

# Device Software Subscription

Description of Services For Lifesize® Icon™ Conference Room Systems



**Device Software Subscription**

## DSS Policy for Customers with Lifesize Conference Room Systems

The Lifesize Device Software Subscription provides a comprehensive suite of services that help protect your investment, maximize its value and ensure optimal performance throughout the life of your Lifesize conference room system. You are required to purchase a Lifesize Device Software Subscription when you purchase your conference room system. The plan includes Help Desk Support, Automatic Software Updates, Pairing to the Lifesize Service and Hardware Advanced Replacement.

A Lifesize conference room system paired to a Lifesize subscription must have an active Lifesize DSS contract at all times to be paired to the Lifesize cloud-based service. This ensures that the conference room system can stay current on software updates, which is necessary when paired to the service, and that it is entitled for Help Desk Support.

When your initial DSS contract is nearing expiration, you have the option to renew. As long as you maintain an active DSS contract, your systems will stay paired to the Lifesize service and you can benefit from DSS-specific product features.

## DSS Policy Description of Services

### LIFESIZE DSS INCLUDES:

- **Help Desk Support<sup>1</sup>**
  - Phone
  - Email
  - Live chat
  - Web
  - Lifesize Community
- **Automatic Software Updates**
  - Access to the latest software updates and enhancements
- **Pairing to Lifesize Service**
  - Centralized device management
  - NAT/firewall traversal
  - Point-to-point calling
- **Hardware Advanced Replacement<sup>2</sup>**
  - Expedited shipment of a product replacement should an incident require it

## DSS Policy Process

### YEAR 1 — LIFESIZE DSS CONTRACT REQUIRED FOR ALL DEVICES

- Help Desk Support<sup>1</sup>
- Automatic Software Updates
- Pairing to Lifesize Service
- Hardware Advanced Replacement<sup>2</sup>

### YEARS 2 THROUGH END OF LIFE (EOL) — LIFESIZE DSS CONTRACT REQUIRED FOR DEVICES PAIRED TO THE LIFESIZE CLOUD-BASED SERVICE

- Help Desk Support<sup>1</sup>
- Automatic Software Updates
- Pairing to Lifesize Service
- Hardware Advanced Replacement<sup>2</sup>

<sup>1</sup>The Help Desk Support level for your Lifesize conference room system under an active DSS contract and paired to the Lifesize service can improve based on the Lifesize subscription you add. <sup>2</sup>Please refer to the Hardware End User License Agreement available at [www.lifesize.com/en/company/legal-notices](http://www.lifesize.com/en/company/legal-notices) for additional information concerning Lifesize's warranty for hardware products.

## Device Software Subscription

# Help Desk Support

### DEDICATED TO YOUR SUCCESS

Your Device Software Subscription provides you direct access to global support via phone, live chat, email, web and our Lifesize Community<sup>3</sup>. Our global support team has skilled technical support engineers who are experts in our products.

# Automatic Software Updates

### PEACE OF MIND WITH ESSENTIAL UPDATES

A current Device Software Subscription gives you complete access to the latest software updates and enhancements, all done automatically when connected to your Lifesize account. This automatic update ensures your Lifesize conference room systems are always up to date and performing optimally and securely – as simple as set it and forget it!

And for customers who have Lifesize conference room systems that are not paired to the Lifesize service, updates are available for download from our website.

# Connected Conference Room Experience

### SMARTER DEVICES FOR SMARTER COLLABORATION

With a Device Software Subscription, you can easily pair your conference room system to our Lifesize cloud-based service to experience a whole new level of connectivity. These are smart devices whose entire goal in life is to deliver smarter collaboration. By connecting them to your Lifesize account, you can take advantage of their potential and turn your meeting room into a smart collaboration hub. Specifically, DSS offers you:

