

ThinkTel

3CX

THINKTEL COMMUNICATIONS

3CX PHONE SYSTEM V.11

3CX Phone System - THINKTEL SIP TRUNK from scratch



TABLE OF CONTENTS

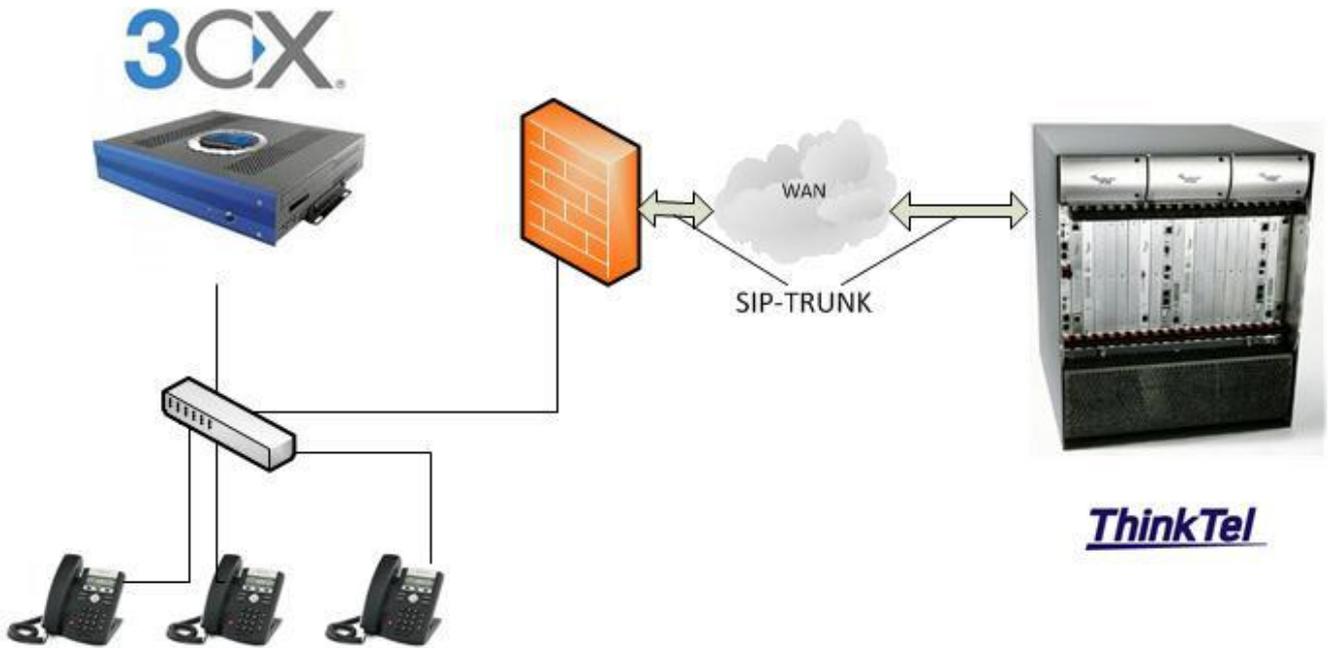
1.1	INTRODUCTION	3
2.1	REQUIREMENTS	4
2.2	3CX PHONE SYSTEME INSTALLATION	4
3.1	SIP-TRUNK CONFIGURATION	16
4.1	DID CONFIGURATION.....	21
4.2	EXTENSION CONFIGURATION.....	23
4.3	MAKING AN OUTBOUND CALL THROUGH THINKTEL SIP-TRUNK.....	24

1.1 INTRODUCTION

This Document explains how to configure the 3CX Phone System from scratch and the SIP-TRUNK connection between the 3CX Phone System and the National CLEC THINKTEL COMMUNICATIONS.

The Primary way to connect the 3CX Phone System to the outside world is via IP connection and a SIP account called SIP-TRUNK.

THINKTEL COMMUNICATIONS as a VOIP Provider gives you an account with accompanying credentials (username - password - Proxy IP Address)



2 INSTALLING 3CX PHONE SYSTEM

2.1 REQUIREMENTS

- Windows 7 installed
- All windows updates installed

2.2 3CX PHONE SYSTEME INSTALLATION

- Download a free trial 3CX Phone System by Ctrl+Click the follow link

<http://www.3cx.com/phone-system/download-phone-system.html>





3CXPhone

- For Android
- For iPhone
- And Windows



Resell 3CX

- Join the VoIP PBX Boom!
- Free NFR Key
- Free Support



3CX Call Center

- Agent Statistics
- Queue Strategies
- Wallboards

Download 3CX VoIP Phone System for Windows

3CX VoIP Phone System for Windows is an IP PBX / SIP proxy that completely replaces a traditional proprietary phone system. It uses standard SIP software or hardware phones, supports VoIP providers / SIP Trunks & phone lines and offers numerous benefits over a traditional PBX. The [commercial editions](#) offer enterprise grade support as well as a number of [business features](#). A [FREE edition](#) is available [here](#) and is supported via the [3CX forums](#). A demo license key allowing you to try all commercial features for two simultaneous lines will be sent to your email address.

Name: Surname: [required]

Email: [required]

Tel:

Company:

I am an IT / Telecoms reseller

[Submit & download](#)

- The Following window appears
- Enter your Name , Surname , email , Telephone and Company
- Click on “Submit & download”
- The below window appears





3CXPhone

- For Android
- For iPhone
- And Windows



Resell 3CX

- Join the VoIP PBX Boom!
- Free NFR Key
- Free Support

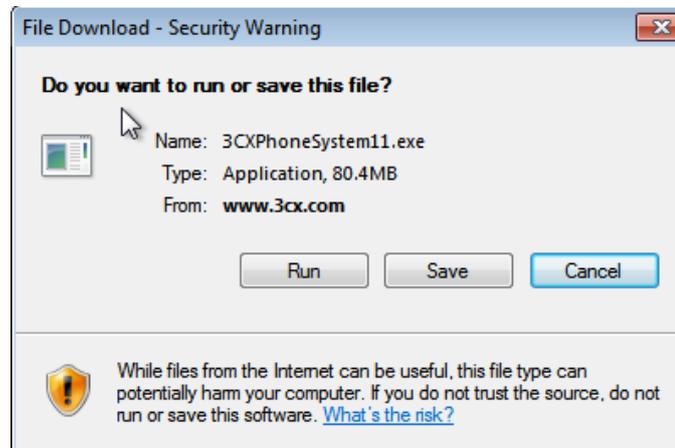


Download 3CX Phone System for Windows

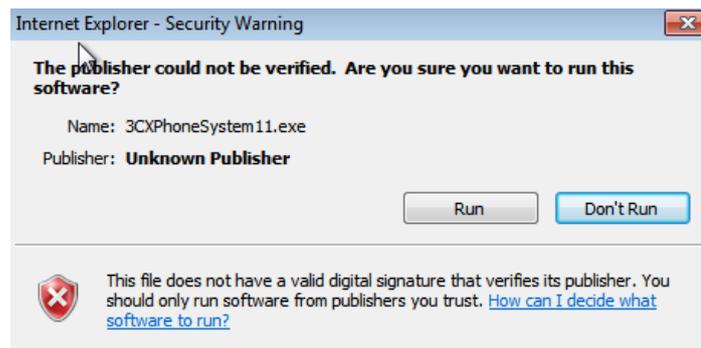
Version 11.0

- [Download the PBX Server \(Includes 3CX MyPhone\)](#)

