

# Index

## • Symbols and Numerics •

: (colon), 92  
! (exclamation point), 92, 110–111  
| (pipe), 92, 306  
? (question mark), 92  
" " (quotation marks), 91  
; (semicolon) (for comments in dialplan), 234  
~ (tilde), 92  
3-way calling, 134  
100 Trying SIP response code, 167  
180 Ringing SIP response code, 167  
183 Session Progress SIP response code, 168  
200 OK SIP response code, 168  
401 Unauthorized SIP response code, 168  
403 Forbidden SIP response code, 168  
404 Not Found SIP response code, 168  
411 directories, 18  
411 services, 18, 90  
500 Server Internal Error SIP response code, 168  
503 Service Unavailable SIP response code, 168  
606 Not Acceptable SIP response code, 168  
611 services, 90  
700 test, 195–196, 199  
911 services, 18, 90

## • A •

aberrant recordings, 186  
account codes, 85, 121  
active backup server, 246  
add-ons  
  MySQL, 25, 124  
  turning on/off, 29  
agents.conf file, 96  
“all circuits are busy” message, 183

AMA (Automated Message Accounting)  
  flags, 122  
amphenol connector, 16  
analog cards, 16–17, 194  
analog connections, 15, 232–233  
analog lines, 43–44  
analog local call, 172–173  
analog outbound long-distance call, 171  
analog service  
  local carriers, 197–199  
  long-distance carriers, 195–197  
  outbound troubleshooting, 193–199  
  toll-free call processing, 173–174  
  toll-free troubleshooting, 199–207  
  trouble tickets, 196, 201–202, 206–208, 211–212  
  troubleshooting, 203–204  
AND logical operator, 109  
answer() application, 75  
answer date and time of call, 122  
answering phone calls, 75  
API (application programming interface), 128  
AppendCDRUserField() application, 122–123  
appending CDR, 122–123  
application software for Linux, 304  
applications. *See also applications by name*  
  answer(), 75  
  AppendCDRUserField(), 122–123  
  arguments, 74–75  
  background(), 76  
  ChanIsAvail(), 229–230  
  congestion(), 87  
  DBdeltree(), 127  
  dial(), 76, 268  
  dialplans, 68, 73–77  
  Directory(), 103–104  
  Goto, 76–77  
  GotoIf(), 99–100, 104–105  
  hangup(), 76  
  listing, 77  
  MeetMe(), 92–94

applications (*continued*)

monitor(), 116–117

playback(), 262

Queue(), 95–98

set(), 85, 99, 121

troubleshooting, 63

VoicemailMain, 100–101

waitexten, 78

archive (tarball), 27, 312–313

arguments (in applications), 74–75

AstDB (Asterisk Database). *See* Asterisk

Database (AstDB)

## Asterisk

backup copy, 242–243

benefits of, 10–11

compiling, 27–30

database integration, 127

defined, 1, 10

development history, 9–10

features of, 10–11

gateway functionality, 12

hardware, 15–16

head version, 25–26

installing, 28–29

internal Asterisk bottlenecks, 234–236

license directory, 242

Linux, 303

modules, 242

money savings, 268–269

open-source nature of, 269

reinstalling, 241–243

software, 14–15

source code, 24–25

stable version, 26

system requirements, 21–22

## Asterisk Database (AstDB)

blacklists, 125–127

cleaning up, 127

DBdeltree() application, 127

defined, 124

families, 124–125

inputting data, 125–127

keys, 124–125

uses for, 125

## Asterisk wiki, 271–272

asterisk-1[1].4.0-x86-disc1.  
iso file, 33

asterisk-1\*.tar.gz file, 25

Asterisk@Home, 237

## AsteriskNOW software

booting AsteriskNOW CD, 34–35

Console Menu, 39, 129

defined, 14–15

downloading, 33–34

installing, 35–38

managing, 143–144

network device identification, 36–37

partitioning options, 36

programming from the GUI, 131

rebooting, 38

security, 130

time zone selection, 37

Welcome to AsteriskNOW screen, 35

asterisk-sounds-\*.tar.gz file, 25

Atlas VoIP, 272

attacks on security, 30

authentication code, 265–266

Automated Message Accounting (AMA)

flags, 122

• **B** •

babysitter monitor, 267

background() application, 76

## backups

active backup server, 246

backup copy of Asterisk, 242–243

file backups, 312–313

tape backups, 246

## bandwidth

codecs, 146–147

maximizing, 293–295

quantity of phone calls, 232

requirements, 292–293

benefits of Asterisk, 10–11

bidirectional service, 287

/bin directory (Linux), 310

BLACKLIST() function, 113

blacklists, 113, 125–127

blackouts, 240

Bluetooth wireless headsets, 13

/boot directory (Linux), 309

boot loader, 243

booting AsteriskNOW CD, 34–35

bootstrap loader, 243

bottlenecks  
  carrier connectivity, 231–234  
  internal Asterisk, 234–236  
break-out box, 16  
bridges, 134–136  
brownouts, 239–241  
busy signal, 184

