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# FAQ: LifeSize® Icon™

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F R E Q U E N T L Y   A S K E D   Q U E S T I O N S

## LifeSize® Icon™ 600

*For use by LifeSize Sales and Channel*

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## FREQUENTLY ASKED QUESTIONS

**LifeSize Icon 600**

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## FREQUENTLY ASKED QUESTIONS

# LifeSize Icon 600

## General

- 1. Question:** Why is this new product called LifeSize Icon 600? Are there more products expected with a higher or lower number designation?
- Answer:** LifeSize Icon 600 is the first product in a new line of systems under the LifeSize Icon brand. In time, new products are expected to be released. These follow-on releases may have a higher or lower number designation, depending on feature set. This is yet to be determined.
- 2. Question:** Why do you call this a connected video device?
- Answer:** The LifeSize Icon system is a connected video device because it seamlessly integrates the LifeSize<sup>®</sup> UVC core applications that run on the UVC Platform behind the scenes. Customers will continue to get unbeatable value out of their deployment since the LifeSize UVC core applications in the background power the functionality. New functionality can be added easily.
- 3. Question:** Can I sell LifeSize Icon without the LifeSize UVC Platform solution?
- Answer:** The rich functionality of LifeSize Icon is delivered through the tight integration with the LifeSize UVC core applications and LifeSize<sup>®</sup> Bridge™. While LifeSize Icon can be purchased without the LifeSize UVC Platform, we encourage customers to deploy them together for the best user experience. Every LifeSize Icon includes one seat of LifeSize UVC Manager to enable users to have schedules and directories automatically populated for ease of use.
- 4. Question:** Does the LifeSize Icon system offer a physical input for data sharing?
- Answer:** Yes, LifeSize Icon systems include a data-sharing cable that enables 1080p data sharing for unmatched detail when collaborating with colleagues.
- 5. Question:** Can the LifeSize Icon system participate in calls with Microsoft<sup>®</sup> Lync<sup>®</sup> callers?
- Answer:** Yes, LifeSize Icon can participate in calls with Microsoft Lync users; these calls are hosted on LifeSize<sup>®</sup> UVC Multipoint™ Enterprise Edition. The LifeSize Icon system displays a list of meetings, and joining the Lync conference via the LifeSize Icon system is as simple as clicking the meeting name in the list. These calls can host any mix of Lync, SIP and H.323 callers with up to 25 visible sites on the screen at once.
- 6. Question:** Can the new LifeSize Icon remote control be used with any of the LifeSize<sup>®</sup> 220™ products?
- Answer:** No. The new LifeSize Icon remote control is designed to work with the new LifeSize Icon only.
- 7. Question:** How do I administer LifeSize Icon?
- Answer:** Basic tasks can be performed through the on-screen user interface on the LifeSize Icon system (e.g., resetting network defaults or previous software version). This ensures that the user interface on the LifeSize Icon system remains as simple as possible for the user. All primary administrative tasks are performed through the LifeSize Icon system administrator's web interface.

**8. Question: Why doesn't LifeSize Icon have an embedded multipoint?**

**Answer:** LifeSize Icon delivers the convenience and ease of use of an embedded bridge, with the scalability, redundancy and administrative controls of an infrastructure-based bridge, all at an unbeatable value. Customers asking for an embedded MCU should carefully consider the benefits of a centralized, scalable bridge connected to LifeSize Icon. The tightly integrated user experience between LifeSize Icon and LifeSize Bridge 2200 or LifeSize UVC Multipoint emulates the embedded MCU experience with click-to-call ease for multiparty calling. This approach also has the financial and operational benefits of sharing the expense and bandwidth of the MCU as a central resource that is a shared resource.

**9. Question: Can I make a call after I have set the LifeSize Icon system to Do Not Disturb?**

**Answer:** Yes. Do Not Disturb mode will block only incoming calls. When it is enabled, you can still share a presentation, stream and record and make an outbound call.

