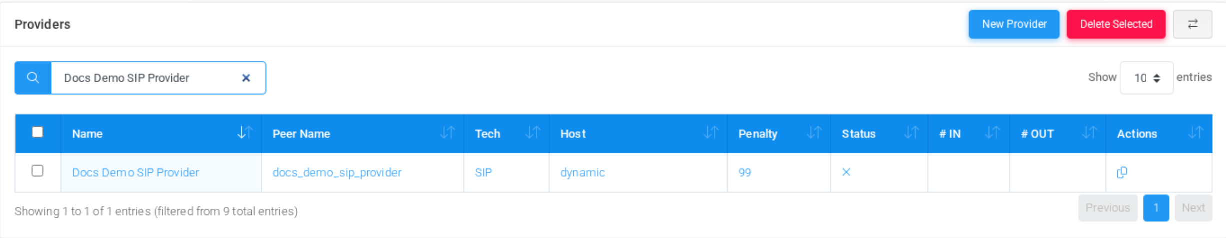
Configure a Provider

A provider represents a trunk or external service used by MiRTA PBX for outbound calls, inbound call handling, SMS delivery, or other carrier-side functions. The screenshots on this page use fictional values and should be replaced with the values supplied by the carrier or service provider.

Open the Provider List

Open **Admin > Providers**. The list shows each configured provider, its peer name, technology, host, penalty, status, current inbound and outbound channel counters, and available actions.

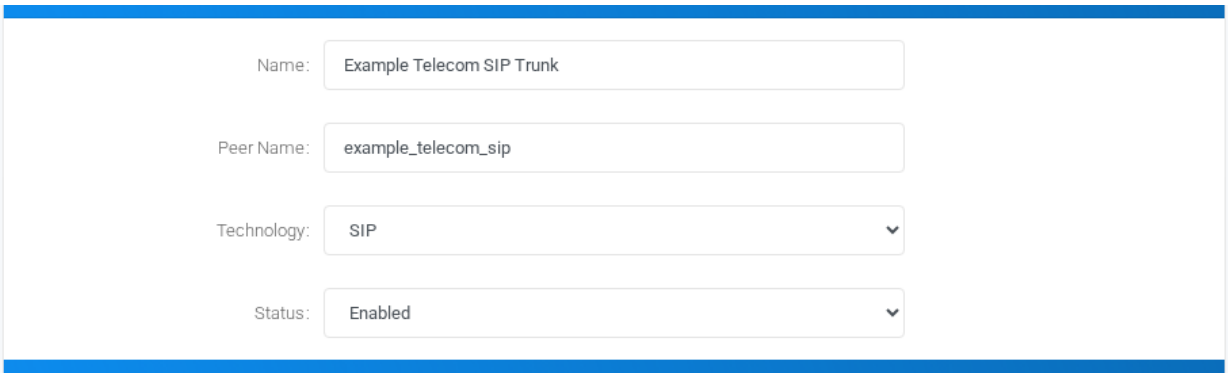


Provider list filtered to the documentation example provider.

Select **New Provider** to create a carrier trunk or SMS gateway. Existing providers can be opened from the provider name or peer name links.

Information

Start with the provider identity. Use a descriptive **Name** that operators recognize, and use a stable **Peer Name** that matches the SIP peer, PJSIP endpoint, IAX peer, local route, or SMS gateway identifier used by the system. Choose the technology and set the status.

