

Voicemail Transcription

Voicemail transcription is a feature which allows you to attach the transcript of the voicemail and deliver it via email.

Currently, there are 2 transcription services supported for this feature. Registration with the service is required prior to setting the feature up.

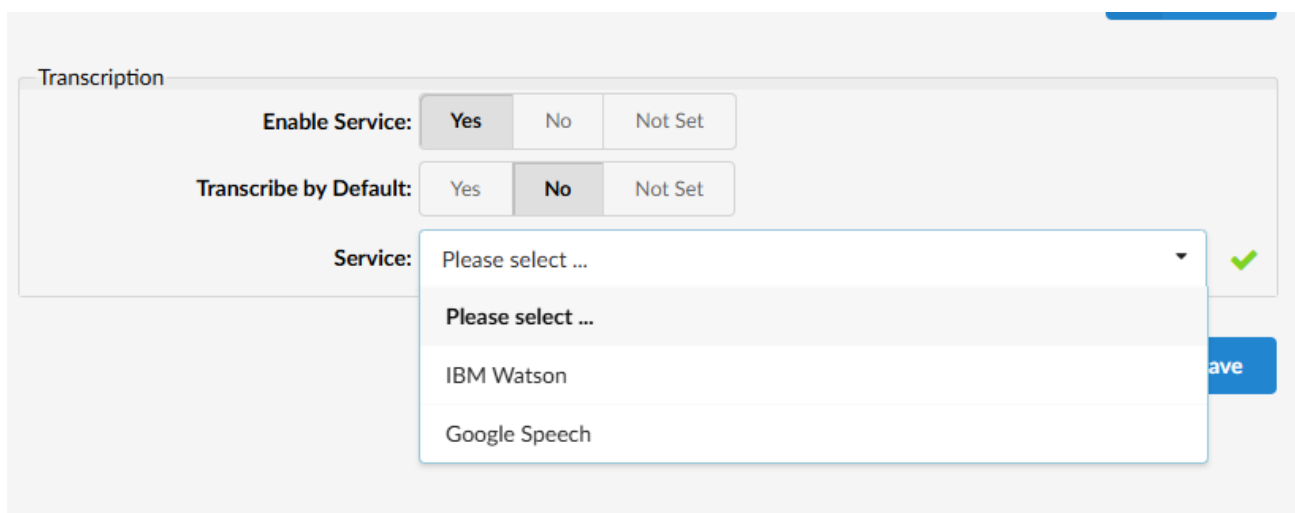
[IBM Watson Registration](#)

Google Speech Registration

Configuration

By default, this feature is disabled and needs to be configured under **Settings -> Voicemail -> Advanced Options** in the **Transcription** section.

Any fields active in this section are mandatory and can't be empty. Initially, only the **Enable** button will not be disabled:



The screenshot shows a configuration panel titled "Transcription". It contains three settings:

