

# THINKTEL COMMUNICATIONS 3CX PHONE SYSTEM V.15

**3CX Phone System V15 - THINKTEL SIP TRUNK** 



3CX Phone System V.15 THINKTEL SIP-TRUNK Configuration



## TABLE OF CONTENTS

1.1	INTRODUCTION	
2.1	System Requirements	
2.2	SUPPORTED OPERATING SYSTEMS	
2.3	SUPPORTED VM PLATFORMS	
2.4	HARDWARE REQUIREMENTS	
2.5	FIREWALL REQUIREMENTS	
3.1	SIP-TRUNK CONFIGURATION	5
4.1	OUTBOUND RULE CONFIGURATION	
5.1	CNAME AND CLID CONFIGURATION	
6.1	DID CONFIGURATION	
6.2	EXTENSION CONFIGURATION	
6.3	MAKING AN OUTBOUND CALL THROUGH THINKTEL SIP-TRUNK	



3CX Phone System V.15 THINKTEL SIP-TRUNK Configuration



## 1.1 INTRODUCTION

This Document explains how to configure the 3CX Phone System V15 for SIP Trunking with the ITSP 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 provides an account with accompanying credentials (username - password - Proxy IP Address)



© THINKTEL COMMUNICATIONS	Reference	Edition	Page
	Montreal/IOT/2016/004	2	3/16





# 2 INSTALLING 3CX PHONE SYSTEM

#### 2.1 SYSTEM REQUIREMENTS

http://www.3cx.com/docs/manual/installation-windows/#h.rpbyof1d94m1

#### 2.2 SUPPORTED OPERATING SYSTEMS

http://www.3cx.com/docs/manual/installation-windows/#h.ld7vvasv5u9d

#### 2.3 SUPPORTED VM PLATFORMS

http://www.3cx.com/docs/manual/installation-windows/#h.5hoy5wwhhk5c

#### 2.4 HARDWARE REQUIREMENTS

http://www.3cx.com/docs/manual/installation-windows/#h.pgegkbxke9d

#### 2.5 FIREWALL REQUIREMENTS

http://www.3cx.com/docs/manual/installation-windows/#h.9gpseeqp99qz



3CX Phone System V.15 THINKTEL SIP-TRUNK Configuration



## **3 SIP-TRUNK**

## 3.1 SIP-TRUNK CONFIGURATION

• Connect to 3CX Management console, enter your username and the password and click on "Login"

30			
Welcome to the 3CX	Management Conso	le	
admin			
English		-	
		-	
	ogin		
Supported Browsers: (			

• On the Dashboard click on "SIP Trunks"



© THINKTEL COMMUNICATIONS Reference Edition Page Montreal/IOT/2016/004 2 5/16





• Click on "Add SIP Trunk"

3	CX	正					Support	<del>-</del> Update	<b>67</b>	English 😽	2	A <del>-</del>
di	Dashboard	SIP Trunks									Фн	eln
-	Phones											
1	Extensions	SIP Trunks										
	Groups	Add SIP Trunk	- Add m	ateway	/ Edit	X Delete	26 Enable All	Disable All	CRef	resh Registration		
1	Contacts											
0	SIP Trunks	Search										
ŧ	Inbound Rules	Mama	Heat	Turne	Sim	Main	Regi	ster Regi	ster	Last Failed		
t	Outbound Rules	Name	nost	rype	Calls	Trunk	NO Sent	UK		register		

- Choose "CA" as Country
- Choose "ThinkTel Communications" as Provider
- Enter the Pilot number provided by ThinkTel
- Click on "OK" button

×
Ŧ
¥
OK Cancel

© THINKTEL COMMUNICATIONS	Reference	Edition	Page
Mon	treal/IOT/2016/004	2	6/16



C



- Enter SIP Server hostname "tor.trk.tprm.ca" (This information is provided by THINKTEL)
- Enter Outbound proxy hostname "tor.trk.tprm.ca" (This information is provided by THINKTEL)
- Enter Server and Outbound proxy port "5060"

