USER GUIDE

3CX Phone System Setup
09/20/2017

fusion

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Purpose and Scope

This setup guide is intended to show basic configuration of the 3CX Phone System (Version 15) and enable deployment of your FusionSIP Registration based SIP trunk.

Documentation was written with a technical audience in mind for re-sellers and installers of 3CX Phone systems. Fusion is limited to support of 3CX Phone Systems to the extent as detailed in this guide.

For more advanced configurations and features, please consult the 3CX documentation.

Website and support links referenced as external resources.

https://www.3cx.com/

https://www.3cx.com/docs/

https://www.3cx.com/support/

General Setup Information

You should always test your configuration prior to enabling in your production environment.

Please note it is the customers' responsibility to properly configure their PBX/Network to prevent security breaches. Fusion engineers are available to offer configuration advice, but under no circumstance shall their assistance constitute the assumption of responsibility by Fusion. In the event of an unauthorized access into a customer's PBX, expenses associated with traffic are irrefutable.

Before you begin, please ensure you have your Welcome Letter which contains your FusionSIP trunk configuration, CCS, authentication credentials (Username and Password), and IP addresses/port ranges required for your PBX. These will be needed to allow signalizing and media from Fusion through your NAT or firewall.

Figure 1.1 references the specific welcome letter for the test trunk used to create this document. These entries will serve as the IP address and domain needed to configure your trunk.

*Your actual IP address and port ranges may differ. Consult your welcome letter for the most accurate information.

Traffic Type	IP Addresses	Domain Name	Protocol	Port Range
SIP Registration	216.86.41.69	sip2.thevoicemanager.com	UDP and TCP	5060/5061
SIP Static	216.84.41.68	peer2.thevoicemanager.com	UDP and TCP	5060
RTP - Registration	216.86.41.69	N/A	UDP and TCP	10000 to 65535
RTP - Static	216.86.41.68	N/A	UDP and TCP	10000 to 65535

Figure 1.1

Configuring the 3CX Phone System

Documentation created using FusionSIP Registration trunk with a fresh installation of 3CX (Version 15) utilizing FusionSip (Register) template. These values may be edited manually however we will be utilizing the template in this composition.

Note: Some screens are omitted if changes are not needed.

Step 1

After logging in as an administrator, configure your trunk by clicking on the "SIP Trunks" button found on the left toolbar. Click on the blue "+ Add SIP Trunk" button at the top of the new panel.

Select "FUSION CONNECT (Register)" as your provider. Enter your BTN (which is also your username) found in your Welcome Letter as the Main Trunk Number and click OK.

