

Use VoIP Phone Service

How to configure Voip.ms with Ecsow dialer?

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 right, there are links for 'English', 'Live Chat', 'Support Tickets', and 'Logout'. The main navigation bar includes 'Main Menu', 'DID Numbers', 'Sub Accounts', 'CDR and Reports', 'Finances', 'Support', 'Rates', and 'Reseller'. A dropdown menu is open under 'Main Menu', showing options like 'Portal Home', 'Account Information', 'Account settings', 'Contact Information', 'SOAP and REST/JSON API', and 'Logout'. The 'Account settings' option is highlighted with a red circle and a '2'. Below this, the 'Inbound Settings' tab is selected with a red circle and a '3'. The 'Inbound Settings' page contains a form with the following fields:

Protocol for inbound DIDs:	SIP	Apply
Device type:	IP PBX Server, Asterisk or Softswitch	Apply

An 'Apply All' button is located at the bottom of the form.

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 a notification box with an information icon and the text 'Dialing Mode set to North America'. Below this, there is a link for 'For Connection Information Click here'. The 'General' settings page is displayed, with the 'General' tab selected and highlighted with a red circle and a '4'. The 'General' settings page contains a form with the following fields:

e911 Default CallerID	None	Apply
Dialing Mode	American Numbering Plan Administration (NANPA)	Apply
CallerID Number	8573438129	Apply Your 10 digits number, without the 1 prefix.
Voicemail Associated to the Main Account	none	Apply
Music On Hold	No Music	<input type="checkbox"/> Check to apply to all sub accounts Apply

An 'Apply All' button is located at the bottom of the form.

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

Manage DID Numbers

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:

Actions	Description	Number	Options	Routing	Note	VM	RT	POP
	BOSTON, MA	857.343.8129		[SIP] Main Account		none	60	New York

Showing 1 to 1 of 1 entries

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FAX Numbers

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Customer Portal **VOIP.NS** Main Menu DID Numbers Sub Accounts CDR and Reports Finances Support Rates Reseller

Edit DID Settings

Edit DID

DID 8573438129, BOSTON

Routing ? Show Failover Options

<input checked="" type="radio"/> SIP/IAX	[main account] SIP/222409
<input type="radio"/> IVR	No IVR found
<input type="radio"/> Calling Queue	No Calling Queues found
<input type="radio"/> Time Conditions	No Condition entries found
<input type="radio"/> Call Forwarding	No forwarding entries found
<input type="radio"/> Audio Conferencing	No conference entries found
<input type="radio"/> SIP URI	No SIP URI found
<input type="radio"/> Ring Group	No group found
<input type="radio"/> Call Hunting	No call hunting found
<input type="radio"/> Play Recording	No recordings found
<input type="radio"/> Callback	No Callback found
<input type="radio"/> DISA	No DISA found
<input type="radio"/> Voicemail	No Voicemail found

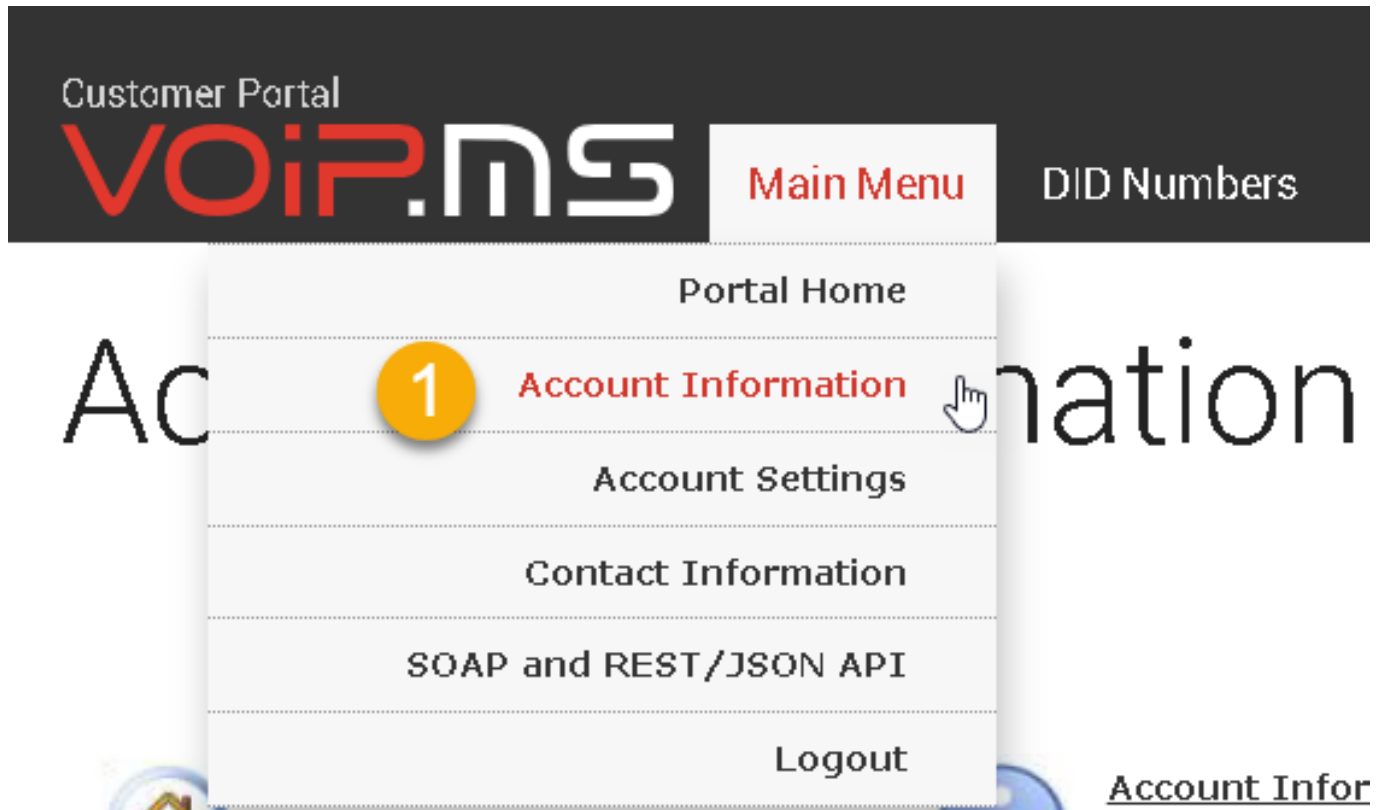
Save the configuration when choosing the correct account.

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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 is a navigation bar with 'English', 'Chat Offline', 'Support Tickets', and 'Logout'. Below this is a 'Main Menu' 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 displayed, with a sub-menu containing 'Account Routing', 'Account Restrictions', 'General Security' (highlighted with a red circle and '2'), 'Inbound Settings', 'Notifications', 'Default DID Routing', 'Newsletter', and 'Advanced'. The 'General Security' page has a heading: 'These settings let you change your "Customer Portal" password as well as your SIP and IAX passwords for the main account.' It contains three sections: 'Customer Portal Password' with fields for 'Enter Current Password', 'New Password', and 'Confirm new password' (with an 'Apply' button); 'Main SIP/IAX Password' with fields for 'Current SIP/IAX Password', 'New Password', and 'Confirm New Password' (with an 'Apply' button and a 'Set Random Password and Send Email' button); and 'Foreign IP Guard' with a checked checkbox 'Enable Foreign IP Guard' and an 'Apply' button. A red circle and '3' highlight the 'Main SIP/IAX Password' section. An 'Apply All' button is at the bottom.

- **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**

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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.

Unique solution ID: #1045

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