

Note: Go to page 13 if you would like to receive multiple DID's on 1 XeloQ SIP Trunk; that is also possible and would be the preferred method of managing your DID's yourself; go to page 13 of this document.

Example 1: Multiple DID's to Multiple SIP Trunks (with multiple SIP accounts; needed for some companies)
(page 1 - 12)

We will describe how to setup a 3CX v8.x server with multiple SIP Trunks to XeloQ to allow routing of incoming calls to separate extensions or Ring Groups.

To start all of this, you will need 3 (or more) XeloQ SIP accounts and 3 (or more) DID's routed to them (that is something XeloQ will do for you when you order a DID).

Our installation below runs with 3 extensions logged into the 3CX server.

First, the 3 Softphones with Extensions 100, 101 + 102 are registered to the 3CX (on the same server):

Also the 3CX management console is shown.



Trunks to XeloQ registration (with 3 XeloQ SIP accounts):

3CX

3CX Phone System

Ports/Trunks Status

Extension Status

System Extensions Status

Phones

Server Activity Log

Services status

Extensions

PSTN devices

VOIP Providers

XeloQ-1

700203

XeloQ-2

700204

XeloQ-3

700205

Ports/Trunks Status

Disconnect Call

	Status	Virtual Extension Number	Type	Name	IN/OUT
●	Registered (idle)	10000	Provider	XeloQ-1	
●	Registered (idle)	10001	Provider	XeloQ-2	
●	Registered (idle)	10002	Provider	XeloQ-3	

Extension status:

Extension status

Server Activity Log

Add Extension

Add PSTN Gateway

Add VOIP Provider Wizard

Create Outbound Rule

Create DID

3CX

3CX Phone System

Ports/Trunks Status

Extension Status

System Extensions Status

Phones

Server Activity Log

Extension Status

Disconnect Call

	Status	Extension	User Status	Queues	Name
●	Registered (idle)	100	Available	OUT	XeloQ Sales
●	Registered (idle)	101	Available	IN	XeloQ Support
●	Registered (idle)	102	Available	OUT	XeloQ Administration

Extensions:

3CX

3CX Phone System

Ports/Trunks Status

Extension Status

System Extensions Status

Phones

Server Activity Log

Services status

Extensions

PSTN devices

Extensions

Add Extension

Edit Extension

Delete Extension

Import Extension


Download Active Users

Add Extension Group

Edit Extension Group

Extension Number	First Name	Last Name	Email Address	Outbound Caller ID
100	XeloQ	Sales	sales@xeloq.com	
101	XeloQ	Support	support@xeloq.com	
102	XeloQ	Administration	administration@xeloq.com	

VoIP Providers:



3CX Phone System

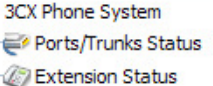
- Ports/Trunks Status
- Extension Status
- System Extensions Status
- Phones
- Server Activity Log
- Services status
- Extensions
- PSTN devices
- VOIP Providers**
 - XeloQ-1
 - 700203
 - XeloQ-2
 - 700204
 - XeloQ-3
 - 700205
- Inbound Rules
- Bridges
- OutBound Rules
- Digital Receptionist

VOIP Providers

[Add Provider](#) [Edit Provider](#) [Delete Provider](#) [Refresh Registration](#)

Provider Name	Host / IP Address	Type
XeloQ-1	sip.goandcall.com	VoIP Provider
XeloQ-2	sip.goandcall.com	VoIP Provider
XeloQ-3	sip.goandcall.com	VoIP Provider

Trunk 1 (using SIP account 700203):



3CX Phone System

- Ports/Trunks Status
- Extension Status
- System Extensions Status
- Phones
- Server Activity Log
- Services status
- Extensions
- PSTN devices
- VOIP Providers**
 - XeloQ-1**
 - 700203
 - XeloQ-2
 - 700204
 - XeloQ-3
 - 700205
- Inbound Rules
- Bridges
- OutBound Rules
- Digital Receptionist

General **Advanced** Outbound Parameters Inbound Parameters Source ID DID

Provider Details

Enter the hostname and port of your provider's SIP Server.

SIP server hostname or IP ?

SIP server port ?

Outbound proxy hostname or IP ?

Outbound proxy port (default is 5060) ?

Account Details

Enter the Authentication ID, Password and number of your account

External Number ?

Authentication ID ?

Authentication Password ?

Simultaneous Calls

Maximum Simultaneous Calls ?

Advanced settings for XeloQ-1:

3CX Phone System

- Ports/Trunks Status
- Extension Status
- System Extensions Status
- Phones
- Server Activity Log
- Services status
- Extensions
 - PSTN devices
- VOIP Providers
 - XeloQ-1**
 - 700203
 - XeloQ-2
 - 700204
 - XeloQ-3
 - 700205
- Inbound Rules
- Bridges
- OutBound Rules
- Digital Receptionist
- Ring Groups
- Call Queues
- Settings
- Links
- Help

Advanced

Provider Capabilities
Configure options related to the SIP capabilities of your provider

- Supports Re-Invite ☐ ?
- Supports 'Replace' ☐ ?
- PBX Delivers Audio ☒ ?
- Switch on Secure RTP (SRTP) ☐ ?

