

THINKTEL COMMUNICATIONS 3CX PHONE SYSTEM V.11

3CX Phone System - THINKTEL SIP TRUNK from scratch





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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)



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INSTALLING 3CX PHONE SYSTEM 2

REQUIREMENTS 2.1

- 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		Resell 3CX		3CX Call Cent
3C 3CX 0	For Android		Join the VolP PBX Boom!	00	 Agent Statistics
	For iPhone		Pree NFR Key		 Queue Strategies
and a second	• And Window	15	 Free Support 		Wallboards
Downloa	d 3CX VOIP Ph	one System for	Windows		
	ana System for Wind		P provident completely replaced	a traditional pro	priotory
phone syste	m. It uses standard S	SIP software or hardw	are phones, supports VoIP prov	idors / SIP Trunk	ks & phone
lines and of	fers numerous benefi	ts over a traditional P	BX. The commercial editions of tion is available here and is sur	fer enterprise gra	ade support
demo licens	e key allowing you to	try all commercial fea	itures for two simultaneous line	s will be sent to	your email
address.					
Name:	john	Surname: Smith	[required]		
Email:	john.smith@cor	ntoso.com	[required]		
Tel:	514444444				
Company:	any				
	I am an IT / Teleo	coms reseller			
Submit 8	download				
ndow app	bears				
C					
urnam נ	e email i	i elepnone a	ng company		

- The Follow
- Enter your
- Click on "Submit & download"
- The below window appears



3CXPhone For Android For iPhone And Windows





• Join the VoIP PBX Boom!



Download 3CX Phone System for Windows

Version 11.0

Download the PBX Server (Includes 3CX MyPhone)

• Click on "Download the PBX Server"

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File Dowr	Iload - Security Warning	×
Do you	want to run or save this file? Name: 3CXPhoneSystem11.exe Type: Application, 80.4MB From: www.3cx.com Run Save Cancel	
	While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do run or save this software. <u>What's the risk?</u>	not

• Click on "Run"



• Click on "Run"







🔐 Windows Secu	rity Alert		×
💮 Windo	ws Firewal	ll has blocked some features of this program	
Windows Firewall h	as blocked som	e features of Windows® installer on all public and private	
	Nam	Windows® installer	
	Publisher:	Microsoft Corporation	
	Path:	C:\windows\syswow64\msiexec.exe	
Allow Windows® in Virvate netw	staller to comm vorks, such as n	unicate on these networks: ny home or work network	
Public netwo because the	rks, such as th se networks of	ose in airports and coffee shops (not recommended ten have little or no security)	
What are the risks	of allowing a pr	ogram through a firewall?	
		Allow access Cance	2

- Check Private and Public networks
- Click on "Allow access"



• Click on "Next"

End-User License Agr Please read the follow	eement ing license agreement carefully	3 CX
2		
NO EMERGENCY C	COMMUNICATIONS	A
LICENSEE (AS I SOFTWARE (AS I INTENDED FOR U ANY POLICE AGE SERVICE, HOSPI ANY KIND. THE "911," POISON EMERGENCY NUMB	DEFINED BELOW) ACKNOWLEDO DEFINED BELOW) IS NOT DES USE TO CONTACT, OR COMMUNINCY, FIRE DEPARTMENT, AN TAL OR ANY OTHER EMERGEN SOFTWARE DOES NOT SUPPO CONTROL CENTERS OR TO AN USER AVAILABLE IN YOUR COM	SES THAT THE SIGNED OR WICATE WITH, HBULANCE WCY SERVICE OF DRT CALLS TO NY OTHER MMUNITY. 3CX
I accept the terms	in the License Agreement	
I do not accept the	terms in the License Agreement	
3CX Phone System Setup –		
	Back	Next > Cancel

- Check the "I accept ... '
- Click on "Next"

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谩 3CX PhoneSystem 11.0 Setup	- • •
Select Installation Folder This is the folder where 3CX PhoneSystem will be installed.	3 CX.
To install in this folder, click "Next". To install to a different folder, enter "Browse". Folder:	it below or dick
C:\Program Files\3CX PhoneSystem\	Browse
-3CX Phone System Setup	Cancel

• Click on "Next"

	設 3CX PhoneSystem 11.0 Setup	×
	Select Web Server Select the web server to use for the Management console and user portal	3 CX.
	3CX requires a web server for several of its services. You can use Microsoft bundled webserver 'Abyss'. Note: Windows XP and Windows Server 2003. only Abyss can be used.	IIS or the
	Windows 7: IIS on Windows 7 has a hardcoded HTTP connection limit of 10 s requests. So it is recommended to select Abyss. This is suitable for small inst than 100 users). For larger installs Windows Server 2008 / R2 is required.	imultaneous allations (less
	Windows Server 2008 and Windows Server 2008 R2 select IIS Web Server.	
	◎ 3CX Web Server (Abyss Web Server)	
	Microsoft IIS (Internet Information Service)	
	-3CX Phone System Setup	Cancel
• Check the "Microsoft IIS	"	
Click on "Next"		
	提 3CX PhoneSystem 11.0 Setup	





• Click on "Install"

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Please accept the licens	e terms to continue.	Micro
MICROSOFT	SOFTWARE	•
I have read and acce	pt the license terms.	
Download size estimate:	54 MB	
Download time estimates	s: Dial-Up: 132 minutes	
osoft .NET Framework	4 Setup	Instal Cancel
	Installation Is Con	plete
	.NET Framework 4 has been insta	ed.
	Check for more recent versions or	Windows Update.
	Check for more recent versions or	Windows Update.

