

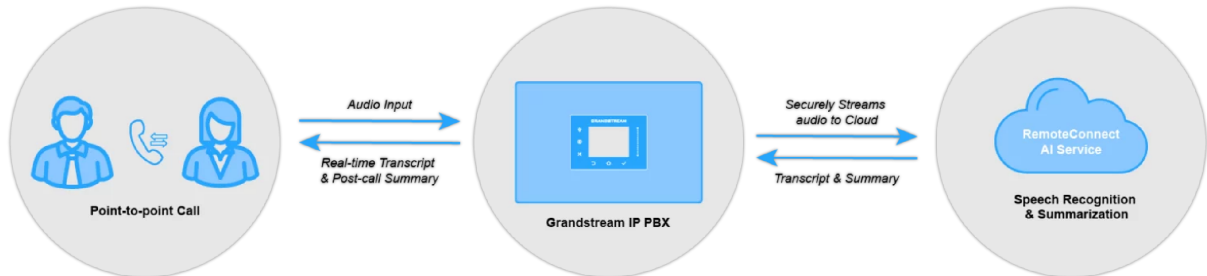
Grandstream Networks, Inc.

AI Call Transcription and Summary Guide



OVERVIEW

This guide provides detailed instructions for using the AI Call Transcription and Summary feature on the Grandstream IP PBX. This feature processes call audio to generate a real-time transcript visible to participants in the Wave client. After the call ends, the AI automatically creates a concise summary, highlighting key discussion points and action items. Both the full transcript and the summary are saved and associated with the call record for future reference.



This feature is available for point-to-point calls, including:

- General point-to-point calls.
- Call queue and ring group calls.
- WebRTC/SIP trunk calls.

Note:

Other call types (such as CTI calls, one-line calls, paging and intercom calls, and other trunk calls) do not currently support the voice transcription function.

PBX CONFIGURATION

This section covers the administrative steps required to configure the AI Call Transcription and Summary feature on the PBX.

The feature must first be enabled at the system level and assigned to the desired extensions:

1. Log in to the PBX web portal as an administrator.
2. Navigate to **Integrations**→**AI Settings**.
3. Enable the *AI Call Transcription and Summary* feature.
4. In the *Language* dropdown, select the desired language recognition behavior:
 - **Automatic Recognition:** The AI automatically detects the spoken language during calls.
 - **Specific Language (e.g., English, Spanish):** Prioritizes recognition of the selected language for improved accuracy.

AI Settings Beta

① This page sets the scope of use of the AI service. [Click here to view the service details.](#)

AI Call Transcription and Summary

Enable ① ☒

* Language ① English (Preferred) ^

Extension Range ①

AI Conference Transcription and Summary

Enable ①

AI Voice Message To Text

Enable ①

Automatic Recognition

العربية (Preferred)

Čeština (Preferred)

Deutsch (Preferred)

Ελληνικά (Preferred)

English (Preferred)

Español (Preferred)

Français (Preferred)

5. In the *Extension Range* parameter, select whether this feature applies to:
- **All:** The feature is available to every extension on the system.
 - **Selected:** The feature is only available to extensions specifically selected from the list.

AI Settings Beta

① This page sets the scope of use of the AI service. [Click here to view the service details.](#)

AI Call Transcription and Summary

Enable ① ☒

* Language ① English (Preferred) v

* Extension Range ① ☒ Selected ☐ All

Search

Company Contact

1007

☐ 1011

☒ 2000

☒ 2003

☒ 2004

☐ 2005

☐ 2006

☐ 3000

☐ 3012

Selected(3)

2000 x 2003 x 2004 x

6. Click **Save and Apply** to confirm the changes.

Once the feature is enabled globally, users can configure individual extensions to have all their calls automatically transcribed and summarized without any intervention. In order to achieve this, please refer to the steps below:

1. Navigate to **Extension/Trunk→Extensions**.
2. Locate the extension you wish to configure and click its *Edit* icon.
3. In the extension settings window, select the *AI* tab.
4. In the *AI Call Transcription and Summary* section, configure the following:

Extensions > Edit Extension: 1000

Basic Settings Media Call Policy Features Voicemail Custom Time **AI** Wave Client Follow Me Advanced Settings

AI Call Transcription and Summary

Automatic Transcribing And Summarizing 

Language  Follow Global Settings 

AI Voice Message To Text

Automatic Transcription 

Language  Follow Global Settings 

Cancel Save

Automatic Transcribing and Summarizing	If enabled, all calls made or received by this extension will be automatically transcribed and summarized. Otherwise, users can still manually enable transcription during a call from their Wave client, provided that the extension has the permission.
Language	This setting defines the language recognition behavior for the extension's transcriptions. • Follow Global Settings: Uses the language configuration defined under the general AI settings. • Automatic Recognition: The AI automatically detects the spoken language during the call. This option is recommended when multiple languages are expected, however, recognition accuracy may vary. • Specific Language: Prioritizes recognition of a selected language. This option provides the highest accuracy when the caller primarily speaks one language.

