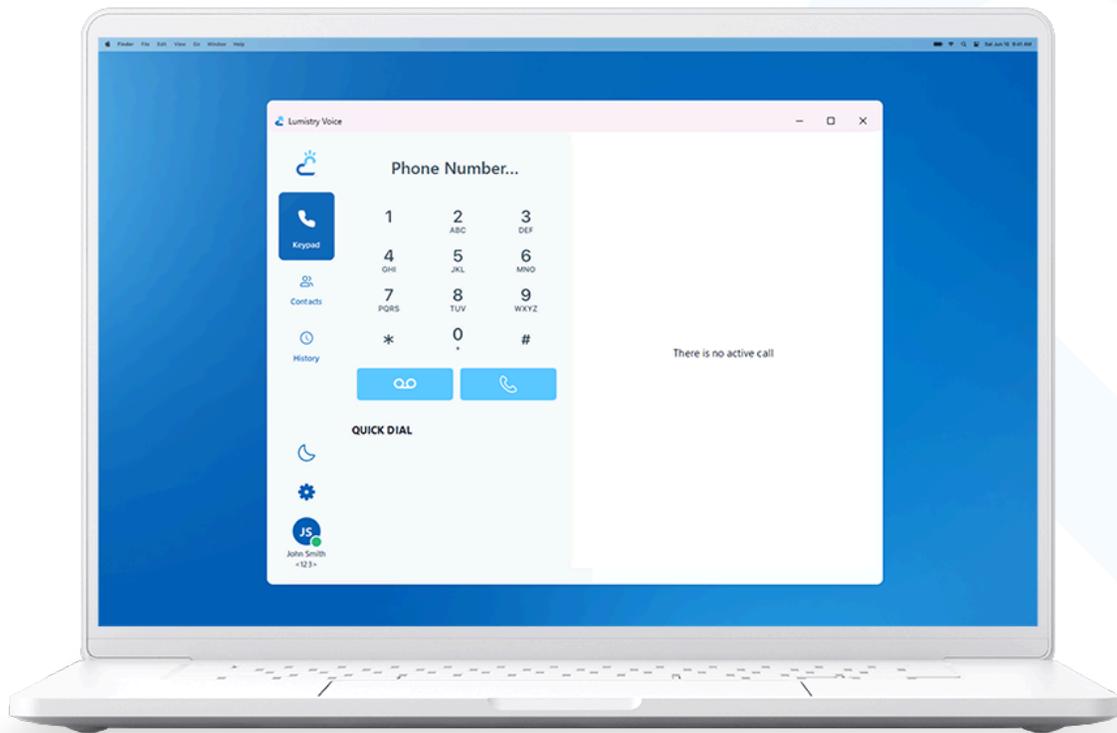




Lumistry Voice Go

Desktop Application User Guide



Initial Setup	3
Downloading the Application.....	3
Signing in to the Application.....	3
Using the Application	3
Application Main Screen.....	3
Making Calls.....	4
Receiving Calls.....	4
Mid-Call Operation.....	5
Placing a Call on Hold.....	6
Parking a Call.....	6
Making an Unattended Transfer.....	6
Making an Attended Transfer.....	7
Establishing a Conference Call.....	7
Splitting a Conference Call.....	7
Local Voicemail Management.....	7
Quick Dials.....	8
Creating New Quick Dials.....	8
Creating a Busy Lamp Field (BLF).....	8
Recommended BLF's.....	8
Doctor and Patient Voicemails.....	9
Parking Lots.....	9
Contacts Directory.....	10
Editing Contacts.....	10
Adding New Contacts.....	10
Contact Sorting Options.....	11
Call History.....	11
Settings	12
Activating Do Not Disturb (DND) Mode.....	12
Configuring Audio Settings.....	12
Changing the Display Language.....	12
SIP Log and Reset Application.....	12
Account Management	13

Initial Setup

This user guide provides guidelines on installing, setting up, and using the Lumistry Voice Go application on Windows or MacOS.

Downloading the Application

To begin, on your web browser go to <https://lumistrystg.wpengine.com/download/voice-go/> and click the **Download the Desktop Application** button for your appropriate operating system.