**10. Question: Why doesn't LifeSize Icon support H.264 SVC?**

**Answer:** LifeSize will support interoperability with Microsoft Lync using SVC through LifeSize UVC Multipoint Enterprise Edition. LifeSize Icon and other standards-based endpoints can make calls with Lync users through LifeSize UVC Multipoint Enterprise Edition. This approach not only provides interoperability with Lync but also enables additional capabilities, such as multiparty calling with a mix of SIP, H.323 and Lync callers. The tight integration between LifeSize Icon and LifeSize UVC Multipoint makes it easy to call Lync, SIP or H.323 callers directly from the LifeSize Icon system.

**11. Question: There is a test port on the back panel of the LifeSize Icon system. Why?**

**Answer:** This port is strictly used for testing purposes in the factory process at LifeSize. Customers should not access this port.

**12. Question: Are there any improvements for troubleshooting or supporting LifeSize Icon?**

**Answer:** Yes. Much of what has been learned over the last nine years at LifeSize has been incorporated into LifeSize Icon. A health page viewable in the user interface proactively identifies issues for users. Administrators have access to more diagnostic tools as well as an additional Support page through the graphical user interface.

**13. Question: Can I mount LifeSize Icon to the back of a display or wall?**

**Answer:** Yes. LifeSize Icon has two mounting holes on the bottom of the product that can be used to mount it to a VESA-mountable plate or directly to a wall plate. The dimensions for these mounting holes can be found on the datasheet.

**14. Question: Does the new LifeSize Icon remote control use standard batteries?**

**Answer:** Yes. The new remote control uses two AAA batteries. These are inexpensive and readily available, unlike the proprietary approaches that some of our competitors have chosen.

**15. Question: Comparable Cisco and Radvision units do not have phone integration. Does LifeSize Icon offer it?**

**Answer:** Yes! LifeSize Icon will work with our LifeSize Digital MicPods as well as our touchscreen LifeSize Phone, 2nd Generation.

**16. Question: What should I highlight in a demo of LifeSize Icon?**

**Answer:** This assumes that you have done the preliminary work of configuring your LifeSize<sup>®</sup> UVC Manager™ and registering your LifeSize Icon system to it:

**New with Icon version 1.2:** You can demonstrate all of the features below through the on-screen user interface using the remote control or through LifeSize Phone, 2nd Generation using the intuitive touchscreen interface.

1) Show the Agenda tab and how a meeting reminder pops up, and then click to join; or show the Agenda tab, navigate to a meeting and click to join the meeting.

2) Show how to change layouts. Highlight how simple this is versus competitors that require complex IVRs and DTMF tones to join meetings or change layouts. Start a presentation and show the stunning 1080p quality. End the call.

3) Show how to search the directory to find somebody to call.

4) Show connecting to that caller—fast and great quality.

5) Show how to record to LifeSize UVC Video Center and show the live stream on a laptop.

In just minutes, you've demonstrated the radically simplified user experience and the integration of LifeSize UVC core applications running on the LifeSize UVC Platform, specifically LifeSize UVC Manager, LifeSize UVC Multipoint and LifeSize UVC Video Center.

When demonstrating, use language related to communicating outside the organization whenever possible, such as connecting with a sales prospect, collaborating with a partner or interviewing a candidate. Note: You must have the LifeSize UVC Platform installed and any applicable UVC applications/updated software that you wish to demo. Make sure you have people at the ready to answer your calls when showing multiparty calling and person-to-person calls. Ensure that you watch the Simplicity User Experience Demo and [Technical Details](#) videos.

**17. Question:** **Can I play a Blu-ray disc protected with copyright protection (HDCP) while in a video call?**

**Answer:** HDCP content cannot be transmitted through the LifeSize Icon system.

## LifeSize Icon User Interface

**1. Question:** **What is the difference between the Schedule tab and the Meetings tab?**

**Answer:** The Schedule tab displays, according to time, scheduled calls that involve that Icon system. The Meetings tab (available under the Call menu) displays a list of all meetings that are hosted on LifeSize UVC Multipoint or LifeSize Bridge that are available to that Icon system. You can locate and join any of these meetings through the Meetings tab. In the event that you don't have a conference room reserved for a call, you can go into any room with a LifeSize Icon system and easily find the name of the meeting on the Meetings tab and click to join.

