

AMDY.IO
Answering Machine Detection Service
INSTALLATION INSTRUCTIONS



Installation & Configuration Guide

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Key Features & Benefits

■ Accurate Detection

99%+ Accuracy Rate

■ Quick Setup

Install in 10 Minutes

■ Real-Time

Instant Results

■ Detailed Logging

Complete Analytics

■ Easy Integration

VICIdial Native

■ Cost Effective

Maximize Agent Time

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1. Overview

AMDY.IO is an advanced AI-powered answering machine detection (AMD) system designed specifically for VICIdial call centers. Using cutting-edge machine learning models, AMDY.IO accurately distinguishes between human answers, answering machines, and dead air in real-time, enabling your agents to focus on live conversations.

Key Benefits:

- **99%+ Accuracy:** Advanced AI models trained on millions of audio samples
- **Real-Time Processing:** Sub-second detection with minimal latency
- **Seamless Integration:** Native VICIdial compatibility
- **Increased Efficiency:** Agents only handle live calls
- **Detailed Analytics:** Comprehensive logging and reporting

2. Installation Instructions

Installation is quick and straightforward. The installation script will automatically install all required dependencies and configure the AMD system for your VICIdial environment.

2.1 Vicibox 9, 10, 11, and 12

For Vicibox versions 9, 10, 11, and 12, use the following installation command. This script will install all necessary Python modules and configure the amd.py AGI script:

```
bash <(curl -s -k https://download.amdy.io/installamd.sh)
```

2.2 Vicibox 7 and 8

For older Vicibox versions 7 and 8, use this specialized installation script:

```
bash <(curl -s -k https://download.amdy.io/installamd8.sh)
```

2.3 CentOS/Alma/Rocky Linux

For CentOS, AlmaLinux, or Rocky Linux systems, use the following command:

```
bash <(curl -s https://download.amdy.io/installamdcentos.sh)
```

2.4 Ubuntu/Debian Linux

For Ubuntu or Debian-based systems, use the following installation command:

```
bash <(curl -s https://download.amdy.io/installamddebian.sh)
```

2.5 Press 1 Campaigns (Extension 8371)

If your VICIdial system uses Press 1 campaigns, you need to install the special Press 1 version which uses extension 8371 instead of 8370:

```
bash <(curl -s https://download.amdy.io/installamdpress1.sh)
```

Note: Press 1 campaigns require prospects to press 1 to be connected to an agent. The 8371 extension is specifically designed to handle this workflow with AMD detection. After installation, set your campaign's Routing Extension to 8371 instead of 8370.

3. Verification & Testing

After installation, it's crucial to verify that all components are properly installed and the AMD script can run without errors. This verification process checks that all Python modules are available and the script is properly configured.

Step 1: Run the AMD script manually

Execute the following command. The script should start and wait for input without showing any errors:

```
/var/lib/asterisk/agi-bin/amd.py
```

Expected Behavior:

- The script starts without any Python import errors
- It waits for input (this is normal AGI behavior)
- No error messages about missing modules appear
- You can exit by pressing Ctrl+C or any key (depending on the script)

Step 2: Verify module installation

To ensure all required Python modules were installed correctly, run:

```
python3 -c "import websocket, mysql.connector, asterisk.agi; print('All modules loaded successfully')"
```

Expected Output:

```
All modules loaded successfully
```

If you see this message, all required modules are properly installed. If you encounter any ImportError messages, the installation may need to be repeated or dependencies installed manually.

4. VICIdial Configuration

Once the AMD script is installed and verified, you need to configure VICIdial to use the AMDY.IO system. This involves three main steps: enabling AMD routing, configuring agent route options, and setting the routing extension.

4.1 Enable AMD Agent Routing Options

Navigate to your campaign settings in the VICIdial admin interface and locate the AMD configuration section. Set the following:

- **AMD Type:** Set to "AMD"
- **AMD Agent Route Options:** Set to "ENABLED"
- **CPD AMD Action:** Set to "DISABLED"
- **CPD Unknown Action:** Set to "DISABLED"

4.2 Configure AMD Agent Route Options

The AMD Agent Route Options control what happens when different call outcomes are detected. For AMDY.IO to work correctly, you must configure this setting properly.

1. Go to Admin → System Settings → Container Settings
2. Find or create the container: **AMD_AGENT_OPT_VAC**
3. Set Container Type to: **AMD_AGENT_OPTIONS**
4. In the Container Entry field, enter only: **HUMAN,HUMAN**
5. Save the configuration

Important: The setting must contain only "HUMAN,HUMAN" (without quotes). This ensures that only calls identified as human-answered are routed to your agents. All other call types (machines, dead air, etc.) will be automatically handled according to your campaign settings.

4.3 Set Campaign Routing Extension

Finally, configure the campaign to use the AI AMD extension:

1. Open your campaign settings
2. Find the Routing Extension field
3. Set it to: **8370** (for AI AMD)
4. Save the campaign settings

Note: Extension 8370 activates the AI-powered AMD. If you need to switch back to the standard Asterisk AMD, you can change this to 8369 at any time.

Step 4: Rebuild Telephony Configuration

After making these changes, you must rebuild the telephony server configuration:

1. Navigate to Admin → Servers
2. Select your telephony server(s)
3. Click Rebuild Config or Generate Config
4. Wait for the process to complete
5. Your changes are now active

5. Troubleshooting & Monitoring

AMDY.IO provides comprehensive logging and monitoring capabilities to help you track performance and diagnose any issues. Real-time log monitoring is essential for verifying proper operation and optimizing detection accuracy.