## • C •

Call Detail Record (CDR)  
  account codes, 121  
  answer date and time of call, 122  
  AppendCDRUserField() application,  
    122–123  
  appending, 122–123  
  Automated Message Accounting (AMA)  
    flags, 122  
  caller ID, 121  
  channels, 121  
  configuring, 123  
  database integration, 123–124  
  defined, 120  
  destination channels, 121  
  destination context, 121  
  destination extension, 121  
  disposition of call, 122  
  duration of call, 119, 122  
  example, 120  
  G.729 codec usage, 232–233  
  importing into Textpad, 121  
  last application, 121  
  last data, 122  
  location of, 120  
  lost call report, 233  
  queries, 234  
  regenerating, 123  
  source numbers, 121  
  start time of call, 119, 122  
  stop time of call, 119, 122  
  UserField, 122  
call examples, 187–189  
call parking, 10  
call processing busy (CPB) state, 226  
call queues, 138–140  
call treatment, 182–183  
call waiting, 134  
caller ID  
  Call Detail Record (CDR), 121  
  changing, 86  
  manipulating, 254  
  origination caller ID phone numbers, 253  
  ReDirecting Number Inward Supervision  
    (RDNIS), 86, 122–123  
  Say Message Caller-ID option for voice  
    mail, 136  
  star codes, 51  
  telemarketers, 254, 262  
  user extensions, 133  
calling cards, 265–266  
calling rules  
  pattern matching, 141–142  
  user extensions, 133  
calls. *See* phone calls  
Call-Sell operations, 256  
capacity  
  bottlenecks, 231–236  
  reserve capacity, 236  
capturing packets. *See also* packet capture  
  programs  
  nonpromiscuous mode monitoring, 162  
  promiscuous mode monitoring, 162  
  reading a packet capture, 164–168  
  starting the process, 161  
  stopping the process, 161  
  tcpdump program, 161–163  
  Wireshark program, 163–164  
carrier failure (CFL) state, 228  
carriers  
  carrier connectivity bottlenecks, 231–234  
  dedicated circuits, 218–219  
  LATA (Local Access and Transport  
    Area), 195  
  local carriers, 197–199  
  long-distance carriers, 195–197  
  lost call report, 233  
  timelines for troubleshooting, 189–190  
  troubleshooting carrier-level problems,  
    178–189  
  troubleshooting departments, 181–182  
  volume constraints, 251–253  
cascading queues, 98  
C/C++, 273  
cd command, 306

- CDR (Call Detail Record). *See* Call Detail Record (CDR)
- `cdr.conf` file, 123
- `cdr-custom` directory, 123
- Centrex groups, 301
- CFL (carrier failure) state, 228
- changing caller ID, 86
- `ChanIsAvail()` application, 229–230
- channel variables, 81–83
- channels
  - Call Detail Record (CDR), 121
  - child channels, 83
  - forking into a second channel, 83
  - monitoring, 115–119
  - names, 116
  - recording, 115–117
  - subchannels, 84
  - troubleshooting, 63
  - viewing channel state, 117–119
  - Zaptel cards, 43
- charges for VoIP services, 12
- child channels, 83
- circuit snapshot, 226
- Cisco Web site, 19
- cleaning up Asterisk Database (AstDB), 127
- clipping, 185, 209, 300
- clock, 37
- clocking calls, 18
- closing files, 312
- code flaws, 30
- codecs
  - bandwidth, 146–147
  - benefits of, 145
  - call quality, 296
  - compressed, 147
  - compression ratio, 296
  - costs, 145, 147–148
  - defined, 145, 296
  - faxing, 149–150, 299
  - G.711, 146, 149, 297, 299
  - G.723, 299
  - G.726, 299
  - G.729, 146–148, 297, 299
  - H.261, 150
  - H.263, 150
  - H.263++, 150
  - H.264, 150–151
  - licenses, 147–148
  - licensing fees, 147–148
  - packetization delay, 296
  - propagation delay, 145–146
  - T.38, 149–150, 299
  - uncompressed, 146
  - video transmission, 150–151
- colon (:), 92
- commands
  - `cd`, 306
  - `cp`, 242
  - `grep`, 313–315
  - `ls`, 305
  - `ls | less`, 306
  - `ls | more`, 305–306
  - `ls -a`, 305
  - `ls -l`, 305–306
  - `ls -R | more`, 306
  - `lspci`, 46–47
  - `make`, 29
  - `make clean`, 29–30
  - `make install`, 242
  - `make mpg123`, 29
  - `make samples`, 29
  - `man`, 313
  - `modprobe`, 48
  - `pipe (|)` character, 306
  - `show applications`, 77
  - `show channel`, 118–119
  - `show channels`, 117
  - `su`, 309
  - `sudo`, 308–309
  - `top`, 234
  - `vi`, 246–247
  - `view`, 246–247
  - `zap debug pri span`, 221
  - `zap show channels`, 194
- comments in dialplans, 234
- community of developers and programmers, 271
- comparison of phone call types, 176–178
- comparison operators, 110–111
- compiling Asterisk, 27–30
- complete stack, 119
- completion problems with phone calls, 300
- compressed codecs, 147
- compressing phone calls, 296–297
- compression ratio, 296
- conditional operators, 112

- conference calls, 10, 92–94, 134–136
  - configuration files, 41–42
  - configuring
    - Call Detail Record (CDR), 123
    - FXO cards, 43–49
    - FXS cards, 43–44, 49
    - SIP peers, 58
    - SIP users, 57
    - voice mailboxes, 100–101
    - Zaptel cards, 42–43
  - congestion() application, 87
  - Console (Linux), 305
  - Console Menu (AsteriskNOW), 39, 129
  - contexts
    - [default], 282, 288
    - defined, 56, 68–69
    - destination context, 121
    - [dids], 282, 285–287
    - [extensions], 282, 285–288
    - [general], 70
    - [global], 69, 282–283
    - [incoming], 69–70, 77–78
    - [internal], 69, 78–79
    - [macro], 282–284
    - names, 69–70
    - [outbound], 282, 285–286
    - [outbound-unavailable], 256
    - [outgoing], 69
    - [queue-sales], 282, 286, 289
    - splitting, 70
    - standard extension (stdexten) macro, 282, 284–285
  - converting calls from TDM to VoIP and vice versa, 12
  - Coordinated Universal Time (UTC), 37
  - cordless phones, 13
  - costs
    - codecs, 145, 147–148
    - T-1 test sets, 156
  - cp command, 242
  - CPB (call processing busy) state, 226
    - creating
      - dialplans, 68, 273
      - extensions, 71, 131–133
      - macros, 106–107
      - voice mailboxes, 101–102
  - Custom Installation for AsteriskNOW
    - software, 35
  - custom menus, 289
  - cut sheet, 179–180, 224–225
- D •
- D channel made busy (DMB) state, 227
  - database integration
    - application programming interface (API), 128
    - Asterisk Database (AstDB), 124–127
    - Call Detail Record (CDR), 123–124
    - MySQL, 123–124, 127
    - supported databases, 127–128
  - database skills, 272–273
  - DBdeltree() application, 127
  - dead air, 185
  - debugging, 63, 215–216
  - dedicated circuits
    - call processing busy (CPB) state, 226
    - carrier failure (CFL) state, 228
    - carriers, 218–219
    - circuit snapshot, 226
    - cut sheet, 224–225
    - D channel made busy (DMB) state, 227
    - defined, 217
    - DS-0, 218, 222–224
    - DS-1, 218, 221–222
    - DS-3, 218
    - erred seconds, 223
    - framing slips, 223
    - idle (IDL) state, 226
    - installation made busy (IMB) state, 227–228
    - local circuits, 219–220
    - long-distance circuits, 219–220
    - outages, 229–230
    - remote made busy (RMB) state, 227
    - severely erred seconds, 223
    - T-1 test set, 228–229
    - trouble tickets, 224–226, 228–229
    - troubleshooting, 217–224
    - unavailable seconds, 223
  - [default] context, 282, 288
  - default extensions, 72
  - defective drivers, 49
  - defective files, 29–30
  - defragging, 244
  - delays (latency), 295

