The background of the page is a dark blue network map. It consists of a dense web of thin, light blue lines connecting various nodes. The nodes are represented by small black dots of varying sizes, some of which are larger and more prominent. The overall shape of the network map is roughly circular, with a curved edge on the left side.

Using a Mediatrix Gateway with a 3CX IP PBX

For the Mediatrix C710, C711, and 4102S

Revision 01

2017-03-14

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Requirements

- Minimum supported 3CX version: 3CX v15 SP4
- Minimum Dgw supported Firmware version: Dgw2.0.30.555
- You must first download the 3CX templates from <https://documentation.media5corp.com/> for your specific unit:
 - Mediatrix 4102S : Mediatrix_4102S_FXS_2.fxs
 - Mediatrix C710: Mediatrix_C710_FXS_4.fxs
 - Mediatrix C711: Mediatrix_C711_FXS_8.fxs

Dgw2.0 firmware can be downloaded from Media5 Support Portal. If you do not have an account to access Media5 Support Portal, please contact your Mediatrix product dealer or Media5 TAC if you have an SLA contract.

Information to Know Before Starting

Before starting to use these configuration notes, complete the following table to make sure you have the required information to complete the different steps.

Note: These configuration notes can be successfully executed, provided your unit is using the Factory default settings.

Information	Value	Used in Step
IP address used by your Mediatrix unit to communicate with the Management Interface. <ul style="list-style-type: none"> If your computer is connected to the Ethernet port meant to be connected to the Local Area Network (LAN), i.e. Eth2 on most devices 	USE this value 192.168.0.10	Logging On to the Mediatrix Unit Web Interface (p. 9)
<ul style="list-style-type: none"> If your Mediatrix unit is configured to use a DHCP, use the DHCP- provided IP address. 		Logging On to the Mediatrix Unit Web Interface (p. 9)
<ul style="list-style-type: none"> If your Mediatrix unit is configured to use the IPv6 Link Local 	Locate the IP Link Local label underneath your Mediatrix unit.	Logging On to the Mediatrix Unit Web Interface (p. 9)
Port number used		Configuring the FXS Mediatrix Gateway in 3CX (p. 7)
MAC address of the Mediatrix unit		Adding the Mediatrix FXS Gateway to the 3CX Server (p. 6)
Name of your Mediatrix unit		Configuring the FXS Mediatrix Gateway in 3CX (p. 7)
Fax transmission mode you are using (T.38 or G.711 clear channel).		Configuring the FXS Mediatrix Gateway in 3CX (p. 7)
LAN static IP address		Configuring the Uplink Network Interface (p. 10)

