

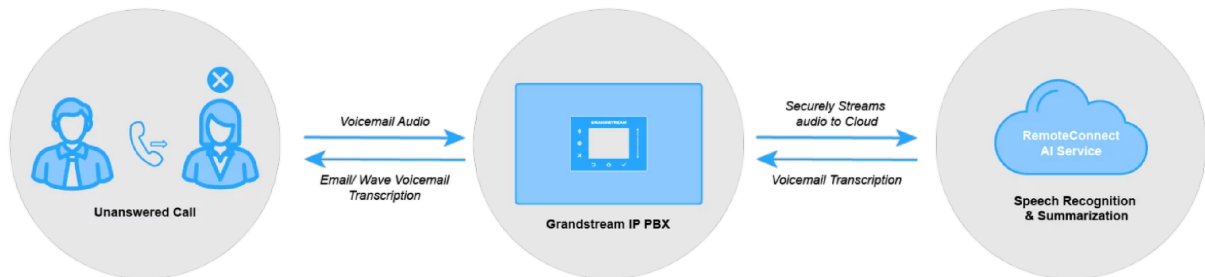
Grandstream Networks, Inc.

AI Voicemail To Text Guide



OVERVIEW

This guide provides detailed instructions for using the AI Voicemail to Text feature on the Grandstream IP PBX. This feature transcribes voicemail messages left on unanswered calls into text, allowing users to quickly read their voicemail content without having to listen to the audio. The transcription can be delivered automatically via email or accessed on demand through the Wave client.



PBX CONFIGURATION

This section covers the administrative steps required to configure the AI Voicemail To Text 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 Voicemail To Text* feature.
4. In the *Language* dropdown, select the desired language recognition behavior:
 - **Select a language:** *(Recommended)* The AI will recognize all voices in this language and will not recognize other languages. It is recommended to set it to the actual language spoken by the speaker.
 - **Specific Language (e.g., English, Spanish):** Prioritizes the automatic recognition of different types of languages but may not be as accurate.
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

AI Voicemail To Text

Enable 📘 ☒

• Language 📘 Automatic Recognition

• Extension Range 📘 ☒ Selected ☐ All

Search

Company Contact

- ☐ All
- ☐ Sales
- ☐ Quality Control
- ☐ Finance
- ☐ Marketing
- ☐ Technical Support
- ☐ IT
- ☐ Human Resources
- ☐ Logistics

Selected(0)

AI Voicemail to Text General Setting

6. Click Save and Apply to confirm the changes.

Once the feature is enabled globally, individual extensions can be configured for automatic voicemail transcription. To achieve this, follow 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 Voicemail to Text* 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 Transcription and Summary 📘 ☐

Language 📘 Follow Global Settings

AI Voicemail To Text

Automatic Transcription ☐

Language 📘 Follow Global Settings

Cancel Save

Extension Automatic Voicemail Transcription

Automatic Transcription	If enabled, voicemails received by this extension will be automatically transcribed. The transcription will be included in the voicemail notification email sent to the user. Otherwise, the user can still transcribe voicemails on demand from the Wave client. Note: For automatic transcription to be delivered by email, the options “Send Voicemail Email Notification” and “Attach Voicemail to Email” must also be enabled for the extension.
Language	Defines the language recognition behavior for this extension’s voicemail transcriptions. • Follow Global Settings: Uses the language configuration defined under the general AI settings. • Automatic Recognition: The AI automatically detects the spoken language of the voicemail. • Specific Language: Prioritizes recognition of a selected language for the highest accuracy.

5. Click Save and Apply to confirm the changes.

To ensure the transcription is delivered by email, the voicemail email settings must also be configured for the extension:

1. Within the same extension settings window, select the **Voicemail** tab.
2. Set **Send Voicemail Email Notification** and **Attach Voicemail to Email** to “Yes”.