3	CX.	逗 Support + Update <sup>99</sup> +	English 🚽 🦨 A
di	Dashboard		(C) Help
	Phones.		a nup
1	Extensions		
	Groups	General DIDs Caller ID Options Inbound Parameters Outbound Parameter	ers
1	Contacts	Trunk Details	
0	SIP Trunks	Enter name for Trunk	
t	Inbound Rules	ThinkTel Communications	
t	Outbound Rules	Registrar/Server/Gateway Hostname or IP	
Ģ	Digital Receptionist	206.80.250.100 206.80.250.100 (tor.trk.tprm.ca) or 208.68.17.52 (edm.trk.tprm.ca)	5060
	Ring Groups	Outbound Proxy	
101	Call Queues	206.80.250.100 206.80.250.100 (tor.trk.tprm.ca) or 208.68.17.52 (edm.trk.tprm.ca)	5060
	Bridges	Number of SIM Calls	
10	FAX Extensions	10	

- Important: on Type of Authentication choose "Do not require- IP Based"
- On Authentication ID and Main Trunk No, enter the Pilot number provided by ThinkTel
- Enter the SIP TRUNK password provided by ThinkTel

Authentic	ation				
Type of Au	thentication				
Do not r	require - IP Based				
Authentica	tion ID (aka SIP User ID)				
4383200	354				
Authentica	tion Password				
				۲	
3 Way	Authentication				
Routing of	f calls to Main Number				
Main Trunk 4383200	354				
Destination	n for calls during office hours				
Extensio	วท				
300 elie	Bounajm			÷	
	$\leftrightarrow$ $\rightarrow$ C $$ https://think	tel-v15.3cx.eu:5001/#/app/trunk_editor/0		₹☆:	
	3CX	運	Support≁ Updates	+ English + e <sup>≠</sup> A +	
• Click on "OK" Button	II Dashboard	ThinkTel Communications	OK Cancel	() Help	
	Reference		Edition		Page
Montr	eal/IOT/2016/004		2		7/16





									<b>O</b> (104)
SIP	Trunks								
+	Add SIP Trunk	+ Add gateway	🔎 Edit	🗙 Delete	☎ Enable All	Ø Disable All	CR efresh Re	egistration	
Sea	rch								
Sea	rch				Sim	Main Trunk	Poristor	Register	Last
Sea	nch Name	Host		Type	Sim Calls	Main Trunk No	Register Sent	Register OK	Last Failed Regis





# **4 OUTBOUND RULES**

### 4.1 OUTBOUND RULE CONFIGURATION

- On the Dashboard click on "Outbound Rules"
- Click on "Add"

1	Extensions	Outbound Rules
ш	Groups	
1	Contacts	Cart & Delete I Move Up & Move Down
0	SIP Trunks	Search
ŧ	Inbound Rules	Outbound
t	Outbound Rules	Rule Call from Extension Name extension(s) Prefix Length Group Route1 Route2 Route3 Route4 Route5

- Enter a name for this Rule, e.g. "US&CANADA"
- Choose a length of 10 digits' numbers

3	CX	<u></u>	Support <del>+</del>	Updates 🕶 🗸	English 🗸	~	A <del>*</del>
di	Dashboard	Add Outbound Rule	cel			Юни	eln
	Phones					- CP III	лр
1	Extensions						
	Groups	General					
1	Contacts	Rule Name					
0	SIP Trunks	US&CANADA					
÷	Inbound Rules						
t	Outbound Rules	Apply this rule to these calls					
Ģ	Digital Receptionist	Calls to numbers starting with prefix					
	Ring Groups	Calls to numbers starting with prefix					
쓭	Call Queues	Calls from extension(s)					
	Bridges	Calls from extension(s)					
6	FAX Extensions	Calls to Numbers with a length of					Ţ

• Click on "OK"



© THINKTEL COMMUNICATIONS	Reference	Edition	Page
Mont	real/IOT/2016/004	2	9/16





# 5 CNAME AND CLID

## 5.1 CNAME AND CLID CONFIGURATION

• On the SIP Trunks menu highlight "ThinkTel Communications" and click on "Edit"

P Trunks							🖗 Help
SIP Trunks							
+ Add SIP Trunk	🕂 Add gateway 📝 Edit	🗙 Delete	🗯 Enable All	Ø Disable All	C Refresh Re	egistration	
Search							
Search							Last
Search Name	Host	Туре	Sim Calls	Main Trunk No	Register Sent	Register OK	Last Failed Regist