5. Click Save and Apply to confirm the changes.

Note:

- The language setting only controls the transcription for this specific extension. It does not affect AI services at the system level.
- The language setting controls both transcription behavior and the language of the AI-generated summary.
- If a specific language is selected, the post-call summary will be generated in that language, even if the conversation itself was conducted primarily in a different language.

Administrators can identify transcribed calls from the CDR page as shown below:

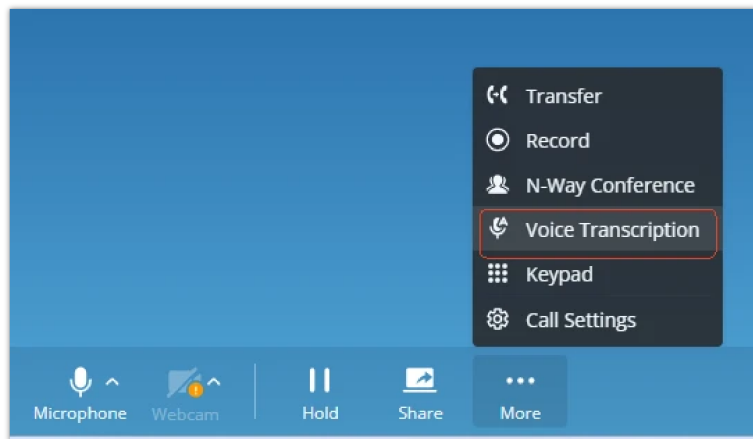
CDR								Display Filter
By default, this page displays the CDR entries from the current month. Use the "Display Filter" button to specify a time range. Recording files are currently stored in Local. Click here to modify. The recording files contain basic call recordings, queue recordings, meeting recordings, SCA recordings, emergency call recordings, and paging/intercom recordings. Delete All Delete Search Results Download All Records Download Search Results Automatic Download CDR Settings CDR in GDM5 Cloud								
Status	Call from	Call to	Action Type	Start Time	Call Time	Talk Time	AI Transcription	Recordings
▶	1021 NAT	1020 NAT	DIAL	2026-02-26 19:22:36	0:02:03	0:02:00	Transcribed	-
▶	1020 NAT	1021 NAT	DIAL	2026-02-26 19:15:14	0:01:50	0:01:44	Transcribed	-
▶	1021 NAT	1020 NAT	DIAL	2026-02-26 19:07:15	0:01:52	0:01:47	Transcribed	-
▶	1021 NAT	1020 NAT	DIAL	2026-02-26 18:08:54	0:02:18	0:02:02	Transcribed	-
▶	"Schedule Paging/Interco...	"22222" 6302	PAGE[6302]	2026-02-23 06:28:02	0:00:00	0:00:00	Not Transcribed	-
▶	"Schedule Paging/Interco...	"duobo1" 6300	PAGE[6300]	2026-02-22 20:41:01	0:00:00	0:00:00	Not Transcribed	-
▶	"Schedule Paging/Interco...	"Multicast111" 3333	PAGE[3333]	2026-02-22 10:21:01	0:00:00	0:00:00	Not Transcribed	-

USER CONFIGURATION

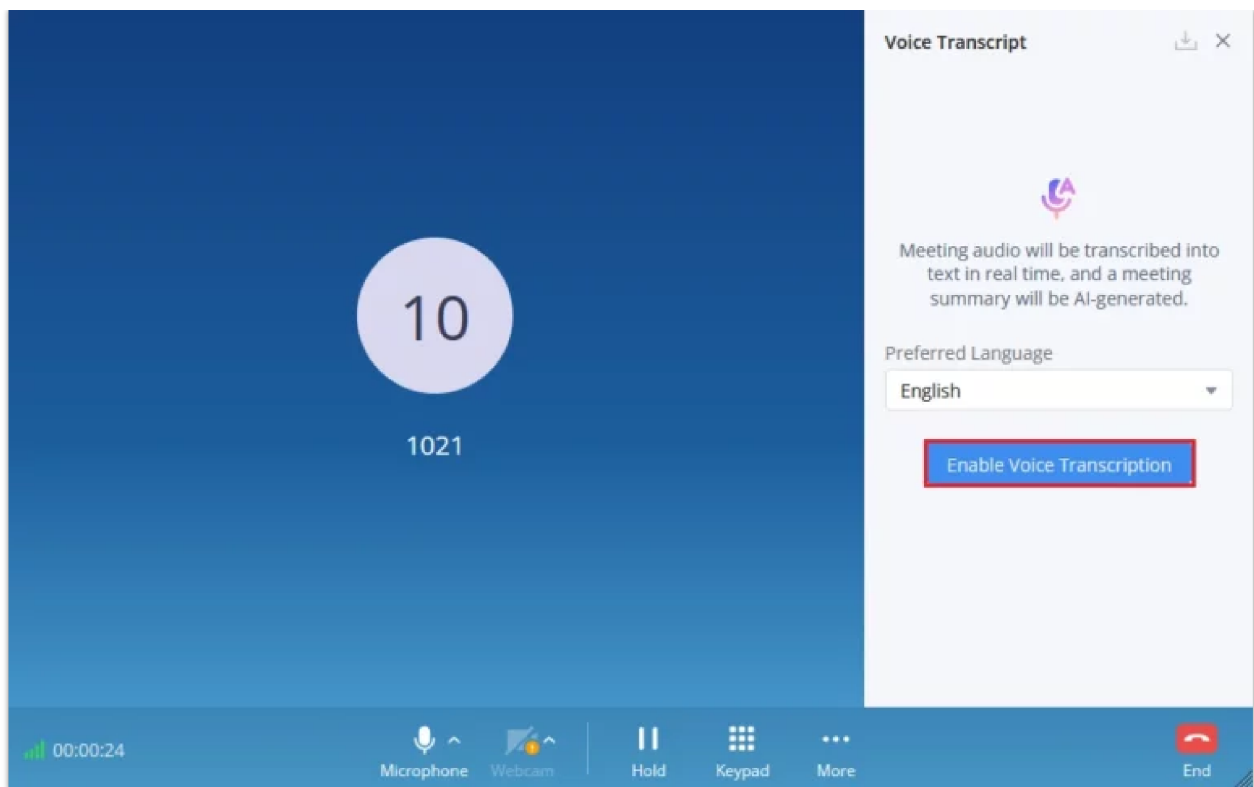
Users with the appropriate permissions can manually enable transcription during an active call. This section explains how to control the feature from the Wave application.

