



# nexVortex Setup Template

3CX - V8.0.10824.716



November 2011

## Introduction

This document is intended only for nexVortex customers and resellers as an aid to setting up the 3CX IPPBX to connect to the nexVortex Business Grade SIP Trunking Service.

- ▶ Further 3CX product information can be found at <http://www.3cx.com/support/index.html>.
- ▶ Further help may be obtained by emailing [support@nexvortex.com](mailto:support@nexvortex.com).

If you find any errors in this document or have any suggestions, please email us at [support@nexvortex.com](mailto:support@nexvortex.com) so that we can make updates to this document.

### **Important! Your DNS Address**

Your specific DNS address was provided in the Account Set Up email you received the day you opened your account. Your Authentication User ID and password are also in this email. If you need assistance locating this information, please contact [support@nexvortex.com](mailto:support@nexvortex.com).

**Note:** For all instructions throughout this Guide, you must substitute your DNS address wherever xx.xx.xxx.xxx is referenced.

### **Proxy Servers**

To connect to the nexVortex network, you will need to add our proxy address into your phone system or device. The address of our proxy server will be a fully qualified domain name (FQDN). It was automatically sent to you when your account was setup. If you no longer have this information or would like us to issue a new proxy key, please contact us at [support@nexvortex.com](mailto:support@nexvortex.com).

**Note:** if your system does not support a fully qualified domain name format, please contact support for a list of valid IP addresses for your account.

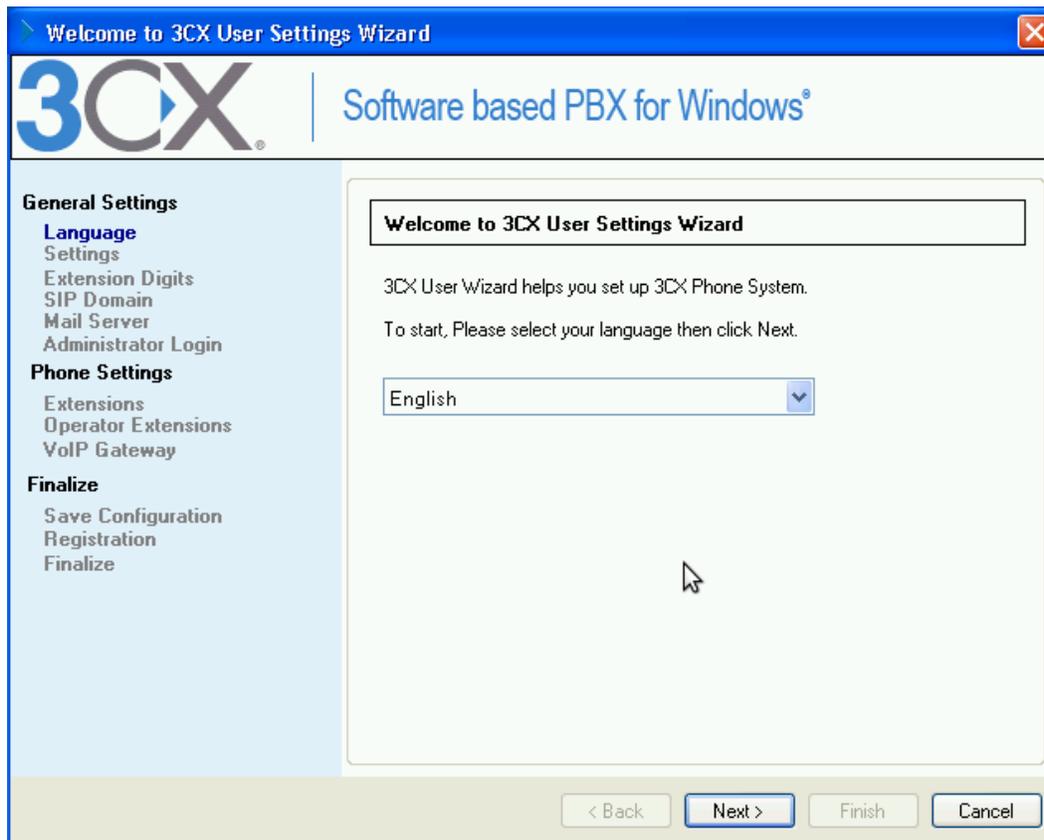
### **Special Characters**

Please note that special characters should not be used anywhere in SIP configurations. These include, but are not limited to, @\$%&!.

## 3CX Setup Wizard

Configuring the system is very simple. Before you start, please ensure that you have access to the email sent to the registered user on the nexVortex account with the title 'nexvortex: Account Setup'. This email was sent after you registered and contains the account information you need to complete the setup process. From within the 3CX configuration screens:

