



***LifeSize® Video Communications Systems
User Guide***



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Welcome to LifeSize Video Communications Systems

LifeSize high definition video communications systems enable anyone with dispersed colleagues and operations to collaborate more clearly and effectively. Each system is designed to make video communication a highly productive, simple, and reliable experience.

This guide explains how to use your LifeSize video communications system. Related documentation is available from the documentation CD included with the product and from the Support page of www.lifesize.com. Release Notes, technical notes, and technical reference publications are available from the Support page of www.lifesize.com.

System Components

Before using your LifeSize video communications system, familiarize yourself with its components.

LifeSize Camera

Near end participants and objects in a video conference call are located in the same room as your LifeSize video communications system. Far end participants and objects are in a remote location. The camera captures near end video to send to far end participants in a call.



Note: You can connect two cameras to LifeSize Room. Only one camera can be active at a time.

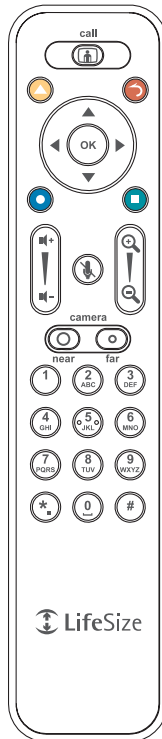
LifeSize Phone

The LifeSize Phone high definition audio conferencing speakerphone is fully integrated with LifeSize video communications systems and doubles as the microphone for a video system. LifeSize Phone provides 16 microphones in a circular array to capture local sound. You can also use the LifeSize Phone to place and hang up calls.



LifeSize Remote Control

The LifeSize remote control provides wireless control of all LifeSize video communications system functions and enables you to navigate the user interface, place and receive calls, and control the camera.



The infrared (IR) sensor for the remote control is located in front of the camera. Stay within 10 meters (33 feet) of the camera when using the remote control.

LifeSize Codec

The LifeSize codec compresses outgoing video and audio content and data, transmits this information to far end of a call, and decompresses incoming information. You should not need to interact with the codec once it has been properly installed in your environment.



Third Party Display

A third party display connected to the LifeSize codec enables you to access the user interface and view video images during a video call. You can connect two displays to LifeSize Room.

Navigating the User Interface

When your LifeSize system is idle, a screen saver appears on the display, or the screen is black. An incoming call or pressing any button on the remote control automatically invokes the system.

Note: Administrators can configure LifeSize systems for use in telepresence rooms in which a conference administrator controls calls from a control panel or where users interact with the system using a connected phone. If telepresence is enabled on your LifeSize system, only an administrator can access the user interface when the system is idle. During a call, you can perform only the following tasks in the user interface:

- Change the behavior of the numeric keys on the remote control from **Touch Tones** to **Presets**. Refer to “Using Camera Presets During a Call” on page 22.
- View call statistics. Refer to “Viewing Call Statistics” on page 25.
- Choose video input with the **near** and **far** keys on the remote control. Refer to “Controlling a Near End Camera” on page 11 and “Controlling a Far End Camera” on page 21.











The Main Screen







The user interface includes functions available to all users as well as preferences and functions restricted to administrators with a password.

The main screen has three sections:




- The top of the screen displays system information (such as the system name and phone number). This information is hidden during a call. Video images from the active camera connected to the system appear in a small window below the system information.
- The center of the screen contains the **REDIAL** list and the **Voice Call** and **Video Call** buttons. From the **REDIAL** list you can place a call by selecting a number from a list of recently dialed numbers. Use the **Voice Call** and **Video Call** buttons to dial a number manually.
- The bottom of the screen contains the system status bar and the navigation bar. The system status bar indicates system and network status, including the number of voice and video calls, the time and date, or the duration of a call when a call is in progress.

When the system is booting, status also appears at the top of the **REDIAL** list to indicate the current state of the system. The following table identifies the icons that can appear in the system status bar.

Icon	Condition
Video 	Indicates the number of video calls in progress. Each orange circle that appears to the right of the video icon represents a video call in progress.
Voice 	Indicates the number of voice calls in progress. Each orange circle that appears to the right of the voice icon represents a voice call in progress.
	Indicates low light conditions for the camera specified. In this example, the number 1 that appears next to the yellow icon indicates that the condition exists for the camera connected to the camera 1 port on the LifeSize codec. Refer to "Adjusting Room Lighting" on page 32 and "Adjusting Camera Brightness" on page 33 for more information.
	Indicates very low light conditions for the camera specified. In this example, the number 1 that appears next to the red icon indicates that the condition exists for the camera connected to the camera 1 port on the LifeSize codec. Refer to "Adjusting Room Lighting" on page 32 and "Adjusting Camera Brightness" on page 33 for more information.
	Indicates that the audio subsystem is initializing. If this icon reappears after the system has booted, a problem has occurred and rebooting the system is necessary.
	Indicates that the communication subsystem is initializing. If this icon reappears after the system has booted, a problem has occurred. Reboot the system.
	Indicates that the user interface is initializing. When the user interface is initializing, functionality on the main screen is disabled and no entries appear in the REDIAL list. This icon also appears when a new device is connected to the system after the system boots and disappears when the device is ready.
Network Status	Identifies the network status, as follows: connected  (green indicator) in progress  (yellow indicator) disconnected  (red indicator)


