

# MAYAH Communications Application Note 48

## Answering machine

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## 1. General description

The answering machine, answer phone or message machine, also known as the telephone answering machine (or TAM) in the UK and some Commonwealth countries, ansaphone or ansafone (from a trade name), or telephone answering device (TAD) is a device for answering telephones and recording callers' messages.<sup>1</sup>

## 2. Technical description

MAYAH codecs are able to handle multiple answering machines in one device. The limitation depends on the supported count of subcodecs divide by 2. One subcodec, called TRANSMISSION codec, is used for the transmission line (POTS, ISDN, SIP/IP, RTP/IP, AoIP, VoIP) and the following subcodec, called RECORDER subcodec, will be used for play back the greeting message to the caller and record the audio from the caller. Any RECORDER subcodec could be configured for a recording profile (algorithm, sample rate, bit rate, mode, file format).

TRANSMISSION subcodecs: 1, 3, 5, 7, ...

RECORDER subcodecs: 2, 4, 6, 8, ...

## 3. How to use on MAYAH devices

The answering machine will be activated for a subcodec if a transmission line is connected and a corresponding template file is located in the configuration folder of the device.

The name must be **AnsweringMachine-<index>.txt**. This file be also used to as an database engine file which will be written to the recording folder if the recorder has finished.

**%CALLER%** will be replaced in the database engine file through the caller information.

<sup>1</sup> [TheFreeDictionary > answering machine](#) Citing: The American Heritage® Dictionary of the English Language, Fourth Edition copyright ©2000 by Houghton Mifflin Company. Updated in 2009.

**%DIRECTORY=directory%** could be used to configure a special destination subfolder for this answering machine.

The name of greeting message in the configuration folder must be **AnsweringAudio-<index>.\***. This file must be an audio file supported by MAYAH devices. It will be played back and the recorder will be started after the play back stopped. Please note that the file extension is not important and will be ignored.

**<index>** is the number of the subcodec where the transmission line is running or the number of the SIP server account which is configured for this subcodec.

All files are stored in the configured recording folder and could be downloaded via FTP.

It's also possible that the MAYAH codec uploads these files automacilly to a FTP server. This mode could be configured via web remote in the recorder section.

## 3.1 via Web Remote

The SIP accounts can be configured in SETUP | SIP.

The RECORDING profiles can be applied in SETUP | PROFILES for any subcodec.

## 3.2 with Direct Commands

The following commands could be used to configure an answering machine for two different SIP accounts. The command description is available in the Communication Reference Manual and in the SNMP documentation.

### 3.2.1 Recorder settings

1.3.6.1.4.1.6210.36.1.1.4.1 60

1.3.6.1.4.1.6210.36.1.1.2.1 6

1.3.6.1.4.1.6210.36.1.1.3.1 tracks

1.3.6.1.4.1.6210.36.1.1.7.1 /yrsh-/mon-/day-/hour-/min-/sec-/caller

### 3.2.2 STUN settings

1.3.6.1.4.1.6210.24.2 stun.mayah.com

### 3.2.3 SIP accounts

#### 3.2.3.1 SIP account 1

1.3.6.1.4.1.6210.24.16.1.2.1 0

1.3.6.1.4.1.6210.24.16.1.3.1 sip.mayah.com

1.3.6.1.4.1.6210.24.16.1.4.1 username1

1.3.6.1.4.1.6210.24.16.1.5.1 password1

1.3.6.1.4.1.6210.24.16.1.6.1 sipname1

1.3.6.1.4.1.6210.24.16.1.9.1 1

1.3.6.1.4.1.6210.24.16.1.2.1 1

#### 3.2.3.2 SIP account 2

1.3.6.1.4.1.6210.24.16.1.2.2 0

1.3.6.1.4.1.6210.24.16.1.3.2 sip.mayah.com  
1.3.6.1.4.1.6210.24.16.1.4.2 username2  
1.3.6.1.4.1.6210.24.16.1.5.2 password2  
1.3.6.1.4.1.6210.24.16.1.6.2 sipname2  
1.3.6.1.4.1.6210.24.16.1.9.2 1  
1.3.6.1.4.1.6210.24.16.1.2.2 1

### **3.2.4 SIP connection setting**

time\_disconnect 10

### **3.2.5 SIP account configuration for 32 subcodecs**

1.3.6.1.4.1.6210.24.13.1.3.1 1  
1.3.6.1.4.1.6210.24.13.1.3.3 1  
1.3.6.1.4.1.6210.24.13.1.3.5 1  
1.3.6.1.4.1.6210.24.13.1.3.7 1  
1.3.6.1.4.1.6210.24.13.1.3.9 1  
1.3.6.1.4.1.6210.24.13.1.3.11 1  
1.3.6.1.4.1.6210.24.13.1.3.13 1  
1.3.6.1.4.1.6210.24.13.1.3.15 1  
1.3.6.1.4.1.6210.24.13.1.3.17 2  
1.3.6.1.4.1.6210.24.13.1.3.19 2  
1.3.6.1.4.1.6210.24.13.1.3.21 2  
1.3.6.1.4.1.6210.24.13.1.3.23 2  
1.3.6.1.4.1.6210.24.13.1.3.25 2  
1.3.6.1.4.1.6210.24.13.1.3.27 2  
1.3.6.1.4.1.6210.24.13.1.3.29 2  
1.3.6.1.4.1.6210.24.13.1.3.31 2