

Use VoIP Phone Service

How to config Nextiva on Ecsow Dialer

Step 1, Getting Nextiva SIP Information.

1. For administrators, log in to the NextOS Portal by going to www.nextiva.com and selecting **Customer Login** from the top right corner. Enter your login credentials and click **Sign in**. Select **Sites & Employees** then click on **Login** under the Admin Login column. Click **Users** and search for the employee whose information you wish to edit. Click **Edit**.
For users, log in to the Customer Portal by going to cp.nextiva.com.
2. Click **View & Edit Devices**, then select **Add New Device**.
3. Click on **Bring Your Own Device**.
4. From the Device Type drop down menu, select **Generic SIP Phone** then click **Continue**.
5. From here, you will need to assign the Generic SIP Phone to an employee. Click on **Sites & Employees**. Then click on **Employees**.
6. Click **Edit** next to the employee who you wish to assign the phone.
7. Click **Assign New Device** in the Assigned Devices field.
8. From the **Device** drop down menu, select **Generic SIP Phone**. Then click **Generate** next to the Authentication Password. Write down the SIP Username, the Authentication Name, and the Authentication Password (you will later enter these into the soft phone), then click **Submit**.

Step 2, Fill in the Nextiva SIP Account on Ecsow Dialer.

Device Information

Device: Generic SIP Phone

SIP Username: 3741679@prod.voipdnsservers.com

Domain: prod.voipdnsservers.com

Authentication Name: yoluskarter@prod.voipdnsservers.com

Authentication Password: 4961379@prod.voipdnsservers.com

Options

General SIP Account Do-Not-Call Voice Activity Detection Call Distribution Call Transfer Preset

Account information from your SIP VoIP service provider

Display Name: Call Plan A

SIP ID / User Name: 3741679@prod.voipdnsservers.com

Domain: prod.voipdnsservers.com

Authorization User: yoluskarter@prod.voipdnsservers.com

Password:

Outbound Proxy

Send outbound calls via:

Domain

Proxy

Concurrent Calls

Number of concurrent calls: 1

* SIP service must support multiple channels if you want to run concurrent calls

Advanced Settings

OK Cancel

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(Notes: You may need to set Send outbound via: Select "Proxy ," and input **prod.voipdnsservers.com:5062**)

Click OK button to apply the settings.

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