- deleting voice mail messages, 103
- denial-of-service (DoS) attacks, 30
- destination channels, 121
- destination context, 121
- destination extension, 121
- destinations for extensions, 71
- /dev directory (Linux), 310
- developers, 271
- development history of Asterisk, 9–10
- devices (defined), 71
- diagramming dialplans, 244–245
- Dial ‘0’ for Operator option for voice mail, 103, 137
- dial() application, 76, 268
- dial tone, 197
- dial-around code, 197
- dial-by-name directory, 10, 103–104
- dialing outside the network, 86–87
- dialing sequences, 186–187
- dialplan switching, 23
- dialplans
  - account codes, 85, 121
  - answer() application, 75
  - applications, 68, 73–77
  - background() application, 76
  - ChanIsAvail() application, 229–230
  - comments, 234
  - congestion() application, 87
  - contexts, 68–70
  - creating, 68, 273
  - [default] context, 282, 288
  - defined, 67
  - destination context, 121
  - diagramming, 244–245
  - dial() application, 76
  - [dids] context, 282, 285–287
  - Directory() application, 103–104
  - example, 68
  - expressions, 107–108
  - extensions, 68, 70–72
  - [extensions] context, 282, 285–288
  - extensions.conf file, 68
  - 411 services, 18, 90
  - functions, 113–114
  - [general] context, 70
  - [global] context, 69, 282–283
  - Goto application, 76–77
  - GotoIf() application, 99–100, 104–105
  - hangup() application, 76
  - ignoring leading digits, 84–85
  - [incoming] context, 69–70, 77–78
  - [internal] context, 69, 78–79
  - local extensions, 83–84
  - loops, 255
  - [macro] context, 282–284
  - macros, 105–107, 258
  - MeetMe() application, 92–94
  - monitor() application, 116–117
  - 911 services, 18, 90
  - operators, 108–113
  - [outbound] context, 282, 285–286
  - [outbound-unavailable] context, 256
  - [outgoing] context, 69
  - outside lines, 84–85
  - pattern matching, 87–89
  - priorities, 68, 73, 97
  - programming symbols, 91–92
  - qualifying phone calls, 256
  - Queue() application, 95–98
  - [queue-sales] context, 282, 286, 289
  - sample dialplan, 279–282
  - semicolon (;) (for comments), 234
  - set() application, 85, 99, 121
  - 611 services, 90
  - spool directory, 255
  - standard extension (stdexten) macro, 282, 284–285
  - variables, 79–84
  - VoicemailMain application, 100–101
  - waitexten application, 78
  - \_\_X. code, 257
- dialstatus channel variable, 89–90
- DID (Direct Inward Dial) lines, 254
- DID numbers, 212–214
- [dids] context, 282, 285–287
- diesel-powered generators, 241
- digital calling, 174–175
- digital connections, 232–233
- digital T-1/E-1 connection, 15, 17
- Digium
  - FTP site, 24
  - FXO (Foreign Exchange Office) cards, 15–16

- FXS (Foreign Exchange Station) cards, 15–16
  - G.729 licenses, 147–148
  - T1 cards, 15, 17–18
  - user forums, 274–275
  - Web site, 17
  - Direct Inward Dial (DID) lines, 254
  - directories
    - cdr-custom directory, 123
    - dial-by-name directory, 10, 103–104
    - 411 directories, 18
    - license directory, 242
    - Linux, 307–310, 313–315
    - searching, 313–315
    - spool directory, 255
    - user extensions, 133
    - white pages, 18
  - Directory() application, 103–104
  - disaster recovery plan, 245–246
  - disconnect code, 186
  - disposition of call, 122
  - Distributed Universal Number Discovery (DUNDi), 23
  - distribution maintenance applications for Linux, 159
  - distributions of Linux, 159, 304
  - D-link Web site, 19
  - DMB (D channel made busy) state, 227
  - DoS (denial-of-service) attacks, 30
  - downloading
    - AsteriskNOW software, 33–34
    - Mozilla Firefox Web browser, 130
    - Wireshark, 156
  - drivers
    - installing, 47–48
    - libpri, 15
    - pciradio, 46
    - removing defective drivers, 49
    - tor, 46
    - torisa, 46
    - wcfxo, 46
    - wct1xxp, 46
    - wct4xxp, 46
    - wctdm, 46
    - wctdm24xxp, 46
    - wctel1xp, 46
    - wcusb, 46
    - Zapata, 15, 17
    - Zaptel, 25, 28, 46
    - ztd-eth, 46
    - ztdummy, 15, 18, 25
  - dropped calls, 186–187
  - dropping packets, 295
  - DS-1, 218, 221–222, 252
  - DS-3, 17, 218
  - DS-0, 218, 222–224
  - DTMF (Dual Tone Multi-Frequency) tones, 297–298
  - DUNDi (Distributed Universal Number Discovery), 23
  - duration of call, 119, 122
  - dynamic IP address, 55
- **E** ●
- E-1 (defined), 17
  - E.164 standard for transmitting phone numbers, 298
  - echo, 184, 221, 295, 300
  - echo cancellers, 184, 221
  - editing files, 31
  - e-mail
    - audio files via voice mail, 102, 136, 264–265
    - voice mailbox setup, 102
  - environment for server, 241
  - environment variables, 84
  - erred seconds, 223
  - errors in compiling, 29
  - /etc directory (Linux), 310
  - etiquette for troubleshooting, 170
  - exclamation point (!), 92, 110–111
  - Expert Installation for AsteriskNOW software, 35
  - Express Installation for AsteriskNOW software, 35
  - expressions
    - defined, 107–108
    - matching, 110
    - unmatching, 111
  - extensions
    - creating, 71, 131–134
    - default extensions, 72
    - defined, 70
    - destinations, 71
    - devices, 71