Registration Settings
Configure options related to the SIP capabilities of your provider


- Time between registration attempts (in seconds) ?
- Require registration for: ?
- Which IP to use in 'Contact' field for registration:
 - ☒ External(STUN resolved) ?
 - ☐ Internal ?
 - ☐ Specified IP

Codec priorities
Specify which codecs to use and according to which priority.

Available Codecs		Assigned Codecs	
Speex	<input type="button" value="Add >"/> <input type="button" value=" < Remove"/>	G729	<input type="button" value="Up"/> <input type="button" value="Down"/>
iLBC		G.711 U-law	
	G.711 A-law		
		GSM-FR	

NOTE: please REMOVE the Assigned GSM-FR codec when using a XeloQ trunk ! This is not needed !

700203 settings (under XeloQ-1):



- 3CX Phone System
 - Ports/Trunks Status
 - Extension Status
 - System Extensions Status
 - Phones
 - Server Activity Log
 - Services status
 - Extensions
 - MANAGEMENT
 - 100
 - 101
 - 102
 - PSTN devices
 - VOIP Providers
 - XeloQ-1
 - 700203**
 - XeloQ-2
 - 700204
 - XeloQ-3
 - 700205
 - Inbound Rules
 - Bridges
 - OutBound Rules
 - Digital Receptionist
 - Ring Groups
 - Call Queues
 - Settings
 - Links
 - Help

Edit VOIP Provider

Edit Port :700203

Voip Provider port no 700203 on XeloQ-1

Virtual Extension Number (Unique)	10000	?
Authentication ID	700203	?
Authentication Password	••••••••	?
Port identification	700203	?

Office Hours

Configure where calls should be routed during office hours.

<input type="radio"/> End Call		
<input checked="" type="radio"/> Connect to Extension	100 XeloQ Sales	?
<input type="radio"/> Connect to Queue / Ring Group		?
<input type="radio"/> Connect to Digital Receptionist		?
<input type="radio"/> Voicemail box for Extension	100 XeloQ Sales	?
<input type="radio"/> Forward to Outside Number		?
<input type="radio"/> Send fax to email of extension	888 Default FAX Destination	?

☒ same as during office hours

Other Options

Set other general options for this specific port

Outbound Caller ID	31238901271	?
Allow outbound calls on this line	<input checked="" type="checkbox"/>	?
Allow incoming calls on this line	<input checked="" type="checkbox"/>	?
Maximum simultaneous calls	4	?

Trunk 2 (using SIP account 700204):

3CX Phone System

- Ports/Trunks Status
- Extension Status
- System Extensions Status
- Phones
- Server Activity Log
- Services status
- Extensions
- PSTN devices
- VOIP Providers**
 - XeloQ-1
 - 700203
 - XeloQ-2**
 - 700204
 - XeloQ-3
 - 700205
- Inbound Rules
- Bridges
- OutBound Rules
- Digital Receptionist

General | **Advanced** | Outbound Parameters | Inbound Parameters | Source ID | DID

Provider Details
Enter the hostname and port of your provider's SIP Server.

SIP server hostname or IP: sip.goandcall.com ?
SIP server port: 6060 ?
Outbound proxy hostname or IP: ?
Outbound proxy port (default is 5060): 5060 ?

Account Details
Enter the Authentication ID, Password and number of your account

External Number: 700204 ?
Authentication ID: 700204 ?
Authentication Password: ?

Simultaneous Calls
Maximum Simultaneous Calls: 4 ?

Advanced settings for XeloQ-2:

3CX Phone System

- Ports/Trunks Status
- Extension Status
- System Extensions Status
- Phones
- Server Activity Log
- Services status
- Extensions
- PSTN devices
- VOIP Providers**
 - XeloQ-1
 - 700203
 - XeloQ-2**
 - 700204
 - XeloQ-3
 - 700205
- Inbound Rules
- Bridges
- OutBound Rules
- Digital Receptionist
- Ring Groups
- Call Queues
- Settings
- Links
- Help

General | **Advanced** | Outbound Parameters | Inbound Parameters | Source ID | DID

Provider Capabilities
Configure options related to the SIP capabilities of your provider

Supports Re-Invite: ☐ ?
Supports 'Replace': ☐ ?
PBX Delivers Audio: ☒ ?
Switch on Secure RTP (SRTP): ☐ ?

Registration Settings
Configure options related to the SIP capabilities of your provider

Time between registration attempts (in seconds): 60 ?
Require registration for: In and Outgoing Calls ?
Which IP to use in 'Contact' field for registration:
☒ External(STUN resolved) ?
☐ Internal ?
☐ Specified IP: ?


Codec priorities
Specify which codecs to use and according to which priority.

Available Codecs: Speex, iLBC
Assigned Codecs: G729, G.711 U-law, G.711 A-law, GSM-FR

Buttons: Add >, < Remove, Up, Down

NOTE: please REMOVE the Assigned GSM-FR codec when using a XeloQ trunk ! This is not needed !

700204 settings (under XeloQ-2):



- 3CX Phone System
 - Ports/Trunks Status
 - Extension Status
 - System Extensions Status
 - Phones
 - Server Activity Log
 - Services status
 - Extensions
 - MANAGEMENT
 - 100
 - 101
 - 102
 - PSTN devices
 - VOIP Providers
 - XeloQ-1
 - 700203
 - XeloQ-2
 - 700204
 - XeloQ-3
 - 700205
 - Inbound Rules
 - Bridges
 - OutBound Rules
 - Digital Receptionist
 - Ring Groups
 - Call Queues
 - Settings
 - Links
 - Help

Edit VOIP Provider

Edit Port :700204

Voip Provider port no 700204 on XeloQ-2

Virtual Extension Number (Unique)	10001	?
Authentication ID	700204	?
Authentication Password	••••••••	?
Port identification	700204	?

