Lumistry Voice Go

Mobile Application User Guide

Initial Setup

This user guide provides guidelines on installing, setting up, and using the Lumistry Voice Go application on iOS devices.

Downloading the Application

To begin, open the App Store, search for **Lumistry Voice Go**, and tap 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, sign in with the account credentials provided to you by Lumistry.

1. Open the application.
2. Sign in using one of the following methods:
   a. Fill in the **Device** and **Department ID** fields provided by Lumistry, then tap the **Sign in** button.
   b. Press **Scan QR**, and then point the camera window at a QR code containing the credentials.

Setting Up Application Permissions

When signing in for the first time, you will be prompted to grant the following permissions.

Allowing Call Notifications

To stay informed of incoming calls, the app will request permission to send notifications to your phone.

When the message **"Lumistry Voice Go Would Like to Send You Notifications"** appears, tap **Allow** so you can receive alerts for incoming calls.

Syncing Contacts

To enable the application to view and save contacts, you must first allow it access to your phone's contact list.

When the message **"Lumistry Voice Go Would Like to Access Your Contacts"** appears, you will have three options to choose from:

1. **Full Access*** - All contacts from your phone's contact list will sync to your application.
2. **Limit Access*** - You can select specific contacts to sync to your application.
3. **None (*not recommended*)** – The application will not have access to any of your phone's contacts, and you will be unable to save or manage any new contacts within the application.

*Please note that your phone's contact list and the application's contact list are essentially the same. Any new contacts you create in the application will also appear in your phone's contact list. Likewise, any contacts you remove from your phone will also be removed from the application.

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 tab bar to navigate to the corresponding screens.

Tab	Description
☆	**Quick Dial** - Saves quick dials for the contacts frequently calling.
🕐	**History** - Displays the call history.
⣿	**Keypad** - Use the dialer to call new phone numbers.
ⓐ	**Contacts** - Displays the contact directory.

Making Calls

Make an outgoing call via the following options:

1. New phone numbers
    a. Tap the **Keypad** ⣿ tab.
    b. Dial the phone number.
        i. For quick access to Lumistry Support, dial **4357 (HELP)**.
    c. Tap the **Call** 📞 icon to initiate the call.
2. Contacts directory

a. Tap the **Contacts** 👤 tab.
b. Search for the contact name.
c. Tap the **Call** 📞 icon to initiate the call.
Note: See the **Contacts** section to learn how to add a new contact.

3. Quick dials
    a. Tap the **Quick Dial** ☆ tab.
    b. Tap 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. Tap the **History** 🕐 tab.
    b. Locate the contact name or phone number.
    c. Tap 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
- Tap **Remind Me**, then choose a reminder to return the call.
- Tap the **Accept** button to answer the call.
- Tap the **Decline** button to dismiss 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.

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.
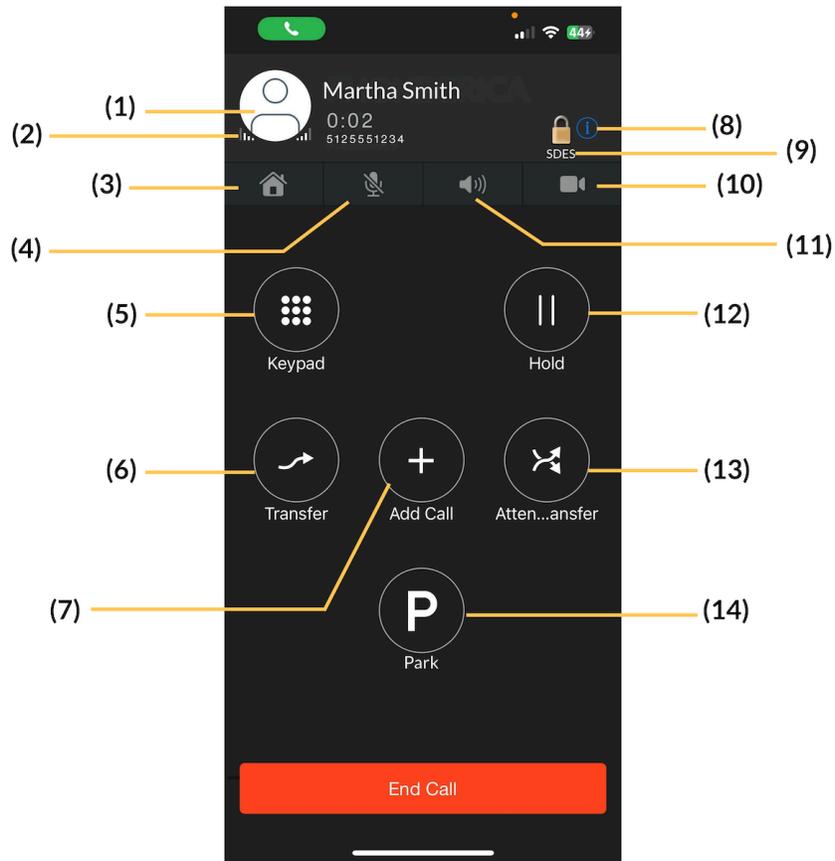
Item	Description
(1)	Displays the call participant's name, call duration, phone number, and photo (if available).
(2)	Displays the volume level of your (left) and your call participant's (right) microphone.
(3)	Opens the home screen.
(4)	Mutes the microphone.
(5)	Opens the keypad.
(6)	Initiates a cold or unattended transfer.
(7)	Adds new call participant(s) to the call.
(8)	Opens the metric displaying the call quality.
(9)	Displays the SRTP encryption type (SDES).
(10)	Turns on/off the camera.