Download and run the **.exe** installation file to install the application to your device.

Note: The Lumistry Voice Go application can only be actively registered on one device at a time. While multiple downloads are possible, the app re-registers every 30 seconds, which can cause conflicts between devices and result in dropped calls or other performance issues.

Signing in to the Application

Once installed, launch the application and sign in with the account credentials provided to you by Lumistry.

1. Open the application.
2. Fill in the **Device** and **Department ID** fields provided by Lumistry, then click the **Sign in** button.

It is recommended to pin the application for quick access:

- On Windows: right-click the app in the start bar  and select **Pin to taskbar**.
- On macOS: right-click the app in the dock, go to **Options**, and click **Keep in Dock**.

Using the Application

This section describes the features of this application and user instructions.

Application Main Screen

Open the application to display the keypad on the screen.

Use the buttons on the left to navigate to the corresponding screens.

Tab	Description
	Keypad - Use the dialer to call new phone numbers.
	Contacts - Displays the contact directory.
	History - Displays the call history.

Making Calls

Make an outgoing call via the following options:

1. New phone numbers
 - a. Click the **Keypad** button.
 - b. Dial the phone number.
 - i. For quick access to Lumistry Support, dial **4357 (HELP)**.
 - c. Click the **Call**  icon to initiate the call.
2. Contacts directory
 - a. Click the **Contacts** tab.
 - b. Click on or **Search**  for the contact name.
 - c. Click the **Call**  icon to initiate the call.

Note: See the [Contacts](#) section to learn how to add a new contact.
3. Quick dials
 - a. The **Quick Dial** section is listed at the bottom under the **Keypad** section.
 - b. Click the contact name to initiate the call.

Note: See the [Quick Dials](#) section to learn how to add a quick dial.
4. Call history
 - a. Click the **History** tab.
 - b. Locate the contact name or phone number.
 - c. Click the call log to initiate the call.

Receiving Calls

The application will ring when an incoming call is received, allowing you to answer, silence, or dismiss it.

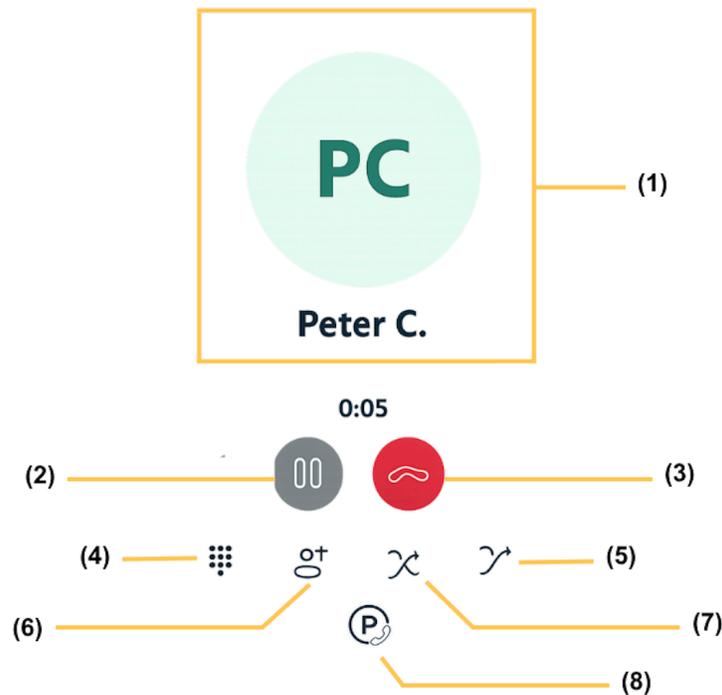
The incoming call screen displays the caller's name or phone number

- Click the **Accept**  button to answer the call.
- Click the **Decline**  button to dismiss the call.
- Click the **Ignore**  button to Silence the call.

Note: To pause incoming calls, you will need to enable **Do Not Disturb (DND)** mode in the application. See the [Do Not Disturb](#) section to learn how to quickly enable and customize your DND settings.

