

How to Setup

How To Use Ecsow Auto Dialer

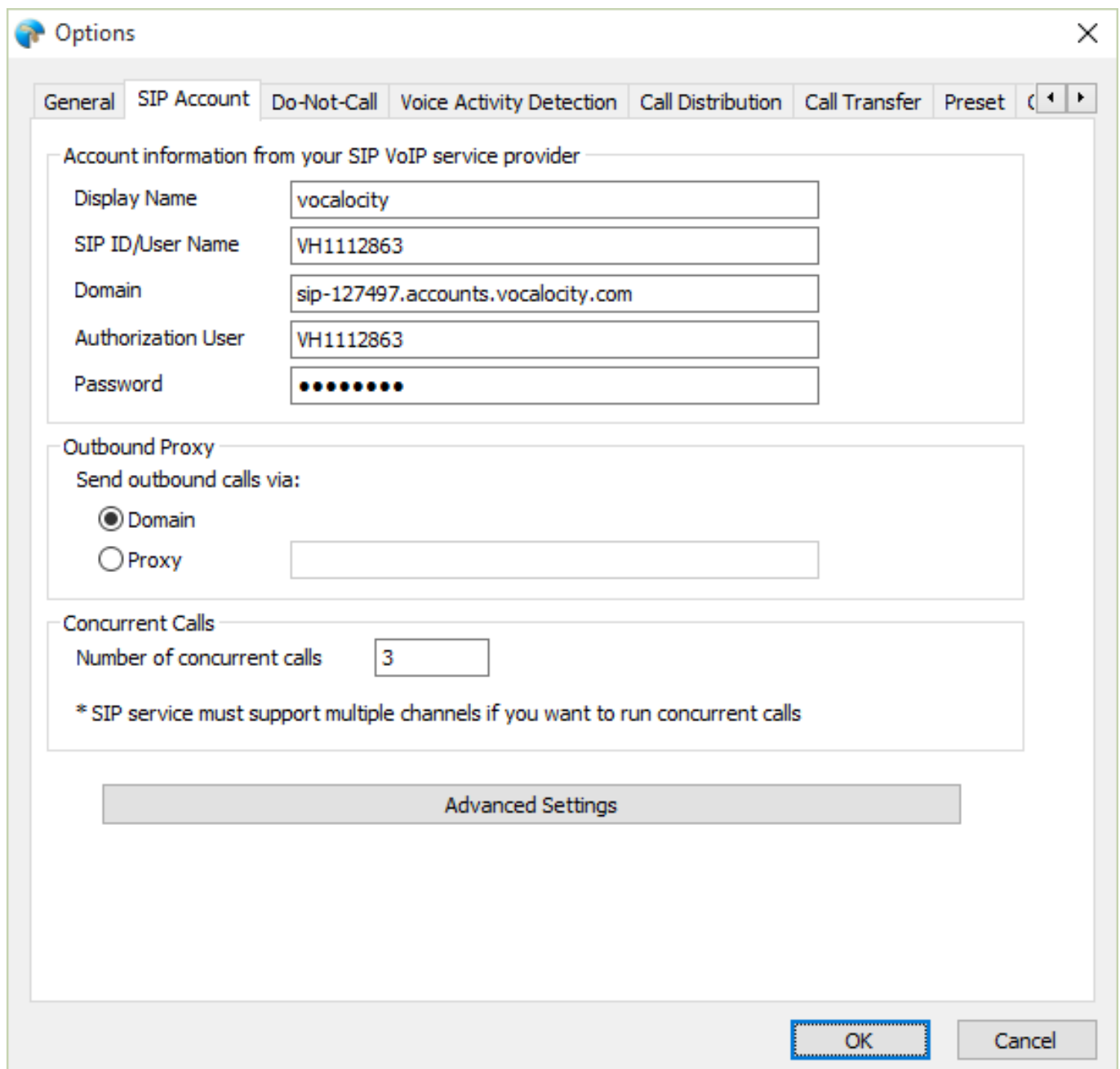
1, Installing the Auto Dialer on a Dialing Computer

Download Ecsow Auto Dialer software and follow on-screen instructions to install Auto Dialer on a computer.

2, Configuring the phone service

Ecsow software can use several phone services: VOIP phone service (such as SkypeConnect, Vonage, Callcentric, any SIP trunk provider, etc); a PBX system with SIP extensions (such as Cisco, Avaya, Asterisk, etc). **(Note: Single line version also support Desktop of Skype.)**

Click Ecsow menu Tools > Options > SIP Account tab to input your SIP account information.