• Click on "Install"

• Click on "Finish"



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

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Microsoft Visual C++ 2010	x64 Redistributable Setup
	Installation Is Complete
Microsoft Visual Studio	Microsoft Visual C++ 2010 x64 Redistributable has been installed.
	You <u>can check for more recent versions</u> of this package on the <u>Microsoft Visual Studio</u> website.
	Finish

• Click on "Finish"

闄 3CX PhoneSystem 11.0 Setup	×
Installing 3CX PhoneSystem 11.0	3CX.
Please wait while the Setup Wizard insta several minutes.	lls 3CX PhoneSystem. This may take
Capture Sectangular Area	Ctrl+R
	-
-3CX Phone System Setup	
	< Back Next > Cancel



- Click on "Finish"
- The following window appears

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Welcome to 3CX User Settings Wiz	ard	×
3 CX.	Software based PBX for Windows*	
General Settings Pakic IP Settings Extension Digits Mail Server Administrator Login Phone Settings Region General Settings Allowed Countries VoIP Provider Frankize Save Configuration Registration Finalize	Welcome to 3CX User Settings Wizard 3CX User Wizard helps you set up 3CX Phone System. To start, Please select your language then click Next. English	
	<back next=""> Finish</back>	

• Choose the language and click on "Next"

Welcome to 3CX User Settings Wi:	zard 💌
3CX .	Software based PBX for Windows*
General Settings	Public IP If you want to use the SCXPhone from remote altas, specify the SCX Phone System Public IP Address here. This will be used to Provision SCXPhone and Asstants. Leave blank in case you would like to configure this at a later stage. Public IP xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
	< Back Next > Finish

• Enter Your Public IP and click on "Next"

▶ Welco	me to 3CX User Settings Wizard
General Larga Poblic Extern Ada Adam Phone S Extern General Allow Volp Finalize Save Regis Finali	Settings using Server Visitrate Login Configuration Tration Configuration Tration Configuration Tration Configuration Configurat
	< Back Next > Finish
Choose "Create New PBX	
Click on "Next"	
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General Settings Language Public IP Settings Extension Digits Mail Server Administrator Login Phone Settings Extensions Region General Settings Allowed Counties VolP Provider Finalize	Welcome to 3CX User Settings W	Software based PBX for Windows*
	General Settings Language Public IP Settings Edension Digits Mail Server Administrator Login Fhore Settings Edensions Region General Settings Allowed Countries VoIP Provider Finalize Save Configuration Registration Finalize	Specify number of digits in extension number Select how many digits you want your internal extension numbers to have. System defaults are set to 3 digits. This setting can not be changed after installation. ② 2 Digits ③ 3 Digits ③ 4 Digits ⑤ 5 Digits

• Choose "3 Digits"

Welcome to 3CX User Settings Wizard				
3 CX.	Software based PBX for Windows*			
General Settings Language Public iP Settings Extension Digits Mail Server Administrator Login Phone Settings Ceneral Settings Allowed Countries Vol IP Provider Finalize Save Configuration Registration Finalize	Mail Server Settings Please enter the name or IP address of your SMTP server and the sender's email address. SCX Phone System will use this SMTP server to send voice mail notifications. SMTP Server: Intercontests com E-mail address: no-repty@cortoss.com			
	< Back Next > Finish			

- Enter your SMTP Sever
- Enter your Email address
- Click on "Next"

36X .	Software based F	PBX for Windows®	
General Settings Language Public IP	Administrator Login a	ind Password	
Settings Extension Digits Mail Server Administrator Login Phone Settings	Please enter your prefe these to logon to 3CX	rred user name and password. You will require Management Console.	
Extensions	Usemame:	admin	
Region General Settings	Password:	•••••	
Allowed Countries VoIP Provider	Confirm Password:	•••••	
Finalize			
Save Configuration Registration Finalize			

- Enter your Username and your Password
- Confirm your Password
- Click on "Next"

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Welcome to 3CX User Setting	ngs Wiza	ard			
3 CX.		Software ba	sed PBX for \	Windows®	
General Settings Language Public IP		Create Users	Extensions		
Settings Extension Digits Mail Server Administrator Login Phone Settings		Now, create on supported IP Ph can be provision	e or more internal exten ones and follow the ap ned automatically.	isions on 3CX Phone propriate configuratio	System. If you have n guide the phones
Extensions Region General Settings Allowed Countries VoIP Provider	45	Extension	First Name	Last Name	E-mail
Finalize Save Configuration Registration Finalize		•	III		Þ
		Add	Delete		
				< Back N	ext > Finish

