3CX Configuration for SIPcity

Mike Johnstone - 2025-10-30 - [PBX, Peering, Ports and IPs](#)

SIPcity supports two methods for connecting your 3CX Phone System to our SIP Trunking platform:

1. (via username/password)

2. (no registration required)

This guide walks through both options, with a strong focus on (recommended for business-grade setups).

Prerequisites

- 3CX v18 or later

- A valid SIPcity trunk (with either)

    - Username/Password credentials, or

    - Whitelisted IP for SIP Peering)

- Your outbound public IP must be known and stable (for IP-based peering)

Option 1: SIP Registration (Username & Password)

Use this method if SIPcity has issued credentials.

Trunk Setup

1. Go to SIP Trunks > Add SIP Trunk

2. Choose Generic SIP Trunk

3. Set:

• Registrar: sip.sipcity.com.au or as provided

• Port: 5060 (UDP) or 5061 (TLS)

• Authentication ID / Username: Provided SIP user ID

• Password: Provided password

4. Leave IP-based Authentication disabled

5. Proceed to configure DID routing and codecs

Option 2: Static IP SIP Peering (No Registration)

Recommended for customers with static IPs.

SIPcity Provisioning

• Your 3CX public IP must be provided to SIPcity and added as a SIP Peering endpoint

• Example:

• Primary Peer IP: 10.10.10.00

• Destination Proxy: 103.55.116.65:5060

3CX Configuration

General Tab

• Registrar/Server: 103.55.116.65

• Port: 5060

• Authentication:

• Select: Do not require – IP based

• Leave Username/Password fields blank

Options Tab

• Transport Protocol: UDP

• SRTP: Disabled

• Re-register Timeout: 0 (This prevents 3CX from sending REGISTER packets)

• Public IP in SIP Header: Leave blank unless required

DID Numbers Tab

• Add your SIPcity number(s) exactly as sent (e.g., 61256385444)

• Route each DID to the correct extension or ring group

Outbound Rule Setup

To match outbound numbers dialled by your users:

Recommended Outbound Rule

Setting	Value
Prefix	0,00,13,+
Strip Digits	No strip
Prepend	Leave blank
Outbound Caller ID	61756385444
Trunk	ip SipCity

This rule allows local, mobile, international, and E.164 (+61) formatted numbers to route via SIPcity.

Tip: Add a second rule for specific patterns (e.g. international 00 calls) if needed.

Troubleshooting

Symptom	Likely Cause	Fix
No outbound call	Number does not match an outbound rule	Add or correct dial prefixes
No SIP INVITE seen on SIPcity	3CX not matching a route	Create fallback rule with X. prefix
"No user or outbound rule found" error	Dialed number doesn't match rule	Review and test dial pattern
Outbound call fails with 403/404	Caller ID not valid	Set 61756385444 as Outbound Caller ID
Inbound calls working, outbound not	SIP trunk is inbound-only	Enable "Allow outbound calls" in trunk

Firewall & NAT

Ensure outbound firewall rules allow:

• UDP 5060 from your PBX to 103.55.116.65

• RTP Media Range: UDP ports 9000–10999 (as per 3CX RTP settings)

• SIPcity should see your real public IP, not a translated one

Final Checklist

SIPcity has whitelisted your public IP	☐
3CX trunk set to "Do not require – IP based"	☐
Re-register timeout set to 0	☐
DID added in 3CX exactly as received	☐
Outbound rule matches all formats used by staff	

Summary

While SIPcity is not listed as a certified 3CX SIP trunking provider, we have a large number of 3CX customers connecting successfully via both Registration and Peering:

- Detailed connection guides

- Support for both and

- Proven success with many 3CX-based customers across Australia and the US