Office Hours

Configure where calls should be routed during office hours.

<input type="radio"/> End Call		
<input checked="" type="radio"/> Connect to Extension	101 XeloQ Support	?
<input type="radio"/> Connect to Queue / Ring Group		?
<input type="radio"/> Connect to Digital Receptionist		?
<input type="radio"/> Voicemail box for Extension	100 XeloQ Sales	?
<input type="radio"/> Forward to Outside Number		?
<input type="radio"/> Send fax to email of extension	888 Default FAX Destination	?

☒ same as during office hours

Other Options

Set other general options for this specific port

Outbound Caller ID	31238901264	?
Allow outbound calls on this line	<input checked="" type="checkbox"/> ?	
Allow incoming calls on this line	<input checked="" type="checkbox"/> ?	
Maximum simultaneous calls	4	?

Trunk 3 (using SIP account 700205):

The screenshot shows the 3CX Phone System configuration interface. On the left is a tree view with categories like Ports/Trunks Status, Extension Status, System Extensions Status, Phones, Server Activity Log, Services status, Extensions, PSTN devices, VOIP Providers, Inbound Rules, Bridges, OutBound Rules, and Digital Receptionist. Under VOIP Providers, XeloQ-1, XeloQ-2, and XeloQ-3 are listed, with XeloQ-3 selected. The main panel shows the configuration for XeloQ-3, 700205. The 'General' tab is active, displaying 'Provider Details' and 'Account Details' sections. The 'Provider Details' section includes fields for SIP server hostname or IP (sip.goandcall.com), SIP server port (6060), Outbound proxy hostname or IP, and Outbound proxy port (5060). The 'Account Details' section includes fields for External Number (700205), Authentication ID (700205), and Authentication Password (masked with dots). The 'Simultaneous Calls' section shows a value of 4.

General	Advanced	Outbound Parameters	Inbound Parameters	Source ID	DID
Provider Details Enter the hostname and port of your provider's SIP Server.					
SIP server hostname or IP		sip.goandcall.com			
SIP server port		6060			
Outbound proxy hostname or IP					
Outbound proxy port (default is 5060)		5060			
Account Details Enter the Authentication ID, Password and number of your account					
External Number		700205			
Authentication ID		700205			
Authentication Password		●●●●●●●●			
Simultaneous Calls					
Maximum Simultaneous Calls		4			

Advanced settings for XeloQ-3:

The screenshot shows the 3CX Phone System configuration interface for XeloQ-3, 700205, with the 'Advanced' tab selected. The 'Provider Capabilities' section includes checkboxes for 'Supports Re-Invite', 'Supports Replace', 'PBX Delivers Audio' (checked), and 'Switch on Secure RTP (SRTP)'. The 'Registration Settings' section includes fields for 'Time between registration attempts (in seconds)' (60), 'Require registration for:' (In and Outgoing Calls), and 'Which IP to use in 'Contact' field for registration:' (External(STUN resolved)). The 'Codec priorities' section shows a list of 'Available Codecs' (Speex, ILBC) and 'Assigned Codecs' (G729, G.711 U-law, G.711 A-law, GSM-FR). Buttons for 'Add >', '< Remove', 'Up', and 'Down' are present.

General	Advanced	Outbound Parameters	Inbound Parameters	Source ID	DID
Provider Capabilities Configure options related to the SIP capabilities of your provider					
Supports Re-Invite		<input type="checkbox"/>			
Supports 'Replace'		<input type="checkbox"/>			
PBX Delivers Audio		<input checked="" type="checkbox"/>			
Switch on Secure RTP (SRTP)		<input type="checkbox"/>			
Registration Settings Configure options related to the SIP capabilities of your provider					
Time between registration attempts (in seconds)		60			
Require registration for:		In and Outgoing Calls			
Which IP to use in 'Contact' field for registration:		<input checked="" type="radio"/> External(STUN resolved) <input type="radio"/> Internal <input type="radio"/> Specified IP			
Codec priorities Specify which codecs to use and according to which priority.					
Available Codecs		Assigned Codecs			
Speex		G729			
ILBC		G.711 U-law			
		G.711 A-law			
		GSM-FR			

NOTE: please REMOVE the Assigned GSM-FR codec when using a XeloQ trunk ! This is not needed !

700205 settings (under XeloQ-3):

The screenshot displays the 3CX Phone System web interface. On the left is a navigation tree with categories like 'Ports/Trunks Status', 'Extensions', 'PSTN devices', 'VOIP Providers', 'Inbound Rules', 'Bridges', 'OutBound Rules', 'Digital Receptionist', 'Ring Groups', 'Call Queues', 'Settings', 'Links', and 'Help'. The 'VOIP Providers' section is expanded, showing 'XeloQ-1', 'XeloQ-2', and 'XeloQ-3'. Under 'XeloQ-3', the port '700205' is selected.

