

# Welcome to the Beta of the Lifesize® App

## FOR THE WEB & DESKTOP APP

Dear Lifesize Customers and Partners,

We're excited to announce the open beta of the Lifesize app for all Lifesize users. This is a preliminary glimpse into our newly redesigned Lifesize web and desktop app. During this open beta, all customers have the opportunity to use both versions of the web and desktop app to give organizations some flexibility in deploying the changes to users. We strongly encourage customers to take advantage of the open beta and start introducing the new apps to your end users.

We appreciate your support and interest in this beta program and hope that you enjoy your experience!

## INTRODUCTION

The Lifesize app has undergone a thoughtful and purposeful redesign so that we have the ability to rapidly develop the most requested features for you, our customers. We've simplified the user experience so in one click you can call over video, audio or chat. It offers a more intuitive user experience (UX) that alleviates the burden of your IT admins having to train users. And coming soon this design will flow into our mobile app, ensuring a consistent user experience from browser to desktop to mobile.

Ready to try it out?

## HOW TO GET THE NEW APP

- Web app: <https://preview.lifesizecloud.com/>
  - After our beta ends and the new web app is publicly available, you can go back to using: <https://webapp.lifesizecloud.com/>
- Download the new desktop app: <https://download.lifesizecloud.com/download>
  - After our beta ends and the new desktop app is publicly available, you can continue using this desktop application and any new updates will automatically be applied.

# Lifesize App Beta

## PREREQUISITES


- **For the web app:**
  - Use Google Chrome™ browser only and update to version 59 or above.
- **For the desktop app:**
  - Customers with firewall policies in place that are restricted to the node addresses used in Lifesize must whitelist the [IP addresses listed here](#).
    - Note: the new desktop app uses the same tunnel gateway as the old and new web app. If you've already whitelisted the web app IP addresses, no action may be required. However, we recommend verifying your settings as it could result in loss of access to the new desktop app.
  - Use one of the following supported systems:
    - Mac OS X® 10.10 and above, (64 bit)
    - Windows 7 and above, (64 bit)
- Any paired Lifesize® Icon™ conference room systems should be on version 3.3.x

## WHAT TO EVALUATE

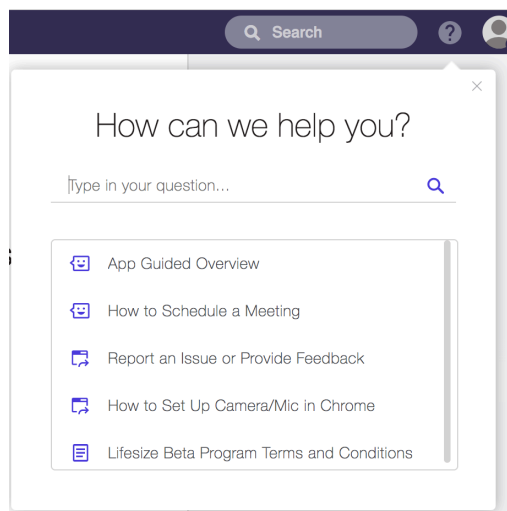
- Sign in to your account and find a contact, room system or meeting room to call
- Make a video call
- Add more people to the call
- Share your screen and resize your presentation
- Create a meeting room and make yourself the moderator
- Try out the moderator controls – mute or end the call for individuals or for all participants
- Chat with others
- Record your call (if your account has Lifesize Record and Share enabled)
- Explore the new activity feed

## HOW TO PROVIDE FEEDBACK

The Lifesize app is a beta product, which means that we're still fine-tuning all of its great features, and you may experience some imperfections along the way. Below you'll find information about how to provide feedback directly to the product team.

- Click on the  question mark icon in the upper right-hand corner of the app. Then click Report an issue or provide feedback, or [click here](#).

# Lifesize App Beta



- Leave feedback in the in-product surveys as you are prompted to take them or find the link to the survey in the help menu shown above.
- Participate in feedback sessions

By using the beta version of Lifesize app, each user agrees to the [Lifesize Beta Test Terms and Conditions](#).

Thanks for your participation!

The Lifesize Product Team

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