LifeSize – Quick Review
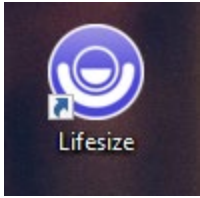

How to use LifeSize desktop APP:

1. Double click the icon on the desktop, this window will appear.
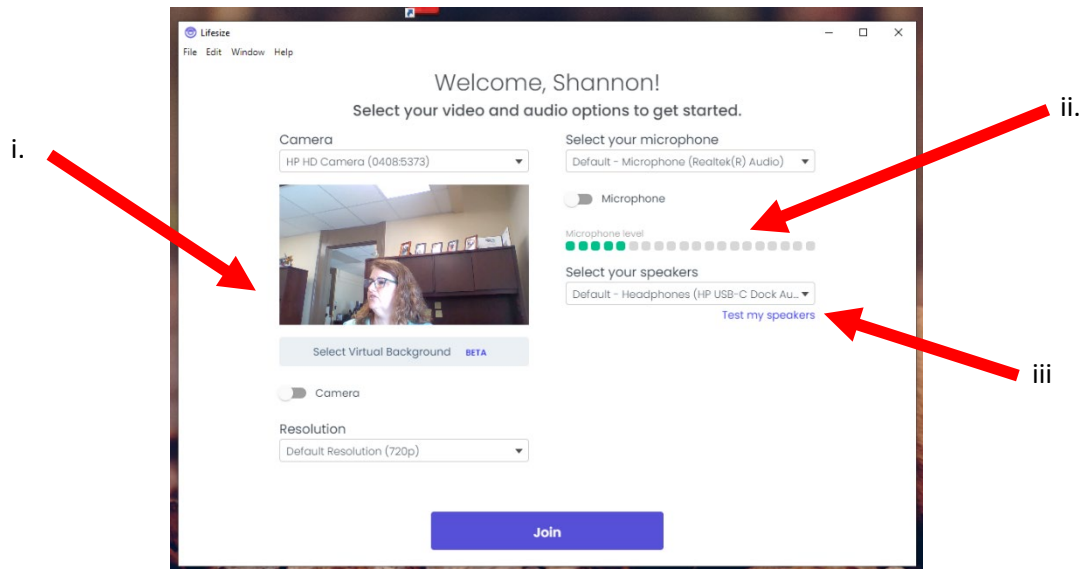
2.

a. **Join a Meeting**: The meeting extension is in the email. Please see example:
https://call.lifesizecloud.com/8418477 (The highlighted portion is needed to enter in the first box.)
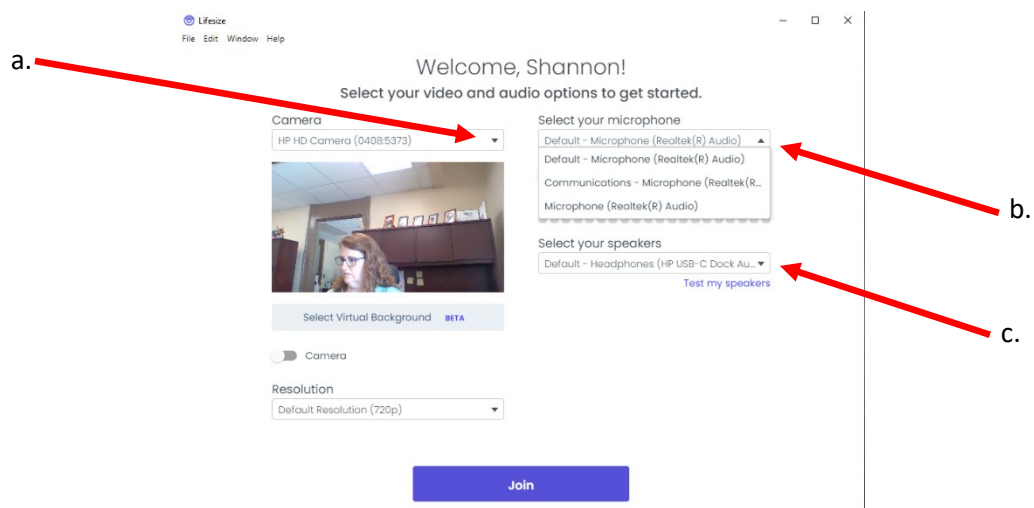

