

# 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](http://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](http://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.

The screenshot shows the 'Options' dialog box with the 'SIP Account' tab selected. The 'Account information from your SIP VoIP service provider' section contains the following fields:

- Display Name: Call Plan A
- SIP ID / User Name: 37416790000
- Domain: prod.voipdnsservers.com
- Authorization User: yoluskarter@prod
- Password: [Redacted]

The 'Outbound Proxy' section has 'Send outbound calls via:' with 'Domain' selected (radio button).

The 'Concurrent Calls' section has 'Number of concurrent calls' set to 1.

A note at the bottom states: '\* SIP service must support multiple channels if you want to run concurrent calls'.

Buttons for 'OK' and 'Cancel' are at the bottom right.

On the left, a 'Device Information' box shows:

- Device: Generic SIP Phone
- SIP Username: 37416790000
- Domain: prod.voipdnsservers.com
- Authentication Name: yoluskarter@prod
- Authentication Password: 49613790000

Colored lines connect the Device Information fields to the SIP Account fields: a green line from SIP Username to SIP ID / User Name, an orange line from Domain to Domain, a blue line from Authentication Name to Authorization User, and a light blue line from Authentication Password to Password.

(Notes: You may need to set Send outbound via: Select "Proxy ," and

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input **prod.voipdnsservers.com:5062** )

Click OK button to apply the settings.

Unique solution ID: #1033

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Last update: 2016-01-19 04:35