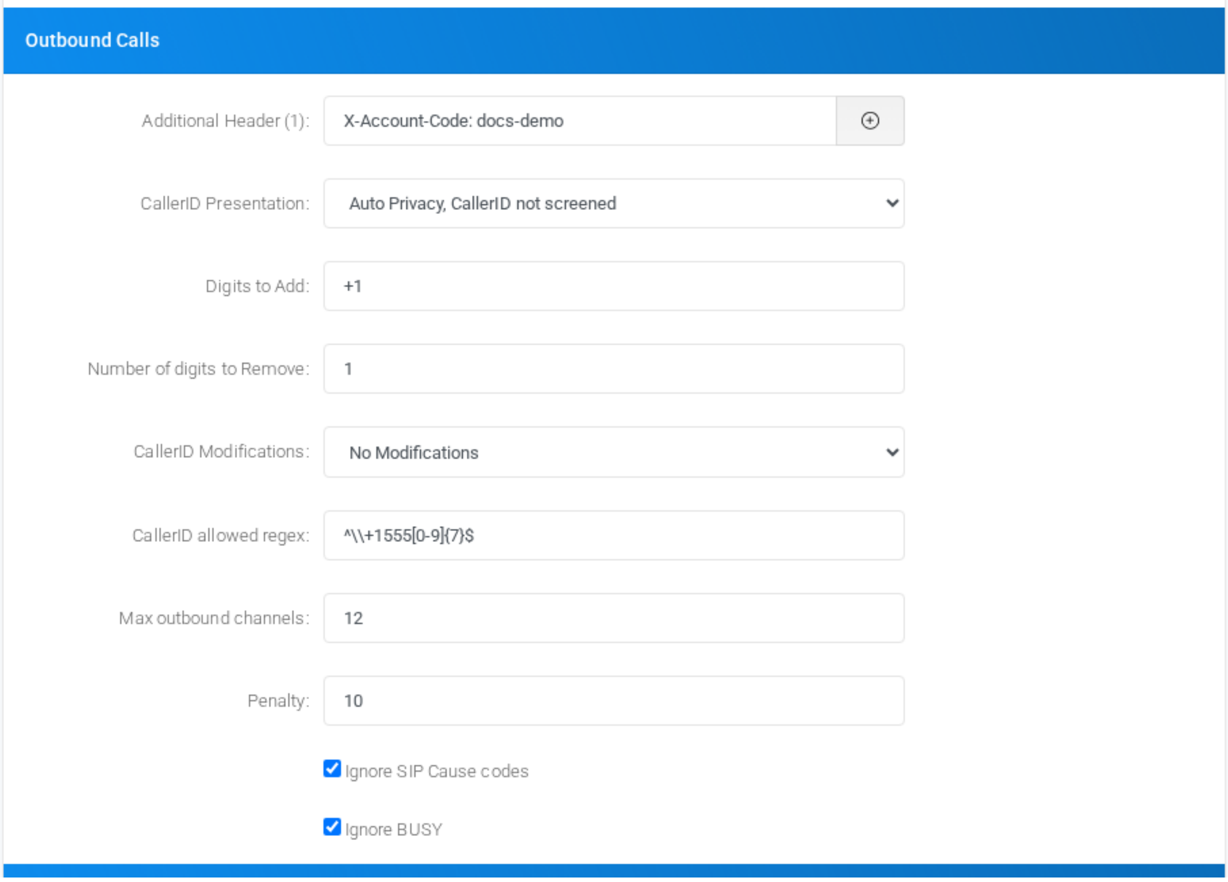


Provider Information block filled with fictional SIP trunk values.

- **Enabled** allows inbound and outbound use.
- **Disabled** keeps the provider configured but unavailable.
- **Only Inbound** hides outbound routing options and is useful when the carrier should only deliver calls into the PBX.

Outbound Calls

Use outbound settings to normalize calls before sending them to the provider. Additional headers can be sent to SIP, PJSIP, IAX2, or SMS providers. Digits to add and digits to remove are applied during outbound routing. Caller ID presentation, caller ID modification, and caller ID regex control which caller identity the provider receives.