The main panel is titled 'Edit VOIP Provider' and contains the following sections:

- Edit Port : 700205**
 - Voip Provider port no 700205 on XeloQ-3
 - Virtual Extension Number (Unique): 10002
 - Authentication ID: 700205
 - Authentication Password: ••••••••
 - Port identification: 700205
- Office Hours**
 - Configure where calls should be routed during office hours.
 - ☐ End Call
 - ☒ Connect to Extension
 - 102 XeloQ Administration
 - ☐ Connect to Queue / Ring Group
 - ☐ Connect to Digital Receptionist
 - ☐ Voicemail box for Extension
 - 100 XeloQ Sales
 - ☐ Forward to Outside Number
 - ☐ Send fax to email of extension
 - 888 Default FAX Destination
- ☒ same as during office hours

- Other Options**
- Set other general options for this specific port
 - Outbound Caller ID: 31238901271
 - Allow outbound calls on this line: ☒
 - Allow incoming calls on this line: ☒
 - Maximum simultaneous calls: 4

At the bottom right are buttons for 'OK', 'Cancel', and 'Apply'.

General working of the incoming calls to DID's / SIP accounts:


There are NO Inbound Rules set because EACH SIP accounts gets to it's own trunk (= XeloQ SIP account) and in this setup each Trunk only let 1 extension ring (100, 101 or 102 ring on incoming calls to XeloQ SIP accounts 700203, 700204 + 700205.

If you buy a DID / local telephone number from XeloQ, WE forward each DID to the appropriate SIP account so there is NO need to setup DID's in 3CX. Just like this example setup XX SIP Trunks to XeloQ using XX SIP accounts.

Of course you can create Ringgroups.






→ **If you wish to receive all your DIDs on to 1 SIP Trunk, refer to page 13 of this document.**

Outbound Rules:




- 3CX Phone System
 - Ports/Trunks Status
 - Extension Status
 - System Extensions Status
 - Phones
 - Server Activity Log
 - Services status
 - Extensions
 - PSTN devices
 - VOIP Providers
 - XeloQ-1
 - 700203
 - XeloQ-2
 - 700204
 - XeloQ-3
 - 700205
 - Inbound Rules
 - Bridges
 - OutBound Rules**
 - Outbound 7
 - Rule for XeloQ-1
 - Rule for XeloQ-2
 - Rule for XeloQ-3

OutBound Rules

 Add Outbound Rule  Edit Outbound Rule  Delete Outbound Rule  Move Up  Move Down


Outbound Rule Name	Call from extension(s)	Number prefix	Number Length	Route 1
Rule for XeloQ-1	100-110	00	10, 11, 12, 13, 14, 15, 16, 17, 18,	XeloQ-1
Rule for XeloQ-2	100-110	00	10, 11, 12, 13, 14, 15, 16, 17, 18,	XeloQ-2
Rule for XeloQ-3	100-110	00	10, 11, 12, 13, 14, 15, 16, 17, 18,	XeloQ-3
Outbound 7	100-110	7	6	XeloQ-1

Outbound 7 (to call other XeloQ 7xxxxx SIP accounts outside the 3CX):



- 3CX Phone System
 - Ports/Trunks Status
 - Extension Status
 - System Extensions Status
 - Phones
 - Server Activity Log
 - Services status
 - Extensions
 - PSTN devices
 - VOIP Providers
 - XeloQ-1
 - 700203
 - XeloQ-2
 - 700204
 - XeloQ-3
 - 700205
 - Inbound Rules
 - Bridges
 - OutBound Rules**
 - Outbound 7**
 - Rule for XeloQ-1
 - Rule for XeloQ-2
 - Rule for XeloQ-3

Edit Outbound Rule

 Create an Outbound Call Rule to configure on which PSTN port, VOIP provider or bridge an outbound calls should be placed on

General

Rule Name ?

Apply this rule to these calls

Define to which outbound calls the rule must apply

Calls to numbers starting with (Prefix) ?

Calls from extension(s) ?

Calls to Numbers with a length of ?

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	1	<input type="text" value="XeloQ-1"/>	<input type="text" value="0"/>	<input type="text"/>
Route 2	2	<input type="text"/>	<input type="text" value="1"/>	<input type="text"/>
Route 3	3	<input type="text"/>	<input type="text" value="1"/>	<input type="text"/>

OK Cancel

NOTE: Do NOT strip / prepend any digit. XeloQ accepts 7xxxxx to dial other SIP accounts !

Outbound Rules (to make OUTBOUND calls to the normal telephone network using XeloQ SIP accounts):

XeloQ expects 0044xxx or 0031xx so be careful when you create other outbound rules; these below work for sure!

Outbound Rule XeloQ-1 (to let calls go out on Trunk XeloQ-1 and be charged to that SIP Account):

The screenshot shows the 3CX Phone System web interface. On the left is a navigation tree with categories like Ports/Trunks Status, Extension Status, System Extensions Status, Phones, Server Activity Log, Services status, Extensions, PSTN devices, VOIP Providers, and Outbound Rules. The 'Outbound Rules' section is expanded, showing 'Rule for XeloQ-1' selected. The main panel is titled 'Edit Outbound Rule' and contains the following sections:

- General:** A text field for 'Rule Name' containing 'Rule for XeloQ-1'.
- Apply this rule to these calls:** A section with the instruction 'Define to which outbound calls the rule must apply'. It contains three input fields:
 - 'Calls to numbers starting with (Prefix)' with the value '00'.
 - 'Calls from extension(s)' with the value '100-110'.
 - 'Calls to Numbers with a length of' with the value '10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20'.
- Make outbound calls on:** A section with the instruction '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.' It contains a table with three rows for 'Route' 1, 2, and 3.

