at the User and Groups Settings page, for full page configuration you can navigate directly to:
http://ipaddress:8080/hosts/host@0/edit/ug.

WebServer Statistics

The 'WebServer Statistics' button will launch a windowed version of the Abyss GUI at the Statistics page, for full page configuration you can navigate directly to **http://ipaddress:8080/stats/**.

SmartNode Configurator

In the current versions of 3CX, there are some gaps in auto configuration of the SmartNode™, this helps fill those gaps in the mean time. The two options below allow you to add Configurations to the SNBX's config folder, this will allow a SmartNode to use it as an auto provisioning server via our 'Redirection Server' or DHCP Option 66.

When a SmartNode first powers on it checks seven locations to find a provisioning server, using any of these is possible when trying to use your SNBX as a Provisioning Server. Please find the seven locations below:

- Location 1 - < Check Redirection Server>
- Location 2 - $(dhcp.66)
- Location 3 - $(dhcp.66)/$(system.mac).cfg
- Location 4 - http://$(dhcp.66)/$(dhcp.67)
- Location 5 - http://$(dhcp.66)/$(system.mac).cfg
- Location 6 - tftp://$(dhcp.66)/$(dhcp.67)
- Location 7 - tftp://$(dhcp.66)/$(system.mac).cfg

For more information on the SmartNode's provisisoing capabilities, please refer to our documentation on the SmartNode at **http://www.patton.com/kb/.**

SmartNode Analog

The '**Smartnode Analog**' button opens up a form to generate and automatically save an Analog Terminal Adapter configuration on the SNBX for the SmartNode to grab, to view the files in plain text or download them simply navigate to **http://ipaddress:5000/config/<file.name>.cfg**

Upload Configuration

The '**Upload Configuration**' button opens up a window (see figure 6) which enables you to upload custom built Configs to the directory listed above. This allows more flexibility in the provisioning capacity of the SNBX. Please be advised that ALL files uploaded will be renamed with the suffix '.cfg' this is for security reasons protecting against harmful scripts.

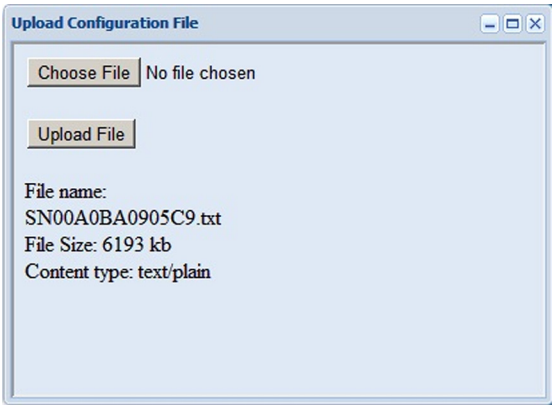

Figure 6. Upload Configuration File dialog

3CX Backup Settings

If you purchased an 8GB Patton SNBX Flash Drive (SKU: 07K-8GB-USB-SNBX) You can utilize the auto-backup feature in the Patton WMI. It is a planned enhancement to have this control all remote storage, but at this time Drive Letters do not match up. For any non-Patton Storage device you can utilize standard 3CX Backup Procedures.

Schedule Backup

The '**Schedule Backup**' button allows you to schedule automatic backups to the Patton SNBX Flash Drive. The format to input is #:##AM or #:##PM. As is shown on the dialog box below:

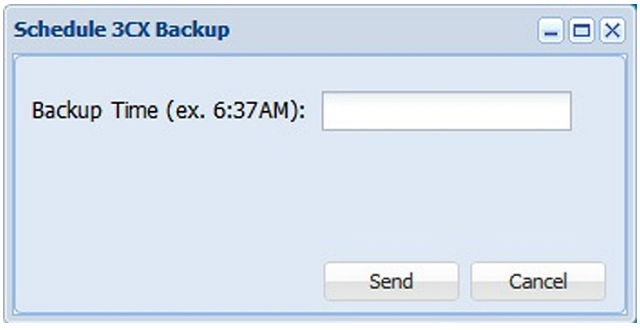

Figure 7. Schedule Backup

View Backup Schedule

The '**View Backup Schedule**' button shows you the output of an inquiry made of the scheduled tasks. An example is shown below.