Enable Transcription During a Call

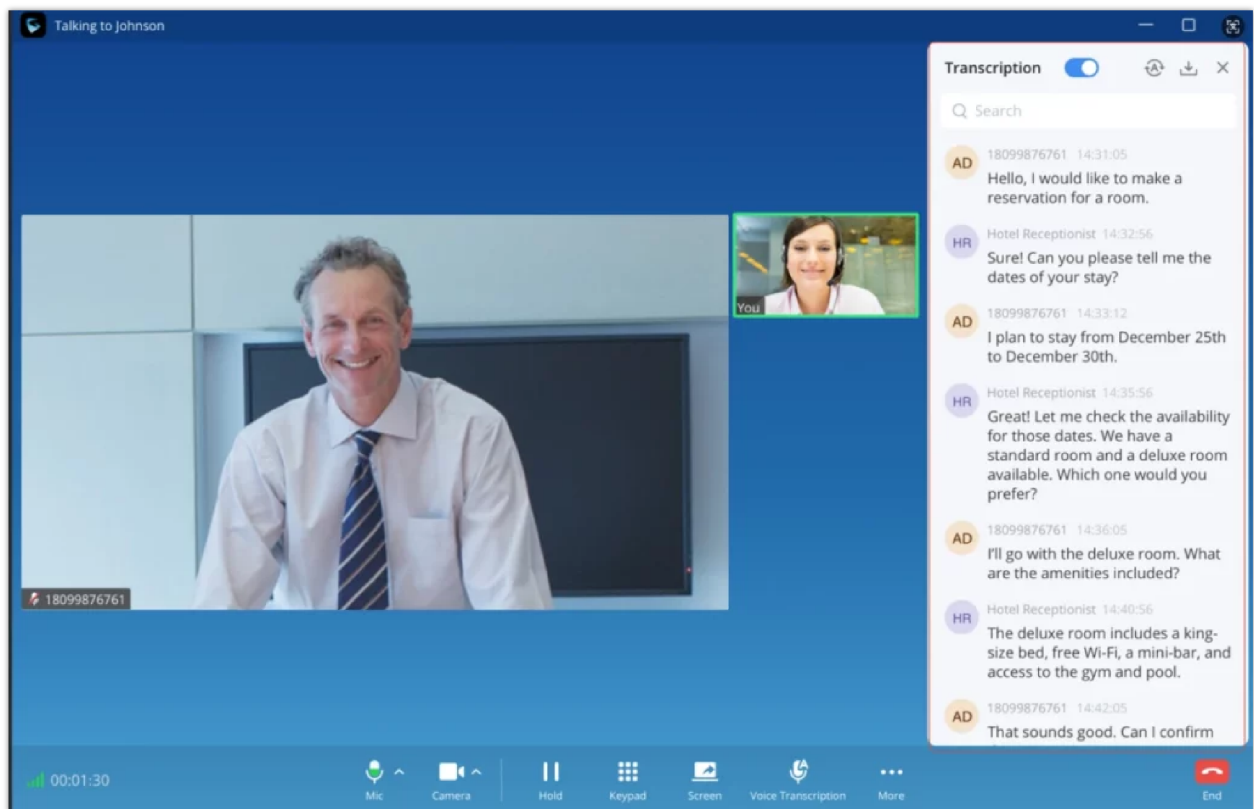
1. During an active call on Wave, locate the call control toolbar at the bottom of the call window.
2. Click the *Voice Transcription* button, represented by a microphone icon.



3. A pop-up window will appear prompting you to select the transcription language for this specific call.
4. Choose the desired language option. Click the **Enable Voice Transcription** button to begin transcription.