Icon	Condition
System Overheating	<p>This yellow indicator warns you when the system temperature is approaching the maximum allowed operating temperature above which the system automatically reboots. </p> <p>This red indicator Indicates that the system temperature has exceeded the maximum allowed operating temperature and will automatically reboot in approximately 10 seconds unless the temperature decreases immediately to an allowed temperature. </p>
SIP server registration status	<p>When SIP is configured as the protocol for placing calls, this indicator identifies the registration status of the LifeSize system with the SIP server as follows:</p> <p>in progress  (yellow indicator)</p> <p>registration failed  (red indicator)</p> <p>If the SIP registration failed indicator appears, contact your administrator.</p>
H.323 gatekeeper registration status	<p>Indicates the registration status of the LifeSize system with an H.323 gatekeeper as follows:</p> <p>in progress  (yellow indicator)</p> <p>registration failed  (red indicator)</p> <p>If the H.323 registration failed indicator appears, contact your administrator.</p>

The navigation bar appears below the system status bar and contains icons and functionality that correspond to buttons on the remote control. The icons and functions change depending on how you use the system. The following table identifies the buttons on the remote control and the associated functions that typically appear in the navigation bar.

Remote Control Button	Function
Call 	Returns to the main screen so you can initiate a new call. Also returns to the call screen during a call.
	These buttons correspond to functions on the screen; their functionality changes depending on how you use the system.
Arrow keys	Left and right arrows decrease and increase a numeric value associated with a selected preference.
OK	Behaves as Enter.
	Behaves as page up and page down in a multiple page list. Also increases or decreases a numeric value associated with a selected preference.
Keypad	Numeric/alphabetic keypad for character entry. Also enables you to navigate a list of entries in a table. Each numeric key (1-9) represents a 10 percent increment.

Use the arrow keys on the remote control to navigate the main screen. As you navigate to different parts of the screen, the icons and their descriptions that appear in the navigation bar change to indicate what actions are available for a selected object or screen.

The System Menu

To access the **System Menu** from the main screen, press the  button on the remote control. From the **System Menu** you can do the following:

- View selected configuration and status information about your LifeSize system.
- Access **User Preferences** from which you can do the following:
 - Change the appearance of the user interface, including the language, background image, screen saver, and the duration of time that the user interface appears after a call connects. In LifeSize Room, you can also select the content to show in a second display.
 - Choose the method the system uses for answering calls. For more information, refer to “Answering, Ignoring, or Rejecting a Call” on page 18.
 - Adjust settings for audio input and output devices connected to the system. For more information, refer to “Managing Audio” on page 20.
 - Access diagnostic tools to adjust camera settings and VGA input and reboot the system. For more information, refer to “Troubleshooting” on page 31.



Note: Your administrator can require a password to access these preferences.

Controlling Cameras

Become familiar with how to control a camera connected to your system before placing a video call. To prevent far end users from controlling your near end camera during a call, contact your administrator.

Controlling a Near End Camera

To adjust the near end camera when the system is idle, select the camera by pressing the **near** camera button on the remote control. Use the following buttons on the remote control to adjust the camera angle:

Remote Control Button	Function
	Left and right arrows pan the camera. Up and down arrows tilt the camera.
	Zoom in and zoom out keys zoom the camera.

If you are using two cameras with a LifeSize Room system, only one camera can be active and capturing video images at any time, even if both are connected to the system. To specify the active camera, refer to “Selecting Input” on page 23. On the **Primary Input** and **Secondary Input** selection screens, the inactive camera appears as a camera icon in a grey selection box. The active camera appears as a selection box with its video image.

The blue LED of the active camera is brightly lit when the system is in use. The blue LED of the inactive camera is dimly lit. If you disconnect the active camera, the inactive camera automatically becomes the active camera. Reconnecting the disconnected camera does not change the active camera selection.

Configuring Camera Presets

A camera preset is a predefined camera position that is associated with a numeric key on the remote control. Camera presets enable you to quickly change the position of the near end camera during a call by pressing a single key on the remote control instead of using the arrow and zoom keys. Far end participants see the video image without the delay that is associated with using more than one key to position the camera.

You can configure and use presets in the **Primary Input** and **Secondary Input** screens before placing a call and from any video screen during a call. To configure and use presets during a call, you must first select **Presets** from the **Call Manager** screen. For more information about using presets during a call, refer to “Using Camera Presets During a Call” on page 22.

You can save nine presets. When presets are available for use, icons for the numeric keys (0 through 9) followed by the word **Presets** appear in the navigation bar of the user interface.

Configuring presets before placing a call ensures that you can quickly change the near end camera position during the call. To configure a preset for the near end camera before placing a call, follow these steps:

1. Select the near end camera and adjust its position. Refer to “Controlling a Near End Camera” on page 11.
2. Press and hold a numeric key (1 through 9) on the remote control until you hear a beep. The current position of the camera is associated with the key. **Preset x saved**, where **x** is the numeric key associated with the preset, appears above the status bar.

If you choose a numeric key that already has a preset configured, it is overwritten. An administrator can lock existing presets to prevent them from being overwritten. If an existing preset associated with the key is locked, **Preset x locked** appears on the screen. The 0 key, when used as a preset, always moves the selected camera to the default position and cannot be overwritten. If you use a preset that is associated with a second camera connected to LifeSize Room, the position of the second camera changes and the second camera becomes the active camera.

3. To test the preset, use the arrow keys to move the camera to a different position, and press the numeric key associated with the preset to move the camera to the preset position. **Preset x**, where **x** is the numeric key associated with the preset, appears above the status bar.