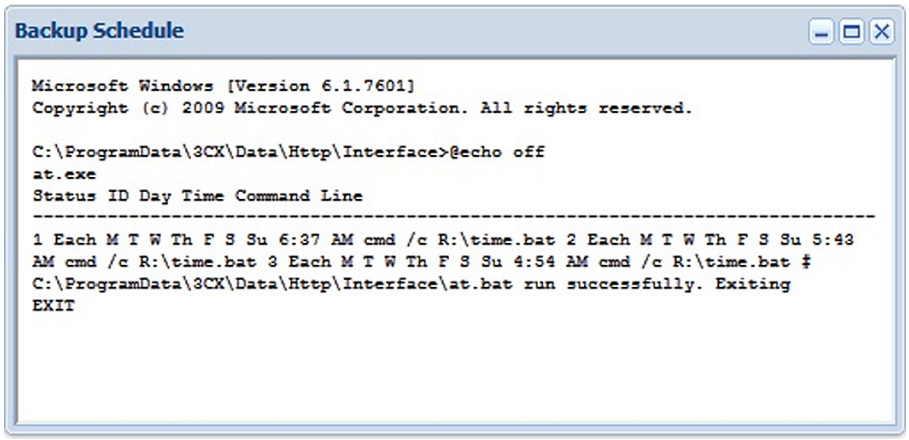

Figure 8. View Backup Schedule

Delete Scheduled Task

The '**Delete Scheduled Task**' button allows you to remove auto backups of the 3CX Phone System®. The dialog box (pictured below) will ask you to enter an index number of the scheduled task to remove.

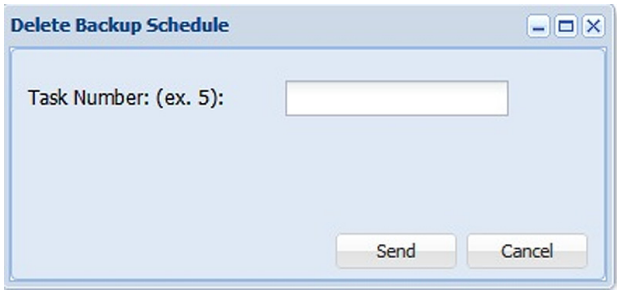

Figure 9. Delete Scheduled Task

To find the index number please refer back to the '**View Backup Schedule**' button, before each task the index number is show. Please refer to the figure below for an example.

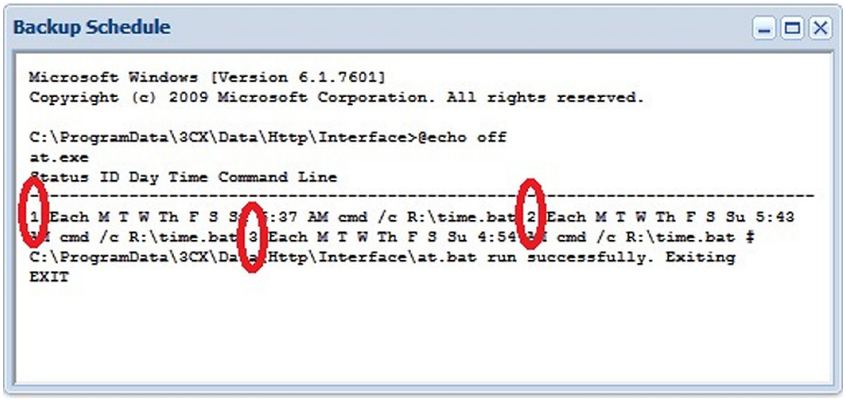

Figure 10. View Backup Schedule Button

Chapter 5 Contacting Patton for assistance

Chapter contents

Additional 3rd Party Documentation 28
3CX Documentation 28
Abyss Documentation 28
Windows Documentation 28
Further Resources on 3CX 28
Patton Contact information 28
Patton support headquarters in the USA 28
Alternate Patton support for Europe, Middle East, and Africa (EMEA) 29
Warranty Service and Returned Merchandise Authorizations (RMAs) 29
Warranty coverage 29
Out-of-warranty service 29
Returns for credit 29
Return for credit policy 29
RMA numbers 30
Shipping instructions 30

Additional 3rd Party Documentation

The Patton SNBX is built in collaboration with other software developers. To ensure that you are able to utilize this system to its fullest extent please view each other Companies documentation and follow their designated support procedures for issues with their system.

3CX Documentation

For more information on 3CX, visit their main page at **http://www.3cx.com**, or to navigate directly to their manual, go to **http://www.3cx.com/manual/3CXPhoneSystemManual11.pdf**.

Abyss Documentation

For more information on Abyss, visit Aprelium's main page at **http://www.aprelium.com**, or to navigate directly to their user guide, go to **http://www.aprelium.com/data/doc/2/abyssws-win-doc-html/index.html**.

Windows Documentation

For more information on Microsoft Windows, visit Microsoft's main page at **http://www.microsoft.com** or visit Microsoft's interactive documentation at **http://windows.microsoft.com/en-us/windows7/help/getting-started**.

