

# 3CX Interconnection Guide

1

For configuring our service with 3cx, you need to create three SIP trunks. Two for incoming calls and one trunk for outgoing.

To create a sip trunk, click on SIP Trunks. Add the details as shown in below figure. Select country as Generic and provider as Generic sip trunk.

3CX Server Manager ▶ Add VOIP Provider

Manage Add View Settings Help

System Status  
Phones  
Extensions  
WebRTC Gateway  
Webmeeting  
SIP Trunks  
PSTN Gateways  
Inbound Rules  
Outbound Rules  
Digital Receptionist  
Ring Groups  
Call Queues  
Bridges  
Fax  
Recordings Management  
Backup and Restore  
Call Reports  
Settings  
PUSH  
Firewall Checker  
Company Phonebook  
Phone Provisioning  
Network  
Security  
General  
Advanced  
Emergency Numbers  
System Prompts  
Activate License  
Provisioning Templates

Add VOIP Provider Wizard

Name of Provider: DIDForSale\_in1 ⓘ

Country: Generic ⓘ

Provider: Generic SIP Trunk ⓘ

URL: <http://www.3cx.com/partners/sip-trunks/>

3CX Supported VOIP Providers can be found here: <http://www.3cx.com/partners/sip-trunks/>

More 3rd party tested providers can be found here: <http://www.3cx.com/partners/voip-providers.html>

Cancel Next >

Click on Next and in the next window, add SIP server hostname or IP as 209.216.2.211 and SIP Server port as 5060 as shown in the below figure

3CX Server Manager ▶ Add VOIP Provider

Manage Add View Settings Help

System Status  
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Firewall Checker  
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Phone Provisioning  
Network  
Security  
General  
Advanced  
Emergency Numbers  
System Prompts  
Activate License  
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Add VOIP Provider Wizard

VOIP Provider Details:

Enter the hostname and port for your VOIP Provider's SIP Server

SIP server hostname or IP: 209.216.2.211 ⓘ

SIP Server port: 5060 ⓘ

Outbound proxy hostname or IP: ⓘ

Outbound proxy port (default is 5060): 5060 ⓘ

< Back Next >

# 3CX Interconnection Guide

2

Click Next, In the account details window, add external number as your DID number as shown in figure

The screenshot shows the 'Add VOIP Provider Wizard' in the 3CX Server Manager. The 'Account Details' section is active, with the following fields:

- External Number: 17144651044
- Authentication ID (aka SIP User ID): [Empty]
- Authentication Password: [Empty]
- 3 Way Authentication ID: [Empty]
- Simultaneous Calls: Maximum simultaneous calls: 20

Buttons for '< Back' and 'Next >' are visible at the bottom right.

And click Next

From this menu, select the destination to which the DID number should be forwarded in your 3cx system as show in in below figure. You can send the calls to an extension, queues, ivr, voicemail, fax or to an external number.

The screenshot shows the 'Add VOIP Provider Wizard' in the 3CX Server Manager. The 'Office Hours' section is active, with the following options:

- End Call
- Connect to Extension: 999
- Connect to Queue / Ring Group
- Connect to Digital Receptionist
- Voicemail box for Extension
- Forward to Outside Number
- Send fax to email of extension: email of extension 888

The checkbox 'Same as Out of Office hours' is checked. Buttons for '< Back' and 'Next >' are visible at the bottom right.

Click on Next and the next window is for configuring outgoing routes for this trunk. You can skip this step as this trunk is only used for incoming calls.

# 3CX Interconnection Guide

3

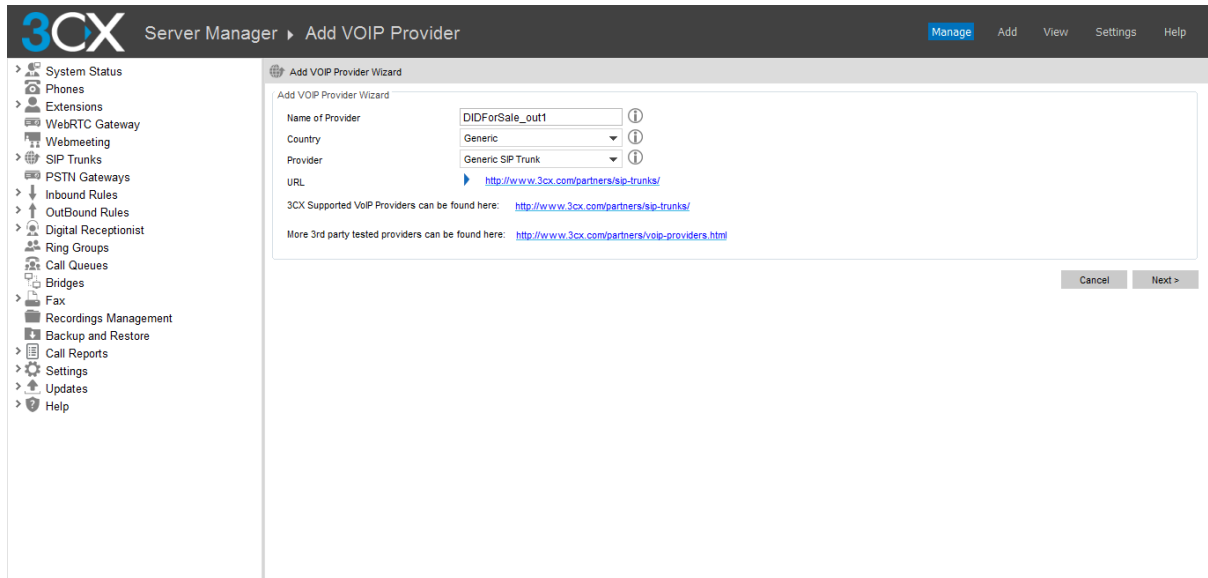
Create one more similar trunk by replacing the server hostname or IP in figure 2 with 209.216.15.70. All other settings are similar to the first trunk.

