INTRODUCTION

Thank you for your interest in Lifesize Connect.

With the release of the version 3.12.0 upgrade in February 2021, support for the hardware-based Lifesize Connect solution is now generally available for Lifesize Icon 700 and Icon 500.

A software-based Lifesize Connect solution that extends support to Icon 700, Icon 500, and Icon 300 is also currently in development and expected to release in the near future.

This document serves to answer frequently asked questions about the Lifesize Connect solution in general, as well as specific details for both the hardware-based and software-based variations.

What is Lifesize Connect?

Lifesize Connect lets you use our best-in-class conference room systems for any meeting, on any service.

This new feature enables Lifesize Icon 700, Icon 500 and Icon 300 meeting room systems to be used in BYOD (Bring Your Own Device) configurations with Windows and Mac computers. This allows new and existing customers to join meetings hosted on any third-party collaboration app or service running on your computer, to include Microsoft Teams, Zoom, Cisco Webex, Google Meet, BlueJeans, GoToMeeting, Skype, and more, with the room system serving as the camera, microphone, and speaker.

How does it work?

From a technical perspective, there are two sides to Lifesize Connect. The first is passing the computer screen and sound to the meeting room display. This is achieved using the HDMI presentation input of the Lifesize Icon room system. Connecting the computer to the room system with an HDMI cable provides the easiest and most resource-efficient way to pass the video and audio from the computer to the display.

The second is making the room system camera, microphone, and speaker available to your computer as video and audio peripherals to use with third-party collaboration apps. With Lifesize Connect, this can be done wirelessly through software or fully wired through hardware.

- **Hardware-based solution:** Leverages additional hardware peripherals to provide the necessary USB and HDMI connections to support single-display and dual-display configurations. The hardware-based solution is supported by Lifesize Icon 700 and Icon 500 only, and utilizes the *Display 2 Port* of the system. The hardware-based solution requires no software download or installation on most Windows or Mac computers.

- **Software-based solution:** Leverages a dedicated, secure, peer-to-peer connection across the network between the Lifesize Icon room system and the lightweight Lifesize Connect app, which the user downloads and installs on their computer. The software-based solution is supported by Lifesize Icon 700, Icon 500 and Icon 300, and utilizes the *Presentation Port* of the system. The Lifesize Connect app will be available initially for Windows, with Mac expected to follow.

How do I enable Lifesize Connect?

System support for Lifesize Connect is enabled via the applicable firmware upgrade for Lifesize Icon 700, Icon 500, and Icon 300. Once the upgrade has been installed, Lifesize Connect can be enabled and configured from the Lifesize Admin Console or the Web UI on a per-system basis.

Note: At current, only the Display 2 Port configuration option for the Lifesize Connect hardware-based solution will be available. The Presentation Port configuration option for the software-based solution will follow when released.

Enabling the hardware-based Lifesize Connect solution in the meeting room requires you to deploy the necessary hardware peripheral(s). Recommended devices are noted in this FAQ and in documentation.

Enabling the software-based Lifesize Connect solution will require a user to download the forthcoming Lifesize Connect app to their computer. Upon release, the app will be available for download in the Lifesize Admin Console from *Account Settings > Downloads.* The app will be available initially for Windows, with Mac expected to follow

How do I launch Lifesize Connect?

Lifesize Connect can be launched by tapping the designated key in the Lifesize Phone HD menu and following the on-screen prompts on the Phone HD and/or the meeting room display. Your account admin can also customize the Phone HD home screen to include a Lifesize Connect button.

You may also launch Lifesize Connect by connecting the HDMI cable in the room to your computer and following the on-screen prompts.

Can I use Lifesize Connect to join Microsoft Teams, Zoom and Webex meetings?

Yes. You can use Lifesize Connect with both the installed and web-based versions of Microsoft Teams, Zoom, Cisco Webex, Google Meet, BlueJeans, and GoToMeeting, as well as many other software-based collaboration, conferencing, lecture capture, and webinar apps you can run on your computer.

Lifesize Connect will present the Lifesize Icon room system camera, microphone, and speaker as selectable devices within the video and audio settings of the third-party app and mirror your computer screen to the meeting room display.

Can I pre-deploy the Lifesize Connect app to user desktops?

Yes. Upon release of the Lifesize Connect app, pre-deployment is expected to be the best approach to accommodate first-time users. You will be able to download the Lifesize Connect app in the Lifesize Admin Console from *Account Settings > Downloads***.**

If the Lifesize Connect app is not already open or installed on the computer upon launch from the Lifesize Phone HD or connection of the HDMI cable, the user will be directed to either open, or download and install it.

What if I don't want to download and install a Lifesize Connect app?

That's okay. You don't have to. You can still use Lifesize Connect in a hardware-based configuration with Lifesize Icon 700 or Icon 500. Knowing that many companies and organizations have restrictions regarding the download and installation of software, having a hardware-based variation allows everyone to enjoy the benefits of Lifesize Connect, regardless of technology policies.

To use Lifesize Connect in a hardware-based configuration, you will need a Lifesize Icon 700 or Icon 500 room system with the required firmware upgrade (already set up or set up according to documentation), and then you will need to add a hardware peripheral or two and extra cabling, depending on whether you want to set up a single-display or dual-display room experience.

To set up Lifesize Connect for a single-display room experience, you will need:

- HDMI-to-USB capture device (recommended device list below)
- HDMI cable (Lifesize HDMI cable or Certified Premium High Speed HDMI cable; up to 30 feet or 9 meters)*
- USB cable (USB 3.0; up to 15 feet or 4.5 meters)*

* HDMI and USB cables required may be included with HDMI-to-USB capture devices. Refer to vendor specifications to confirm.

