

LifeSize Networker Configuration Checklist

Software Release v3.0

The following checklist is designed to assist you with:

- Verifying that LifeSize Networker is properly installed and configured in your environment
- Troubleshooting problems that may occur when placing or receiving calls with LifeSize Networker

Checking LifeSize Networker boot status, cable connections, and ISDN configuration:

- Ensure that LifeSize Networker is properly installed for the configuration option that you chose (either standalone or connected to a LifeSize system that supports a LifeSize Networker connected to the codec). For information about installing LifeSize Networker, refer to the *LifeSize Networker Installation Guide*.
- Ensure that LifeSize Networker is booted properly by checking that the status LED (on the left side of the back panel next to the RS-232 port) is green.
- Ensure that each LifeSize video communications system that you intend to use with LifeSize Networker is connected to your LAN and has a valid IP address.
- If you installed LifeSize Networker as a standalone unit, ensure that it is connected to your LAN and has a valid IP address. For information about obtaining a valid IP address for a standalone LifeSize Networker, refer to the *LifeSize Networker Installation Guide*.
- If you installed LifeSize Networker by connecting it to a LifeSize system that supports a LifeSize Networker connected to the codec, navigate to the **System Information** page on the system menu of your video communications system and check that *ISDN* appears in **System Topology**. Navigate to the System Information page that contains the **ISDN**, **Version**, **Total Bandwidth**, **BRI1** through **BRI4**, and **PRI1** fields and check the value that appears for the **ISDN** field. Contact Support if *ISDN* does not appear in **System Topology** or if *None* or *Error* appears as the value for the **ISDN** field.
- To place an ISDN call from a LifeSize video communications system, ensure that *ISDN* or *Auto* is selected in **Administrator Preferences : Communications : General : Video Dialing**.
- If you are using LifeSize Networker with an S/T interface but have BRI-U lines connected from the telephone company switch, use an NT-1 device to convert the U-lines to the S/T type.
- Check that the ISDN switch model is supported for use with LifeSize Networker. For a list of supported ISDN switches, refer to the *LifeSize Networker Release Notes*.
- If you make any ISDN configuration changes in LifeSize Networker, or physically change cable connections, you must reboot LifeSize Networker.

If you configured LifeSize Networker as a BRI device:

- Ensure that the PRI ports on LifeSize Networker are not connected to anything.
- Check that the BRI lines are connected in the same order in which the numbers are configured.
- Check that all ISDN numbers configured in LifeSize Networker are correct.
- For BRI on North American ISDN switches, get two directory numbers/two SPIDs (for multi line) **or** one directory number/one SPID (for single line) for both channels assigned to each BRI line from the telephone company.
- Ensure that **Administrator Control** is *Active* for each BRI line that is connected to LifeSize Networker, and then verify that the **Line Status** is *Active*. If the **Line Status** is *Active*, the orange LED of the corresponding port on LifeSize Networker is lit. If the line status is *Inactive*, check that all cables are connected properly.
- If you are using an ISDN switch that supports SPIDs and have configured the SPIDs in LifeSize Networker, check that the SPIDs are configured correctly.

If you configured LifeSize Networker as a PRI device:

- Ensure that the cable is connected to PRI port 1 and nothing is connected to PRI port 2 or the BRI ports.
- Ensure that the line type (T1 or E1) is configured appropriately and that the line coding and framing selections match those provided with the line by the telephone company.
- If the PRI line type is T1, ensure that the PRI T1 cable length is configured appropriately depending on the length of the cable connecting LifeSize Networker to the Channel Service Unit (CSU).
- Check that all ISDN numbers that are configured in LifeSize Networker are correct.

Troubleshooting calls

Outgoing calls not connecting:

- Check that the number you are trying to call is correct. Attempt a call to the same number from a third-party device, if available.
- Check that the number dialed is not greater than 24 digits.
- If you are placing an international call, check that you are using the correct international dialing prefix.
- After the call is dialed from LifeSize video communications system, check that the green LED of the BRI/PRI port is lit. If a call is unsuccessful, the green LED is not lit.

Problems with far end video:

- If LifeSize Networker is configured as a PRI device and connected to a T1 line, and the far end participants in a call report poor quality video, increase the cable length setting in LifeSize Networker while checking the quality of the video at the far end. If the quality of the video improves, choose the setting that results in the best quality video. Otherwise, revert back to the original setting based on the length of the cable.
- Check that the temperature in the room in which LifeSize Networker is located is within operating temperature specifications. See the LifeSize Networker data sheet.

Presentation not working:

- Refer to the LifeSize Networker Release Notes for information about support for presentations and interoperability issues with third party devices.
- To start a presentation, the call bandwidth must be equal to or greater than 256 kb/s.
- Check that the input source is correct on the LifeSize video communications system.

Need assistance?

If you need additional assistance, contact Support. Be prepared to provide the following information:

- Country in which the system is located
- IP address of the LifeSize video communications system and the configuration option (standalone or connected to a codec) that you are using with LifeSize Networker
- Name of the ISDN service provider
- ISDN switch model used by the telephone company
- If you configured LifeSize Networker as a PRI device, the line type (T1/E1), line coding (HDB3/AMI/B8ZS) and framing (CRC4/No CRC/ESF)
- Number type (single or range of numbers)
- ISDN phone number for each interface (or range of phone numbers)
- If you configured LifeSize Networker as a PRI device with a T-1 line, the length of the cable that connects your LifeSize Networker device to the phone company box for an outside T1 line
- If you configured LifeSize Networker as a BRI device with SPIDs, the SPIDs provided for each interface by telephone company

Note: To enable Support to access your LifeSize video conferencing system and LifeSize Networker for debugging, your LifeSize video conferencing system must be on the public IP network.