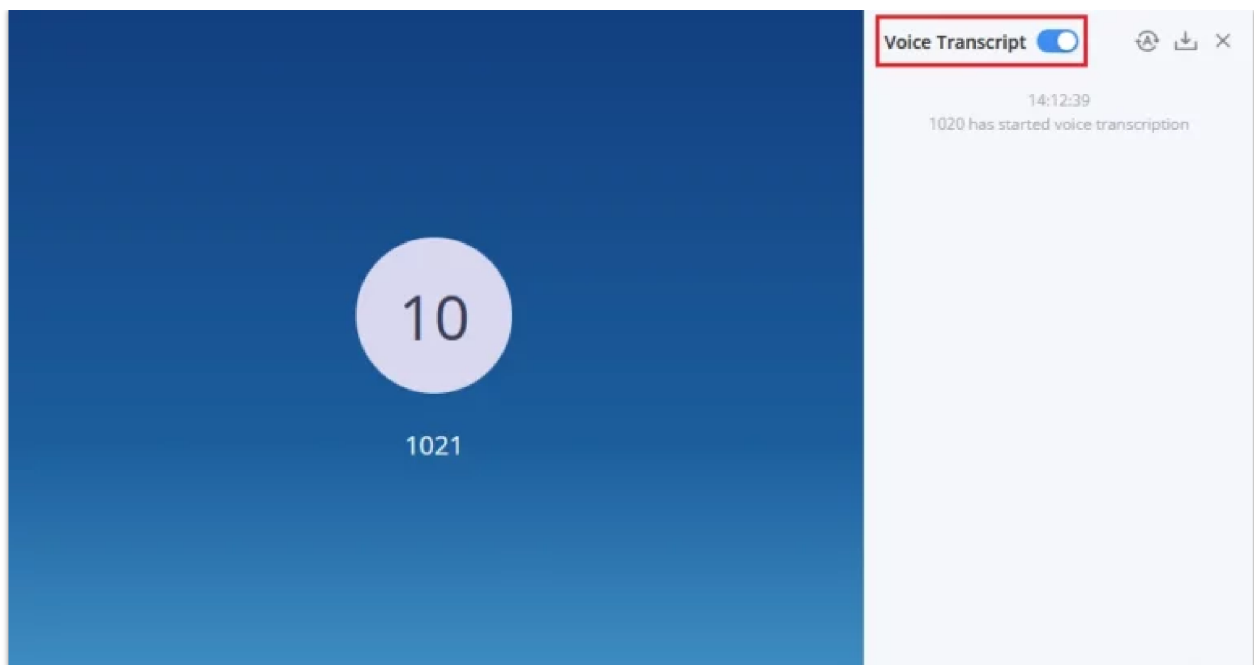
5. Once enabled, a real-time transcript will appear on your screen. All participants on the call will be able to view the live transcription.



Stop Transcription During a Call

If you wish to stop transcription before the call ends, please refer to the steps below:

1. During the active call, return to the Voice Transcription window.
2. Use the **Voice Transcript** toggle to stop the real-time transcription.