After creating the two trunks, try making a call to the DID number and the calls will reach to the destination in your 3cx to which the number is configured.

## Create outbound trunks

For making outgoing calls from your 3cx system through us, a sip trunk should be created with the ip address 209.216.2.212

For creating the outbound sip trunk, go to SIP Trunk option in your 3cx system and create a new sip trunk  
Select country and provider as generic and Generic sip trunk respectively as shown in below figure.



The screenshot shows the 'Add VOIP Provider Wizard' interface in the 3CX Server Manager. The left sidebar contains a navigation menu with options like System Status, Phones, Extensions, WebRTC Gateway, Webmeeting, SIP Trunks, PSTN Gateways, Inbound Rules, OutBound Rules, Digital Receptionist, Ring Groups, Call Queues, Bridges, Fax, Recordings Management, Backup and Restore, Call Reports, Settings, Updates, and Help. The main area displays the wizard form with the following fields: 'Name of Provider' (text input: DIDForSale\_out1), 'Country' (dropdown: Generic), 'Provider' (dropdown: Generic SIP Trunk), and 'URL' (text input). Below the form, there are two links: '3CX Supported VoIP Providers can be found here: http://www.3cx.com/partners/sip-trunks/' and 'More 3rd party tested providers can be found here: http://www.3cx.com/partners/voip-providers.html'. At the bottom right, there are 'Cancel' and 'Next >' buttons.

Click on next and add the SIP Server Hostname or IP as 209.216.2.212 and SIP Server Port as 5060 as shown in below figure

# 3CX Interconnection Guide

4

The screenshot shows the 'Add VOIP Provider Wizard' in the 3CX Server Manager. The left sidebar contains a navigation menu with categories like System Status, Phones, Extensions, SIP Trunks, and Settings. The main content area is titled 'Add VOIP Provider Wizard' and contains a 'VOIP Provider Details' section. This section has a header 'Enter the hostname and port for your VOIP Provider's SIP Server' and four input fields: 'SIP server hostname or IP' (209.216.2.212), 'SIP Server port' (5060), 'Outbound proxy hostname or IP' (empty), and 'Outbound proxy port (default is 5060)' (5060). There are 'Back' and 'Next' buttons at the bottom right of the form.

You can skip the inbound rule section as this trunk is only used for outgoing calls.

From the outbound rule section, add the details as shown in below figure. This will allow you to dial US calls with prefix 1 through our system.

The screenshot shows the 'Edit Outbound Rule - New outbound rule' configuration page in the 3CX Server Manager. The left sidebar is the same as in the previous screenshot. The main content area is titled 'Create an Outbound Call Rule to configure on which PSTN port, VOIP provider or bridge an outbound calls should be placed on'. It has a 'General' section with a 'Rule Name' field containing 'Rule for DIDForSale\_out1'. Below this is a section 'Apply this rule to these calls' with a 'Define to which outbound calls the rule must apply' section. This section has four input fields: 'Calls to numbers starting with prefix' (1), 'Calls from extension(s)' (empty), 'Calls to Numbers with a length of' (11), and 'Calls from extension group' (empty). There is a 'Select' button. Below this is a 'Make outbound calls on' section with a note: 'Configure up to 3 routes for calls. The second and third route will be used as backup. For each route, digits can be stripped or added.' This section contains a table with three rows for 'Route' 1, 2, and 3. Each row has a dropdown for the rule name, a 'Strip Digits' dropdown, and a 'Prepend' text field. The values are: Route 1: DIDForSale\_out1, 0, empty; Route 2: empty, 1, empty; Route 3: empty, 1, empty. There are 'Finish' and 'Skip' buttons at the bottom right.

Click on finish. The new trunk will be active now and you can start making calls through it.