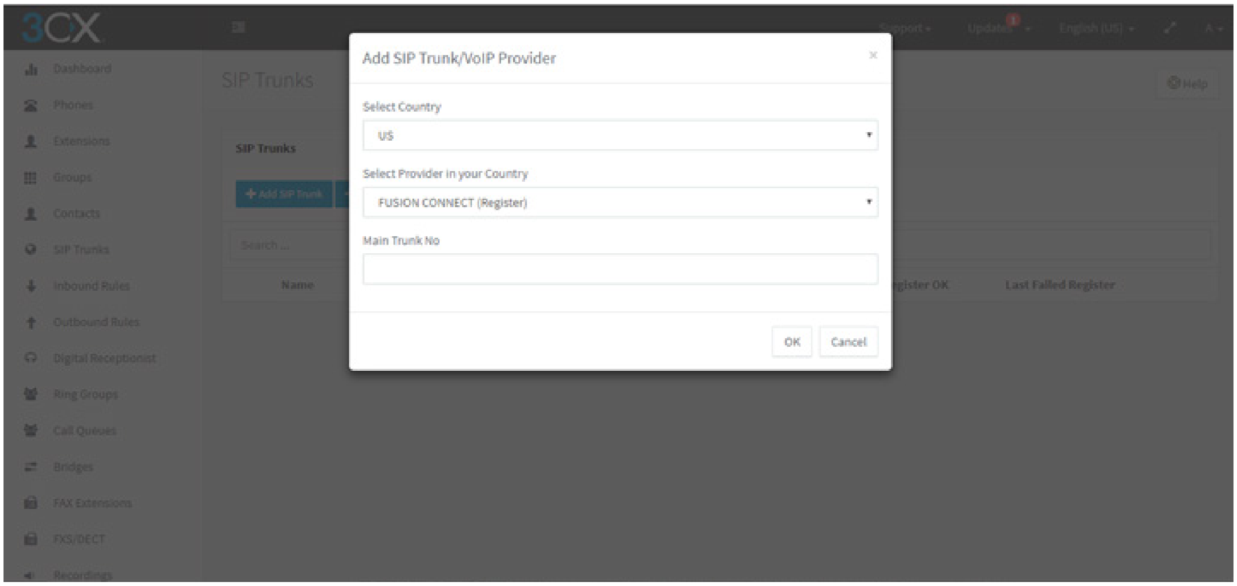
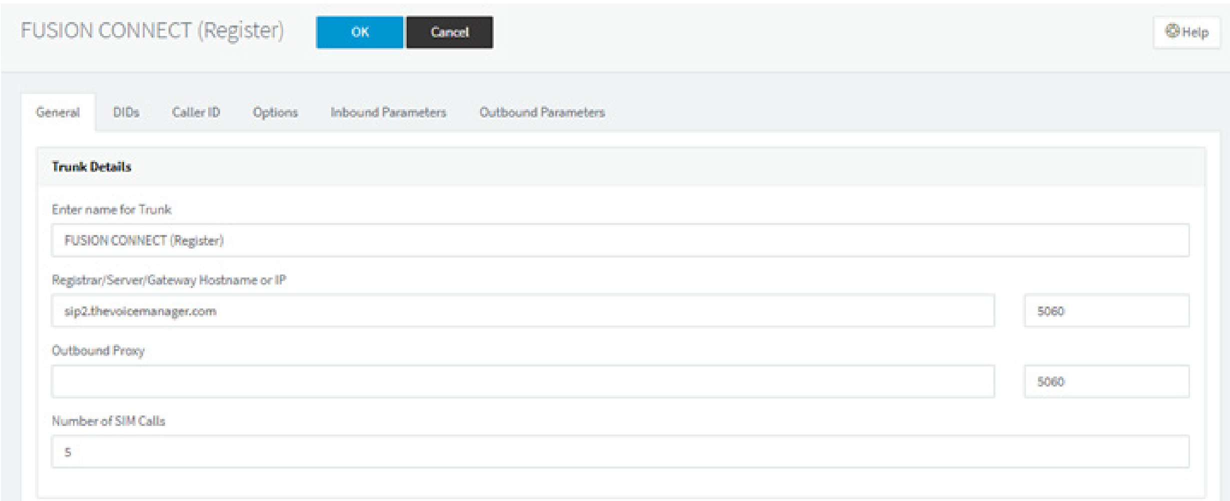


Figure 1.2

Step 2

At this point, many of the configuration settings have been filled in for you but you will need to configure the specifics based on your account information found in your Welcome Letter. Configure the trunk details and authentication as detailed below.



Registrar/Server/Gateway Hostname or IP – Domain provided in Welcome Letter

For this trunk, sip2.thevoicemanager.com

Number of Sim Calls – trunk CCS

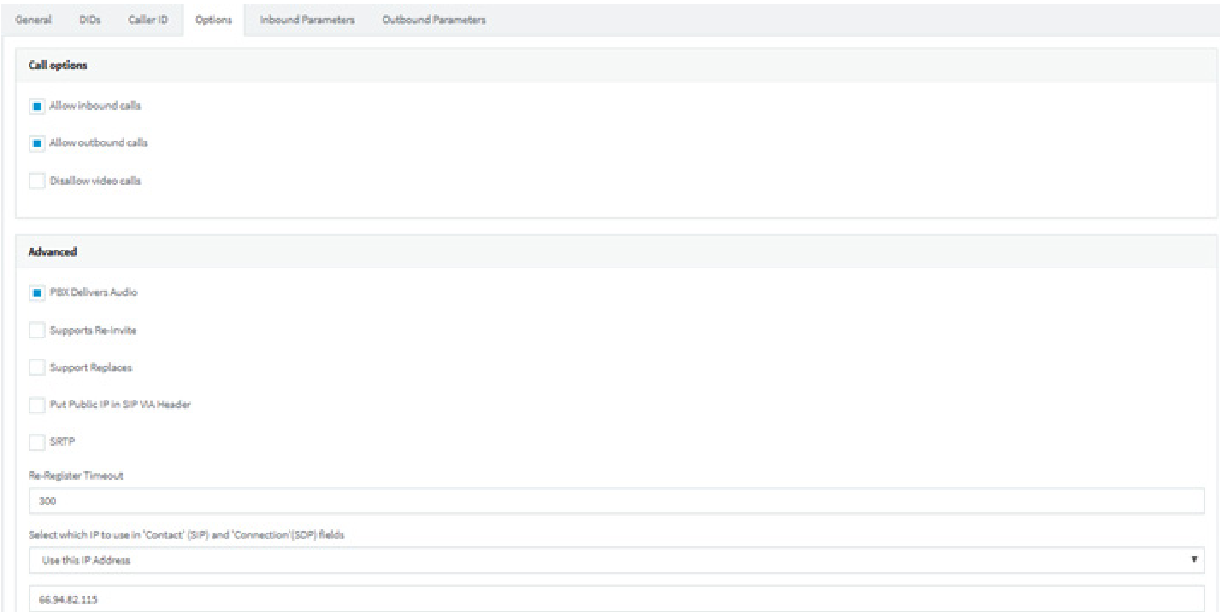
Type of Authentication - Outbound – Outbound Only