Managing Near End Video Quality

Before you place a call, examine the near end video image from the camera connected to your LifeSize system. If the image flickers, colors appear unbalanced, or the image appears too dark, you may need to adjust the room lighting or camera settings. For more information, refer to “Adjusting Room Lighting” on page 32 and “Camera Issues” on page 32.



Placing a Call

You can place a video or voice call with your LifeSize system in the following ways:

- Select a stored number from the **REDIAL** list on the main screen or from the directory.
- Manually dial a number using the following:
 - **Video Call** or **Voice Call** buttons on the main screen
 - **video** or **voice** keys on the LifeSize Phone if connected to your system

Placing a Call from the REDIAL List

The **REDIAL** list on the main screen stores up to 15 recently dialed numbers. A scroll bar appears when more than five entries are available for selection. The oldest entry in the list is automatically removed when the system receives a call after the maximum number of entries has been reached.

The last call placed always appears at the top of the list. The entry includes the name of the party called and an icon that indicates whether the number is a voice  or video  number. The entry's number (and bandwidth if the entry is a video number) appears below the list.

To place a call from the **REDIAL** list, use the arrow keys on the remote control to select an entry and press the **OK** key.

To change the bandwidth for a video call on the **REDIAL** list before placing the call, select **Video Call** on the main screen, press the **OK** key twice, and use the right arrow key to select the bandwidth list. Change the bandwidth to a setting other than *Auto*.

Note: Selecting *Auto* from the **Video Call** selection before placing a call does not change the bandwidth selection for an entry on the **REDIAL** list that does not have *Auto* as its last called bandwidth.


You can adjust the maximum number of entries that appear in the **REDIAL** list by adjusting the **Maximum Redial Entries** preference in **User Preferences : Calls**. You can also add entries from the **REDIAL** list to the local directory and manually remove entries or lock them to prevent them from being automatically removed when the maximum number of entries is reached. For more information, refer to “Managing the REDIAL List” on page 27.

Placing a Call from the Directory


The directory stores a list of names and numbers from which you can place calls. The directory includes three subdirectories: the local, corporate, and meetings directories. An entry in the local or corporate directories contains dialing information for a single device. An entry in the meetings directory contains dialing information for two or more devices. When you select an entry in the meetings directory, the system dials all the devices in the entry.

Entries in the local and meetings directories are stored on the system and can be modified. The corporate directory is read only and managed by your administrator.


To place a call from the directory, follow these steps:

1. From the main screen, press the  button on the remote control to access the directory.
2. Use the arrow keys to select either the **Local**, **Corporate**, or **Meetings** directory, and press **OK**.
3. Use the arrow keys on the remote control to select the entry that you wish to dial.

You can browse the directory using either the alphabetical or hierarchical method. When you use the alphabetical method, the entries appear in alphabetical order and you can select an alphabet group in the **Browse** column to quickly navigate to an entry.

Hierarchies are predefined organizational units similar to folders or directories on a computer system. You can place an entry into a hierarchy when you create the entry or at any time by editing the **Hierarchy** field when editing the entry. For more information about creating hierarchies, refer to “Managing the Directory” on page 29. Using the hierarchical method, you can select a hierarchy in the **Browse** column to locate an entry. To move down one level in **Browse**, press **OK**. To move up one level, press the  button.

4. Press **OK** on the remote control to place the call.

Note: If an entry in the local or corporate directory has more than one number, the  symbol appears in the **NUMBERS** column. Press **OK** and select the number you wish to call from the menu that appears. Press **OK** to place the call.

You can also add, remove, or edit entries in the directory. For more information, refer to “Managing the Directory” on page 29.


Manually Dialing a Number from the Main Screen

Use the **Video Call** and **Voice Call** selections on the main screen to dial a video or voice number manually using the remote control.



Manually Dialing a Video Number

To dial a video number manually from the main screen, follow these steps:


1. Use the arrow keys on the remote control to select **Video Call** and press **OK**.
2. Enter the number you wish to call. The last manually entered number appears by default. To edit the number, use the following keys:

- The  button changes the text entry method (indicated at the bottom of the screen).

Note: The **0x1a** option enables you to enter an IPv6 address when your LifeSize system is connected to an IPv6 network. If IPv6 addressing is enabled on your LifeSize system, the IPv6 address of the system appears on the **System Information** page in the **System Menu**. If you enter an IPv6 address, the system you are calling must support IPv6 addressing for the call to connect.





- The  button behaves as backspace.
- The  button displays the keyboard from which you can enter alphabetical characters. Use the arrow keys to navigate to the character you wish to enter and press **OK**.

Press **OK** to exit the field.

3. *Optional:* Navigate to the list that appears next to the entry box for numbers and choose a value for the maximum bandwidth for the call. Press **OK** to access the list, use the arrow keys to select a value, and press **OK** again to save your selection.
4. Press the **Call**  button to dial the number.

Manually Dialing a Voice Number

To dial a voice number manually from the main screen, follow these steps:

1. Use the arrow keys on the remote control to select **Voice Call** and press **OK**.
2. Enter the number you wish to call. The last manually entered number appears in this field by default. To edit the number, use the following keys:
 - The  button changes text entry method (indicated at the bottom of the screen).
 - The  button behaves as backspace.
 - The  button displays the keyboard from which you can enter alphabetical characters. Use the arrow keys to navigate to the character you wish to enter and press **OK**.
3. Press **Call**  to place the call.

Manually Dialing a Number with LifeSize Phone

When LifeSize Phone is connected to your LifeSize video conferencing system, you can manually dial a voice or video call using the keys on the phone keypad. To place a call, press the **voice** or **video** keys and enter the number using the numeric keys.


