

Operations with SIP Provider Templates

This page contains instructions on how to add and manage SIP Provider templates from the interface.

- [Overview](#)
- [Add a template](#)
- [Enable or disable a template](#)
- [Search for a template](#)
- [Remove a template](#)

Overview

SIP Provider templates are used when setting up a new SIP channel.

To see the SIP Provider templates in the interface, go to **Unified Communications** in the side menu and click on the [SIP Provider Templates](#) in the **System Templates** area. The **Provider Templates** management page allows you to:

- visualize all the provider templates currently available in the system
- upload a new XML file
- search for certain templates or remove unused templates

Add a template

To add a new SIP provider template:

1. Click the [Add Provider Template](#) icon available in the **Tools**.
2. Click the **Browse** button to locate the [new provider XML file](#).
3. Click **OK** to upload the file in the system. If the file you are trying to upload does not match the default provider template structure, it cannot be saved to the database. To go back to the previous page without uploading the file, click **Cancel**.

Enable or disable a template

All SIP Provider templates are listed in the **Provider Templates** table. You can enable or disable a specific template with a simple click on the **S (Status)** icon, which shows the status of the template:  for enabled  for disabled.

If the provider template is disabled, then it cannot be used to set up a new SIP channel.

Search for a template

In the same Provider Templates table, you can access the **Name** column. A pop-up panel will display information about the provider such as: name, [certification level](#), website, additional information, as well as the countries in which the provider can be used.

To filter the existing templates, enter the name of the template in the text box located above the table and click the  **Search** button. The system remembers the search criteria when a new search is performed and even after the user logs out.

Remove a template

Only uncertified provider templates can be removed from the system.

To remove a template:

1. Select the template from the table and click the [Remove selected](#) link on top of the table.
2. Select the **Confirm removal** checkbox and click **OK**. To return to the previous page without removing the template, click **Cancel**.

Related Topics

[Check the Provider Template File Format](#)

[Manage SIP Devices](#)