

ThinkTel

3CX[®]

THINKTEL COMMUNICATIONS

3CX PHONE SYSTEM V.15

3CX Phone System V15 - THINKTEL SIP TRUNK



TABLE OF CONTENTS

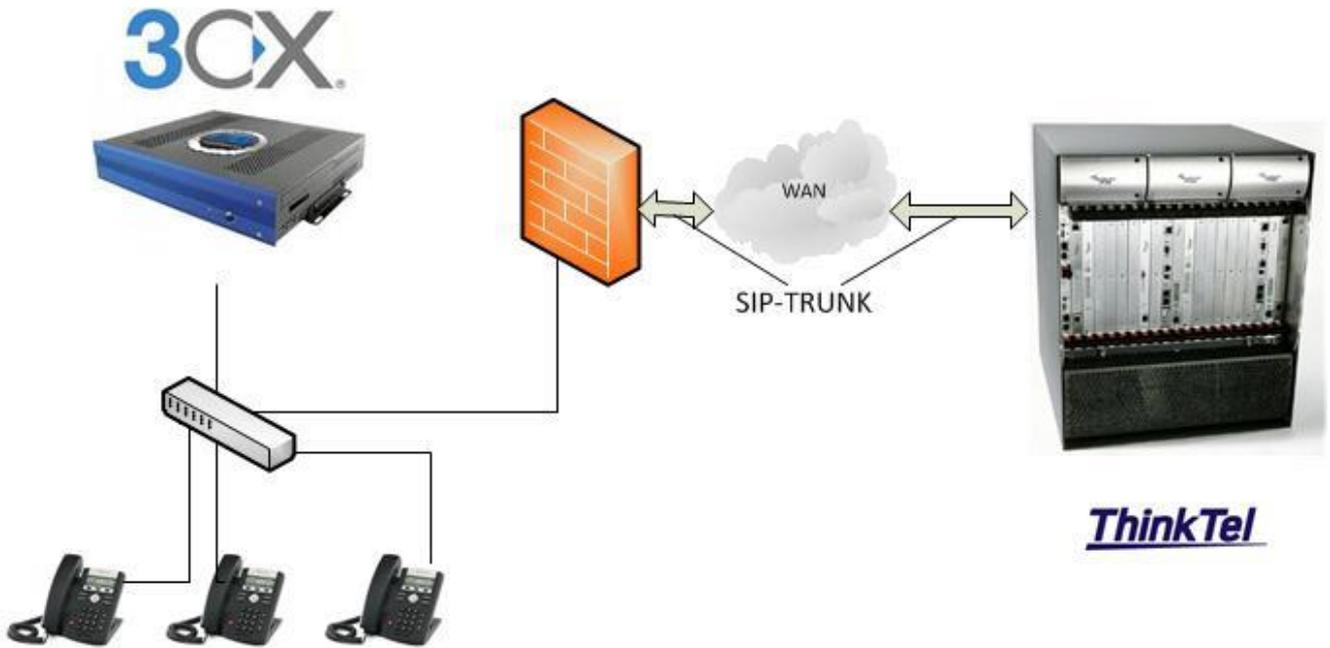
1.1	INTRODUCTION	3
2.1	SYSTEM REQUIREMENTS	4
2.2	SUPPORTED OPERATING SYSTEMS.....	4
2.3	SUPPORTED VM PLATFORMS.....	4
2.4	HARDWARE REQUIREMENTS	4
2.5	FIREWALL REQUIREMENTS.....	4
3.1	SIP-TRUNK CONFIGURATION	5
4.1	OUTBOUND RULE CONFIGURATION.....	9
5.1	CNAME AND CLID CONFIGURATION	10
6.1	DID CONFIGURATION.....	12
6.2	EXTENSION CONFIGURATION.....	13
6.3	MAKING AN OUTBOUND CALL THROUGH THINKTEL SIP-TRUNK.....	15

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)





