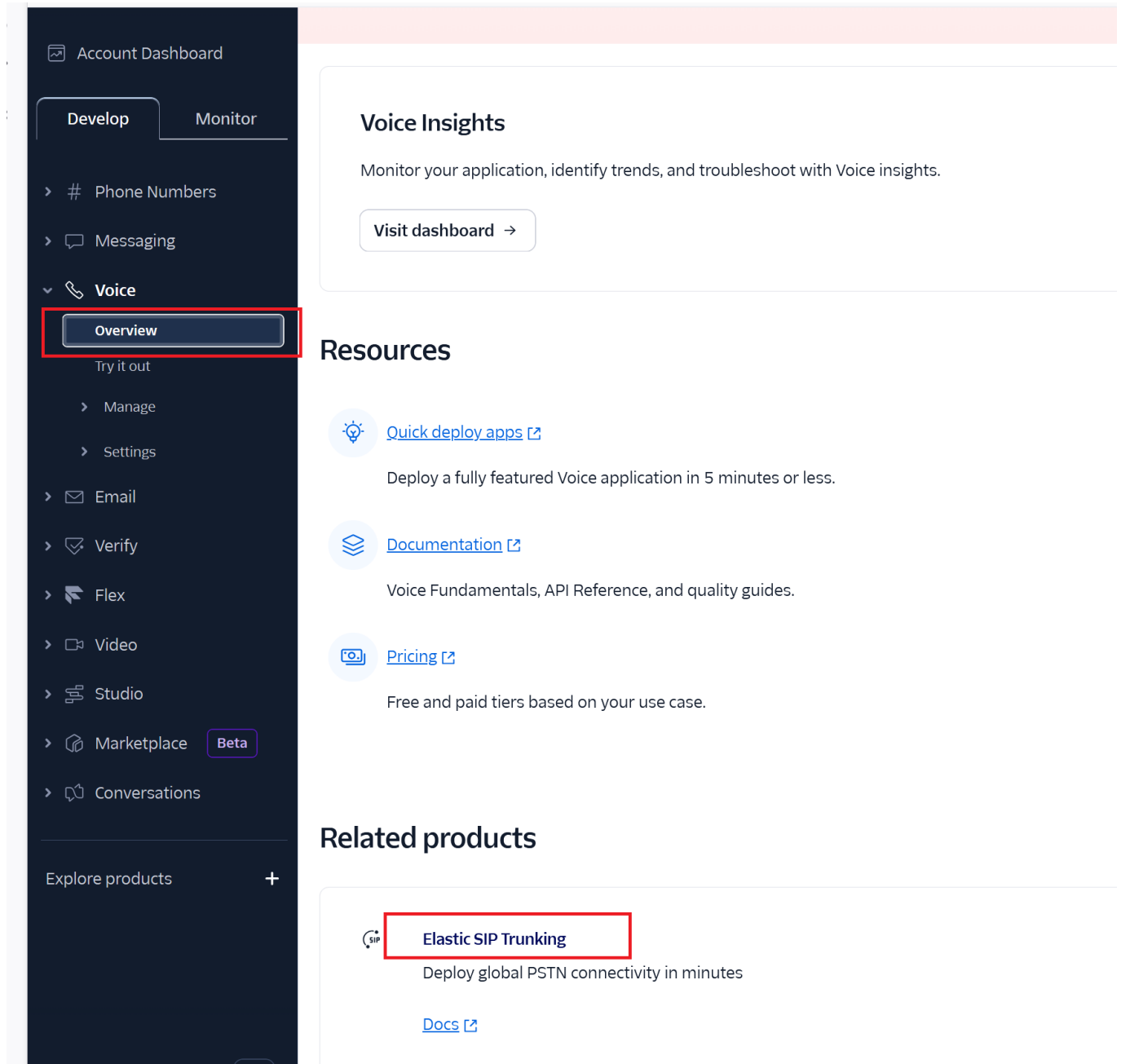


Use SIP Trunk / VoIP Phone Service

How to config Ecsow Dialer / Voice Broadcast to use Twilio?