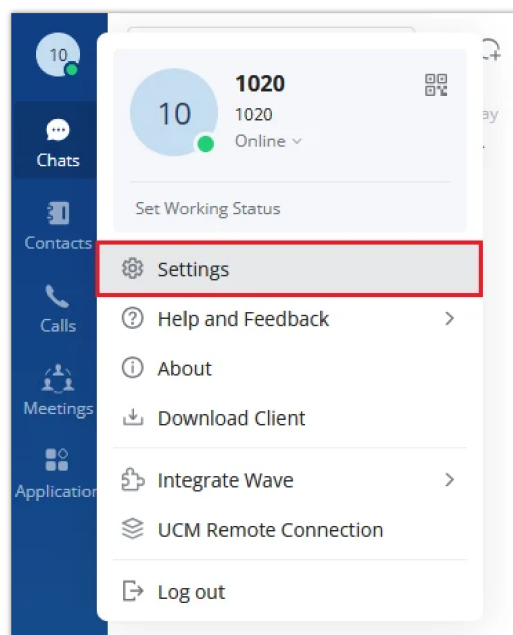


3. A confirmation message will appear, and no further speech will be transcribed for the remainder of the call.

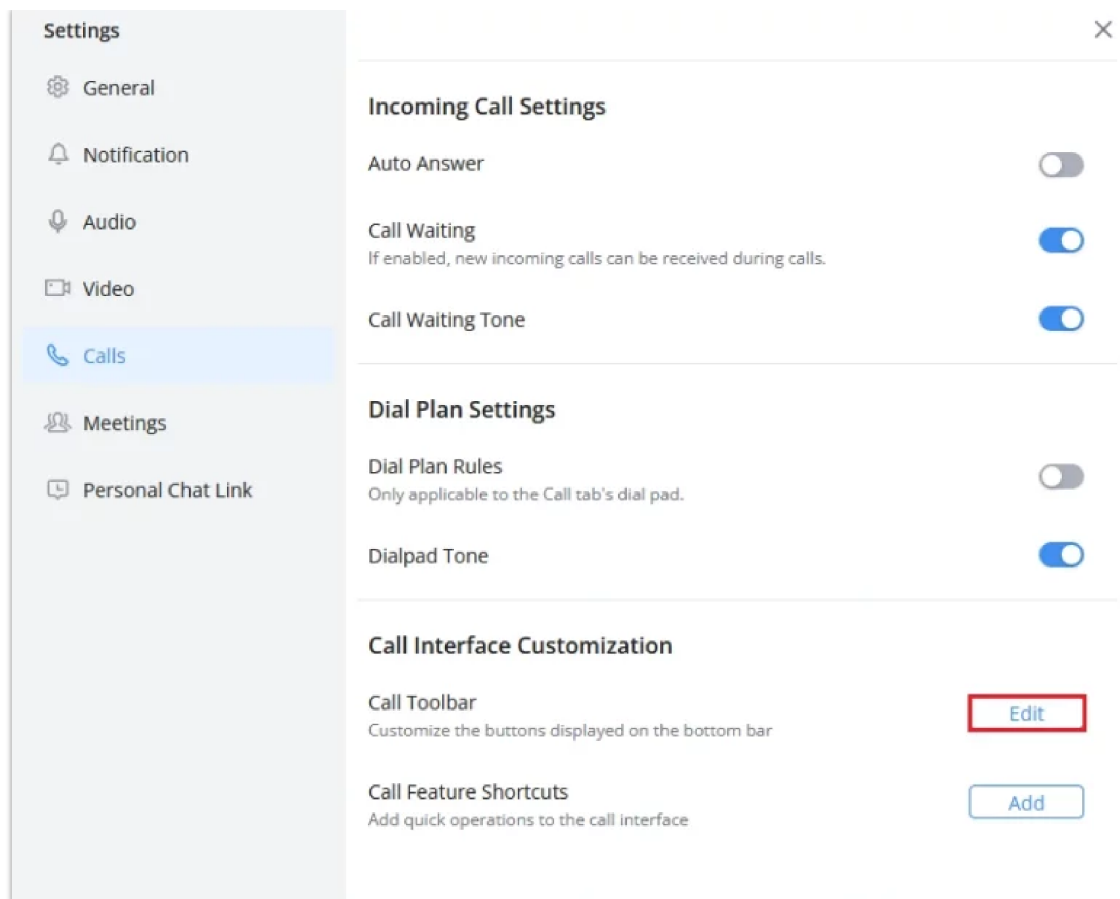
Add the Voice Transcription Button to the Toolbar

To make the Voice Transcription button more accessible, you can add it to your call toolbar for quick access during calls:

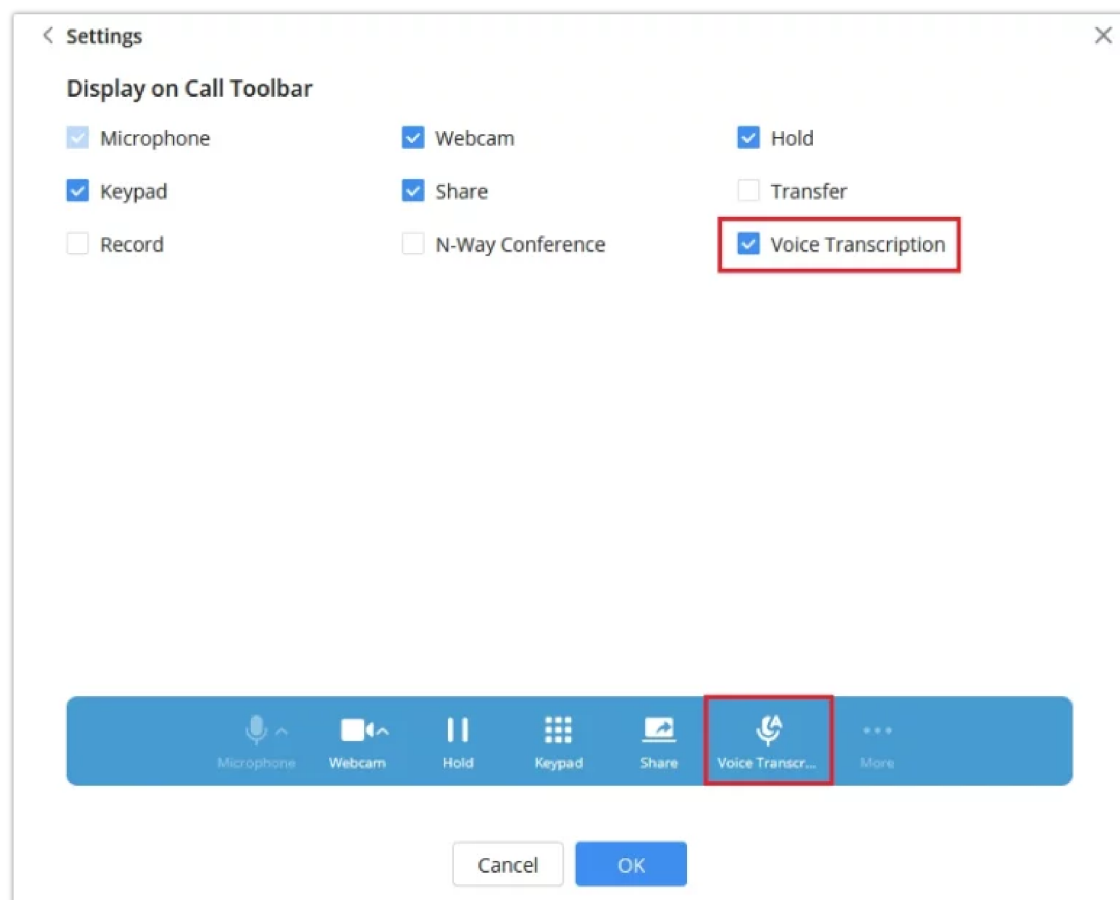
1. In the Wave Desktop/Web application, go to **Settings**.