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>

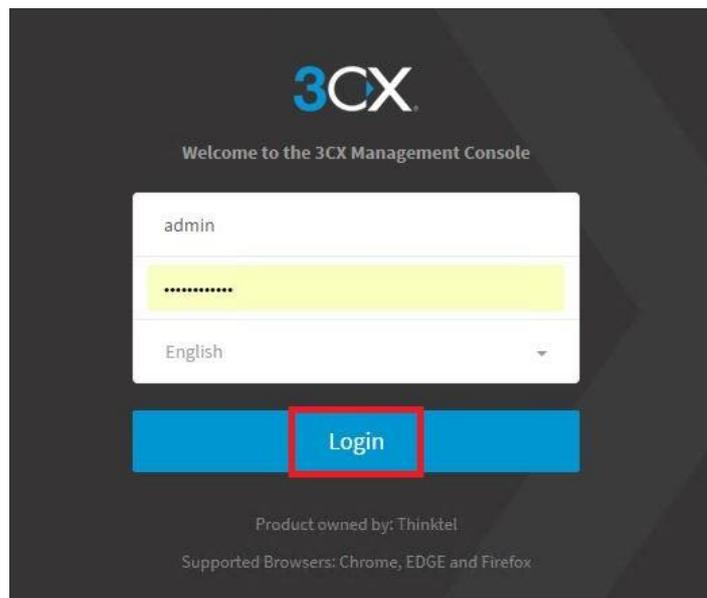
2.5 FIREWALL REQUIREMENTS

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

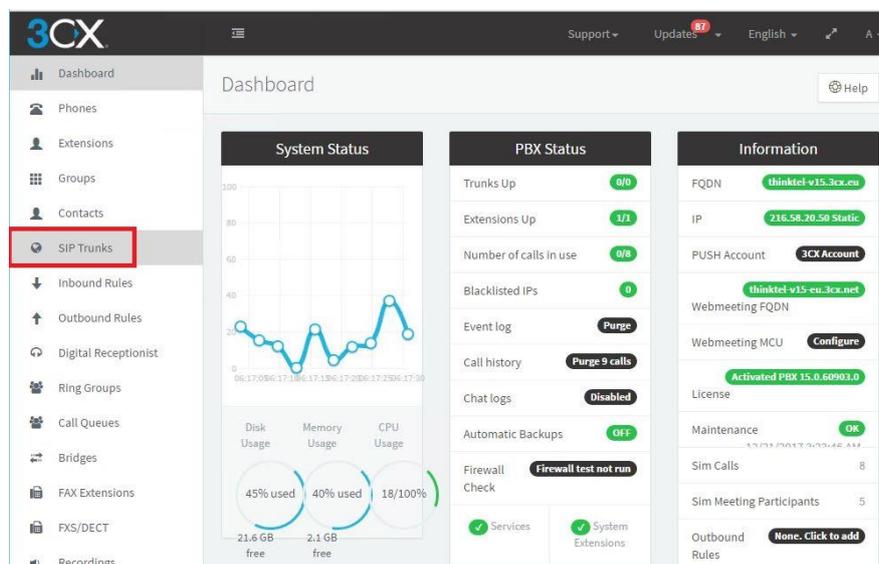
3 SIP-TRUNK

3.1 SIP-TRUNK CONFIGURATION

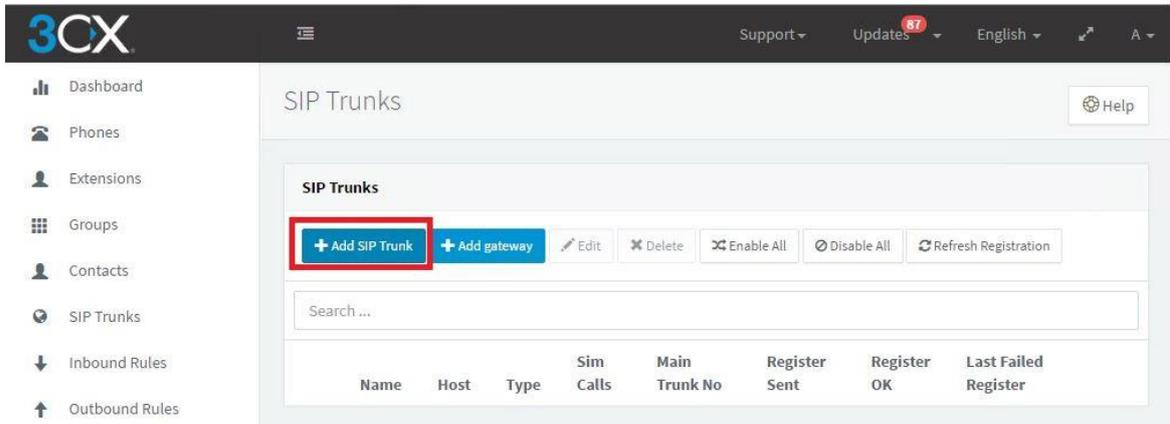
