

# How to Setup

## How To Use Ecsow Auto Dialer

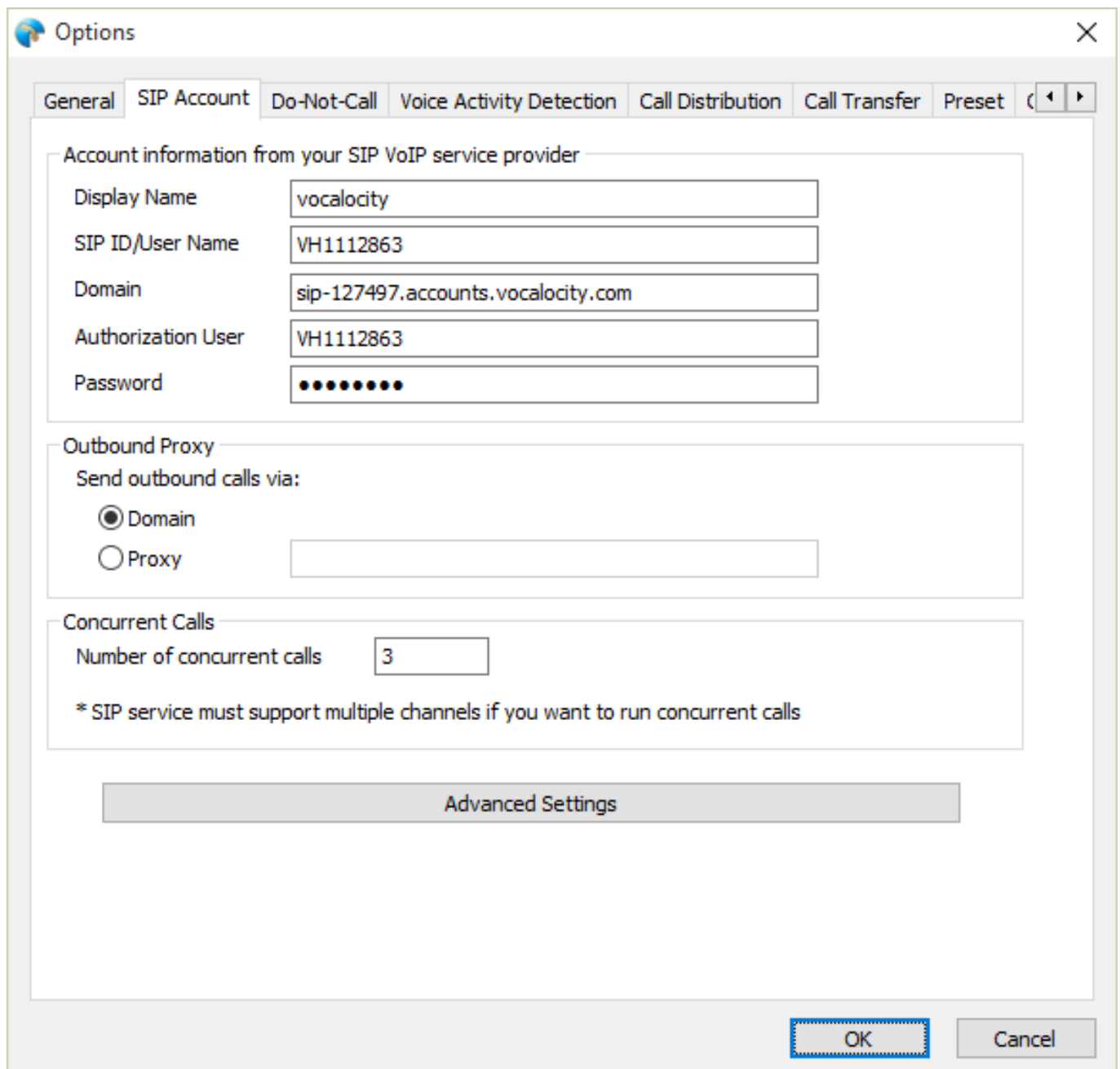
### 1, Installing the Auto Dialer on a Dialing Computer