2. Navigate to the **Calls** section, and find the **Call Toolbar** customization area.



3. Check the **Voice Transcription** box in the list of available tools.



4. Click **OK** to apply the changes. The button will now appear during future calls.

Notes:

- If your extension does not have permission for AI call transcription (as configured by the administrator in global settings), the Voice Transcription button will be unavailable.

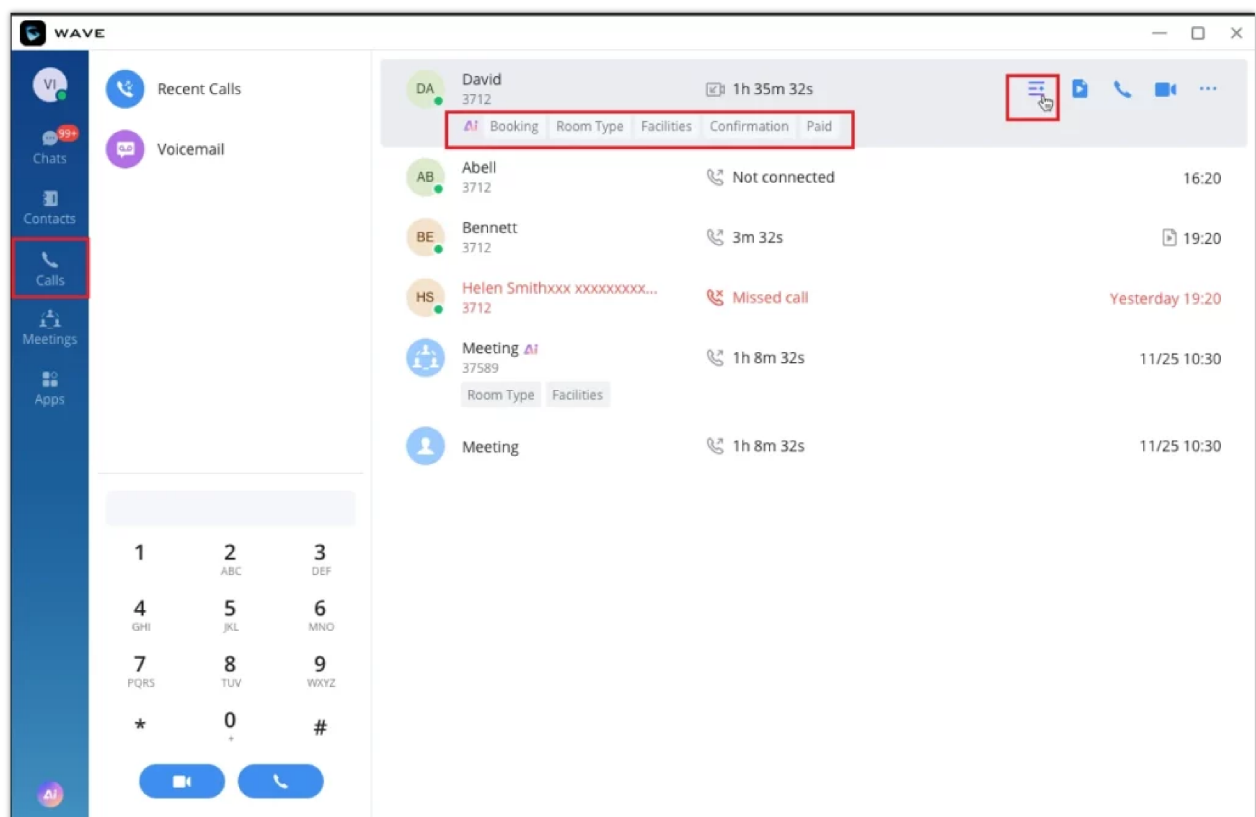
- If the other party on the call has enabled transcription, you will be able to view the real-time transcript even if you don't have permission.

ACCESSING CALL TRANSCRIPT AND SUMMARY

After a call ends, users can access the full transcription and AI-generated summary through the Wave desktop application, Wave mobile app, or the User Portal (for call queue chairmen). This section explains how to view, edit, download, and share these records.

On Wave Web/Desktop

1. Sign in to the Wave Desktop application.
2. Navigate to the Call History located in the left sidebar.
3. Browse or search for the desired call entry. Calls with available transcripts and summaries will have a View Transcript/Summary icon next to them.