- Connect to 3CX Management console, enter your username and the password and click on “Login”



- On the Dashboard click on “SIP Trunks”



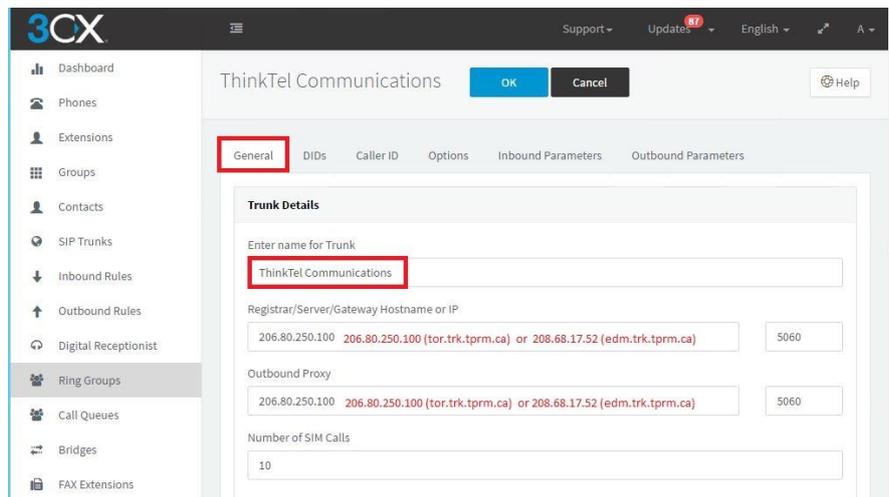
- Click on “Add SIP Trunk”



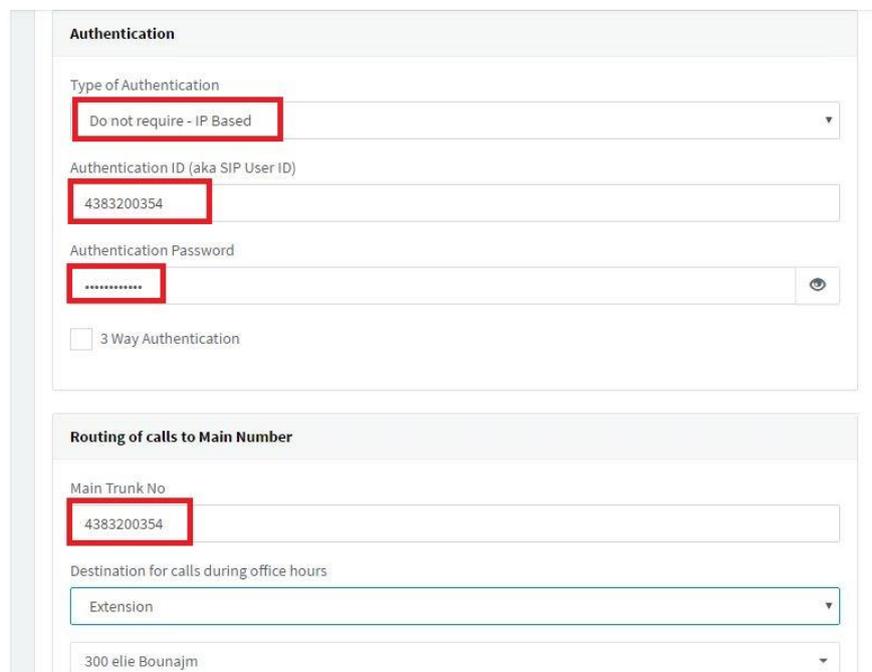
- Choose “CA” as Country
- Choose “ThinkTel Communications” as Provider
- Enter the Pilot number provided by ThinkTel
- Click on “OK” button