**2. Question:** **How do you book a call so that it appears in the LifeSize Icon Schedule tab?**

**Answer:** Users can access the scheduler in LifeSize UVC Manager or the administrator can integrate LifeSize UVC Manager with Microsoft Exchange allowing users to book through their Microsoft Outlook

calendar directly.

## How to Position LifeSize Icon versus LifeSize 220s

### 1. Question: When should I position LifeSize Icon versus LifeSize 220s?

**Answer:** Focus positioning LifeSize Icon with customers that are new to video. These customers may have looked into video conferencing solutions in the past, but because of the cost and complexity they did not deploy. These customers are ideal. Position LifeSize Icon as part of the overall solution, including the LifeSize UVC Platform. This drives the new user experience, with its intuitive learning ability further reducing complexity and training requirements. Other target customers are those with outdated equipment and those who are ready to replace their entire solution. There will still be many existing LifeSize customers or new video customers who want to retain their current LifeSize 220 solutions. There are multiple reasons for this, including a common user experience or specific features that are not available on LifeSize Icon, such as ISDN or PSTN support or an embedded MCU.

### 2. Question: How can an existing LifeSize 220 customer get a consistent user experience across their LifeSize 220s and LifeSize Icon systems?

**Answer:** For customers using LifeSize Icons and LifeSize 220s, the LifeSize Phone, 2nd Generation offers a similar touchscreen experience so they don't have to switch between two different phone interfaces.

## LifeSize Icon 1.3 Features

### 1. Question: What is integrated mode?

**Answer:** LifeSize Icon is tightly integrated with LifeSize UVC ClearSea. This is more than just registering as a H.323 gatekeeper or a SIP proxy. There is a new tab in the administrative interface for LifeSize UVC ClearSea. Once implemented, LifeSize UVC ClearSea centrally manages all LifeSize Icons enabling many new features not available when LifeSize Icon runs independently. See question 3 for more details on benefits and drawbacks for Integrated mode.

### 2. Question: When upgrading LifeSize Icon to version 1.3 does a customer have to deploy it in integrated mode?

**Answer:** No. This is a deployment option. All customers should upgrade to version 1.3 to receive the new feature benefits and quality improvements and then determine whether integrated mode is best for them.

### 3. Question: Why is integrated mode called a Preview? Is this like a Beta?

**Answer:** We call it a Preview because there are more features to come over the course of the next year, but call escalation and other features now available are very intriguing to customers, so we released v 1.3. We did not call this a beta because the current features and capabilities are fully supported (true beta releases from LifeSize are not supported).

We are very excited with the many new features provided by integrated mode, but there are limitations that could affect current deployments. We encourage customers to try deploying their solution in integrated mode. If they miss some of the LifeSize Icon functionality that is not supported in

integrated mode, they can return to independent mode.

**4. Question: With all this information on integrated mode, is independent mode bad?**

**Answer:** Absolutely not! There are benefits and drawbacks to both deployment modes. The most important factor is the customer must understand the details prior to deciding which deployment model best suits their needs.

**5. Question: If the customer does deploy integrated mode and they don't like it can they go back to independent mode?**

**Answer:** Yes. This is a deployment model only. Once a customer has upgraded to version 1.3, which is a requirement for integrated mode, they can switch between modes at any time.

**6. Question: It seems we have a big competitive advantage with integrated mode. Is all this feature functionality really free?**

**Answer:** The real competitive value is LifeSize customers receive the value of LifeSize UVC ClearSea intelligent call routing features, NAT/firewall traversal and directory/presence capabilities at no additional cost. LifeSize UVC ClearSea mobile device licenses and LifeSize UVC Multipoint port licenses are an additional cost.