• Click on "Add"

Add User Extension		
Please enter name and emai and phone model to provisio	il of extension user. Specify mac address o n it.	of phone
See the phone configuration	quides for more information.	
Extension Number:	200	(2
First Name:	John	6
Last Name: 🔓	SMITH	(
E-mail address:	john.smith@contoso.com	6
Authentication ID:	200	9
Authentication Password:	9bmq5c	0
Voicemail PIN:	7259	0
MAC Address (Optional)		9
Model (Optional)	No model	-
Select Interface:	192.168.1.110	-

- 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"

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 Welcome to 3CX User Settings 	Wizard			
3 CX.	Software bas	sed PBX for	Windows®	
General Settings Language Public IP	Create Users	Extensions		
Settings Extension Digits Mail Server Administrator Login Thone Settings Capture	Now, create one supported IP Ph can be provision	or more internal exter ones and follow the a ed automatically.	nsions on 3CX Phone opropriate configuratio	System. If you have on guide the phones
Extensions	Extension	First Name	Last Name	E-mail
General Settings Allowed Countries VoIP Provider	200	John	SMITH	john.smith@cont
inalize				
Save Configuration Registration Finalize	•	III		•
	Add	Delete		

- You can Click on "Add" to add more extensions
- Click on "Next"

Welcome to 3CX User Settings Wiz	ard 🗾
	Software based PBX for Windows*
General Settings Language Public IP Settings Extension Digits Mail Server Administrator Login Phone Settings Extensions Region General Settings Allowed Countries VoIP Provider Finalize Save Configuration Republic Provider Finalize	Select Region and International Dialing Code Specify the region where 3CX Phone System will be operating from Select Country Canada (+1) International Dialing Code (5xt Code) When making an international call, the International Dialing Code is the number you are required to dial first to "ext" your country. After selecting the country verify the International Dialing Code below. International Dialing Code 011
	< Back Next > Finish

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

Welcome to 3CX User Settings Wiz	ard	×
3CX .	Software based PB	8X for Windows®
General Settings Language Public IP Settings Extension Digits Mall Server Administrator Login Phone Settings Extensions Region General Settings Allowed Countries VoIP Provider Finalize Save Configuration Registration Finalize	General Settings Select the Operator Extensic calls. Operator Extension: Voice mail extension:	on which will be the default destination for inbound 200 999
		< Back Next > Finish

- Choose the Extension 200 as your Operator Extension
- Click on "Next"

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Welcome to 3CX User Settings Wiz	rard	×
3 0X.	Software based PBX for Windows*	
General Settings Language Public IP Settings Extension Digits Mail Server Administrator Login Phone Settings Extensions Region General Settings Allowed Countries VoIP Provider Finalize Save Configuration Registration Finalize	Allowed International Regions 3CX Phone System will allow calls made to the following countries Image: Constraint of the system	
	<back next=""> F</back>	nish

• Choose your Allowed International Regions

welcome to SCX oser Settings wi	2010	
30X	Software based PBX for W	indows
General Settings Language Public IP Settings Extension Digits Mall server Ammietrator Login Phone Settings Extensions Region General Settings Allowed Counfries VoIP Provider Tenalize	VoIP Providers Name of Provider acc. Seject. VoIP Provider Appia - US Broadwor Fusion (CallCentre - US Caleyond - US) Broadwor Fusion (CallCentre - US Caleyond - US) Broadwor Fusion (CallCentre - US Caleyond - US) Broadwor Fusion (CallCentre - US) Charge - AU More 3rd party tested providers can be for http://web.3cx.com/vob-provider/3rd-part	IP Based) - US Register) - US und here: <u>ty-supported</u> Skip >>
		< Back Next > Finish

• Click on "Skip"







Welcome to 3CX User Settings W	^{fizard} Software based PBX for Windows [®]	
General Settings Language Public IP Settings Extension Digits Mail Server of Administrator Login Phone Settings Extensions Region General Settings Allowed Countries VoIP Provider Finalize Save Cortiguration Registration Finalize	Create Configuration Database Finished! Starting primary database service Creating configuration database Importing prompt set information Starting secondary database service Setting up initial environment Starting up core services	Done Done Done Done Done Done Done
	< Back	Next > Finish

• Click on "Next"

3CX .	Software based PBX for Windows*
General Settings Language Public IP Settings Extension Digits Mail Server Administrator Login Phone Settings Extensions Region General Settings Allowed Countries VoIP Provider Save Configuration Registration Registration Registration Finalize	Online Registration Would you like to receive a quote from a 3CX partner for a complete phone system 32 XA has a workdwide partner network that can support your installation and provide you with IP phones and VoIP Gateways/Cards. You can skip this step by clicking the Skip button. Skip First Name: Last Name: Email address: Telephone: Company name: Extensions: Extensions:
	< Back Next > Finish
Welcome to 3CX User Settings With the setting of the setting with the setting of the setting	zard
	Software based PBX for Windows*
General Settings Language Public IP Settings Extension Digits Mail Server Administrator Login Phone Settings	Congratulations – Initial setup completed successfully! You have just finished the initial setup of 3CX Phone System Free edition is completely free and will not time out. However, business users shell comiser the commercial dollow. It provides additional features, as well the ability to purchase a support package. More information about the commercial edition feature set and pricine can he

- Click on "Skip"



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

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3 SIP-TRUNK

3.1 SIP-TRUNK CONFIGURATION

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



30	Cangular Area	
		3CX Phone System v11.0.27588.780
Language:	English	•
User Name:	admin	
Password:	•••••	
	Login	
© 2012 Copyright	3CX Ltd.	

