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# Let's get started

Congratulations on joining Lifesize for the ultimate video conferencing experience!

## Learn more about your system

After installing your system, complete additional setup tasks, such as changing default passwords and configuring firewalls.	<a href="#">Configuration overview</a>
Then, start placing calls. You can also manage your calls, share data, and create recordings.	<a href="#">Using your system</a>
Advanced preferences are available for additional configuration.	<a href="#">Preferences and protocols</a>
Perform regular maintenance, such as software upgrades, restoring default settings, and troubleshooting.	<a href="#">System maintenance</a>
Learn about what's new in the latest release.	<a href="#">What's new</a>

When these Lifesize products are integrated with your Icon system, you can do even more.

## Extend the capabilities

<b>Lifesize Cloud</b>	A cloud-based video service that supports desktop and mobile video collaboration with your Icon. <a href="#">Learn more about Lifesize Cloud.</a>
<b>UVC ClearSea</b>	Supports desktop and mobile video collaboration with your Icon.
<b>UVC Multipoint</b>	A flexible capacity MCU allowing you to access calls hosted by the bridge directly from your Icon.
<b>UVC Video Center</b>	Provides video recording and publishing directly from your Icon.
<b>UVC Manager</b>	Enables IP management of devices. Calls scheduled on UVC Manager appear in your Icon schedule.
<b>UVC Transit</b>	Provides a firewall and NAT traversal solution that enables video calls within and across enterprises and organizations.
<b>UVC Access</b>	A standalone H.323 gatekeeper that provides address translation, network access control, bandwidth management, and routing management for H.323 calls to gateways, video systems, and MCUs.
<b>Lifesize Bridge</b>	Enables multiway video conferences. You can access calls hosted by the bridge directly from your Icon.

## Read more about integrations.

To access the full set of features available with your Icon video system, your environment must include UVC Platform with the UVC suite of applications. Refer to the documentation that accompanies these products for detailed configuration information.

Related information is available from [lifesize.com/support](https://lifesize.com/support).

# Configuration overview

When you first install your system, a wizard directs you to configure the language, network settings, and time zone. You can also choose to connect your Icon to the Lifesize Cloud service at this time.

After installation, configure your video system using the remote control or from the system's web interface:

1. Open a web browser.
2. Navigate to the system IP address. This appears in  on the main screen.

*Lifesize Cloud users:* Select  >  to view the IP address.

After installation you can also configure the following:

What do you want to do?	Read more
<p><b>Connect to Lifesize Cloud.</b> If you did not connect your Icon to Lifesize Cloud during initial configuration, reset your system to associate it with your Cloud account.</p>	<a href="#">Connecting to Lifesize Cloud</a>
<p><b>Integrate your system with other Lifesize applications.</b></p>	<a href="#">Integrations</a>
<p><b>Set administrator passwords.</b> Sign in to the web interface and browse to <b>Preferences &gt; Passwords.</b></p>	<a href="#">System access and passwords</a>
<p><b>Change the system date, time, and time zone.</b> Sign in to the web interface and browse to <b>Preferences &gt; Date and Time.</b></p>	<a href="#">Date and time</a>
<p><b>Change the language of the system's interface.</b> Do one of the following:</p> <ul style="list-style-type: none"> <li>• Sign in to the web interface and browse to <b>Preferences &gt; Appearance.</b></li> <li>• Using the remote control, select  &gt; .</li> </ul> <p><b>NOTE:</b> To change the language of your system's web interface, select <b>Language</b> in the sign-in screen of the web interface.</p>	<a href="#">Language</a>
<p><b>Change the system name.</b> Sign in to the web interface and browse to <b>Preferences &gt; System.</b> <i>Lifesize Cloud users:</i> your system name is defined through Lifesize Cloud when you connect the Icon to the service.</p>	<a href="#">System name</a>
<p><b>Adjust the safe area.</b> If the day, date, and time are not fully visible in the upper right corner of your display, select  &gt;  to adjust the safe area.</p>	<a href="#">System options</a>
<p><b>Select a configuration for dual displays.</b> (<i>Icon 600 and 800 only.</i>) Sign in to the web interface and browse to <b>Preferences &gt; Appearance &gt; Physical Display Arrangement.</b></p>	<a href="#">Dual displays</a>
<p><b>Enable H.323 and SIP.</b> Sign in to the web interface and browse here:</p> <ul style="list-style-type: none"> <li>• <b>Preferences &gt; H.323</b></li> <li>• <b>Preferences &gt; SIP Registrar 1</b> and <b>Preferences &gt; SIP Registrar 2</b></li> </ul>	<a href="#">H.323 SIP</a>