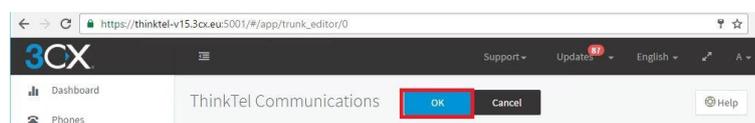
- Enter SIP Server hostname “tor.trk.tprm.ca” (This information is provided by THINKTEL)
- Enter Outbound proxy hostname “tor.trk.tprm.ca” (This information is provided by THINKTEL)
- Enter Server and Outbound proxy port “5060”



- 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



- Click on “OK” Button



SIP Trunks

Help

SIP Trunks

+ Add SIP Trunk + Add gateway Edit Delete Enable All Disable All Refresh Registration

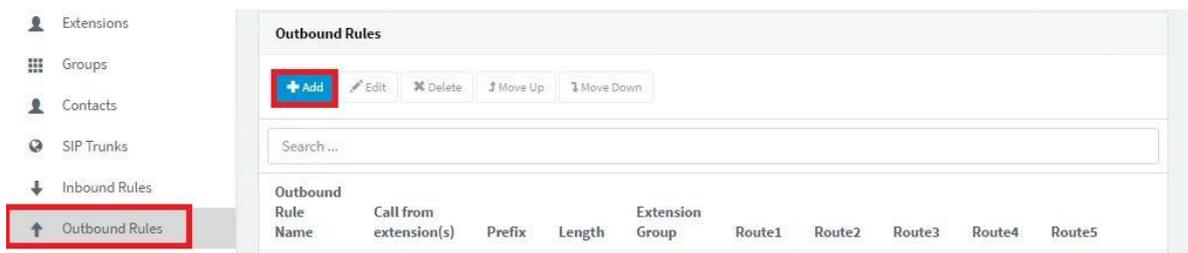
Search ...

Name	Host	Type	Sim Calls	Main Trunk No	Register Sent	Register OK	Last Failed Register
● ThinkTel Communications	206.80.250.100	Provider	10	4383200354			

