



LifeSize Phone™

Software Upgrade Process

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Upgrading Your LifeSize Phone

To upgrade the software for your LifeSize Phone, follow these steps:

1. Download the upgrade file from the Customer Support page of www.lifesize.com to a local directory on your system.
2. Access the **Admin Main Menu** (press **Add, Mute, Add, Mute** sequentially when the phone is idle, enter the password, and press **Mute**).
3. In a web browser, enter the URL that displays at the bottom of the **Admin Main Menu** in your LifeSize Phone.
Note: You must have Flash installed and configured on your web browser. You can download Flash from www.macromedia.com.
4. Choose the language in which to display the interface.
5. Enter the admin password and click **Submit**.
6. Select **Maintenance**.
7. Select **System Upgrade**.
8. If your upgrade requires you to reset the phone to the original factory default settings, mark the **Reset to Factory Default State** checkbox.
9. Browse for the upgrade file you downloaded in step 1.
10. Click **Submit**.

Note: This may take several minutes; do not disrupt the upgrade process.

11. A system upgrade status message displays when the upgrade is complete. Close the status window and close the administrator configuration window.
12. Your Phone is ready to use. If you marked the **Reset to Factory Default State** checkbox in step 8, you must first reconfigure your LifeSize Phone as explained in the **LifeSize Phone Product Information** guide available from the Customer Support page of www.lifesize.com.

Note: Documentation in all supported languages is available from the Customer Support page of www.lifesize.com.

Customer Support

LifeSize Communications welcomes your comments regarding our products and services. If you have feedback about this or any LifeSize product, please send it to feedback@lifesize.com. You may also contact LifeSize Customer Support as follows:

Method	Address
Internet	http://www.lifesize.com
E-mail	support@lifesize.com
Phone	(877) LIFESIZE or (877) 543-3749, (512) 347-9300
Fax	(512) 347-9301