A. You can follow the below steps if you want to use the twilio **Elastic SIP Trunking** to work with 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.



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

The screenshot shows the Twilio Account Dashboard. On the left, the 'Develop' tab is selected in the sidebar. Under 'Elastic SIP Trunking', the 'Trunks' option is highlighted with a red box and labeled '1'. In the main content area, the 'Elastic SIP Trunks' section is visible, showing a message 'You have no Elastic SIP Trunks' and a red button labeled 'Create new SIP Trunk' which is also highlighted with a red box and labeled '2'.

3, You need to input a name.

The screenshot shows the Twilio Account Dashboard with the 'Create A New SIP Trunk' dialog box open. The dialog box has a title bar 'Create A New SIP Trunk' and a close button. Inside, it says 'Name your new SIP Trunk, then configure it in the following steps.' Below this, there is a label 'FRIENDLY NAME' and a text input field containing the text 'test'. At the bottom of the dialog, there are two buttons: 'Cancel' and 'Create'.

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

DevelopMonitor

Elastic SIP Trunking (US1)

← test

GeneralTerminationOriginationNumbers

<<

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

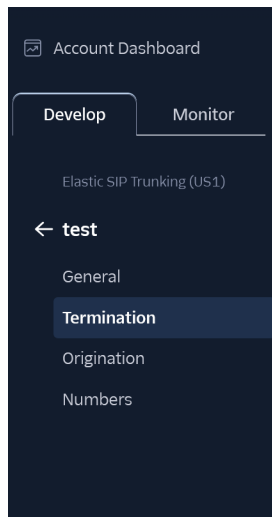
Save

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

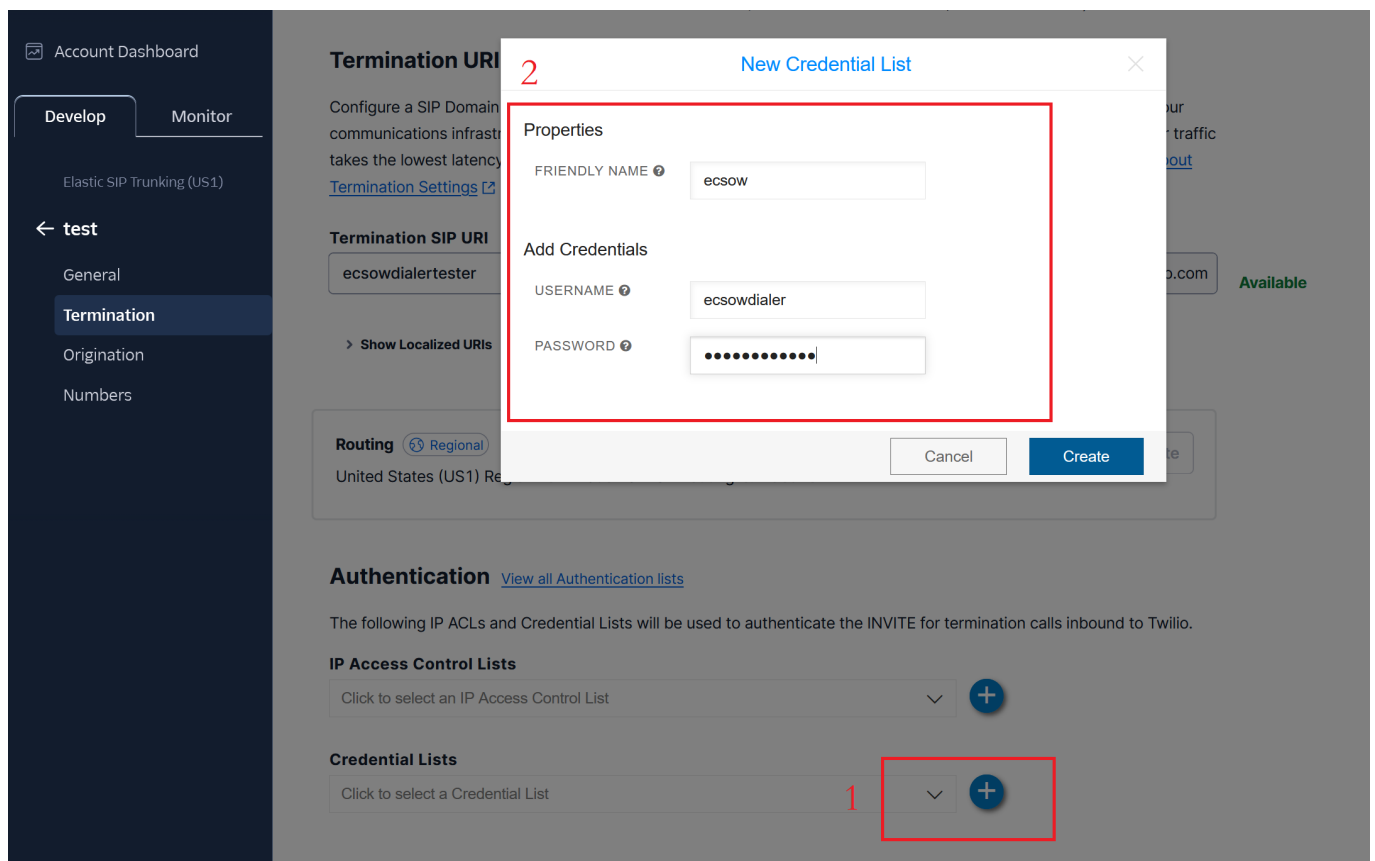
Configure a SIP Domain Name to uniquely identify your Termination SIP URI for this Trunk. This URI will be used by your communications infrastructure to direct SIP traffic towards Twilio. Be sure to select a localized SIP URI to ensure your traffic takes the lowest latency path. If a localized version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

