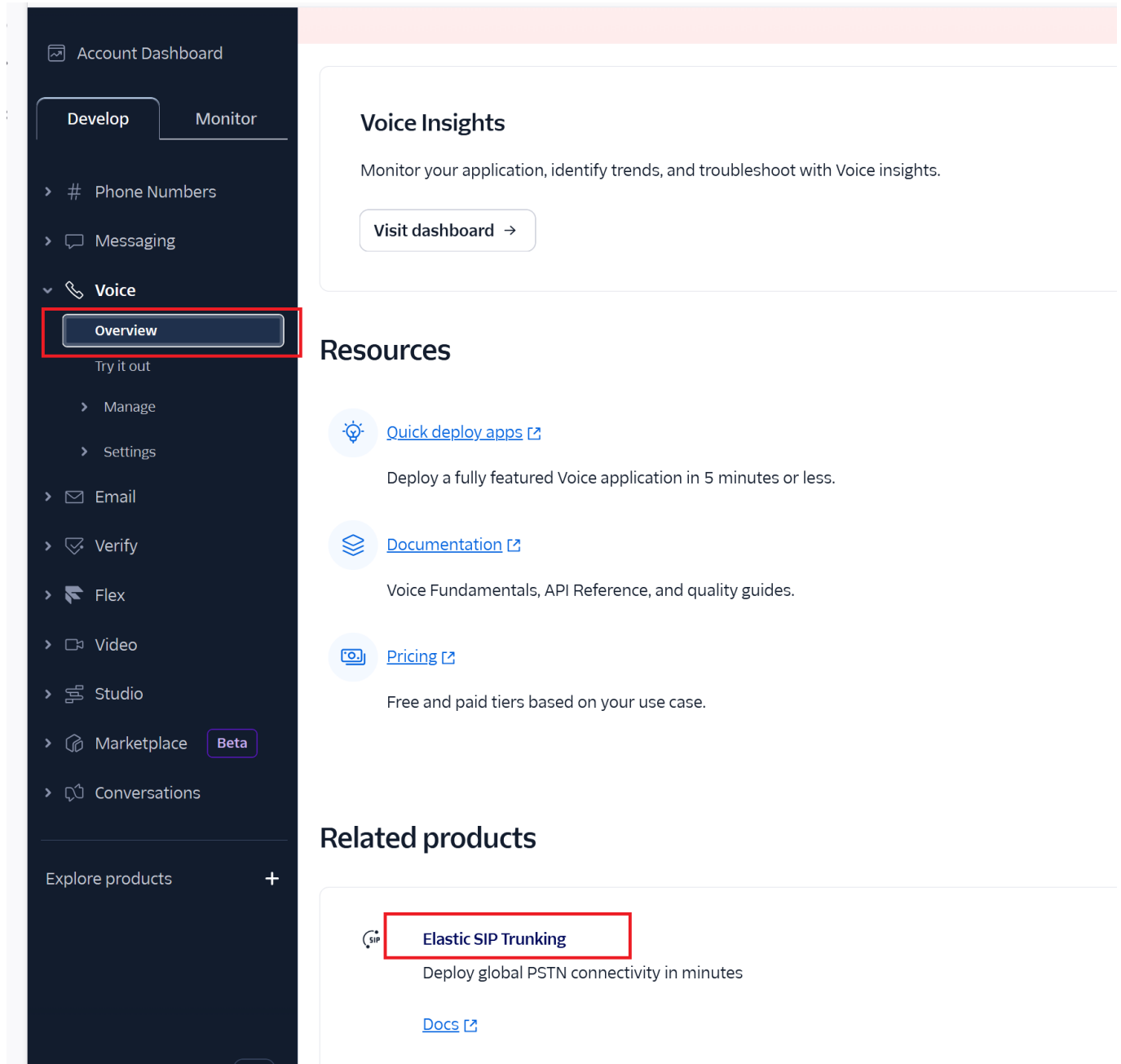


# Use SIP Trunk / VoIP Phone Service

## How to config SIP Trunk at Ecsow Dailer / Voice Broadcast?

The below we use **twilio Elastic SIP trunking** to demonstrate how to configure it in Ecsow dialer.