- extensions (*continued*)
  - dialplans, 68, 70–71
  - identifying, 71
  - local extensions, 83–84
  - names, 72
  - penalties, 97–98
  - priorities, 68, 73
  - voice mail, 100–102, 133, 136
  - voice mailboxes, 102
- [extensions] context, 282, 285–288
- extensions.conf file, 68, 311

## • F •

- families (AstDB), 124–125
- fast busy signal, 184
- faxes, 149–150, 191–192, 299
- FCC (Federal Communications Commission), 253, 262
- features of Asterisk, 10–11
- fiber cut, 190
- files
  - agents.conf, 96
  - asterisk-1[1].4.0-x86-disc1.iso, 33
  - asterisk-1\*.tar.gz, 25
  - asterisk-sounds-\*.tar.gz, 25
  - backing up, 312–313
  - cdr.conf, 123
  - closing, 312
  - configuration files, 41–42
  - defective files, 29–30
  - editing, 31
  - extensions.conf, 68, 311
  - filename conventions, 31
  - iax.conf, 59–62
  - libpri-\*.tar.gz, 25, 28
  - log files, 246–247
  - man files, 313
  - missing files, 29–30
  - queues.conf, 96
  - saving, 311–312
  - searching, 313–315
  - sip.conf, 53–56
  - tarball, 27, 312–313
  - voicemail.conf, 101
  - zaptel.conf, 50–53
  - zaptel.-\*.tar.gz, 25
- finding help, 274

- “find-me-follow-me” services, 11–12, 83
- FireBerd T-1 test set, 156, 228
- firewall, 247
- 500 Server Internal Error SIP response code, 168
- 503 Service Unavailable SIP response code, 168
- flaws in code, 30
- FOC (Firm Order Commitment) date, 302
- forking into a second channel, 83
- forums
  - Digium, 274–275
  - Linux, 274
- 401 Unauthorized SIP response code, 168
- 403 Forbidden SIP response code, 168
- 404 Not Found SIP response code, 168
- 411 directories, 18
- 411 services, 18, 90
- framing slips, 223
- fraud, 256
- FreePBX, 237
- functions, 113–114
- FXO (Foreign Exchange Office) cards, 15–16, 43–49
- FXO (Foreign Exchange Office) signaling, 43, 49
- FXS (Foreign Exchange Station) cards, 15–16, 43–44, 49
- FXS (Foreign Exchange Station) signaling, 43–49

## • G •

- G.711 codec, 146, 149, 297, 299
- G.723 codec, 299
- G.726 codec, 299
- G.729 codec, 146–148, 232–233, 297, 299
- gas-powered generators, 241
- gateway functionality of Asterisk, 12
  - [general] context, 70
- generators, 241
  - [global] context, 69, 282
- global variables, 80
- GMT (Greenwich Mean Time), 37
- Gnome GUI for Linux, 305
- GNU tar application, 27
- Goto application, 76–77
- GotoIf() application, 99–100, 104–105

Grandstream Web site, 19  
 greetings for voice mail, 104, 136–137  
 grep command, 313–315  
 group permissions, Linux, 307  
 GUI (graphical user interface)  
   IP address, 39  
   Linux, 305

## • H •

H.261 codec, 150  
 H.263 codec, 150  
 H.263++ codec, 150  
 H.264 codec, 150–151  
 hanging up phone calls, 76  
 hangup () application, 76  
 hardware, 15–16  
 head version of Asterisk, 24, 25–26  
 help  
   Asterisk wiki, 271–272  
   community of developers and  
   programmers, 271  
   Digium user forum, 274–275  
   finding, 274  
   Linux user forum, 274  
 /home directory (Linux), 305, 310  
 hot levels, 184  
 hung calls, 116

## • I •

IAX (InterAsterisk eXchange) protocol,  
   58–62, 214–215  
 iax.conf file, 59–62  
 identifying extensions, 71  
 idle (IDL) state, 226  
 ignoring leading digits, 84–85  
 IMB (installation made busy) state, 227–228  
 importing Call Detail Record (CDR) into  
   Textpad, 121  
 in-band processing of DTMF tones, 297–298  
 inbound service, 18, 287  
 inbound tandem, 253  
   [incoming] context, 69–70, 77–78  
 incoming VoIP call problems, 211–214  
 incomplete dialing sequences, 186–187

information-only trouble tickets, 228  
 inputting data into Asterisk Database  
   (AstDB), 125–127  
 installation made busy (IMB) state, 227–228  
 installing  
   Asterisk, 28–29  
   AsteriskNOW software, 35–38  
   drivers, 47–48  
   packet capture programs, 157–158, 160  
   tcpdump, 157, 160  
   Wireshark, 157–160  
 intentional attacks on security, 30  
 InterAsterisk eXchange (IAX) protocol,  
   58–62, 214–215  
 internal Asterisk bottlenecks, 234–236  
   [in] context, 69, 78–79  
 international faxes, 191–192  
 international phone calls, 191  
 Internet connection, 18, 130  
 Internet Protocol (IP), 11, 291  
 InterOperability test, 298–299  
 intrusive testing, 222, 225  
 invitation, 294  
 INVITE message, 56, 294  
 IP (Internet Protocol), 11, 291  
 IP address, 39, 55  
 ip-tables firewall/filter/routing software, 247

