

Configuring 3CX with BT SIP Trunk

This guide details how to setup a BT SIP Trunk with 3CX. After ordering your SIP Trunk, you will receive an email containing your order references, BT SBC IP's and your phone numbers. You can get all this information also from the "My BT Wholesale" login.

1. Login to the 3CX Management Console > Go to SIP Trunks > Add Provider button.

Add VOIP Provider Wizard ? Help

Add VOIP Provider Wizard

Name of Provider ?

Country ?

Provider ?

URL ?

3CX Supported VoIP Providers can be found [here](#)

More 3rd party tested providers can be found [here](#)

2. Enter a name to identify this trunk example **BT SIP Trunk** and select **UK** from the country drop-down list.
3. Select "**BT Global Services One Voice SIP Trunk UK and WSIPT**" from the Provider drop-down list. Press Next.

Add VOIP Provider Wizard ? Help

VOIP Provider Details:

Enter the hostname and port for your VOIP Provider's SIP Server

SIP server hostname or IP ?

SIP Server port ?

Outbound proxy hostname or IP ?

Outbound proxy port (default is 5060) ?

4. Enter BT's SBC IP in the SIP Server hostname or IP label.

Add VOIP Provider Wizard

Account Details

Enter the Authentication ID or SIP User, Password and number of your account

External Number ?

Authentication ID (aka SIP User ID) ?

Authentication Password ?

3 Way Authentication ID ?

Simultaneous Calls

Maximum simultaneous calls ?

- In the External number field enter the phone number assigned to you. If you have multiple numbers, enter the first one.

 Add VOIP Provider Wizard

Office Hours
Configure where calls should be routed during office hours.

End Call
 Connect to Extension 101 Thomas Moore 
 Connect to Queue / Ring Group 802 Support 
 Connect to Digital Receptionist 800 Marketing 
 Voicemail box for Extension 101 Thomas Moore 
 Forward to Outside Number 
 Send fax to email of extension FAX device 882 

Same as Out of Office hours

- Configure where you want calls to be routed IN and OUT of office hours.

 Outbound Rule Settings  Help

General
Rule Name Sales Department Outbound 

Apply this rule to these calls
Define to which outbound calls the rule must apply

Calls to numbers starting with prefix 014 
 Calls from extension(s) 
 Calls to Numbers with a length of 
 Select Extension Group Select 
 Calls from extension group ...

Make outbound calls on
Configure up to 3 routes for calls. The second and third route will be used as backup. For each route, digits can be stripped or added.

Route		Strip Digits	Prepend	
Route 1	BT SIP Trunk	0		
Route 2		1		
Route 3		1		

- The outbound rule configuration interface will be displayed which will allow you to configure an outbound rule that will forward calls to the BT Trunk.

Make outbound calls on
Configure up to 3 routes for calls. The second and third route will be used as backup. For each route, digits can be stripped or added.

Route		Strip Digits	Prepend	
Route 1	BT SIP Trunk	0		
Route 2	BT backup SIP Trunk	0		
Route 3		1		

- If you have a backup trunk, you can configure it as a backup route as shown above. Calls will pass via the backup route if the primary trunk is unable to serve calls.

9. Press Finish to finalize the wizard.
10. If you have DID/DDI's, go to Inbound Rules > Add DID.

Inbound Rule Settings ? Help

Inbound rule name
Enter a DID or string to look for in the SIP "to" field. Use wildcards (*) to match any digit for that entry. For example, entries 22444032 OR 2244403*

Inbound rule name ?

Number/Mask
Select from the drop-down below the type of inbound rule you want to create and enter a mask for this DID. You can use the * as a wildcard either

Inbound Rule type ?

DID/DDI number/mask ?

Apply this rule to these ports
Select the Gateway you want this DID/DDI rule to be applied to. You can select on the whole gateway which will apply the rule to all the ports, or you

Available ports

- pattonDRM
- Generic
- OnVoIP
- IT
- pattonISDN
- pattonFXO
- Winet
- BT SIP Trunk

Office Hours
Configure where calls to this DID/DDI should be routed during office hours.

End Call

Connect to Extension ?

Connect to Queue / Ring Group ?

Connect to Digital Receptionist ?

Voicemail box for Extension ?

Forward to Outside Number ?

Send fax to ?

Set up Specific Office Hours

Include holidays ?

Apply the same routing logic Outside of office hours

Play Holiday Prompt on Public Holiday ?

11. Enter a name for your DID, followed by the assigned DID number, and select the British Telecom trunk from the list of SIP Trunks. Configure IN and OUT of office routing destinations and press OK.

	VoIP Gateway/Provider	Port Identification	DID Name	DID Number	During Office Hours	Out of Office Hours
DID	BT SIP Trunk	01473123456	Marketing	01473123457	800	800
DID	BT SIP Trunk	01473123456	Sales	01473123458	801	801
DID	BT SIP Trunk	01473123456	Support	01473123459	802	802

12. Repeat the same procedure for each assigned DID/DDI number.

You have just configured a BT SIP Trunk with 3CX!