



SIP

DOCUMENTATION · PHONE SYSTEM

Connect your carrier (SIP trunk)

Keep the phone numbers your customers already know: connect your carrier's SIP trunk, send each number where it belongs, and let staff call out through it.

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filantis.com/docs/sip-trunks/

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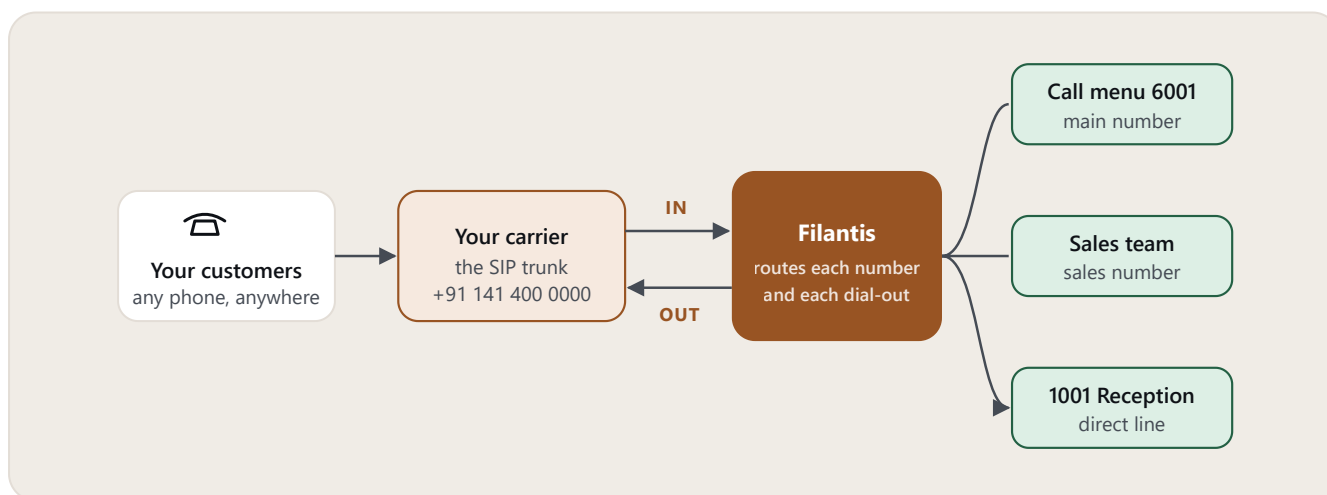
At a glance

- A SIP trunk is your line to the outside world, rented from a carrier over the internet instead of copper.
- You keep your carrier and your numbers. Filantis connects to the trunk you already pay for.
- Each number can ring somewhere different — the main line to a call menu, the sales number to the Sales team.
- Staff call out through a dial route, such as “dial 9, then the number”.
- The Trunks page shows the line's health — registered, rejected or offline — and re-checks it on demand.

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1 How calls come in and go out



One trunk, many numbers. Each number is routed on its own; outgoing calls leave the same way.

2 What to ask your carrier

Your carrier's welcome email usually has everything. If not, ask for these — the last column is where each goes in Filantis:

ASK FOR	LOOKS LIKE	FILANTIS FIELD
Host	The carrier's SIP server, e.g. sip.carrier.example	Host
Port and transport	Usually 5060 over UDP; 5061 for TLS	Port, Transport
Username and password	For carriers that register your line	User, Password
Authentication username	Only if it differs from the username	Auth Username
Outbound proxy	Only if the carrier gives you one	Outbound Proxy
Your numbers (DIDs)	Every number on the line, in +country format	Main Phone Number, DID Numbers
Codecs	G.711 (PCMU/PCMA) is the safe choice; G.722 for HD voice	Codec Preference
Key presses (DTMF)	Almost always RFC 2833	DTMF Mode
Channels	How many calls the line carries at once	Max Channels

Register

Username and password

Filantis signs in to the carrier and keeps the line open. Works from any internet connection. Tick **Register with provider**.

By IP

Your server's address

The carrier sends calls to your Filantis server's public address and trusts it. Give them that address; leave **Register with provider** unticked.

3 Add the trunk

- 1 Open **Phone & Extensions** → **Trunks** and click **Add Provider**.
- 2 On **Phone Configuration**, give it a **Phone Name** — “Airtel main line” — and set **Phone Type** to **SIP Trunk (Internet / Cloud Provider)**.
- 3 Fill in **Host**, **Port**, **Transport** and, for a registering line, **User** and **Password**.
- 4 Enter the **Main Phone Number** in +country format and choose its **Inward Destination** — where calls go when no other rule matches.
- 5 Click **Connect Phone**.

Add Phone Provider

Phone Name	Phone Type
Airtel main line	SIP Trunk
Host	Port · Transport
sip.carrier.example	5060 · UDP
☒ Register with provider	
Main Phone Number	Inward Destination
+911414000000	Call Attendant 6001
CancelConnect Phone	

The free Mini size connects **1 trunk**. Every paid size — Small, Medium and Large — connects **unlimited trunks**.

4 Route each number

If your carrier gave you more than one number, open the **DID Numbers** tab and click **Add DID Number** for each. Give the number in +country format, then choose where it goes. A trunk holds up to 150 numbers.

NUMBER	DESTINATION	WHY
+91 141 400 0000	Call Attendant 6001	The number on your website: greet and sort callers
+91 141 400 0011	Department — Sales	Printed on the sales brochure
+91 141 400 0022	User Extension — 1001	The manager's direct line
+91 141 400 0099	Department Voicemail — Accounts	A number only for leaving messages

Any number on the trunk that is not listed goes to the **Inward Destination**. DID numbers are saved with the trunk: after adding them, go back to **Phone Configuration** and click **Connect Phone**.

