



Lightspeed Voice Orbit Setup

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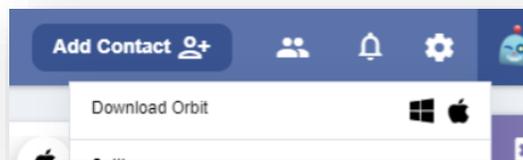
Introduction

Lightspeed Voice’s Orbit desktop client is an application that allows users to create a new browser window when receiving and or making phone calls.

Depending on which integration Orbit is paired with, the application can open to a search for the number being answered or called in your agency management system or customer resource manager, some integrations will open directly to a customer, contact, or vendor entry if a match is found based on the number. It can also provide native Operating System notifications if enabled, these are for inbound text messages, emails, and incoming calls.

Lightspeed Orbit Installation

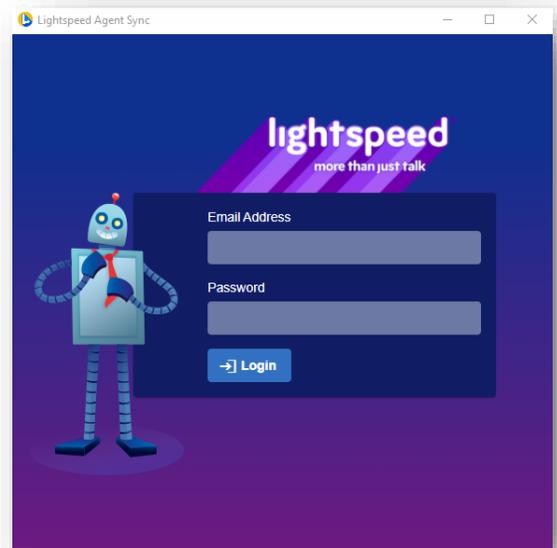
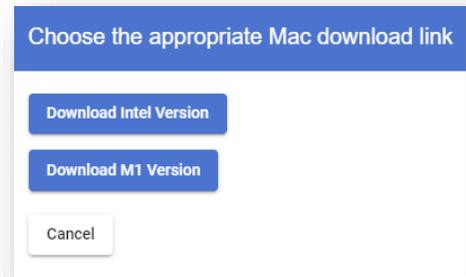
To get started, you will need to download the installer. You can access this by clicking the gear icon in the top right corner while signed into Lightspeed Voice. You will see a button for Mac and Windows. Choose the appropriate button. If you are installing on a Mac, it will prompt you for your processor version as there is two different version available on Mac and require different applications. You will need to select either Intel or M1, and you can determine which processor your Mac is running by clicking the Apple icon in the top left corner of the menu bar, and then selecting



“About This Mac”. If you see “Chip” listed, you have an Apple M1 processor. If you see “Processor”, you have an Intel processor.

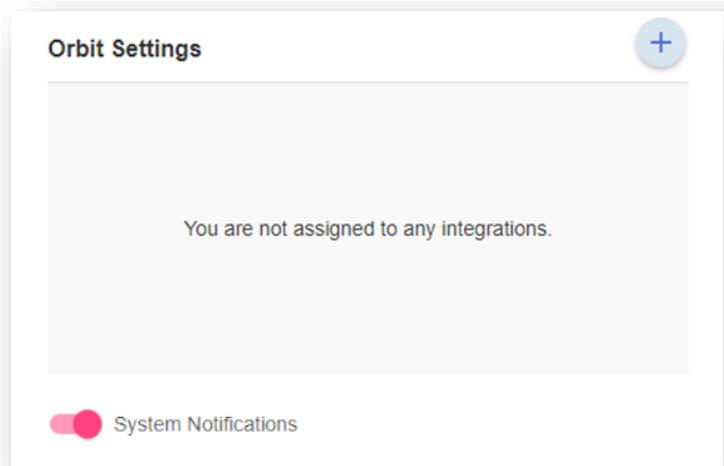
This can also be installed and configured by Lightspeed Voice’s Client Success Team. After downloading, you will need to run the installer. This may require administrator permissions depending on your Operating System and office setup.

If you have had Lightspeed Voice’s AgentSync installed in the past, you may be automatically signed in. If not, you will need to sign in using your Quantum, Connect, or Automate credentials.