• Enter your User Name and your Password



• Click on "VoIP Providers"

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OCV	VoIP Providers		
JOX	😪 Add Provider 🏾 🏠	Edit Provider 💢 Delete Provi	der 🖒 Refresh Registration
A 3CX Phone System	Provider Name	Host / IP Address	Туре
🧼 Ports/Trunks Status			
🐴 Extension Status			
Ø System Extensions Status			
3CX MyPhone Clients			
Remote Connections			
2 Phones			
I Server Activity Log			
🦪 Server Event Log			
🍓 Services status			
Extensions			
Solution VoIP/PSTN Gateways			
Solution VoIP Providers			
Inbound Rules			
Nidges 😜 Bridges			
💩 OutBound Rules			
Digital Receptionist			
3 Ring Groups			
🜮 Cal Queues			
Fax Machines			
Settings			
Image: Second System Updates			
🖻 🛃 Links			
N 😡 Halp			

• Click on "Add Provider"

	VoIP Providers		
3OX.	Add VOIP Provider Wizard		
 CX Phone System PortS/Trunks Status Extension Status System Extensions Status System Extensions Status CM MyPhone Clents Remote Connections Phones Server Activity Log Server Event Log 	Add VOIP Provider Wizard Name of Provider Country Provider URL More 3rd party tested providers can br	Thinkcel Image: Construction of the second	
Services status Q Extensions VoIP/PSTN Gateways VoIP Providers VoIP Providers		Cancel Next >	

- Enter Name of Provider "Thinktel"
- Enter Country "Generic"
- Enter Provider "Generic VoIP Provider"

OCV	VoIP Providers		
JOX.	Add VOIP Provider Wizard		
3CX Phone System eff Ports/Trunks Status txtension Status	VOIP Provider Details: Enter the hostname and port for your VOIP Provide	r's SIP Server	
System Extensions Status SX MyPhone Clents Remote Connections Phones Server Activity Log Server Activity Log	SIP server hostname or IP SIP Server port Outbound proxy hostname or IP Outbound proxy port (default is 5060)	tor.trk.tprm.ca 5060 tor.trk.tprm.ca 5060	
Services status Correct Constraints Correct Constraints Correct Constraints VolP/PSTN Gateways VolP Providers Tinbound Rules			Sack Nex

- 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"

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	VoIP Providers			
	leaded VOIP Provider Wizard			
 SAC Phone System Ports/Trunks Status Extension Status System Extensions Status SAC MyPhone Cients Remote Connections Phones Server AddryLog Server Event Log 	Account Detals Enter the Authentication ID or SIP User, Password and number External Number Authentication ID (aka SIP User ID) Authentication Password 3 Way Authentication ID	of your account 4388998377 4388998377] 0] 0] 0	
 Services status Q Extensions VoIP/PSTN Gateways 	Maximum simultaneous calls	2	0	
VoIP Providers Inbound Rules				< Back 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"

	VoIP Providers			
JCX.	Add VOIP Provider Wizard			
 JCX Phone System Ports/Trunks Status Extension Status System Extensions Status 3CX MyPhone Clents Remote Connections Phones 	Office Hours Configure where calls should be routed during on Configure of Call Connect to Extension Connect to Extension Connect to Dueue / Rng Group Connect to Digital Receptionist	ffice hours.	- 0 - 0 - 0	
Server Activity Log	Voicemail box for Extension	200	• 🕜	
🍓 Services status	Forward to Outside Number		0	
VoIP/PSTN Gateways	Send fax to email of extension	email of extension 888	- 🕜	
VoIP Providers VoIP Providers Inhound Rules Bridges OutBound Rules	Same as Out of Office hours			< Back Next >

- Choose "Connect to Extension" "200" per example
- Click on "Next"

JUX	👲 Create an Outbo	und Call Rule t	o configure on which PSTN port, VOIP	provider or brid	lge an outbound	calls should	d be placed on		
CX Phone System	General								
Ports/Trunks Status	Rule Name			Rule for Th	inktel		0		
Extension Status									
System Extensions Status	Apply this rule to thes	e calls ——							
3CX MyPhone Clients	Define to which outb	ound calls the	rule must apply						
Phones									
Server Activity Log	Calls to numbers	s starting with	prefix				0		
Server Event Log	Cals from exten	ision(s)					2		
Services status	Calls to Number	s with a length	of	10			0		
Extensions	Cale from outor	sian aroun		10					
VoIP/PSTN Gateways	Cais from exten	ision group					Select		
VoIP Providers	Make outbound cals of	00							
Inbound Rules									
Bridges	Configure up to 3 ro	utes for calls.	The second and third route will be used	as backup. Fo	or each route, di	gits can be s	stripped or added.		
OutBound Rules					Strip Digits		Prepend		
Digital Receptionist	Route	1	Thinktel	•	0	•		0	
Call Queues	Route	2			1	•		õ	
Fax Machines	Bauta	2			•			ă	
Settings	Route	3		•	1	•			
3CX Phone System Updates									
Links									Finish
P Help									
? Help									

