



## ***LifeSize Room™***

### **Software Upgrade Process**

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## Upgrading LifeSize Room

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

1. Download the upgrade file from the LifeSize Room directory on the LifeSize FTP site to a local directory on your system.  
<ftp://support@ftp.lifesize.com>  
Login: support  
Password: N!c3D4y#
2. In a web browser, enter the URL that displays on the main page of your LifeSize Room system.  
**Note:** You must have Flash installed and configured on your web browser. You can download Flash from [www.macromedia.com](http://www.macromedia.com).
3. Choose the language in which to display the interface.
4. Enter the admin password and click **Submit**.
5. Select **Maintenance**.
6. Select **System Upgrade**.
7. If your upgrade requires you to reset the system to the original default settings, mark the **Reset to Default State** checkbox.
8. Browse for the upgrade file you downloaded in step 1.
9. Click **Submit**.

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

10. A system upgrade status message displays when the upgrade is complete. Close the status window and close the administrator configuration window.
11. Your LifeSize Room system is ready to use. If you marked the **Reset to Default State** checkbox in step 8, you must first reconfigure your LifeSize Room system as explained in the **LifeSize Room User Guide** available from the Customer Support page of [www.lifesize.com](http://www.lifesize.com).

**Note:** Documentation in all supported languages is available from the Customer Support page of [www.lifesize.com](http://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](mailto:feedback@lifesize.com). You may also contact LifeSize Customer Support as follows:

| Method   | Address  |
|----------|--|
| Internet | <a href="http://www.lifesize.com">http://www.lifesize.com</a>  |
| E-mail   | <a href="mailto:support@lifesize.com">support@lifesize.com</a> |
| Phone    | (877) LIFESIZE or (877) 543-3749, (512) 347-9300               |
| Fax      | (512) 347-9301   |