

# Lifesize® Professional Services

## Jump Start

At Lifesize, customer obsession is key and we want you to get the most from your investment. Helping our customers achieve desired outcomes is what we do best! We believe that every person and every meeting room deserves to be enabled with the most powerful communication and collaboration tool around. And if that isn't enough, our Customer Obsession Team ensures that every user has access to a variety of tutorials and training tools.

Customers have access to Lifesize's Jump Start online community for onboarding, training and customer success. Training options include self-guided how-to's, short video tutorials and live Administrative and User training sessions hosted by our Customer Success Team. These options were created to ensure that your experience with Lifesize is seamless. And the best part? It's all included in your Lifesize subscription.

### LIFESIZE HELP PAGE

Users access our help page and learn how to call a contact or room system, create and schedule a meeting and use all other Lifesize functionality. Are you a Lifesize Administrator looking to get started with managing Lifesize? Our help page will walk you through getting started and configuring your Lifesize account, including distributing licenses and managing your meetings and Lifesize® Icon™ room systems. Help pages are available in all of the languages our software supports and can be downloaded in PDF format.

### HOW-TO VIDEO SERIES

Learn at your own pace! Check out our dedicated video library and follow along with our short how-to videos. Training videos include everything from making and receiving a call to creating and scheduling your meetings. Lifesize videos are updated as new Lifesize features become available.

### ADMINISTRATIVE AND USER TRAININGS

Lifesize Community hosts live training sessions for both Lifesize Admins and Users. These trainings are led by our Customer Success Team and provide demos of all in-app functions, including plenty of time for live Q&A. Live trainings are available on our Events and Training Calendar. Community is a great place to stay updated with everything Lifesize, including social news, recent blog posts and newly available Lifesize features.

### DIGITAL LAUNCH KIT

The Lifesize Digital Launch Kit contains the admin getting started guide with links to helpful online resources to quickly get started, an email announcement template and user guides for your conference rooms for Lifesize Phone HD.

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### LIFESIZE HELP PAGE

- Lifesize App  
<https://www.lifesize.com/app-help>
- Lifesize Icon  
<https://www.lifesize.com/icon-help>

### HOW-TO VIDEO SERIES

<https://www.youtube.com/user/LifeSizeHD>

### ADMINISTRATIVE & USER TRAININGS

[https://community.lifesize.com/  
community/events-training-roadmap-  
calendar](https://community.lifesize.com/community/events-training-roadmap-calendar)

### DIGITAL LAUNCH KIT

[https://www.dropbox.com/sh/  
m9do64ogsa92g0m/AAD0JkN-Nr\\_GOf-R6\\_  
XgnA76a?dl=0](https://www.dropbox.com/sh/m9do64ogsa92g0m/AAD0JkN-Nr_GOf-R6_XgnA76a?dl=0)

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