Configuring 3CX for VirtualGlobalPhone

The information presented in this guide is based on **Version 15.0.56008.0 (FREE Edition)** of the 3CX software running on a Windows Server 2008 R2 x64 installation. Please note, if you are running a different software version (or a different software edition), some of the menu options and settings may be different. This guide assumes that you have installed the 3CX IP PBX and also that you have administrative access to the 3CX administration web interface.

We recommend that you read each step through in its entirety before performing the action indicated in the step.

We assume that you have already added the extension. Follow the next step here

STEP 1 Adding a SIP Trunk

Next click on **SIP Trunks** from the left side of the page. Click the **Add SIP Trunk** button that is located on the top of the loaded page.

3	CX.	3	Support +	Updates 🕈 + English +	2	Logout
di	Dashboard	SIP Trunks			6	🖉 неlp
2	Phones					
1	Extensions	SIP Trunks				
ш	Groups	+ And SP Truck + Addenteesy, Z Edit X Delete X Enable All Oficiable All Operate Benjstration				
1	Contacts					
0	SIP Trunks	Search				
÷	Inbound Rules	Name Host Type Sim Calls Main Trunk No Register Sent R	egister OK	Last Failed Register		
Ť	Outbound Rules					
G	Digital Receptionist					
쑵	Ring Groups					
225	Call Queues					
#	Bridges					
i	FXS/DECT					
-	Recordings					
20	Backup and Restore					
	Call Log					
	Call Reports					
×	Settings					

<u>Step 2</u> Choose generic and follow the below instruction.

Step 3 Configuring your SIP Trunk details

Next we will configure your PBX to use your VirtualGlobalPhone number credentials. As detailed in the picture below, please enter the following:

3	CX.	彊 Support-	Updates •	• English •	🖌 Logout
di	Dashboard	Virtualglobalphone ox Cancel			(C) Help
	Phones				(nup
1	Extensions				
=	Groups	General DIDs Caller ID Options inbound Parameters Outbound Parameters			
1	Contacts	Trunk Details			
0	SIP Trunks	Enter name for Trunk			
ŧ	Inbound Rules	virtualglobalphone			
t	Outbound Rules	Registrar/Server/Gateway Hostname or IP			
ଜ	Digital Receptionist	sip.virtualglobalphone.com		5060	0
쓥	Ring Groups	Outbound Proxy			
쓭	Call Queues			5060	<u></u>
1	Bridges	Number of SIM Calls			7
n	FXS/DECT	2			<u>.</u>
-	Recordings				
-	Backup and Restore	Authentication			
	Call Log	Type of Authentication			
	Call Reports	Register/Account based			-
×	Settings	Authentication ID (aka SIP User ID)			
		sip user name			
		Authentication Password			
		all basamora			0
		3 Way Authentication			
		Routing of calls to Main Number			
		Main Trunk No			
		virtualglobalphone number example : 85258086888			
		Destination for calls during office hours			
		Extension			-
		100 First Extension			
		Destination for calls outside office hours			
		Extension			•
		100 First Extension			*
		Set up Specific Office Hours for this trunk			
		Play holiday prompt when it's a global holiday			

Trunk Details

Enter name for Trunk	Virtualglobalphone
Registrar/Server/Gateway Hostname or IP	sip.virtualglobalphone.com port: 5060
Outbound Proxy	Leave it blank port: 5060
Number of SIM Calls	2 (Only users who are sure of what they are doing should change this value)
Authentication	
Authentication Type of Authentication	Register/Account based
Authentication Type of Authentication Authentication ID (aka SIP User ID)	Register/Account based SIP User name

The last section on this page, labeled Routing of Calls to Main Number, allows you to configure an inbound route for your main number. You may send incoming calls to any pre-configured location such an extension, IVR, etc... In our example, we will select the extension that you created in the earlier steps of this guide. After you have completed this step, click the DIDs tab that is located near the top of the page.

If you've acquired phone numbers from us already, you may add those phone numbers into your system by clicking on the Add DID button.

*Note: If you've acquired the number 18882864484, please 18882864484 in this field. Once you are done, click on the Options tab near the top of this page to continue configuring your 3CX System.

