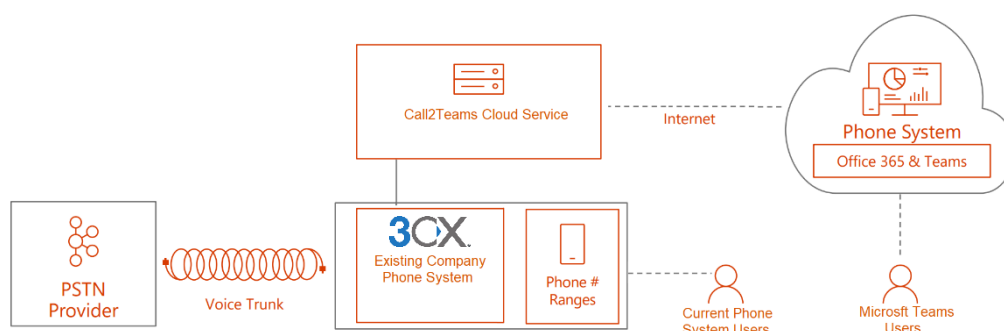# Guidance for configuring Call2Teams for use with the 3CX phone system

Overview

The Qunifi Call2Teams service connects to your 3CX phone system in the same way as a regular SIP phone (e.g. Polycom VVX101) so the service is compatible with virtually all phone systems.

The Call2Teams service creates a link between an individual SIP registration on your 3CX system and the user on Microsoft Teams; this means a Teams user is just like another phone connected to your 3CX system. You need to have one SIP registration created for each Teams user you wish to connect.

Users can retain their existing SIP desk phone if they wish and have Microsoft Teams as an additional way to make and receive calls,
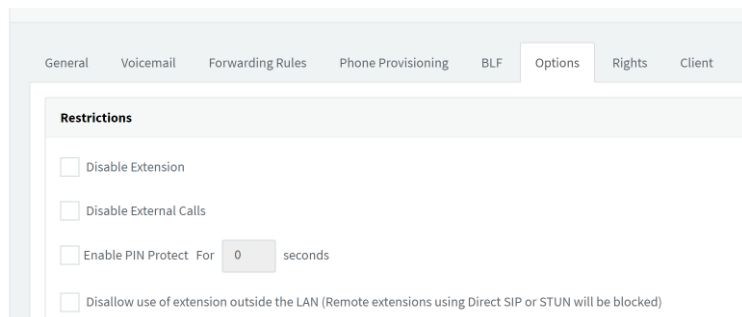

Prerequisites

Your 3CX PBX must be accessible from the internet for SIP devices to register. If you have users working remotely or with softphones on their mobiles, you may already have this access in-place.

System Set-up

Follow the Call2Teams setup guide. You'll need to create and copy SIP credentials from the devices you create on the 3CX platform.

User settings

For each user, uncheck the option "Disallow use of extension outside the LAN" in the Options tab on the 3CX Extension setting
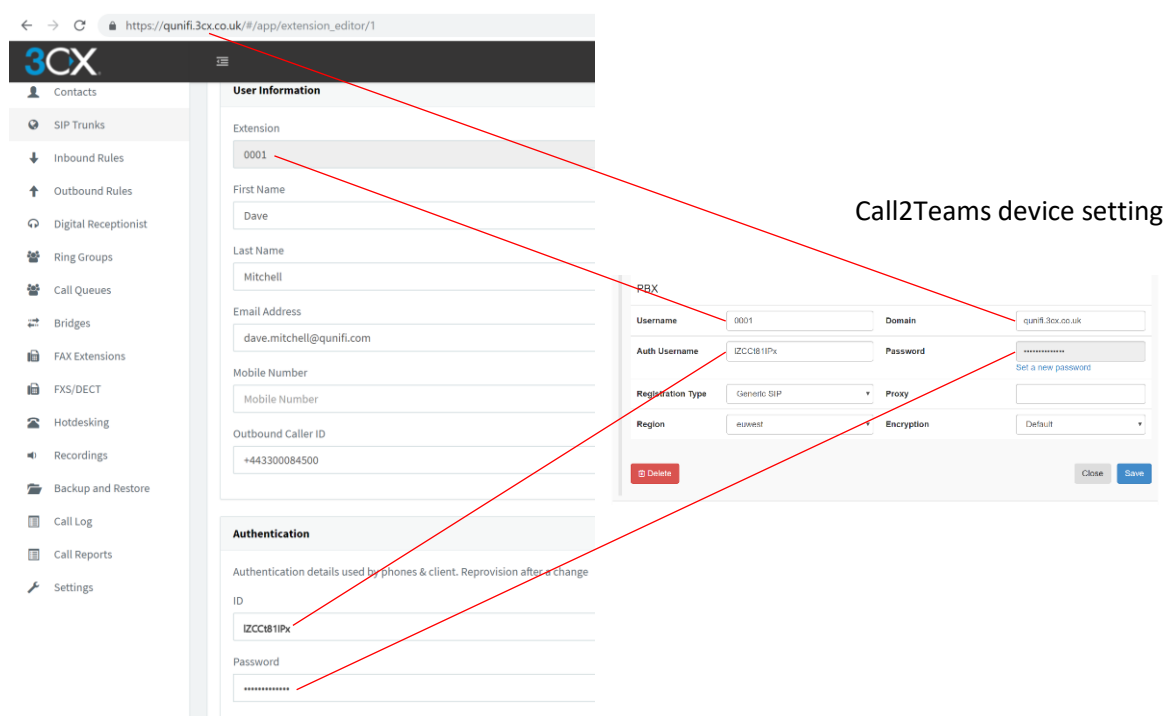
Copying SIP Settings

For each user you need the following information to map into the Call2Teams user interface:

3CX setting	Call2Teams parameter
Hostname (probably same as web address of server)	Domain
Extension	Username
Authentication ID	Auth Username
Authentication Password	Password

The diagram below shows where to find this information and how to map it to the Call2Teams portal for each user

Use the **Registration Type** of 'Generic SIP' to register to the 3CX system, chose a gateway in a region close to the user.