

AI Speech-to-Text Configuration Guide

Yeastar P-Series Appliance Edition

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AI Transcription Overview

Yeastar P-Series PBX System supports AI transcription feature for voicemail messages, which can convert voicemail into readable text using the built-in artificial intelligence (AI), allowing users to quickly review voicemail messages.

Requirements and restriction

Requirements

Item	Requirement
Firmware	37.19.0.110 or later.
Subscription	<ul style="list-style-type: none">Subscribe to Enterprise Plan or Ultimate Plan to ensure AI transcription is available. <div> Note: You can get started with the AI transcription feature using the free transcription minutes that come with your subscription plan (120 minutes for Enterprise Plan or 240 minutes for Ultimate Plan).</div> <ul style="list-style-type: none">Expand transcription minutes as needed by subscribing to the Transcription service (Path: Plan > Add-on Subscription). <div><div>Transcription Provide accurate AI transcription for voicemail audio. Read intuitive text to eliminate the hassle of replaying audio and improve productivity.</div></div>

Restriction

The built-in AI voicemail transcription can NOT be used simultaneously with the third-party Speech-to-Text (STT) API integration on the PBX system.

Highlights

Instant & accurate transcription

Deliver accurate voicemail-to-text conversion, allowing users to easily review and prioritize important messages.

Effortless transcript review & adjustment

Allow users to easily review, edit, and fine-tune the AI-generated transcripts to clarify information, add personal notes and clear key points.

Flexible transcription modes

Support both automatic and manual transcription modes, allowing users to choose whether to transcribe voicemails automatically or only when needed.

Multi-language support

Provide multiple languages for transcribing of voicemails. Extension users can set their preferred transcription language individually.

Configuration steps

1. Enable and Configure AI transcription feature

Enable the AI transcription feature for the system. Set the desired transcription language and specify which extensions are allowed to use the transcription feature.

For more information, see [Enable AI Voicemail Transcription](#).

2. Customize AI transcription for extensions

After transcription enabled, voicemail messages for authorized extensions can be transcribed into readable text. You can configure the transcription mode (either automatic or manual) and preferred transcription language for each extension individually.

For more information, see [Configure AI Voicemail Transcription for an Extension](#).

3. View AI transcription report

View the used and total transcription minutes, allowing efficient monitoring and management on the AI transcription usage.

For more information, see [Access Transcription Usage Details Report](#).




Configuration

Configuration for AI Voicemail Transcription

Enable AI Voicemail Transcription

AI voicemail transcription can convert voicemail audio into readable text using the built-in artificial intelligence (AI), allowing users to quickly review voicemail messages. This topic describes how to enable AI voicemail transcription.

Requirements

Item	Requirement
Firmware	37.19.0.110 or later.
Subscription	<ul style="list-style-type: none">Subscribe to Enterprise Plan or Ultimate Plan to ensure AI transcription is available. <div> Note: You can get started with the AI transcription feature using the free transcription minutes that come with your subscription plan (120 minutes for Enterprise Plan or 240 minutes for Ultimate Plan).</div> <ul style="list-style-type: none">Expand transcription minutes as needed by subscribing to the Transcription service (Path: Plan > Add-on Subscription). <div><div>Transcription Provide accurate AI transcription for voicemail audio. Read intuitive text to eliminate the hassle of replaying audio and improve productivity.</div></div>

Procedure

1. Log in to PBX web portal, go to **Integrations > AI**.
2. Select the checkbox of **Voicemail Transcription** to enable the feature.
3. Configure voicemail transcription settings:

☒ Voicemail Transcription

Language

Automatic

Languages to Auto-Detect

English (US) × French (Canada) × German (Switzerland) × Italian × Spanish (Spain) ×

Extension Scope for This Feature

☐ All Extensions

☒ Specific Extensions

Available

10 Items

Search here

Extension Number	Caller ID Name
<input type="checkbox"/> 1000	1000 1000
<input type="checkbox"/> 1003	1003
<input type="checkbox"/> 1004	1004
<input type="checkbox"/> 1005	1005
<input type="checkbox"/> 1006	1006
<input type="checkbox"/> 1007	1007

Selected

3 Items

Search here

Extension Number	Caller ID Name
<input type="checkbox"/> Extension Group	Hotel Room Group
<input type="checkbox"/> 1001	Leo Ball
<input type="checkbox"/> 1002	ces

a. Set the transcription language.

- **Language:** In the drop-down list, select the desired language in which group voicemail messages will be transcribed.
- **Languages to Auto-Detect:** If you set the **Language** to **Automatic**, select the desired languages for auto detection.

The system will automatically detect and transcribe voicemail messages in the selected languages.