Configuration on the 3CX Server Side

Installing the Mediatrix Gateway Templates on the 3CX Server

Before you start

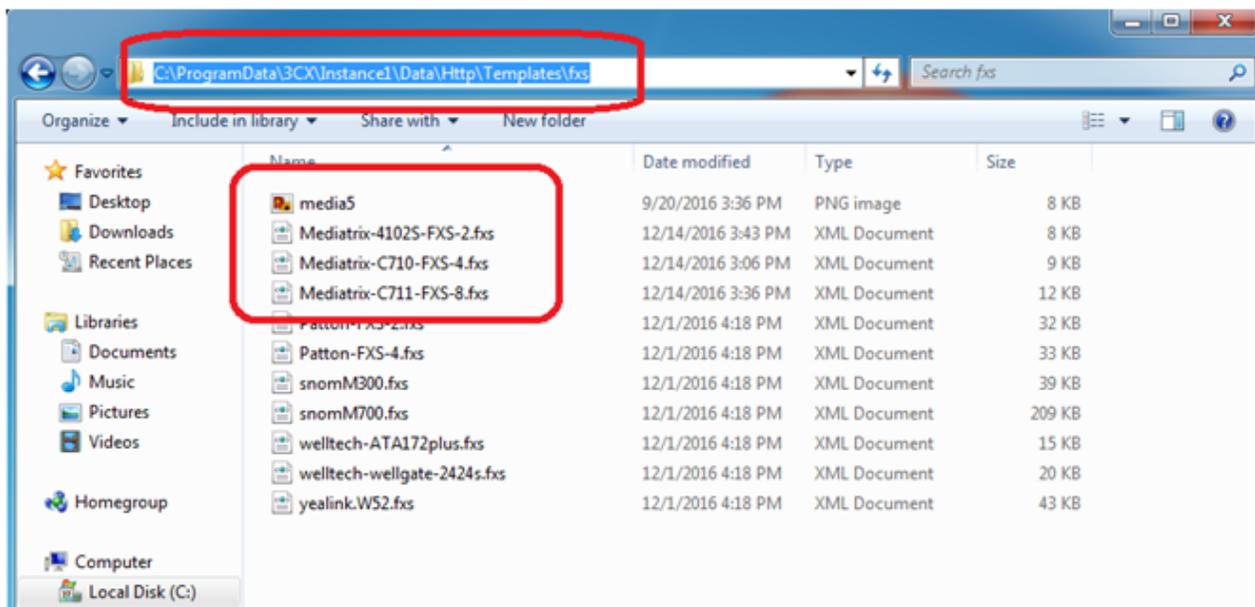
Templates must first be downloaded from our documentation portal at <https://documentation.media5corp.com/>

Steps

- 1) If 3CX was installed using the default settings and folder, go to C:\ProgramData\3CX\Instance1\Data\Http\Templates\fxs, either way locate the 3CX templates folder in your system and open it.
- 2) Copy the Mediatrix gateway templates in the fxs folder.
- 3) Click CTRL + F5 to refresh your browser.
the first

Note: You do not need to restart the 3CX server.

Result



The Mediatrix devices will then appear in the FXS/DECT gateway selection list.

Next Step

[Adding the Mediatrix FXS Gateway to the 3CX Server \(p. 6\)](#)

Adding the Mediatrix FXS Gateway to the 3CX Server

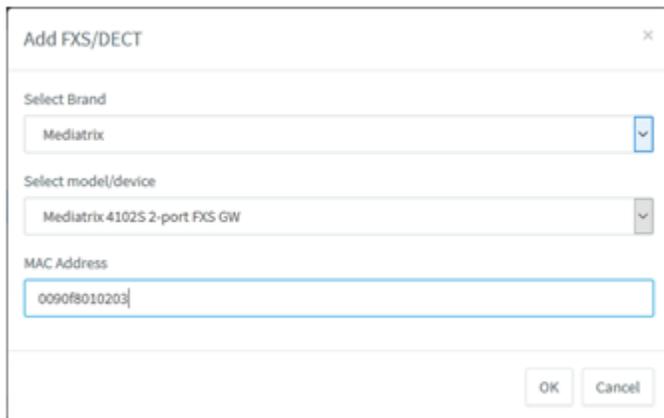
Steps

- 1) In the 3CX Web interface, click **FXS/DECT**, located on the left-hand side of the window.
- 2) In the **FXS/DECT** section, click **+ Add FXS/DECT**.
- 3) In the **Add FXS/DECT** dialog box, from the **Select Brand** selection list, choose **Mediatrix**.
- 4) From the **Select model/device** selection list, choose your unit model.
- 5) In the **MAC Address** field, enter the MAC address of your Mediatrix unit.

Note: To locate your MAC address, refer to [Locating the MAC Address of Your Mediatrix Unit \(p. 7\)](#)

- 6) Click **OK**.

Result



The screenshot shows a dialog box titled "Add FXS/DECT" with a close button (X) in the top right corner. The dialog box contains three fields: "Select Brand" with a dropdown menu showing "Mediatrix", "Select model/device" with a dropdown menu showing "Mediatrix 4102S 2-port FXS GW", and "MAC Address" with a text input field containing "0090f8010203". At the bottom right, there are "OK" and "Cancel" buttons.

