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3XC Registration and Peering

Mike Johnstone - 2025-11-23 - [Getting Started - PBX](#)

2talk 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

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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: 27.111.12.66
- 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., 13106341786)
- Route each DID to the correct extension or ring group

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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		13106351786
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