

# Software Download FAQ

## **Why do I need to register to download software updates for my Lifesize products?**

Lifesize offers many features in the software download portal that improve the user experience in the download process.

Features include:

- Managing and tracking all of your serial numbers in a single location
- Viewing the warranty status of each product you register
- Obtaining a license key via email

Registering your Lifesize products in the download software system will also give you the convenience of:

- Auto-enrollment in the Lifesize Software Notification Program, our 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 fee.
- Access to additional self-service features currently in development

*\*Note: Devices paired to Lifesize Cloud are automatically updated to the latest available software. However, AMS on each paired device is still required and the software portal can be used to track your AMS status.*

## **What information will I need to provide in the registration process?**

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.

**I have registered but have not received the registration confirmation.****What should I do now?**

We apologize for any inconvenience this may have caused. Please visit the [contact support](#) page and submit a ticket for assistance. You will need to provide your name, email address, phone number, company, product name and serial number.

**I forgot my password; what should I do?**

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.

**How do I change my password or edit my account?**

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.

**How do I submit additional serial numbers to my account?**

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.

**I have a question that was not answered in this document. What should I do?**

We apologize for any inconvenience this may have caused. Please visit the [contact support](#) page and submit a ticket for assistance. You will need to provide your name, email address, phone number, company, product name and serial number.