

# Use SIP Trunk / VoIP Phone Service

## How to configure Voip.ms with Ecsow Dialer / Voice Broadcast?

### 1, Setting up VoIP.ms

The first thing is adjusting the Device type. To do so please navigate to **Main Menu ? Account settings ? Inbound Settings** and make sure that the Protocol for Inbound DID is set to “SIP” and that the Device type is set to “IP PBX Server” and apply any changes made.

The screenshot shows the Voip.ms Customer Portal interface. At the top, there's a navigation bar with links like 'English', 'Live Chat', 'Support Tickets', and 'Logout'. Below this, a 'Main Menu' dropdown is open, showing options like 'Portal Home', 'Account Information', 'Account Settings' (highlighted with a red circle and a '2'), 'Contact Information', 'SOAP and REST/JSON API', and 'Logout'. The 'Account Settings' page is active, with a sub-menu showing 'Inbound Settings' (highlighted with a red circle and a '3'). The 'Inbound Settings' page contains fields for 'Protocol for inbound DID' (set to 'SIP') and 'Device type' (set to 'IP PBX Server, Asterisk or Softswitch'). Both fields have 'Apply' buttons. An 'Apply All' button is at the bottom.

### Dialing mode

Next, we are going to set our **dialing mode** under **General setting**, Choose American Numbering Plan Administration and apply the changes.

The screenshot shows the 'General' settings page in the Voip.ms Customer Portal. A red dashed box highlights a message: 'Dialing Mode set to North America'. Below this, a link says 'For Connection Information Click here'. The 'General' tab is selected in the sub-menu. The 'Dialing Mode' is set to 'American Numbering Plan Administration (NANPA)' and is highlighted with a red box. Other settings include 'e911 Default CallerID' (set to 'None'), 'CallerID Number' (set to '8573438129'), 'Voicemail Associated to the Main Account' (set to 'none'), and 'Music On Hold' (set to 'No Music'). Each field has an 'Apply' button. An 'Apply All' button is at the bottom.

### DID Management

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Make sure that the DIDs ordered are linked to your account. To do so navigate to **DID Numbers / Manage DID(s)**. Click on the **Edit DID icon** and make sure that the routing points to **SIP/IAX** on your main account.

English

Chat Offline

Support Tickets

Logout

Customer Portal

VOIP.NS

Main Menu

DID Numbers

Sub Accounts

CDR and Reports

Finances

Support

Rates

Reseller

Cancel DID's

Wiki Article

Search DIDs

Main Account inbound Settings

Help

Export Account DIDs

Click on the rows to change settings of multiple DIDs

DID Numbers

☐ Select All

Show 10 entries

Search:

Showing 1 to 1 of 1 entries

Previous

1

Next

Edit Selection - All Settings at Once

Edit Selection - One Setting at a Time

FAX Numbers

English

Chat Offline

Support Tickets

Logout

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VOIP.NS

Main Menu

DID Numbers

Sub Accounts

CDR and Reports

Finances

Support

Rates

Reseller

Edit DID

DID

8573438129, BOSTON

Routing

Show Failover Options

1

☒ SIP/IAX

[main account] SIP/222409

☐ IVR

No IVR found

☐ Calling Queue

No Calling Queues found

☐ Time Conditions

No Condition entries found

☐ Call Forwarding

No forwarding entries found

☐ Audio Conferencing

No conference entries found

☐ SIP URI

No SIP URI found

☐ Ring Group

No group found

☐ Call Hunting

No call hunting found

☐ Play Recording

No recordings found

☐ Callback

No Callback found

☐ DISA

No DISA found

☐ Voicemail

No Voicemail found

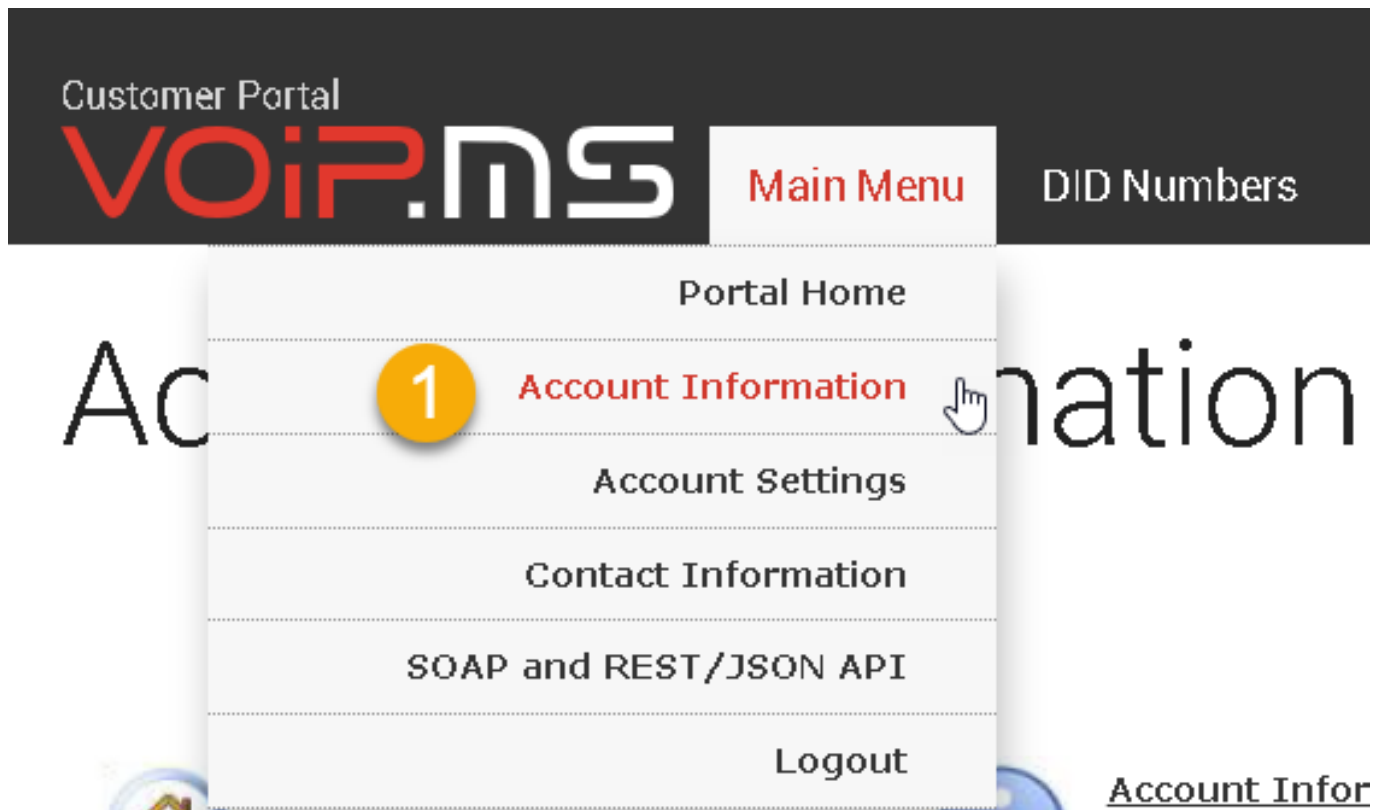
Save the configuration when choosing the correct account.

# Use SIP Trunk / VoIP Phone Service

## Account information

In order to register and operate the trunk in Ecsow, you will have to collect some information that will be needed in the configuration of the trunk.

- **Username:** The username for registering the trunk can be found under **Main Menu ? Account Information**



- **Password:** The trunk password can be found in the email you received from VoIP.ms during the registration process. You can also change the password by navigating to **Main Menu ? Account Settings ? Security**.

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The screenshot shows the VoIP.ms Customer Portal interface. At the top, there's a navigation bar with 'English', 'Chat Offline', 'Support Tickets', and 'Logout'. Below this is a 'Main Menu' dropdown with options: Portal Home, Account Information, Account Settings (highlighted with a red circle and '1'), Contact Information, SOAP and REST/JSON API, and Logout. The 'Account Settings' page is active, with tabs for Account Routing, Account Restrictions, General (highlighted with a red circle and '2'), Security, Inbound Settings, Notifications, Default DID Routing, Newsletter, and Advanced. The 'Security' section contains three main areas: Customer Portal Password, Main SIP/IAX Password (highlighted with a red circle and '3'), and Foreign IP Guard. The 'Main SIP/IAX Password' section has fields for Current SIP/IAX Password, New Password, and Confirm New Password, along with a 'Set Random Password and Send Email' button and an 'Apply' button. The 'Foreign IP Guard' section has a checkbox for 'Enable Foreign IP Guard' and an 'Apply' button.

- **DID Number:** The DID numbers can be seen by navigating to **DID Numbers ? Manage DID(s)**
- **Registrar:** Go to Main Menu ? Account Settings ? Default DID Routing. From here, make note of the selected server. In this example, the server in New (newyork.voip.ms) will be the one used for our configuration.

## 2, Configuring the Trunk on the Ecsow dialer

1. **Display Name:** Add your DID number
2. **SIP ID/User Name:** Your VoIP.ms user account found under **Main Menu ? Account Information**
3. **Domain:** Is the registrar assigned under **Menu ? Account Settings ? Default DID Routing** of your VoIP.ms account, example **(newyork.voip.ms)**
4. **Password:** VoIP.ms password found under **Main Menu ? Account Settings ? Security**

# Use SIP Trunk / VoIP Phone Service

Options

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

Account information from your SIP VoIP service provider

Display Name 8573738129 ← Your DID number

SIP ID/User Name 4472450 ← Your SIP user account

Domain newyork.voip.ms ← Your SIP registrar address

Authorization User 4472450

Password ..... ← Your VoIP.ms 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

Once you have finished configuring your trunk settings, you can click OK button to save your settings and Ecsow will try to connect it.

Let us know if you run into any issues, you can send us an email at [support@ecsow.com](mailto:support@ecsow.com).

Unique solution ID: #1045

Author: eva

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