• Click on "Finish"

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• On the main menu Click on "VoIP Providers"



• Double Click on Provider Name "Thinktel"

oIP Provid	ers						
Edit VOIP P	rovider settings a	nd click OK or Apply to save ch	anges				
General	Advanced	Outbound Parameters	Inbound Pa	rameters	Source ID	DI	D
Provider Det Enter the h	ails ostname and port	t of your provider's SIP Server.					
SIP server	hostname or IP			tor.trk.tprm.o	a	?	
SIP server	port			5060		0	
Outbound p	proxy hostname o	r IP		tor.trk.tprm.o	a	?	
Outbound p	proxy port (defaul	t is 5060)		5060		0	
Account Det Enter the A	ails .uthentication ID c	or SIP User, Password and num	ber of your acco	unt			
External Nu	ımber			4388998377		2	
Authenticat	ion ID			4388998377		0	
Authenticat	ion Password			•••••	•	0	***
3 Way Aut	hentication ID					?	
	s Calls						
Simultaneou	5 CONS						

• Click on "Advanced"

oIP Providers				
Seneral Advanced	Outbound Parameters Inbo	und Parameters Source	ID DID	
Provider Capabilities				
Configure Advanced options				
Supports Re-Invite	E 🕜			
Supports 'Replace'				
PBX Delivers Audio	v 📀			
Switch on Secure RTP (SRTP)				
Disable Video				
Registration Settings				
Time between excidention attempt	te (/sd-)	<i>(</i>)		
i me between registration attemp	ts (n seconds)	00		
Require registration for:		Do not require	-	~
Which IP to use in 'Contact' field f	or registration:	External(STUN reso	lved)	0
		Internal		
		Specified IP		Ø
Codec priorities				
Specify which codecs to use and t	heir priority			
Available Codecs	Assign	ned Codecs		
Speex	G.711	U-law		
LBC	Add > G.711	A-law	Up	
6722	< Remove GSM-	FR	Down	
0/22				

OK Cancel Apply

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

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v	oIP Provider	s								
	Edit VOIP Pro	vider settings and	click OK or Apply to save	chang	es					
	General	Advanced	Outbound Parameters		Inbound Parameters	Source ID	DID			
	Location of the Specify in whi	e destination numb ch SIP header field	er the dialed number will be	include	ed. No changes are required	if you are using a	a supported gate	way/provider		
	'To.user' field	I		7 ?						
	'Request-Line	_URI' field		7 ?						
	'RemoteParty	/ID' Called Party		0						
	Content of SIP	fields								
	Configure whi	ch SIP message fi	elds should contain what ir d	nforma	tion. Requires SIP knowledge	e - misconfiguratio	in will cause your	PBX to malfunction.		
		51P T Iel	u		Valiau	le				
	From : User	Part	•	"Aut	thID" authentication	1 11	•			
	Ad	d/Update	Delete	"Out	ginatorCalerID" Original Caler boundLineId" Outbound Line	Caller ID taken f	ent rom Outbound c	aller ID setting in manage:	Â	
	SIP Field			"Out	tboundCallerId" Outbound ca	ller Id taken from	Extension settin	igs in management conso		
	concace . m	our are		"Cal	erDispName" Display name o	of a caller as it is i	in From Header	 Provided by phone settin 		
	To : Display	Name		Cust	om Field					
	To : User Pa	art		"Cal	edNum" number that has be	en dialed (default	t: To->user)			
	To : Host Pa	art		"Cal	erName" caller's name (defa	ult: From->displa	y name)			
	From : Displ	ay Name		"Cal	erNum" caller's number (def	ault: From->user)) T ITOTT EXCENSION	50	*	E
	From : User	Part			"AuthID" authentication					
	From : Host	Part			"GWHostPort" gateway/pro	ovider host/port				
	Remote Part	ty ID - Calling Part	y : Display Name		"OutboundCallerId" Outbou	und caller Id taker	n from Extension	I SE		-