Note:

- You can select up to 5 languages for auto-detection simultaneously.
- Only one region can be selected per language. For example, you cannot select both English (UK) and English (US) at the same time.

b. In the **Extension Scope for This Feature** section, specify which extensions / extension groups / departments are allowed to use voicemail transcription feature.

- **All Extensions:** All extensions can use this feature.
- **Specific Extensions:** Only selected extensions can use this feature.

4. Click **Save**.

Result

- The AI voicemail transcription feature is enabled. The system will automatically transcribe both group and extension voicemail messages into readable texts in the specified languages.



Note:

Messages delivered to extension voicemails, including those from group voicemails in **Broadcast to Members** mode, are transcribed in the language individually configured for each extension (Path: **Extension and Trunk > Extension > AI > Voicemail Transcription > Language**). For more information, see [Configure AI Voicemail Transcription for an Extension](#).

- The system automatically monitors transcription usage and sends notifications when specific capacity thresholds are reached:
 - When transcription usage reaches **90%** and **95%** of the total capacity, the PBX sends a notification **Your AI Transcription Usage is Reaching the Capacity Limit** to notify relevant contacts.
 - When the total capacity is fully used, the PBX sends a notification **AI Transcription Limit Reached** to notify relevant contacts.



Note:

You can also check the usage details of AI transcription in call reports. For more information, see [Access Transcription Usage Details Report](#).

Configure AI Voicemail Transcription for an Extension

After AI voicemail transcription is enabled, voicemail messages for authorized extensions are automatically transcribed in a preset language. You can adjust the transcription settings for extensions individually to meet their specific needs.




Note:

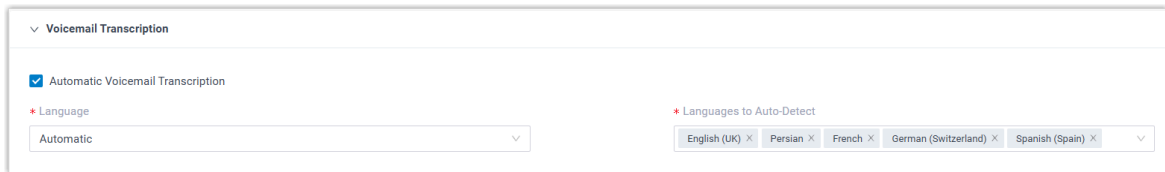
Extension users can also customize the AI voicemail transcription settings directly on their Linkus clients, and the changes will be automatically synchronized to the corresponding extension settings on the PBX.


Prerequisites

You have [enabled AI voicemail transcription](#) and granted the usage permission for the desired extension.

Procedure

1. Log in to PBX web portal, go to **Extension and Trunk > Extension**.
2. Click  beside the desired extension, then click the **AI** tab.
3. In the **Voicemail Transcription** section, configure the following settings.



Setting	Description
Automatic Voicemail Transcription	<p>Specify whether to automatically transcribe voicemail messages for the extension.</p> <p>This option is enabled by default. If disabled, extension users need to manually trigger transcription for specific voicemails on their Linkus clients when needed (Path: Voicemails).</p>
Language	<p>In the drop-down list, select the desired language in which group voicemail messages will be transcribed.</p>
Languages to Auto-Detect	<p>If you set the Language to Automatic, select the desired languages for auto detection.</p> <p>The system will automatically detect and transcribe voicemail messages in the selected languages.</p> <div>  Note: <ul style="list-style-type: none"> • You can select up to 5 languages for auto-detection simultaneously. • Only one region can be selected per language. For example, you cannot select both English (UK) and English (US) at the same time. </div>

4. Click **Save**.

Result

- Messages delivered to the extension's voicemail will be transcribed into text in the specified language, either automatically or manually.



Note:

Messages from group voicemails in **Shared by Members** mode still follows the global transcription language setting (Set in **Integrations > AI > Voice-mail Transcription > Language**).

- Extension users can access the transcribed texts through the following methods:

