

# FAQ 3CX - Auto-provisioning N720

## Introduction

This guide describes the configuration of Gigaset N720 Multi cell DECT system for operation with 3CX software IP PBX.

This guide, as well as performed interoperability tests are based on following software versions:

- 3CX version 15 (Onsite / SBC / STUN)
- N720 IP PRO version 105

This guide assumes that 3CX software is properly installed and running.

## Autoprovisioning

Gigaset and 3CX worked together on a provisioning template that is tested with the different 3CX systems (Onsite / SBC / STUN)

## 3CX settings

Please download the provisioning template here: [gigasetN720.fxs.xml](#)

On the 3CX server put the xml file in the directory: /ProgramData/3CX/Instance1/Data/Http/Templates/fxs

Open the web-interface of the 3CX PBX and go to: **Dashboard - Services** and click on "3CX Event Notification Manager"



Restart the Service to activate the template.

In the 3CX web-interface go to: FXS/DECT and add an FXS/DECT device.

+ Add FXS/DECT

Add FXS/DECT

Select Brand

Gigaset

Select model/device

Gigaset N720

Mac Address

Mac Address

OK

Cancel

Select the Gigaset N720 and add the MAC address of the N720.

**Enter name for Device:** Give it an unique name.

**Provisioning Method** (depends on the installed 3CX PBX, different settings will be set via provisioning):

- Local LAN (in the office)
- 3CX SBC (remote)
- Direct SIP (STUN - remote)

**MAC Address:** The MAC address of the N720

**Extensions:** Assign up to 100 extensions to this device.

Gigaset DECT N720 Eric OK Cancel

General

Extensions

FXS/DECT Details

Enter name for Device

Gigaset DECT N720 Eric

Provisioning Method

Direct SIP (STUN - remote)

Provisioning Link: <https://gigaset.com/provisioning/rob/7C2> 48B.xml

Mac Address

7C2 J8B

## Gigaset settings:

In the web-interface go to: **Settings - management - Firmware Update**

First update the N720 to the latest release, 105 or higher.

Copy the **Provisioning link** from the 3CX web-interface into the N720 **Configuration file URL**, press **Save** and restart the N720 to start the provisioning after reboot or start via **Miscellaneous** page.

Gigaset Gigaset N720 DM PRO

Settings

Status

- Network and Connections
- VoIP Providers
- Mobile Devices
- Telephony
- Info Services
- Online Directories
- Management
  - Date and Time
  - Local Settings
  - Miscellaneous
  - Save and Restore
  - Reboot
  - System Log
  - Firmware Update

Settings for Firmware Update and Downgrade

Current firmware version of DECT Manager 70.105.00.000.00

Firmware status of base stations is shown on status page.

Data server [profile.gigaset.net/device](https://profile.gigaset.net/device)

Configuration file (URL) <https://gigaset.com/provisioning/rob/7C2>

Update strategy for base stations ☐ Simultaneous ☒ Sequential

Set Cancel

Update protection

Status after last update Unknown

The device is configured via provisioning.



#### Info

When you make changes on the 3CX platform, the platform will not send a SIP notify to trigger provisioning. You need to start this on the N510 manually, restart the device or wait when the device connects during the night.

When using N720 with **SBC** platform then you need to enable the following on the 3CX platform. (The reason is that the rtp is coming from the DECT Base and the SIP from the DECT manager)

In the web-interface go to: **Extensions - Edit - Options - Enable: PBX delivers audio.**

### Troubleshooting

Potentially overcome compatibility issues with old/incompatible phones with these options



PBX Delivers Audio