



AI Answering Machine Detection

Setting it up on your dialer — a step-by-step guide

No programming knowledge needed
Around 20 minutes from start to live calls

Before you begin

This guide takes you from nothing to a live dialer using AI answering machine detection. You do not need to understand how any of it works. Follow the steps in order.

What this actually does

When your dialer calls someone, one of two things picks up: a real person, or an answering machine. Telling them apart in the first two seconds is the whole job.

Get it right and your agents only ever talk to real people. Get it wrong in one direction and agents sit listening to voicemail greetings; get it wrong in the other and you hang up on real customers — and those leads are gone for good.

This system listens to the first couple of seconds of every answered call and decides. It is right about 19 times out of 20, and it decides in roughly two seconds instead of the five your dialer's built-in detection takes.

Nothing breaks while you set this up

Right up until the final step, your dialer keeps working exactly as it does today. The last step is a single dropdown, and changing it back takes five seconds. You can test everything before a single real customer is affected.

What you need

- Your **login for the AMD console** — the web page where you manage everything.
- Your **VICIdial administrator login** — the one you use for campaigns and users.
- The **public IP address of your dialer**. If you do not know it, your hosting provider does, or you can see it in VICIdial under **Admin** → **Servers**.
- **One command run on the dialer**. This is the only part that needs technical access. If you do not have it, page 6 has an email you can forward to whoever does. It takes them under a minute.

The five steps

1. Add your dialer in the AMD console — 2 minutes
2. Install the small helper on the dialer — 1 minute
3. Paste the settings into VICIdial — 3 minutes
4. Test it from a phone — 1 minute
5. Switch a campaign over and watch — 1 minute, then observe

1 Add your dialer in the console

Open <https://amd.node-x-labs.com> in a browser and sign in.

Go to **Dialers** in the menu on the left, then fill in the **Add a dialer** box at the bottom of the page:

A name you will recognise	Anything you like, for example <code>acme-dialer1</code> . Letters, numbers and dashes only. This is just a label for you.
That dialer's public IP address	For example <code>94.130.16.103</code> . This one matters — get it wrong and the dialer will not be allowed to connect.
Note to self	Optional. Something like "Acme campaign, 20 agents".

Click **Add it**.

What you should see

A window appears with a long command in it, starting `curl -sSL https://...`. **This window appears only once.** Click **Copy command** and paste it somewhere safe — an email to yourself is fine — before closing it.

Behind the scenes this also opened the door in the firewall for that IP address. Your dialer is now allowed to talk to the AMD server, and no other machine on the internet is.

If you lose the command

It cannot be shown again — the server only keeps a scrambled copy, which is what keeps it safe. Simply remove the dialer from the list and add it again to get a fresh one.

2 Install the helper on the dialer

The command you just copied installs a small helper program on the dialer. It looks like this, with your own key at the end:

```
curl -sSL https://amd.node-x-labs.com/install.sh | sudo bash -s -- --key amd_live_XXXXXXX
```

Someone with command-line access to the dialer runs it once. That is the entire job. If that person is you, run it and skip to step 3. If it is not, see the next page.

What the command does — and does not do

It does	It does not
Copies two small files onto the dialer Checks everything it needs is present	Restart anything Change how any call is handled

Checks it can reach the AMD server
Prints the settings you need for step 3

Touch your campaigns, leads or agents
Send any data anywhere

What you should see

A short list of green `ok` lines, ending with **"Installed"** and the settings to paste in step 3. If a line says the engine is **not reachable**, the IP address you entered in step 1 is probably not the dialer's real public address — fix it in the console (the pencil icon next to the dialer) and run the command again.

If you do not have command-line access

Most hosted dialers are managed by a provider. Forward them the email below — everything they need is in it, and it takes under a minute at their end.

