



# AgentSync Setup Guide

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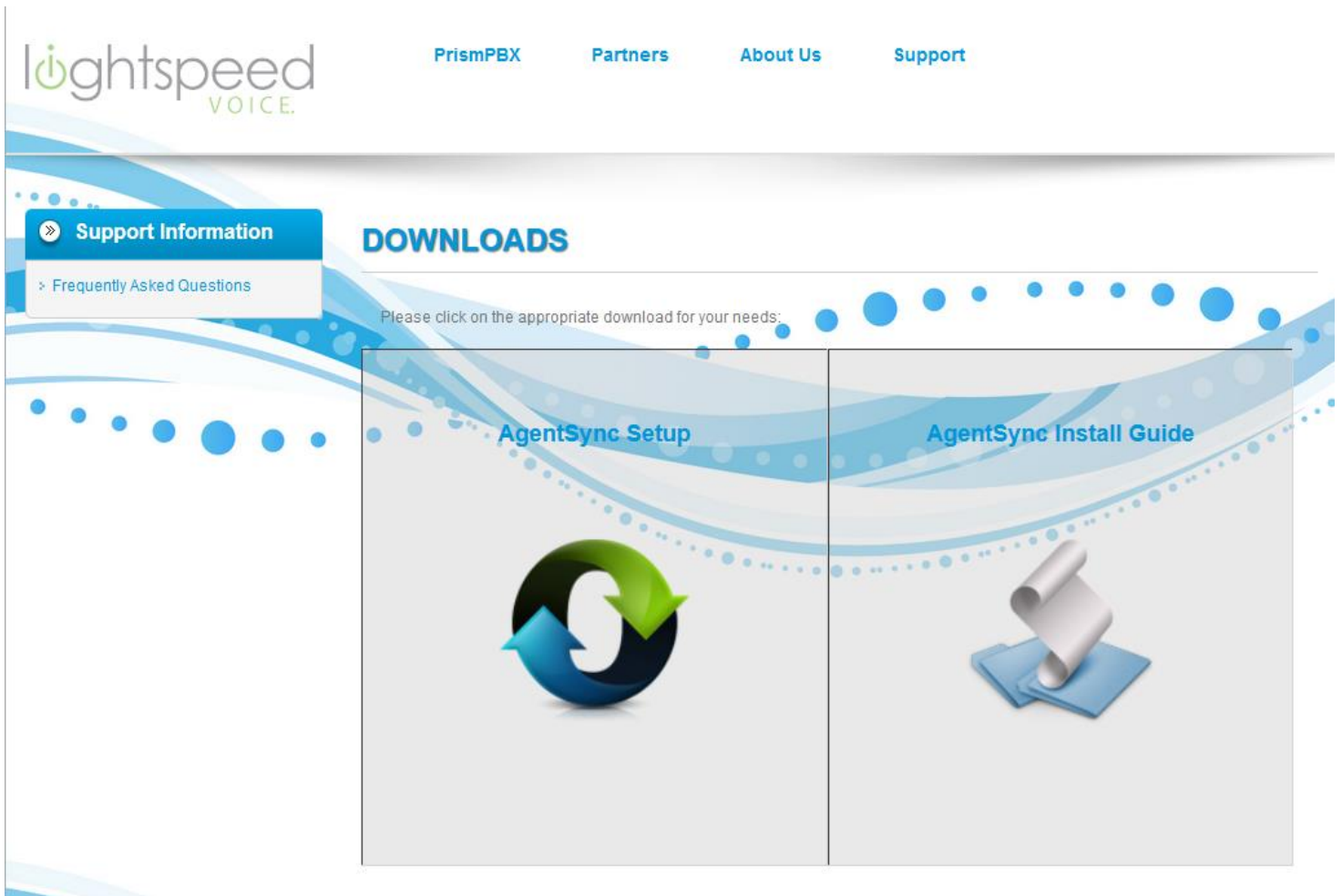
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# Installing AgentSync