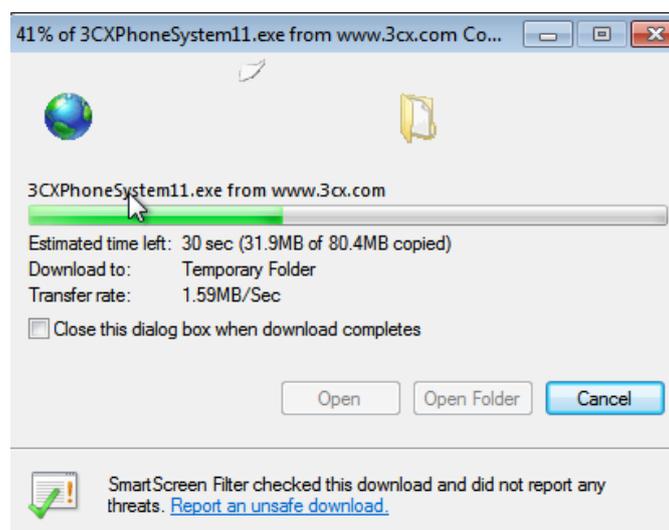
- Click on “Download the PBX Server”

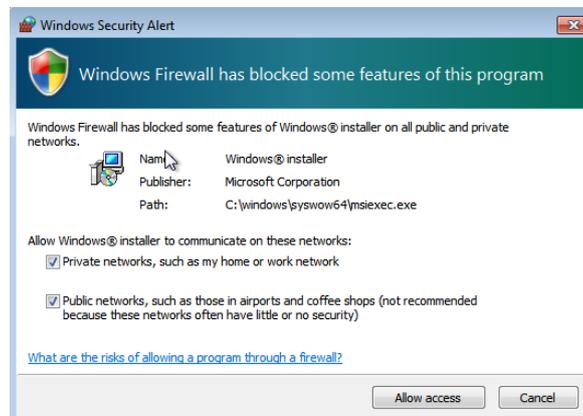


- Click on “Run”

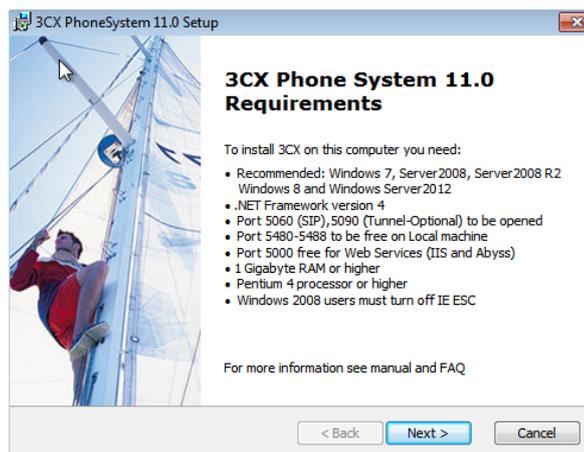


- Click on “Run”

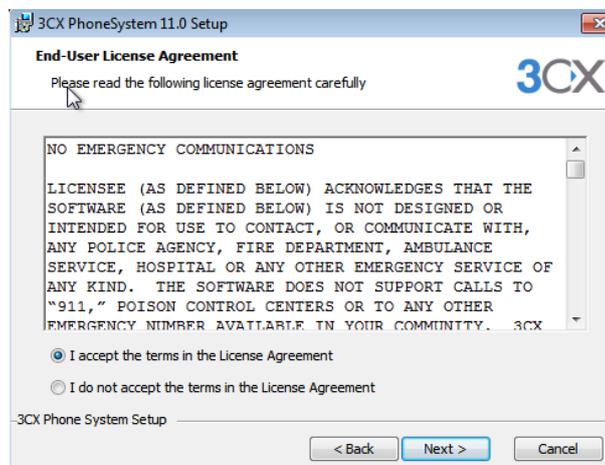




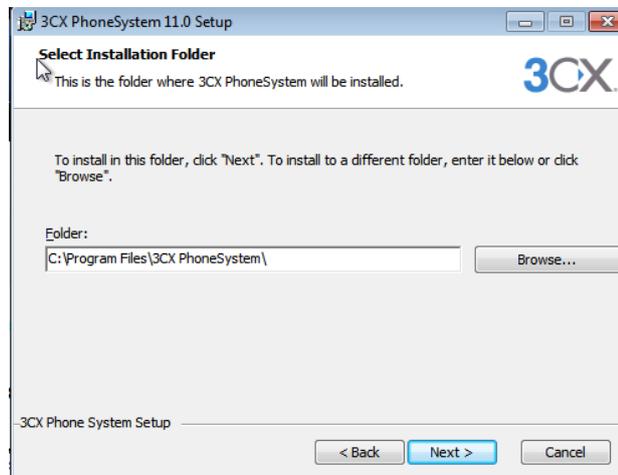
- Check Private and Public networks
- Click on “Allow access”



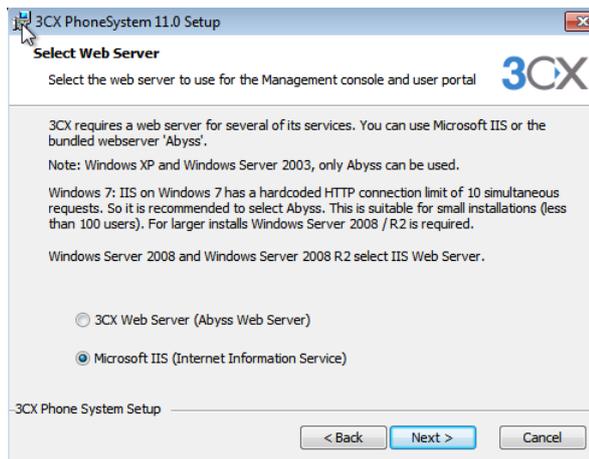
- Click on “Next”



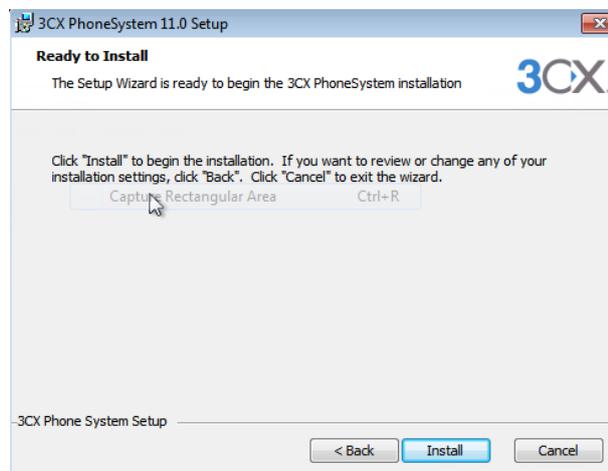
- Check the “I accept...”
- Click on “Next”