When placing a call using the **voice** button on the LifeSize Phone and voice dialing is set to touch tone or pulse, you can dial only phone numbers using PSTN connectivity. When voice dialing is set to VoIP, you can dial IP addresses as well as phone numbers.

When placing a video call using the remote control or the **video** button on the LifeSize Phone, you can dial either phone numbers or IP addresses. This enables systems inside a corporate network without access to a gateway to call other LifeSize Phones in the network using system IP addresses.

Including Multiple Sites in Calls

If your system is hosting a conference call (all callers are connecting to your system), you can add participants to an existing call at any time up to the maximum connections allowed for the system. You can add a second caller while the first call is connecting; you do not need to wait for the first call to connect.

To add callers to an existing call, follow these steps:

1. When you are in a call, press the  button to return to the main screen to add a new caller.
2. Do one of the following:
 - Select a number from the **REDIAL** list and press **OK**. An orange LED indicator appears in the **REDIAL** list to the left of the voice or video numbers currently in a call.
 - Select a number from the directory. Refer to “Placing a Call from the Directory” on page 14.
 - Dial a number manually using the **Voice Call** or **Video Call** selections. Refer to “Manually Dialing a Number from the Main Screen” on page 15.
 - Press the **add** key on the phone keypad and enter the new number to call. Press the **voice** key or the **video** key on the phone keypad, depending on the type of call you are placing.

Note: If a call connects using PSTN connectivity, you must use the remote control to add calls.

Answering, Ignoring, or Rejecting a Call

You can configure your system to automatically answer incoming calls by setting preferences in **User Preferences : Calls** as follows:


- **Auto Answer**—If set to *Enabled*, the system automatically answers the first incoming call. If set to *Disabled* (the default), you must manually answer incoming calls.
- **Auto Answer Mute**—If set to *Enabled* (the default), and the **Auto Answer** preference is set to *Enabled*, the system is muted when a call connects.
- **Auto Answer Multiway Call**—If set to *Enabled* (the default), the system automatically answers incoming calls after the first call has connected. The system beeps to indicate when a new call connects.

If your system is configured for answering calls manually, choose one of the following options when an incoming call arrives:

- Select **Answer** and press **OK** to accept the call.
- Select **Ignore** and press **OK** to reject the call.

If you receive an incoming call while you are in another call and **Auto Answer Multiway Call** is set to *Disabled*, you can choose **Do Not Disturb** which ignores the call and prevents any other calls from interrupting for the duration of the call. The caller hears a busy signal.

If **Auto Answer Multiway** is set to *Enabled*, the **New Call** dialog appears when the system answers a voice call after the first call has connected. The name and number of the added audio caller appears in the dialog. Select **Hang Up** and press **OK** to hang up the call. If you ignore the dialog, the system accepts the call.

If the system receives a call, but does not answer it, the call appears in the **REDIAL** list as a missed call. The  symbol appears next to the name in the entry.

Managing a Call









During a call, you can view information about the status of the call and the identity of connected callers. You can also manage audio output and video images, control cameras, select input to appear in a display, and initiate a presentation.

Call Status

When you place a call with your LifeSize system, a **Call Status** dialog appears. The **Call Status** dialog shows the number or IP address that you are attempting to call and the status of the call (for example, **dialing**, **ringing**, **connecting**, **answered**, or **unavailable**).

Caller ID


When a far end system in a video call answers your incoming call, video from the far end appears in your display. In the upper-left corner of the far video image, the caller ID (phone number or IP address) of the far end system appears. One or more of the following icons may appear next to the caller ID to represent information about the call.

Icon	Description
	Video call.
	Voice call.
	Microphones are muted on the near system.
	Microphones are muted on the far end system.
	A voice call that is encrypted. Note: In the call status, Call Manager list, and Call Statistics list, the following icon appears: 
	A video call that is encrypted. Note: In the call status, Call Manager list, and Call Statistics list, the following icon appears: 

Managing PIP


Your display shows the far-end and near-end video conferencing sites in addition to the menu and video images from connected video sources.

Picture-In-Picture (PIP) is a smaller window placed in one of the corners of the call screen. This second image is placed on top of the main image and always displays the primary (near) input by default. You can change the default setting so that PIP never appears or always appears by adjusting the **User Preferences : Appearance : Picture in Picture** preference. To change the primary input, refer to “Selecting Input” on page 23.

Pressing the **call**  button during a call enables you to access different screen views of the far end and near end video images. The number of the selected screen view (x) and the total number of screen views that are available (y) appear in the center of the screen above the status bar as x/y . Continue to press the **call** button to show all available screen views. You can change screen views with single and dual monitor configurations and while sending or receiving presentations. Refer to “Initiating a Presentation” on page 24 for more information about presentations.

Note: You must be controlling the near camera to use the **call** button to select a new screen view of the far end and near end video images.

Hiding User Interface Elements

By default, the system information, status bar, and navigation bar fade from the screen after a call has been connected for 10 seconds. This interval resets after any interaction with the system. To hide or show these user interface elements at any time during a call, press the  button.

You can adjust the duration of the fade out interval by adjusting the **Fade Out Timeout** preference in **User Preferences : Appearance**.




Managing Audio

You can adjust the volume of audio in a call and mute microphones.

Adjusting Volume

To adjust the volume in a call, use the  button on the remote control or on the phone. You can also adjust the volume of other inputs and the treble and bass for line out by adjusting preferences in **User Preferences : Audio**.