Next Step

[Configuring the FXS Mediatrix Gateway in 3CX \(p. 7\)](#)

Locating the MAC Address of Your Mediatrix Unit

Information

The MAC address of the unit is:

- printed on a label located under the Mediatrix unit
- displayed in the Current Status table of the Web Interface (System/Information)

Configuring the FXS Mediatrix Gateway in 3CX

Before you start

The [Adding the Mediatrix FXS Gateway to the 3CX Server \(p. 6\)](#) step must be completed.

Information

Steps

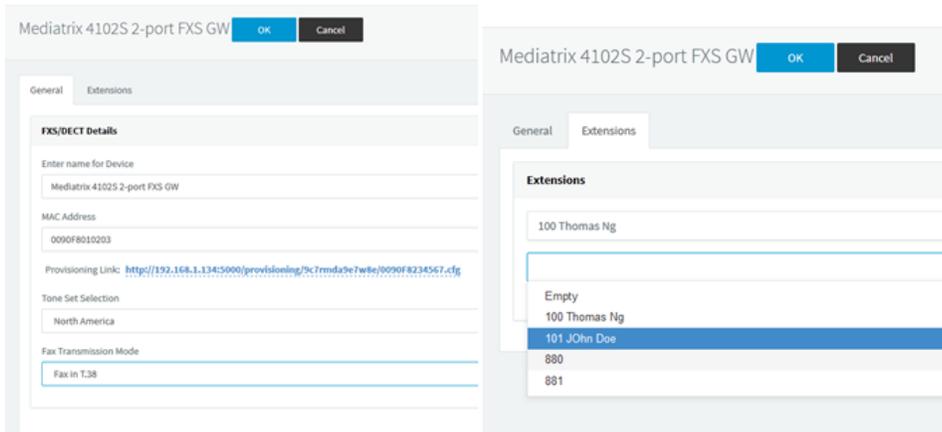
- 1) In the 3CX Web interface, in the **FXS GW** dialog box, under the **General** tab, in the **Enter name of Device**, type the name of the Mediatrix device.
- 2) From the **Tone Set Selection** selection list, chose your location.
- 3) In the **Fax Transmission Mode**, enter either **T.38** or **G.711 clear channel** according to your configuration.
- 4) Select the **Extension** tab.
- 5) In the first field, enter an extension number for the first FXS port.
- 6) In the next field, enter an extension number for the next FXS port.
- 7) Repeat the previous step for all FXS ports used.

IMPORTANT: Every single port must have a legitimate extension number (not Empty), otherwise the configuration script will not be generated which is the normal behavior of the 3CX server.

- 8) Click **OK**.

Result

The provisioning Link is automatically populated.



Next Step

[Exporting the 3CX Configuration Script to your PC \(p. 8\)](#)

Exporting the 3CX Configuration Script to your PC

Before you start

The [Configuring the FXS Mediatrix Gateway in 3CX \(p. 7\)](#) step must be completed.

Steps

In the **General** tab, click the link located in the **Provisioning Link** field.

Result

The file is saved locally on the PC in the Web browser's download folder.

Next Step

[Logging On to the Mediatrix Unit Web Interface \(p. 9\)](#)

Configuration on the Mediatrix Unit Side

Logging On to the Mediatrix Unit Web Interface

Information

For better performances, it is recommended to use the latest available version of Microsoft Internet Explorer, Google Chrome, or Mozilla Firefox.

Note: You may not be able to log on to the Management Interface if you are using older browser versions. The computer's network card must be on the same subnet as the Mediatrix unit.

Steps

- 1) In your Web browser, enter the IP address used by your Mediatrix unit to communicate with the Management Interface.
 - If your computer is connected to the Ethernet port, commonly used to be connected to the Local Area Network (LAN), i.e. ETH2 on most devices, use the 192.168.0.10 IP address.
 - If your Mediatrix unit is configured to use a DHCP with IPv4, use the provided DHCP IP address.

- 2) Enter **public** as your username and leave the password field empty.