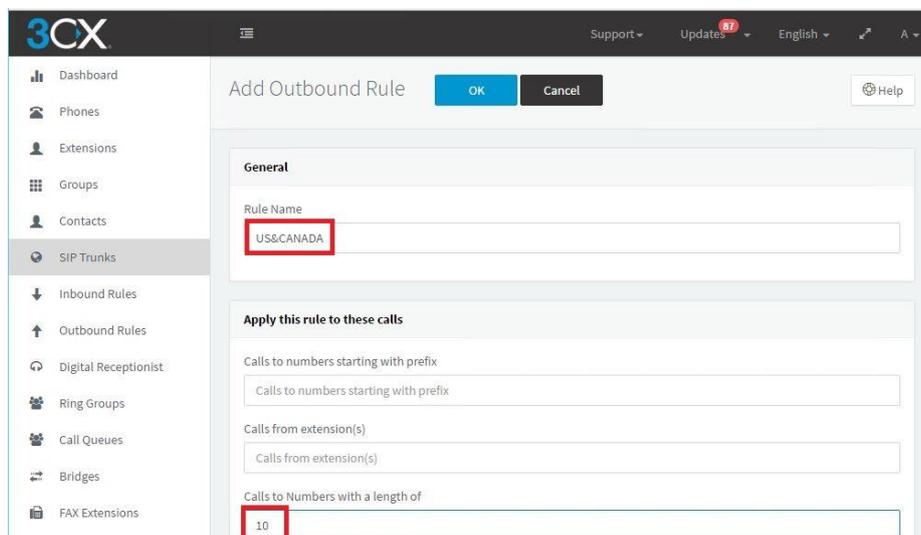
4 OUTBOUND RULES

4.1 OUTBOUND RULE CONFIGURATION

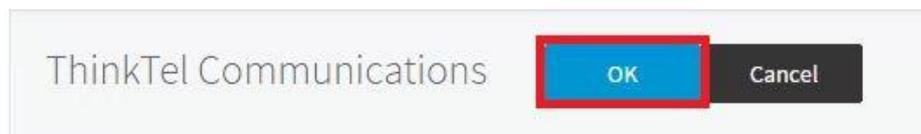
- On the Dashboard click on “Outbound Rules”
- Click on “Add”



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



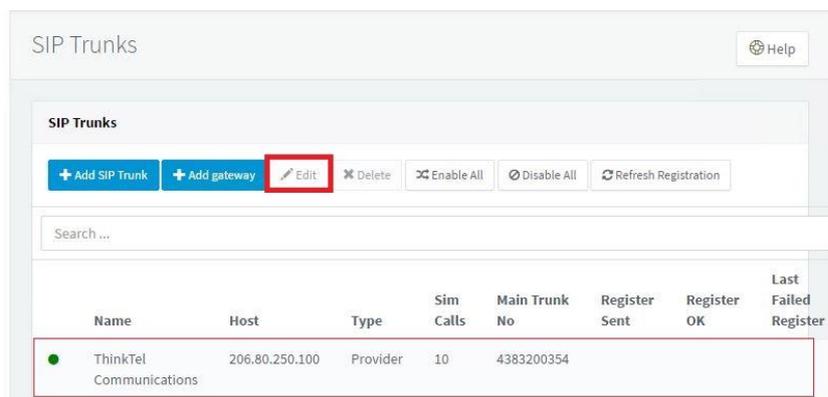
- Click on “OK”



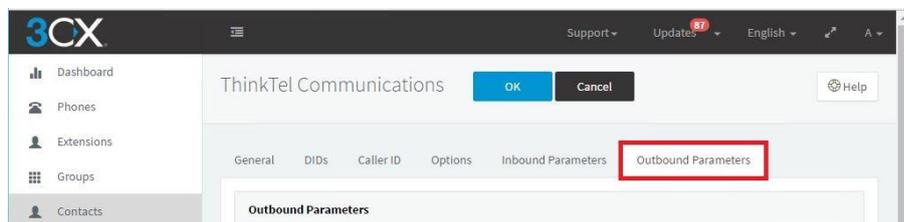
5 CNAME AND CLID

5.1 CNAME AND CLID CONFIGURATION

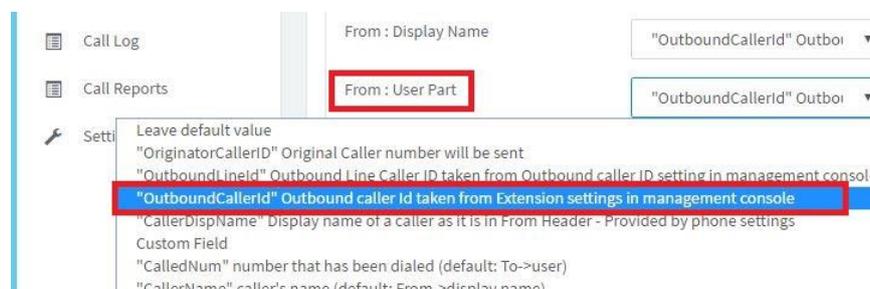
- On the SIP Trunks menu highlight “ThinkTel Communications” and click on “Edit”



