

Answer, Hangup, Busy, & Congestion

Synopsis

A small number of external applications and PBX built-in commands control how calls are answered and completed. These allow you to answer lines, hang them up, or send any kind of call progress tones to the calling party.

Answer Application

When executed, the incoming call is answered by placing the incoming line, trunk, or other technology into an offhook state. The Answer application is normally used in the “s” priority of a context in `/etc/asterisk/extensions.conf`.

Example

```
[default]
Exten => s,1,Answer
Exten => s,2,MP3Player,southside.mp3
```

This will answer the incoming call in the default context and begin playing the file “southside.mp3” to the calling party.

Hangup Application

This, as its name implies, hangs up the call. There is no prompting, the call is simply disconnected at that point.

Example

```
[default]
Exten => s,1,Answer
Exten => s,2,MP3Player,southside.mp3
Exten => s,3,Hangup
```

Building on the previous example, this will hangup the call and disconnect the user once the MP3Player application finishes playing the file.

'Ringing' Application

This command is used to indicate a “ringing” to the calling party. When the command is executed, the calling party will hear the ringing tone while Asterisk proceeds to the next priority in the extension list.

Example

```
[default]
Exten => s,1,Answer
Exten => s,2,Ringing
Exten => s,3,Wait,30
Exten => s,4,Hangup
```

In this example, the incoming call is answered and a Ringing signal is sent back to the calling party. Asterisk then continues to priority 3, which tells it to wait for 30 seconds. During this 30 seconds, the caller still hears the ringing tone. After the 30 seconds, the call is hung up.

Congestion Application

The Congestion application generates and sends a congestion signal (often known as a “Fast Busy”) to the calling party. The application does not proceed further down the extension list and just waits for the caller to hang up.

```
[default]
Exten => s,1,Answer
Exten => s,2,Congestion
```

Busy Application

When executed, the Busy application sends a standard busy signal back to the calling party and waits for the caller to hang up.

```
[default]
Exten => s,1,Answer
Exten => s,2,Busy
```

This answers the line and immediately gives the caller a busy signal and waits for them to hangup.