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

eneral Advanced Outbound Pa	rameters	Inbound Parameters Source	e ID DID		
ocation of the destination number Specify in which SIP header field the dialed nun	nber will be inclu	ded. No changes are required if you	are using a supported g	ateway/provider	
'To.user' field	V (
'Request-Line_URI' field	V (
'RemotePartyID' Called Party					
SIP Field	- "0	Variable	akan from Extend 🖛		
From : Display Name	• U	ulboundCaliento. Oulbound calier to l	aken from Extens 🔻		
	"	allerName" caller's name (default: Fro	m->display name)		
Add/Update Dek	ete "C	allerName" caller's name (default: Fro alledNum" number that has been dial	om->display name) ed (default: To->user)		*
Add/Update Dek	ete "C "C	allerName" caller's name (default: Fro alledNum" number that has been dial alledName" name that has been diale	m->display name) ed (default: To->user) d (default: To->display	name)	•
Add/Update Dek SIP Field To : Display Name	ete "C "C "C	alerName" caler's name (default: Fro aledNum" number that has been dial aledName" name that has been diale alerDispName" Display name of a cal	m->display name) ed (default: To->user) d (default: To->display ler as it is in From Head	name) er - Provided by phone settir	
Add/Update Dek SIP Field To : Display Name To : User Part	ete "C "C "C "C "C	alerName" caler's name (default: Fro aledNum" number that has been dial aledName" name that has been diale alerDispName" Display name of a cal alerDispName" Display name of a cal utboundCalerId" Outbound caler I d	m->display name) ed (default: To->user) d (default: To->display ler as it is in From Head aken from Extension se	name) er - Provided by phone settir ettings in management conso	А
Add/Update Dek SIP Field To : Display Name To : User Part To : Host Part	ete "C "C "C "C "C "C "C "C "C "C "C "C "C "	alerName" caler's name (default: Fro aledNum" number that has been dial aledName" name that has been diale alerDispName" Display name of a cal utboundCalerId" Outbound caler I dt utboundLineId" Outbound Line Caler rignatorCalerID" Original Caler numb	m->display name) ed (default: To->user) d (default: To->display ler as it is in From Head aken from Extension se ID taken from Outboun er wil be sent	name) er - Provided by phone settir ettings in management conso id caler ID setting in manage	н
Add/Update Dek SIP Field To : Display Name To : User Part To : Host Part From : Display Name	ete "C "C "C "C "C "C "C "C "C "C "C "C "C "	alerName" caler's name (default: Fro aledNum" number that has been dial aledName" name that has been diale alerDispName" Display name of a cal utboundCalerId" Outbound Line Caler tutboundLineId" Outbound Line Caler nignatorCalerID" Original Caler numb heID" internal number of line	m->display name) ed (default: To->user) d (default: To->display ler as it is in From Head aken from Extension se ID taken from Outboun er wil be sent	name) er - Provided by phone settir sttings in management conso id caller ID setting in manage	
Add/Update Dek SIP Field To : Display Name To : User Part To : Host Part From : Display Name From : User Part	ete "C "C "C "C "C "C "C "C "C "C "C "C "C	alerName" caler's name (default: Fro aledNum" number that has been dial aledName" name that has been dial alerDispName" Display name of a cal utboundCalerId" Outbound caler I dt utboundCalerId" Outbound Line Caler riginatorCalerID" Original Caler numb neID" internal number of line "OutboundCalerId" Outbound cal	m->display name) ed (default: To->user) d (default: To->display ler as t is in From Head aken from Extension se ID taken from Outboun er wil be sent er Id taken from Extens	name) er - Provided by phone settir titings in management conso id caller ID setting in manage sion se	
Add/Update Dek SIP Field To : Display Name To : User Part To : Host Part From : Display Name From : User Part From : User Part From : Host Part	**************************************	alerName" caler's name (default: Fro aledNum" number that has been dial aledName" name that has been dial aledName" Display name of a cal utboundCalerId" Outbound caler I dt utboundCalerId" Outbound Line Caler niginatorCalerID" Original Caler numb neID" internal number of ine "OutboundCalerId" Outbound call "GWHostPort" gateway/provider h	m->display name) ed (default: To->user) d (default: To->display ler as t is in From Head aken from Extension se ID taken from Outboun er wil be sent er Id taken from Extens nost/port	name) er - Provided by phone settir ttings in management conso id caller ID setting in manage	
Add/Update Dek SIP Field To : Display Name To : User Part To : Host Part From : Display Name From : User Part From : User Part From : Host Part From : Host Part Remote Party ID - Caling Party : Display Name	ete "C "C "C "C "C "C "C "C "C "C "C	alerName" caler's name (default: Fro aledNum" number that has been dial aledName" name that has been dial aledName" Display name of a cal utboundCalerId" Outbound caler I dt utboundCalerId" Outbound Line Caler niginatorCalerID" Original Caler numb neID" internal number of ine "OutboundCalerId" Outbound call "GWHostPort" gateway/provider 1 "OutboundCalerId" Outbound call	m->display name) ed (default: To->user) d (default: To->display ler as t is in From Head aken from Extension se ID taken from Outboun er wil be sent er Id taken from Extens nost/port er Id taken from Extens	name) er - Provided by phone settir ttings in management conso id caller ID setting in manage sion se sion se	

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

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4 DID

4.1 DID CONFIGURATION

• On the main menu Click on "VoIP Providers"