**7. Question: How many people can be escalated to a multiparty meeting using integrated mode?**

**Answer:** LifeSize UVC Multipoint on the LifeSize UVC 3350 platform can support up to 40 participants in a single conference.

**8. Question: Can I disconnect individual multiparty users from the LifeSize Icon user interface?**

**Answer:** No. This functionality is available on mobile and laptop clients, but not on LifeSize Icon today.

**9. Question: Can I place my current call on hold while I answer an incoming call?**

**Answer:** Currently, LifeSize Icon only supports accepting and merging the incoming caller or ignoring the caller.

**10. Question: Does my LifeSize Icon have to be registered to my LifeSize ClearSea account in order for me to takeover a call from my smartphone, tablet or laptop?**

**Answer:** Yes. Your LifeSize Icon must be one of your configured devices in your account.

**11. Question: Can I takeover a call from my smartphone, tablet or laptop to my LifeSize Icon?**

**Answer:** Not at this time. LifeSize Icon can transfer the call to your mobile device when it receives the request for takeover from the mobile/laptop device.

**12. Question: How do I initiate a transfer from LifeSize Icon?**

**Answer:** Currently, the function is initiated through the Add button. Find the participant you want to forward the call to and add them to the call. Once connected, you can exit the call leaving the other two participants connected.

**13. Question: I've integrated my LifeSize Icon with LifeSize UVC ClearSea. My directory has two entries for each participant. Is this normal?**

**Answer:** No. You will need to unregister your LifeSize Icon with LifeSize UVC ClearSea and remove data from the Directory tab in the administrative interface. Re-register your LifeSize Icon to LifeSize UVC ClearSea and only one entry will be listed.

**14. Question:** Several new users have registered to LifeSize UVC ClearSea; why do I not see them in my LifeSize Icon directory?

**Answer:** This is a bug that will be corrected in the next software update. The workaround requires a reboot of the LifeSize Icon system. It will refresh to the most current directory available.

**15. Question:** Does LifeSize Icon support encryption in integrated mode?

**Answer:** Yes. LifeSize Icon currently supports standards-based 128-bit AES encryption on all media traffic.

**16. Question:** Does LifeSize UVC ClearSea support firewall traversal for third party endpoints?

**Answer:** Yes. Third party devices that do not have the LifeSize UVC ClearSea client embedded in their software can connect with users registered to LifeSize UVC ClearSea using their IP address and the extension number (i.e. <IP>##1234) or their URI address (i.e. [bsmith@clearsea.com](mailto:bsmith@clearsea.com)).

**17. Question:** Do the LifeSize 220 systems have the LifeSize UVC ClearSea client in their software?

**Answer:** No. These systems will use the third party method described above.

**18. Question:** What presence status does LifeSize Icon provide when in integrated mode?

**Answer:** LifeSize Icon provides two levels of status to the LifeSize UVC ClearSea presence server:

- Available
- Offline

**19. Question:** Does LifeSize UVC Manager support LifeSize Icon in integrated mode?

**Answer:** No. Many of the core features of LifeSize UVC Manager are disabled when LifeSize Icon is operating in integrated mode. See the table below for a list of supported capabilities.

Function	Icon using UVC Manager	Icon - UVC ClearSea Integrated Mode
Management	Supported	<b>Supported</b>
Provisioning	Supported	<b>Supported</b>
Directory	Supported	<b>Supported</b>
Alarms	Supported	<b>Not Supported</b>
Upgrades	Supported	<b>Not Supported</b>
Automatic Call Establishment	Supported	<b>Not Supported</b>
Scheduling/Schedule tab	Supported	<b>Not Supported</b>
Meetings tab	Supported	<b>Not Supported</b>
Reports	Supported	<b>Not Supported</b>



**20. Question:** What is DPMS?

**Answer:** Display Power Management Signaling (DPMS) and Consumer Electronic Control (CEC) provide similar functionality. The advantage of DPMS is it controls your primary display and your secondary display. It has a wider range of supported HD brand displays, too.