• Click on "Outbound Parameters"

3	CX.		Support <del>+</del>	Update <sup>87</sup> 🗸	English 👻	∠* A *
di	Dashboard	ThinkTel Communications	Cancel			( Help
2	Phones					
1	Extensions			0.45		
ш	Groups	General DIDS Caller D Options inbound Para	ameters	Outbound Paramete	rs	
1	Contacts	Outbound Parameters				

- Select the SIP Field "From: User Part"
- Select "OutboundCallerId Outbound CallerId taken from Extension settings in management console"
- Click on "OK"

Ca	all Log	From : Display Name	"OutboundCallerId" Outbou
Ca	all Reports	From : User Part	"OutboundCallerId" Outbou
📕 Se	Etti Leave default value "OriginatorCallerID "OutboundLineId"	" Original Caller number will be sent Outbound Line Caller ID taken from Outbo	und caller ID setting in management console
	"OutboundCallerId	" Outbound caller Id taken from Extension	settings in management console
	"CallerDispName" I	Display name of a caller as it is in From Hea	ader - Provided by phone settings
	custom netu		
	"CalledNum" numb	per that has been dialed (default: To->user)	

© THINKTEL COMMUNICATIONS	Reference	Edition	Page
Montr	eal/IOT/2016/004	2	10/16





- Select the SIP Field "From: Display Name"
- Select "CallerName Caller's name (default: From->display name)"
- Click on "OK"

	Call Lo	og	From : Display Name	"OutboundCallerId" Outbou
	Call	Leave default value		
1.000	CONT	"LineNumber" external nu	Imper of line	
۶	Setti	Custom Field		
		"CallerNum" caller's num!	ber (default: From->user)	_
	1	"CallerName" caller's nam	ne (default: From->display name)	
		"CalledNum" number that	t has been dialed (default: To->user,	)
		"CalledName" name that I	has been dialed (default: To->displa	ay name)
		"CallerDispName" Display	name of a caller as it is in From Hea	ader - Provided by phone settings
		"OutboundCallerId" Outbo	ound caller Id taken from Extension	settings in management console
		"OutboundLineId" Outbou	und Line Caller ID taken from Outbo	ound caller ID setting in management console
		"OriginatorCallerID" Origi	nal Caller number will be sent	
		"LineID" internal number	ofline	

© THINKTEL COMMUNICATIONS	Reference	Edition	Page
Mo	ontreal/IOT/2016/004	2	11/16





# 6 DID

### 6.1 DID CONFIGURATION

• On the SIP Trunks menu highlight "ThinkTel Communications" and click on "Edit"

IP I	ITUNKS							🏵 Help
SIP 1	Trunks							
+	Add SIP Trunk	+ Add gateway 🖌 Edit	🗙 Delete	℃ Enable All	Ø Disable All	C Refresh Re	gistration	
Sea	rch							
	Name	Host	Туре	Sim Calls	Main Trunk No	Register Sent	Register OK	Last Faileo Regis
	71-1-1-7-1	206 80 250 100	Drauidar	10	4282200254			0

- Click on tab "DIDs"
- Click on "Add DID"
- Enter all the DIDs provided by ThinkTel
- Click on "OK"

General	DIDe	Caller ID	Ontions	Inhound Parameters	Outhound Parameters	
General	0103	Callerind	options	moound natameters	outound Farameters	
DIDs						
1000						
+ Add	I DID					
DID/	DDI Numb	er				
DID/	DDI Numb	er				

© THINKTEL COMMUNICATIONS	Reference	Edition	Page
Montr	eal/IOT/2016/004	2	12/16





#### 6.2 EXTENSION CONFIGURATION

- On the Dashboard Click on "Extensions"
- Click on "Add"

,h	Dashboard	Extensions					() Help
	Phones						
1	Extensions	Extensions					
Ш	Groups	Politi di Editi N Dalata	+ Impact + Expect	Decourd #7 Person	to Cond Walcoms Email	Chatur	
1	Contacts	Contraction of the second	alle import	Ak rassword Le Regener	r - seria melcome zman	- oracus	
~							