Muting Microphones

To mute the microphone during a call, press the  button on the remote control, phone, or microphone. Red LEDs on the phone indicate that the microphone is muted. A red mute icon  also appears in the near end PIP. Pressing the  button again re-activates the microphone. Blue LEDs on the phone indicate that the microphone is activated.

Managing Audio Quality

The system automatically selects the best audio algorithm based on the call rate and the capabilities of the remote system. Refer to your administrator if you have issues with audio quality when calling other systems.

Managing Video



You can manage the layout of far end video images that appear in your display and control the near and far end camera during a call.


Managing the Layout of Far End Video

By default, video images from all video sites connected during a call appear in your display. In LifeSize Room, you can choose to show video images only from the site of the last speaker during a video call by selecting *Last Speaker* for the **Multiway Call Layout** preference in **User Preferences : Appearance**.

Controlling a Far End Camera

You can control a far end camera during a video conference if the camera is enabled properly. Far end camera control works only when you are in a call and the far end supports Annex Q for far end camera control. You control a far end camera in the same manner as you control a near end camera. Refer to “Controlling Cameras” on page 11.

During a video call, a camera icon displays in the input window for the camera you are controlling. An orange camera icon  inside the near PIP window indicates control of the primary (near) input. A blue camera icon  inside a far end PIP window indicates control of the far end camera.

To select the far end camera to control during a call, press the **far** button on the remote control. The blue camera icon appears in the first far end PIP in the call. If more than one video participant is connected, press the **Call**  button to select the far end participant whose camera you wish to control. The blue camera icon moves to the PIP of the next far end participant in the call. Press the **far** button again to select the far end camera of the selected participant to control.


Using Camera Presets During a Call

To use a camera preset during a call, follow these steps:

Note: You must configure a camera preset before you can use it during a call. To configure a camera preset on the near camera before placing a call, refer to “Configuring Camera Presets” on page 12. You can also configure a preset during a call after selecting **Presets** in the **Call Manager** and selecting the camera you wish to control.

1. From any video screen, press the **OK** key on the remote control.

The **Call Manager** opens.

2. Use the arrow keys to select **Presets** and press the  key to close the **Call Manager**.

The word **Presets** appears next to the numeric key icons in the navigation bar of the user interface.

Note: To use presets during a call, you must use the remote control.

3. To use a preset, press the numeric key on the remote control that represents the preset you wish to use. **Preset x**, where *x* is the numeric key associated with the preset, appears on the screen.

If you configured a preset for a far end camera of a participant in the call, you must select the far end camera to use the preset. Refer to “Controlling a Far End Camera” on page 21.


Note: The numeric keys work as presets during a call only when you are in a call screen.

Managing the Display


You can select the video input to show in displays connected to your system.

Selecting Input


To select a new video input to show in the display, follow these steps:

1. Press the **near** button on the remote control (or navigate to the PIP window and press **OK** to enable full screen for the primary input.)
2. Press the **near** button again or press the  button to display the **Primary Input** selection dialog containing small representations of the available input sources.

The default primary input is the High Definition Camera (named HD Camera 1 by default).


3. Accept the default by pressing **OK**, or change the default value by selecting the desired input and pressing **OK**.
4. Press the  button to proceed to the **Secondary Input** selection dialog containing small representations of the available input source.

The default secondary input is the VGA input (named PC by default).

5. Accept the default by pressing **OK**, or change the default value by selecting the desired input and pressing **OK**.
6. Press the  button to return to the main screen and place a call.


Dual Display Configurations with LifeSize Room

If you are using LifeSize Room with two displays, you may need to change the setting for the **Secondary Display Layout** preference in **User Preferences : Appearance** to reflect the type of input that you wish to appear in the secondary display. Select the type of input that will appear in the secondary display as follows:

- The default setting *VGA Input* shows only VGA input in the secondary display when VGA input is present. VGA input comes from a device connected to the VGA input  on the LifeSize codec. Typically, the connected device is a laptop or a personal computer.
- Choose *Presentations + VGA Input* to display presentations (local and remote) during a call that is sending or receiving a presentation. When not in a call, VGA input appears in the display.
- Choose *Calls + Presentations + VGA Input* to display:
 - video images from video calls
 - presentations (local and remote) in a call that is sending or receiving a presentation
 - VGA input when not in a call
- Choose *Simulcast Calls + VGA Input* to show the same output on Display 2 as shown on Display 1 during calls.

Initiating a Presentation


LifeSize systems include H.239 support for sharing presentations or data on a PC while simultaneously displaying the main video input. This enables you to view a live presenter and the content at the same time. LifeSize recommends using a dual display configuration with LifeSize Room. You can specify the type of input that appears in the second display by adjusting the **Secondary Display Layout** preference in **User Preferences : Appearance**. For more information, refer to “Managing the Display” on page 23.


An administrator can disable or enable presentations on your LifeSize system. By default, presentations are enabled. During a call, the  **Start presentation** function appears in the navigation bar of the user interface when presentations are enabled. If you do not see this function, presentations may be disabled or the systems in the call do not support presentations.


Note: For systems that support 4-way calling, only the system that is hosting the conference call can initiate a presentation in a 4-way call. In calls with fewer sites connected, any site can initiate a presentation.