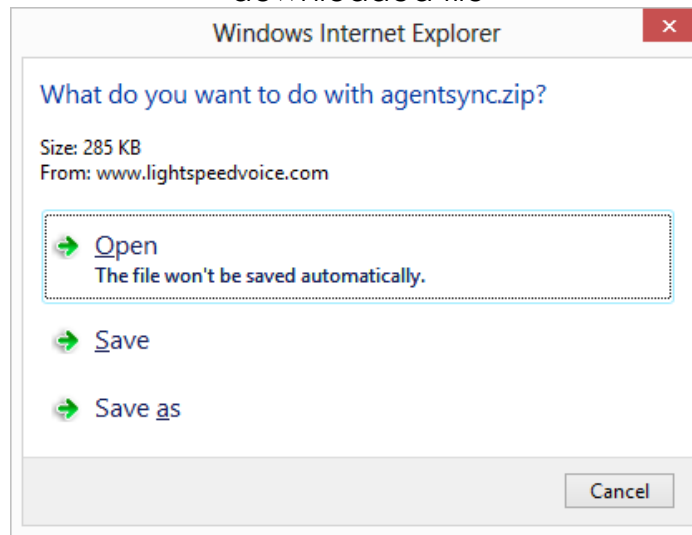
AgentSync will cause your caller's eAgent account to pop up as soon as you answer

To begin, navigate to [www.lightspeedvoice.com/download](http://www.lightspeedvoice.com/download) using Internet Explorer

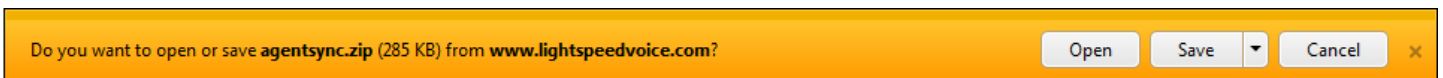


Click on "AgentSync Setup" to download the zip file containing the program installer

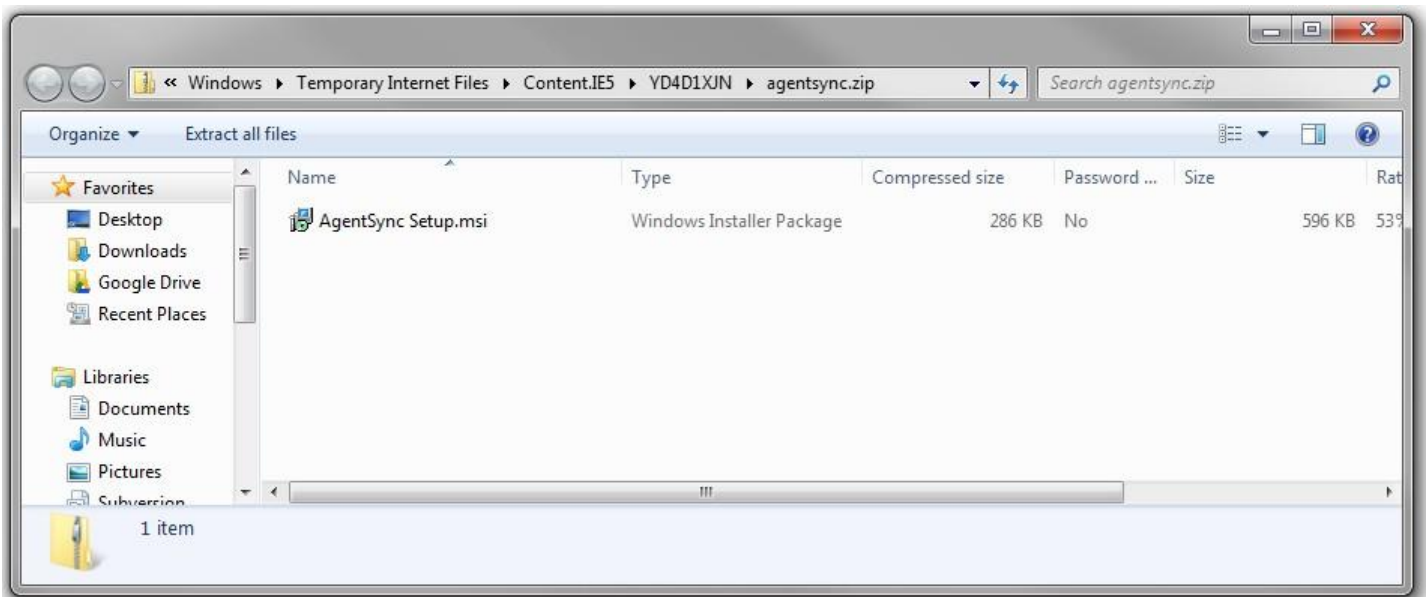
One of the following two windows may show up asking for you to allow and open the downloaded file