Note: The **public** username account has administrator rights.

Note: You can also use **admin** as a username and **administrator** as password.

- 3) Click **Login**.

Result

The **Information** page of the Management Interface is displayed.

Next Step

[Configuring the Uplink Network Interface \(p. 10\)](#)

Configuring the Uplink Network Interface

Information

If you are not familiar with the meaning of the fields, click **Show Help**, located at the upper right corner of the Web page, to display field description when hovering over the field name.

Steps

- 1) Go to **Network/Interfaces**.
- 2) In the **Network Interface Configuration** table, from the **Link** selection list located next to **Uplink**, leave the default value.

Note: The default value for your unit type is listed in [Link Default Values for the Uplink Network Interface](#).

- 3) From the **Type** selection list, select **IpStatic (IPv4 Static)**.

Note: The **Uplink** Network Interface must be set with a fixed public IP address for the NAT/router to be able to do port-forwarding to the unit. It will also be easier for the PBX to communicate with the unit if the address is static.

- 4) In the **Static IP Address** field enter the WAN static IP address or LAN static IP address.
- 5) From the **Activation** selection list, select **Enable**.
- 6) Click **Apply** to apply all changes to the configuration.

Note: Once the changes are applied, the connection with the unit might be lost. You may need to reconnect to the web page using the new address.

Result

Network Interface Configuration						
Name	Link	Type	Static IP Address	Static Default Router	Activation	
Lan1	eth2-5	IpStatic (IPv4 Static)	LAN Static IP address/subnet		Enable	-
Uplink	eth1	IpStatic (IPv4 Static)	WAN Static IP address/subnet		Enable	-
						+

Network Interface Configuration						
Name	Link	Type	Static IP Address	Static Default Router	Activation	
uplink	eth1	IpStatic (IPv4 Static)	LAN Static IP address/subnet		Enable	-
						-
						+

Next Step

[Setting the Uplink Network Interface to a Static Address \(p. 11\)](#)

Setting the **Uplink** Network Interface to a Static Address

Information

If you are not familiar with the meaning of the fields, click **Show Help**, located at the upper right corner of the Web page, to display field description when hovering over the field name.

Steps

- 1) Go to **Network/Interfaces**.
- 2) In the **Network Interface Configuration** table, from the **Link** selection list located next to **Uplink**, select **eth1**.
- 3) From the **Type** selection list, select **IpStatic (IPv4 Static)**, **IpDhcp (IPv4 DHCP)** or **PppIpcp (IPv4 PPPoE)**.
- 4) In the **Static IP Address** field, enter the static IP address as defined in your network address range.

Note: The **Uplink** Network Interface must be set with a static public IP address for the NAT/router to be able to do port-forwarding to the unit. It will also be easier for the PBX to communicate with the unit if the address is static.

- 5) In the **Static Default Router** field, enter the IP address of the router or of the NAT/FW located in the LAN.
- 6) From the **Activation** selection list, select **Enable**.
- 7) Click **Apply** to apply all changes to the configuration.

Result

The unit can be reached (via the web) with the Static Address.

Next Step

[Connecting the Mediatrix Unit to the Network \(p. 12\)](#)

Connecting the Mediatrix Unit to the Network

Steps

- 1) Connect a 10/100 BaseT Ethernet RJ-45 cable in the ETH1 port of the Mediatrix unit.
- 2) Connect the other end of the 10/100 BaseT Ethernet RJ-45 cable to the Network.

Next Step

[Importing a Configuration Script from Your PC \(p. 12\)](#)

Importing a Configuration Script from Your PC

Information

If you are not familiar with the meaning of the fields, click **Show Help**, located at the upper right corner of the Web page, to display field description when hovering over the field name.

Steps

- 1) Go to **Management/Configuration Scripts**.
- 2) If you are not using HTTPS, click **Activate unsecure file transfer through web browser**.
- 3) In the **Transfer Scripts Through Web Browser** table, browse to the location of the file you wish to import.
- 4) If the file is encrypted, complete the **Privacy Key** field.