The screenshot shows the 'Edit Extension: 1000' settings window with the 'Voicemail' tab selected. The 'Send Voicemail Email Notification' and 'Attach Voicemail to Email' settings are highlighted with red boxes and set to 'Yes'. Other settings visible include 'Voicemail' (Local Voicemail), 'Skip Voicemail Password Verification' (checked), 'Voicemail Password' (masked), and 'Keep Voicemail after Emailing' (Default).

Voicemail Email Settings on Extension Level

3. You can also choose the “Default” if the global voicemail settings under **Basic Call Features→Voicemail→Voicemail Email Settings** have these options enabled.

The screenshot shows the 'Voicemail' settings window with the 'Voicemail Email Settings' tab selected. The 'Send Voicemail Email Notification' and 'Attach Voicemail to Email' settings are highlighted with a red box and set to 'Yes'. Other settings visible include 'Keep Voicemail after Emailing' (checked) and 'Email Template' (Email Template).

Voicemail Email Settings on System Level

Note:

If automatic transcription is not enabled, the user will still receive voicemail notification emails but without the AI transcription content.

USER CONFIGURATION

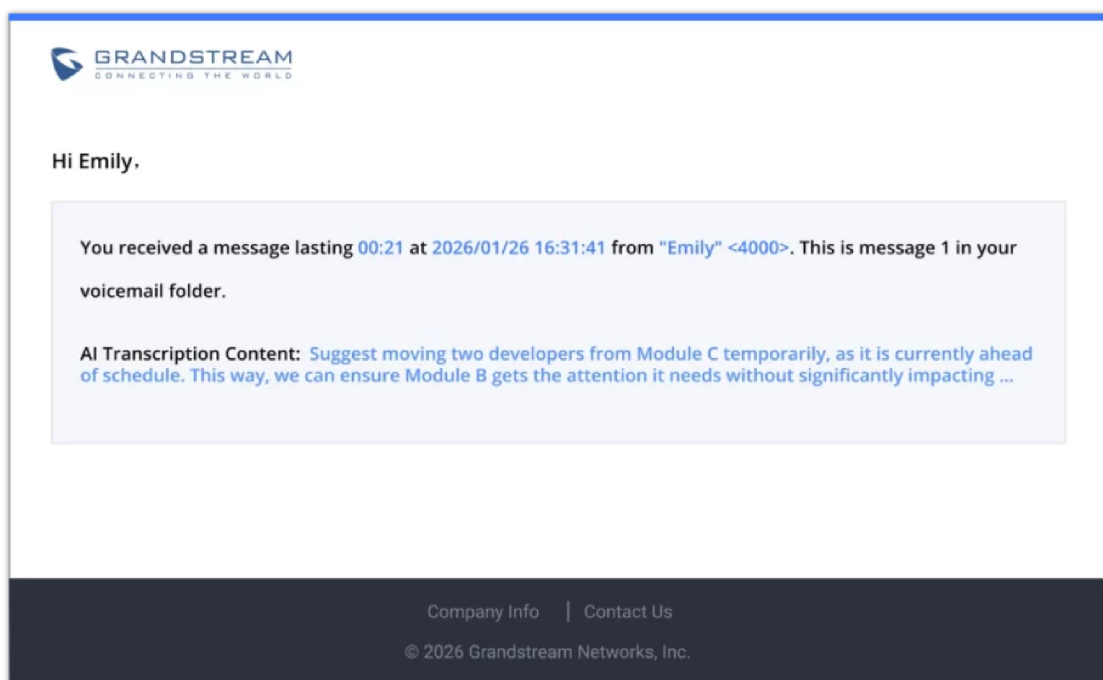
Users can access voicemail transcriptions in two ways:

- **Via Email:** if automatic transcription has been configured by the administrator.
- **On Demand:** if transcription is requested through the Wave client.

Voicemail Transcription via Email

If the administrator has enabled automatic transcription for the extension (refer to the PBX Configuration section for setup steps), the user will automatically receive voicemail notification emails containing the AI transcription content.