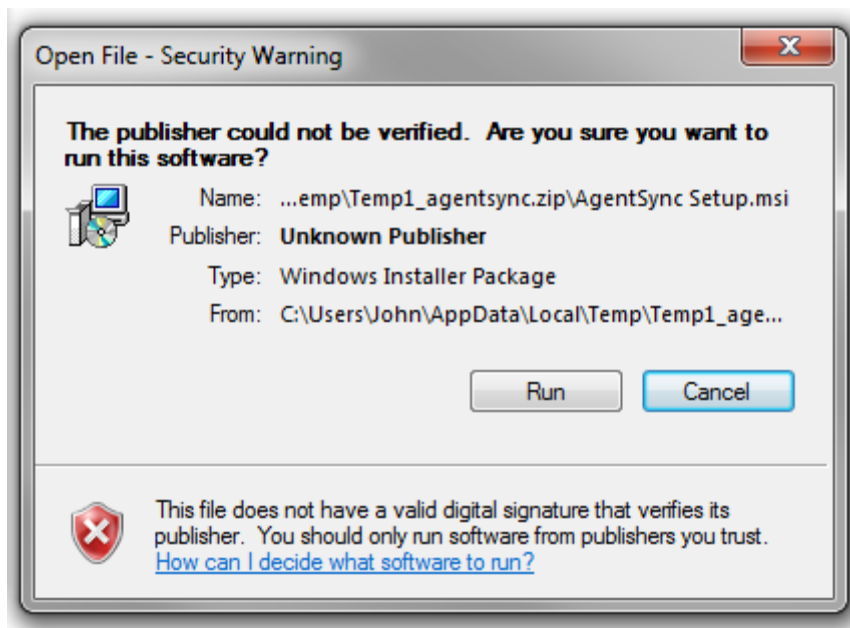
Or



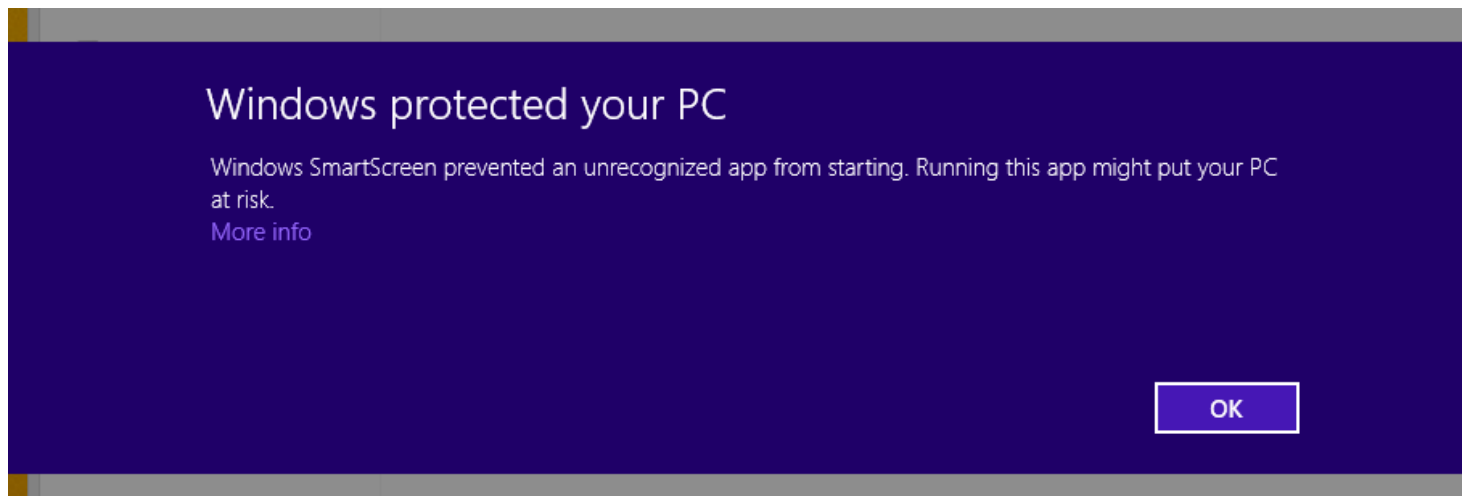
It will open in a Windows Explorer window as shown below



Double click on AgentSync Setup.msi to begin installation. If you get a security warning, click "Run"



You may also encounter the Windows Smart Screen when installing which you must select "More Info".