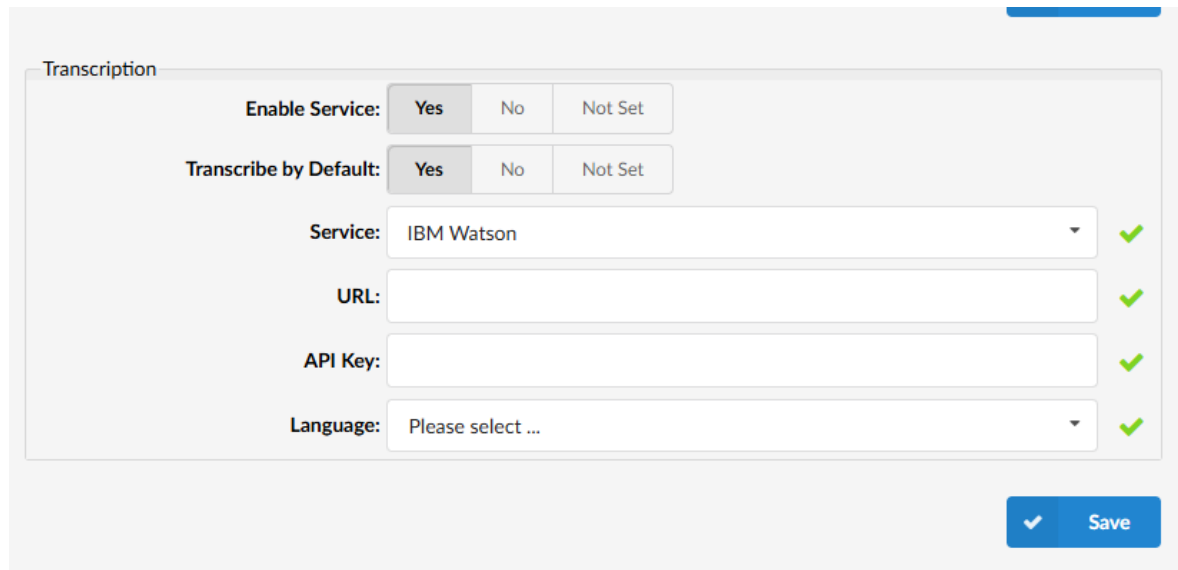
- Enable Service:** A row of three buttons: "Yes" (highlighted), "No", and "Not Set".
- Transcribe by Default:** A row of three buttons: "Yes", "No" (highlighted), and "Not Set".
- Service:** A dropdown menu with the text "Please select ..." and a green checkmark icon to its right. The dropdown is open, showing two options: "IBM Watson" and "Google Speech".

A blue "Save" button is visible on the right side of the panel.

1. Select Enable Service
2. To transcribe all voicemail boxes, you can set Transcribe by Default to Yes. If you want to choose individual mailboxes to receive the service, select No.
3. Select the Service you have chosen to use for

transcription.

4. For Watson enter the URL and API key you recorded from your IBM Account setup and select the Language you want the email transcribed in then Save.





The screenshot shows a 'Transcription' settings panel. It contains two toggle sections: 'Enable Service' and 'Transcribe by Default', each with 'Yes', 'No', and 'Not Set' options. Below these are four input fields: 'Service' (a dropdown menu showing 'IBM Watson' with a green checkmark), 'URL' (an empty text box with a green checkmark), 'API Key' (an empty text box with a green checkmark), and 'Language' (a dropdown menu showing 'Please select ...' with a green checkmark). A blue 'Save' button with a checkmark icon is located at the bottom right of the panel.

5. Click Save

Setting Transcription Per Extension

1. Open Extension
2. Go to Voicemail Settings section
3. Set Transcribe Content to Yes
4. Save

Voicemail

| | | | |
|--------------------------------------|---|--------------------------|---|
| Voicemail: | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> Not Set |
| Greeting-Mode: | <input type="radio"/> Yes | <input type="radio"/> No | <input checked="" type="radio"/> Not Set |
| MWI extensions (comma separated): | <input type="text"/> | | |
| Mailbox: | <input type="text" value="1000"/> | | ✓ |
| Name: | <input type="text" value="1000"/> | | ✓ |
| PIN: | <input type="text" value="7874"/> | | ✓ |
| E-mail: | <input type="text" value="gyegavian@firelinebroadband.com"/> | |  ✓ |
| Send E-mail: | <input type="radio"/> Yes | <input type="radio"/> No | <input checked="" type="radio"/> Not Set |
| Transcribe content: | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> Not Set |
| Carbon Copy E-mails: | <input type="text" value="Please select ..."/> | | |
| Pager e-mail: | <input type="text"/> | | |
| Greeting message: | <input type="text" value="Unavailable"/> | | |
| Unavailable message: |  Choose File | | |
| Reset Unavailable message: | <input type="radio"/> Yes | <input type="radio"/> No | <input checked="" type="radio"/> Not Set |
| Skip Instructions: | <input type="radio"/> Yes | <input type="radio"/> No | <input checked="" type="radio"/> Not Set |
| Skip PIN Prompt: | <input type="radio"/> Yes | <input type="radio"/> No | <input checked="" type="radio"/> Not Set |

Last Updated on June 18, 2025