To set up Lifesize Connect for a dual-display experience, you will <u>also</u> need:

- StarTech ST122HD20S *- or -* Orei UHDS-102A HDMI splitter/scaler
- HDMI cable (Lifesize HDMI cable or Certified Premium High Speed HDMI cable; up to 30 feet or 9 meters)

Please refer to the Lifesize Connect Deployment Guide for more information on setup and configuration.

Which peripherals can I use for the hardware-based solution?

Lifesize recommends using peripherals that have been verified in our hardware lab to support Lifesize Connect and deploying in the documented configurations only. Verified peripherals currently include:

- HDMI-to-USB capture devices
  - Lifesize HDMI to USB capture device (**recommended**)
  - StarTech UVCHDCAP
  - AVerMedia ExtremeCap UVC - BU110
  - ClearOne COLLABORATE DataPoint HD
  - Elgato Cam Link 4K

- HDMI splitter/scaler devices
  - StarTech ST122HD20S
  - Orei UHDS-102A

Note: Should you attempt to use a peripheral that is not recommended or verified for use with Lifesize Connect, you do so at your own discretion. Lifesize will not be held at fault or accept liability for issues that may occur as a direct or indirect result of using unverified components or configurations.

Can I use Lifesize Connect with a live streaming platform?

Yes. Provided the live streaming platform allows for configuration of video and audio peripherals in a similar manner to meeting and collaboration apps.

I have a wireless presentation solution – can I still use Lifesize Connect?

While it is possible for Lifesize Connect to co-exist with a wireless presentation solution, or other third-party A/V switching and routing solutions in the meeting room, our recommendation is to use a direct HDMI cable connection between the computer and the Lifesize Icon room system.

There are two main reasons for this:

1. From testing within our hardware lab, we've observed that the additional processing to capture, encode, and transmit the computer desktop wirelessly, while simultaneously joining a video meeting, conference, or webinar places additional load on the computer – often with negative consequences to the video frame rate and image quality. A further consideration is the additional latency and potential impact on A/V synchronization (lip sync) and AEC (acoustic echo cancellation) with third-party software apps. For this reason, we recommend the use of a direct HDMI cable connection, as we feel it will provide for the best experience possible in this specific use case.

2. In the planned software-based configuration, we leverage the EDID (Extended Display Identification Data) on the HDMI connection to pass a unique pairing code from the Lifesize Icon room system to the computer to establish a dedicated, secure, peer-to-peer connection. This allows the video and audio to pass seamlessly between the two devices. There is a potential conflict with wireless presentation solutions (which don't use HDMI) that could result in complications for the user that we can avoid through the direct HDMI cable connection. However, Lifesize Connect does provide a fallback option should the automatic pairing (via EDID) and secure establishment of the peer-to-peer connection fail – users can enter a pairing code manually to establish the connection instead.

Can I use HDMI switcher, splitter or extender solutions with Lifesize Connect?

While it is possible for Lifesize Connect to co-exist with third-party A/V switching and routing solutions in the meeting room, our recommendation is to use a direct HDMI cable connection between the computer and the Lifesize Icon room system for both software-based and hardware-based deployments as documented (see the Lifesize Connect Deployment Guide). Our exception for Lifesize Connect is the dual-display hardware-based configuration, in which a verified HDMI splitter/scaler peripheral is required to pass video and audio to both the second display and the computer.

As noted in the previous FAQ entry with regard to the software-based configuration, we leverage the EDID (Extended Display Identification Data) on the HDMI connection to pass a unique pairing code from the Lifesize Icon room system to the computer to establish a dedicated, secure, peer-to-peer connection. This allows the video and audio to pass between the two devices. Any third-party devices which change the EDID connection parameters could compromise this automatic pairing. Lifesize Connect does provide the fallback option of entering a pairing code manually should the automatic pairing (via EDID) and secure establishment of the peer connection fail, however, we still recommend the use of a direct HDMI cable connection, as we feel it will provide for the best experience possible in this specific use case.

Lifesize Connect
Frequently Asked Questions

What does it cost to upgrade my Lifesize Icon to support Lifesize Connect?

The firmware upgrade is **FREE** for existing Lifesize Icon 700, 500 and 300 customers. Please note that your room systems must be registered to Lifesize and have valid DSS (Device Software Subscription) coverage.

With the hardware-based configurations of Lifesize Connect, you do need to consider the additional cost of procuring the recommended hardware peripherals to facilitate the required HDMI and USB connections. These costs will vary depending on if you need to purchase and where, whether you are implementing a single-display or dual-display experience, and the inventory of Lifesize Icon room systems that you wish to enable.

Customers with legacy Icon room systems who are interested in Lifesize Connect should contact their Lifesize sales representative or partner to explore hardware upgrade and trade-in options.

Do I need a Lifesize Cloud subscription?

No. You don't need a Lifesize Cloud subscription to enjoy the benefits of Lifesize Connect, but your Lifesize Icon 700, 500 or 300 room system(s) must be registered to Lifesize and have valid DSS (Device Software Subscription) coverage.

What Lifesize Icon room systems support Lifesize Connect again?

Lifesize Icon 700 and Icon 500 support Lifesize Connect in the hardware-based configurations that utilize the *Display 2 Port* of the system.

Lifesize Icon 700, Icon 500, and Icon 300 support Lifesize Connect in the software-based configuration that utilizes the *Presentation Port* of the system.

For more information or to communicate your interest, please contact your Lifesize sales representative or partner.

Is there a trade-in program for legacy Lifesize Icon room systems?

Customers with legacy Icon room systems who are interested in Lifesize Connect are encouraged to contact their Lifesize sales representative or partner to explore hardware upgrade and trade-in options.