4. Click the icon to open the detailed view.

The screenshot displays a web interface for a call summary. The main title is "A call between 18099876761 and the hotel receptionist". Below the title, there are tabs for "Booking", "Room Type", "Facilities", "Confirmation", and "Paid". The "Summary" section provides a brief overview: "A customer named John Smith made a reservation for a deluxe room at the hotel from December 25th to December 30th. The hotel receptionist provided information about the room's amenities and confirmed the reservation upon receiving payment details." The "Notes" section is divided into two parts: "Room Amenities (09:06:22 - 09:06:57)" which lists "King-size bed", "Free Wi-Fi", "Mini-bar", and "Access to gym and pool"; and "Reservation Details (09:08:32 - 09:08:57)" which lists "Customer Name: John Smith", "Stay Dates: December 25th to December 30th", and "Room Type: Deluxe room". The "Follow-up Actions" section lists two items: "1. The receptionist will send a confirmation email to John Smith." and "2. Ensure the deluxe room is ready for the customer's arrival on December 25th." On the right side, there is a "Voice Transcript" section showing a conversation between the customer (18) and the hotel receptionist (PE). The transcript includes the following text:

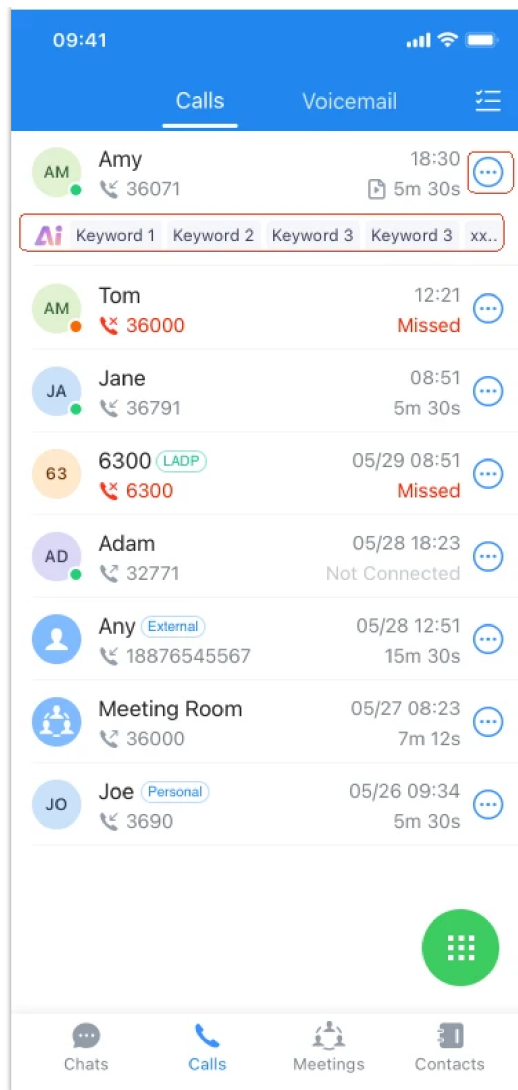
- 18: Hello, I would like to make a reservation for a room.
- PE: Sure! Can you please tell me the dates of your stay?
- 18: I plan to stay from December 25th to December 30th.
- PE: Great! Let me check the availability for those dates. We have a standard room and a deluxe room available. Which one would you prefer?
- 18: I'll go with the deluxe room. What are the amenities included?
- PE: The deluxe room includes a king-size bed, free Wi-Fi, a mini-bar, and access to the gym and pool.
- 18: That sounds good. Can I confirm the reservation now?
- PE: Absolutely! I just need your name and payment details to finalize the booking.
- 18: My name is John Smith, and I'd like to pay by credit card.
- PE: Thank you, Mr. Smith. Your reservation is confirmed for a deluxe room from December 25th to December 30th. You will receive a confirmation email shortly.
- 18: Thank you for your help!
- PE: You're welcome! If you have any other questions, feel free to ask. Have a great day!

In the detailed view, you can perform the following actions:

- **View Full Transcript:** View the complete, time-stamped transcription of the call. Speakers are labeled for clarity.
- **Read the Summary:** Review the AI-generated summary, which highlights key discussion points, decisions, and action items.
- **Download:** Click the Download icon to export the transcript and summary. You can choose from Word Document (.docx) or Plain Text (.txt)
- **Copy Summary:** Click the Copy icon to copy the summary text to your clipboard for easy pasting into emails, reports, or messages.
- **Share Summary Link:** Click the Share icon to generate a shareable link. This link provides access to the summary and is valid for 7 days.

On Wave Mobile

1. Sign in to the Wave mobile application on your smartphone or tablet.
2. Navigate to the **Calls** tab located at the bottom of the screen.
3. Tap on the specific call record you wish to review.