Termination SIP URI

ecsowdialertester .pstn.twilio.com Available

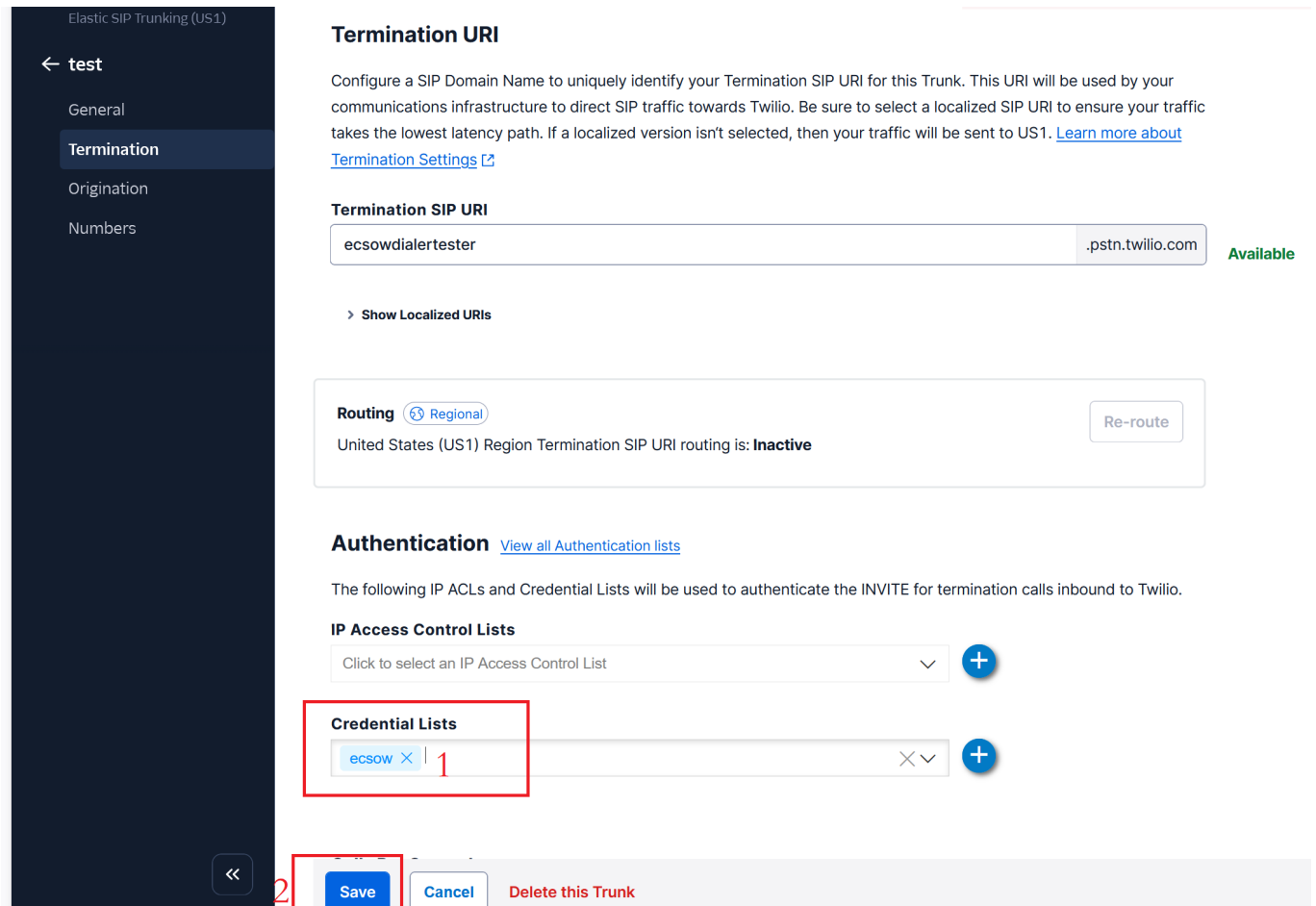
> Show Localized URIs

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.