Authentication ID – BTN

Authentication Password- password provided by Fusion

Step 3

Select the options Tab and enter the following:



Re-Register Timeout – 300

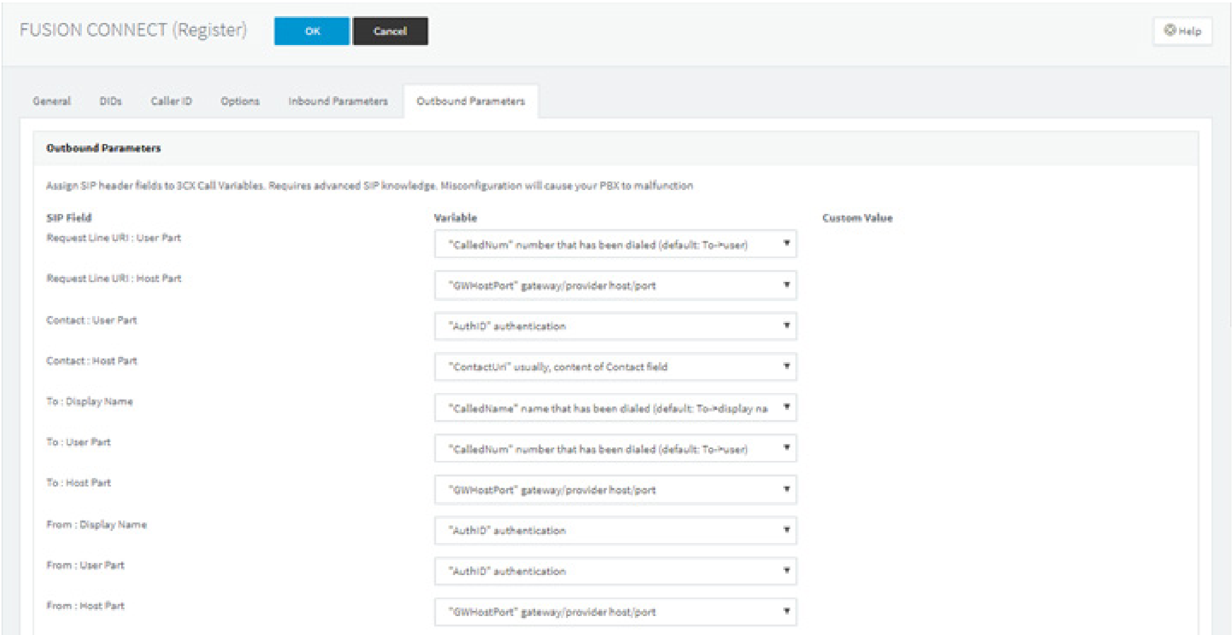
Select which IP to use in 'contact' and 'connection' fields- Use this IP enter your external IP address (specific to your network)