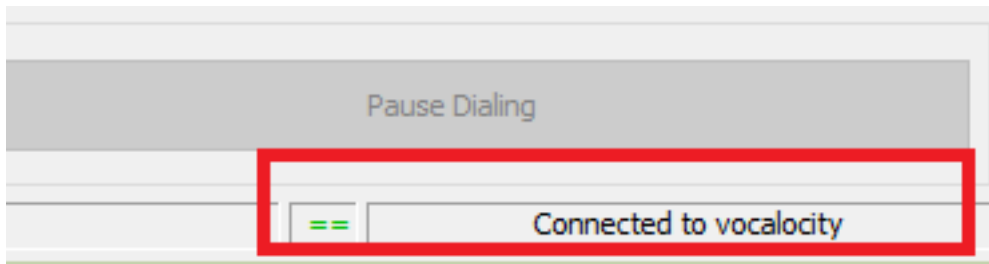
The screenshot shows the 'Options' dialog box with the 'SIP Account' tab selected. The dialog has a title bar with a globe icon and a close button. Below the title bar are several tabs: 'General', 'SIP Account', 'Do-Not-Call', 'Voice Activity Detection', 'Call Distribution', 'Call Transfer', 'Preset', and a scrollable area with left and right arrows. The 'SIP Account' tab is active and contains the following sections:

- Account information from your SIP VoIP service provider**: A group box containing five text input fields:
 - Display Name:
 - SIP ID/User Name:
 - Domain:
 - Authorization User:
 - Password:
- Outbound Proxy**: A group box containing the text 'Send outbound calls via:' followed by two radio buttons:
 - Domain
 - Proxy
- Concurrent Calls**: A group box containing a text input field for 'Number of concurrent calls' with the value '3'. Below it is a note: '* SIP service must support multiple channels if you want to run concurrent calls'.

At the bottom of the dialog is a button labeled 'Advanced Settings'. At the very bottom right are 'OK' and 'Cancel' buttons.

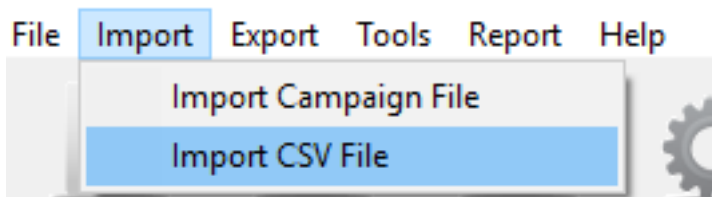
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It will show connected to the SIP service on Ecsow main window.



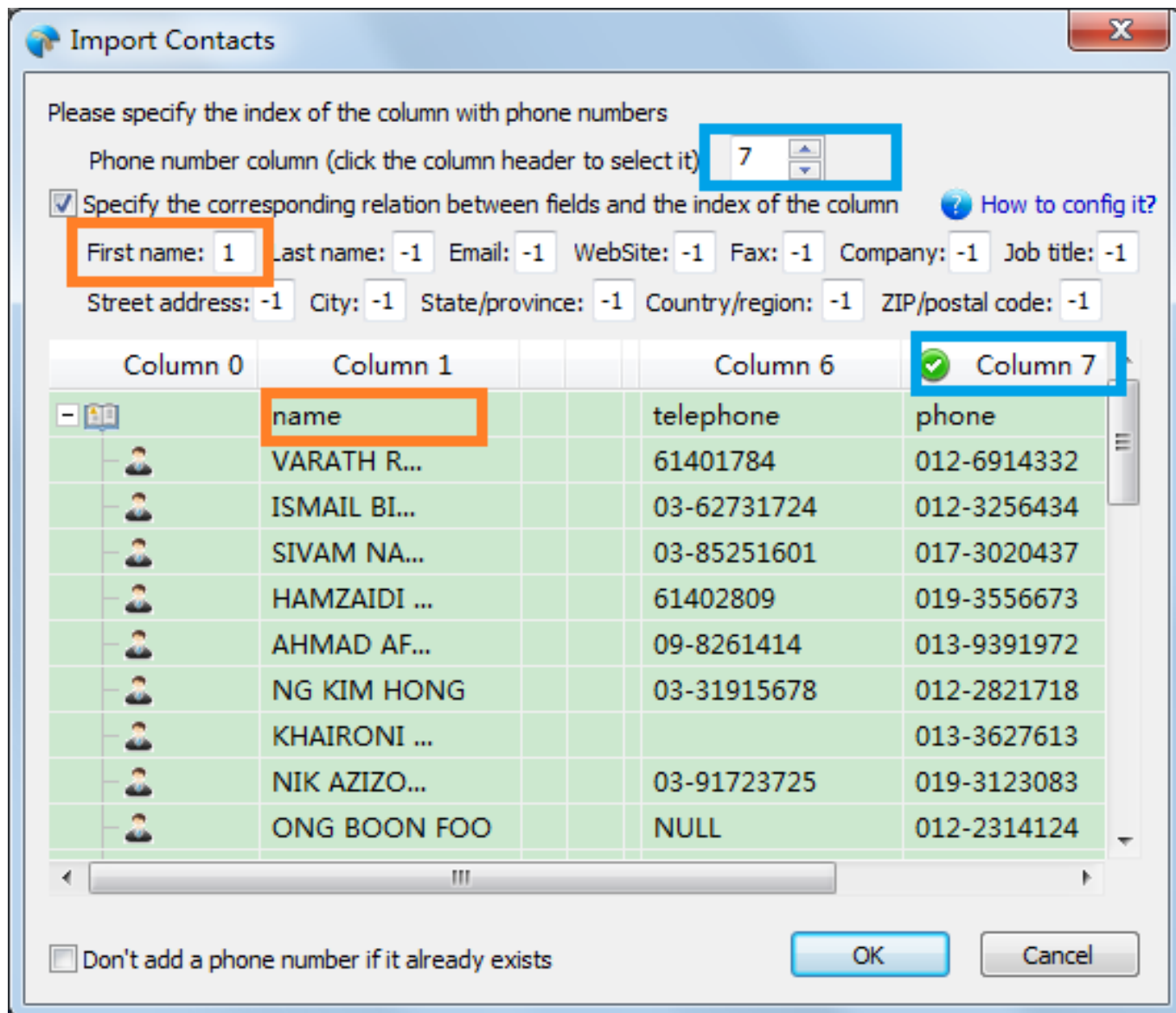
3, Import call list by click Ecsow menu Import > Import CSV File.

