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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).

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' indicator, 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.

□

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