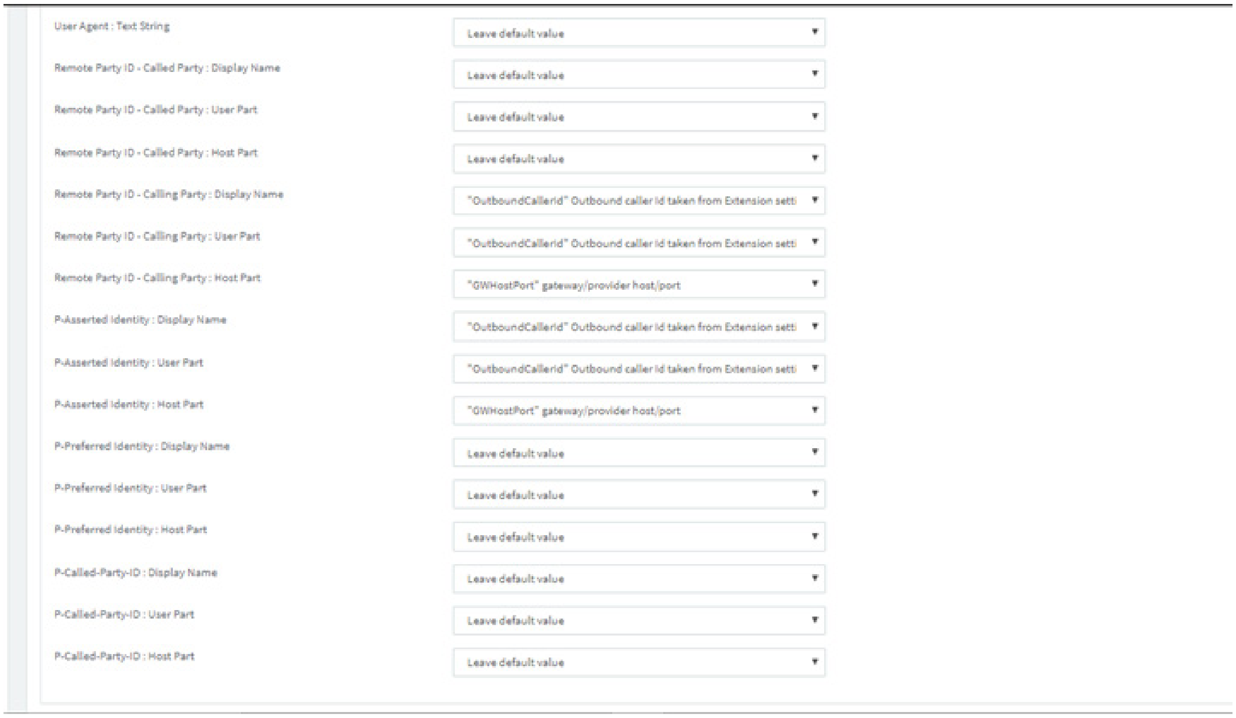
Fusion offers support for G.711Ulaw and G.729 Annex (G.729)

Step 4

Select the Outbound Parameters Tab and enter the following to control caller ID at the extension level.

* Note: you will need to ensure the caller id is configured under the extensions.





From: Display Name – "AuthID" authentication

From: User Part – "AuthID" authentication

P-Asserted Identity: Display Name – "Outboundcallerid" Outbound caller id taken from extensions setting

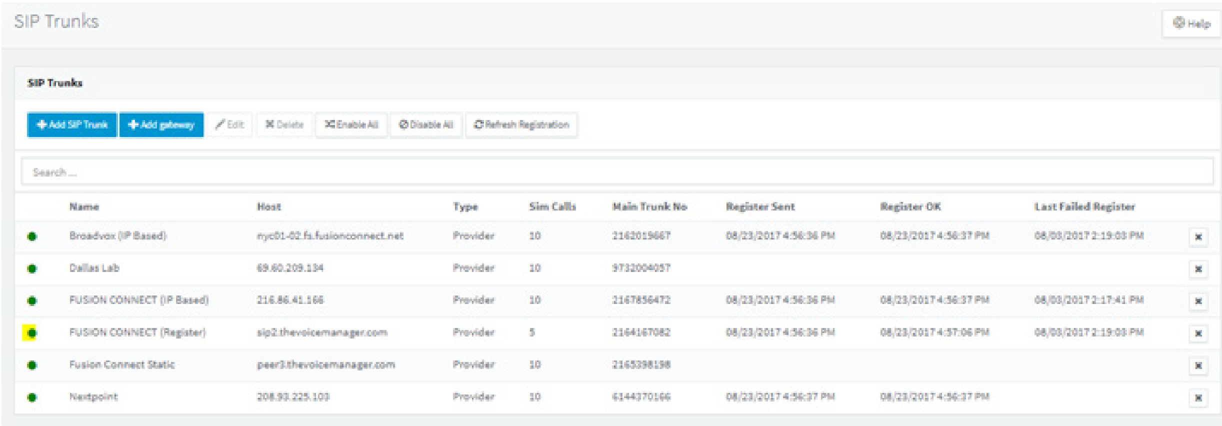
P-Asserted Identity: User Part – "Outboundcallerid" Outbound caller id taken from extensions setting

P-Asserted Identity: Host Part – "GWHostPort" gateway/providerhost/port

Step 5

Once complete, click "OK" at the top. Your FusionSIP trunk should now be registered. Confirm by viewing your SIP trunks. A green indicator light indicates success.

If it is not registered, please confirm the information has been entered correctly and contact technical support for further troubleshooting.



References & Resources

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