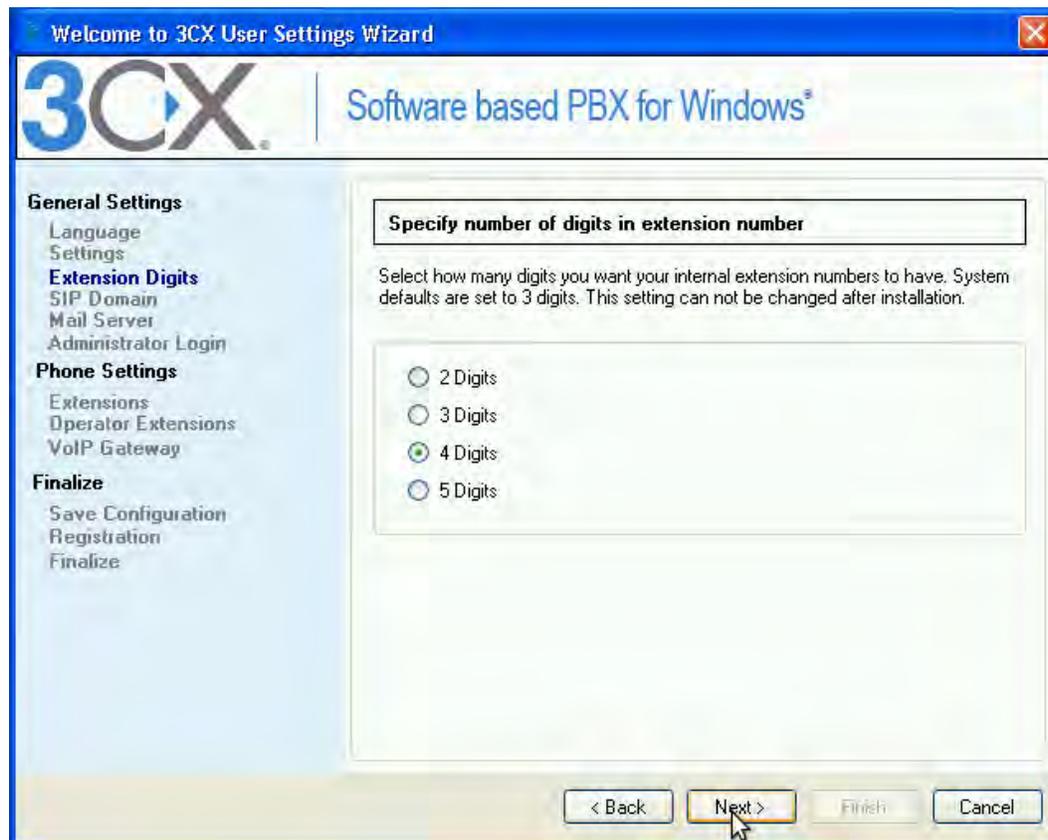
**Step 1: After installing 3CX, start the Setup Wizard.**



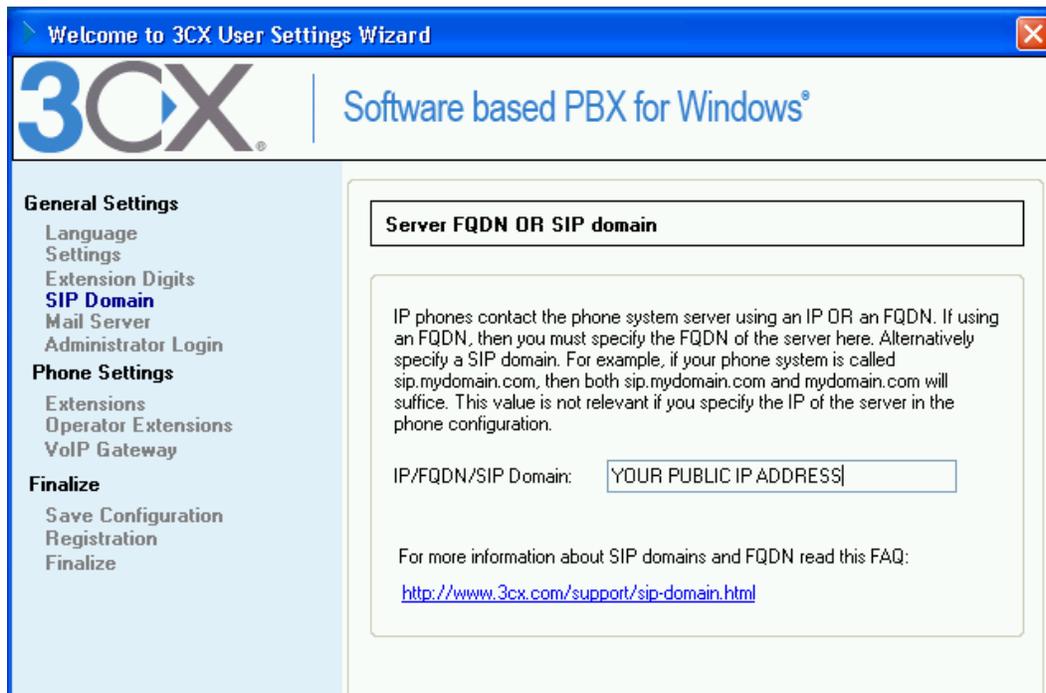
Step 2: Create a new PBX.