Once you have selected “More Info” please click “Run Anyway”

## Windows protected your PC

Windows SmartScreen prevented an unrecognized app from starting. Running this app might put your PC at risk.

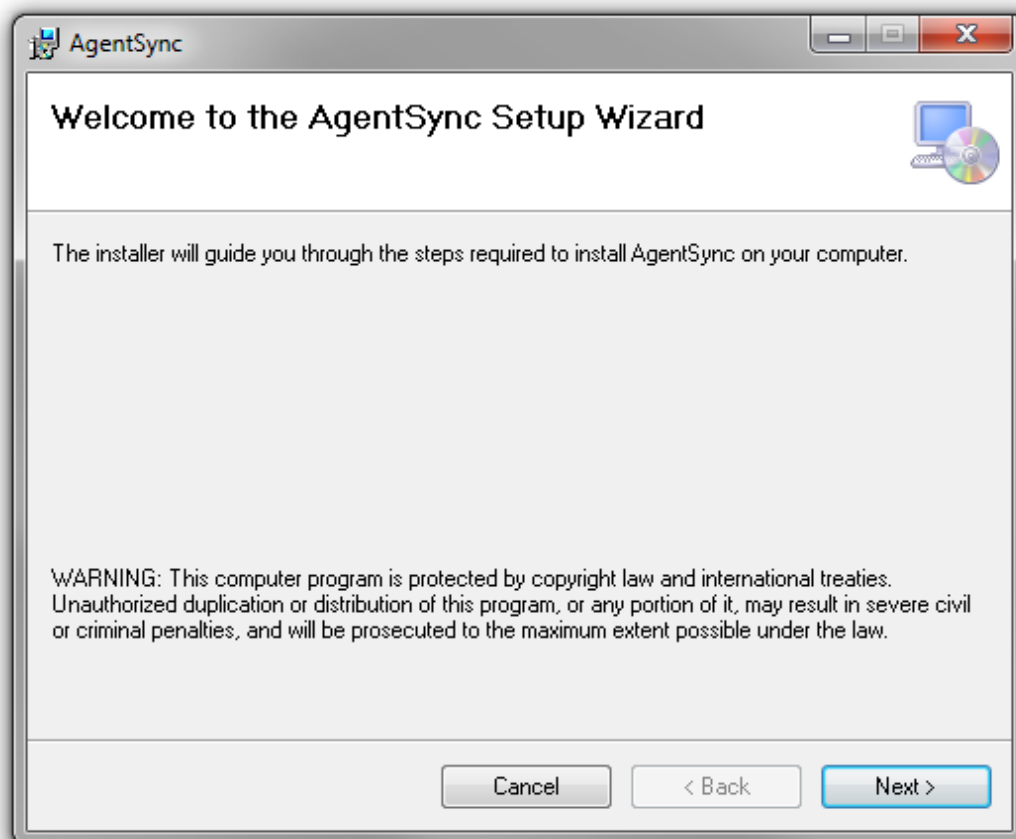
Publisher: Unknown Publisher

App: AgentSync Setup.msi

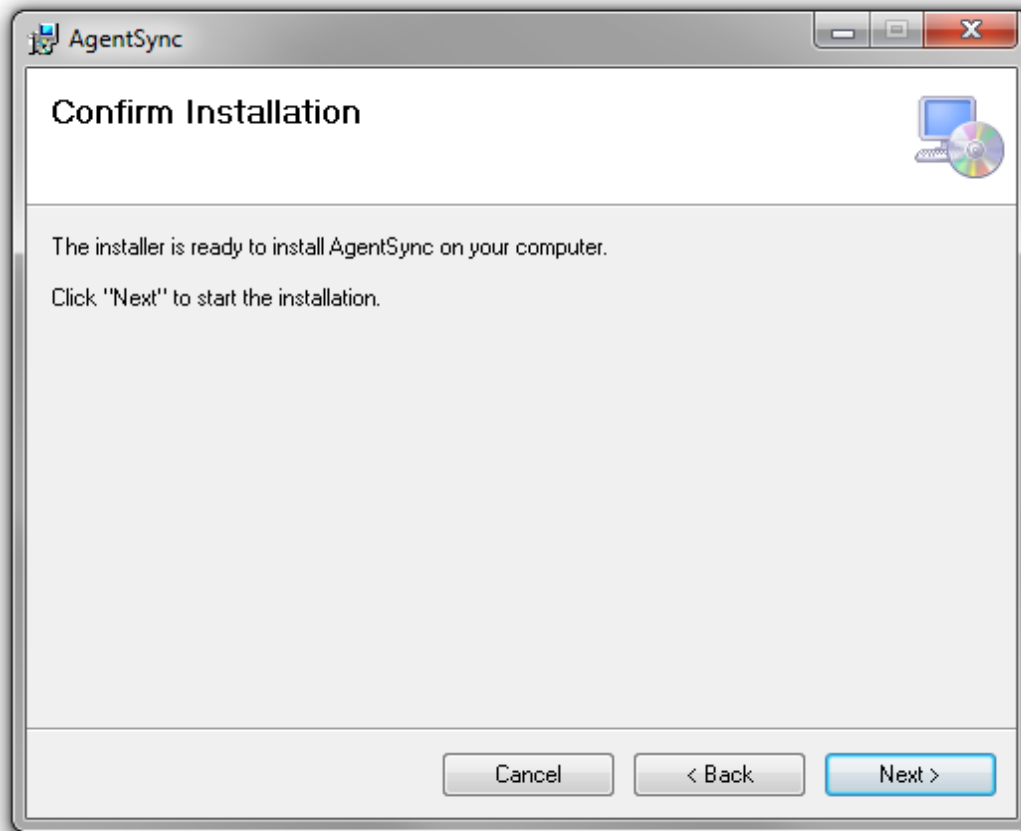
Run anyway

Don't run

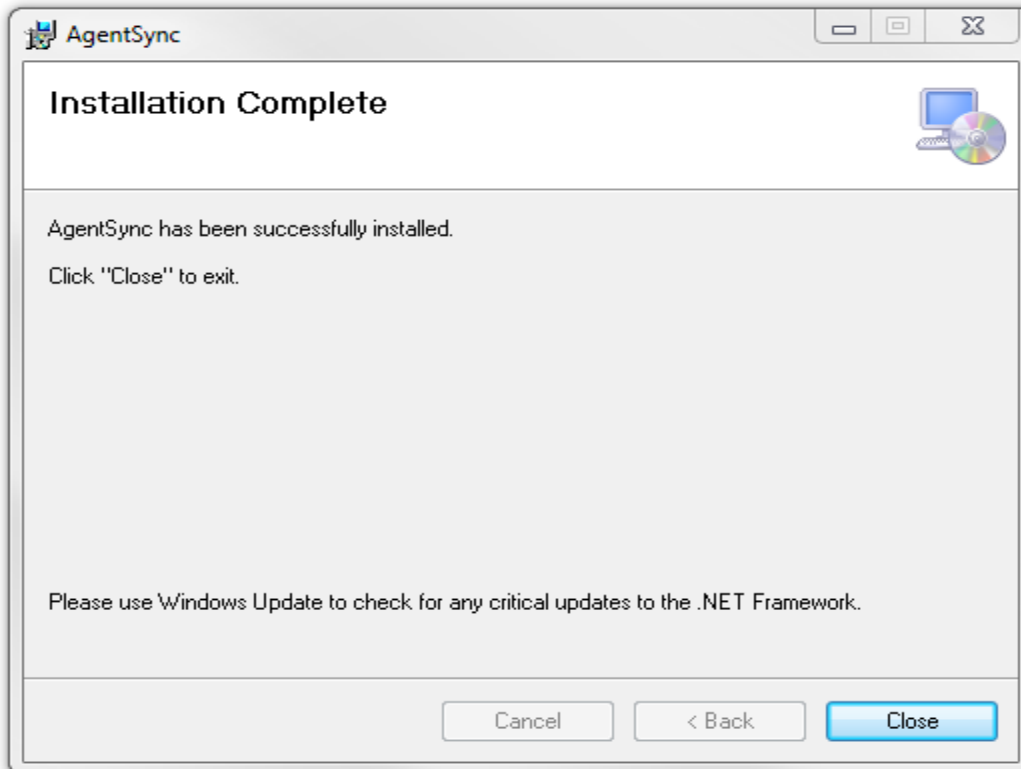
Follow the wizard by clicking “Next”