(11)	Turns on/off the speaker.
(12)	Places the call on hold.
(13)	Initiates a warm or attended transfer.
(14)	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, tap the **Hold** button on the call screen. Then, tap 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, tap 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, tap the **Transfer** button. The first call is placed on hold.
   a. **Note**: To cancel the transfer, tap **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, tap the **Atten. Transfer** button. The first call is placed on hold.
   a. **Note**: To cancel the transfer, tap **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. Tap 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. Tap 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 tapping 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, tap the **Split** button. The conference call will be placed on hold.
2. Tap 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, tap the **Join** button on the call screen.
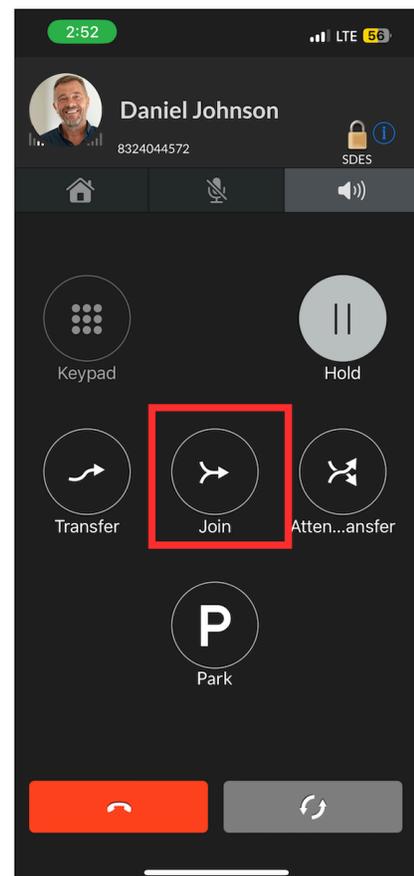
Local Voicemail Management