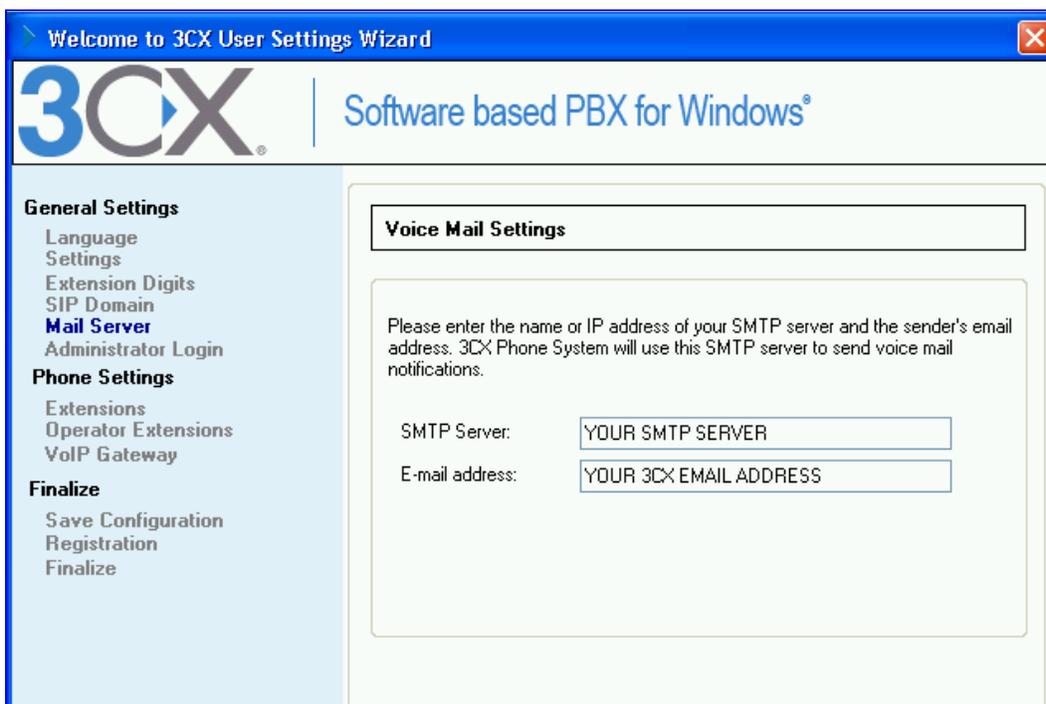
Step 3: For security reasons, we recommend that extensions be at least 4 digits.



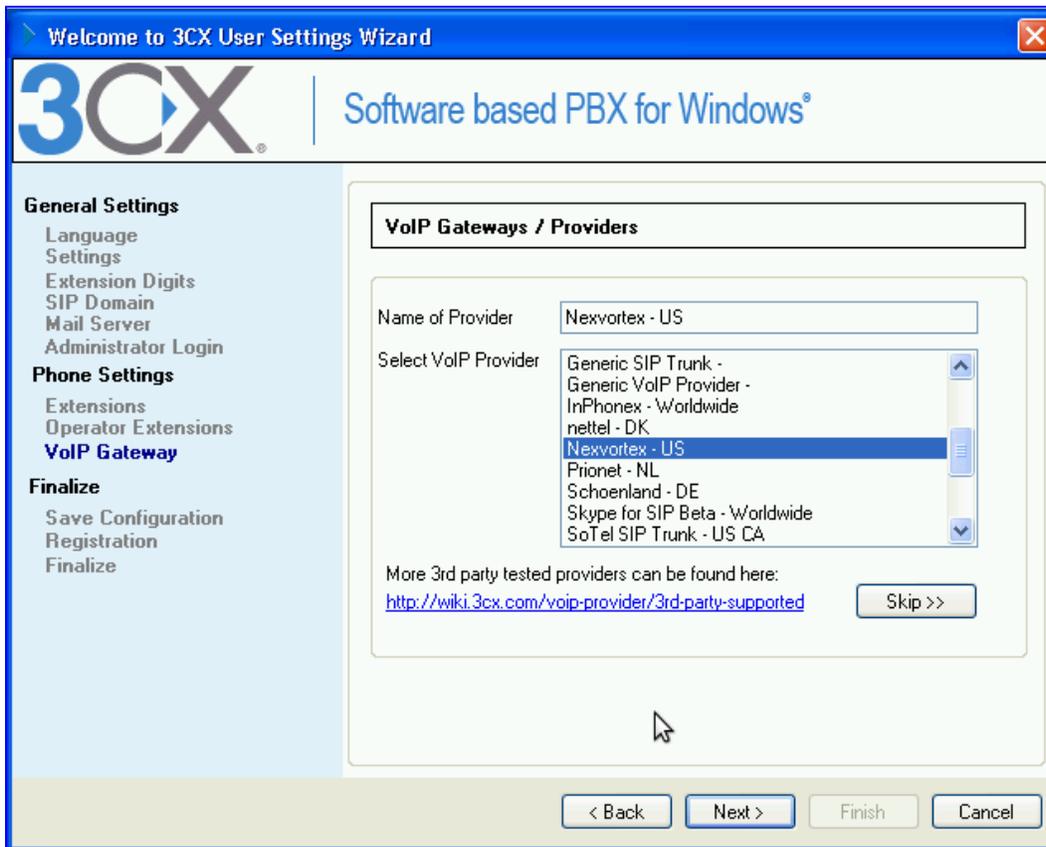
Step 4: If you have a static public IP address, enter it here.