Please note, even if the application is closed or minimized, calls will still continue to ring in unless the **Do Not Disturb (DND)** mode is activated.

Mid-Call Operation



While in the middle of an active phone call, you can put the call on hold, park calls, transfer calls (attend and unattended) and more.

Item	Description
(1)	Displays the call participant's name, call duration, phone number, and photo (if available).
(2)	Places the call on hold.
(3)	Hangs up the call.
(4)	Opens the keypad.
(5)	Initiates a cold or unattended transfer.
(6)	Adds new call participant(s) to the call.

(7)	Initiates a warm or attended transfer.
(8)	Places the call in park.

Placing a Call on Hold

You can place a call on hold to temporarily pause the conversation, preventing both you and the call participant from hearing each other. To do this, click the **Hold** button on the call screen. Then, click the button again once you are ready to resume the call.

Note: Placing a call on **Hold** temporarily pauses it for yourself, and only you can resume it. If you would prefer to move the call to a shared parking lot, allowing anyone in your organization to retrieve it from another device, see [Parking a Call](#).

Parking a Call

Parking a call allows another user to retrieve the call from a different phone using the assigned park extension.

Tip: To make it easy to monitor and retrieve parked calls, consider setting up your parking lots (71–74) as **Busy Lamp Fields** in the ☆ **Quick Dial** tab. For setup instructions, see the [Parking Lots](#) section.

To park a call:

1. On an active call, click the **Park** button.
2. The call will be placed on hold and assigned to the first available parking spot (71-74).
 - a. Parked calls can be found in the ☆ **Quick Dial** tab. An occupied parking spot is indicated with a green light.
3. Once parked, the call can be picked up by you or any other extension at your location.

Making an Unattended Transfer

An unattended transfer, also known as a cold or blind transfer, is when you transfer a call to another destination without establishing a conversation with the new call recipient. The first call is put on hold until the call is transferred successfully.

To make an unattended transfer:

1. On an active call, click the **Transfer** button. The first call is placed on hold.
 - a. **Note:** To cancel the transfer, click **Dial To Transfer** at the top of the screen.
2. To transfer the call to another person, follow the steps in the [Making Calls](#) section. Once the transfer call is initiated, the first call is ended.

Making an Attended Transfer

An attended transfer, or warm transfer, is when you transfer a call to another destination but want to speak with this new call recipient before the transfer. The first call is put on hold until the call is transferred successfully.

To make an attended transfer:

1. On an active call, click the **Atten. Transfer** button. The first call is placed on hold.
 - a. **Note:** To cancel the transfer, click **Dial To Transfer** at the top of the screen.
2. To transfer the call to another person, follow the steps in the [Making Calls](#) section.
3. Speak with the new call recipient when the new call is answered.
4. click the **Transfer** button to transfer the call.

Establishing a Conference Call

A conference call allows multiple participants to join the same conversation.

To form a conference call:

1. On the call screen, select the **Add call** button.
2. Follow the steps in the [Making Calls](#) section to make a new call. The first call is put on hold.
3. Click the **Join** button when the second recipient answers the call.
4. The call screen will indicate a conference call has been formed between the participants.
5. To add more people, repeat steps 1 to 3.
6. To dismiss a conference call, select the **End Call** button.

Splitting a Conference Call

During a conference call, you can separate the participants into individual calls by clicking the **Split** button. This feature is useful when certain participants need to leave the conference or when a private conversation is needed.

To split a conference call:

1. While on an active conference call, click the **Split** button. The conference call will be placed on hold.
2. Click the **Switch** button and select the participant you want to speak with separately or remove from the conference.

Note: To merge the separate calls back into a single conference, click the **Join** button on the call screen.

Local Voicemail Management

The application can be configured with a local voicemail box upon request, however, it is only recommended if no PHI is expected to be captured.

If your application has a local voicemail box enabled, follow the steps below to access it:

1. Click the **Keypad** tab.
2. Select the **Voicemail** button beneath the keypad or dial ***97**.
3. The default password for your voicemail box is 9 + Extension.
 - a. **Note:** To record a custom busy or unavailable greeting, dial into your voicemail box and select **Advanced Options** (#0). Follow the prompts to record your busy or unavailable message.