## • J •

jitter, 209

## • K •

KDE GUI for Linux, 305  
 kernel of Linux, 243, 304–305  
 keypress events, 143  
 keys (AstDB), 124–125

## • L •

last application (in CDR), 121  
 last data (in CDR), 122  
 LATA (Local Access and Transport  
   Area), 195

- latency, 60, 208–209, 295
- ldcalling channel variable, 99–100, 109
- leading digits, ignoring, 84–85
- libpri driver, 15
- libpri-\*.tar.gz file, 25, 28
- libraries, 24–25
- license directory, 242
- licenses for codecs, 147–148
- licensing fees for codecs, 147–148
- lights, turning on, 266–267
- limitations
  - of analog connections, 232–233
  - of digital connections, 232–233
  - of servers, 231, 234
  - of VoIP connections, 232
- linking servers, 23–24
- Linksys Web site, 19
- Linux
  - application software, 304
  - Asterisk, 303
  - backing up files, 312–313
  - /bin directory, 310
  - /boot directory, 309
  - boot loader, 243
  - closing files, 312
  - Console, 305
  - defined, 304
  - /dev directory, 310
  - directories, 307–310, 313–315
  - distribution maintenance applications, 159
  - distributions, 159, 304
  - editing files, 31
  - /etc directory, 310
  - extensions.conf file, 311
  - filename conventions, 31
  - Gnome GUI, 305
  - Graphical User Interface (GUI) mode, 305
  - /home directory, 305, 310
  - KDE GUI, 305
  - kernel, 243, 304–305
  - login, 305
    - Linux, 305
    - passwords, 305
  - /lost+found directory, 310
  - man files, 313
  - navigating, 304–305
  - passwords, 305
  - permissions, 306–307
  - /proc directory, 310
  - root access, 23, 307
  - root directory, 23, 305, 307–309
  - root home directory, 308
  - root user, 305
  - saving files, 311–312
  - /sbin directory, 310
  - SE version, 305
  - searching files and directories, 313–315
  - second-stage boot loader, 243
  - super user, 305, 309
  - /swap directory, 310
  - system software, 304
  - tarball, 312–313
  - user forum, 274
  - /usr directory, 310
  - /var directory, 310
  - vi text editor, 311–312
  - Web site, 274
  - window managers, 305
  - X-Windows GUI, 305
- Linux commands. *See* commands
- listening remotely, 267
- listing applications, 77
- LNP (Local Number Portability) process, 254–255
- Local Access and Transport Area (LATA), 195
- local calls, 172–173
- local carriers, 197–199
- local circuits, 219–220
- local extensions, 83–84
- local loop, 174
- Local Number Portability (LNP) process, 254–255
- local weather reports, 263–264
- location of Call Detail Record (CDR), 120
- log files, 246–247
- logical operators, 109–110
- login
  - Linux, 305
  - passwords, 305
- long-distance calls, 171–172
- long-distance carriers, 195–197
- long-distance circuits, 219–220

- looping process, 222
- loops in dialplans, 255
- lost call report, 233
- /lost+found directory (Linux), 310
- ls | less command, 306
- ls | more command, 305–306
- ls -a command, 305
- ls command, 305
- ls -l command, 305–306
- ls -R | more command, 306
- lspci command, 46–47

## • M •

- [macro] context, 282–284
- macros
  - creating, 106–107
  - defined, 105–107
  - standard extension (stdexten) macro, 282, 284–285
  - uses for, 258
- mailboxes for voice mail. *See* voice mailboxes
- maintenance of server, 244
- make clean command, 29–30
- make command, 29
- make install command, 242
- make mpg123 command, 29
- make samples command, 29
- man command, 313
- man files (Linux), 313
- managing
  - AsteriskNOW software, 143–144
  - trouble tickets, 189
- manipulating caller ID
  - origination phone numbers, 253
  - telemarketers, 254
- master trouble ticket, 225
- matching expressions, 110
- mathematical operators, 111–112
- maximizing bandwidth, 293–295
- MeetMe() application, 92–94
- memory requirements
  - for server, 234
  - for voice mail, 22

- menus
  - custom menus, 289
  - voice menus, 141–143
- Microsoft SQL Server, 127
- migrating phone numbers, 300–302
- missing files, 29–30
- modprobe command, 48
- modules, 63, 242
- money savings, 268–269
- monitor() application, 116–117
- monitoring
  - babysitter, 267
  - channels, 115–119
  - performance, 222–224
- moving from non-VoIP service to VoIP service, 300–302
- Mozilla Firefox Web browser, 130
- multiple-server configuration, 23–24, 234–236
- music on hold, 10, 29, 98–99
- MySQL
  - add-on, 25, 124
  - integrating into Asterisk, 123–124, 127
  - training programs, 272–273
  - Web site, 124, 273

## • N •

- names
  - channels, 116
  - contexts, 69–70
  - extensions, 72
  - voice mailboxes, 102
- National Destination Code, 298
- navigating in Linux, 304–305
- Network Address Translation (NAT), 55
- NIC (network interface card), 15, 18, 36–37
- 911 services, 18, 90
- nonintrusive testing, 222
- nonpromiscuous mode monitoring, 162
- “the number you have called has been disconnected or is no longer in service” message, 183