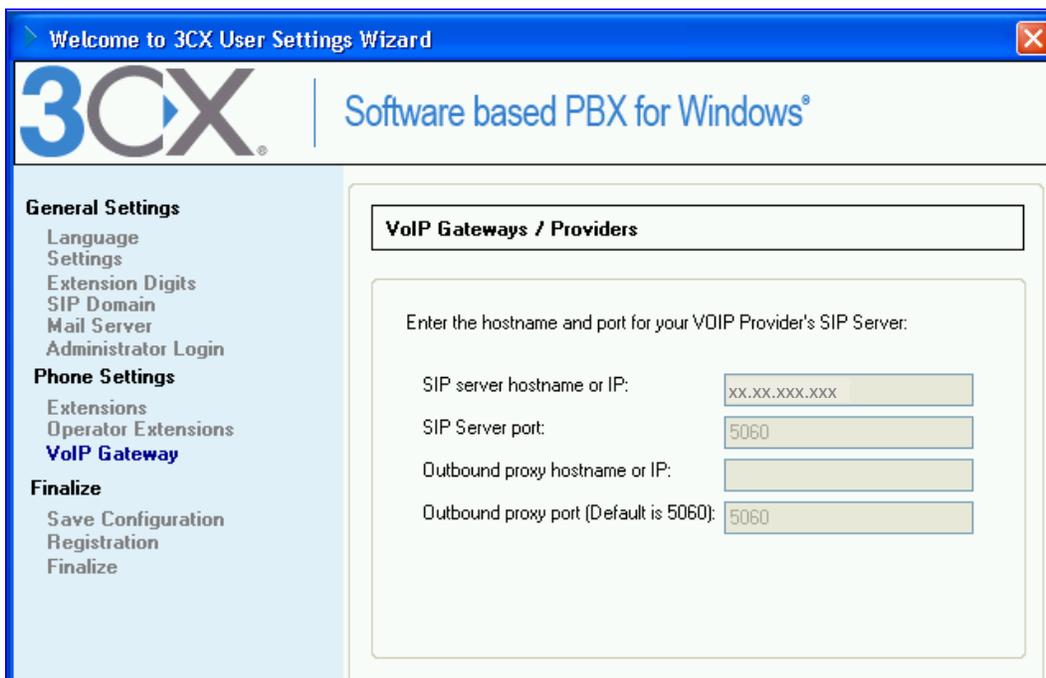
Step 5: Enter your mail server information so your 3CX can send alerts/notifications.



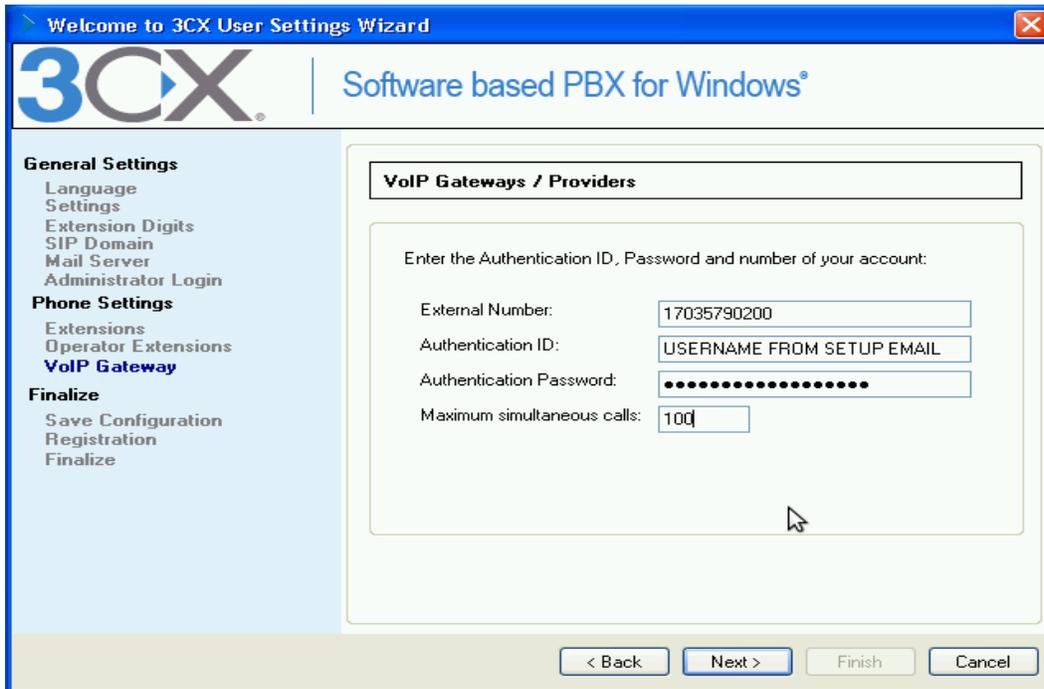
Step 6: Select nexVortex from the provider list.



Step 7: Click next.



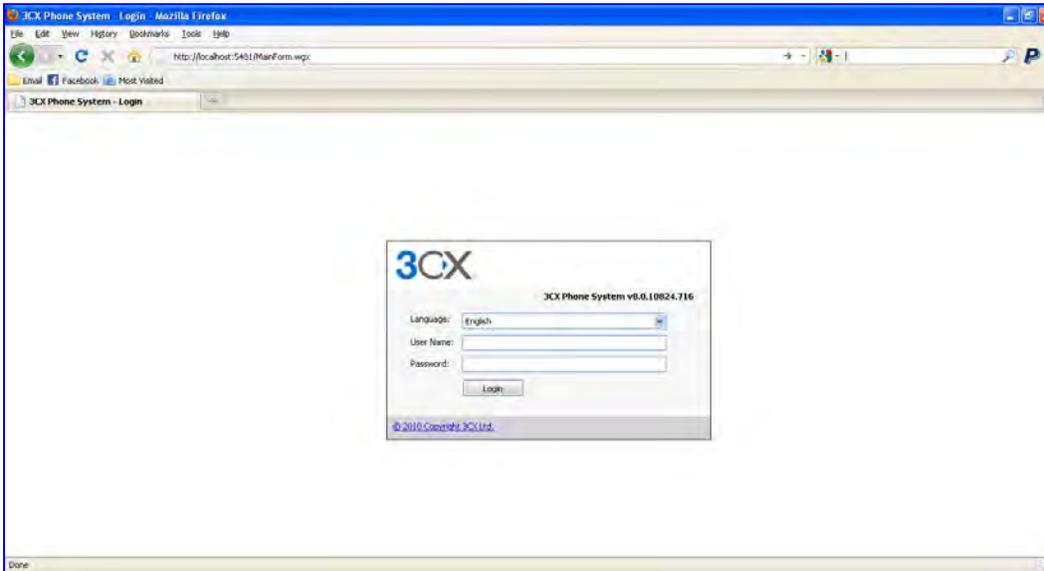
Step 8: Enter your *primary* phone number as External Number.