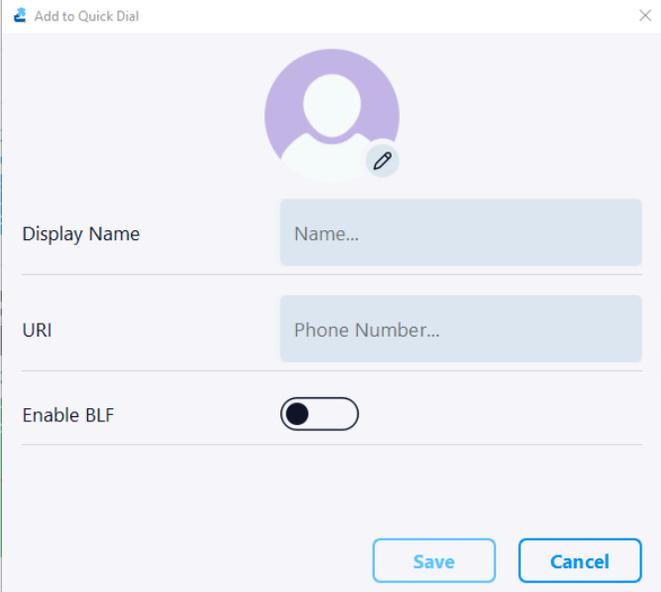
Quick Dials

To add or create a call shortcut in the **Quick Dial** section for contacts you call most often. Clicking a quick dial will place the call immediately.

Creating New Quick Dials

Create new phone numbers as quick dials in the **Contacts** button.

1. Click on the **Contacts** button.
2. Click the **Add** (+) icon.
3. Enter the **Display Name** and **Phone Number** or **Extension Number** in the fields.
4. Enable the **Busy Lamp Field (BLF)** toggle, if applicable.
 - a. See [Creating a Busy Lamp Field](#) to learn more.
5. Click the **Save** button.



Creating a Busy Lamp Field (BLF)

A Busy Lamp Field (BLF) lets you see the availability of other extensions in your phone system using indicator lights.

Creating a BLF is recommended for monitoring active extensions, such as parked calls, or for checking in on special system lines, such as voicemail boxes for patient and doctor voicemails.

Recommended BLF's

For easier monitoring and quick access, it is recommended to create BLFs for the following:

Doctor and Patient Voicemails

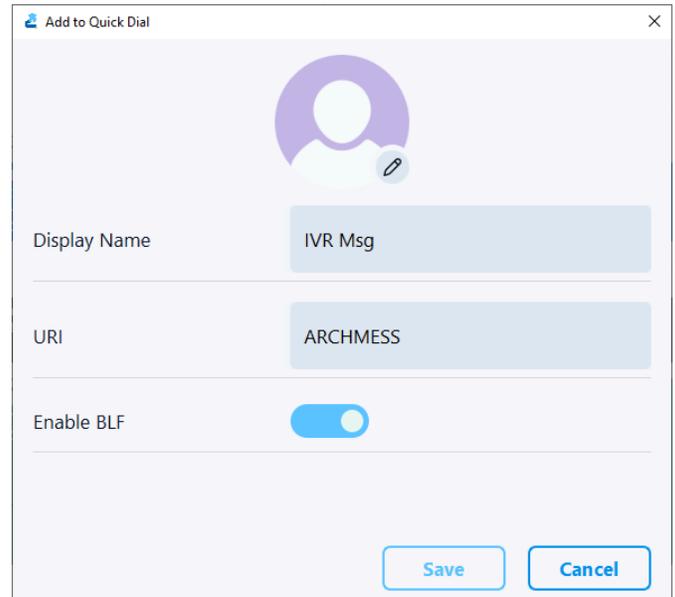
All voicemails are captured in the **Archive VM Module** within your IVR Dashboard. Setting up a BLF for these voicemails is recommended, as it allows you to easily track new messages and access them with a single click.