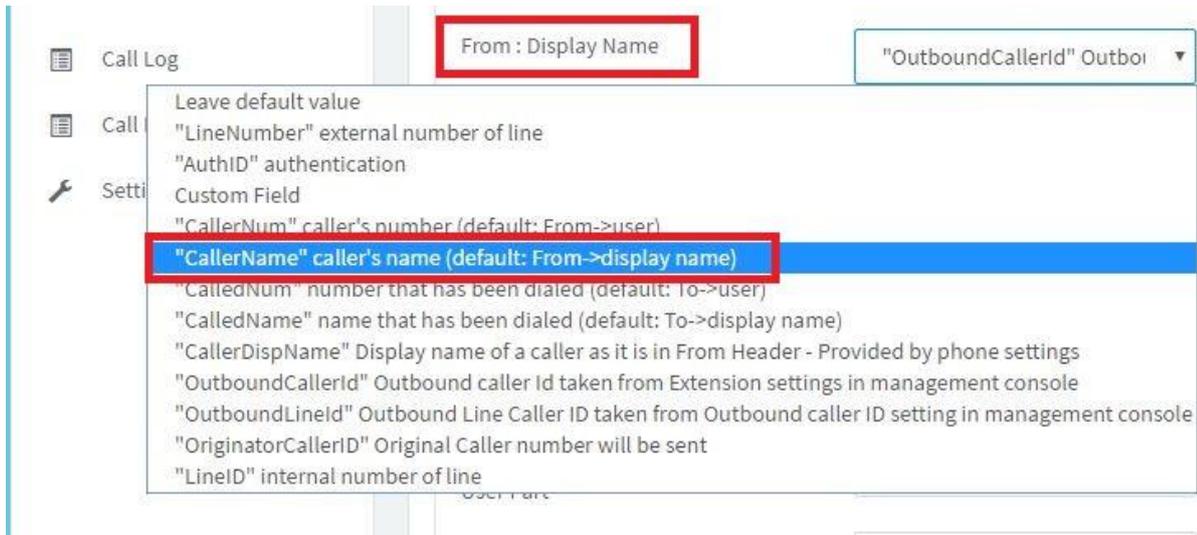
- Click on “Outbound Parameters”



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



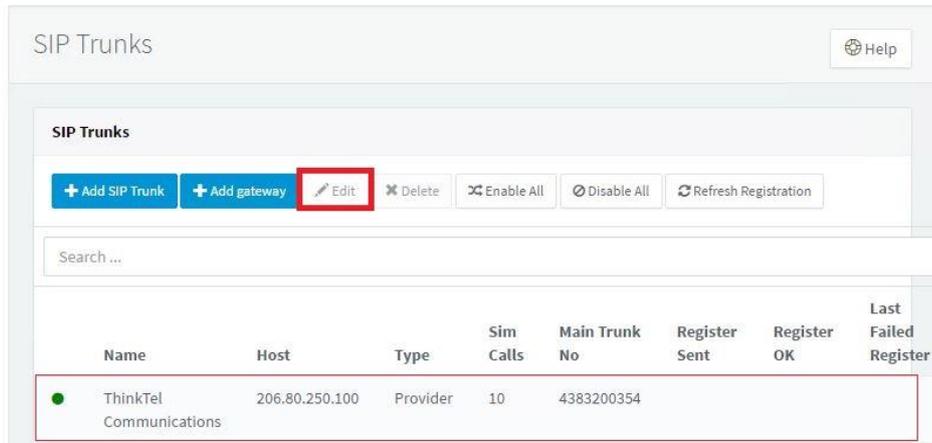
- Select the SIP Field “From: Display Name”
- Select “CallerName Caller’s name (default: From->display name)”
- Click on “OK”