## • 0 •

on hold music, 10, 29, 98–99  
 100 Trying SIP response code, 167  
 180 Ringing SIP response code, 167  
 183 Session Progress SIP response code, 168  
 one-way audio, 210  
 online UPSs, 241  
 opening trouble tickets, 180–181  
 open-source nature of Asterisk, 269  
 operating system kernel of Linux, 243, 304–305  
 operators  
   comparison, 110  
   conditional, 112  
   defined, 108–109  
   logical, 109–110  
   mathematical, 111  
   precedence of, 112–113  
   regular expression, 112  
 OR logical operator, 110  
 Oracle, 127  
 outages, 190, 229–230  
 [outbound] context, 282, 285–286  
 outbound service, 18, 287  
 outbound VoIP call problems, 210–211  
 [outbound-unavailable] context, 256  
 [outgoing] context, 69  
 outside lines, 84–85  
 overhead (of phone calls), 292  
 owner permissions, Linux, 307  
 ownership of phone numbers, 302

## • p •

packet capture  
   nonpromiscuous mode monitoring, 162  
   promiscuous mode monitoring, 162  
   reading, 164–168  
   starting, 161  
   stopping, 161  
   tcpdump program, 161–163  
   Wireshark program, 163–164

packet capture programs  
   defined, 156  
   installing, 157–160  
   tcpdump program, 155–157  
   Wireshark program, 155–157  
 packet dropping, 295  
 packetization delay, 296  
 parking calls, 10  
 partitioning options for AsteriskNOW software, 36  
 passwords  
   Linux, 305  
   server, 38  
   voice mailboxes, 102  
 pattern matching  
   calling rules, 141–142  
   defined, 87–89  
   phone numbers, 257  
 PBX (private branch exchange), 14  
 pcciradio driver, 46  
 penalties, 97–98  
 performance monitors (PMs), 222–224  
 Perl, 273  
 permissions, 306–307  
 phase coupler, 267  
 Phoenix 5575A T-1 test set, 156, 228  
 phone call types  
   analog inbound long-distance call, 172  
   analog local call, 172–173  
   analog outbound long-distance call, 171  
   comparison of, 176–178  
   digital, 174–175  
   toll-free, 173–174  
   VoIP (Voice over Internet Protocol), 175–176  
 phone calls  
   “all circuits are busy” message, 183  
   answer date and time of call, 122  
   answering, 75  
   Automated Message Accounting (AMA) flags, 122  
   bandwidth requirements, 292  
   blacklists, 125–127  
   Call Detail Record (CDR), 232–234  
   clipping, 185, 209, 300  
   complete stack, 119  
   completion problems, 300

- compressing, 296–297
  - conference calls, 10, 92–94, 134–136
  - dead air, 185
  - dialing outside the network, 86–87
  - dropped calls, 186–187
  - dropping packets, 295
  - duration of call, 119, 122
  - echo, 184, 221, 295, 300
  - fast busy signal, 184
  - hanging up, 76
  - hung calls, 116
  - international, 191
  - latency, 60, 208–209, 295
  - lost call report, 233
  - “the number you have called has been disconnected or is no longer in service” message, 183
  - one-way audio, 210
  - overhead, 292
  - processing, 77–78
  - qualifying, 256
  - quality, 296, 300
  - quantity, 232
  - queuing, 95–98, 138
  - reinviting phone calls, 56, 294–296
  - standard VoIP call flow, 293–294
  - start time of call, 119, 122
  - static, 185, 295, 300
  - stop time of call, 119, 122
  - timeout limit, 72–73, 78
  - video phone calls, 151
  - voice portion, 292
  - volume constraints for carriers, 251–253
  - “your call cannot be completed as dialed” message, 183
  - phone numbers
    - building new phone numbers, 254
    - Centrex groups, 301
    - Local Number Portability (LNP) process, 254–255
    - manipulating origination caller ID phone numbers, 253
    - migrating, 300–302
    - ownership of, 302
    - pattern matching, 257
    - source numbers, 121
    - toll-free, 173–174, 199–207
    - transmitting, 298
    - virtual, 301
  - phones
    - cordless, 13
    - VoIP, 18–19
  - pipe (|), 92, 306
  - play envelope for voice mail, 137
  - playback() application, 262
  - PMs (performance monitors), 222–224
  - Polycom Web site, 19
  - PostgreSQL, 127
  - power conditioner, 240
  - power supply for server, 239–241, 257
  - precedence of operators, 112–113
  - PRI (Primary-Rate Interface) library
    - software, 25, 28
  - pricing plans, 268–269
  - priorities, 68, 73, 97
  - private branch exchange (PBX), 14
  - /proc directory (Linux), 310
  - processing capacity of servers, 234
  - processing incoming phone calls, 77–78
  - programmers, 271
  - programming AsteriskNOW from the GUI, 131
  - programming skills, 258–259, 273
  - programming symbols, 91–92
  - programs. *See programs by name*
  - promiscuous mode monitoring, 162
  - propagation delay, 145–146
  - PSTN (Public Switched Telephone Network), 171, 300
  - punch-down rack, 16
  - Python, 273
- *o* •
- qualifying phone calls, 256
  - quality of phone calls, 208–209, 296, 300
  - quantity of phone calls, 232
  - queries in Call Detail Record (CDR), 234
  - question mark (?), 92

Queue() application, 95–98  
 [queue-sales] context, 282, 286, 289  
 queues.conf file, 96  
 queuing phone calls, 95–98, 138–140  
 quotation marks (" "), 91