Every call that arrives on the trunk ends at one of your destinations — its number's own, or the Inward Destination. It is never passed back out through the trunk, so nobody can use your line to make calls on your account.

5 Check it is connected

The **Trunks** list shows each line's **Registration**:

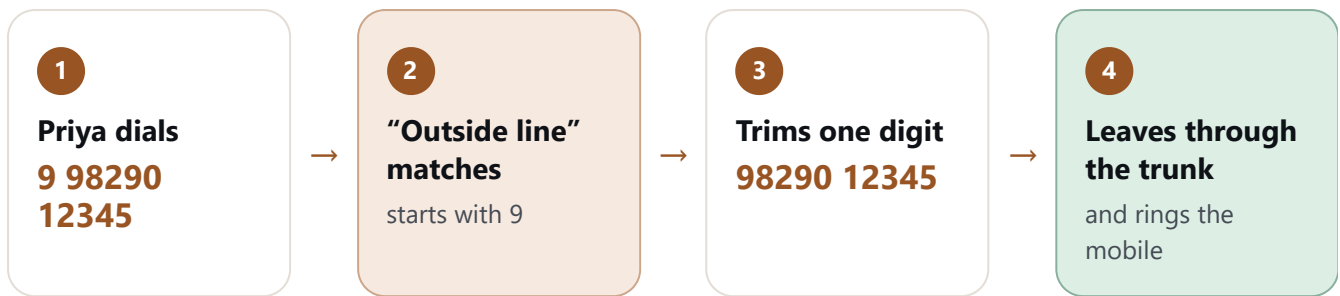
- Registered — the carrier accepted the sign-in
- Rejected — wrong username or password
- Unregistered — not signed in yet
- Unknown · Not applicable — IP-authenticated lines never register

Click **Register** on a line to sign in again now and see the carrier's answer on the spot. Then ring your main number from a mobile: it should reach the destination you chose.

6 Let staff call out

Outgoing calls need a **dial route**: a rule that says which dialled numbers leave through which trunk. Most offices want “dial 9 for an outside line”.

- 1 Open **Call Control** → **Dial Routes** and click **Add Dial Rule**.
- 2 **Rule Name**: “Outside line”. **Priority**: 10 — lower numbers are tried first.
- 3 Pattern **9**, matched as **Prefix Match**.
- 4 **Trim First N Digits**: 1 — so the 9 is removed before the call leaves.
- 5 **Destination**: **Trunk (dial the number out)** → your carrier. Add a **Failover Destination** if you have a second trunk.



A dial route in action. Internal extensions are never affected: they always win over a route.

Patterns can be **Exact Match** (one number), **Prefix Match**, a **Number Range** or a **Regular Expression**.

Append Number adds digits after trimming — an international access code, for example. A dialled number that matches no route is not called.

Emergency numbers have their own page — **Call Control → Emergency** — so 112, 911 or 999 always leave through a working trunk and can alert your team. Set it up before you rely on Filantis for outside calls.

7 Fax, caller ID and other lines

- **Faxes** — tick **Receive faxes on this phone** and Filantis tells a fax from a voice call, sending faxes to a fax machine, an email address as a PDF, or a printer. Calls on that trunk are answered a moment before they ring. Set the fax devices up on **Printers & Fax**.
- **Caller ID** — **CID Masking - Inbound** and **- Outbound** on the trunk choose what name and number are shown; the **CRM** tab looks callers up in your contacts.
- **Other kinds of line** — **Phone Type** also covers PRI (T1/E1) and analogue lines through a gateway, and a WebRTC trunk for browser softphones.

8 Questions

– Do I have to change carrier?

No. Any carrier that offers a standard SIP trunk works, and your numbers stay with them. If you have no trunk yet, most carriers set one up in a day.

– Can I have two carriers?

Yes, on every paid size. Route numbers on each, and use the **Failover Destination** of a dial route to switch to the second carrier when the first is down.

- **A number rings the wrong place.**

Calls for a number that is not on the **DID Numbers** tab go to the **Inward Destination**. Check the number is listed exactly as the carrier sends it, in +country format, and that you clicked **Connect Phone** after adding it.

- **How many calls can I make at once?**

Whichever is lower: the channels your carrier sells you, or your plan's simultaneous calls — **4 on Mini, 8 on Small, 16 on Medium, 24 on Large**. Calls between extensions do not use the trunk.

- **Is the connection encrypted?**

Choose **TLS** as the **Transport** if your carrier supports it, and signalling travels encrypted. In the United States, **Settings** → **STIR/SHAKEN** signs your outgoing caller ID.

Keep your numbers. Lose the phone box.

Filantis replaces the PBX cupboard with software that runs in our cloud or on a small server in your office — and bills, staff and bookings live in the same place as the calls.

Any carrier

Standard SIP trunks, PRI and analogue lines.

Every number routed

Menus, teams, people and mailboxes.

Safe by design

Incoming calls are never dialled back out.

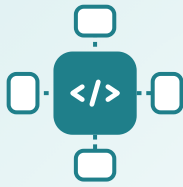
[Create my free workspace](#)

[See the phone system](#)

What to do next

Give callers something to hear with [Build a call menu \(IVR\)](#), and put phones on desks with [Set up desk phones](#).

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Questions? hello@filantis.com



Phone system, team and accounts — in one place.

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