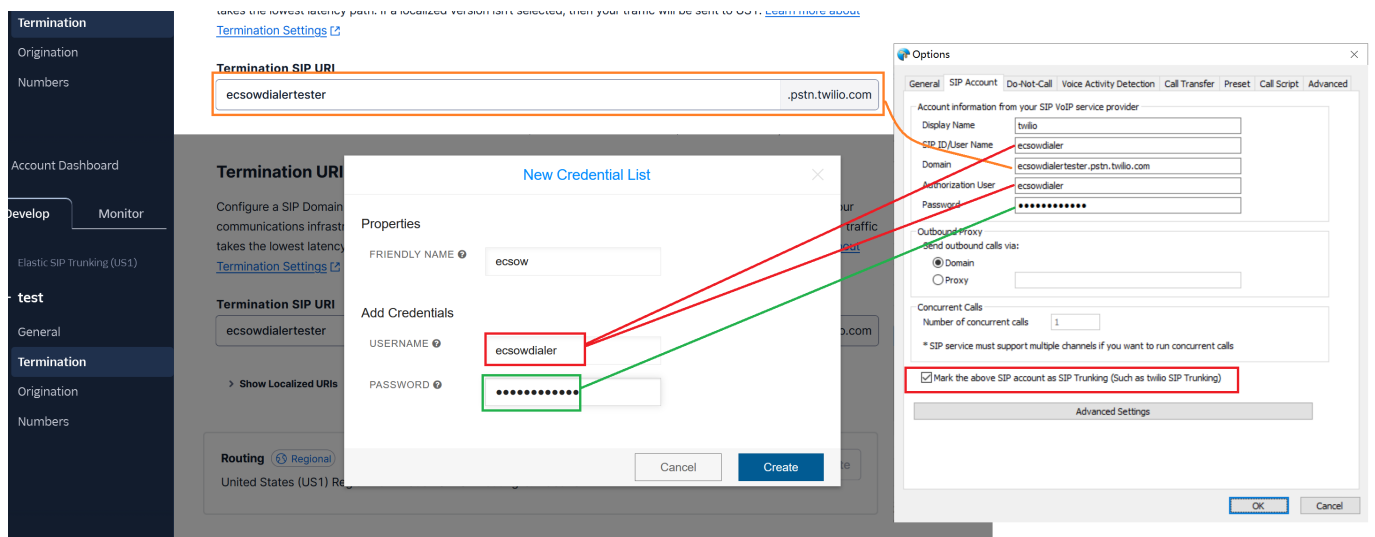
7, Select the Credential you just added as the below image step 1 shows. Then click the "Save" button to save your settings.