Step 9: Finalize your Setup Wizard configuration.

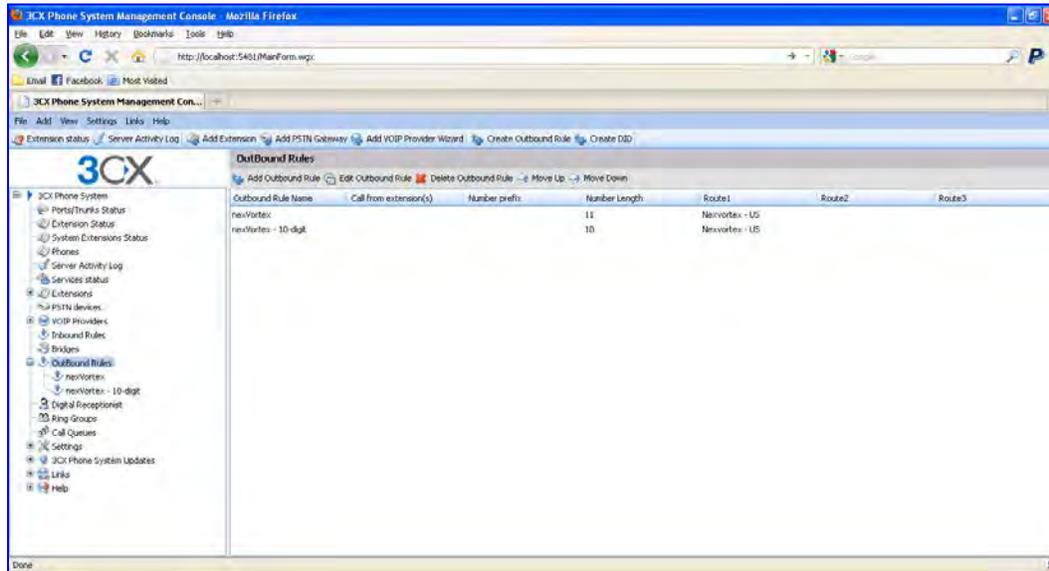
## Update Your 3CX Configuration

Step 1: Enter the 3CX Configuration via a Web Browser (<http://localhost:5481>).

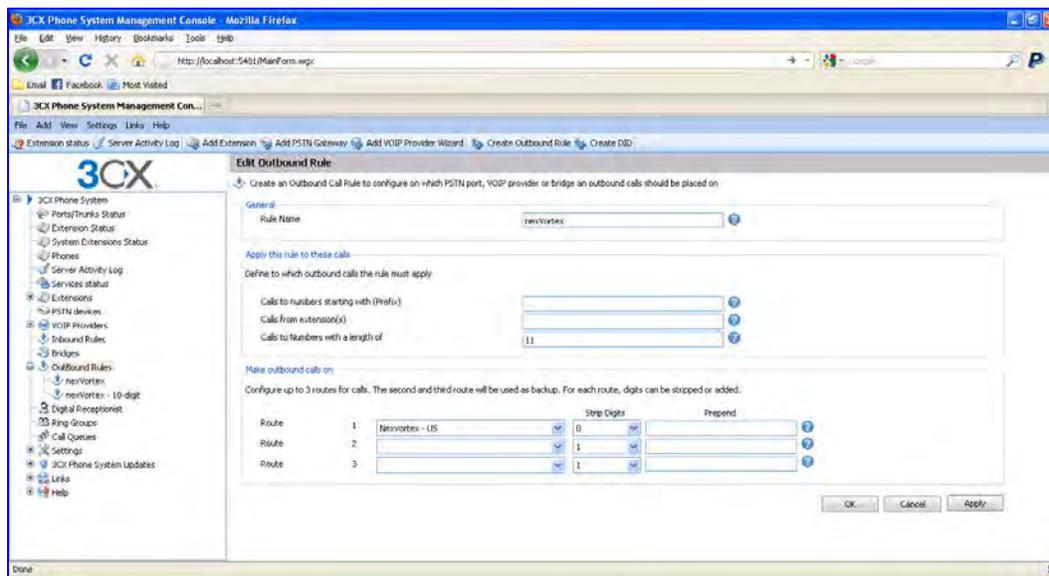


## Step 2: Create Outbound rules.

(One for 10-digit dialing and one for 11-digit dialing)