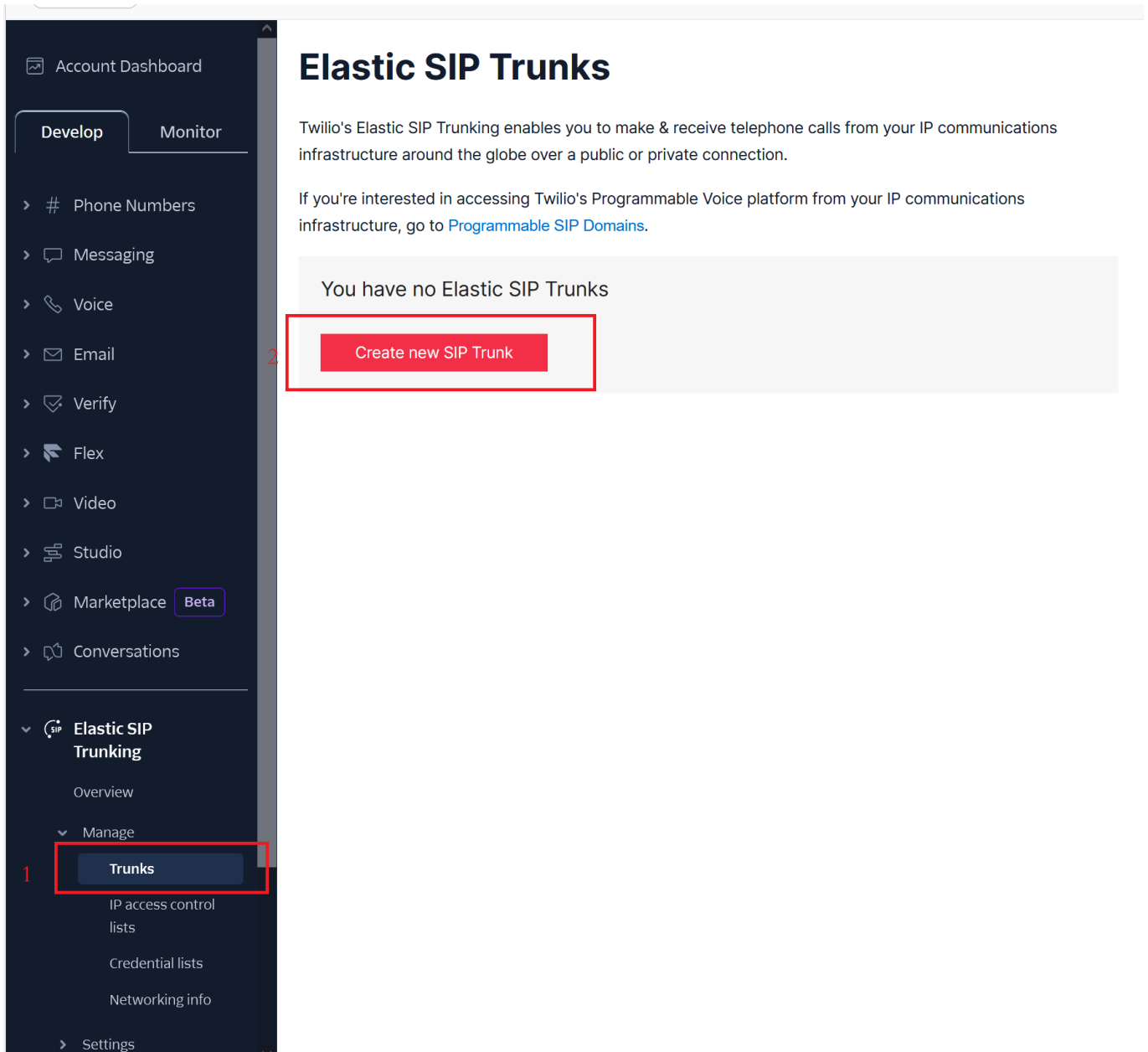
1, Click the “overview” under the “Voice” menu after you login your twilio account. Then click the “Elastic SIP Trunking” link as below.