3	CX.	а	Support +	Updates -	English 🗸	2	Logout
dı	Dashboard					G	O Help
8	Phones						
1	Extensions	General DIPr Caller ID Onliner Inhound Persmeters Outhound Persmeters					
ш	Groups	deneroli pros caneli lo opronis inpodirio rananieters ourbound rananieters					
1	Contacts	DIDs					
0	SIP Trunks	+ Add DID					
÷	Inbound Rules	DID/DDI Number					
+	Outbound Rules	1777				×	
Ģ	Digital Receptionist						
솰	Ring Groups						
쓭	Call Queues						
#	Bridges						
1B	FXS/DECT						
-0	Recordings						
70	Backup and Restore						
	Call Log						
	Call Reports						
۶	Settings						

Within the Options section of your SIP trunk configuration page, as detailed in the picture below, please enter the following settings:

3	CX	2	Support +	Updates 👻	English 👻	🖌 Logout
dı	Dashboard	virtualglobalphone OK Cancel				🕲 Help
2	Phones					
2	Extensions	General DIDs Caller ID Options Inbound Parameters Outbound Parameters				
	Groups					
2	Contacts	Call options				
0	SIP Trunks	Allow inbound calls				
÷	Inbound Rules	Allow outbound calls				
Ť	Outbound Rules					
Ģ	Digital Receptionist	Disallow video calis				
-25	Ring Groups					
-121 -221	Call Queues	Advanced				
7	Bridges	PBX Delivers Audio				
ß	FXS/DECT	Supports Re-Invite				
-0	Recordings	Support Replaces				
2	Backup and Restore	But Bublic ID in SID 10A Liondar				
	Call Log	Put Future, in oir vice require				
	Call Reports	SRTP				
×	Settings	Re-Register Timeout				
	×.	600				<u></u>
		Select which IP to use in 'Contact' (SIP) and 'Connection'(SDP) fields				
		Local IP Address (Windows Default Route)				•
		Codec Priority				
		+ Add roddecs X Detete T Move Up I Move Down				
		6.711 U-law				×
		6.711 A-law				×
		6729				×

Disable video calls	unchecked/disabled
PBX Delivers Audio	checked/enabled
Re-Register Timeout	600
Select which IP to use in 'Contact' (SIP) and 'Connection '(SDP) fields	Select Local IP Address (Windows Default Route) if your server only has a single network interface
	Select Specified IP if your server has multiple network interfaces, and specify the internal IP address of your server on the given field
Codec Priority	G.711 U-law G.711 A-law G729

Once you finish entering the settings detailed above, please click on the **Inbound Parameters** tab near the top of this page. Within the Inbound Parameters section of your SIP trunk's configuration page, locate the option labeled **Configure how 3CX** show identify calls coming from this trunk and *check/enable* this option. From the drop down menu, select To: User Part as indicated by the picture below:

3	CX.	I I I I I I I I I I I I I I I I I I I	Support≁ Updates ≁ English ≁	🖌 Logout	
,lt	Dashboard	VirtualGlobalphone OK Cancel		- Help	
	Phones				
1	Extensions				
ш	Groups	General DiDs Caller D Options Inbound Parameters Outbound Parameters	5 ;		
1	Contacts	Call Source Identification:			
0	SIP Trunks	Look in SIP header to identify calls coming from this trunk. In case calls can not be automatically	identified, select which field identifies calls from this trunk.		
÷	Inbound Rules	"CallerNum" caller's number (default: From⇒user)	From : User Part	•	
۴	Outbound Rules	"LineNumber" external number of line	Leave default value		
Ģ	Digital Receptionist		Leave delanit value		
쑵	Ring Groups	"LineID" internal number of line	Leave default value	•	
營	Call Queues	"OutboundLineId" Outbound Line Caller ID taken from Outbound caller ID setting in management console	Leave default value	•	
-22	Bridges	"OutboundCallerId" Outbound caller Id taken from Extension settings in management	Leave default value	-	
i	FXS/DECT	console			
-	Recordings	"CallerDispName" Display name of a caller as it is in From Header - Provided by phone settings	Leave default value	-	
2	Backup and Restore	"CalledName" name that has been dialed (default: To->display name)	To : Display Name	•	
	Call Log	"CalledNum" number that has been dialed (default: Touser)	To : User Part	-	
1	Call Reports	"CallerName" caller's name (default: From->display name)	From : Display Name	-	
1	Settings	"OriginatorCallerID" Original Caller number will be sent	Leave default value	•	
		"DevHostPort" source address/port of message	Contact : Host Part	•	
		"ContactUri" usually, content of Contact field	Leave default value	-	
		Configure how 3CX should identify calls coming from this trunk			
		To : User Part			
		"LineID" internal number of line			

Click on the OK button near the top of the page to save your newly defined SIP trunk.

STEP 4 Adding an inbound rule

If you have phone numbers with us AND have already defined those numbers in the **DIDs** section of your **SIP trunk** configuration page; you can now create an inbound route for each number. In our example, we will be routing all inbound calls through our main number towards the extension we've created in the first step of this guide. To do so, locate the section labeled **Routing of calls to Main Number** and set the **Destination for calls during office hours** option to **Extension** and on the given drop down menu, select extension 100. You may do the same for the option **Destination for calls outside office hours**.