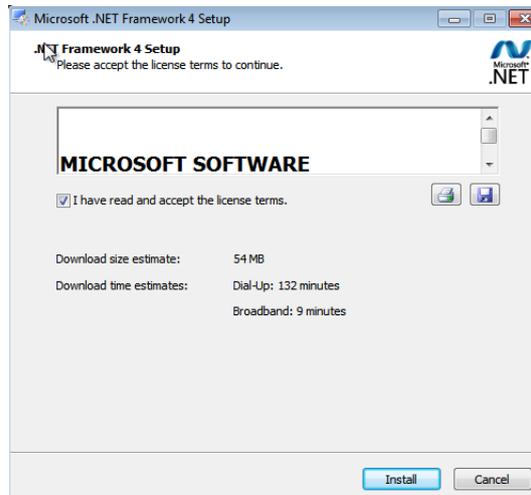
- Click on “Next”



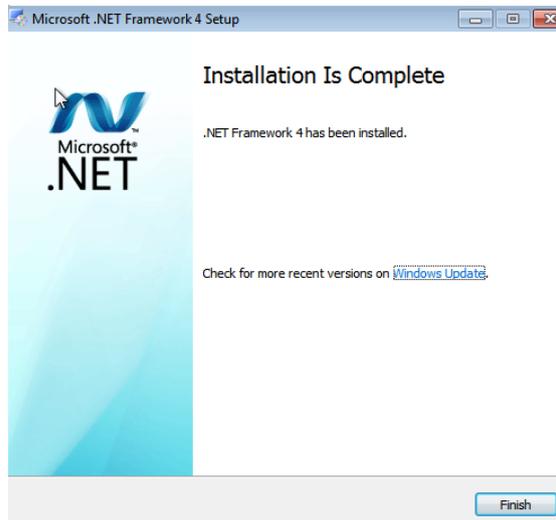
- Check the “Microsoft IIS”
- Click on “Next”



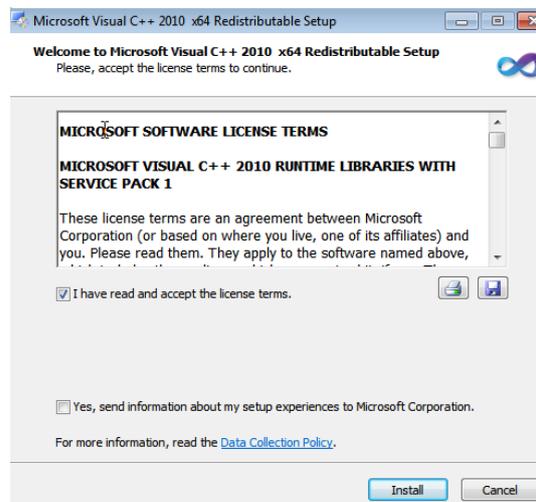
- Click on “Install”



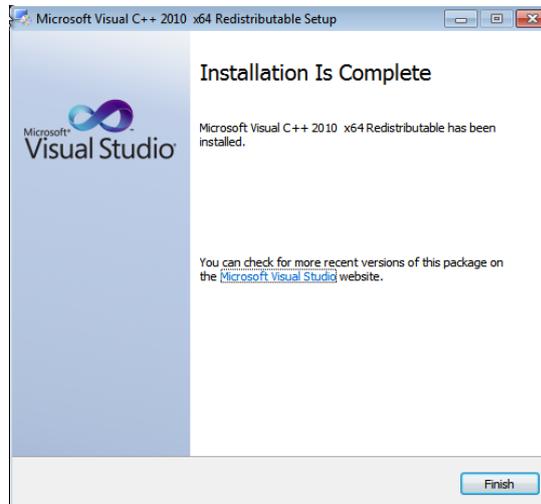
- Click on “Install”



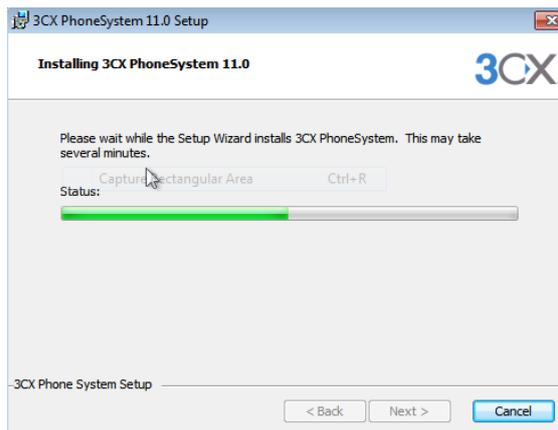
- Click on “Finish”



- Check “I have read and accept the license terms”
- Click on “Install”



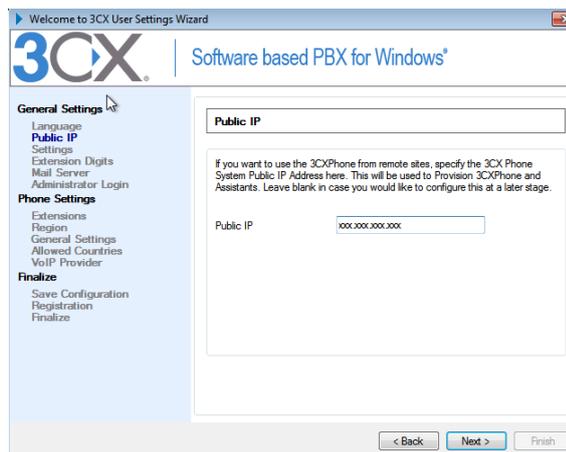
- Click on “Finish”



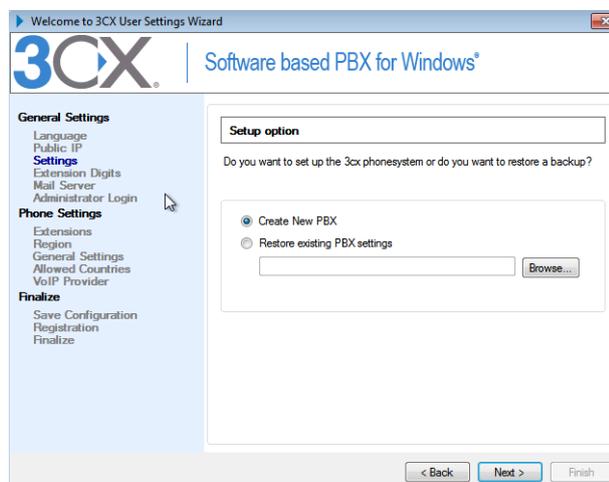
- Click on “Finish”
- The following window appears



- Choose the language and click on “Next”



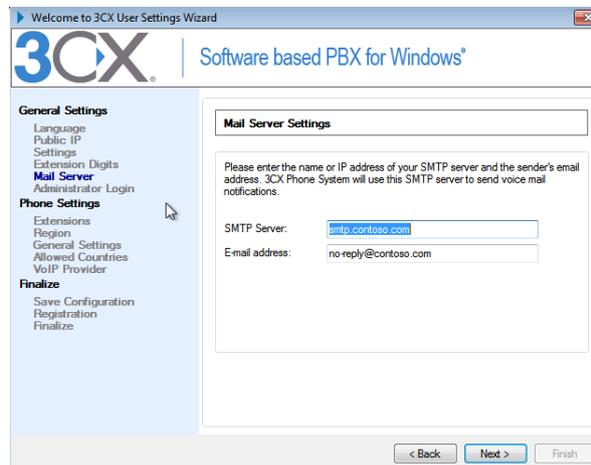
- Enter Your Public IP and click on “Next”