Further Resources on 3CX

Another good resource for 3CX Phone System is the book "3CX Version 11" written by Kerry Garrison. You can find this book online with the ISBN-10 Number: 0983163928.

Patton Contact information

Patton Electronics offers a wide array of free technical services. If you have questions about any of our other products we recommend you begin your search for answers by using our technical knowledge base. Here, we have gathered together many of the more commonly asked questions and compiled them into a searchable database to help you quickly solve your problems.

Patton support headquarters in the USA

- Online support: available at **www.patton.com**
- E-mail support: e-mail sent to **support@patton.com** will be answered within 1 business day
- Telephone support: standard telephone support is available five days a week—from **8:00 am** to **5:00 pm EST** (**1300** to **2200 UTC/GMT**)—by calling **+1 (301) 975-1007**
- Fax: **+1 (253) 663-5693**

Alternate Patton support for Europe, Middle East, and Africa (EMEA)

- Online support: available at **www.patton.com**
- E-mail support: e-mail sent to **support@patton.com** will be answered within 1 business day
- Telephone support: standard telephone support is available five days a week—from **9:00 am** to **5:30 pm CET** (**0800** to **1630 UTC/GMT**)—by calling **+41 (0)31 985 25 55**
- Fax: **+41 (0)31 985 25 26**

Warranty Service and Returned Merchandise Authorizations (RMAs)

Patton Electronics is an ISO-9001 certified manufacturer and our products are carefully tested before shipment. All of our products are backed by a comprehensive warranty program.

Note If you purchased your equipment from a Patton Electronics reseller, ask your reseller how you should proceed with warranty service. It is often more convenient for you to work with your local reseller to obtain a replacement. Patton services our products no matter how you acquired them.

Warranty coverage

Our products are under warranty to be free from defects, and we will, at our option, repair or replace the product should it fail within one year from the first date of shipment. Our warranty is limited to defects in workmanship or materials, and does not cover customer damage, lightning or power surge damage, abuse, or unauthorized modification.

Out-of-warranty service

Patton services what we sell, no matter how you acquired it, including malfunctioning products that are no longer under warranty. Our products have a flat fee for repairs. Units damaged by lightning or other catastrophes may require replacement.

Returns for credit

Customer satisfaction is important to us, therefore any product may be returned with authorization within 30 days from the shipment date for a full credit of the purchase price. If you have ordered the wrong equipment or you are dissatisfied in any way, please contact us to request an RMA number to accept your return. Patton is not responsible for equipment returned without a Return Authorization.

Return for credit policy

- Less than 30 days: No Charge. Your credit will be issued upon receipt and inspection of the equipment.
- 30 to 60 days: We will add a 20% restocking charge (crediting your account with 80% of the purchase price).
- Over 60 days: Products will be accepted for repairs only.

RMA numbers

RMA numbers are required for all product returns. You can obtain an RMA by doing one of the following:

- Completing a request on the RMA Request page in the *Support* section at **www.patton.com**
- By calling **+1 (301) 975-1007** and speaking to a Technical Support Engineer
- By sending an e-mail to **returns@patton.com**

All returned units must have the RMA number clearly visible on the outside of the shipping container. Please use the original packing material that the device came in or pack the unit securely to avoid damage during shipping.

Shipping instructions

The RMA number should be clearly visible on the address label. Our shipping address is as follows:

Patton Electronics Company
RMA#: xxxx
7622 Rickenbacker Dr.
Gaithersburg, MD 20879-4773 USA

Patton will ship the equipment back to you in the same manner you ship it to us. Patton will pay the return shipping costs.

Appendix A Compliance information

Chapter contents

Compliance 32
EMC Compliance 32
Low-Voltage Directive (Safety): 32
CE Declaration of Conformity 32
Authorized European Representative 32
FCC Part 15 32

Compliance

EMC Compliance

- FCC Part 15, Class B
- EN55022, Class B
- EN55024

Low-Voltage Directive (Safety):

- IEC/EN60950-1 2nd Edition

CE Declaration of Conformity

Patton Electronics, Inc declares that this device is in compliance with the essential requirements and other relevant provisions of Directive 2004/108/EC relating to electromagnetic compatibility, Directive 2006/95/EC relating to electrical equipment designed for use within certain voltage limits and Directive 2011/65/EU relating to RoHS compliance. The Declaration of Conformity may be obtained from Patton Electronics, Inc at www.patton.com/certifications.

The safety advice in the documentation accompanying this device shall be obeyed. The conformity to the above directive is indicated by CE mark on the device.