For more information on how to setup CEC or DPMS, access the administrative interface, click the Help button on the top right corner and select Preferences/Video/Enabling Consumer Electronics Control or Power Management of the Display.

**21. Question:** Did you say click the Help button?

**Answer:** Yes. A great new feature of LifeSize Icon 1.3 is online help. You can access information on all the great features available.

**22. Question:** Are there any pricing updates with LifeSize Icon v1.3?

**Answer:** No, there are no changes to the current pricing for LifeSize Icon with the release of version 1.3.

**23. Question:** Are there any new LifeSize Icon SKUs with version 1.3?

**Answer:** Yes. There are two new SKUs you will see on the next LifeSize Price List update. First with version 1.3, support for the Brazil SKUs is now available. Second, in line with this release, support for TAA compliant SKUs is now available.

See the updated LifeSize price list for further details on product descriptions, pricing and availability.

## LifeSize Icon 1.2 Features

**1. Question:** Which features require a software license to be enabled?

**Answer:** The two features that require a software license are the second display and 1080p support. These can be purchased with the initial purchase of the LifeSize Icon system.

**2. Question:** If I do not purchase the 1080p license, does this mean I will not be able to see my local content in 1080p?

**Answer:** No. Your local presentation will be output to your display in full 1080p. Only the encoded/decoded content requires the 1080p license.

**3. Question:** How many LifeSize Digital MicPods can be deployed with a LifeSize Icon system?

**Answer:** LifeSize Icon systems support two LifeSize Digital MicPods.

**4. Question:** If I upgrade to LifeSize Phone, 2nd Generation, can I still use my existing LifeSize Digital MicPods?

**Answer:** Yes. Simply plug the one or two LifeSize Digital MicPods into the LifeSize Phone.

**5. Question:** Does LifeSize Icon support the existing LifeSize MicPod?

**Answer:** No, LifeSize Icon does not support the older, analog LifeSize MicPod.

**6. Question:** **Can I use a third-party microphone for audio input and standard speakers for my output?**

**Answer:** Yes. LifeSize Icon does support standard audio microphones and speakers (i.e., Logitech headsets, speakers).

**7. Question:** **Can I use my existing LifeSize Camera 10x with LifeSize Icon? Why does the camera look different?**

**Answer:** Yes, you can use your existing LifeSize Camera 10x. We have changed the color of this camera to match the color ID of the LifeSize Icon system.

**8. Question:** **Can I plug two LifeSize Cameras in the LifeSize Icon system?**

**Answer:** Yes. The second camera can be plugged into the Presentation input using the DVI-I to HDMI cable. When using the Presentation input as a second camera, sending a presentation is not possible. The user interface will dynamically change highlighting control for either camera 1 or camera 2.

**9. Question:** **I understand that LifeSize Icon supports 1920x1080p resolution for presentations. Can I increase the motion (FPS) capability for this channel?**

**Answer:** Yes. The default value for presentation is 20%, which allows 5 frames per second. As the administrator, you can increase this to 50%, which supports a full 30 frames per second.

**10. Question:** **Is the LifeSize Phone, 2nd Generation user experience different when connected to a LifeSize 220 solution versus LifeSize Icon?**

**Answer:** For the most part, the interactive experience is very similar (e.g., touch-screen control of audio and video, dialing, etc.) However, LifeSize Icon offers added features that aren't available on the LifeSize 220s. Examples are the Schedule tab, Meetings tab and the sleep/wake feature.

**11. Question:** **Can someone use the LifeSize Phone, 2nd Generation to perform all the same functions as the LifeSize Icon remote control?**

**Answer:** Yes, all user-level controls are available via the phone or the remote control. Currently, the administrator-level controls are not available through the phone.

