Playback

Synopsis
The Playback application is used to play an audio file to a caller. Note that with the Playback application – unlike the Background application, there is no way (aside from hanging up the call) to stop or interrupt the playback of the file.

How To Use
The Playback application is called in `/etc/asterisk/extensions.conf`, generally as a part of an Interactive Voice Response (IVR) system. One would use the Playback application to play back an audio file and inhibit a caller from skipping or interrupting the audio by DTMF (or telephone keypad) response.

Syntax
The Playback is formed as follows:
Playback,{file}[,options]

The file option is the name of the sound file you wish played to the caller. Do not include the file extension with the filename.

Sound files used in conjunction with the Playback application are typically located in `/var/lib/asterisk/sounds`. Files in this directory should be stored in the GSM file format.

As of this writing, there is only one available option, "skip". Skip is used to terminate (or prevent) playback of the file if the caller has hung up. If this option is not used, Asterisk will blindly play the file through to completion, causing the phone line to be tied up until the playback is over.

If you are using the Playback as a part of an AGI program (please see the AGI section of this manual for more information on this), the Playback command will return a -1 if the caller has hung up and will return 0 if the message has played back successfully.

Background

Synopsis
The Background application is used to play an audio file to a caller. Note that with the Background command, the playback of the audio file may be interrupted by the caller if the caller presses any key on their phone.

How To Use
The Background application is called in `/etc/asterisk/extensions.conf,` generally as a part of an Interactive Voice Response (IVR) system. You would use the Background command to play back an audio file to your caller where the caller is allowed to interrupt the playback of the audio. An example of this would be the classic "Press 1 for sales, Press 2 for service" type message where the caller would be allowed to enter their response before the message is over.

Syntax
The Background application is used as follows:
Backgound {file}

The file option is the name of the sound file you wish played to the caller. Do not include the file extension with the filename.

Sound files used in conjunction with the Background application are typically located in `/var/lib/asterisk/sounds.` Files stored in this directory should be stored in the GSM file format.

If you are using the Background command as a part of an AGI program (please see the AGI section of this manual for more information on this), the Background command will always return a 0.

Record

Synopsis
The Record application is used to record an audio file from the phone system.

How To Use
The Record application is called in `/etc/asterisk/extensions.conf`
and is used to record a phone call to a file.

Syntax
The Record application is used as follows:
Record,{file:extension}

The file option is the name of the sound file you wish to record into. The
extension will dictate which format the file will be saved in. Valid extensions
are GSM and WAV.

The sound files will typically be stored in `/var/lib/asterisk/sounds.`

Use Example

```
exten => 1234,1,record,caller:wav
```
Records any call into extension 1234 into a .wav file called caller.wav.

Echo

Synopsis
The Echo application is a testing application used by technicians to check echo – the delay between the sound entering the phone system and the sound coming back out.   Echo testing is useful when checking the condition and amount of traffic of the underlying network that connects the phone system together.

How To Use
The Echo application is called in `/etc/asterisk/extensions.conf` and is normally associated with it's own "unpublished" extension.

Syntax
The Echo application is used as follows:
Echo

Use Example

```
exten => 1234,1,echo
```
Activates the echo test command on extension 1234.