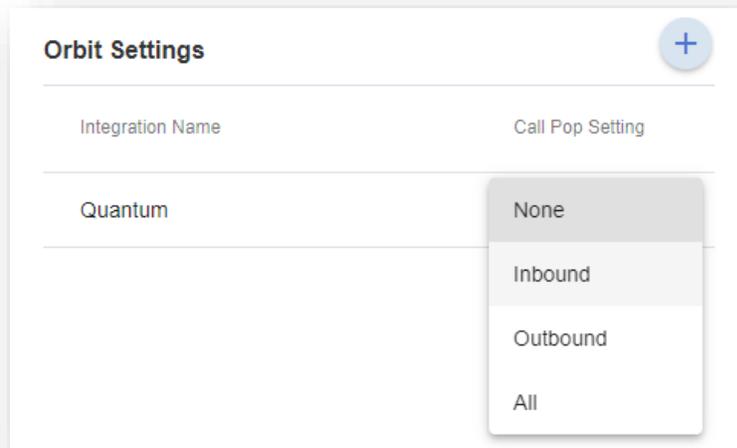


Settings

After signing in, you will see a table titled *Orbit Settings* in the middle. The table may be empty or may contain integrations configured through the Quantum, Connect, or Automate interface. If there are no integrations and you would like to set one up, you can do so using the plus symbol near the top right. This will pop up a window to Quantum or Connect where you will be able to configure the integration.

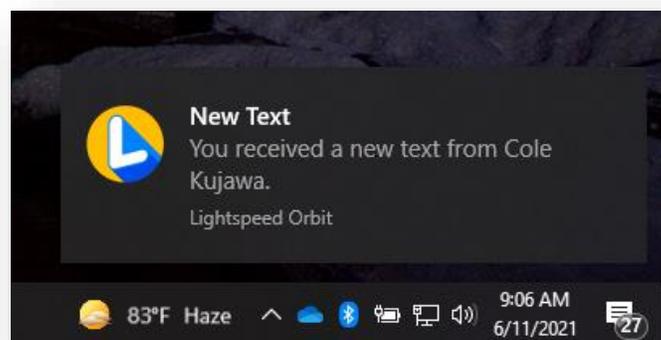
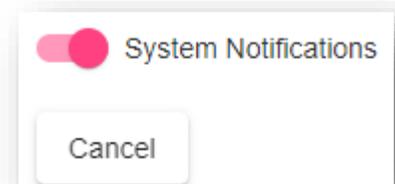


If you add an integration, you will see it appear in the *Orbit Settings* and if you click *Edit* you can change the call pop settings. If set to none, Orbit will not create a call pop when receiving an inbound call or making an outbound call; the other options will allow you to do either individually or both.

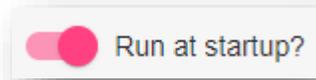


You can have multiple integrations running and configured to different call pop settings at any time.

If enabled, the *System Notifications* toggle will allow Orbit to use your Operating System's native notification functions to send a message when you receive inbound texts, emails, and phone calls.

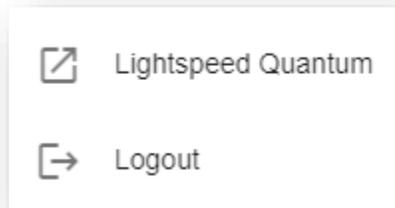
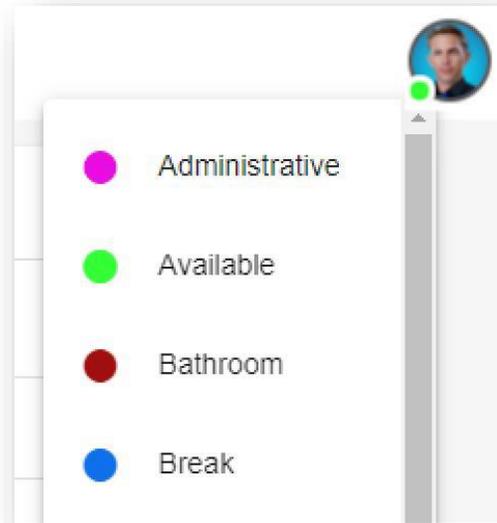


If you want Lightspeed's Orbit to always be on, be sure to toggle *Run at Startup* to the on position as seen below.



Usage

Once you have your Orbit configured to your liking, there are still some built in features useful for everyday activities. If you click the dot next to your profile picture, you can set your status, and this will also update your status in Quantum/Connect/Automate. Do Not Disturb statuses will set your phone to DND.



If you click your profile picture, you can navigate to Quantum/Connect/Automate via the first button or log out.

If you right click on the Orbit icon in the taskbar, you can force the app to appear, check for updates, or exit the app completely.

