



OrcaCom Trunk Setup Guide



Please use the OrcaCom configuration template which can be downloaded from:

<http://orcacom.co.nz/orcacom-support.html>

Step 1: Copy the 3CX template files to the correct location

1. Unzip the contents of this ZIP file to a location of your choice.
2. Depending on your operating system you will need to copy the XML file and image file to one of the following locations;
 - a. Windows XP or Windows 2003: C:\Documents and Settings\All Users\Application Data\3CX\Data\Http\templates\provider.
 - b. Windows Vista or Windows 2008: C:\ProgramData\3CX\Data\Http\templates\provider.

Step 2: Adding the VoIP Provider and its relative outbound rule

1. Click on the "Add VoIP Provider Wizard" in the 3CX toolbar within the 3CX Management Console.
2. Choose a name for your orcacom trunk, for example "OrcaCom" and make sure you select OrcaCom from the list of providers, then click "Next>".
3. The "Registrar/Proxy Hostname or IP" and "Outbound Proxy Hostname or IP" fields should already be populated, click "Next".
4. In the "External Number" field enter the telephone number (username) assigned to you by OrcaCom.
5. In the "Authentication ID" field enter the user name / authentication ID provided to you.
6. In the "Authentication Password" field enter the user name / authentication ID provided to you.
7. The "Maximum Simultaneous calls" field just contain the maximum number of calls that your account allows. Click "Next"
8. You should now select how you want calls on the account you are creating to be routed. From here you can select to what type of extension the inbound calls will be routed to (Extension, Queue/Ring Group/, Digital Receptionist, Voicemail or an outside number). After having selected the extension type, use the drop-down list to select which extension from that type to use. Click "Next"
9. Now an outbound rule must be specified. The outbound rule tells the PBX what prefix is to be used when dialling a number to make the PBX use the OrcaCom Trunk line.

Step 3: STUN Resolution

This should be left enabled unless specific circumstances exist. Please see the following 3CX guide for more detail: [When and How can I switch off STUN Resolution?](#)

If you require any assistance please email support@orcacom.co.nz