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

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

1. Tap 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.
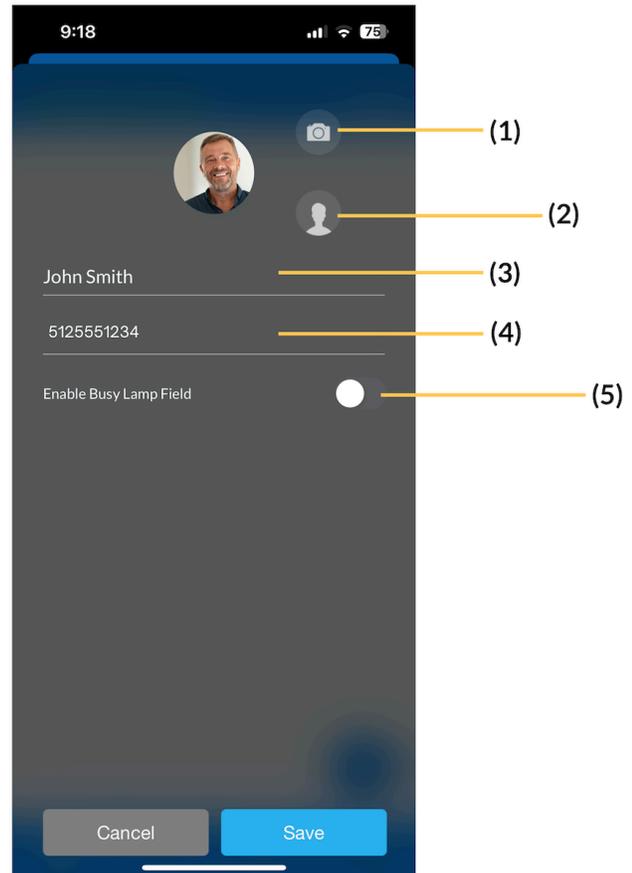
Quick Dials

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

Creating New Quick Dials

Create new phone numbers as quick dials in the **Quick Dial** ☆ tab.

1. Open the **Quick Dial** ☆ tab.
2. Tap **EDIT**.
3. Tap the **Add** ⊕ icon.
4. Enter the **Name/Title** (3) and **Phone Number or SIP Address** (4) fields.
    a. Alternatively, if the contact is already in your **Contacts** list, click the **Contacts** ⦿ icon (2) to automatically populate their information.
5. Tap the **Camera** ◻ (1) option to take or assign an image to the contact.
6. Enable the **Busy Lamp Field** toggle (5), if applicable.
    a. See **Creating a Busy Lamp Field** to learn more.
7. Tap 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.

You can create a BLF for any **Quick Dial** ☆ you have set up within your application.

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 tap.

To create a BLF for doctor and patient voicemails:
1. Open the **Quick Dial** ☆ tab.
2. Tap **EDIT**.
3. Tap the **Add** ⊕ icon.
4. Enter the following information:
    a. **Title:** IVR Msg
    b. **Number or SIP Address:** ARCHMESS
5. Toggle on **Enable Busy Lamp Field.**
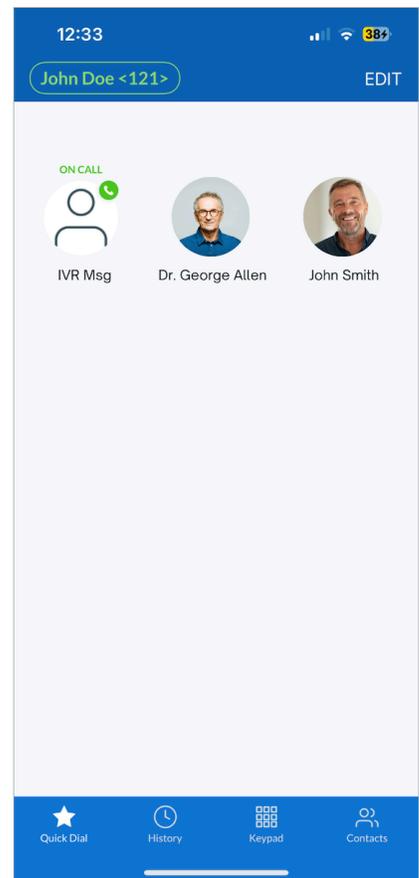6. Tap the **Save** button.

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

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. Open the **Quick Dial** ☆ tab.
2. Tap **EDIT**.
3. Tap the **Add** ⊕ icon.
4. Enter the following information:
   a. **Title:** Parking 71
   b. **Number or SIP Address:** 71
5. Toggle on **Enable Busy Lamp Field.**
6. Tap the **Save** button.

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

- **Title:** Parking 71 | **Number or SIP Address:** 71
- **Title:** Parking 72 | **Number or SIP Address:** 72
- **Title:** Parking 73 | **Number or SIP Address:** 73
- **Title:** Parking 74 | **Number or SIP Address:** 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.
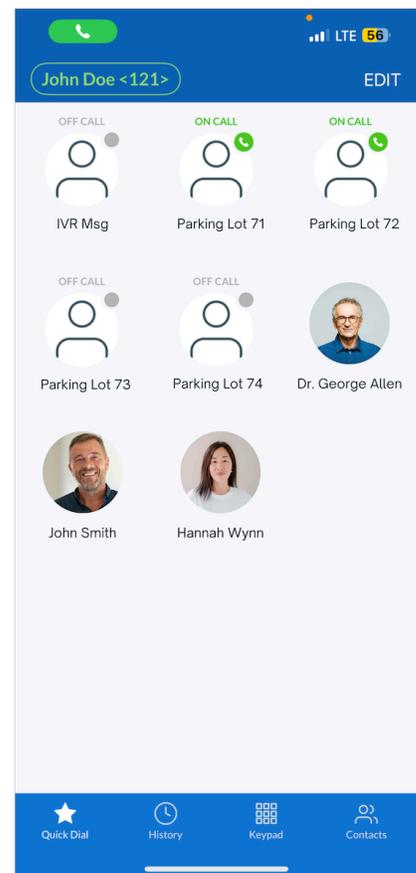
Contacts Directory