Authorized European Representative

D R M Green, European Compliance Services Limited.
Greyfriars Court, Paradise Square, Oxford, OX1 1BE, UK

FCC Part 15

This device generates and uses radio frequency energy, and if not installed and used properly-that is, in strict accordance with the manufacturer's instructions-may cause interference to radio and television reception. The device has been tested and found to comply with the limits for a Class B computing device in accordance with specifications in Subpart B of Part 15 of FCC rules, which are designed to provide reasonable protection from such interference in a commercial installation. However, there is no guarantee that interference will not occur in a particular installation. If the device does cause interference to radio or television reception, which can be determined by disconnecting the unit, the user is encouraged to try to correct the interference by one or more of the following measures: moving the computing equipment away from the receiver, re-orienting the receiving antenna and/or plugging the receiving equipment into a different AC outlet (such that the computing equipment and receiver are on different branches).

Appendix B Specifications

Chapter contents

Hardware Specifications 34
Processor 34
Memory 34
Ethernet 34
Operating System 34
3CX Phone System 34
Dimensions 34
Weight 34
External Power Supply 34
Capacity 34
3CX Phone System Features 35
General Phone System Features 35
Softphones 35
SIP Standards Support 35
Management and Scalability 35
Unified Communications & Mobility 36
IP Phone Management 36
3CX MyPhone 36
3rd Party Applications Integration 37
Devices and Providers 37
Codecs (Voice Compression) 37

Hardware Specifications

Processor
Intel Dual Core Atom with Hyper Threading 1.8 Ghz

Memory
4GB of DDR3 RAM 250GB hardrive

Ethernet
1 10/100/1000 Ethernet Port

Operating System
Windows 7

3CX Phone System
Version 11

Dimensions
1.4 x 7.5 x 7.7 in.

Weight
2.8 lbs. (1.27 kg)

External Power Supply
12 Volt 5 Amp

Capacity
64 calls with Transcoding

128 calls with RTP Relay

20 cps

100 CAPS

3CX Phone System Features

General Phone System Features

Call Logging, Call Reporting

Blind Call Transfer, Attended Call Transfer

Call Forward on Busy or No Answer

Call Routing (DID)/Caller ID

Conference Calling

Auto Attendant/Digital Receptionist

VoiceMail/Music on Hold

Ring Groups & Hung Groups

Central Phonebook

Call Parking and Pickup

Call Queuing

Call Recording

Dial by Name

MWI—Message Waiting Indicator

BLF Status Updates

Conference Rooms

Intercom/Paging

Softphones

Supports Windows, Android 1.6 and iPhone 4.0 and Up

Manage Softphone from Management Console

Includes Tunnel to Avoid NAT Problems

Auto-Provisioning

Remote Configure

SIP Standards Support

Fully Supports RFC 3261

SIP Forking

Establish SIP Trunks with other SIP Servers

Management and Scalability

Web-Based Management Console

Configuration Wizard

Real-Time Web-based System Status

Integrated Web Server

Automated Backup and Restore

Firewall/NAT Friendly Configuration of External Extensions via Tunnel

MS Windows Server Certified

Integrated Enterprise Database (PostgreSQL)

VM Ware/Hyper V

Unified Communications & Mobility

3CX MyPhone Self-Service User Portal

Receive VoiceMail via Email

Make Video Calls

Advanced Forwarding Rules Based on Caller ID, Time and Type of Call

Integrate Branch Offices with 3CX Bridges

Standards-based Presence Information

Integrated Fax Server

Receive Faxes via Email as PDF

IP Phone Management

Automatic Phone Provisioning

Remotely manage IP phones

Manage IP Phones Network-Wide

Plug and Play Support

Provision Network-Wide with Correct Settings

Restart one or all Phones Remotely

Manage Firmware Network-Wide

Update Firmware Network-Wide

3CX MyPhone

Web-based Utility

Transfer Calls

Shows Incoming Calls

Shows Caller ID

Shows Personal Call History

Divert Calls to VoiceMail v Queue Monitoring

Shows Status of Other Extensions

Run as Presence Monitor with Desk Phone

3rd Party Applications Integration

Microsoft Outlook Integration

Salesforce Integration

HTTP API to Integrate with any Web CRM

Microsoft Exchange 2007 / 2010 UM

Devices and Providers

Supports Popular IP Phones

Supports VOIP Gateways & cards

Make and Receive Skype Calls

Supports Popular SIP/VoIP Providers

SIP Trunking Support

Free Communiation Link to 3CX and other SIP Servers

Codecs (Voice Compression)

G711 (A-law and -law), GSM, Speex, llbc

G722 /G729