To initiate a call with a presentation, follow these steps:

1. If you wish to change the primary and secondary inputs you can do so either prior to the call or during the call. To change inputs during a call, proceed to step 2. To designate inputs prior to the call, refer to “Selecting Input” on page 23.
2. Place a call. Refer to “Placing a Call” on page 13.
3. If you did not change the primary and secondary inputs in step 1 and do not wish to use the current selections, change them now. Ensure you are controlling the near camera, press **near** to select the **Primary Input**, and press **near** again to select the **Secondary Input**. Press **near** a third time to remove the input selection from the screen.

To select a far end camera to control during a call, press the **far** button to select the last controlled far camera. If more than one video participant is connected to the call, press the **Call**  button to select the next far camera you wish to control. Press the **far** button again to select this participant’s far end camera.

4. Press the  button to start the presentation.


Note: If presentations are disabled on your system or the systems in a call do not support H.239, no second media channel is established, and the  **Start presentation** function does not appear in the navigation bar. In this case, you can show the presentation by selecting PC (or the desired input) as the primary input.

5. Press the  button again to stop the presentation.


Note: You can change inputs at any time during a call. The far end can also start a presentation, which halts the current presentation at the near end.

Viewing Call Statistics

To view statistical information about a call, follow these steps:

1. During a call, press the  button.
2. Audio and video statistics for the current call display on the screen.

Information such as bandwidth, packet rate, jitter, packet loss, and resolution are included in the call statistics.

3. To hide the statistics, press the  button again. Statistics automatically refresh every 5 seconds and hide after 5 minutes.

Ending a Call

You can end a call from any of the following:

- **Call Manager** dialog
- **REDIAL** list
- LifeSize Phone


Ending a Call from the Call Manager

To hang up a call from the **Call Manager** dialog, follow these steps:

1. Press **OK** when you are in a call.
The **Call Manager** dialog appears.
2. Choose one of the following:
 - To hang up a single call, press **OK** again to end the call.
 - To hang up any individual caller in a multiway call, use the arrow keys on the remote control to select the caller, and press **OK**.
 - To hang up all callers in a multiway call, press the left arrow key on the remote control to select the **Hang Up All** button. Press **OK** to terminate the connection with all callers.
 - To hang up only voice callers or only video callers, use the arrow keys on the remote control to navigate to and select the **Hang Up Voice** or **Hang Up Video** buttons. Press **OK** to terminate the connection with all voice or video callers. This option only appears when both voice and video calls are in progress.

Ending a Call from the REDIAL List

To hang up a call from the **REDIAL** list, follow these steps:


1. When you are in a call, press the  button to return to the main screen.
2. On the **REDIAL** list, select the call that you wish to hang up. An orange LED indicator appears in the **REDIAL** list to the left of the voice or video numbers currently in a call.
3. Press **OK**.

Ending a Call from LifeSize Phone


To hang up a call from the LifeSize Phone, press the activated **voice** or **video** button.

Viewing VGA Input Locally

If your LifeSize system has a single display and you wish to show data locally from a device connected to the VGA input when the system is idle or in a voice call, access **User Preferences : Appearance**. Set the **Screen Saver** preference to *VGA Input*.

The  key appears in the navigation bar on the main screen when the following occurs:

- The system is idle (or in the voice call screen during a voice call).
- A device connected to the VGA input is sending data to the system.
- The **Screen Saver** preference is set to *VGA Input*.

Pressing the  key shows the VGA Input screen. Pressing any key returns you to the main screen.


When the system is idle, data from the VGA input appears in the display. The display is black if the device connected to the VGA input is not sending data to the system.

Managing the REDIAL List

You can manage the **REDIAL** list as follows:


- Lock an entry to prevent it from being removed automatically from the list.
- Unlock a locked entry.
- Remove an entry.
- Add an entry to the local directory.
- Adjust the maximum number of entries that can appear.

Locking and Unlocking Entries in the REDIAL List

You can lock and unlock entries in the **REDIAL** list. Locking an entry prevents it from being removed after the maximum number of entries in the list has been reached. The lock symbol  appears next to a locked entry's number and bandwidth below the list.

Note: Locking an entry does not prevent it from being removed from the list manually. Refer to "Removing an Entry from the REDIAL List" on page 28.

To lock or unlock an entry in the **REDIAL** list, follow these steps:

1. Using the arrow keys on the remote control, select the entry you wish to lock or unlock.
2. Press the  key.
3. Select **Lock** (or **Unlock** if the entry is locked) from the menu, and press **OK**.

Removing an Entry from the REDIAL List

To remove an entry from the **REDIAL** list, follow these steps:

1. Using the arrow keys on the remote control, select the entry you wish to remove.
2. Press the **#** key.
3. Select **Remove** from the menu, and press **OK**.

Adding a REDIAL List Entry to the Directory

You can add an entry from the **REDIAL** list to the local directory.

To add an entry from the **REDIAL** list to the directory, follow these steps:






1. Using the arrow keys on the remote control, select the entry you wish to add to the directory.
2. Press the **#** key.
3. Select **Save** on the menu and press **OK**.
4. Press **OK** again to close the confirmation dialog.

Managing the Directory

You can manage the local and meetings directories by adding, removing, or editing entries.