To access all the contacts, open the **Contacts** 👤 tab. Here, you will be able to view any contacts that you have added or synced.

Tapping a contact's name will open their details, where you can then:

- Set a **Custom Ringtone**.
- Add the contact to **Quick Dial**.

Editing Contacts

Users can update information such as names or add new numbers to existing contacts in the address book.

1. Open the **Contacts** 👤 tab.
2. Tap a contact that needs updates.
3. Tap **Edit**.
4. Make changes and then tap **DONE**.

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. Tap the **Add** ⊕ icon to add a new contact.
   c. Follow the instructions on the screen to save the contact.
2. Keypad
   a. Open the **Keypad** ⁝⁝⁝ tab
   b. Use the dialer to dial a phone number
   c. Tap **Add to Contacts**
   d. Select **Create New Contact** or **Add to Existing Contact**.
   e. Follow the instructions on the screen to save the contact.
3. Call history
   a. Tap the **History** ⏱ tab.
   b. If you have received or placed a call, tap the **Information** ⓘ icon beside the new phone number.
   c. Tap the **Add** ⊕ icon.
   d. Select **Create New Contact** or **Add to Existing Contact**.
   e. Follow the instructions on the screen to save the contact.
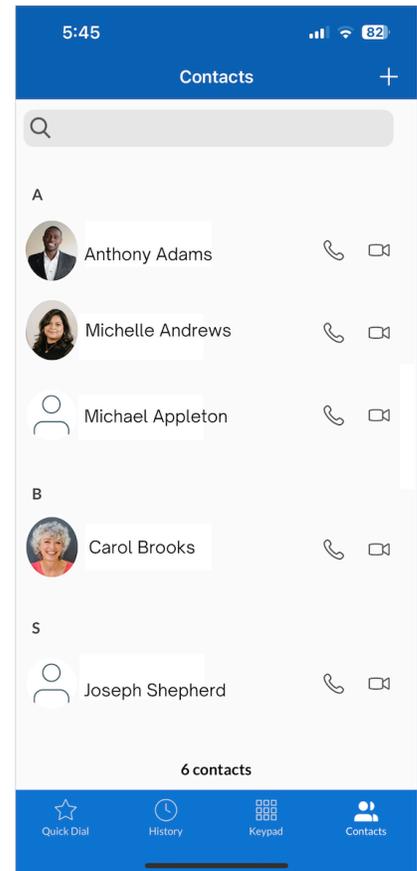
Note: If you have chosen to sync your phone's contacts with the application, any new contact added within the application will also be added to your phone's native contact list. See **Syncing Contacts** for more information.

Contact Sorting Options

Control how contacts appear in the **Contacts** tab by sorting them by first name, last name, or keeping the device's default order.

1. Tap the **Keypad** tab > ⚙ > **Preferences**.
2. Tap **Contact Sort Order**.
3. Select one of the desired sorting options:
   a. **Native Order** (default)
   b. **First name, last name**
   c. **Last name, first name**