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 links: 'test', 'General', 'Termination' (highlighted), 'Origination', and 'Numbers'. The main content area is titled 'Elastic SIP Trunking (US1)' and 'Termination URI'. It includes a 'Termination SIP URI' field with 'ecsnowdialertester' and '.pstn.twilio.com', marked as 'Available'. Below is a 'Routing' section with a 'Regional' button and a 'Re-route' button. The 'United States (US1) Region Termination SIP URI routing is: Inactive'. An 'Authentication' section follows, with a link to 'View all Authentication lists'. It states that IP ACLs and Credential Lists will be used. Under 'IP Access Control Lists', there is a dropdown and a '+' button. Under 'Credential Lists', there is a dropdown showing 'ecsnow' and a red box highlights the '1' next to it. At the bottom, there are buttons for '<<', 'Save' (highlighted with a red box and a red '2'), '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' (highlighted), 'Origination', and 'Numbers'. The main area is titled 'Termination URI' and 'Termination SIP URI'. It includes a 'Termination SIP URI' field with 'ecsnowdialertester' and '.pstn.twilio.com'. A 'New Credential List' dialog box is open, showing 'Properties' with 'FRIENDLY NAME' as 'ecsnow'. Under 'Add Credentials', there are fields for 'USERNAME' (highlighted with a red box and containing 'ecsnowdialer') and 'PASSWORD' (highlighted with a green box and containing '*****'). A 'Create' button is at the bottom right of the dialog. In the background, an 'Options' dialog box is visible, showing 'General' settings. It includes fields for 'Display Name' (twilio), 'SIP ID/User Name' (ecsnowdialer), 'Domain' (ecsnowdialertester.pstn.twilio.com), 'Authorization User' (ecsnowdialer), and 'Password' (*****). There is a checkbox labeled 'Mark the above SIP account as SIP Trunking (Such as twilio SIP Trunking)' which is checked and highlighted with a red box. Other options include 'Outbound Proxy', 'Concurrent Calls', and 'Advanced Settings'.

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.

B. You can follow the below steps if you use the **twilio voice service**.

Once you activate your sip account on Twilio.com. You will get the following credentials information as the below shows.

Please use the following credentials to setup your Ecsow Dialer System.

Domain/Host: justcallv1.sip.us1.twilio.com

Username: 191287

Password: Oc1544519871

Use SIP Trunk / VoIP Phone Service

Input your SIP information at Ecsow dialer -> SIP Account tab as the below image shows.

Domain/Host: justcallv1.sip.us1.twilio.com

Username: 191287

Password: Oc1544519871

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 twilio

SIP ID/User Name 191287

Domain justcallv1.sip.us1.twilio.com

Authorization User 191287

Password Oc1544519871

Outbound Proxy

Send outbound calls via:

☒ Domain

☐ Proxy

Concurrent Calls

Number of concurrent calls 6

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

Advanced Settings

OK Cancel

Click the "OK" button to apply your settings.

Unique solution ID: #1047

Author: eva

Last update: 2025-10-18 07:33