Adding an Entry to the Local or Meetings Directory

You can create up to 1000 entries in the local directory and 100 entries in the meetings directory. To add an entry to the local or meetings directories, follow these steps:

1. Access the directory by pressing the  button from the main screen.
2. Using the arrow keys, select either the **Local** or **Meetings** directory.
3. Select the **Add New Entry** button and press **OK**.
4. Do one of the following:
 - a. To add an entry to the local directory, use the arrow keys to select fields in the **New Directory Entry** screen. Press **OK** to enter a value in a selected field. Enter a system name, video and voice numbers, and IP address or ISDN numbers. If necessary, press the  button to change the method of text entry for text fields or press  to access the keyboard. After entering a value, hide the keyboard (if you used it to enter the value) and press **OK** to exit the field.
 - b. To add an entry to the meetings directory, select **Meeting Name** and press **OK**. Enter a name for the meeting. If necessary, press the  button to change the text entry method for text fields or press  to access the keyboard. After entering a value, hide the keyboard (if you used it to enter the value) and press **OK** to exit the field.

Select the directory (**Local**, **Corporate**, or **Both**) from which you wish to choose entries to add to the meeting.

In the **Available Entries** column, select an entry to add to the **Participants** column and press **OK**.

If the entry has more than one number, a submenu that contains each number appears. Select the number on the submenu that you wish to dial for the meeting and press **OK**. Select an entry from the **Available Entries** column for each participant that you wish to add to the meeting entry.



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5. If a hierarchy has been predefined for the local and meetings directories, in the **Hierarchy** field, enter the path to the location in the hierarchy in which to place the entry. Hierarchies can be defined, for example, by location or department. You must identify the full path (separated by commas) of a predefined hierarchy in which to add an entry prior to completing the new entry screen. If you leave the **Hierarchy** field empty, the new entry is inserted at the top of the hierarchy (if defined) or is grouped alphabetically.

For example, suppose your administrator defined a hierarchy by location where Home Office is the top of the hierarchy, and Sales Office 1 and Sales Office 2 are at the next level below the Home Office. To place an entry in Sales Office 2, the value for **Hierarchy** is *Home Office, Sales Office 2*.

6. When you have completed the fields, do one of the following:
 - a. To add the entry to the local directory, select **Add Entry** and press **OK**.
 - b. To add the entry to the meetings directory, select **Add Meeting** and press **OK**.



Copying an Entry from the Corporate to Local Directory

To copy an entry from the corporate directory to the local directory, follow these steps:

1. Access the directory by pressing the  button from the main screen.
2. Select the **Corporate** directory.
3. Select the entry you wish to copy to the local directory.
4. Press the  key.
5. Select **Copy to local** and press **OK**.
6. Press **OK** to save the entry.

Removing an Entry from the Local or Meetings Directories


To remove an entry from the local or meetings directories, follow these steps:


1. Access the directory by pressing the  button from the main screen.
2. Select either the **Local** or **Meetings** directory.
3. Select the entry you wish to remove.
4. Press the  key.

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5. Select **Remove** and press **OK**.
 6. Select **Yes** and press **OK**.

Editing an Entry in the Local or Meetings Directories

To edit an entry in the local or meetings directories, follow these steps:

1. Select the entry you wish to edit.
2. Press the  key.
3. Select **Edit** from the menu, and press **OK**.
4. Modify values in the **Edit Directory Entry** or **Edit Meeting Entry** dialog.
 - a. Press **OK** to select a field you wish to modify.

Note: If necessary, press the  button to change the method of text entry for text fields.
 - b. After completing your changes, press **OK** to exit the field.
5. Using the arrow keys, select **Save Changes** and press **OK**.

Troubleshooting

The following sections describe symptoms, possible causes, and potential solutions for common problems you may encounter with your LifeSize system.

When experiencing a problem, visually inspect the unit. Ensure the system has not been exposed to water or heat sources or appears physically damaged.

Improperly connected or loose cables are common causes of problems with hardware units. When investigating a system problem, first inspect all the external controls and cable connections. Ensure that connections are correct and secure, and that nothing is obstructing the cables. Contact your administrator for information about proper cabling.

Adjusting Room Lighting

You can assist the system to maintain the best possible image quality by altering the environmental lighting and background colors of your environment. The optimal lighting for standard conference rooms using LifeSize systems is 300 to 500 LUX. Consult your administrator or LifeSize Channel Partner for details about the specific lighting requirements for your environment.

If your LifeSize system detects insufficient lighting for an attached camera, a low or very low light indicator appears in the status bar of the main screen. Refer to “The Main Screen” on page 6 for a description of the low and very low light indicators. If light levels are too low you may consider adding artificial lighting. Indirect light from shaded sources or reflected light from pale walls often produces excellent results.

Avoid the following:

- direct sunlight on the subject matter, the background, or the camera lens which creates harsh contrasts
- direct illumination of the subject matter and camera lens
- colored lighting
- harsh side lighting or strong light from above

You can also improve dim scenes by adjusting the camera brightness. Refer to “Adjusting Camera Brightness” on page 33.

Camera Issues

The infrared (IR) sensor for the remote control is located in front of the camera. The range of the remote control signal is 10 meters. If your system is not responding, first ensure the camera is positioned correctly and that you are using the remote control within 10 meters of the camera.

If you are unable to pan, tilt, or zoom the camera, ensure the remote control contains three AAA batteries that are in good working condition. Also verify that no objects are obstructing the sensor on the front of the camera.

If no video displays from the camera, ensure the camera is connected to the LifeSize system with a camera cable to the appropriate camera input or contact your administrator. Also ensure that the primary input is set to the high definition camera as described in “Selecting Input” on page 23.

Verify that the blue LED on the front of the camera is lit, indicating that power is active, and reboot the system if necessary to verify that the camera turns on. To reboot the system, refer to “Power and Connectivity Issues” on page 36.