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.
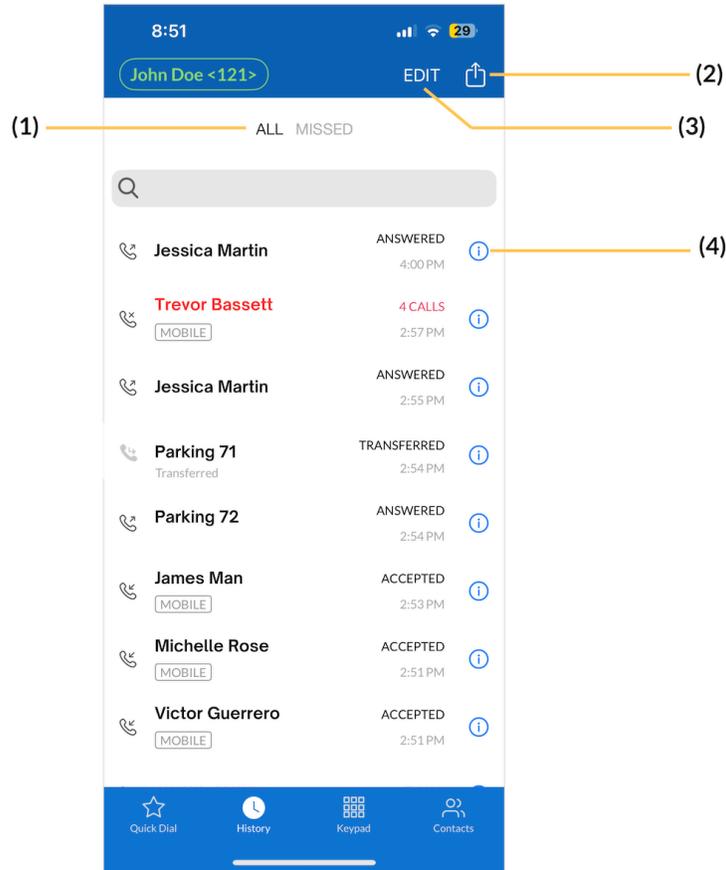
Item	Description
(1)	Use the **ALL** or **MISSED** filters to show your desired call logs.
(2)	Tap the **Save** ⬆ icon to export the call logs to a CSV document. You can then send it to other users or save it on your mobile device.
(3)	Tap **EDIT** to delete call logs.
(4)	Tap the **Information** ⓘ icon to see more details about 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
☎	Transferred call

Settings

To access the settings of this application, tap the **Keypad** ⠿ tab > ⚙ to open the **Settings** screen.

Configuring a Ringtone

By default, the app uses the device's ringtone and notification tone for incoming calls. Users can choose a different ringtone specifically for this application, if preferred.

1. Tap the **Keypad** ⠿ tab > ⚙ > **Preferences**.
2. Tap **Ringtones**.
3. Select a notification tone.
4. Tap **Done**.

Assigning a Custom Ringtone to a Contact

Make it easy to recognize important callers by assigning a unique ringtone to specific contacts.

1. Open the **Contacts** ⊕ tab.
2. Tap the contact that you would like to assign a custom ringtone.
3. Tap **Ringtone**.
4. Choose a ringtone.
5. Tap **Back**.

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 or customized to activate under specific conditions.

To manually activate DND mode:

1. Tap your extension name and number at the top left corner of the screen.

2. Toggle the **Do not disturb** switch on.
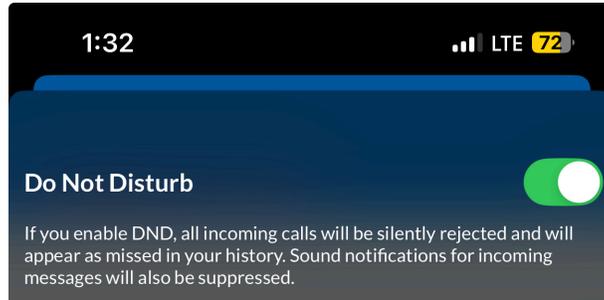
Note: To deactivate DND mode, turn the **Do not disturb** switch off.

Setting Custom Do Not Disturb Rules

You can customize DND mode settings by choosing when it's active (specific days and times) and by restricting which contacts can reach you.