3	CX.	a	Support +	Updates -	English 🚽	🖍 Logou
di	Dashboard	Add Inbound Rule ox Cancel				🕲 Help
	Phones					
1	Extensions	l and				
	Groups	General				
2	Contacts	Name				
0	SIP Trunks	Inbound rule name				
÷	Inbound Rules	DID/DDI				11
÷	Outbound Rules	1777				•
Ģ	Digital Receptionist					
-	Ring Groups	Routing of calls to Main Number				
405	Call Oueues	Destination for calls during office hours				
	Bridges	Extension				-
-	EVELOPET	100 First Extension				-
	President	Destination for calls outside office hours				
-	Recordings	Extension				•
2	Backup and Restore	100 First Extension				
	Call Log					
	Call Reports	Set up Specific Office Hours for this trunk				
F	Settings	Play holiday prompt when it's a global holiday				

Once completed, please click **Next** to continue configuring your 3CX system.

STEP 5 Adding an Outbound Rule

Next, you will be prompted to configure an Outbound Rule for the VoIP provider.

For our example, we've set our outbound rule name to **to-virtualglobalphone**; in addition we are using **8** as a qualifier. By configuring **8** as the qualifier, you will need to dial **8** prior to every number dialed in order to send calls via virtualglobalphone. To configure your PBX in this manner, please use the following settings:

Calls to numbers starting with prefix	8
Calls from extension(s)	
Calls to Numbers with a length of	

On the **Make outbound calls on** section of your outbound routes page, please specify the following for **Route 1**:

Route 1	Virtualglobalphone
Strip Digits	1
Prepend	00

3	CX.	I					Support-	Updates +	English 🕶	🖍 Logout
di	Dashboard	Add Outbound	Rule	Cancol						Bilde
2	Phones	Add Oddodind	Note on	Califer						de neth
1	Extensions	THE REAL PROPERTY OF								
	Groups	General								
2	Contacts	Rule Name								
0	SIP Trunks	to-virtualglobi	alphone							
+	Inbound Rules									
+	Outbound Rules	Apply this rule to the	se calls							
	Digital Receptionist	Calls to numbers start	ting with prefix							
205	Ping Groups	8								
	Angeroops	Calls from extension(s	s)							
	Call Queues	Calls from extension	n(s)							
1	Bridges	Calls to Numbers with	a length of							
Ē	FXS/DECT	Calls to Numbers w	ith a length of							
-0	Recordings	Calls from extension g	group(s)							
m	Backup and Restore	+Add X Delete								
	Call Log									
1	Call Reports	Make outbound calls	on							
×	Settings	Conference and the Exception	to for calls. The fourth and	d 64b sauta will be used as leading. For each	and a dialty can be strive a	er added				
		comgare ap to 5 rout	tes for cars. The fourth a	iu nith forte will be used as backup. For each t	oute, digits can be stripped	Strip Digits	Prepend			
		Route	1	virtualglobalphone	•	1 •	00			
		Route	2	BLOCK CALLS	•	0 •				
		Route	3	BLOCK CALLS	•	0.				
		Route	4	BLOCK CALLS	·	0 •				
		Route	5	BLOCK CALLS	•	0 •				

To save your Outbound Rule and complete the setup of your 3CX System, please click the **OK** button.

STEP 6 Line Status

Once you have successfully configured your 3CX phone system, you can click on the **SIP trunk** link that is located on the left side of the page to see if your PBX is properly registered.

If your 3CX System has properly registered to our servers, you should see a solid green circle next to the trunk that you've configured. If there are problems with the Registration of your system; please review the logs to see the exact reason why your 3CX System is not properly registering to our servers.

3	CX	3			
dı	Dashboard	SIP Trunks			Help
2	Phones				
1	Extensions	SIP Trunks			
ш	Groups	+ and SIP Torok + add extension			
2	Contacts				
0	SIP Trunks	Search			
÷	Inbound Rules	Name Host Type Sim Calls Main Trunk No Register Sent	Register OK	Last Failed Register	
1	Outbound Rules	• virtualglobalphone Provider 2 18882864484 12-02-2019 12:00	12-02-2019 12:00		×
Ģ	Digital Receptionist				
쇖	Ring Groups				
쒏	Call Queues				
4	Bridges				
ß	FXS/DECT				
-0	Recordings				
-	Backup and Restore				
	Call Log				
	Call Reports				
×	Settings				