• **R** •

radio station call-ins, 255  
 RAID (Redundant Array of Independent Disks) hard drive, 22, 245–246  
 RDNIS (ReDirecting Number Inward Supervision), 86, 122–123  
 reading  
   caller's phone number in voice mail, 103  
   packet captures, 164–168  
 Real-Time Transport Protocol (RTP), 30, 293–296  
 rebooting  
   AsteriskNOW software, 38  
   server, 223  
 recording  
   channels, 115–117  
   custom menu, 289  
 recordings  
   aberrant recordings, 186  
   for friends and relatives, 262–263  
   for telemarketers, 262  
   for voice mail, 104, 136–137  
 ReDirecting Number Inward Supervision (RDNIS), 86, 122–123  
 Redundant Array of Independent Disks (RAID) hard drive, 22, 245–246  
 regenerating a Call Detail Record (CDR), 123  
 regular expression operators, 112  
 regular expressions, 112  
 reinstalling Asterisk, 241–243  
 reinviting phone calls, 56, 294–296  
 reloading configuration files, 42  
 remote listening, 267  
 remote made busy (RMB) state, 227  
 removing defective drivers, 49  
 reports, 85–86  
 reserve capacity, 236  
 RespOrg (Responsible Organization), 199  
 reviewing voice mail messages, 103  
 RFC 2833 processing of DTMF tones, 297

ring-to number, 200  
 RMB (remote made busy) state, 227  
 rogue Real-Time Transport Protocol (RTP), 30, 296  
 root access (Linux), 23, 307  
 root directory (Linux), 23, 305, 307–309  
 root home directory (Linux), 308  
 root user (Linux), 305  
 routing of calls, 182  
 RTP (Real-Time Transport Protocol), 30, 293–296

• **S** •

sample dialplan, 279–282  
 Sangoma  
   DS-3 card, 17  
   T1 cards, 15, 17–18  
   Web site, 17  
 saving files, 311–312  
 Say Message Caller-ID option for voice mail, 136  
 /sbin directory (Linux), 310  
 SDP (Session Description Protocol), 293–294  
 SE version of Linux, 305  
 searching files and directories, 313–315  
 second-stage boot loader, 243  
 security  
   AsteriskNOW software, 130  
   attacks on security, 30  
   InterAsterisk eXchange (IAX) protocol, 59–60  
   ip-tables firewall/filter/routing software, 247  
   server, 30–31, 246–247  
 semicolon (;) (for comments in dialplan), 234  
 server  
   active backup server, 246  
   configuration files, 41–42  
   defragging, 244  
   disaster recovery plan, 245–246  
   environment, 241  
   firewall, 247  
   limitations of, 231, 234  
   linking to other servers, 23–24  
   log files, 246–247

- maintenance, 244
- memory, 234
- multiple-server configuration, 23–24, 234–236
- passwords, 38
- processing capacity, 234
- rebooting, 223
- security, 30–31, 246–247
- system requirements, 21–22
- third-party management software, 236–237
- uninterruptible power supply (UPS), 239–241, 257
- Session Description Protocol (SDP), 293–294
- Session Initiation Protocol (SIP), 53–56, 151, 293–294
- Session Initiation Protocol (SIP) Express Router (SER) program, 23
- set() application, 85, 99, 121
- 700 test, 195–196, 199
- severely erred seconds, 223
- show applications command, 77
- show channel command, 118–119
- show channels command, 117
- SIP (Session Initiation Protocol), 53–56, 151, 293–294
- SIP (Session Initiation Protocol) Express Router (SER) program, 23
- SIP INFO processing of DTMF tones, 297
- SIP peers, 58
- SIP response codes, 167–168
- SIP users, 57
- sip.conf file, 53–56
- SIP-T, 300
- Sipura Web site, 19
- 606 Not Acceptable SIP response code, 168
- 611 services, 90
- skills
  - database skills, 272–273
  - programming skills, 258–259, 273
- snapshot of circuit, 226
- softphone, 13
- software drivers. *See* drivers
- sound recordings
  - for friends and relatives, 262–263
  - for telemarketers, 262
  - for voice mail, 104, 136–137
- sounds
  - asterisk-sounds-\*.tar.gz file, 25
  - turning on/off, 29
- source code, 24–25
- source numbers, 121
- spikes, 240–241
- splitting contexts, 70
- spool directory, 255
- SS7 protocol, 300
- stable version of Asterisk, 24, 26
- STACK section, 119
- standard extension (stdexten) macro, 284–285
- standby UPSs, 240
- star codes, 51
- start time of call, 119, 122
- starting packet capture, 161
- static, 185, 295, 300
- static IP address, 55
- stereo voice transmission, 268
- stop time of call, 119, 122
- stopping packet capture, 161
- su command, 309
- subchannels, 84
- sudo command, 308–309
- super user (Linux), 305, 309
- surge protectors, 257
- surges, 240–241
- /swap directory (Linux), 310
- switched network, 171
- symbols used in programming, 91–92
- system clock, 37
- system requirements, 21–22
- system software for Linux, 304

## • T •

- T-1 (defined), 17
- T-1 line, 252
- T-1 test set, 156, 228–229
- T-1/E-1 connection, 15, 17
- T.38 codec, 149–150, 299
- tags, 183
- tape backups, 246
- tarball, 27, 312–313
- T-Berd T-1 test set, 156, 228