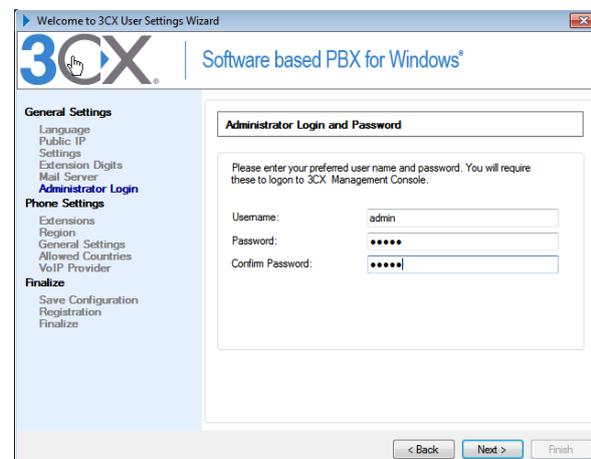
- Choose “Create New PBX”
- Click on “Next”



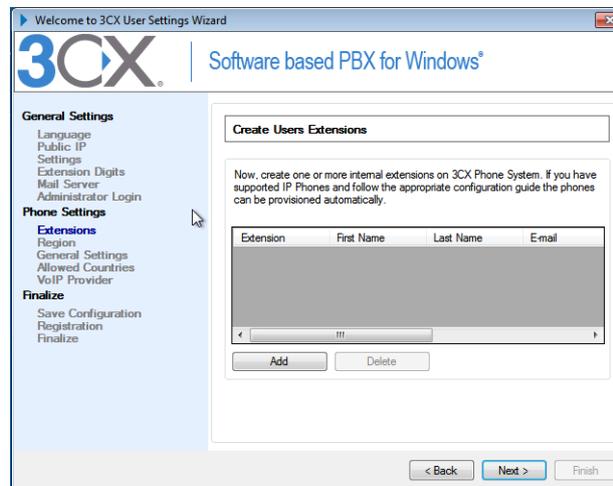
- Choose “3 Digits”



- Enter your SMTP Sever
- Enter your Email address
- Click on “Next”



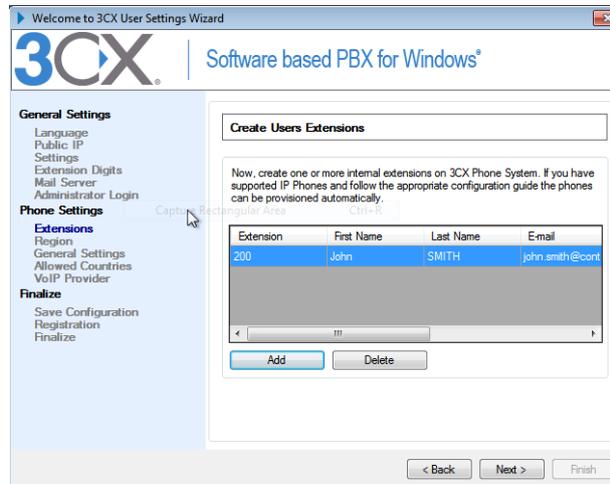
- Enter your Username and your Password
- Confirm your Password
- Click on “Next”



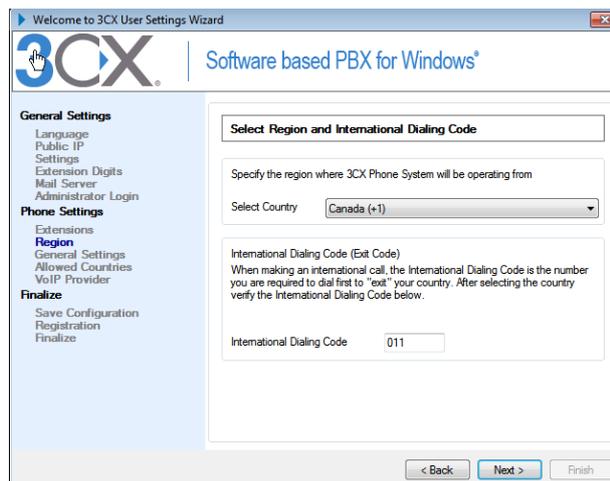
- Click on “Add”



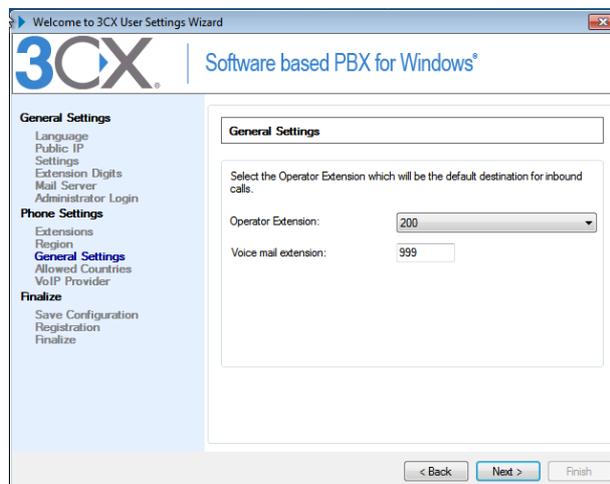
- Enter your first Extension Number “200” per example
- Enter your First Name, Last Name, Email address
- Enter your Authentication ID “200” same as Extension Number
- An automatic Authentication Password will be created and will be used for the SIP-Client configuration
- A voicemail PIN will be automatically created
- Select an interface , usually you have only one single interface
- Click on “Add”



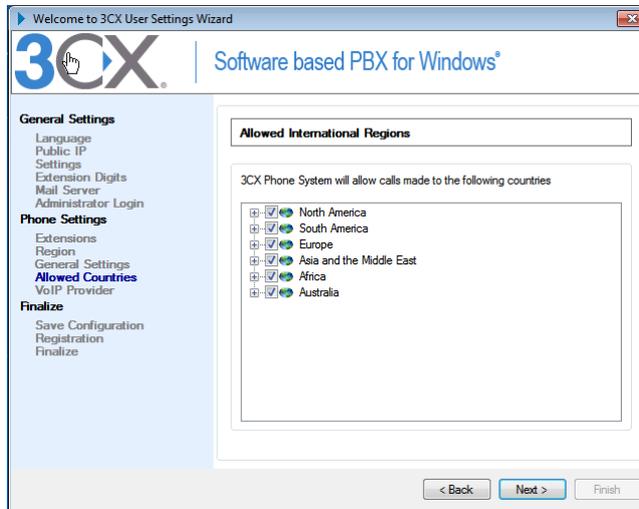
- You can Click on “Add” to add more extensions
- Click on “Next”



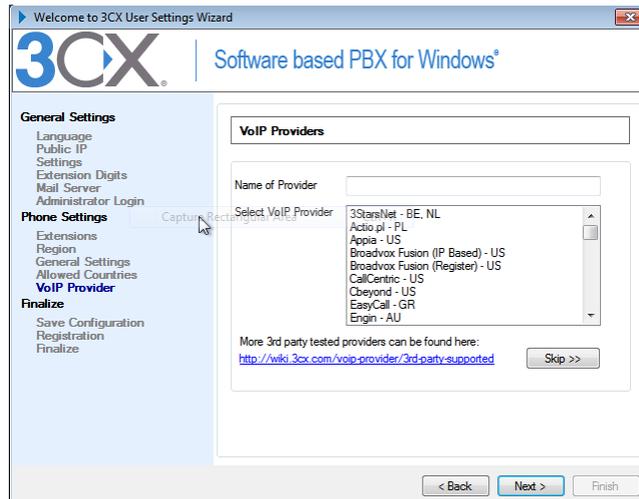
- Choose Your Country and your International Dialing Code
- Click on “Next”