Subject: One-line install on our dialer (about 1 minute)

Hello,

Please run the following single command as root on our dialer:

```
curl -sSL https://amd.node-x-labs.com/install.sh | sudo bash -s -- --key PASTE_YOUR_KEY_HERE
```

What it does:

- Installs one script to the Asterisk agi-bin directory and one config file in /etc/amd-ai/
- Runs its own checks first (Python 3, res_agi, network reachability)
- Backs up any existing config it would replace

What it does NOT do:

- It does not restart Asterisk
- It does not edit extensions.conf
- It does not change any campaign or call behaviour

Nothing about call handling changes until we switch a campaign over ourselves from the VICIdial admin screen, which we will do separately.

It needs outbound network access from the dialer to 109.199.127.172 on TCP ports 9090 and 9091. Please let us know if that is blocked.

Thank you.

Replace the key

Swap `PASTE_YOUR_KEY_HERE` for the command you copied in step 1 — or just paste the whole command you copied, which already contains it.

3 Paste the settings into VICIdial

This step is entirely in the VICIdial admin web pages. No command line.

Go to **Admin** → **Carriers** → **Add A New Carrier** and fill in only these fields:

Carrier ID	AMDAI
Carrier Name	AI AMD
Protocol	Leave as SIP
Registration String	Leave empty

Account Entry	Leave empty
Globals String	Leave empty
Server IP	Your dialer (usually already selected)
Dialplan Entry	Paste the block below
Active	☒

Dialplan Entry — paste exactly this:

```

exten => 8370,1,AGI(agi://127.0.0.1:4577/call_log)
exten => 8370,n,Playback(sip-silence)
exten => 8370,n,EAGI(amd_ai.agi)
exten => 8370,n,AGI(VD_amd.agi,${EXTEN})
exten => 8370,n,AGI(agi-VDAD_ALL_outbound.agi,NORMAL-----LB-----${CONNECTEDLINE(name)})
exten => 8370,n,Hangup()
exten => 8371,1,Answer()
exten => 8371,n,Wait(1)
exten => 8371,n,EAGI(amd_ai.agi)
exten => 8371,n,Log(NOTICE,AMD-AI-TEST ${AMDSTATUS} ${AMDCAUSE})
exten => 8371,n,SayAlpha(${AMDSTATUS})
exten => 8371,n,Hangup()

```

Click **SUBMIT**. On the page that opens, check **Active** is set to ☒ and submit again — new carriers are created switched off, and this is the single most common thing people miss.

Now wait one minute

VICIdial applies these settings on its own schedule, roughly once a minute. Do not continue to step 4 immediately — give it a minute, or the test will fail for no reason.

4 Test it from a phone

This is a real test, and it affects no customers at all.

From any agent phone on that dialer, **dial 8371**. Then:

Do this	You should hear
Say nothing at all. Stay silent for about five seconds.	The system spells out M-A-C-H-I-N-E
Call again, say "hello?" and then go quiet.	The system spells out H-U-M-A-N

At the same moment, open the console and look at **Dialers**. Your dialer's row shows its first calls, and **Calls** in the menu shows each test with the reason it decided.

If both tests speak the right answer, you are done with setup.

Everything is installed and working. All that is left is telling a campaign to use it.

If it always says HUMAN, or says nothing at all

Do not continue to step 5 — go to Troubleshooting on the next page. Continuing would mean your calls go to agents without ever being checked.

5 Switch a campaign over

Start with **one campaign**, ideally a quieter one. Leave the others alone so you have something to compare against.

Go to **Campaigns**, pick the campaign, click **Detail**, then find these settings. Only the first one is a change; check the others are already correct:

Routing Extension	Change 8369 to 8370 ← this is the switch
AMD Agent Route Options	ENABLED
AMD send to Action	N
Answering Machine Message	vm-goodbye
AMD Inbound Group	---NONE---
AMD Call Menu	---NONE---

Click **SUBMIT** at the bottom of the page. It takes effect on the very next call — nothing to restart.

