

LifeSize Room and LifeSize Team Frequently Asked Questions

1. I do not hear audio from my display speakers.

Set the **Administrator Preferences : Audio : Video Call Audio Output** and the **Voice Call Audio Output** preferences to **Line Out** if you want to hear audio from your display speakers and ensure your display is connected to the codec correctly.

To hear audio from the LifeSize Phone, set these preferences to **LifeSize Phone** and ensure the phone is connected to the codec correctly.

Refer to page 35 (LifeSize Room User Guide) or page 33 (LifeSize Team User Guide): “Configuring Audio Behaviors,” and “Selecting Audio Output.”

2. The system automatically rebooted.

Ensure the system does not overheat by keeping it in a well ventilated area and ensuring it is upright and not placed on its side.

A yellow  icon appears in the system status bar of the user interface to warn you when the system temperature is approaching the maximum allowed operating temperature.

A red  icon 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.

The system also reboots if no DHCP address is available or if it has changed. Make sure you have a DHCP server, check your cables, and make sure that the network cable is connected to the network LAN port (not the LifeSize Networker port). You may also try to set a static IP address.

Refer to page 3 “Installing LifeSize Room” and page 10 (LifeSize Room User Guide) or page 7 (LifeSize Team User Guide): “System Icons.”

3. The system is not responding to the remote control.

Ensure the batteries are correctly installed in the remote control.

Ensure you direct the remote at the camera’s I/R sensor. The effective range is 10 meters (33 feet).

Refer to page 3 “Installing LifeSize Room” and page 7 (LifeSize Room User Guide) or page 6 (LifeSize Team User Guide) “Remote Control.”

4. I am unable to see the far end video, but the far end can see mine.

Make sure that the necessary firewall ports are open on both sides of the call. LifeSize systems use only a small number of UDP and TCP ports in the range 60000 - 64999 during a call. The exact number depends on the number of participants in the call, the protocols used, and the number of ports required per call type (video or audio). You can restrict the range to minimize open ports by entering values for the **Firewall Reserved Ports** in **Administrator Preferences : NAT/Firewall**.

Refer to page 32-33 (LifeSize Room User Guide) or page 30-31 (LifeSize Team User Guide): "Configuring NAT/Firewall Settings" and "Configuring Required Ports."

5. I am unable to place a PSTN call.

Select the protocol used when dialing voice calls by setting **Administrator Preferences : Communications : Voice Dialing** to **Touch Tone** or **Pulse** depending on the type of your analog phone service. The default is VoIP. VoIP uses H.323 or SIP. Touch Tone or Pulse use PSTN.

Refer to page 29 (LifeSize Room User Guide) or page 27(LifeSize Team User Guide): "Configuring Dialing Options."

6. I cannot place an IP call.

When placing a call off hook (using the **Voice** button on the phone) and voice dialing is set to touch tone or pulse (**Administrator Preferences : Communications : Voice Dialing** 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.

Also refer to number 4 to ensure the necessary firewall ports on your firewall are open.

Refer to page 12 (LifeSize Room User Guide) or page 11 (LifeSize Team User Guide): "Choosing Dialing Options."

7. A black border appears when sending a presentation to my PC.

The VGA Input is encoded and sent to the far side in 16:9 aspect ratio. If your display is not 16:9 you will see a black border around the image.

Refer to page 49 – 50 (LifeSize Room User Guide) or page 47-48 (LifeSize Team User Guide): "Display Failures."

8. Video appears green.

LifeSize systems configure the output to 720p. Most VGA monitors display this signal; however, the data may not be centered and may be tinted green. You must manually configure the appropriate display as VGA to resolve this issue.

Set **Administrator Preferences : Displays : Display Type** to **VGA** if you are using the VGA output. If your LifeSize system displays the initial configuration screen or the display is not showing an image, you must configure the display from the LifeSize Phone.

Press     sequentially when the phone is idle.

Enter the administrator password (1 2 3 4 by default) and press .

Press **1** on the keypad to select **Preferences**.

Press **1** or **2** to select the display you wish to configure.

Select **VGA** for the **Display Type** to manually set the display to VGA.

If your display supports both 1280x720 and 1280x768, you can manually configure the system to use one of these resolutions by setting **Administrator Preferences : Displays : Display VGA Resolution**.

Refer to page 39 – 40 (*LifeSize Room User Guide*) or page 37-38 (*LifeSize Team User Guide*) “Configuring VGA Output” and “Configuring Display Output.”

9. My display is blank or is out of sync.

Ensure that your display is a supported display type. Set **Administrator Preferences : Displays : Display Type** to 720p or VGA if it is not automatically detected.

Some older displays only support 480p when connecting to the component input. When this occurs an out of sync picture or scrolling image appears. If the display has a VGA input, connect it using the VGA cable.

Refer to page 39 – 40 (*LifeSize Room User Guide*) or page 37-38 (*LifeSize Team User Guide*) “Configuring VGA Output” and “Configuring Display Output.”

10. I am unable to change the layout on my single display.

When you are in a call, make sure the camera control is set to **near** (press the **near** button on the remote) in order to change your local layouts. You cannot change layouts when controlling the far end camera.

Also ensure you are set up properly for a single display configuration by setting **Administrator Preferences : Appearance : Secondary Display Layout** to VGA Input.

Refer to page 22 (*LifeSize Room User Guide*) or page 20 (*LifeSize Team User Guide*) “Managing PIP” and “Dual Display Configurations” (Room only).

11. The system echoes when using external speakers.

Make sure that the external speakers are connected to the red and white RCA jacks closest to the power connector of the codec. If you connect the monitor/speakers to the DVD/VCR audio outputs you will hear an echo.

Refer to page 4 – 6 “Installing LifeSize Room” (*LifeSize Room User Guide* and *LifeSize Team User Guide*).