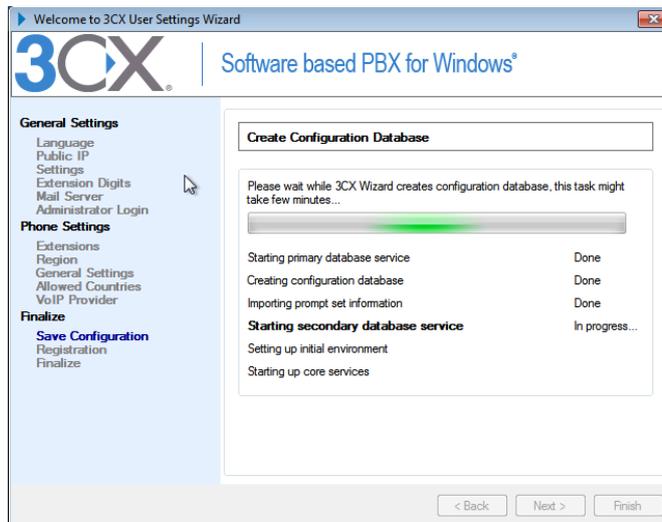
- Choose the Extension 200 as your Operator Extension
- Click on “Next”

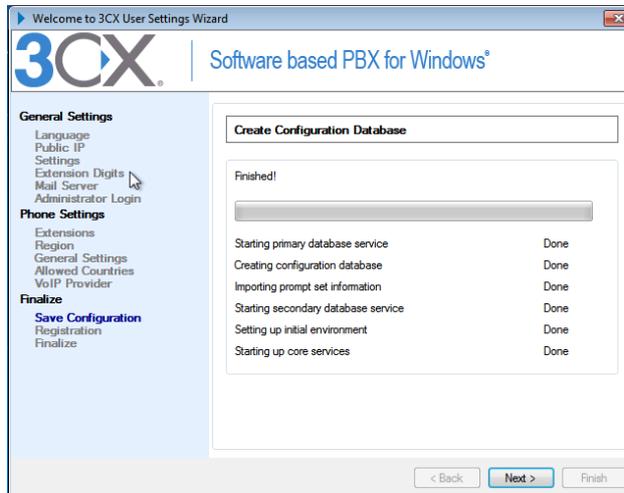


- Choose your Allowed International Regions

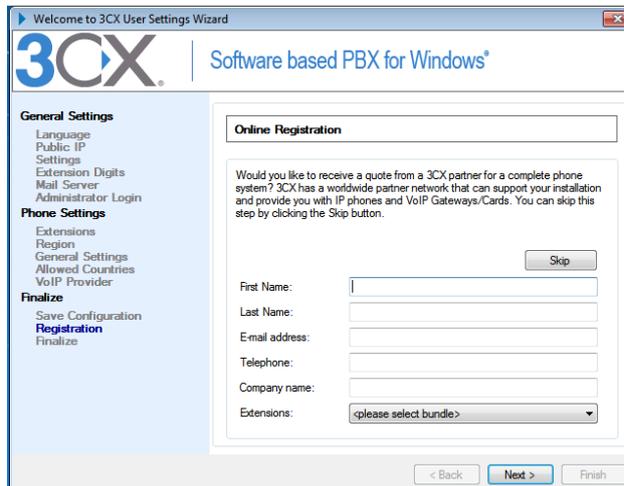


- Click on "Skip"

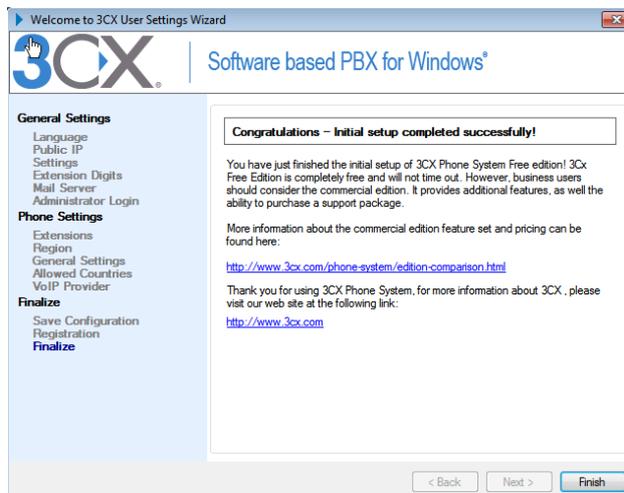




- Click on “Next”



- Click on “Skip”

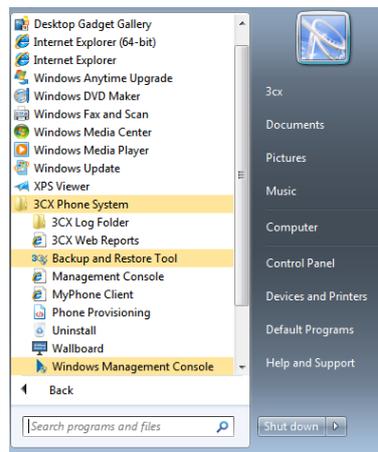


- Click on “Finish”
- Your 3CX Phone System is now completely installed

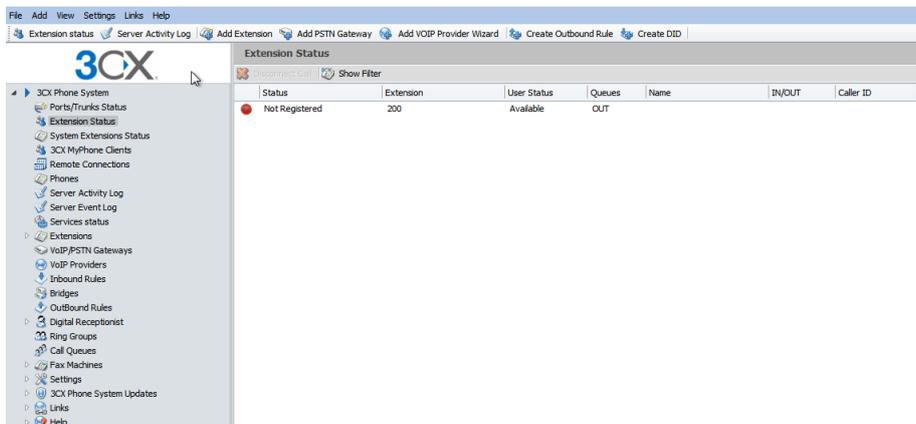
3 SIP-TRUNK

3.1 SIP-TRUNK CONFIGURATION

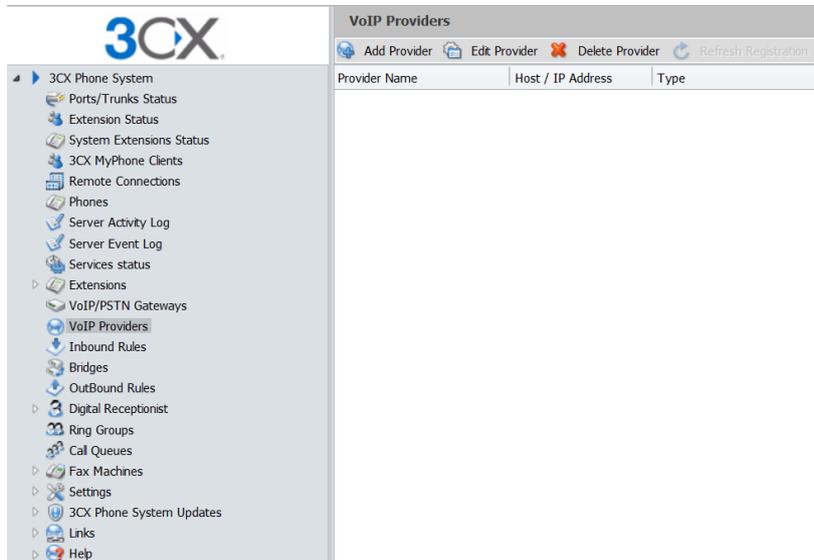
- To enter to the Web interface , Go to Start >> All Programs >> 3CX Phone System >> Management Console



