

Grandstream Networks, Inc.

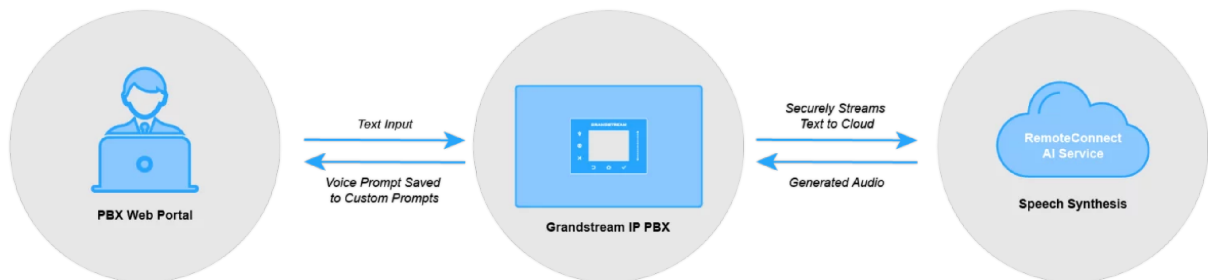
AI Generated Speech Guide



OVERVIEW

This guide provides detailed instructions for using the AI Generated Speech feature on the Grandstream IP PBX. This feature provides text-to-speech (TTS) capabilities powered by the AI service, allowing administrators to generate voice prompt audio directly from text. It is primarily used for IVR prompts, call queue announcements, and other system voice prompts, eliminating the need to manually record or upload audio files. Once generated, prompts are saved directly to the custom prompt library and can be reused by any service on the PBX.

This feature is entirely administrator-facing and is configured from the PBX web portal.



PBX CONFIGURATION

The Grandstream IP PBX supports custom voice prompts for use across various features such as IVR menus, call queues, and Intercom. Traditionally, these prompts are created by either recording directly from an extension or uploading a pre-recorded audio file that meets specific format requirements.

The AI Generated Speech feature introduces a third method, allowing administrators to generate professional voice prompts directly from text without any recording or audio file preparation.

Before the feature can be used, it must be enabled at the system level:

1. Log in to the PBX web portal as an administrator.
2. Navigate to **Integrations**→**AI Settings**.
3. Enable the *AI Generated Speech* feature.
4. Click Save and Apply to confirm the changes.

AI Settings
Beta

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

AI Call Transcription and Summary

Enable ⓘ ☐

AI Conference Transcription and Summary

Enable ⓘ ☐

AI Voice Message To Text

Enable ⓘ ☐

AI Generated Speech

Enable ⓘ ☒

Cancel Save

AI Generated Speech General Setting

Once enabled, the AI Generated Speech option becomes available from two entry points across the PBX web portal: the Custom Prompt page and any feature configuration page that includes a prompt selection field. Both entry points are covered in the following section.

GENERATING A VOICE PROMPT

AI Generated Speech can be accessed from two entry points in the PBX web portal, each covered in the sections below.

From the Custom Prompt Page

This method is used to generate and save a prompt independently, without being in the context of a specific feature configuration:

1. Navigate to **PBX Settings**→**Voice Prompt**→**Custom Prompt**.
2. Click the **AI Generated Speech** button to open the AI generation window.

Voice Prompt

Language Settings Custom Prompt Username Prompt

i Uploaded prompt files cannot have the same name even if the file format is different.

Record Upload **AI Generated Speech** Download All Delete Clear

☐	Name ↕	Type ↕	Format ↕	Play	Options
☐	en-hourly-break.wav	Audio	wav		
☐	en-hourly-break.mp3	Audio	mp3		
☐	en-lunch.wav	Audio	wav		
☐	en-lunch.mp3	Audio	mp3		
☐	en-backoffice.mp3	Audio	mp3		

AI Generated Speech Option in Custom Prompt

3. Configure the prompt parameters as described in the Prompt Configuration Parameters section below.
4. Click **AI Generate** to produce an audio preview.
5. Review the preview and adjust the parameters if needed.

AI Generated Speech

2 - 64 characters, supports letters, numbers, and special characters _-

English_IVR_Prompt

Text

Supports 1-5000 characters. Please enter text in the same language as configured below.

Thank you for calling. For sales, press 1. For technical support, press 2. For billing inquiries, press 3. To speak with

Language

English (US)

Voice

en-US-Wavenet-C

Speech Speed

Volume

Pitch

AI Generate

2026-05-13 15:41:05 00:05

Cancel Save

Generate an IVR Prompt Using AI

6. Once satisfied, save the prompt. It will be stored in the custom prompt library and available for use by any service on the PBX.

Voice Prompt

Language Settings Custom Prompt Username Prompt

Saved successfully

Record

Upload

AI Generated Speech

Download All

Delete

Clear

Name	Type	Format	Play	Options
English_IVR_Prompt.wav	Audio	wav		

Total: 1 1 10 / page Go to

AI Generated IVR Prompt

From a Feature Configuration Page

AI Generated Speech is also accessible directly while configuring features that require voice prompts, such as call queues and IVR menus. This allows administrators to generate a prompt without leaving the feature configuration:

1. While configuring a feature that includes a prompt selection field (e.g., Call Queue, IVR), locate the prompt dropdown.
2. Select **AI Generated Speech** from the dropdown options. This will open the same AI generation window used in the Custom Prompt page.

Call Queue AI Generated Prompt Option

3. Configure the prompt parameters as described in the Prompt Configuration Parameters section below.
4. Once satisfied, save the prompt. It will be stored in the custom prompt library and automatically applied to the feature being configured.

PROMPT CONFIGURATION PARAMETERS

When generating a voice prompt, the following settings are available:

AI Generated Speech Configuration Options

Name	Defines the name of the generated voice prompt. This name is used to identify the prompt in the system and must be unique. The field supports 2–64 characters, including letters, numbers, and special characters.
Text	Specifies the text content that will be converted into speech. The text length supports up to 5,000 characters.

Language	Specifies the language used for text-to-speech processing.
Voice	Selects the voice profile used to generate the speech. Different voice options may be available depending on the selected language. A preview option is provided, allowing administrators to listen to the voice style before generating the prompt.
Speech Speed	Controls the playback speed of the generated speech. The speed can be adjusted from slower to faster relative to normal speaking speed.
Volume	Adjusts the output volume level of the generated audio. The value can be set from 0 to 100 to accommodate different playback environments.
Pitch	Controls the pitch of the generated voice. Higher values produce a higher-frequency voice, while lower values produce a deeper tone. The pitch range can be set from 0 to 100.



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