Adjusting Camera Brightness

Camera brightness refers to the amount of light received through the lens of the camera. You can improve dim scenes by adjusting room lighting and manually adjusting the camera brightness. The **HD Camera Lighting** indicator in **User Preferences : Diagnostics : High Definition Camera** shows the room lighting conditions for the camera. If the condition is other than *Perfect Light*, adjust the room lighting or camera brightness. To adjust camera brightness, set the **HD Camera Brightness** preference in **User Preferences : Diagnostics : High Definition Camera**.

Adjusting Camera White Balance


Camera white balance refers to how a camera references the color white, which is a mixture of all colors. Adjust the white balance when video color appears to be unbalanced. White balance is affected by the type of light source. To adjust the camera white balance adjust the **HD Camera White Balance** preference in **User Preferences : Diagnostics : High Definition Camera**.

Adjusting the Camera Anti-Flicker Preference

Lights powered by a 50 Hz power source can produce a flicker that the camera captures and transmits to the system. If you are using lights powered by a 50 Hz power source and observe a flicker in the video displayed in your system, select the *50 Hz* option in **User Preferences : Diagnostics : High Definition Camera : Camera Anti-Flicker**. The default option is *Auto*.

Some camera exposure settings designed to be used in rooms lit by sunlight may result in a flicker. To remove the flicker, increase the **HD Camera Brightness** setting in **User Preferences : Diagnostics : High Definition Camera**.

VGA Input Issues

You can adjust the horizontal and vertical positioning, and brightness and contrast of VGA input from a device connected to the VGA input  on the LifeSize codec. Typically, the VGA input device is a laptop or personal computer that is used to send data during a presentation (for example a spread sheet or a slide show). You can also perform coarse or fine tuning of the clock frequency, and adjust the percentage of scaling so the image best fits your display. To adjust VGA input settings, access **User Preferences : Diagnostics : VGA Input**.

Display Issues

The following issues are related to the user interface or the display.

Display Failures

If data does not appear on the display, ensure cables are properly connected on the display and that the display cable is connected to the Display 1 output on the back panel of the codec. Also ensure you have selected the correct input. Refer to “Selecting Input” on page 23 for more information.

If the video image and user interface appear washed out or too bright, examine the input settings of your HDTV to make sure the HDTV is displaying the appropriate resolution. Some HDTVs (particularly plasma displays) allow you to configure the native resolution of the input device from the HDTV administration interface.

If you are using a second display with LifeSize Room and nothing appears or you see data from only one input, you may be using an unsupported display or the secondary input is turned off. Navigate to **User Preferences : Appearance : Secondary Display Layout**. If this preference is disabled and you are unable to modify it, you are using an unsupported display. Otherwise, ensure that the VGA input for the second display is connected.

Poor Quality Display

If you have poor quality or unreadable data on the phone display, adjust the **User Preferences : Appearance : LCD Contrast** setting. LifeSize recommends using the default setting (6).

If the colors on the display appear incorrect, verify that the RGB cable is properly connected to the display.

Missing Input

If you have not connected all possible video inputs, the input selection dialog displays a black image by default. Connect the necessary input or choose a different input as described in “Selecting Input” on page 23.



Poor Quality Far End Video

During a call, the LifeSize system automatically selects the best video algorithm based on the video source and capabilities of the remote system. If you experience poor motion handling or visible tiling in the far end picture during a video call, contact your administrator.

Audio Issues

The following issues are related to the audio quality.

Absent Dial Tone

If you do not receive a dial tone after pressing the  or  key to initiate a call, ensure the line out is securely connected.

An absent dial tone may also result from an unavailable analog phone line connection. If you are connecting with PSTN, ensure the analog phone connection is secure and that it is connected to an active phone line jack.

Problematic Sound Quality

The LEDs on the LifeSize Phone flash blue to indicate an incoming call. If you are unable to hear the phone ring when an incoming call arrives, adjust the volume using the up and down volume key. If you still experience audio problems, adjust the **Ring Tone Volume** preference in **User Preferences : Audio**.

Muffled audio reception from the far side may be caused by highly reverberant rooms. If you are experiencing poor audio reception, add more sound absorbency to the room and speak in close proximity to the phone or microphone.

Degradation in the audio quality can also be caused by faulty microphones or dust and debris accessing the connected phone. Do not use any kind of liquid or aerosol cleaner on the phone. A soft, slightly damp cloth should be sufficient to clean the top surface of the units if necessary.

When using an external microphone, do not place the microphone less than 5 feet away from the loudspeaker. Also, ensure the external microphone gain is not set too high or distortion or an echo may occur.

Distorted Audio

Ensure that speakers are not obscured or damaged at either end of the call. Do not stack items on top of the phone. Ensure both ends are not muted. Verify that the audio out cables are properly connected to the display and that any external speaker systems are powered and configured correctly. If an external speaker system has its own volume control, adjust the volume to near maximum (in the range from 7-10) on the LifeSize audio output and adjust the volume control on the external speaker system for the best results.

Power and Connectivity Issues

If a call does not successfully connect, verify that you have dialed a working number and that the far end destination is powered on and available. Verify that the network is ready and available. Network status is indicated at all times in the status bar. If the LifeSize system is connected to the local network, a green network status icon appears. A yellow or red network status icon indicates a problem with the network connection. Refer to “The Main Screen” on page 6 for a visual depiction and description of the network status icons.

You may need to reboot a system that is not responding to commands from the remote control. To reboot the system, access **User Preferences : Diagnostics : System Reboot**.