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# 3CX Configuration for SIPcity

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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).

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## 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



## Step 2: Static IP SIP Peering (No Registration)

Recommended for customers with static IPs.

### How to configure

- Log into your SIPcity account
- Navigate to Switchboard
- Select your main Peering phone number
- Go to **Preferences**
- Locate SIP Peering Global Enabling Peering
- Enter your Primary IP address (Optionally enter a **Failover IP address**)
- Select Save

The screenshot displays the SIPcity Switchboard interface. At the top, there are icons for 'Switchboard' and 'Number Permissions'. Below this, the 'Switchboard' section shows a dropdown menu with the number '61370761098', a 'Bundled Line' status, and a '0.00' rate. There are also buttons for 'Cancel number' and 'BACK'. Below the number, there are service status indicators for 'AUTO ATTENDANT' and 'VOICEMAIL SERVICE'. A row of navigation buttons includes 'Profile', 'Inbound', 'Outbound', 'Advanced', 'Preferences' (highlighted in blue), 'Media', and 'Voicemail'. Below the navigation buttons, there are several configuration sections: 'Time zone', 'Time Schedules', 'Trunking', 'SIP Peering Global' (with a toggle switch), 'SIP Peering Standalone', and 'PBX Languages'. The 'SIP Peering Global' section is expanded, showing fields for 'Sip Peering number', 'Pilot Number', 'Primary IP address', 'Failover IP address', 'SIP Transport' (set to UDP), 'SIP Port' (set to 5060), and a 'NAT' toggle switch. At the bottom of this section are 'CANCEL' and 'SAVE' buttons.

## Step 3: Configure the SIP Trunk in 3CX

Step 1 - Create the SIP Trunk

- Log in to the 3CX Management Console
- Go to SIP Trunks

- Select Add SIP Trunk
- Choose Generic SIP Trunk

### General Tab

	Setting	Value
	Registrar / Server	103.55.116.65
	Port	5060
	Authentication	Leave blank
	UserName	Leave blank
	Password	Leave Blank

### Options Tab

	Setting	Value
	Transport Protocol	UDP
	SRTP	Disabled
	Re-register Timeout	0
	Public IP in sip header	Leave blank

### DID Numbers Tab

Add the SIPcity numbers exactly as issued.

Example format: 6125638544

Each DID should then be routed to the appropriate extension, ring group, or IVR within 3CX.

### Network requirements

	Setting	Value
	SIP	UDP - 103.55.116.65
	RTP	UDP 10-20,000



## 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.

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## 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