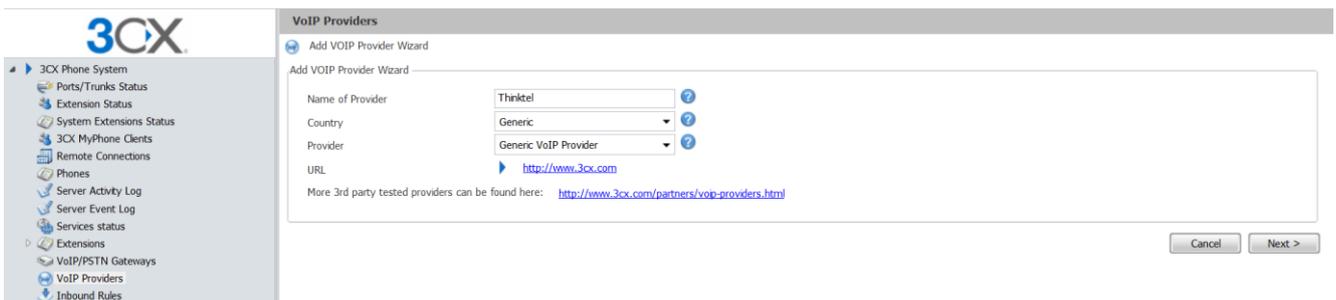
- Enter your User Name and your Password



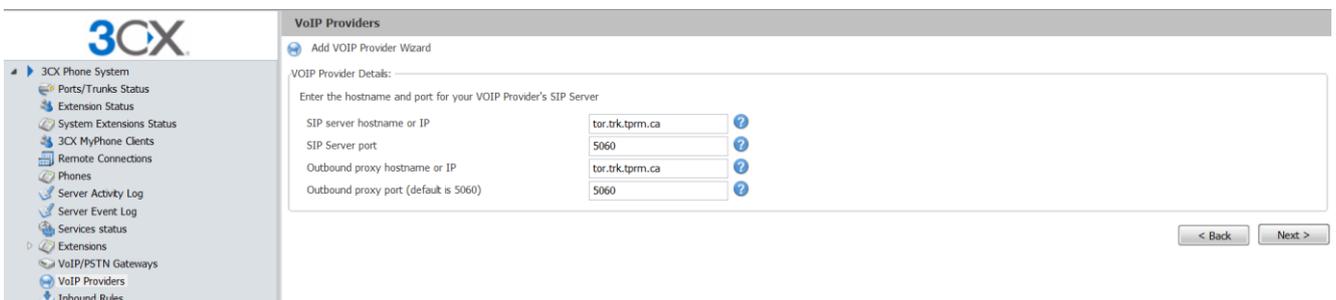
- Click on “VoIP Providers”



- Click on “Add Provider”



- Enter Name of Provider “Thinktel”
- Enter Country “Generic”
- Enter Provider “Generic VoIP Provider”



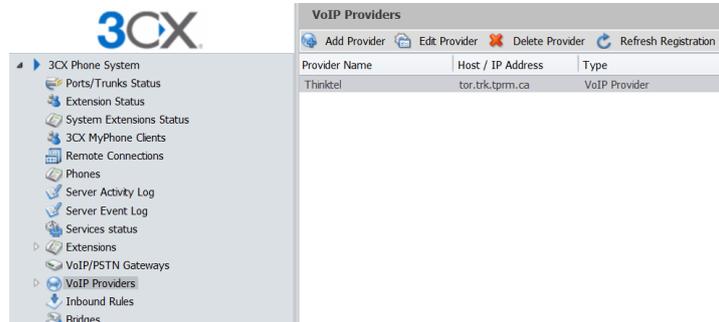
- Enter SIP Server hostname “tor.trk.tprm.ca” (This information is provided by THINKTEL)
- Enter SIP Server port “5060”
- Enter Outbound proxy hostname “tor.trk.tprm.ca” (This information is provided by THINKTEL)
- Enter Outbound proxy port “5060”
- Click on “Next”

- Enter “External Number” “4388998377” per example (This information is provided by THINKTEL)
- Enter “Authentication ID” “4388998377” per example (This information is provided by THINKTEL)
- Enter “Authentication Password” “xxxxxxx” (This information is provided by THINKTEL)
- Enter “Maximum simultaneous calls” per example “2” (This information is provided by THINKTEL)
- Click on “Next”

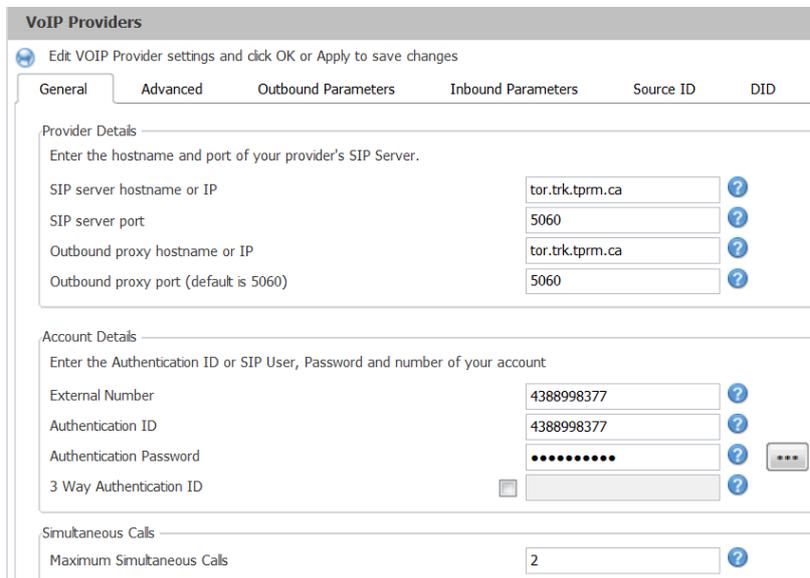
- Choose “Connect to Extension” “200” per example
- Click on “Next”

- Enter “Calls to Numbers with a length of” “10” (for 10 digits)
- Route 1 to “thinktel” with “0” for “Strip Digits”
- Click on “Finish”