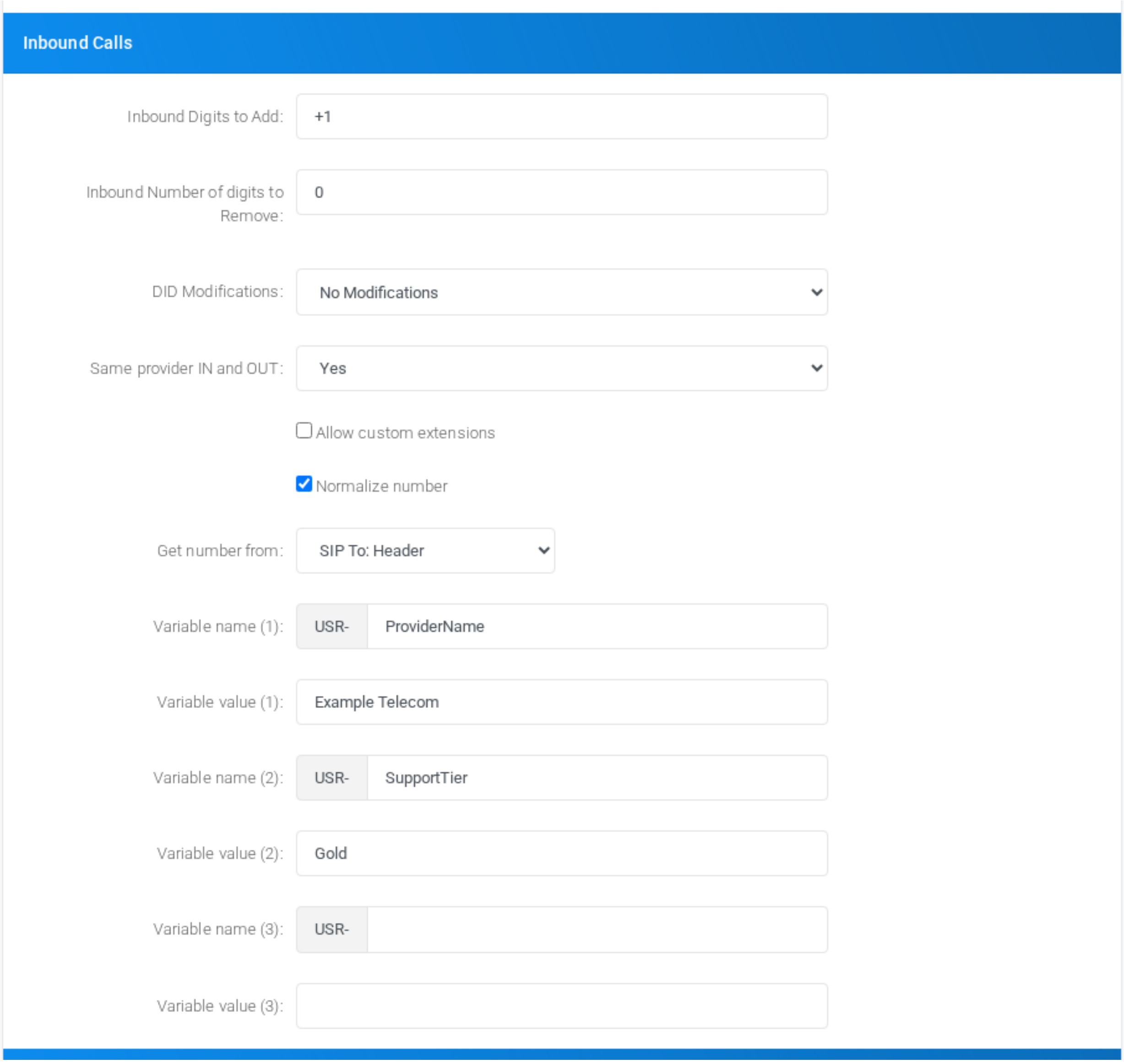


Outbound Calls block with fictional caller ID and routing controls.

Max outbound channels limits concurrent outbound calls through the provider. **Penalty** is used by routing decisions and round-robin selection. The ignore options let routing continue to another provider when the current provider returns SIP cause codes or a BUSY status that should not stop the route search.

Inbound Calls

Inbound options normalize numbers before DID matching. Use these fields only when the carrier sends the destination number in a format that does not match the DIDs configured in the tenants.



Inbound Calls block with fictional DID normalization and user variables.

DID Modifications can rewrite inbound numbers before matching. **Same provider IN and OUT** controls whether a call that arrived from this provider may also leave through the same provider. The variable fields create user variables prefixed with `USR-`, which can later be used by routing logic and dialplan actions.

Realtime Account

For SIP, PJSIP, and IAX2 providers, enable **Use Realtime Account** when the provider should be represented by realtime Asterisk configuration. The fictional example below uses documentation IP and domain values.