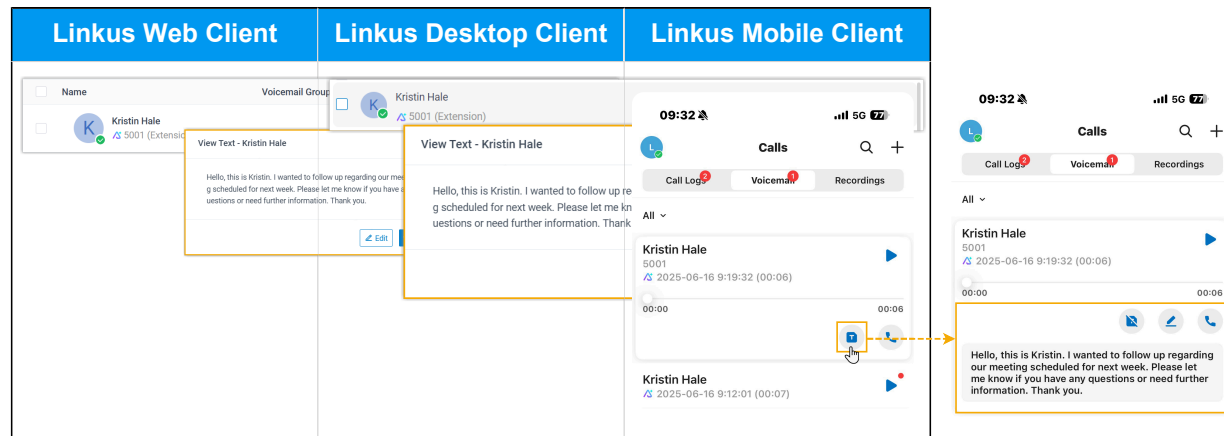
Linkus UC Clients

Users can view the transcribed text for each voicemail on their Linkus UC Clients (Path: **Voice-mails**). The transcribed voicemail messages are marked with an icon



Note:

Users can edit or refine the texts by clicking **Edit** (for Web/Desktop Client) or tapping (for Mobile Client) to correct names, clarify information, or add personal notes for future reference.



Email

Users can see the transcribed text included in the body of the email notification for each received voicemail.

**Note:**

This method is only available when the following settings are enabled for the extension:

- **Automatic Voicemail Transcription** is enabled.
- [Voicemail to Email](#) feature is enabled (Path: **Extension and Trunk > Extension > Voicemail > New Voicemail Notification**).

* New Voicemail Notification

Send Email Notifications with Attachment ^

Do Not Send Email Notifications

Send Email Notifications with Attachment

Send Email Notifications without Attachment



You Have a New Voicemail from Kristin Hale - 5001

You have a new voicemail from Kristin Hale - 5001 at United States (New York)
2025/06/16 09:12:01.

The voicemail message (transcribed): Hello, this is Kristin. I wanted to follow up regarding our meeting scheduled for next week. Please let me know if you have any questions or need further information. Thank you.

PBX Name: PBX

PBX SN:

Access Transcription Usage Details Report

Transcription Usage Details report provides an overview on the used transcription minutes for Voicemail Transcription. This topic introduces how to access the report.



Note:

In addition to checking transcription usage in the call report, super administrator can also view transcription usage directly from the **Dashboard**.

Plan

Enterprise Plan (EP)

Capacity

Used/Total Capacity: 30/120min.

Transcription

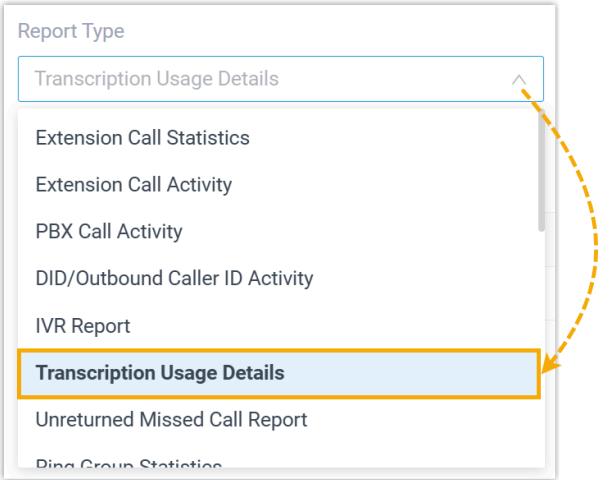
Recording

Prerequisites

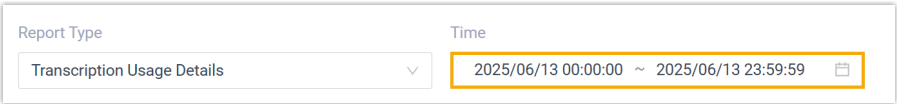
To access Transcription usage report, make sure the firmware of Yeastar P-Series PBX System is 37.19.0.110 or later.

Procedure

1. Log in to PBX web portal, go to **Reports and Recordings > Call Reports**.
2. In the **Report Type** drop-down list, select **Transcription Usage Details**.




3. Filter data by the desired time range.



A report for the selected period is displayed on the page, as shown below.

Transcription Event	Usage (mins)
Voicemail Transcription	30

Refer to the following table for explanation of the report metrics:

Metric	Description
Transcription Event	The type of transcription performed. In this report, the value is fixed as Voicemail Transcription .
Usage (mins)	The used transcription minutes within the specified time period.  Note: Any partial minutes are rounded up to the next full minute. For example, if the total usage is 3 minutes and 57 seconds, it will be recorded as 4 minutes.