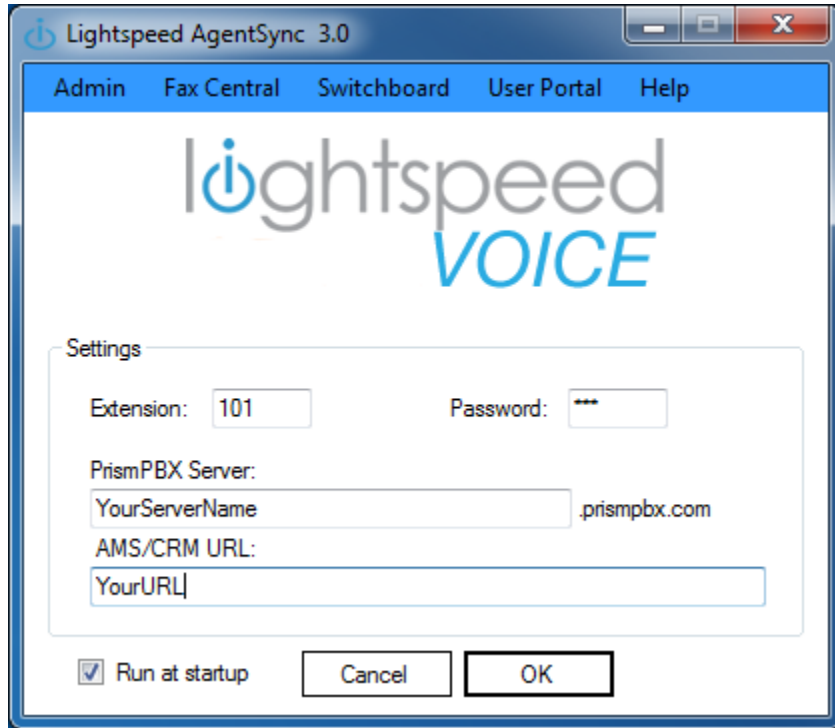
Click "Next" again to begin installing



Once the installation completes, click "Close"



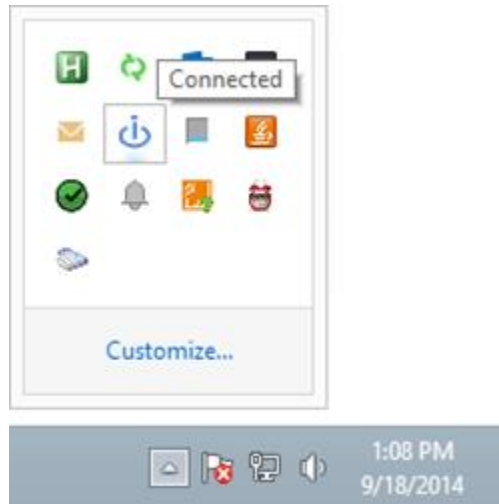
After the Installation is finished navigate to your Desktop and Launch the Lightspeed Voice AgentSync shortcut icon.



- Extension: Your extension number
- Password: Your voicemail password
- PrismPBX Server: Your server will be unique to your office, check the Lightspeed email that contained this guide for your server name. (Do not include .prismpbx.com in this field)
- AMS/CRM URL: Enter the required information into the AMS/CRM URL: box.

# Testing AgentSync

First, check your system tray in the bottom right corner of the screen to make sure AgentSync is connected.