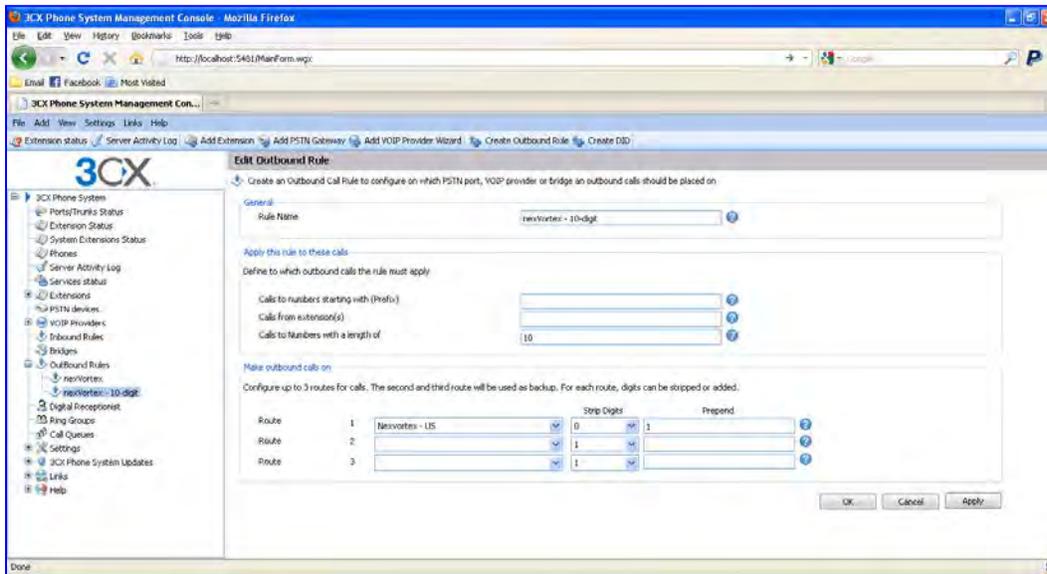


## How to Configure 11-digit Dialing:



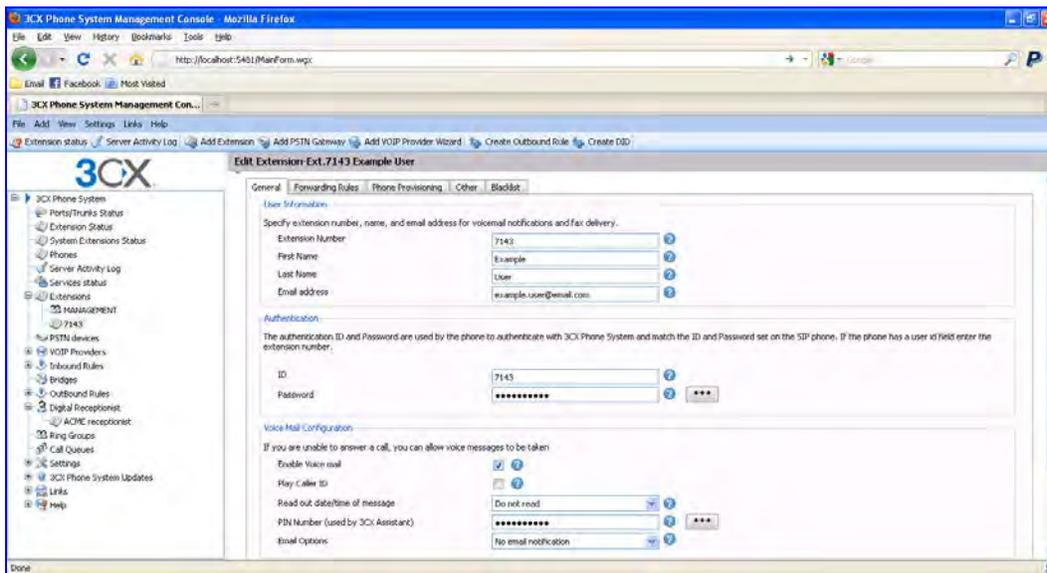
## How to Configure 10-digit Dialing

(1 will be pre-pended automatically before the call is sent to nexVortex).

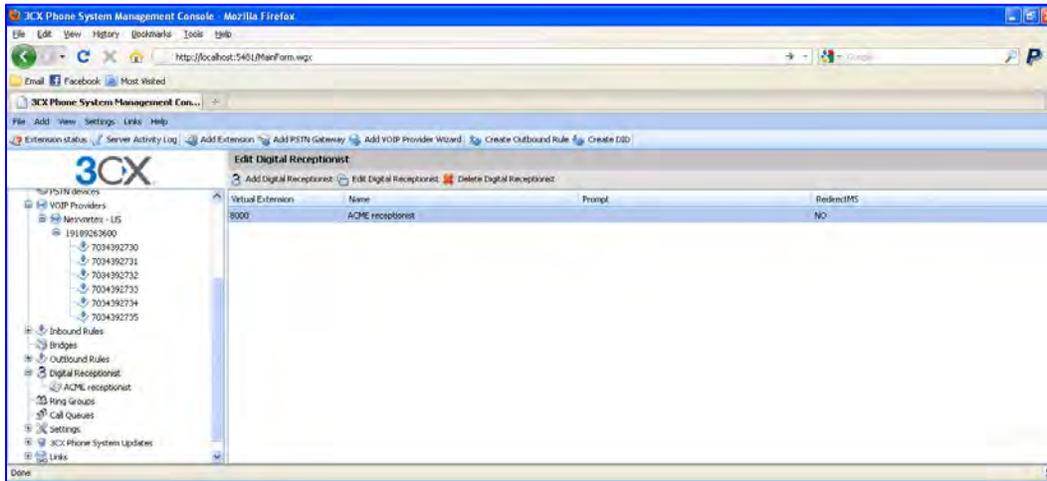


### Step 3: Create Extensions.

**ALERT!** Your extension password SHOULD NOT be the same as your extension number. The password should be at least 8 characters and should not be easily guessed. This is an easy way for the security of your system to be compromised and used fraudulently by outside parties.