To create a BLF for doctor and patient voicemails:

1. Click on the **Contacts** button.
2. Click the **Add**  icon.
3. Enter the following information:
 - a. **Display Name:** IVR Msg
 - b. **Phone Number:** ARCHMESS
4. Toggle on **Enable Busy Lamp Field**.
5. Click the **Save** button.

Once enabled, the IVR Msg BLF will display an indicator color to show if you have any new messages. To listen to new voicemails, click the BLF and enter your Message ID.

- **Green** = New voicemail messages
- **Gray** = No new voicemail messages



The screenshot shows a dialog box titled "Add to Quick Dial" with a close button (X) in the top right corner. It features a purple profile icon with a white circle and a pencil icon. Below the icon are three input fields: "Display Name" with the value "IVR Msg", "URI" with the value "ARCHMESS", and "Enable BLF" which is a toggle switch currently turned on (blue). At the bottom right, there are two buttons: "Save" and "Cancel".

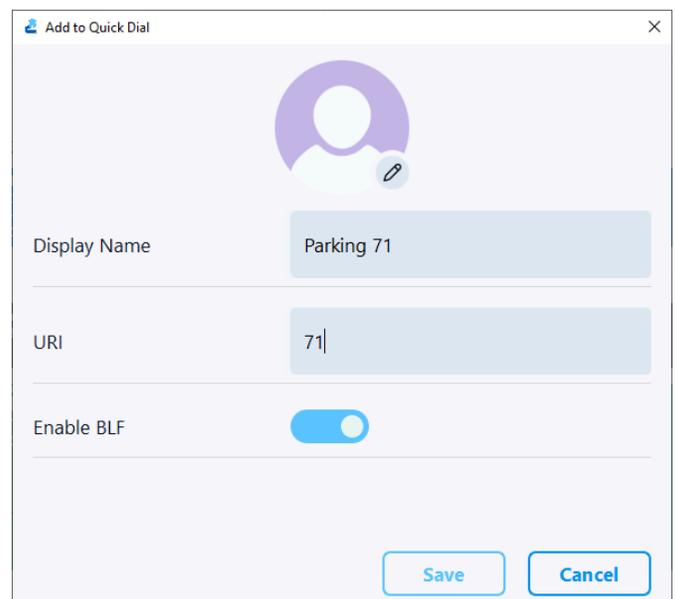
Parking Lots

A parking lot is a shared space where active calls can be temporarily placed on hold so that another user can pick them up from a different phone. Each parking lot has its own unique number (for example, 71–74).

Creating a BLF for each parking lot allows you to easily see which extensions are currently occupied and which are free.

To create a BLF for parking lots:

1. Click on the **Contacts** button.
2. Click the **Add**  icon.
3. Enter the following information:
 - a. **Display Name:** Parking 71
 - b. **Phone Number:** 71
4. Toggle on **Enable Busy Lamp Field**.
5. Click the **Save** button.



The screenshot shows a dialog box titled "Add to Quick Dial" with a close button (X) in the top right corner. It features a purple profile icon with a white circle and a pencil icon. Below the icon are three input fields: "Display Name" with the value "Parking 71", "URI" with the value "71", and "Enable BLF" which is a toggle switch currently turned on (blue). At the bottom right, there are two buttons: "Save" and "Cancel".

Note: Repeat the above steps for each parking lot number (71–74) to create a total of four parking lot BLFs:

- **Display Name:** Parking 71 | **Phone Number:** 71
- **Display Name:** Parking 72 | **Phone Number:** 72
- **Display Name:** Parking 73 | **Phone Number:** 73
- **Display Name:** Parking 74 | **Phone Number:** 74

Once enabled, each parking lot will include an indicator color that shows the call status:

- **Green** = Call is parked
- **Gray** = Lot is available

Note: If a parked call is not retrieved within 3 minutes, the system will trigger a ringback to the park ring group.

Contacts Directory

To access all the contacts, click on the **Contacts** button. Here, you will be able to view any contacts that you have added or synced.

Clicking a contact's name will open their details, where you can then click the call button to initiate a call.

Editing Contacts

Users can update information such as names, numbers or photos on existing contacts.