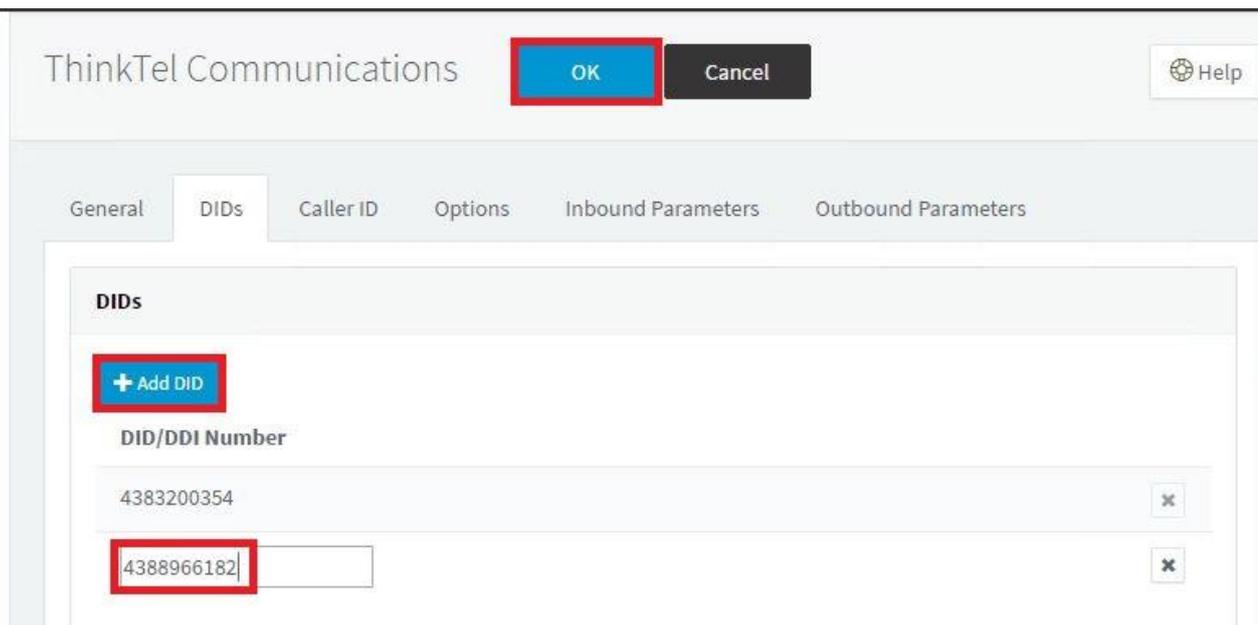
6 DID

6.1 DID CONFIGURATION

- On the SIP Trunks menu highlight “ThinkTel Communications” and click on “Edit”



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



6.2 EXTENSION CONFIGURATION

- On the Dashboard Click on “Extensions”
- Click on “Add”



- 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

- Enter the SIP Phone authentication details

- Click on “Add a DID”

- Choose a DID from the list and click on “OK” button

- Click on Tab “Options”

- On “SIP ID” enter you desired CNAME

- 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

Extensions

Buttons: + Add, Edit, Delete, Import, Export, Password, Regenerate, Send Welcome Email, Status

Search ...

Ext	First	Last	Email	Password	Mobile	Caller ID	Phones
300	elie	Bounajm	elie.bounajem@gmail.com	*****	5145750014	5145750014	1
301	John	Smith	john.smith@gmail.com	*****	5145750014	4388966182	1

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 Dashboard

System Status: Line graph showing call volume over time.

PBX Status

- Trunks Up: 0/1
- Extensions Up: 2/2
- Number of calls in use: **1/8**
- Blacklisted IPs: 0

Information

- FQDN: thinktel-v15.3cx.eu
- IP: 216.58.20.50 Static
- PUSH Account: 3CX Account
- Webmeeting FQDN: thinktel-v15-eu-3cx.net

Active calls Help

Active calls

Search ...

Status	Caller	Callee	Duration	Last change status	
Connected	301 John Smith	10000 ThinkTel Communications (5143172794)	a minute	01/05/2017 6:53:59 AM	x

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