- To do this, hover your mouse over the Lightspeed icon. If it says “Connected” then you’re ready to try it out!
- Give your office a call with your cell phone or another outside line, then answer the call on your phone. If you get a popup, you’re good to go!
- If not, inform Lightspeed at [help@lightspeedvoice.com](mailto:help@lightspeedvoice.com) or call us to assist

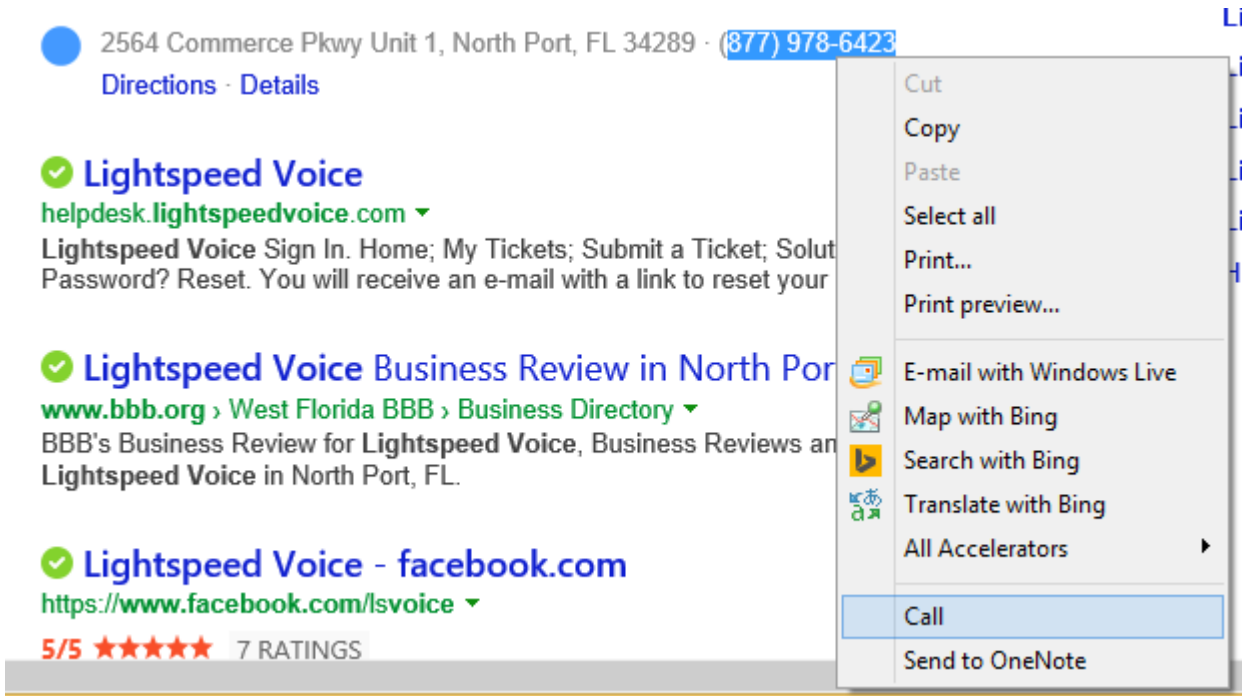


# Right Click to Call

To use RC2C, you must be using Internet Explorer.

(After AgentSync is all setup please make sure to close out of all Internet Explorer Windows and then relaunch Internet Explorer. Otherwise RC2C will not work until Internet Explorer is restarted).

“Highlight” any telephone number in the browser and then “Right Click” on it



The screenshot shows a web browser interface with a right-click context menu open over a highlighted phone number. The background content includes:

- Address bar: 2564 Commerce Pkwy Unit 1, North Port, FL 34289 · (877) 978-6423
- Buttons: Directions · Details
- Section: **Lightspeed Voice** with a green checkmark icon.
- Text: helpdesk.lightspeedvoice.com
- Text: Lightspeed Voice Sign In. Home; My Tickets; Submit a Ticket; Solut Password? Reset. You will receive an e-mail with a link to reset your
- Section: **Lightspeed Voice Business Review in North Por** with a green checkmark icon.
- Text: www.bbb.org › West Florida BBB › Business Directory
- Text: BBB's Business Review for Lightspeed Voice, Business Reviews an Lightspeed Voice in North Port, FL.
- Section: **Lightspeed Voice - facebook.com** with a green checkmark icon.
- Text: https://www.facebook.com/lsvoice
- Text: 5/5 ★★★★★ 7 RATINGS

The context menu is open over the phone number and contains the following options:

- Cut
- Copy
- Paste
- Select all
- Print...
- Print preview...
- E-mail with Windows Live
- Map with Bing
- Search with Bing
- Translate with Bing
- All Accelerators
- Call** (highlighted)
- Send to OneNote

Now just select “Call” and your phone will ring, answer the call and you’re calling the highlighted number