	VoIP Providers		
	🍓 Add Provider Edit Pr	ovider 💥 Delete Provid	er Cefresh Registration
A > 3CX Phone System	Provider Name	Host / IP Address	Туре
Ports/Trunks Status	Thinktel	tor.trk.tprm.ca	VoIP Provider
4 Extension Status			
Ø System Extensions Status			
3CX MyPhone Clients			
Remote Connections			
Phones			
I Server Activity Log			
I Server Event Log			
i Services status			
Extensions			
So VoIP/PSTN Gateways			
VoIP Providers			
🕭 Inbound Rules			
Bridges			

• Double Click on Provider Name "Thinktel"

IP Provi	ders						
Edit VOIP	Provider settings a	nd click OK or Apply to save ch	anges				
ieneral	Advanced	Outbound Parameters	Inbound Pa	rameters	Source ID	D	ID
rovider D	etails						
Enter the	hostname and por	t of your provider's SIP Server.					
SIP serve	r hostname or IP			tor.trk.tprm.	са	?	
SIP serve	r port			5060		0	
Outbound	l proxy hostname o	r IP		tor.trk.tprm.	ca	?	
Outbound	l proxy port (defaul	t is 5060)		5060		?	
Account D	etails						
Enter the	Authentication ID o	or SIP User, Password and num	ber of your acco	ount			
External N	Number			4388998377		?	
Authentic	ation ID			4388998377		0	
	ation Password			•••••	•	0	**
Authentic						0	_
Authentic 3 Way Au	thentication ID						
Authentic 3 Way Au	ithentication ID					•	

• Click on "DID"

VoIP Provide	rs				
edit VOIP Pr	ovider settings a	nd click OK or Apply to save ch	anges		
General	Advanced	Outbound Parameters	Inbound Parameters	Source ID	DID
DID Numbers	;				
Enter the lappropriate	DID/DDI number	(s) linked to this provider. An in u might also need to configure 4388998377	bound rule will be automatical source identification by DID/D	ly created for each DI from the Source	DID/DDI anc e ID tab

- Enter the Pilot Number provided by Thinktel
- Click on "Add"

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/oIP Provide	ers				
Edit VOIP P	rovider settings a	nd click OK or Apply to save ch	anges		
General	Advanced	Outbound Parameters	Inbound Parameters	Source ID	DID
DID Number Enter the appropriat	s DID/DDI number e extensions. You	(s) linked to this provider. An ir u might also need to configure	bound rule will be automatical source identification by DID/D	y created for each DI from the Source	DID/DDI ar e ID tab
4388998	377	4388998378 2			
	JOIP Provide Edit VOIP P General DID Number Enter the appropriat 4388998:	VoIP Providers Edit VOIP Provider settings ar General Advanced DID Numbers Enter the DID/DDI number appropriate extensions. You 4388998377	VoIP Providers Edit VOIP Provider settings and clck OK or Apply to save cher de configuration	VoIP Providers Edit VOIP Provider settings and click OK or Apply to save changes General Advanced Outbound Parameters Inbound Parameters DID Numbers Inbound Parameters Inbound Parameters Fnter the DID/DDI number(s) linked to this provider. An inbound rule will be automatical appropriate extensions. You might also need to configure source identification by DID/D 4388998377 4388998378 Image: Configure source identification by DID/D General Add Image: Configure source identification by Configure source identification by DID/D	VoIP Providers Edit VOIP Provider settings and click OK or Apply to save changes General Advanced Outbound Parameters Inbound Parameters Source ID DID Numbers Enter the DID/DDI number(s) linked to this provider. An inbound rule will be automatically created for each appropriate extensions. You might also need to configure source identification by DID/DDI from the Source 14388998377 4388998377 4388998378 Image: Click Configure Source

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

ОК	Cancel	Apply

- Click on "Apply" then on "Ok"
- Click on "Source ID"

	VoIP Providers		
•	Edit VOIP Provider settings and c General Advanced	lick OK or Apply to save changes	Source ID DID
	Call Source Identification The source of incoming cals mu Matching Strategy SIP Field	✓ Select al ✓ Select al ✓ 4388998377 ✓ 4388998378	identify cals from this provider.
	Add/Update SIP Field		Custom Value
	Source identification by DID If Cal Source identification is bar SIP Field containing DID number Source Identification by DID	sed on daled number and DIDs are in use, you ne rs Request Line URI : User F Add Mask Add DID Delete	ed to specify these DIDs here. Specify a Mask, or select individual DIDs Part • Ø
 Check "Select a Click on "Ok" 	ll"		
		OK Cancel	Apply
Click on "Apply"	"		