Route		Strip Digits	Prepend
1	XeloQ-1	0	
2		1	
3		1	

At the bottom right of the configuration panel are 'OK' and 'Cancel' buttons.

NOTE: of course you can choose to let outbound calls flow through 1 Trunk (XeloQ-1) so it will be charged to 1 SIP account. But if you wish to charge each extension using it's own trunk / SIP account, follow the examples below

You can fine tune your 3CX outbound / inbound rules and make it as complex as you wish. But these are basic settings for 3 Trunks (3 SIP accounts) and 3 DID's.

In any 3CX version you can use as many SIP Trunks to XeloQ as you wish and thus have as many DID's routed to as many extensions as you wish. But always be aware of the number of simultaneous calls you specific license holds.

More information: www.XeloQ.eu or send an email to support@xeloq.com for further assistance.

Also the 3CX forum at www.3cx.com gives you very good information.

Outbound Rule XeloQ-2 (to let calls go out on Trunk XeloQ-2 and be charged to that SIP Account):

3CX

3CX Phone System

Ports/Trunks Status

Extension Status

System Extensions Status

Phones

Server Activity Log

Services status

Extensions

PSTN devices

VOIP Providers

XeloQ-1

700203

XeloQ-2

700204

XeloQ-3

700205

Inbound Rules

Bridges

OutBound Rules

Outbound 7

Rule for XeloQ-1

Rule for XeloQ-2

Rule for XeloQ-3

Edit Outbound Rule

Create an Outbound Call Rule to configure on which PSTN port, VOIP provider or bridge an outbound calls should be placed on

General

Rule Name

Rule for XeloQ-2

Apply this rule to these calls

Define to which outbound calls the rule must apply

Calls to numbers starting with (Prefix)

00

Calls from extension(s)

100-110

Calls to Numbers with a length of

10,11,12,13,14,15,16,17,18,19,20

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	XeloQ-2	0	
Route	2		1	
Route	3		1	

OKCancel

Outbound Rule XeloQ-3 (to let calls go out on Trunk XeloQ-3 and be charged to that SIP Account):

3CX

3CX Phone System

Ports/Trunks Status

Extension Status

System Extensions Status

Phones

Server Activity Log

Services status

Extensions

PSTN devices

VOIP Providers

XeloQ-1

700203

XeloQ-2

700204

XeloQ-3

700205

Inbound Rules

Bridges

OutBound Rules

Outbound 7

Rule for XeloQ-1

Rule for XeloQ-2

Rule for XeloQ-3

Edit Outbound Rule

Create an Outbound Call Rule to configure on which PSTN port, VOIP provider or bridge an outbound calls should be placed on

General

Rule Name

Rule for XeloQ-3

Apply this rule to these calls

Define to which outbound calls the rule must apply

Calls to numbers starting with (Prefix)

00

Calls from extension(s)

100-110

Calls to Numbers with a length of

10,11,12,13,14,15,16,17,18,19,20

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	XeloQ-3	0	
Route	2		1	
Route	3		1	

OKCancel

So far the Basic setup for 3CX v 8.x and using multiple Trunks, SIP accounts + DID's for XeloQ Communications.

Example 2: **Receiving Multiple DID's on 1 XeloQ SIP Trunk using 1 XeloQ SIP account**
(page 13 – 20)

In this example we will use a new SIP account on a new XeloQ SIP Trunk (XeloQ-4).

If you just have 1 SIP account and wish to use multiple DID's on this trunk and have the ability to change the configuration of incoming DID's yourself, use this configuration example. This is the preferred method.

First, we created a new SIP Trunk using SIP account 700207 (we call this XeloQ-4). Forget about the other SIP accounts created earlier for now. We will not use them anymore. This is the configuration for using 1 SIP account / 1 SIP Trunk.

The screenshot shows the 3CX Phone System interface. On the left is a navigation tree with categories like 'Ports/Trunks Status', 'Extension Status', 'System Extensions Status', 'Phones', 'Server Activity Log', 'Services status', 'Extensions', 'PSTN devices', 'VOIP Providers', 'Inbound Rules', 'Bridges', 'OutBound Rules', 'Digital Receptionist', and 'Ring Groups'. Under 'VOIP Providers', 'XeloQ-4' is selected, showing its associated number '700207'. The main panel is titled 'Edit VOIP Provider' and contains tabs for 'General', 'Advanced', 'Outbound Parameters', 'Inbound Parameters', 'Source ID', and 'DID'. The 'General' tab is active, displaying two sections: 'Provider Details' and 'Account Details'. The 'Provider Details' section includes fields for 'SIP server hostname or IP' (sip.goandcall.com), 'SIP server port' (5060), 'Outbound proxy hostname or IP' (empty), and 'Outbound proxy port (default is 5060)' (5060). The 'Account Details' section includes fields for 'External Number' (700207), 'Authentication ID' (700207), and 'Authentication Password' (masked with dots). A 'Simultaneous Calls' section at the bottom has a field for 'Maximum Simultaneous Calls' set to 3. Each input field has a help icon (?) to its right.

➔ In advanced settings set 'Require registration for:' In and Outgoing calls and select codec g729 if possible

See the screen below.

