

Demonstrating LifeSize Room at a Customer Location

LifeSize Room is the high definition video communications system that combines exceptional quality and user simplicity to make remote communications a productive, true-to-life experience. Following are recommended guidelines for demonstrating the product in the most effective way at a customer location.

Sample Demo Kit

This section defines the contents of a sample kit that you should include with your LifeSize Room systems when demonstrating at a customer site. Your pre-sales or support organization can configure this kit for you.

- 2 LifeSize Room systems
- The LifeSize cable kit included with your LifeSize Room system
- 2 HD resolution displays with component inputs (at least native 1280 x 720)
- 1 HD resolution projector with a 16:9 aspect ratio with component inputs (optional)
- 2 100 foot (30 meter) RJ-45 cables
- 2 power surge protectors
- 1 10/100 switch with DHCP functionality set to auto negotiation
- Carrying case(s) for transporting the LifeSize system(s), associated equipment, and the LifeSize component packaging

Displays

When demonstrating LifeSize Room at a customer site, select the best possible displays for viewing high definition video. You can demonstrate LifeSize Room on a high definition monitor or a projector of your choice. A list of recommended displays is located in the Support section of the LifeSize website:

<http://www.lifesize.com/support/hddisplayguide/>

To properly demonstrate HD resolution you will need a display or projector that has a minimum native 1280 x 720 resolution and a 16:9 aspect ratio. To ensure compatibility with the LifeSize Room system, LifeSize recommends that you always select an HDTV that utilizes component inputs (RGB) as the primary input device. The cable kit included with LifeSize Room includes a VGA (HD-15)-to-component cable. LifeSize *highly* recommends that you utilize this connection method when installing the LifeSize Room system with a new display. Connect the VGA-to-component cable to the monitor 1 VGA input (blue VGA input).

The LifeSize Room system also supports VGA input displays utilizing the VGA-to-VGA input cables (blue) included with the cable kit. Off the shelf VGA-to-VGA cables can produce undesirable video results. If you wish to extend the length of the VGA-to-VGA cables included with the system, you must connect the cables included with your system to a female-to-female adaptor and then into the extended VGA cable to the display.

NOTE: Not all native 720p resolution displays and projectors with VGA input are supported. Based on the age of the display and its internal DDC ROM, the LifeSize Room system may not be able to synchronize with the display. If you encounter a display without component inputs (RGB), contact LifeSize Customer Support before your demonstration.

Optimizing Video Quality and Motion Handling

The LifeSize Room software versions 1.04.01 and earlier have been optimized to work in a 10/100 switched based network. Customers and partners utilizing advanced switches and routers should set the switch directly connected to the LifeSize Room system to auto negotiate. You can do this at both the port and switch level for the IP address assigned to the LifeSize Room system. Utilizing a switch optimized for 100 full or half duplex may result in substandard video quality. Partners utilizing 100 full or half duplex may see increased jitter and motion handling in the picture quality.

Cisco Network Environment Configuration and Firewall support

Within a Cisco network you must provide an IP address with all of the standard H.323 ports open. You can identify these ports as 1024 and higher on both TCP and UDP. If you are running a Cisco PIX firewall you must enable the H.323 fix up protocol on the firewall. The network administrator at the customer location can do this before you demonstrate the LifeSize Room system. More information about how to enable the fix up protocol on your Cisco PIX firewall is located at:

http://www.cisco.com/univercd/cc/td/doc/product/iaabu/pix/pix_62/config/fixup.htm

Network Connectivity

You can demonstrate LifeSize Room at a customer site using one of the following network configurations:

Within the office without access to the customer LAN – If you wish to demonstrate LifeSize Room at a customer location but cannot obtain access to the internal LAN, you must use a switch that includes DHCP addressing. This allows you to connect the two LifeSize Room systems over the local switch without accessing the customer environment. To set up this demonstration complete the following tasks:

- Power on the switch with DHCP addressing
- Connect the LifeSize Room systems to the switch with the 100 ft (30 meter) RJ-45 cables
- Obtain the IP address from each of the systems and connect the call between the two systems

Within the office on the customer LAN – If you have access to the customer's internal LAN you can configure the LifeSize Room systems for either a static or dynamic IP address. Plug each system directly into the LAN. Once the systems have obtained the IP addresses you can place a call between them. In preparation for this type of demonstration complete the following tasks:

- Contact the customer's network administrator to obtain two static or dynamic IP addresses
- Within the LAN environment the network ports 1024-66535 (TCP and UDP) must be open for LifeSize Room to establish a call. Contact the customer's network administrator in advance to verify that these ports are not blocked. *(Note: Most customer environments do not block these ports but large enterprises occasionally do).*

From the customer location to a second offsite location – To demonstrate LifeSize Room between two separate locations with one being offsite, you must request that the customer provide adequate bandwidth and connectivity outside their firewall. LifeSize recommends contacting the customer at least 2-3 days in advance of attempting this type of demonstration. In preparation for this type of demonstration, complete the following tasks:

- Contact the customer's network administrator to obtain a static or dynamic IP address that is outside the customer firewall. This is commonly referred to as an "outside IP address" and is an IP address that is not behind the customer's main firewall or NAT.
- Obtain access to adequate bandwidth in order to establish and maintain the call. LifeSize Room can establish calls at any data rate from 128k to 2 Mb/s. To establish a high definition resolution call (1280x 720) you need at least 1 Mb/s between the customer location and the far end site. At lower data rates you will still see a marked improvement over other vendor's systems, but it will not be true HD quality video.
- Obtain access to an MPLS network or private line between the locations to improve the quality of the video during the call, if available. Establishing a call over the open internet may result in decreased quality due to network latency or packet loss.
- Make sure the secondary location also has adequate bandwidth in order to transmit and receive the video stream.

Note: For testing purposes LifeSize has established a callback site at its Austin headquarters. You can utilize this address when your far side demonstration site is unavailable. The address of the site is gumballs.lifesize.com or 209.163.159.62

If you have any questions, contact support@lifesize.com.