4.2 EXTENSION CONFIGURATION

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

Edit Exten							
eneral	Forwarding Rules	Phone Provisioning	Other	Office Ho	urs		
ser Inforr	mation						
Configure	user information below						
Exten	ision Number		200		?		
First N	Name		John		?		
Last M	Name		SMITH		?		
Emai	address		john.smith@co	ntoso.com	2		
Mobile uthenticat The authe	e Number tion entication ID and Password	d are used by the phone	+15145750014	4 vith 3CX Phone	? System	. If the j	phone ha
Mobile uthenticat The authe ID	e Number tion entication ID and Password	d are used by the phone	+15145750014 to authenticate w	4 vith 3CX Phone	? System	. If the I	phone ha
Mobile uthenticat The autho ID Passw	e Number tion entication ID and Password vord	l are used by the phone	+15145750014 to authenticate w 200	1 with 3CX Phone	System	. If the p	phone ha
Mobile uthenticat The authe ID Passw	e Number tion entication ID and Password vord Configuration	d are used by the phone	+15145750014 to authenticate w 200	4 vith 3CX Phone	System	. If the p	phone ha
Mobile uthenticat The authe ID Passw oice Mail (If you are	e Number tion entication ID and Password vord Configuration e unable to answer a call, y	d are used by the phone	+15145750014 to authenticate w 200 ages to be taken	4 vith 3CX Phone	System	. If the p	phone ha
Mobile uthenticat The autho ID Passw oice Mail o If you are Enable	e Number tion vord Configuration e unable to answer a call, γ e Voice mail	d are used by the phone	+15145750014 to authenticate w 200 eeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeee	4 vith 3CX Phone	System	. If the p	ohone ha
Mobile uthenticat The autho ID Passw ioice Mail (If you are Enable Disabl	e Number tion —	d are used by the phone you can allow voice mess	+15145750014 to authenticate w 200 execution ages to be taken 202 execution 202 execut	4 vith 3CX Phone	System	. If the p	phone ha
Mobile uthenticat The autho ID Passw oice Mail (If you are Enable Disabl Play (e Number tion	d are used by the phone you can allow voice mess	+15145750014 to authenticate w 200 ••••••• ages to be taken ?? ?? ?? ??	4 with 3CX Phone	? ? ?	. If the p	phone ha
Mobile uthenticat The authe ID Passw occe Mail (If you are Enable Disabl Play C PIN N	e Number tion entication ID and Password vord Configuration e unable to answer a call, y e Voice mai le Voice mai le Voice mai le Voice mai PIN Authentica Caller ID Aumber	d are used by the phone you can allow voice mess	+15145750014 to authenticate w 200 ••••••• ages to be taken © 0 © 0 •••••	4 vith 3CX Phone	? ? ? ?	. If the p	phone ha

- 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"

III LAUCHS	ion-200			
Edit Extens	sion settings and click OK	or Apply to save changes.		
General	Forwarding Rules	Phone Provisioning	Other	Office Hours
User Inform	nation			
Configure	user status and options			
Curren	it status		Available	•
Queue	es Status		Logged Ou	t 👻
Outbo	und Caller ID		438899837	8
CID ID				
Extension C	apabilities			
Extension C Some of the PBX D	, apabilities he options below are enal elivers Audio	bled to overcome compatit	ality issues with	either old phones or those
Extension C Some of the PBX D Support	, apabilities he options below are enal elivers Audio rts Re-Invite	bled to overcome compatit	bilty issues with □ ② ▼ ②	either old phones or those
Extension C Some of th PBX D Suppor	, apabilities elvers Audio rts Re-Invite rt 'Replaces' header	bled to overcome compati	oity issues with	either old phones or those
Extension C Some of th PBX D Suppor Suppor Switch	, apabilities elvers Audio rts Re-Invite rt 'Replaces' header on Secure RTP (SRTP)	bled to overcome compatit	oity issues with ? ? ? ? ? ? ? ? ? ? ? ? ?	either old phones or those
Extension C Some of th PBX D Suppo Suppo Switch Allow 3	, apabilities elvers Audio rts Re-Invite rt 'Replaces' header on Secure RTP (SRTP) ICX Management Consolo	bled to overcome compatie	Dity issues with	ether old phones or those
Extension C Some of th PBX D Suppor Switch Allow 3 Allow 3	' lapabilities elvers Audio rts Re-Invite rt 'Replaces' header on Secure RTP (SRTP) ICX Management Consok ICX Web Reports Access	bled to overcome compatie	Dity issues with	ether old phones or those
Extension C Some of the PBX D Suppor Switch Allow 3 Allow 3	' lapabilities elvers Audio rts Re-Invite rt 'Replaces' header on Secure RTP (SRTP) ICX Management Consok ICX Web Reports Access ICX Walboard Access	bled to overcome compati bled to overcome compati e Access	ity issues with 2 2 2 2 2 2 2 2 2 2 2 2 2	ether old phones or those

- 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

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4.3 MAKING AN OUTBOUND CALL THROUGH THINKTEL SIP-TRUNK

• On the main menu Click on "Extension Status"

E	xtension Status							
8	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"

Ро	ts/Trunks Status						
X 1							
	Status	Virtual Extension Number	Туре	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"

	Por	ts/Trunks Status						
🗱 Disconnect Call 📔								
		Status	Virtual Extension Number	Туре	Name	IN/OUT	Caller ID	Destination
(Connected	10000	Provider	Thinktel	OUT	10000	5145750014

• On the main menu Click on "Extension Status"

	Extension Status								
8	C	isconnect Cal 🔯 Show Filter	r						
		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