- Click on "General" tab
- Enter an extension e.g. "301"
- Enter the first name, last name and the email address
- Chose you Outbound Caller ID

OK	Cancel						(C) He
Voicemail	Forwarding Rules	Phone Provisioning	BLF	Options	Rights	Integration	
nation							
ess							
th@gmail.c	om						
nber							
4444							
	/oicemail mation ess th@gmail.co	Voicemail Forwarding Rules mation ess th@gmail.com ther	Voicemail Forwarding Rules Phone Provisioning mation sss th@gmail.com ther	Voicemail Forwarding Rules Phone Provisioning BLF nation ess th@gmail.com ther	Voicemail Forwarding Rules Phone Provisioning BLF Options mation ess th@gmail.com ther	Voicemail Forwarding Rules Phone Provisioning BLF Options Rights mation ess th@gmail.com ther	Voicemail Forwarding Rules Phone Provisioning BLF Options Rights Integration nation ess th@gmail.com ther

• Enter the SIP Phone authentication details

Authentication	
uthentication details used by phones & client. Reprovision after a chang	e
D	
D .	
301	
301 Password	





#### • Click on "Add a DID"

Direct Inbound	Dialing (DID)			
Optionally assig	n a DID to receive ca	alls directly to this	s extension	
Add a DID/DDI	🗙 Delete			

#### • Choose a DID from the list and click on "OK" button

Select a DID/DDI from the list below	×
4383200354	
	OK Cancel

#### • Click on Tab "Options"

301 Joh	n Smith	ОК	Cancel					() Help
General	Voicemail	Forwarding Rules	Phone Provisioning	BLF	Options	Rights	Integration	

#### • On "SIP ID" enter you desired CNAME

Screen Calls by requesting caller name using an IVR	
Send email notification on missed call	
Do not show extension in 3CX company phonebook	
Allow user to organize 3CX Webmeeting Video Conferences	
SIP ID	

© THINKTEL COMMUNICATIONS Reference Edition Page Montreal/IOT/2016/004 2 14/16





- Register a SIP Phone with the new created Account and make sure that the phone is registered
- The green indicator on the left shows that the SIP Phone is registered with the 3CX Phone system

Exter	nsions										
-	dd 📝	Edit	K Delete	1 Import	1 Export	Dessword	🕄 Regenerate	r Send Welcon	ne Email 🛛 🔵 Sta	stus	
TA											
Sear	rch										
Sear	ch Ext	First	Last	En	nail		Password	Mobile	Caller ID	Phone	s
Sear	rch Ext 300	First	Last Bour	En najm eli	nail e.bounajem(	@gmail.com	Password	Mobile 5145750014	Caller ID	Phone:	s

### 6.3 MAKING AN OUTBOUND CALL THROUGH THINKTEL SIP-TRUNK

- Click on the Dashboard
- Make an outgoing call
- Double click on "Number of calls in use "

3CX	画		Support -	Updates +	English +	2
Dashboard	Dashboard					( Help
Phones	bashbaara					do netp
Extensions	System Status	PBX Status		Inf	ormation	
Groups	100	Trunks Up	0/1	FQDN	thinktel-v:	15.3cx.eu
Contacts	50.	Extensions Up	2/2	IP	216.58.20	50 Static
SIP Trunks		Number of calls in use	1/8	PUSH Account	30	(Account
Inbound Rules	000000000	Blacklisted IPs	0	Webmeeting	thinktel-v15-e	u.3cx.net
<ul> <li>Outbound Rules</li> </ul>	<b>163</b>			FQDN		

© THINKTEL COMMUNICATIONS Reference Edition Page Montreal/IOT/2016/004 2 15/16





ctive cat	IS				(2) Hel
Active calls					
Search					
Status	Caller	Callee	Duration	Last change status	1
Connected	301 John Smith	10000 ThinkTel Communications (5143172794)	a minute	01/05/2017 6:53:59 AM	×

• Caller-ID Appearance on the called Party's phone



© THINKTEL COMMUNICATIONS	Reference	Edition	Page
	Montreal/IOT/2016/004	2	16/16