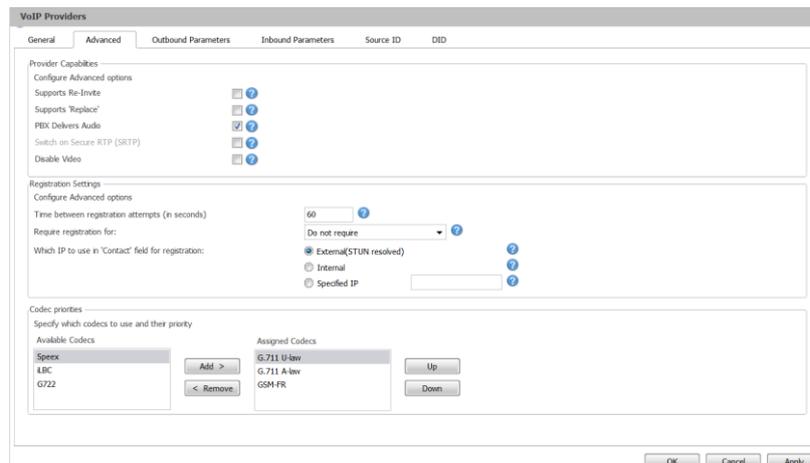
- On the main menu Click on “VoIP Providers”



- Double Click on Provider Name “Thinktel”



- Click on “Advanced”



- On “Require registration for” put “Do not require”
- Click on “Apply” then “Ok”
- Click on “Outbound Parameters”

VoIP Providers

Edit VoIP Provider settings and click OK or Apply to save changes

General **Advanced** Outbound Parameters Inbound Parameters Source ID DID

Location of the destination number
Specify in which SIP header field the dialed number will be included. No changes are required if you are using a supported gateway/provider

'To:user' field ?
'Request-Line_URI' field ?
'RemotePartyID' Called Party ?

Content of SIP fields
Configure which SIP message fields should contain what information. Requires SIP knowledge - misconfiguration will cause your PBX to malfunction.

SIP Field	Variable
From : User Part	"AuthID" authentication
<input type="button" value="Add/Update"/> <input type="button" value="Delete"/>	
SIP Field	Variable
To : Display Name	"OriginatorCallerId" Original Caller number will be sent
To : User Part	"OutboundLineId" Outbound Line Caller ID taken from Outbound caller ID setting in manage
To : Host Part	"OutboundCallerId" Outbound caller Id taken from Extension settings in management conso
From : Display Name	"CallerDispName" Display name of a caller as it is in From Header - Provided by phone settin
From : User Part	Custom Field
From : Host Part	"CalledNum" number that has been dialed (default: To->user)
Remote Party ID - Calling Party : Display Name	"CallerName" caller's name (default: From->display name)
	"CallerNum" caller's number (default: From->user)
	"OutboundCallerId" Outbound caller Id taken from Extension settings in management console
	"AuthID" authentication
	"GWHostPort" gateway/provider host/port
	"OutboundCallerId" Outbound caller Id taken from Extension settings in management console

- On "SIP Field" "From: User Part" put "OutboundCallerId" Outbound caller Id taken from extension settings in management console"
- Click on "Add/Update"

VoIP Providers

General **Advanced** Outbound Parameters Inbound Parameters Source ID DID

Location of the destination number
Specify in which SIP header field the dialed number will be included. No changes are required if you are using a supported gateway/provider

'To:user' field ?
'Request-Line_URI' field ?
'RemotePartyID' Called Party ?

Content of SIP fields
Configure which SIP message fields should contain what information. Requires SIP knowledge - misconfiguration will cause your PBX to malfunction.

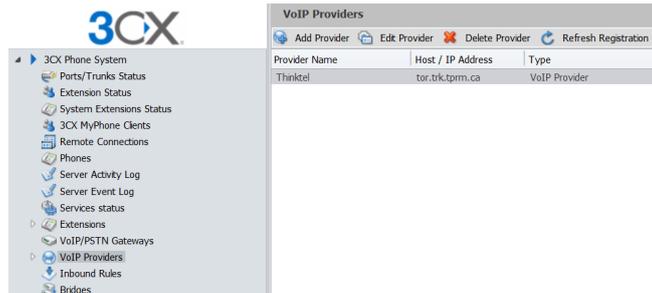
SIP Field	Variable
From : Display Name	"OutboundCallerId" Outbound caller Id taken from Extens
<input type="button" value="Add/Update"/> <input type="button" value="Delete"/>	
SIP Field	Variable
To : Display Name	"CallerName" caller's name (default: From->display name)
To : User Part	"CalledNum" number that has been dialed (default: To->user)
To : Host Part	"CaledName" name that has been dialed (default: To->display name)
From : Display Name	"CallerDispName" Display name of a caller as it is in From Header - Provided by phone settin
From : User Part	"OutboundCallerId" Outbound caller Id taken from Extension settings in management conso
From : Host Part	"OutboundLineId" Outbound Line Caller ID taken from Outbound caller ID setting in manage
Remote Party ID - Calling Party : Display Name	"OriginatorCallerId" Original Caller number will be sent
Remote Party ID - Calling Party : User Part	"LineID" internal number of line
	"OutboundCallerId" Outbound caller Id taken from Extension settings in management console
	"GWHostPort" gateway/provider host/port
	"OutboundCallerId" Outbound caller Id taken from Extension settings in management console
	"OutboundCallerId" Outbound caller Id taken from Extension settings in management console

- On "SIP Field" "From: Display Name" put " "CallerName" caller's name (default : From-> display name)"
- Click on "Add/Update"

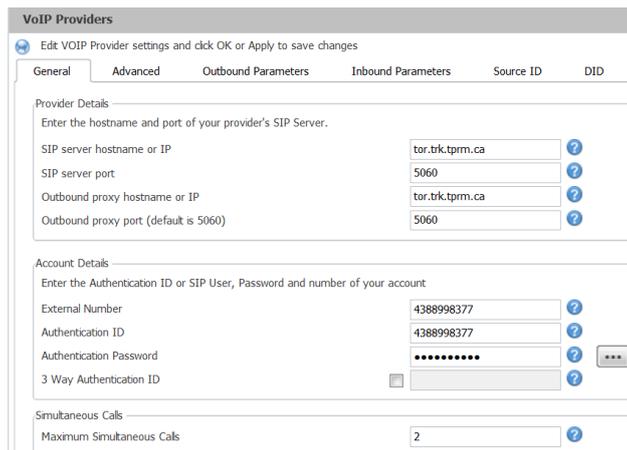
4 DID

4.1 DID CONFIGURATION

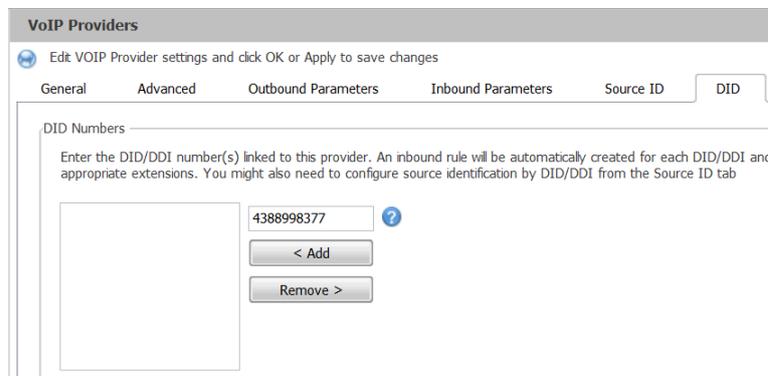
- On the main menu Click on “VoIP Providers”