- tcpdump
    - capturing packets, 161–163
    - installing, 160
    - pros and cons, 155–157
  - TDM (time-division multiplexing), 12
  - technician assistance ticket, 178
  - telemarketers
    - caller ID, 254, 262
    - recordings for, 262
  - telephone calls. *See* phone calls
  - telephony businesses, 13
  - third-party management software for servers, 236–237
  - 3-way calling, 134
  - tilde (~), 92
  - time zone, 37
  - time-division multiplexing (TDM), 12
  - timelines for carrier troubleshooting, 189–190
  - timeout limit for phone calls, 72–73, 78
  - toll-free phone numbers
    - inbound calls, 173
    - outbound calls, 173–174
    - troubleshooting, 199–207
  - tones, 183
  - tools. *See* tools by name
  - top command, 234
  - tor driver, 46
  - torisa driver, 46
  - touch tones, 76, 297–298
  - translation, 182
  - transmitting
    - phone numbers, 298
    - video, 150–151
    - voice via stereo, 268
  - tri-tones, 183
  - Trixbox, 237
  - trouble tickets
    - analog service, 196, 201–202, 206–208, 211–212
    - call treatment, 182–183
    - dedicated circuits, 224–226, 228–229
    - managing, 189
    - numbers, 181
    - opening, 180–181
  - troubleshooting
    - analog service, 193–207
    - applications, 63
    - basic process for, 170–171
    - carrier-level problems, 178–189
    - channels, 63
    - dedicated circuits, 217–224
    - etiquette, 170
    - incoming VoIP calls, 211–214
    - InterAsterisk eXchange (IAX) transmissions, 214–215
    - international faxes, 191–192
    - international phone calls, 191
    - looping process, 222
    - modules, 63
    - one-way audio, 210
    - outbound VoIP calls, 210–211
    - quality of phone calls, 208–209
    - 700 test, 195–196, 199
    - T-1 test set, 156, 228–229
    - toll-free phone numbers, 199–207
    - true channel monitoring, 116–117
    - trunks, 140–141
    - turning on/off
      - add-ons, 29
      - lights, 266–267
      - sounds, 29
    - 200 OK SIP response code, 168
    - types of phone calls
      - analog inbound long-distance call, 172
      - analog local call, 172–173
      - analog outbound long-distance call, 171
      - comparison of, 176–178
      - digital, 174–175
      - toll-free, 173–174
      - VoIP (Voice over Internet Protocol), 175–176
- U •
- UDP (User Datagram Protocol), 53
  - unavailable seconds, 223
  - uncompressed codecs, 146
  - underlying carrier, 191
  - unintentional attacks on security, 30
  - uninterruptible power supply (UPS) for server, 239–241, 257

- unmatching expressions, 111
- unnumbered priority, 73
- User Datagram Protocol (UDP), 53
- user extensions, 131–134, 136
- user forums
  - Digium, 274–275
  - Linux, 274
- UserField in Call Detail Record (CDR), 122
- /usr directory (Linux), 310
- UTC (Coordinated Universal Time), 37

## • U •

- validating
  - long-distance phone bill, 120
  - Zaptel driver configuration, 48
- /var directory (Linux), 310
- variables, 79–84
- vi command, 246–247
- vi text editor, 311–312
- video phone calls, 151
- video transmission, 150–151
- view command, 246–247
- viewing channel state, 117–119
- virtual phone numbers, 301
- voice codecs. *See* codecs
- voice mail
  - defined, 10
  - deleting messages, 103
  - Dial '0' for Operator option, 103, 137
  - e-mail audio files, 102, 136, 264–265
  - extensions, 100–102, 133, 136
  - GotoIf() application, 104–105
  - greetings, 104, 137
  - memory requirements, 22
  - message formats, 137
  - message time, 136
  - messages per folder, 136
  - play envelope, 137
  - reading back the caller's phone number, 103
  - recording personal messages, 104, 136–137
  - reviewing messages, 103
  - Say Message Caller-ID option, 136

- standard extension (stdexten) macro, 282, 284–285
- user extensions, 133
- VoicemailMain application, 100–101
- voice mailboxes
  - configuring, 100–101
  - creating, 101–102
  - e-mail, 102
  - extensions, 102
  - names, 102
  - passwords, 102
- voice menus, 141–143
- Voice over Internet Protocol (VoIP). *See* VoIP (Voice over Internet Protocol)
- voice portion of phone calls, 292
- voice transmission via stereo, 268
- voicemail.conf file, 101
- VoIP (Voice over Internet Protocol)
  - benefits of, 13–14
  - carriers, 18
  - charges for, 12
  - completion problems with phone calls, 300
  - compressing phone calls, 296–297
  - converting VoIP calls to TDM or vice versa, 12
  - defined, 11–12, 291
  - E.164 standard for transmitting phone numbers, 298
  - incoming call problems, 211–214
  - Internet Protocol (IP), 11, 291
  - InterOperability test, 298–299
  - limitations of VoIP connections, 232
  - moving from non-VoIP service to VoIP service, 300–302
  - one-way audio, 210
  - outbound call problems, 210–211
  - overhead paths, 292
  - phone manufacturers, 19
  - phones, 18–19
  - quality of phone calls, 208–209, 296, 300
  - quantity of phone calls, 232
  - reinviting phone calls, 294–296
  - services, 12
  - Session Initiation Protocol (SIP), 293–294
  - softphones, 13

VoIP (*continued*)

- standard VoIP call flow, 293–294

- testing, 175–176

- touch tones, 297–298

- voice paths, 292

- VoIP Supply Web site, 17, 19

- volume constraints for carriers, 251–253

## • W •

- waitexten application, 78

- wcfxo driver, 46

- wct1xxp driver, 46

- wct4xxp driver, 46

- wctdm driver, 46

- wctdm24xxp driver, 46

- wcte11xp driver, 46

- wcusb driver, 46

- weather reports, 263–264

- Web browsers, 130

- Welcome to AsteriskNOW screen, 35

- wget file-transfer software, 26

- white pages directory, 18

- wiki, 271–272

- window managers for Linux, 305

- wireless devices, 12–13

- wireless headsets, 13

## Wireshark

- capturing packets, 163–164

- defined, 156

- downloading, 156

- installing, 157–160

- pros and cons, 156–157

- reading a packet capture, 164–168

- versions, 156

- Web site, 156

- world permissions, Linux, 307

## • X •

- \_x. code, 257

- X10 programming language, 266–267

- X-Windows GUI for Linux, 305

## • Y •

- “your call cannot be completed as dialed” message, 183

## • Z •

- zap debug pri span xcommand, 221

- zap show channels command, 194

- Zapata driver, 15, 17

- Zapata T1 card, 15

- Zaptel cards, 42–49, 194

- Zaptel driver, 25, 28, 46

- zaptel.conf file, 50–53

- zaptel.\*.tar.gz file, 25

- ztcfg program, 48

- ztd-eth driver, 46

- ztdummy driver, 15, 18, 25