**12. Question:** **If I order a LifeSize Icon system with a LifeSize Phone, 2nd Generation, what cable will I receive and how long is it?**

**Answer:** Both the LifeSize Icon – LifeSize Phone, 2nd Generation bundle and the LifeSize Phone, 2nd Generation for LifeSize Icon upgrade will contain a 9-meter (30 feet) LifeSize Link cable. The cable carries the signaling, media and power to the phone.

**13. Question:** **Are there longer (or shorter) LifeSize Link cable options?**

**Answer:** Yes. Both 4-meter and 15-meter cable options are available on the price list.

**14. Question:** **What is the maximum distance that the phone and/or micpods can be installed from the Icon codec?**

**Answer:** The maximum distance from the codec to the phone or digital micpod is 15 meters. Also, the maximum distance between the LifeSize Phone, 2nd Generation and extended LifeSize Digital MicPods is 15

meters.

**15. Question: Can I transfer a phone from my LifeSize 220 system to my LifeSize Icon system?**

**Answer:** Yes. You will first have to upgrade your LifeSize 220 system to version 4.12 while the LifeSize Phone, 2nd Generation is still connected.

**16. Question: How do I add an audio-only third participant to my LifeSize Icon?**

**Answer:** This process is very natural. Simply call the third participant (via directory, recents, dialer, etc.) If the called system supports video, the call will only connect audio. Likewise, if you receive an incoming call while in a video call, the system will connect using audio only.

**17. Question: If I disconnect my original video call, will the audio-only call escalate to video?**

**Answer:** No, not at this time. The original audio participant will remain audio only.

**18. Question: Can I call someone on his or her mobile or home phone?**

**Answer:** Yes. Your LifeSize Icon system must be registered to a voice IP-PBX to facilitate the dial plan and voice gateway access to the public network.

**19. Question: LifeSize Icon now supports AAC-LD as its default audio codec. Why is this better than AAC-LC?**

**Answer:** AAC-LD provides similar quality as AAC-LC but has slight advantages in its sampling rate (48 kHz versus 32 kHz) and its interoperability with third-party vendors (Cisco and Radvision).

**20. Question: Why has LifeSize implemented H.264 High Profile?**

**Answer:** LifeSize testing found the decreased bandwidth benefits to be greater than once proposed by the standards committees. Below is a chart highlighting these bandwidth efficiencies. Each call utilizes H.264 High Profile with AAC-LD at 64 Kbps.

Resolution/FPS	Baseline Profile	High Profile
1080p60	2500 Kbps	1728 Kbps
1080p30	1700 Kbps	1200 Kbps
720p60	1100 Kbps	820 Kbps
720p30	768 Kbps	600 Kbps

**21. Question: Is LifeSize H.264 High Profile interoperable with third-party vendors?**

**Answer:** Yes. This has been tested with Polycom and Radvision implementations.

**22. Question: For LifeSize Icon with dual displays, can I use the administrator web interface to set my options?**

**Answer:** Yes. This functionality has been moved to the web UI. Administrators can simply choose dual display layout options from a pull-down menu.

**23. Question: When using two displays, can I have my local view sent to the second display when in a call?**

**Answer:** Yes. This is a new feature in version 1.2 that enables local view on the second display when in a call and not showing a presentation. The new mode is called “Adjacent (Never Blank)” in the pull-down menu.

**24. Question:** Does LifeSize Icon support any applications using the USB ports on the back of the product?

**Answer:** Yes. New in version 1.2, LifeSize Icon now supports USB to VISCA for support of Sony cameras and USB-to-Serial, enabling third-party management devices, such as Crestron, AMX and Extron. A list of supported cameras, USB-to-Serial dongles and serial control settings can be found in the LifeSize Icon 1.2 release notes and user/administrator guide.

**25. Question:** Can I start a recording session and then add a video caller to my recording?

**Answer:** Yes. New in version 1.2 is recording/streaming in call. Simply start recording yourself and/or a presentation and then add the video participant.