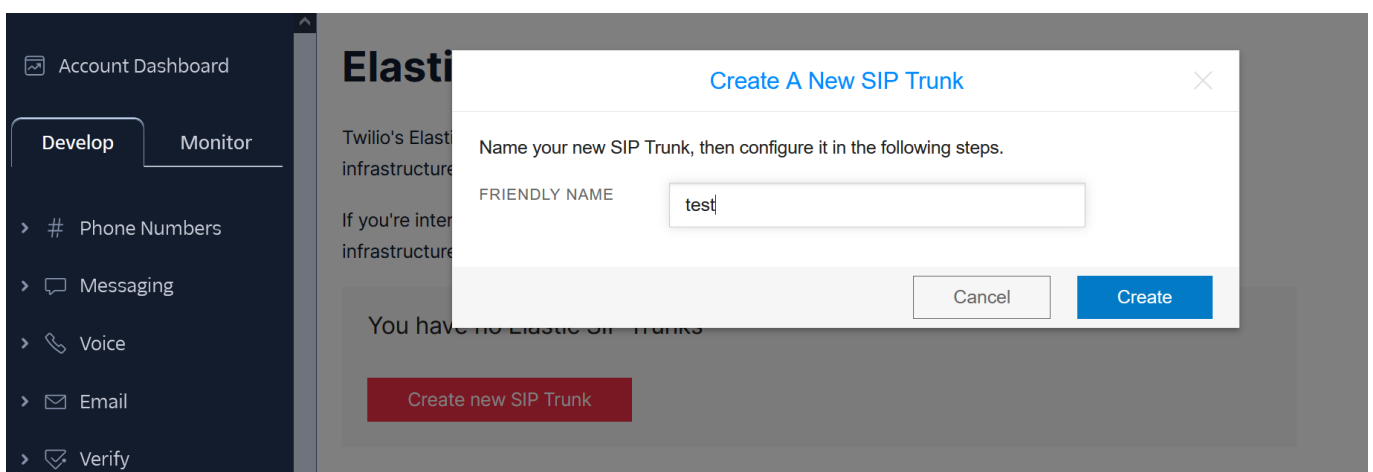
The screenshot displays the Twilio account dashboard. On the left, a dark sidebar contains a navigation menu with categories 'Develop' and 'Monitor'. Under the 'Voice' category, the 'Overview' option is highlighted with a red box. The main content area features a 'Voice Insights' section with a 'Visit dashboard' button, a 'Resources' section with links for 'Quick deploy apps', 'Documentation', and 'Pricing', and a 'Related products' section. In the 'Related products' section, the 'Elastic SIP Trunking' product card is highlighted with a red box, showing its name and a 'Docs' link.

2, It will show up the “Elastic SIP Trunking” page as below, then click the “Create new SIP Trunk” button from the “Trunks” page.

# Use SIP Trunk / VoIP Phone Service



3, You need to input a name.



4, By default, it does not need to change anything on the General page. Just click the Save button as below.

# Use SIP Trunk / VoIP Phone Service

Account Dashboard

Develop Monitor

Elastic SIP Trunking (US1)

← test

- General
- Termination
- Origination
- Numbers

## General Settings

**Friendly name**

test

A human readable descriptive text, up to 64 characters long.

**Trunk SID**

TKa8c6e58860e374ee3f4d25f85dd25cda

## Features

To learn more about SIP Trunking features, please [see our user documentation](#).

**Call Recording**

Disabled Calls will not be recorded.

**Call Recording**

Record from ringing

**Recording Trim**

Disabled Silence will not be trimmed from recording

**Secure Trunking**

Disabled RTP must be used for media packets. SIP messages may be sent unencrypted or encrypted using SRTP encrypted calls will be rejected

**Call Transfer (SIP REFER)**

Disabled Twilio will reject any incoming SIP REFERs from your communications infrastructure

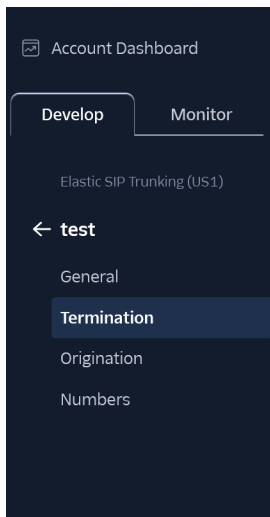
**Caller ID for Transfer Target**

Set caller ID as Transferee

Save Cancel Delete Trunk

5, Click the “Termination” menu to config it. You need to input the Termination SIP URI with any name. This is the domain name for Ecsow dialer.