3CX Phone System

- Ports/Trunks Status
- Extension Status
- System Extensions Status
- Phones
- Server Activity Log
- Services status
- Extensions
- PSTN devices
- VOIP Providers
 - XeloQ-1
 - XeloQ-2
 - XeloQ-3
 - XeloQ-4**
 - 700207
- Inbound Rules
- Bridges
- OutBound Rules
- Digital Receptionist
- Ring Groups
- Call Queues
- Settings
- Links
- Help

General | **Advanced** | **Outbound Parameters** | Inbound Parameters | Source ID | DID

Provider Capabilities
Configure options related to the SIP capabilities of your provider

- Supports Re-Invite ☐ ?
- Supports 'Replace' ☐ ?
- PBX Delivers Audio ☒ ?
- Switch on Secure RTP (SRTP) ☐ ?

Registration Settings
Configure options related to the SIP capabilities of your provider

- Time between registration attempts (in seconds) ?
- Require registration for: ?
- Which IP to use in 'Contact' field for registration:
 - ☒ External(STUN resolved) ?
 - ☐ Internal ?
 - ☐ Specified IP

Codec priorities
Specify which codecs to use and according to which priority.

Available Codecs		Assigned Codecs		
Speex	Add >	G729	Up	
ILBC		G.711 U-law		
	< Remove	G.711 A-law		Down
		GSM-FR		

NOTE: please **REMOVE** the Assigned GSM-FR codec when using a XeloQ trunk ! This is not needed !

Of course you will need to set the **Outbound rules** for this new Trunk. Refer to **page 10 -12** of the previous examples on HOW to create Outbound rules.

Note:

Some **companies prefer to have multiple SIP accounts** to distinguish the OUTBOUND calling (use a different SIP account for outbound calling so that each OUTBOUND call CAN be charged on a different SIP account).

If you want this, you will NEED to setup Multiple trunks using Multiple SIP accounts and we refer you to page 1-12 of this document. Of course the inbound callforwarding will then be handled by XeloQ again.

Of course you can combine this:

You can always ask for multiple SIP accounts in your XeloQ Customer account if you wish to create multiple outbound trunks and set the outbound rules for certain extensions to go out on a certain trunk but still **receive inbound calls** on just 1 SIP account / 1 SIP trunk using the configs described on page 13-20.

You can just deploy it the way you prefer!

Next step is to go to **Inbound Parameters** (leave Outbound parameters default); you will see the next screen:

The screenshot shows the 3CX Phone System interface. On the left is a tree view with categories like Ports/Trunks Status, Extension Status, System Extensions Status, Phones, Server Activity Log, Services status, Extensions, PSTN devices, VOIP Providers, and OutBound Rules. Under VOIP Providers, XeloQ-4 is selected. The main window is titled 'Edit VOIP Provider' and has tabs for General, Advanced, Outbound Parameters, Inbound Parameters, Source ID, and DID. The 'Inbound Parameters' tab is active. It contains a section 'Content of SIP fields' with a description: 'Configure which SIP message fields should contain what information. Requires SIP knowledge - misconfiguration will cause your PBX to malfunction.' Below this is a table with two columns: 'SIP Field' and 'Variable'. Above the table are two dropdown menus for selecting a SIP Field and a Variable, and buttons for 'Add/Update', 'Delete', and 'Clear Selection'. The table lists several SIP fields and their corresponding variables.

SIP Field	Variable	Custom Value
Request Line URI : Host Part	"DevHostPort" source address/port of message	
Contact : Host Part	"DevHostPort" source address/port of message	
To : Display Name	"CalledName" name that has been dialed (default: To->display name)	
To : User Part	"CalledNum" number that has been dialed (default: To->user)	
From : Display Name	"CallerName" caller's name (default: From->display name)	
From : User Part	"CallerNum" caller's number (default: From->user)	

What we need to do now is this:

1. Delete SIP Field 'To : User part'
2. Add: SIP Field 'Remote Party ID - Called Party : User Part'; Variable: "CalledNum" Number that has been dialed (default: To->User)
3. Click OK

Step 1: → Delete SIP Field 'To : User part'

This screenshot is similar to the previous one, but the 'To : User Part' row in the table is highlighted in blue, indicating it is selected. The dropdown menus above the table now show 'To : User Part' selected for the SIP Field and '"CalledNum" number that has been dialed (default: To->user)' selected for the Variable. The 'Delete' button is highlighted in blue.

SIP Field	Variable	Custom Value
Request Line URI : Host Part	"DevHostPort" source address/port of message	
Contact : Host Part	"DevHostPort" source address/port of message	
To : Display Name	"CalledName" name that has been dialed (default: To->display name)	
To : User Part	"CalledNum" number that has been dialed (default: To->user)	
From : Display Name	"CallerName" caller's name (default: From->display name)	
From : User Part	"CallerNum" caller's number (default: From->user)	

After that (this SIP field will be deleted and gone after pressing the blue **Delete** button) you will have to add the new SIP field.

See Step 2 below.