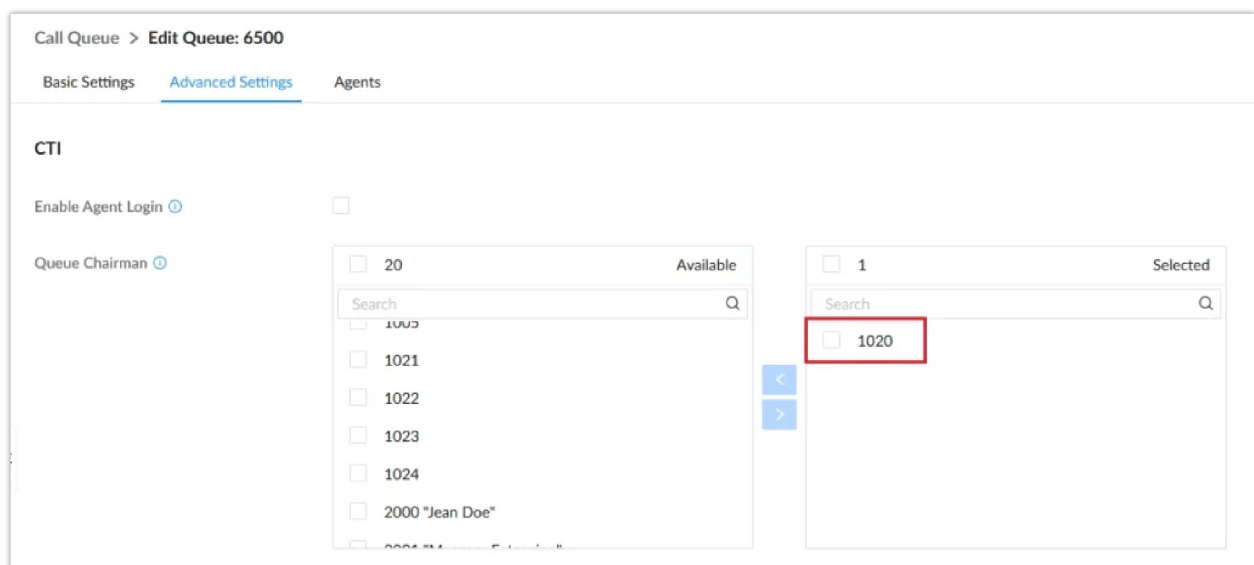
On the User Portal

If the transcribed call was part of a call queue, the queue chairman has additional access to all calls handled by that queue.

Note:

Only chairmen can access this feature from the User Portal. Agents can still access their own call transcriptions and summaries from their respective Wave clients.

Before proceeding, ensure that your extension is configured as Chairman for the Call Queue you are handling. This setting is configured by the PBX administrator under **Basic Call features**→**Call Queue**→**Add/Edit Call Queue**.



1. Open a web browser and sign in to the **User Portal** with your chairman account.
2. Navigate to the CDR page, either from the **Personal Data**→**CDR**, or from **Other Features**→**Call Queue Statistics**→**CDR**.

The screenshot shows two sections of the User Portal. The top section is the 'CDR' (Call Detail Record) page, which includes a sidebar with 'Basic Information', 'Personal Data', 'CDR', 'Follow Me', and 'Voicemail'. The main content area has a 'Display Filter' button and a table with columns: Status, Call from, Call to, Action Type, Start Time, Call Time, Talk Time, AI Transcription, and Recordings. The bottom section is the 'Call Queue' page, which includes a sidebar with 'Basic Information', 'Personal Data', 'Other Features', 'Fax Sending', 'Call Queue', 'Scheduled Call', and 'CRM User Settings'. The main content area has tabs for 'Queue Switchboard', 'Call Queue Statistics', and 'Queue Recordings'. The 'Call Queue Statistics' tab is active, showing a 'Download' button, 'Reset Statistics', 'CDR', and 'AI Transcription Records' buttons. Below these are 'Overview', 'Agent Details', 'Login Record', and 'Pause Log' tabs. A 'Statistics Report' section displays metrics: 2 Total Calls, 50.00% Abandoned Rate, 00:00:06 Average Wait Time, 00:01:12 Average Talk Time, and 0 Callback Calls.

3. Locate the desired call from the queue. Calls with available transcripts and summaries will be marked as *"Transcribed"* under the AI Transcription column.

The screenshot shows the 'CDR' page with a table of call records. The table has columns: Status, Call from, Call to, Action Type, Start Time, Call Time, Talk Time, AI Transcription, and Recordings. The first row shows a call with status 'Transcribed' in the AI Transcription column. The second row shows a call with status 'Not Transcribed'. The third row shows a call with status 'Not Transcribed'.

Status	Call from	Call to	Action Type	Start Time	Call Time	Talk Time	AI Transcription	Recordings
▶	1022	*CQ22* 6501	QUEUE[6501]	2026-02-27 17:31:03	0:01:17	0:01:12	Transcribed	-
▶	1022	*CQ22* 6501	QUEUE[6501]	2026-02-27 17:30:32	0:00:01	0:00:00	Not Transcribed	-
▶	1020	1021	DIAL	2026-02-26 22:22:43	0:00:30	0:00:26	Not Transcribed	-

4. Open link to view the full transcript and AI-generated summary for that specific call.



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