No action is required from the user. The email will include the voicemail details and the transcription inline as shown below.

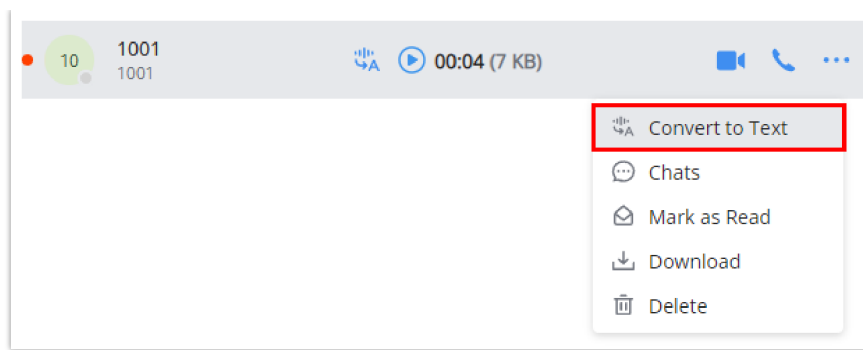


Voicemail Transcript Email

Voicemail Transcription via Wave Client

Users can manually transcribe any received voicemail on demand from the Wave Desktop or Wave mobile application:

1. Sign in to the Wave application and navigate to the **Voicemail** tab.
2. Locate the voicemail you wish to transcribe.
3. Click the **More** icon (three dots) next to the voicemail entry.
4. Select **Convert to Text** from the context menu. The AI will process the voicemail audio and generate the transcription.



Convert to Text Option in Wave Voicemail Tab

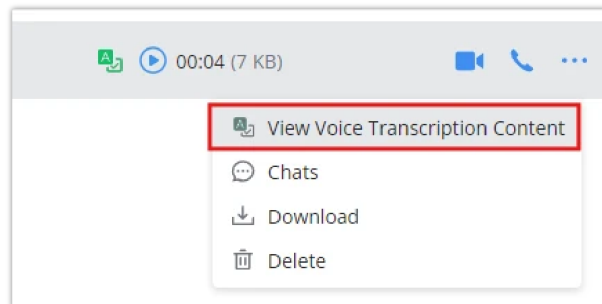
5. The AI will process the voicemail audio and generate the transcription as shown below.

Note:

The Convert to Text option is only available if the extension has AI Voicemail to Text permission as configured by the administrator.

If you wish to run the transcription again to improve accuracy or try a different language, you can re-transcribe any previously transcribed voicemail:

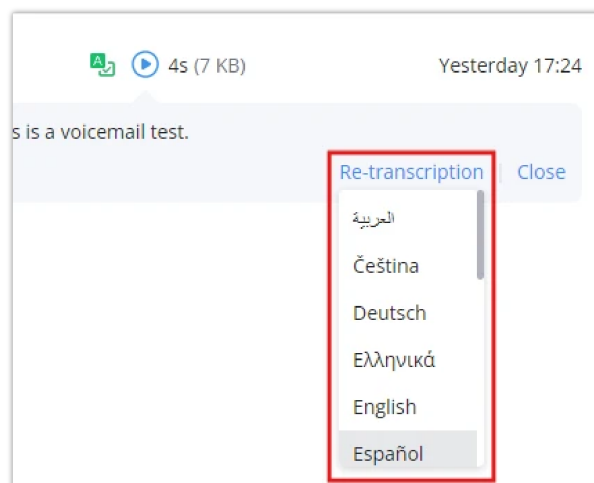
1. Open the voicemail transcription by selecting **View Voice Transcription Content**.



View Voice Transcription Content Option in Wave

2. Click the **Re-transcription** button.

3. Select the desired language from the dropdown, or keep the same language to run the transcription again.



Re transcription Option in Wave

4. The voicemail will be re-processed and the transcription content will be updated.



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Need Support?

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