Realtime Account

☑ Use Realtime Account

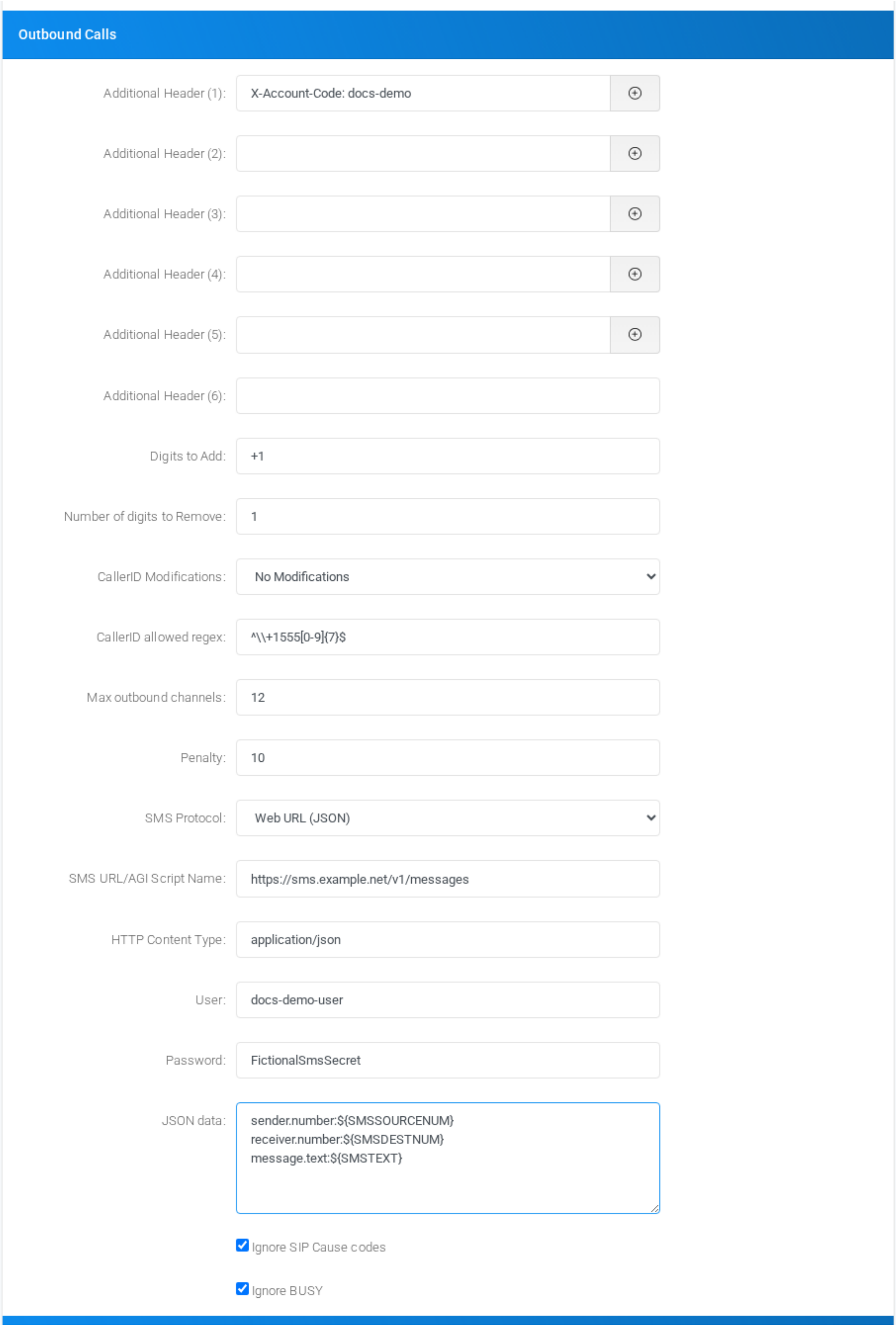
Transport:	UDP
RTP Encryption (SRTP):	No
Host:	203.0.113.20
Port:	5060
Outbound Proxy:	sip-proxy.example.net
Username:	example_user
Password:	FictionalSecret-2026 [Generate]
From User:	+15551230000
From Domain:	sip.example.net
Send RPID:	PAI
Trust RPID:	PAI
Trust Outbound for CallerID Presentation:	Legacy
Qualify:	Yes
Qualify Frequency:	60 secs
Codecs:	
Session Timers:	Accept - Run session-timers only when requested by other UA
Session Expires:	1800
DTMF Mode:	RFC 2833/RFC 4733
Progress inband:	Yes
NAT:	No
Call response timer (ms) - T1:	500
Call setup timer (ms) - B:	5000
RTP Keepalive:	5
Can Reinvite:	No

Realtime Account block with fictional SIP registration and media settings.

Use **Host** and **Port** for the provider address. For inbound calls, an IP address is preferred because Asterisk realtime matching cannot always rely on a hostname. Username, password, From User, From Domain, RPID/PAI handling, qualify settings, codecs, DTMF mode, NAT, timers, and RTP keepalive should match the carrier interconnection requirements.

SMS Provider Options

When the technology is **SMS**, the outbound section changes to SMS delivery settings. Choose the SMS protocol and complete the fields required by the provider. The JSON Web URL example shows a fictional REST endpoint and a JSON body built from MiRTA PBX SMS variables.



SMS provider options shown with fictional JSON Web URL values.

Common SMS variables include `${SMSTEXT}`, `${SMSDESTNUM}`, `${SMSSOURCENUM}`, and `${SMSNAME}`. For JSON payloads, dot notation in the field name creates nested JSON objects.

Save and Test

1. Save the provider only after replacing the fictional values with production values from the carrier.
2. Confirm the provider appears in the provider list.
3. Create or update a routing profile so outbound calls can select the provider.
4. Use provider status, channel counters, and call history to validate registration, dialing, inbound DID matching, and caller ID presentation.

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