2. Add the Meeting Extension to the 1st box (highlighted portion). In the 2nd box, insert your name then click Join.

3. The following box will appear. This is where testing the camera, microphone, and speakers **before** joining the meeting will occur.
   i. To test the camera, make sure a picture is visible in the box.
   ii. To test the microphone, start talking and the green dots will move below the microphone.
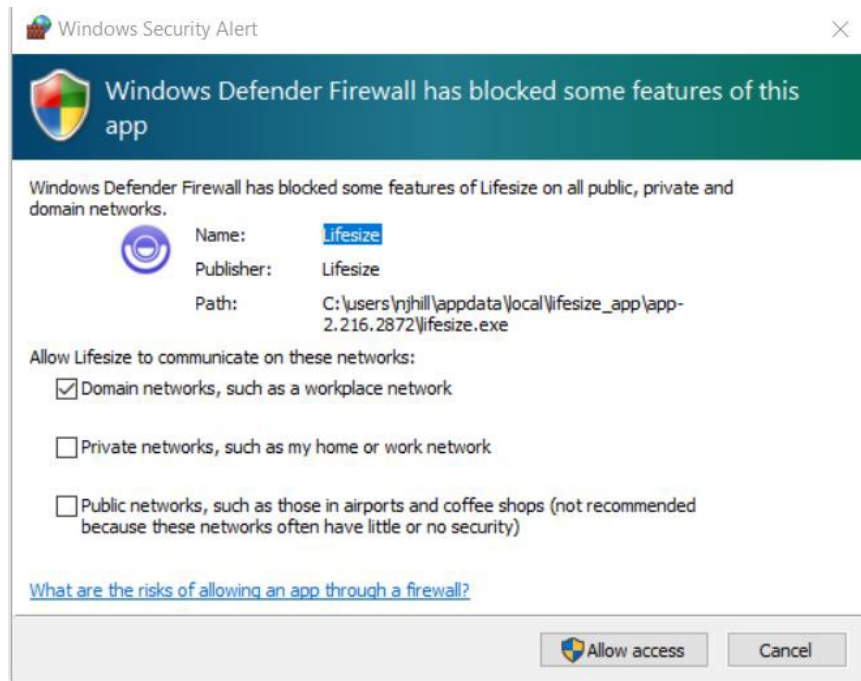   iii. To test the speakers, click "test my speakers". Sound should be heard coming from the speakers.

Troubleshoot:

a. If the camera is not working, make sure the camera on the laptop is not covered. The new laptops have a slider, just move left or right to open. If using an external camera, click the down arrow and find the name of the camera in the list and click on it.
b. If the microphone is not working, click the down arrow. The new laptops should be set to "Microphone (Realtek® Audio)". If using a headset, find the name of the headset in the list and click it.
c. If the Speakers do not work, click the down arrow. The new laptops should be set to "Speakers (Realtek(R) Audio)". If using external speakers, find the name of the speakers in the list and click on it.
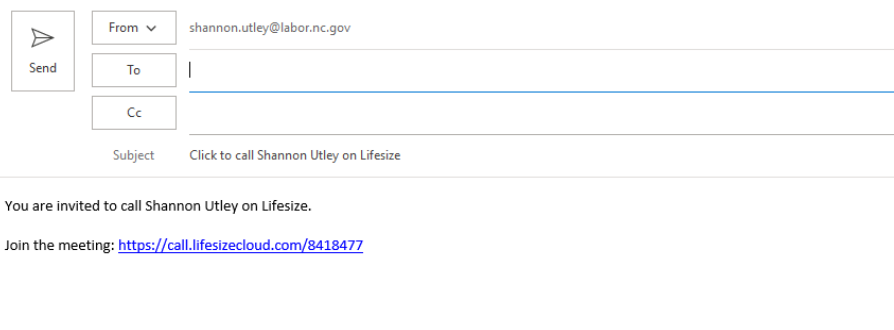
d. If you are still having trouble at this point please DO NOT JOIN THE MEETING – KEEP THIS WINDOW OPEN and call the IT helpdesk 707-7777.