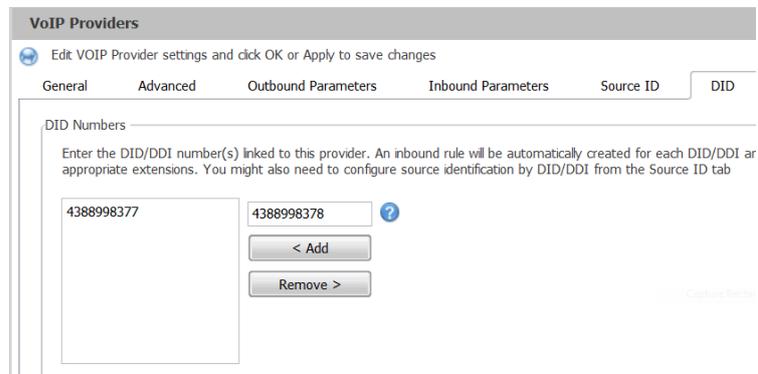
- Double Click on Provider Name “Thinktel”



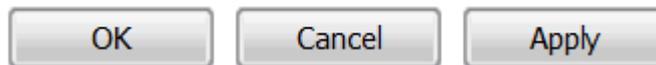
- Click on “DID”



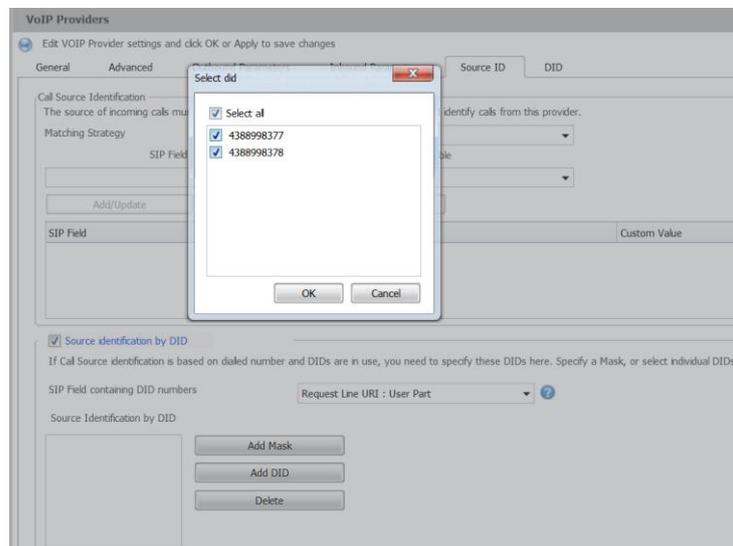
- Enter the Pilot Number provided by Thinktel
- Click on “Add”



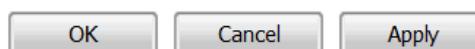
- Enter All the DID Numbers provided by Thinktel
- Click on “Add”



- Click on “Apply” then on “Ok”
- Click on “Source ID”



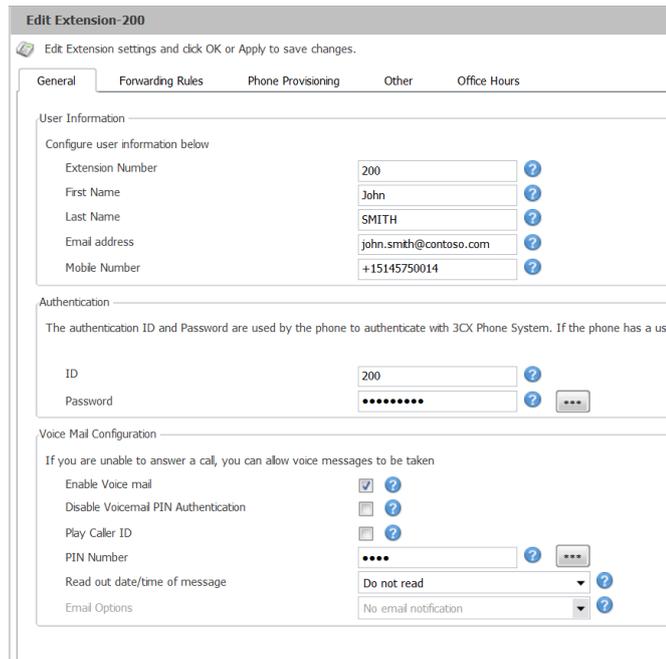
- Check “Select all”
- Click on “Ok”



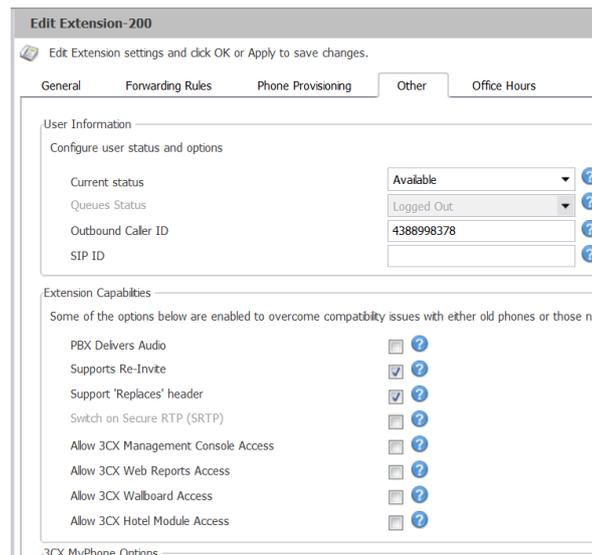
- Click on “Apply”
- Click on “Ok”

4.2 EXTENSION CONFIGURATION

- On the main menu Click on “Extensions”
- Double click on Extension “200”



- The “First Name “ and the “Last Name” will be the caller ID Name of the Extension “200” when making an outbound call through the SIP-TRUNK
- Click on “other”



- The “Outbound Caller ID” should strictly be one of the provided DIDs and will be the Caller-Id Number of the Extension “200” when making an outbound call through the SIP-TRUNK
- Click on “Apply” on the bottom of the window
- Click on “Ok” on the bottom of the window

4.3 MAKING AN OUTBOUND CALL THROUGH THINKTEL SIP-TRUNK

- On the main menu Click on “Extension Status”

Extension Status							
✖ Disconnect Call Show Filter							
Status	Extension	User Status	Queues	Name	IN/OUT	Caller ID	Destination
Registered (idle)	200	Available	OUT	John SMITH			

- On the main menu Click on “Ports/Trunks Status”

Ports/Trunks Status							
✖ Disconnect Call							
Status	Virtual Extension Number	Type	Name	IN/OUT	Caller ID	Destination	
Registered (idle)	10000	Provider	Thinktel				

- From the extension “200” already configured make an outbound call
- On the main menu Click on “Ports/Trunks Status”

Ports/Trunks Status							
✖ Disconnect Call							
Status	Virtual Extension Number	Type	Name	IN/OUT	Caller ID	Destination	
Connected	10000	Provider	Thinktel	OUT	10000	5145750014	

- On the main menu Click on “Extension Status”

Extension Status							
✖ Disconnect Call Show Filter							
Status	Extension	User Status	Queues	Name	IN/OUT	Caller ID	Destination
Connected	200	Available	OUT	John SMITH	OUT	4388998378	5145750014

- Caller-ID Appearance on the called Party’s phone