Your instant undo

Set **Routing Extension** back to 8369 and submit. That is the complete rollback: your dialer goes back to its built-in detection on the next call. Nothing else to change, nothing to uninstall. If anything ever looks wrong, do this first and investigate afterwards.

Watching it in production

Leave dialing running and watch the console's **Overview** page for the first hour.

What healthy looks like

What to look at	Healthy	Worry if
Calls being listened to right now	Rises and falls with your dialing	Stays at zero while you are dialing
Were real people	Roughly 30–60%, depending on your lists	Above 90% — nothing is being filtered
To make up its mind	About 2 seconds	Over 4 seconds consistently
Went through unchecked	none	Any number at all, and climbing
Your agents	Getting calls as usual, fewer voicemails	Sitting idle while calls are being answered

The one number to watch

"Went through unchecked" on the Dialers page. It counts calls the system could not judge, which were sent to an agent without checking. It should stay at **none**. If it starts climbing, the dialer has lost contact with the AMD server — your calls are still being handled, just without detection. The column tells you the reason in plain words.

Rolling out to everything else

Once the first campaign has run for a day and the numbers look sensible, change the other campaigns' **Routing Extension** to `8370` the same way. There is nothing else to install — one dialer only ever needs setting up once, no matter how many campaigns use it.

Adding more dialers

Repeat this guide from step 1. Each dialer gets its own entry and its own key, and each appears separately in the console so you can see how each one is performing.

Troubleshooting

What you see	What it means	What to do
Dialing 8371 gives an error tone, or the call just drops	VICdial has not applied the settings yet, or the carrier is switched off	Check the carrier shows Active: Y . Wait a full minute and try again.
8371 always says HUMAN, within about a second	The dialer cannot reach the AMD server, so it is	Check the IP address on the Dialers page matches the dialer's real public IP. If it does, ask

	passing every call through unchecked	your provider to allow outbound traffic to <code>109.199.127.172</code> on ports 9090 and 9091 .
Nothing appears in the console at all	The helper is not installed, or the install command was never run	Re-run the install command from step 2. It is safe to run more than once.
Agents are getting no calls after the switch	Something in the campaign settings is not right	Set Routing Extension back to <code>8369</code> immediately. Then re-check the campaign settings in step 5 before trying again.
Agents say they are reaching answering machines	Detection is running but some machines are getting through	Normal in small numbers — nothing is perfect. If it is frequent, send us the times and we will retrain on your own calls.
"Went through unchecked" is climbing	The dialer has lost contact with the AMD server	Read the reason shown under the number. Calls are still reaching agents, so there is no emergency, but detection is off until it is fixed.

What the words mean

Word	What it means
AMD	Answering Machine Detection. Working out whether a person or a machine answered.
Dialer	Your VICIdial server — the machine that makes the calls.
The console	The web page at amd.node-x-labs.com where you manage all of this.
Routing Extension	The campaign setting that decides which detection is used. 8369 is the built-in one; 8370 is the AI one.
Carrier	A VICIdial settings page. We use one purely to store settings — no calls are sent through it.
Key	A long password that proves a dialer is yours. Shown once when you add a dialer.
Firewall	The lock on the AMD server. Only the dialers you have added are let through.
Went through unchecked	A call that reached an agent without being checked, because the system could not be reached. Deliberate: it is better to pass a machine through than to hang up on a customer.
Person / Answering machine / Not sure	The three verdicts. "Not sure" calls go to an agent, on purpose.

Quick reference

Console	https://amd.node-x-labs.com
Install command	<code>curl -sSL https://amd.node-x-labs.com/install.sh sudo bash -s -- --key YOUR_KEY</code>
Turn it on	Campaign → Detail → Routing Extension = 8370
Turn it off	Campaign → Detail → Routing Extension = 8369
Test by phone	Dial 8371 from an agent phone
Network needed	Outbound from dialer to 109.199.127.172 , TCP 9090 and 9091

If you remember only one thing

Routing Extension 8369 puts everything back exactly as it was, on the next call. You can always undo, so it is safe to try.