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' (selected), 'Do-Not-Call', 'Voice Activity Detection', 'Call Distribution', 'Call Transfer', 'Preset', and a scrollable tab bar. The 'SIP Account' tab contains three sections: 'Account information from your SIP VoIP service provider' with fields for 'Display Name' (vocalocity), 'SIP ID/User Name' (VH1112863), 'Domain' (sip-127497.accounts.vocalocity.com), 'Authorization User' (VH1112863), and 'Password' (masked with dots); 'Outbound Proxy' with a radio button for 'Domain' (selected) and a text field for 'Proxy'; and 'Concurrent Calls' with a text field for 'Number of concurrent calls' (3). A note at the bottom of the 'Concurrent Calls' section states: '\* SIP service must support multiple channels if you want to run concurrent calls'. At the bottom of the dialog is an 'Advanced Settings' button and 'OK' and 'Cancel' buttons.

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 vocalocity

SIP ID/User Name VH1112863

Domain sip-127497.accounts.vocalocity.com

Authorization User VH1112863

Password .....

Outbound Proxy

Send outbound calls via:

☒ Domain

☐ Proxy

Concurrent Calls

Number of concurrent calls 3

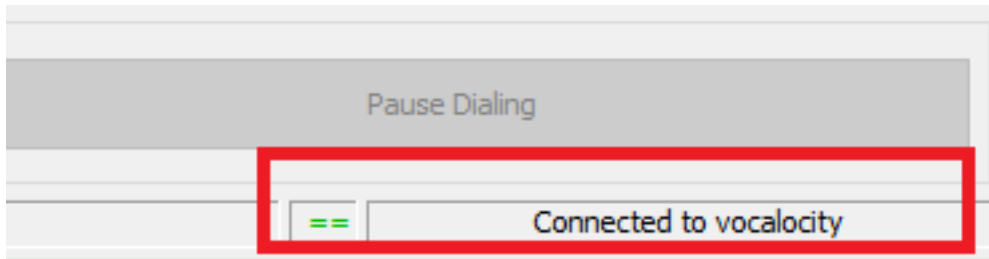
\* SIP service must support multiple channels if you want to run concurrent calls

Advanced Settings

OK Cancel

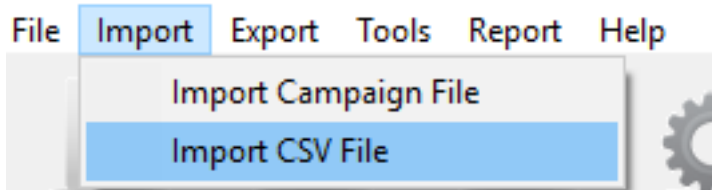
It will show connected to the SIP service on Ecsow main window.