# Use SIP Trunk / VoIP Phone Service



## Termination

Outgoing traffic from your communications infrastructure to the PSTN. In order to use a Trunk for termination it must have a Termination SIP URI and at least one authentication scheme (IP Access Control Lists and/or Credential Lists).

### Termination URI

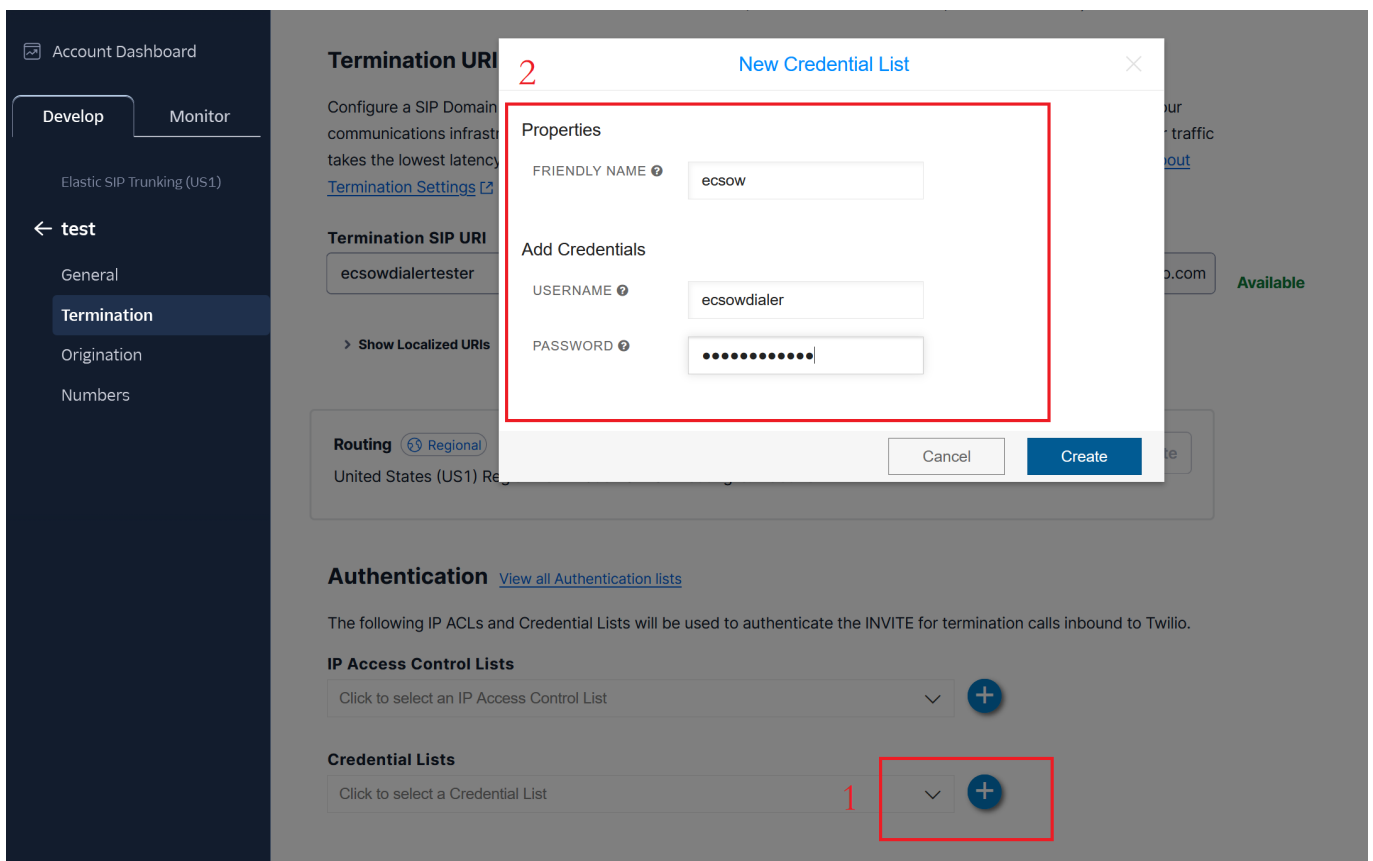
Configure a SIP Domain Name to uniquely identify your Termination SIP URI for this Trunk. This URI will be used by your communications infrastructure to direct SIP traffic towards Twilio. Be sure to select a localized SIP URI to ensure your traffic takes the lowest latency path. If a localized version isn't selected, then your traffic will be sent to US1. [Learn more about Termination Settings](#)