- **Centralized device management** – Manage your conference room systems, update and maintain your directory, run reports, customize features and more all from one, centralized place.
- **System and status reporting** – Track usage and performance of your conference room systems and get insightful data like the number of calls, minutes, users and average call time for your organization.
- **Real-time alerts and health monitoring** – Know immediately when something's amiss with your Lifesize Icons via automatic email alerts. (Imagine knowing if something is unplugged before your CEO starts a call!)
- **Customization of Lifesize Phone HD** – Customize the home screen buttons and time zones of your Lifesize Phone HD attached to a Lifesize Icon to make connecting as easy as possible for your organization's unique needs.
- **Presence-enabled directory** – Simplify dialing with a prepopulated, search-based directory that indicates which conference room systems are available. No long dial strings, just call, connect and collaborate.
- **Automatic directory synchronization** – Make a change in your directory and have it automatically appear and sync across all your connected conference room systems, saving you time (and lots of walking from room to room).
- **Calendar integration** – Sync your calendar with your Lifesize® Icon™ room system to see a list of upcoming meetings and easily join a meeting directly from your Lifesize device.
- **Click-to-call dialing** – Start a call with the touch of a button. Seriously – it's that easy.
- **Guest calling** – Invite your customers, partners and anyone else inside or outside of your organization to connect over video directly from their web browser or one of the many interoperable third-party devices or apps.
- **NAT/Firewall traversal** – Maintain a secure perimeter and keep your Lifesize conference room systems safely behind your firewall while we manage firewall traversal through our global calling nodes.

<sup>3</sup>The Help Desk Support level for your Lifesize conference room system under an active DSS contract and paired to the Lifesize service can improve based on the Lifesize subscription you add.

## Hardware Advanced Replacement

### RAPID PRODUCT REPLACEMENTS

We understand how quickly downtime can impact an organization — that's why we'll expedite shipment of a product replacement should you need it.

A Lifesize conference room system paired to a Lifesize subscription requires an active DSS contract. The service level that the conference room system receives can improve based on the level of service of the Lifesize subscription. Extreme Support is available as an upgrade option and includes 24x7x365 support with a one-hour meaningful response time, a prioritized support queue, and a 99.9% uptime service level agreement.

### RENEWAL POLICY

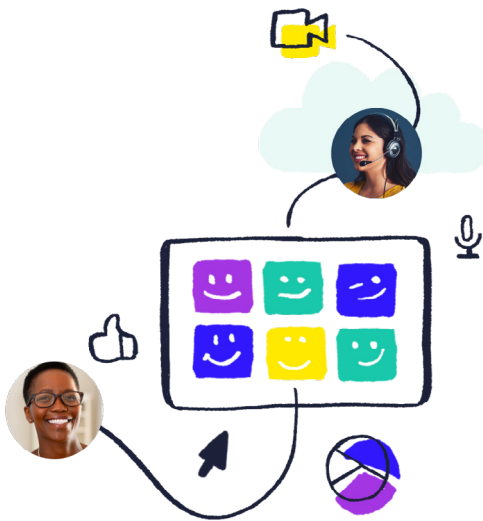
The easiest and safest way to ensure that your investment is always protected is to renew your Lifesize DSS before it expires. This ensures that you receive uninterrupted support throughout the covered life of your conference room system. Your reseller should be discussing your renewal with you three to four months prior to its due date. If the conversation hasn't started within that time frame, we encourage you to contact your reseller or local Lifesize sales representative.

You may renew your Lifesize Device Software Subscription for any Lifesize Icon conference room systems until end of life (EOL).

If your Lifesize DSS has lapsed or you are out of warranty, you may renew your plan. When you renew, you will be restricted from returning a conference room system through the Return Merchandise Authorization (RMA) process for 90 days.

If your conference room systems are not covered by a Lifesize DSS, you cannot return a conference room system through the RMA process. If you encounter a hardware failure with your conference room system, then you must replace the conference room system through one of the following processes:

- Out-of-Warranty Replacement program — You may trade in an existing conference room system and purchase a refurbished conference room system (ask your Lifesize reseller or local Lifesize sales representative for additional details)
- Purchase of a new conference room system



## Protect Your Investment and Receive Ongoing Value

It is in your best interest to purchase a Lifesize Device Software Subscription and renew on time so that your conference room system, product or accessory is always covered. As soon as you receive that first renewal email, contact your reseller or your local Lifesize sales representative to avoid any lapse in service. In addition, all devices paired to a Lifesize account must maintain an active Lifesize Device Software Subscription in order to receive the full functionality of the Connected Conference Room Experience described on page 2 of this brochure. Failure to renew Lifesize DSS on time may result in the deactivation of a device from your Lifesize account. In addition to reducing functionality, deactivated devices are not eligible for automatic software updates or enhancements, and customers may incur reactivation fees when reconnecting deactivated devices to their Lifesize account.

Protect your investment, maximize its value and ensure optimal performance throughout your devices' operating life by maintaining Lifesize DSS at all times. Renewing on time will ensure that you avoid unnecessary interruptions in functionality and reconnection fees.

If you have any questions about the Lifesize DSS or the EOL Policy document, please contact your reseller or your local Lifesize sales representative.

