

Konfigurationsanleitung

3CX



# Inhaltsverzeichnis

1	Sys	tem Preparation	. 3
2	3C>	۲ Version	. 3
3	Pro	vider Capabilities	. 3
4	Cor	figuring the Trunk with 3CX	. 4
	4.1	Adding the Trunk	. 4
	4.2	Adding Additional DIDs	. 6
	4.3	Creating Inbound Rules	. 6
5	Nur	nber Format	. 6
	5.1	General	. 6
	5.2	Outbound Caller ID	. 6
	5.3	Outbound Rules	. 6
6	Wei	tere Informationen	. 7



# **1** System Preparation

Before configuring the SIP trunk it is required to go through the following checklist and make changes where necessary:

- NAT (when used) created to 3CX (<u>https://www.3cx.com/docs/ports/</u>)
- Firewall Checker passed (https://www.3cx.com/docs/troubleshooting-firewall-checker/)
- Firewall SIP ALG checked and if present disabled (https://www.3cx.com/docs/manual/firewall-router-configuration/)

Further setup information can be found in our Academy: <u>3CX Academy Basic Course</u>

## 2 3CX Version

Some providers gained support and compatibility with 3CX on a specific product version. It is advisable to always run the latest version of 3CX to ensure ongoing compatibility.

Minimum 3CX Version: 3CX Phone System 15.5

### **3** Provider Capabilities

Below is a short overview of the provider's capabilities and services and whether they're supported or not:

#### Backbone Solutions AG – voxphone

CLNS (Clip No Screening)	Yes
Catch All Routing	Yes
Fax in T38	Yes
CLIR (Number Suppression)	Yes
DTMF via RFC 2833	Yes
Codec Order	G711U, G711A, GSM
NAT Support	Yes



# 4 Configuring the Trunk with 3CX

The general instructions outlining how to add a new SIP Trunk to your 3CX installation can be found <u>here</u>.

#### 4.1 Adding the Trunk

In the 3CX Management Console go to "*SIP Trunks*" and press the "*Add SIP Trunk*" button. Here select "**CH**" from the country drop-down and then select "**Backbone Solutions AG**". Then in the *"Main Trunk No"* field enter one DID number that is associated with your voxphone SIP Trunk as given to you by your provider.

Add SIP Trunk/VoIP Provider	×
Select Country	
СН	~
Select Provider in your Country	
Backbone Solutions AG	~
Main Trunk No	
41xxxxxxxx or 423xxxxxxxx	
Swiss Number Liechtenstein Number	
	OK Cancel

Note that the *"Main Trunk No"* must be written in the International number format, e.g. *4144xxxxxx or 423340xxxx*. Once you have filled this in, press OK.



This will take you to the SIP Trunk settings. Now you will need the following information that will have been provided to you by your Provider:

- The SIP Server you should connect to
- VoIP Username
- VoIP Password

Once you have the above, fill in the information in the following fields:

- Registrar ← SIP Server
- Authentication Password ← VoIP Password

	DIDS	Caller ID	Options	Inbound Parameters	Outbound	Parameters
Trunk (	etails					
Enter na	ame for Tru	ink				
Back	oone Soluti	ions AG				
Registra	r/Server/G	ateway Hostna	ame or IP	voxphone SIP Ser	rver	
VOX.	voipgat	eway.org		vox1.voipgateway.o	org	5060 🕏
~~	~~~	~~~~		~~~~~~		~~~
Authen Type of	tication Authentica	tion	~~~	~~~~~		~~~~
Authen Type of Regis	tication Authentica	ution nt based		~~~~~		•
Authen Type of Regis	tication Authentica ster/Accour	ation at based	D)	~~~~~~		•
Authen Type of Regis Authent	tication Authentica ster/Accour tication ID (	ation at based (aka SIP User II) (aka SIP User II)		Username/Passw	ord	~~~~

After doing this, scroll to the top of the page and press OK to create the SIP Trunk in 3CX. At this point your voxphone SIP Trunk should be registered.



#### 4.2 Adding Additional DIDs

To associate all other DIDs/Numbers you have in your voxphone account with 3CX, go to the Management Console  $\rightarrow$  SIP Trunks, double-click on your voxphone SIP Trunk and go to the "**DIDs**" tab.

Here you should already see 1 entry that is the Main Trunk number you have set. Add all other DIDs/Numbers you have to the list in an international number format, e.g. *4144xxxxxx or 423340xxxx*, then press OK once you have finished.

#### 4.3 Creating Inbound Rules

Now that you have associated all your DIDs/Number with your SIP Trunk in 3CX, you can create Inbound Rules to set where calls will be routed when those numbers are called. Instructions on how to create Inbound Rules can be found <u>here</u>.

### 5 Number Format

#### 5.1 General

When configuring voxphone SIP Trunks in 3CX, all numbers should be entered in a international number format, e.g. *4144xxxxxx or 423340xxxx*, otherwise calls might be rejected.

#### 5.2 Outbound Caller ID

voxphone SIP Trunks support Clip No Screening which means you can present any number you want when calling outbound. For this to work correctly however, in all 3CX fields where the Outbound Caller ID can be set, the number must be entered in the International number format (e.g. *4144xxxxxx or 423340xxxx*).

#### 5.3 Outbound Rules

There are no special instructions regarding Outbound Rules that are required, numbers can be dialed in any valid for the number format.

More information about how to create Outbound Rules and how they work can be found here.



# **6** Weitere Informationen

In unserem umfangreichen Support-Portal <u>www.voxphone.net</u> finden Sie zahlreiche Lösungen und Hilfestellungen, eine umfassende und stetig wachsende Wissensdatenbank sowie viele kostenlose Downloads.

Kontaktieren Sie uns bei Fragen einfach und bequem per Email <u>support@voxphone.net</u>, unser kompetentes und motiviertes Support-Team kümmert sich gerne um Ihr Anliegen.