e. If the following window appears, try clicking allow access. If it asks for admin access, leave the box open and call the IT helpdesk.
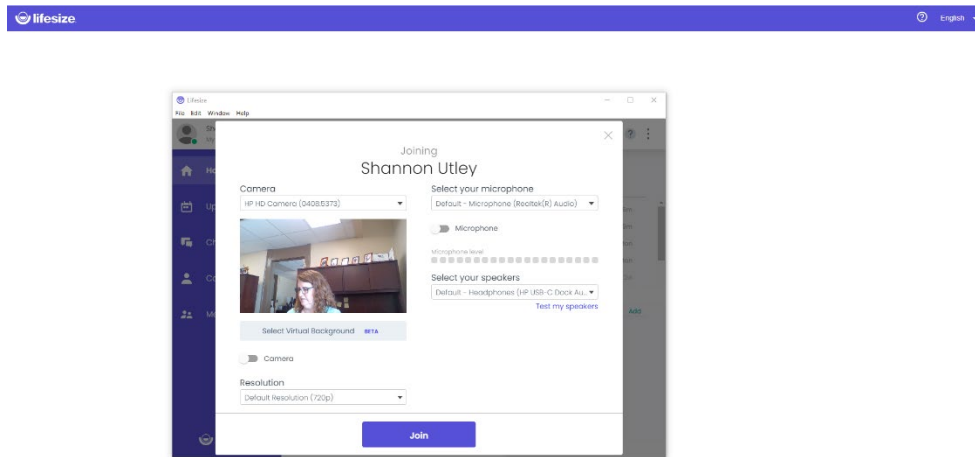
Using the Web Version of LifeSize:

By clicking on the link in the email to access the Lifesize meeting (1.), a window to the web browser will appear (2.)
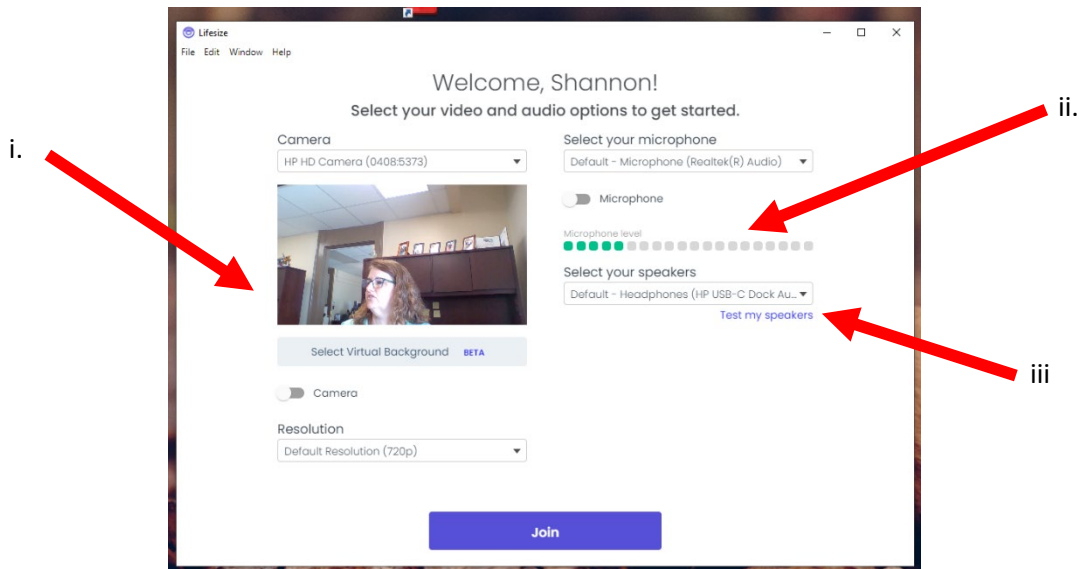
1.

2.

Please take note of ANY pop ups. The first time using LifeSize in the web browser will be a pop up to allow the camera, microphone, and speakers to be used. **PLEASE CLICK ALLOW**. If this is not allowed the camera, microphone and speakers will NOT work. TROUBLESHOOT: copy the URL from the email (example here https://call.lifesizecloud.com/8418477) into another web browser and again make sure the camera, microphone and speakers are allowed to be used by this app.

4. The first window that appears will be used for testing the equipment. This is where testing the camera, microphone, and speakers **before** joining the meeting will occur.
    i. To test the camera, make sure a picture is visible in the box.
    ii. To test the microphone, start talking and the green dots will move below the microphone.
    iii. To test the speakers, click "test my speakers". Sound should be heard coming from the speakers.

Troubleshoot:

a. If the camera is not working, make sure the camera on the laptop is not covered. The new laptops have a slider, just move left or right to open. If using an external camera, click the down arrow and find the name of the camera in the list and click on it.

b. If the microphone is not working, click the down arrow. The new laptops should be set to "Microphone (Realtek® Audio)". If using a headset, find the name of the headset in the list and click it.

c. If the Speakers do not work, click the down arrow. The new laptops should be set to "Speakers (Realtek(R) Audio)". If using external speakers, find the name of the speakers in the list and click on it.

5. If you are still having trouble at this point please DO NOT JOIN THE MEETING – KEEP THIS WINDOW OPEN and call the IT helpdesk 707-7777.