1. Open the **Contacts** tab.
2. Right click a contact that needs updates.
3. Click **Edit**.
4. Make changes and then click **Save**.

Adding New Contacts

You can add new contacts to your application's **Contacts** via the following options:

1. Contacts directory
 - a. Open the **Contacts** tab.
 - b. Click the **Add**  icon to add a new contact.
 - c. Follow the instructions on the screen to save the contact.
2. Call history
 - a. Click the **History** tab.
 - b. If you have received or placed a call, right click the phone number.
 - c. Click **Add to Quick Dial**.
 - d. Follow the instructions on the screen to input name and save the contact.

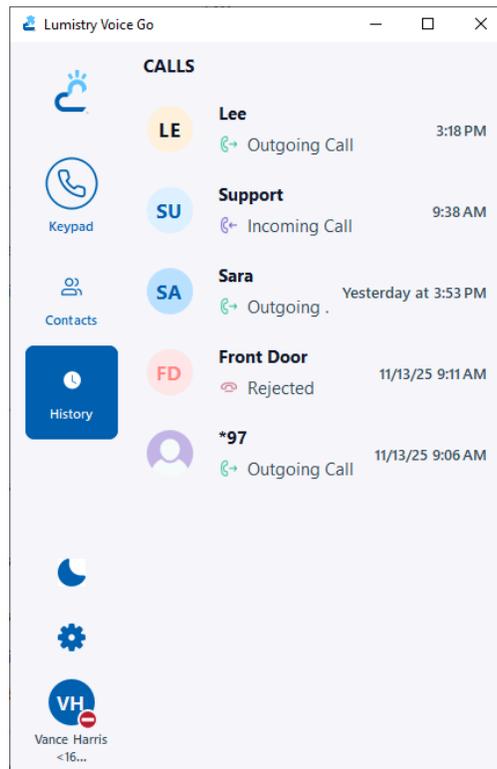
Contact Sorting Options

Control how contacts appear in the **Contacts** tab by sorting them.

1. Click the **Reorder Quick Dial Contacts**  icon in the bottom right of the application
2. Click and drag contacts to order them as you desire
3. Click the **Reorder Quick Dial Contacts** icon again to lock in changes.

Call History

The **History** tab records all the call logs from most recent to oldest. The call logs display the contact name or phone number, the call type, and the time of the call.



From the **History** tab, you can also view icons beside each entry that represent different types of calls.

Icons	Indication
	Received incoming call
	Outgoing call
	Missed or rejected call

Settings

To access the settings of this application, click the  to open the **Settings** screen.

Activating Do Not Disturb (DND) Mode

Use Do Not Disturb (DND) mode to block incoming calls. When enabled, calls are still logged in the **History** tab, but the app will not notify you of new incoming calls.

DND can be turned on manually clicking the **Do not disturb**  icon in the bottom left of the application.

Note: To deactivate DND mode, click the **Do not disturb**  icon again.

Configuring Audio Settings

Microphone and speaker audio can be adjusted by opening Settings  and going to the Sound  section.

Note: You can also adjust echo and background noise processing, set media device volume levels, and manage other audio options in **Sound** settings.

Changing the Display Language

By default, the application uses the computer's operating system language, but you can choose a different display language, if desired.

To change the display language:

1. Click the **Settings**  > **Controls**.
2. On the **Language** dropdown select your desired language.

SIP Log and Reset Application

Under the **Settings**  > **Troubleshooting** section you will find an option to access your **SIP Log**, which records technical logs of network activity and call signaling for troubleshooting purposes.

There is also a **Reset Application** under **Settings**, which returns the application to its default configuration, removing all account data, login details, call history, preferences, and more.

It's recommended not to use either option unless instructed by Lumistry Support.

If troubleshooting or a reset is needed, please contact Lumistry Support at **4357 (HELP)** for guidance before making any changes.

Account Management

If an employee is terminated or no longer requires access, call **4357 (HELP)** to contact Lumistry's Support Team.

When calling, please indicate whether the extension should remain active, allowing another employee to download and use it, or if it should be fully terminated to avoid ongoing charges.