What do you want to do?	Read more
<p><b>Configure preferences for calls, audio, and video.</b> Sign in to the web interface and browse here:</p> <ul style="list-style-type: none"><li>• <b>Preferences &gt; Calls</b></li><li>• <b>Preferences &gt; Audio</b></li><li>• <b>Preferences &gt; Video</b></li></ul>	<p><b>Call preferences</b> <b>Audio preferences</b> <b>Video preferences</b></p>
<p><b>Configure your video system for firewall traversal.</b></p>	<p><b>Configuring your firewall</b></p>
<p><b>Enable automatic provisioning.</b> Enable your video system to discover a provisioning server and to configure itself with settings that are specified on the server.</p>	<p><b>Provisioning your Icon through UVC ClearSea</b></p>
<p><b>Configure network preferences.</b> Do one of the following:</p> <ul style="list-style-type: none"><li>• Sign in to the web interface and browse to <b>Preferences &gt; Network</b>.</li><li>• Using the remote control select  &gt;  and enter the passcode (by default, 1234) to access .</li></ul>	<p><b>System options</b></p>

# System access and passwords

<b>Remote control</b>	<p>Access administrator functions from the video system's display:          Select  &gt;  and enter the passcode (by default, 1234).</p>
<b>Browser</b>	<p>Open a web browser and enter the IP address of the Lifesize system. Log in with administrator credentials. The default username and password are <i>admin</i>.</p> <p>The IP address of the system appears in  on the main screen of the video system's display.</p> <p><i>Lifesize Cloud users:</i> Select  &gt;  to view the IP address.</p> <p>By default, remote management of a Lifesize video system over HTTP is enabled at <b>Preferences &gt; Security &gt; Enable Remote Management Over HTTP</b>.  <b>CAUTION:</b> Disabling HTTP logs you out and prevents you from logging back in to the system.</p>
<b>SSH</b>	<p>Log in with administrator credentials to an SSH session and enter commands to manage your Lifesize system remotely. The default username and password are <i>admin</i>.</p> <p>For an introduction to using the API, enter <b>help</b> at the command prompt. You can also access more detailed documentation about the commands at <a href="https://&lt;videoSystemIPAddress&gt;/docs/json/">https://&lt;videoSystemIPAddress&gt;/docs/json/</a></p> <p>By default, remote management over SSH is enabled at <b>Preferences &gt; Security &gt; Enable SSH Access</b>.  <b>CAUTION:</b> Disabling SSH prevents you from managing the system remotely over SSH.</p>
<b>UVC Manager</b>	<p>With UVC Manager, administrators can manage video systems across the enterprise.</p>

Navigate to **Preferences > Passwords** to manage passwords:

<b>User</b>	<b>Access</b>	<b>Username</b>	<b>Default Password</b>
Administrator	Browser, SSH	<i>admin</i>	<i>admin</i>
Administrator	Video system's display with the remote control	None	<i>1234</i>
Support	Browser, SSH	<i>support</i>	<i>support</i>

Passwords can be up to 16 characters in length and contain any combination of the numbers 0-9, the letters a-z and A-Z, and the symbols \* (star) and # (pound). The passcode must be one to 32 characters in length and contain any combination of the numerals 0-9.

You cannot change the username.

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# System name, date, and time

## System name

Define the video system name in **Preferences > System > System Name**.

**NOTE:** The system name is defined through Lifesize Cloud when you connect the Icon to the service.

## System date and time

The system date and time are automatically set if one of the following conditions exists:

- DHCP is enabled in **Preferences > Network > Use DHCP** and the DHCP server passes an NTP server address to your system.
- You specify the hostname or IP address of an NTP server in **Preferences > Date and Time > NTP Server Hostname**.

**NOTE:** The value you specify for **NTP Server Hostname** is used in addition to any NTP server address that a DHCP server passes to your system.

The time zone is not set automatically. Navigate to **Preferences > Date and Time** to specify the time zone.

# Language and dual displays

## Language

Select a language for the system's interface in **Preferences > Appearance > Language**. You can also use the remote control: select  >  to change the language.

**NOTE:** To change the language of your system's web interface, select **Language** in the login screen.

## Dual displays (*Icon 600 and 800 only*)

When you connect a second display, select a layout option in **Preferences > Appearance > Physical Display Arrangement**. Your LifeSize video system automatically configures the second display according to your selection and the state of the video system.

