

Grandstream Networks, Inc.

PBX GS AI Features Guide



INTRODUCTION

This guide provides a general overview of the Artificial Intelligence (AI) features available on your Grandstream IP PBX. These features, powered by the RemoteConnect AI service, are designed to enhance communication efficiency, improve accessibility, and simplify administrative tasks through advanced speech recognition, transcription, and generation.

AI services are a purchasable add-on and are subject to usage limits defined by your active RemoteConnect plan. An administrator can enable these features for all extensions, or apply them to selected extensions only.



PBX AI Features Overview

PREREQUISITES

Before using the AI features, ensure the following requirements are met:

- **Supported Models and Firmware:** Refer to the [Supported Models](#) section for the list of supported devices and minimum required firmware versions.
- **AI Service Activation:** The AI function trial or subscription must be enabled for your specific PBX device by contacting Grandstream Support.
- **Administrator Configuration:** The PBX administrator must enable the desired AI features globally under **Integrations→AI Settings (Beta)** and assign permissions to specific extensions.

SUPPORTED AI FEATURES

The Grandstream IP PBX offers a suite of AI-powered tools that integrate with calling, conferencing, and voicemail. Click the options below for detailed instructions guide on each feature.



AI Call Transcription and Summary Guide



AI Meeting Transcription and Summary Guide



AI Voicemail To Text Guide



AI Generated Speech Guide

SUPPORTED MODELS

The AI features covered in this guide are supported on the following platforms. Ensure all devices are updated to the minimum required firmware versions before enabling any AI features.

Product	Minimum Version	Call/Meeting Transcription		Call/Meeting Summary		Voicemail Transcription	AI Generated Speech
		Real-time	Post-call	Real-time	Post-call		
PBX							
UCM6300/A Series	1.0.33.30+	✔ Yes	✔ Yes	✔ Yes	✔ Yes	✔ Yes	✔ Yes
CloudUCM	1.0.33.10+	✔ Yes	✔ Yes	✔ Yes	✔ Yes	✔ Yes	✔ Yes
Wave Client							
Wave Desktop	1.33.14+	✔ Yes	✔ Yes	✔ Yes	✔ Yes	✔ Yes	—
Wave Web	1.0.33.14+	✔ Yes	✔ Yes	✔ Yes	✔ Yes	✔ Yes	—
Wave Android	1.0.33.8+	✘ No	✔ Yes	✘ No	✔ Yes	✔ Yes	—
Wave iOS	1.33.9+	✘ No	✔ Yes	✘ No	✔ Yes	✔ Yes	—