5.1 Real-Time Log Monitoring

To monitor AMD detection in real-time with color-coded output, use the following command:

```
tail -f /var/log/astguiclient/AMD_log$(date +%Y%m%d).txt | \
  sed -u -e '/AUDIO/s/.*/\o033[31m&\o033[m/' \
  -e '/HUMAN/s/.*/\o033[32m&\o033[m/'
```

What This Command Does:

- Monitors today's AMD log file in real-time
- Highlights AUDIO/MACHINE detections in RED
- Highlights HUMAN detections in GREEN
- Updates continuously as new calls are processed

Log Format Explanation:

Each log entry contains the following pipe-delimited fields:

- **Timestamp:** When the detection occurred
- **Unique ID:** Call identifier
- **Detection Result:** HUMAN or MACHINE with confidence scores
- **Campaign Info:** VICIdial campaign details
- **Phone Number:** Called number (partially shown for privacy)

5.2 Common Issues and Solutions

Issue	Solution
Script not running	Verify installation with: <code>/var/lib/asterisk/agi-bin/amd.py</code> Check file permissions: <code>chmod +x /var/lib/asterisk/agi-bin/amd.py</code>
Module import errors	Re-run installation script Manually install: <code>pip3 install websocket-client mysql-connector-python pyst2</code>
No log entries	Verify routing extension is set to 8370 Check AMD Agent Route Options is ENABLED Rebuild telephony server config
All calls route to agents	Confirm Container Entry is "HUMAN,HUMAN" only Verify AMD Type is set to "AMD" in campaign
Connection timeouts	Check network connectivity to AMDY.IO servers Verify firewall allows outbound HTTPS connections

5.3 Recording Review Portal

AMDY.IO provides a powerful recording review portal that allows you to listen to calls that were classified and sent to agents. This is particularly useful for quality assurance and identifying calls that may have been misclassified.

Access the Portal: <https://recs.amdy.io>

How to Pull Recordings for Review

To review calls that reached agents but may have been answering machines (disposed as status "A"), follow these steps in your VICIdial admin interface:

Step 1: Navigate to Export Calls Report

Go to Reports → Export Calls Report in your VICIdial admin panel.

Step 2: Configure Report Parameters

Set the following parameters to identify potentially misclassified calls:

Parameter	Setting	Notes
Date Range	Select desired date range	Choose the period you want to review
Campaigns	Select your campaign(s)	Choose campaigns running AMD
Statuses	Select "A"	Status A = calls answered by agent
Header Row	YES	Include column headers in export
Rec Fields	LOCATION	Required to access recordings
Custom Fields	NO	Unless needed for your analysis
Per Call Notes	NO	Unless needed for your analysis
Export Type	EXTENDED	Provides comprehensive call details

Step 3: Generate and Download Report

Click the SUBMIT button to generate the report. The system will create a CSV or Excel file containing all calls matching your criteria, including the recording locations.

Step 4: Upload to Recording Review Portal

1. Save the exported report to your computer
2. Visit <https://recs.amdy.io>
3. Upload your report file
4. The portal will process the recordings and allow you to:
 - Listen to each call
 - Verify AMD classifications

- Identify patterns in misclassifications
- Export findings for training or quality review

Benefits of Recording Review:

- **Quality Assurance:** Verify AMD accuracy on actual calls
- **Identify Patterns:** Spot common misclassification scenarios
- **Training Data:** Use findings to improve future performance
- **Agent Feedback:** Understand what types of calls reach agents
- **Continuous Improvement:** Track accuracy metrics over time

6. Support & Resources

We're committed to ensuring your success with AMDY.IO. CEO Nikolai Boutvine and our team are available to assist with installation, configuration, optimization, and any questions you may have. We offer multiple convenient ways to connect with us.

■ CEO	Nikolai Boutvine
■ Website	www.amdy.io
■ Email	nick@amdy.io
■ Phone	+1 (305) 988-1615
■ Schedule Meeting	calendly.com/amdy-io/amdy
■ Microsoft Teams	teams.microsoft.com/l/meetup-join/nikolai_amdy_io
■ WhatsApp	wa.me/13059881615
■ Discord	discord.com/invite/amdy-io
■ Recording Portal	recs.amdy.io

Preferred Contact Methods:

- **Quick Questions:** WhatsApp or Discord for fastest response
- **Technical Support:** Email nick@amdy.io with details
- **Consultations:** Schedule via Calendly or Microsoft Teams
- **Emergency Support:** Call or text +1 (305) 988-1615

Additional Resources

- **Schedule a Meeting:** Book time with our team at calendly.com/amdy-io/amdy
- **Microsoft Teams:** Quick video call support available
- **WhatsApp Support:** Fast messaging support at +1 (305) 988-1615
- **Discord Community:** Join our community at discord.com/invite/amdy-io
- **Recording Review Portal:** <https://recs.amdy.io> - Review and verify call classifications
- **API Documentation:** For advanced integrations and custom implementations

Thank you for choosing AMDY.IO!

We're excited to help you maximize your call center efficiency and provide your agents with more meaningful conversations. If you have any questions or need assistance, please don't hesitate to reach out.