LifeSize®
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FREQUENTLY ASKED QUESTIONS

LifeSize® Software Download

September 2011

FREQUENTLY ASKED QUESTIONS

Software Download

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General

1. Question: Why do I need to register to download software updates for my system?

Answer: LifeSize has recently implemented new features in the software download system that improves the user experience in the download process. The new features enables you to:

• Manage and track all of your serial numbers in a single location.

• View the warranty status of each product you register.

• Obtain a license key via email.

Registering your LifeSize products in the download software sytem will also give you the convenience of:

• Auto enrollment in the LifeSize Software Notification Program - our instant email communication program that notifies you when new software updates are available.

• Reminders about your Assurance Maintenance Plan and its pending expiration date - helping you avoid recertification fees.

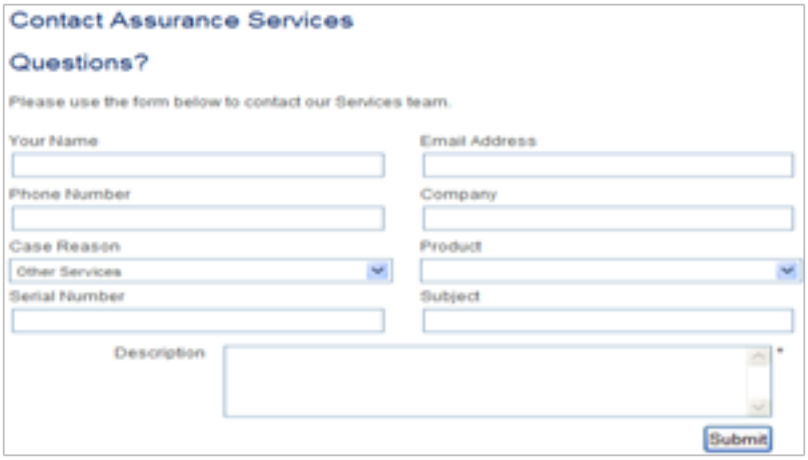
• Access to additional self-service features currently in development.

2. Question: What information will I need to provide in the registration process?

Answer: The registration process is similar to most other online registration forms. You will need to provide your email address, first name, last name, phone number, company and country, and will also need to create a password for future access to the system.

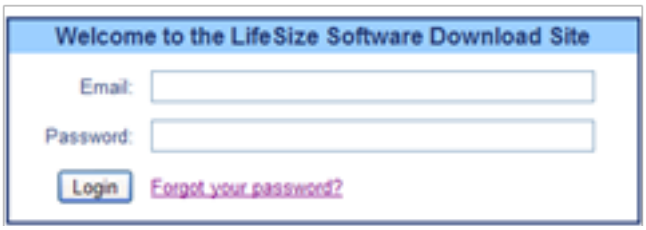
3. Question: I have registered but have not received the registration confirmation, what should I do now?

Answer: We apologize for any inconvenience this may cause. Please visit the contact services page and submit a ticket for assistance. You will need to provide your name, email address, phone number, company, product name and serial number, and select a case for your inquiry. Please select "Other Services" in this instance and click submit when finished.



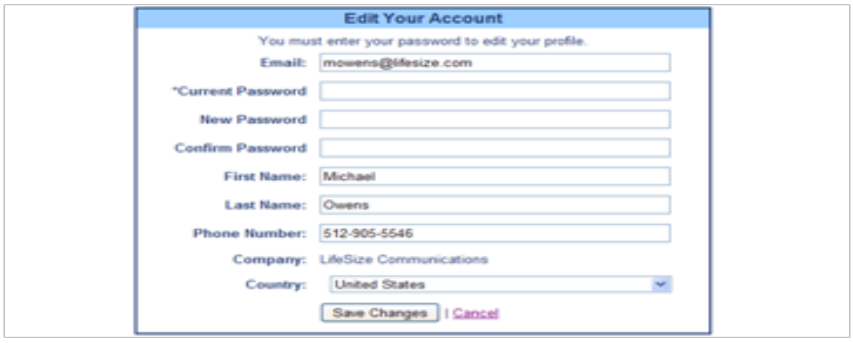
4. Question: I forgot my password, what should I do?

Answer: Click the "Forgot your password?" link in the login area of the Software Download page. Enter the email address that you registered with and click "Password Reset". A temporary password will be emailed to you.



5. Question: How do I change my password or edit my account?

Answer: You can make changes to your password or account detail easily by logging into your account. Select "Edit Profile", make the changes, and then click "Save Changes" once you are finished.



6. Question: How do I add additional serial numbers to my account?

Answer: Log into your Software Download account and add your new serial number(s) into the blank box with the word "Add" next to it. Click Add once you are finished. Follow these same steps to add as many serial numbers as you would like.

7. Question: I have a question that was not found in this document, what should I do?

Answer: We apologize for any inconvenience this may cause. Please visit the contact services page and submit a ticket for assistance. You will need to provide your name, email address, phone number, company, product name and serial number, and select a case for your inquiry. Please select "Other Services" in this instance and click submit when finished. (Please see Question 3 for visual reference.)

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