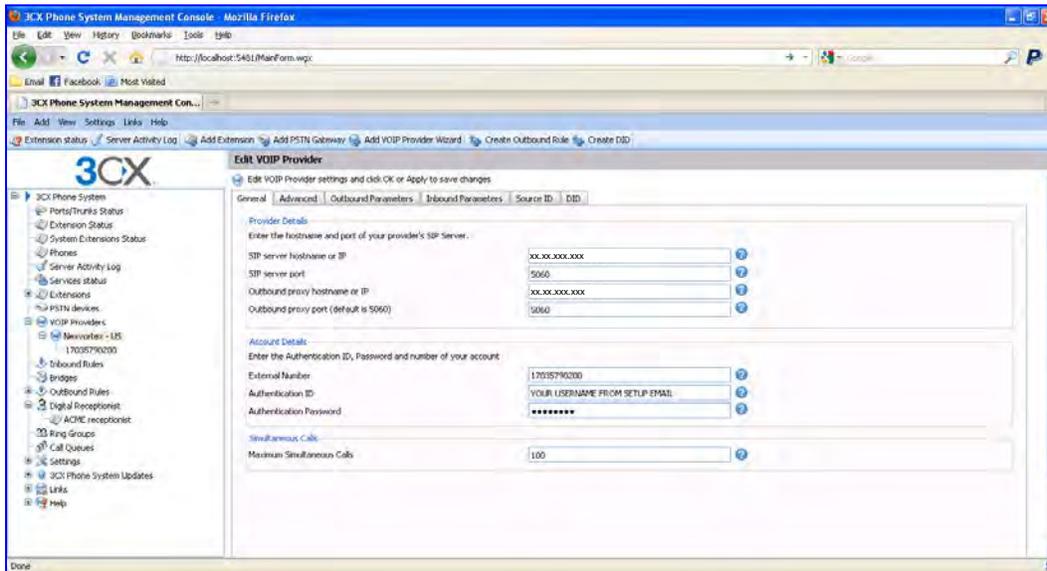


### Step 4: Create a Digital Receptionist (if needed).



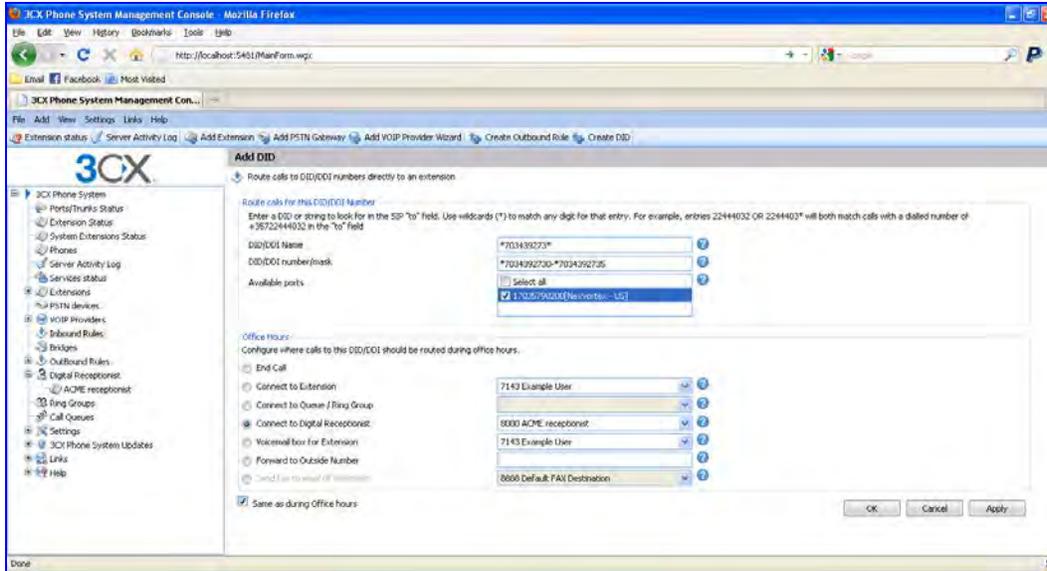
### Step 5: Edit VOIP Provider

Update the General Tab of the VOIP Provider configuration to utilize nexVortex’s DNS, rather than a hard-coded IP from the 3CX template.