Step 2: → Add: SIP Field 'Remote Party ID - Called Party : User Part' and
choose as Variable: "CalledNum" Number that has been dialed (default: To->User)

That looks like this (choose them from the Pull Down Menu's)

SIP Field

Remote Party ID - Called Party : User Part

Variable

"CalledNum" number that has been dialed (default: To->)

Add/Update

Delete

Clear Selection

Then press **Add/Update**; the **next screen** will appear:

SIP Field

Remote Party ID - Called Party : User Part

Variable

"CalledNum" number that has been dialed (default: To->)

Add/Update

Delete

Clear Selection

SIP Field	Variable	Cust
Request Line URI : Host Part	"DevHostPort" source address/port of message	
Contact : Host Part	"DevHostPort" source address/port of message	
To : Display Name	"CalledName" name that has been dialed (default: To->display name)	
From : Display Name	"CallerName" caller's name (default: From->display name)	
From : User Part	"CallerNum" caller's number (default: From->user)	
Remote Party ID - Called Party : User Part	"CalledNum" number that has been dialed (default: To->user)	

You will see that in the **picture above** it was added as last SIP field in the list.

After that press **OK** at the bottom right to **SAVE** the settings (**do not forget!**)
See picture below. So far the part to alter the SIP field. → **Next step is to create the Inbound rules for your DID's.**

From : User Part	"CallerNum" caller's number (default: From->user)	
Remote Party ID - Called Party : User Part	"CalledNum" number that has been dialed (default: To->user)	

OK

Cancel

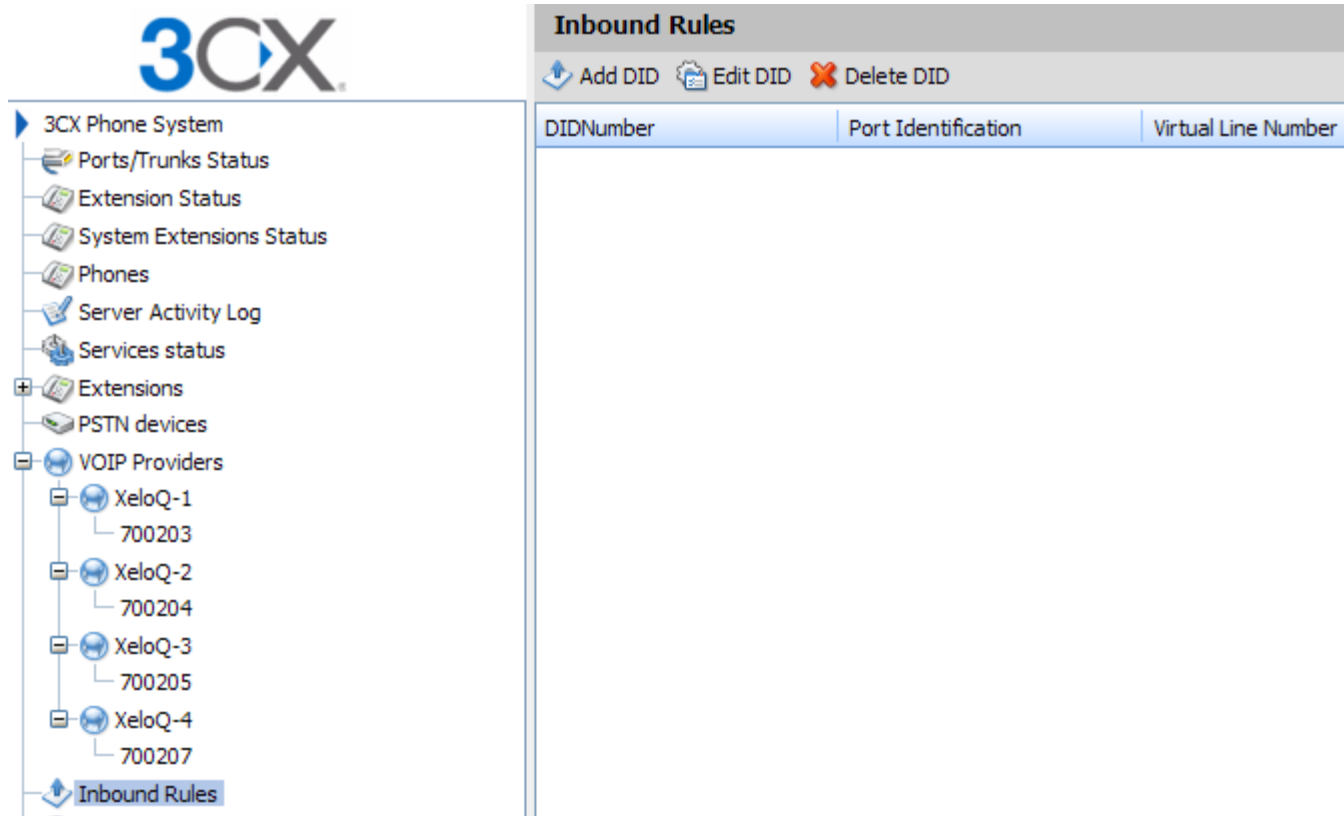
Apply

Next step is to create the Inbound rules for your DID's.

When you bought DID's from XeloQ, for this setup they are ALL forwarded to one SIP account 700207 (that is something XeloQ does for you).

Now you would like to determine yourself **WHICH** of each **DID** should go to **which extension** or which ringgroup (a ringgroup is nothing more than a group of extensions).

This can be done in 3CX at the menu choice **Inbound Rules**. Choose that now from the menu.



Choose **Add DID** in the top of the menu. You will see the next screen|

Note: to avoid misunderstandings, we removed the XeloQ-1, XeloQ-2 and XeloQ-3 trunks in the screens below.

The screens above showed them but that was purely meant for the setup with 3 DID's to 3 SIP accounts. That needs to be used if companies require to use it as that.