Click the menu Import > Import CSV file

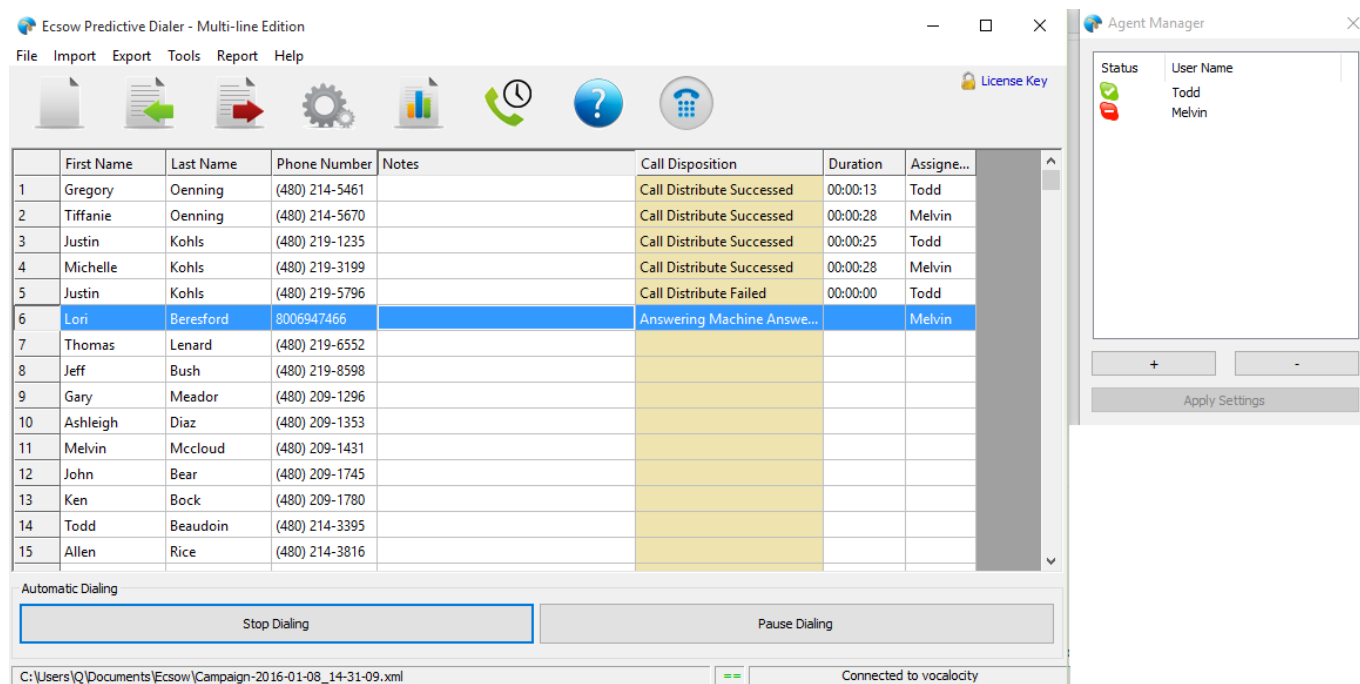


You will need to specify which of your columns from your call list will be placed on Predictive Dialer's "Name" and "Phone Number" columns.

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4, Click the Start Dialing button to start the auto dialing.



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Please note you need to specify 1 for US phone number, where 1 is the country code. You can set this at Ecsow menu Tools > Options > General tab.

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