1. Tap the **Keypad** tab > ⚙ > **Preferences**.
2. Tap **Do not disturb**.
3. Tap the **Add** ⊕ icon.
4. Select an available option:
   a. **Time** - Select to turn on at a custom time interval or all day.
   b. **Weekdays** - Select the custom day to turn this on.
   c. **Unknown contacts** - Enable or disable (default) calls and messages from unknown phone numbers.
   d. **Contacts** - Tap the **Add** icon to disable calls and messages from certain contacts.
   e. **Comment** - Add a description in the **Comment** field.
   f. **Enable** - Select to activate your custom rule.
5. Tap **ADD**.
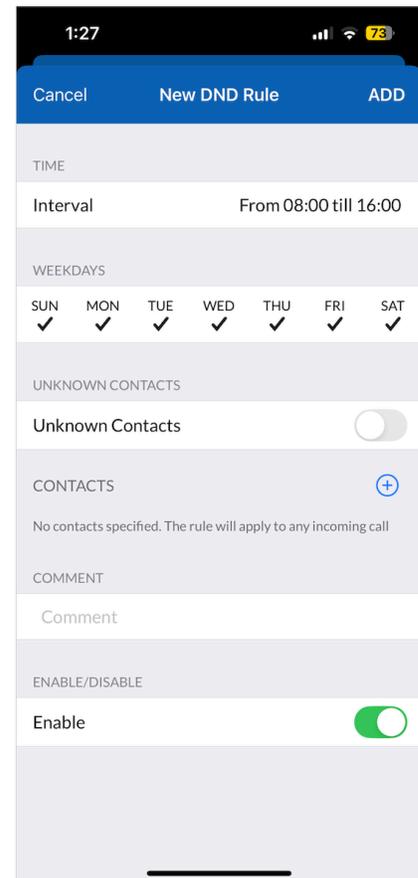
Note: To delete a DND rule on the **DND Rules** screen, tap and slide the rule to the left.

Checking Call Usage

The **Usage Report** lets you track calling activity within the app, including call duration and frequency.

1. Tap the **Keypad** tab > ⚙ > **Preferences**.
2. Tap **Usage**.

Use the **Usage** report to view the user's calling activity. Tap the **Reset** button to return the counters to zero.

- **Talk times** - Displays the call duration in current month, previous month, and accumulated call duration since the call time counter is reset.
- **Call counts** - Displays the number of calls made in the current month, previous month, and accumulated number since the call counter is reset.

 Tap the **Reset** button to return the counters to zero, if desired.

Configuring Headset Settings

To enable using a Bluetooth headset:
1. Tap the **Keypad** tab > ⚙ > **Preferences** > **Sound**
2. Enable the **Support Bluetooth** switch.
3. Tap the **Keypad** tab > ⚙ > **Preferences** > **Controls**
4. Enable the **Headset Buttons** switch.

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 phone's operating system language, but you can choose a different display language, if desired.

To change the display language:
1. Tap the **Keypad** tab > ⚙ > **Preferences**.
2. Tap the **Language** option.
3. Select your desired language.
4. Restart your mobile device.

GSM Call Settings

Global System for Mobile communications (GSM) calls use your phone's cellular network to make calls. These calls use the phone's native dialer interface and features, rather than the application's call interface.

Phones running this application can handle both GSM (cellular) and SIP (internet-based) calls. Sometimes, a GSM call may come in while a SIP call is already in progress.

Configuring how GSM calls are managed during an active SIP call helps prevent missed calls and avoids interrupting ongoing conversations.

To configure how to handle a GSM call during a SIP call:
1. Tap the **Keypad** tab > ⚙ > **Preferences** > **Controls** > **On GSM Call**.
2. Select an option: **Do Nothing**, **Put Call on Hold** (default), or **Play Message**.
   a. **Note:** If **Play Current Message** is selected, you can choose a default audio message or record a custom message to play to the incoming GSM call.

Configuring Network Settings

These settings control how your calls use Wi-Fi or mobile data, helping make sure your calls sound clear and do not use too much data.

To configure your network settings:
1. Tap the **Keypad** tab > ⚙ > **Preferences** > **Network.**
2. Beside **Network priorities for RTP:**
   a. RTP is the technology the application uses to send voice during a call. You can choose:
      i. **Prefer Wi-Fi** (default) - Uses Wi-Fi whenever possible. This gives the best call quality and saves your mobile data.
      ii. **Prefer Mobile Data** - Uses cellular data first, useful if Wi-Fi is weak or unavailable.
3. Beside **Network Change Strategy:**
   a. This determines when the app switches between Wi-Fi and mobile data during a call. You can choose:
      i. **If Needed** (default) - Switch only if the call quality is at risk.
      ii. **If Different** - Switch whenever the network type changes (Wi-Fi → Mobile Data, or vice versa).
      iii. **Always** - Allow switching anytime during a call.

SIP Log and Reset Application

Within the **Keypad** tab > ⚙ > **Preferences** section you will find an option to access your **SIP Log**, which records technical logs of network activity and call signaling for troubleshooting purposes.

The **Preferences** section also includes a **Reset Application** option, 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.