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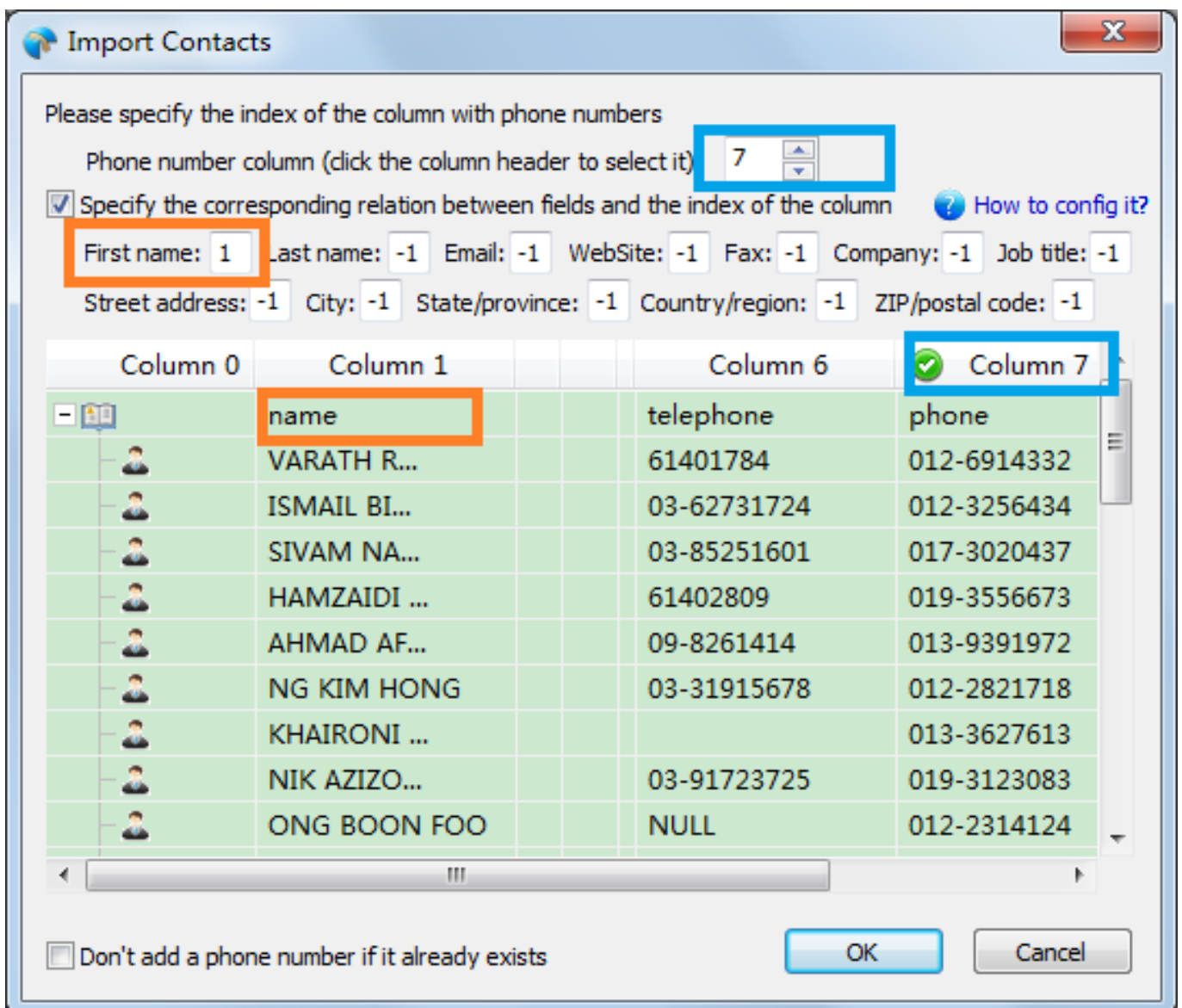


## 3, Import call list by click Ecsow menu Import > Import CSV File.

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.

Ecsow Predictive Dialer - Multi-line Edition

File Import Export Tools Report Help

License Key

	First Name	Last Name	Phone Number	Notes	Call Disposition	Duration	Assigne...
1	Gregory	Oenning	(480) 214-5461		Call Distribute Succeeded	00:00:13	Todd
2	Tiffanie	Oenning	(480) 214-5670		Call Distribute Succeeded	00:00:28	Melvin
3	Justin	Kohls	(480) 219-1235		Call Distribute Succeeded	00:00:25	Todd
4	Michelle	Kohls	(480) 219-3199		Call Distribute Succeeded	00:00:28	Melvin
5	Justin	Kohls	(480) 219-5796		Call Distribute Failed	00:00:00	Todd
6	Lori	Beresford	8006947466		Answering Machine Answe...		Melvin
7	Thomas	Lenard	(480) 219-6552				
8	Jeff	Bush	(480) 219-8598				
9	Gary	Meador	(480) 209-1296				
10	Ashleigh	Diaz	(480) 209-1353				
11	Melvin	Mccloud	(480) 209-1431				
12	John	Bear	(480) 209-1745				
13	Ken	Bock	(480) 209-1780				
14	Todd	Beaudoin	(480) 214-3395				
15	Allen	Rice	(480) 214-3816				

Automatic Dialing

Stop Dialing Pause Dialing

C:\Users\Q\Documents\Ecsow\Campaign-2016-01-08\_14-31-09.xml

Connected to vocalocity

Agent Manager

Status User Name

Todd Melvin

Apply Settings

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.

Unique solution ID: #1015

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