What we are describing now is to send multiple DID's to 1 SIP Trunk using 1 SIP account which is much more flexible and give you FULL control over the routing of your assigned DID's

Best method is to use the 1 SIP account / 1 SIP Trunk method for your DID's.

When contacting sales / support, always tell them which method you would prefer:

→ using multiple SIP accounts + multiple SIP Trunks or use 1 SIP trunk and manage all yourself.

Choose **Add DID** in the top of the menu. You will see the next screen.

Fill out all like shown in the example but then of course replaced with **your DID** using International number format without the leading 00.

Choose the trunk we just created above (700207 in this example):

3CX

3CX Phone System

Ports/Trunks Status

Extension Status

System Extensions Status

Phones

Server Activity Log

Services status

Extensions

PSTN devices

VOIP Providers

XeloQ-4

700207

Inbound Rules

Bridges

OutBound Rules

Digital Receptionist

Ring Groups

Call Queues

Settings

Links

Help

Add DID

Route calls to DID/DDI numbers directly to an extension

Route calls for this DID/DDI Number

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* will both match calls with a dialled number of +35722444032 in the "to" field

DID/DDI Name

Main number XeloQ

DID/DDI number/mask

31238901271

Available ports

Select all

700207[XeloQ-4]

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 email of extension

100 XeloQ Sales

100 XeloQ Sales

888 Default FAX Destination

Same as during Office hours

OK

Cancel

Apply

Then press **OK** . After that you will see that DID 312387901271 is created and will go to extension # 100. See below.

3CX

3CX Phone System

Ports/Trunks Status

Extension Status

System Extensions Status

Phones

Server Activity Log

Services status

Extensions

PSTN devices

VOIP Providers

XeloQ-4

700207

31238901271

Inbound Rules

31238901271

Add DID

Add DID Edit DID Delete DID

DIDNumber	Port Identification	Virtual Line Number	During Office Hours	Out of Office Hours
31238901271	700207	10003	100	100

What we created now is an **Inbound rule** that makes the call to the DID 31238901271 (from a landline / mobile phone) go into the 3CX and forwarded to extension # 100.

You can now create MORE **Inbound rules** to manage all the DID's you bought from XeloQ.

We create 2 more examples to show you for DID's 31238901264 + 31238901264 that go to extension 101 and 102.

Create an Inbound rule for the Support DID:

Add DID

Route calls to DID/DDI numbers directly to an extension

Route calls for this DID/DDI Number

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* will both match calls with a dialled number of +35722444032 in the "to" field

DID/DDI Name

XeloQ Support number

?

DID/DDI number/mask

31238901264

?

Available ports

☐ Select all

☒ 700207[XeloQ-4]

?

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 email of extension

101 XeloQ Support

100 XeloQ Sales

888 Default FAX Destination

?

?

?

?

?

?

☒ Same as during Office hours

OK

Cancel

Apply

Press OK. This is what we see next:

3CX

3CX Phone System

Ports/Trunks Status

Extension Status

System Extensions Status

Phones

Server Activity Log

Services status

Extensions

PSTN devices

VOIP Providers

XeloQ-4

700207

31238901264

31238901271

Inbound Rules

31238901264

31238901271

Add DID

Edit DID

Delete DID

DIDNumber	Port Identification	Virtual Line Number	During Office Hours	Out of Office Hours
31238901264	700207	10003	101	101
31238901271	700207	10003	100	100

Last example; create an Inbound Rule for the Administration DID:

3CX

3CX Phone System

Ports/Trunks Status

Extension Status

System Extensions Status

Phones

Server Activity Log

Services status

Extensions

PSTN devices

VOIP Providers

XeloQ-4

700207

31238901264

31238901271

Inbound Rules

31238901264

31238901271

Bridges

OutBound Rules

Digital Receptionist

Ring Groups

Call Queues

Settings

Add DID

Route calls to DID/DDI numbers directly to an extension

Route calls for this DID/DDI Number

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* will both match calls with a dialled number of +35722444032 in the "to" field

DID/DDI Name

XeloQ Administration number

DID/DDI number/mask

31238901265

Available ports

Select all

700207[XeloQ-4]

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 email of extension

100 XeloQ Sales

102 XeloQ Administration

888 Default FAX Destination

Same as during Office hours

OK

Cancel

Apply

Press OK; this is what we created now:

3CX

3CX Phone System

Ports/Trunks Status

Extension Status

System Extensions Status

Phones

Server Activity Log

Services status

Extensions

PSTN devices

VOIP Providers

XeloQ-4

700207

31238901264

31238901265

31238901271

Inbound Rules

31238901264

31238901265

31238901271

Add DID

Add DID

Edit DID

Delete DID

DIDNumber	Port Identification	Virtual Line Number	During Office Hours	Out of Office Hours
31238901264	700207	10003	101	101
31238901265	700207	10003	102	102
31238901271	700207	10003	100	100

Now you have learned HOW to configure your 3CX for working with Inbound Rules and manage your own DID's through 1 SIP account.

Together with the examples in the beginning of this document, you can handle DID's on your 3CX in every way you would like. ***This is all the support XeloQ can give concerning 3CX configuration!***

When contacting sales / support, always tell them which method you would prefer: using multiple SIP accounts + multiple SIP Trunks or use 1 SIP trunk and manage all yourself.