### Termination SIP URI

ecsowdialertester .pstn.twilio.com Available

> Show Localized URIs

6, You need to add Authentication. Click the + icon from Credential Lists option, then input the username and password. Please remember the username and password, it will be used on Ecsow dialer later.



7, Select the Credential you just added as the below image step 1 shows. Then click the "Save" button to save your settings.

# Use SIP Trunk / VoIP Phone Service

The screenshot shows the Twilio console interface for configuring a SIP Trunk. On the left is a dark sidebar with navigation options: 'test', 'General', 'Termination' (highlighted), 'Origination', and 'Numbers'. The main content area is titled 'Elastic SIP Trunking (US1)'. Under the 'Termination URI' section, there is a text input field containing 'ecsdialertester' and a dropdown menu showing '.pstn.twilio.com' with a green 'Available' label to its right. Below this is a 'Show Localized URIs' link. The 'Routing' section shows 'Regional' selected and a 'Re-route' button. The 'Authentication' section includes a link to 'View all Authentication lists' and a paragraph explaining IP ACLs and Credential Lists. Under 'IP Access Control Lists', there is a dropdown menu with a '+' icon. Under 'Credential Lists', there is a dropdown menu showing 'ecsnow' and a '+' icon. At the bottom, there are three buttons: 'Save' (highlighted with a red box and a '2' next to it), 'Cancel', and 'Delete this Trunk'.

8, You can input your SIP Trunk information on Ecsow dialer as the below image shows. Please enable the “Mark the above SIP account as SIP Trunking” option.

The screenshot shows the Ecsow dialer configuration interface. On the left is a sidebar with 'Termination' selected. The main area shows 'Termination SIP URI' with 'ecsdialertester' in the input field and '.pstn.twilio.com' in the dropdown. A 'New Credential List' dialog box is open in the foreground, showing 'Properties' with 'FRIENDLY NAME' as 'ecsnow'. Under 'Add Credentials', there are fields for 'USERNAME' (containing 'ecsdialer') and 'PASSWORD' (containing a masked password). A 'Create' button is at the bottom right of the dialog. In the background, an 'Options' dialog box is visible, showing 'SIP Account' settings. The 'Mark the above SIP account as SIP Trunking (Such as twilio SIP Trunking)' checkbox is checked and highlighted with a red box. Red and green arrows point from the 'ecsdialer' and '\*\*\*\*\*' fields in the 'New Credential List' dialog to the 'Authorization User' and 'Password' fields in the 'Options' dialog, respectively.

9, The twilio SIP trunk request the + symbol before the Country code. Please remember to add it.

# Use SIP Trunk / VoIP Phone Service

Options

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

Specify the phone number Country/Region code

Country/Region code:  For example: 1 for USA

Specify the number of seconds to wait for an answer

Wait for answer (seconds):

If the call is failed it can be postponed(redial)

Maximum attempts:

Specify a pause time between calls

Pause seconds between calls:

OK Cancel

Now, you can make a test call to twilio test number (650)489-4546) or (415)475-8378.

Unique solution ID: #1029

Author: eva

Last update: 2025-10-18 07:29