Note: The privacy key must match the privacy key used to encrypt the file.

- 5) As a best practice, enable the **Allows Repeated Execution** field.
- 6) Click **Upload and Execute**.
- 7) Located at the top of the page, click **Refresh**.

Result

The configuration script will be imported from your PC and any changes to the script will be applied to the running configuration.

Transfer Scripts Through Web Browser	
Upload Parameters (Clear Selection)	Upload & Execute
<input type="text" value="C:\Files\Backup\yymmdd_device_name.c"/> Parcourir...	
Download Parameters	Export & Download
Content: <input type="text" value="All Config"/> ▾	
Download and Upload Parameters	
Privacy Key: <input type="password" value="....."/>	

Next Step

[Checking the Port Registration Status \(p. 13\)](#)

Checking the Port Registration Status

Steps

- 1) In the Dgw Web Interface, go to **SIP/Registration**
- 2) In the **Registrations** page, check in the **Status** column if all ports are **Registered**.

Result

At this point you can test calls. Refer to the [Testing Telephony Services](https://documentation.media5corp.com/) technical bulletin at <https://documentation.media5corp.com/>.

✦ Registrations

Endpoints Registration Status				
Endpoint	User Name	Gateway Name	Registrar	Status
Phone-Fax1	100	default	192.168.1.134:5060	Registered
Phone-Fax2	101	default	192.168.1.134:5060	Registered

Endpoints Messaging Subscription Status				
Endpoint	User Name	Gateway Name	Messaging Host	MWI Status

Unit Registration Status			
User Name	Gateway Name	Registrar	Status

Endpoints Registration					
Endpoint	User Name	Friendly Name	Register	Messaging	Gateway Name
Phone-Fax1	<input type="text" value="100"/>	<input type="text" value="Thomas Ng"/>	<input type="text" value="Enable"/> ▾	<input type="text" value="Disable"/> ▾	<input type="text" value="all"/> ▾
Phone-Fax2	<input type="text" value="101"/>	<input type="text" value="John Doe"/>	<input type="text" value="Enable"/> ▾	<input type="text" value="Disable"/> ▾	<input type="text" value="all"/> ▾

Documentation

Mediatrix units are supplied with an exhaustive set of documentation.

Mediatrix user documentation is available at [Mediatrix Documentation](#).

Several types of documents were created to clearly present the information you are looking for. Our documentation includes:

- **Release notes:** Generated at each GA release, this document includes the known and solved issues of the software. It also outlines the changes and the new features the release includes.
- **Configuration notes:** These documents are created to facilitate the configuration of a specific use case. They address a configuration aspect we consider that most users will need to perform. However, in some cases, a configuration note is created after receiving a question from a customer. They provide standard step-by-step procedures detailing the values of the parameters to use. They provide a means of validation and present some conceptual information. The configuration notes are specifically created to guide the user through an aspect of the configuration.
- **Technical bulletins:** These documents are created to facilitate the configuration of a specific technical action, such as performing a firmware upgrade.
- **Hardware installation guide:** They provide the detailed procedure on how to safely and adequately install the unit. It provides information on card installation, cable connections, and how to access for the first time the Management interface.
- **User guide:** The user guide explains how to customize to your needs the configuration of the unit. Although this document is task oriented, it provides conceptual information to help the user understand the purpose and impact of each task. The User Guide will provide information such as where and how TR-069 can be configured in the Management Interface, how to set firewalls, or how to use the CLI to configure parameters that are not available in the Management Interface.
- **Reference guide:** This is an exhaustive document created for advanced users. It includes a description of all the parameters used by all the services of the Mediatrix units. You will find, for example, scripts to configure a specific parameter, notification messages sent by a service, or an action description used to create Rulesets. This document includes reference information such as a dictionary, and it does not include any step-by-step procedures.

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4229, rue de la Garlock
Sherbrooke (Quebec)
J1L 2C8 Canada
media5corp.com