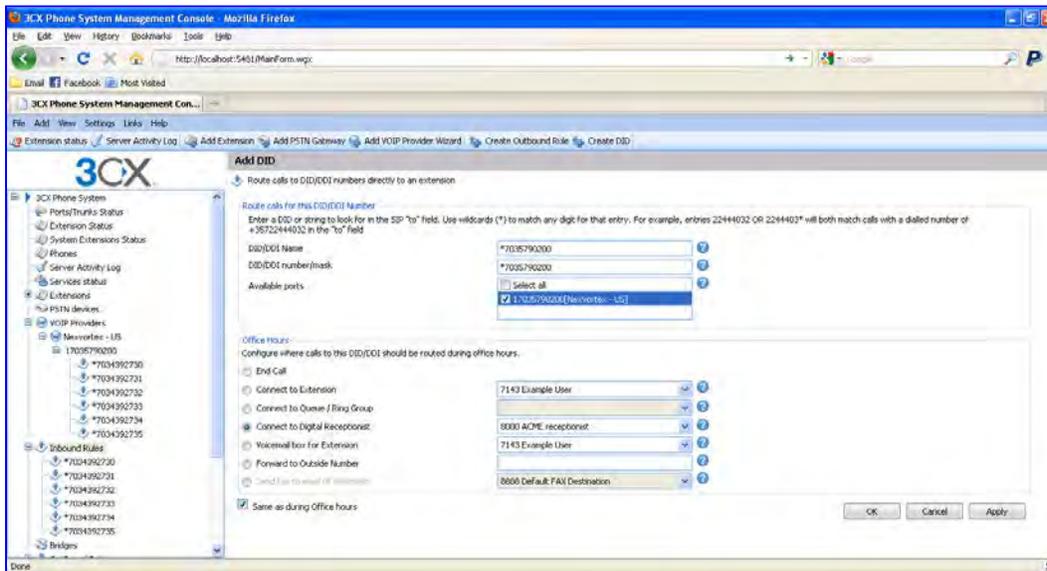


### Step 6: Create Inbound Rules

This step is where you will add your DIDs if you have additional phones numbers other than the main number you used in step 8.

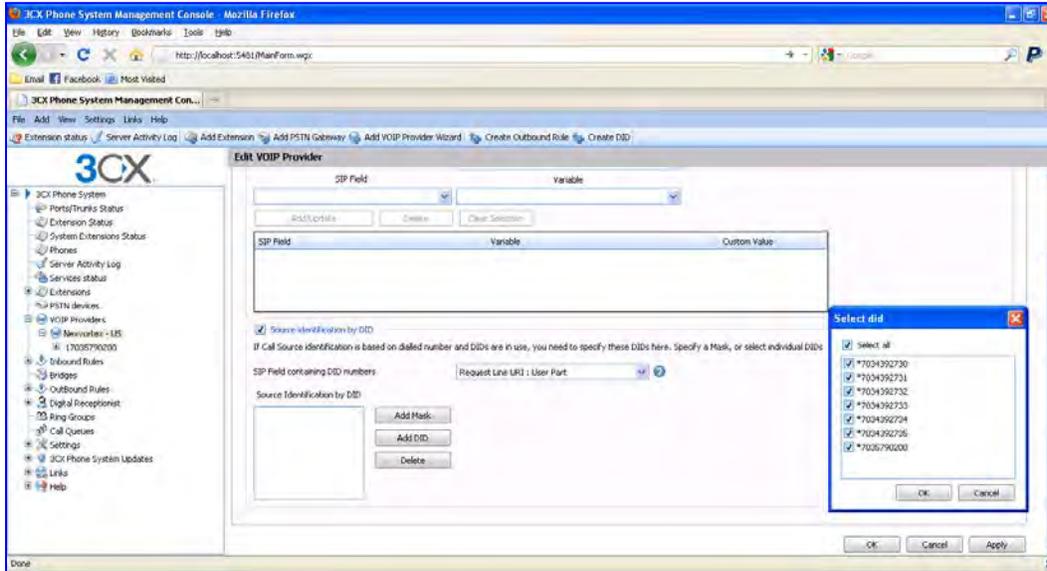


Make sure to add a DID for your Main Number.



**Step 7: Go to the Source ID Tab under Edit VOIP Provider.**

Click the Checkbox for 'Source Identification by DID' and then click the 'Add DID' Button. Select the 'Select all' Checkbox and then click 'OK'. Click 'Apply'.



**Step 8: Log in to your nexVortex account at [www.nexvortex.com](http://www.nexvortex.com) to route your DIDs to your network.**

**Step 9: You should now be able to receive calls to any of your DIDs and place outbound calls.**

## Edge Configuration (Firewall/Router)

1. You will need to open UDP port 5060 on your edge to enable the SIP signaling to reach your 3CX.
2. You will also need to open the RTP or audio ports.
3. The default port range for the 3CX is 9000-9049 (also UDP).

## Troubleshooting

### Customer System will not register with nexVortex

- Check the system is pointing at xx.xx.xxx.xxx
- Check UDP port 5060 is open on the network edge
- Check NAT translation is correct between LAN private IP address and public IP address
- Check you have the correct proxy user name and password configured (no hidden characters or spaces).

### Customer System cannot make a call

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- Check the system is pointing at xx.xx.xxx.xxx
- Check UDP port 5060 is open on the network edge
- Check NAT translation is correct between LAN private IP address and public IP address
- Check you have the correct proxy user name and password configured

### Customer System cannot receive a call

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- Check UDP port 5060 is open on the network edge
- Check NAT translation is correct between LAN private IP address and public IP address
- Check that you have setup the IP route for the number correctly with nexVortex
- Check that the dial plan is configured to route the number to a valid location on the customer system.

### One way audio or no audio after call is setup

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- Check the RTP audio ports are open on the firewall (3CX Default: UDP ports 9000-9049)
- On occasion, the default 3CX STUN server has problems. Ensure that the STUN site is operational and that your router and firewall are setup correctly
- An alternate STUN server that you may try if you are having STUN problems is 69.90.168.13 This is NOT a nexVortex STUN server, but we have found it to be reliable
- STUN configuration can be found in the 3CX under Settings -> Network -> STUN Server tab

### Audio is missing on some calls after call is setup

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- Check the **full** RTP port range is open on the firewall (each call allocates a new RTP port if the full range is not open you will find audio is not going through when ports outside the open range are selected and audio is working when a port is selected in the open range.

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