**NOTE:** Connecting a second display requires a license key. Contact your Lifesize representative for details.

Option	Display 1	Display 2
<i>Default</i>	Cameras, callers, local presentation, in-call presentation, composite callers + in-call presentation	Mirror, in-call presentation
<i>Apart</i>	Cameras, callers, local presentation	Mirror, in-call presentation
<i>Adjacent</i>	Cameras, callers, local presentation	In-call presentation only
<i>Adjacent (Never Blank)</i>	Similar to <i>Adjacent</i> , but mirrors local view or presentation when not in a call	Local view when in a video call without a presentation
<b>Dual (Icon 800 only)</b>	Local view or presentation of input 1 when not in a call	Local view or presentation of input 2 when not in a call
<i>Mirrored</i>	Cameras, callers, local presentation, in-call presentation, composite callers + in-call presentation	Cameras, callers, local presentation, in-call presentation, composite callers + in-call presentation
<i>Single</i>	Cameras, callers, local presentation, in-call presentation, composite callers + in-call presentation	Deactivated

# System options

Select  for system options:

-  Shows the status of the system, including communications, audio, system inputs and outputs, DHCP, auto provisioning, temperature sensors, and fan speeds.
-  Shows detailed system information, including communications, audio, network, system inputs and outputs, DHCP, auto provisioning, and cameras.
-  Allows you to configure the safe area of your display.
-  Shows the system's IP address for your administrator to configure the system. If the system is not configured or inoperable, serial port information appears.
-  Select the language for onscreen text.
-  Shows licenses applied to the system.
-  After confirmation, reboots the system.
-  Provides administrative tools. This area requires a numeric passcode (by default, 1234).
-  enables or disables DHCP. When DHCP is disabled, you can set the IP address, netmask, default gateway, and address of the static DNS server. Select **Test network** to test the connection.
-  resets network settings to their default values: enables DHCP, resets the VLAN tag to 0, and enables HTTP and SSH.
-  resets all settings to their default values and reboots the system.
-  reverts the system to an alternate software version, resetting all preferences to their default values, and then reboots the system.
- Select  to sign out.

# Using your system

You can integrate your Icon with Lifesize Cloud, the UVC suite of applications, and Lifesize Bridge. Available options depend on the applications configured in your environment.

## What do you want to do?

<b>Place, answer, and end a call</b>	<p>Select <b>Call</b>  and navigate to one of the available calling options:</p> <ul style="list-style-type: none"> <li><b>Favorites</b> </li> <li><b>Recents</b> </li> <li><b>Directory</b> </li> <li><b>Meetings</b> </li> <li><b>Keypad</b>  (phone) or <b>Dialer</b>  (video system)</li> <li><b>Schedule</b> </li> </ul> <p>Select <b>Answer</b> and  (to end a call). Learn more about <a href="#">placing a call</a> and <a href="#">managing your video system in a call</a>.</p>
<b>Initiate a presentation</b>	<p>Select <b>Presentation</b> .</p> <p>If you connect a laptop to a video input on the system during a call, a presentation starts automatically. <a href="#">Read more.</a></p>
<b>Control a camera</b>	<p>To adjust the near end camera when the system is idle, select <b>View</b> .</p> <p>During a call, select  to adjust the near end camera. Select  to adjust the far end camera. <a href="#">Read more.</a></p>
<b>Create a recording</b>	<p>With UVC Video Center configured, select . <a href="#">Read more.</a></p>
<b>Show my number</b>	<p>Select  to show the system name and numbers that callers use to dial in to the video system.</p>
<b>Enable do not disturb</b>	<p>Select  to reject incoming calls. When enabled,  appears.</p>
<b>Adjust the volume</b>	<p>Select  to open a volume navigation bar.</p> <p><i>Remote control:</i> Select a volume level from 0 to 100. The level represents the volume as a percentage. Use the remote control to adjust the level. Tap ◀ or ▶ to adjust the level in 1% increments. Press ◀ or ▶ rapidly and continuously adjust the volume.</p>
<b>Put the system to sleep</b>	<p>Select  to put the system, camera, and display to sleep. <a href="#">Read more.</a></p>
<b>Show system status</b>	<p>Select  for system options. <a href="#">Read more.</a></p>

When your Lifesize video system is idle, the screen shows video from your camera. When the Lifesize video system is asleep, the screen is black. An incoming call, showing a presentation, or pressing any button on the remote control activates the system. Point the remote control at the IR receiver (located on both the camera and the codec), not the screen, and tap a button to activate the system.

## Sleep

Select  to put the system, camera, and display to sleep. The video system automatically sleeps

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under the following conditions:

- Ten minutes elapse without user interaction.
- A voice call connects.

Tap  on the phone or any key on the remote control to wake the system. When the system wakes, one of the following options is highlighted, depending on the state of the video system:

-  A system issue is present. Select  for more information about the issue.
-  The do not disturb feature is enabled.
-  A call scheduled on UVC Manager is available on your video system.
-  No other conditions are present.

# Placing a call

Place a call using one of the following methods:

<b>Schedule</b>	<p>Select  to show upcoming calls that UVC Manager has scheduled for your video system. Details about the call can include the start time, title, description, and participants. Calls that require a passcode show a lock icon . The schedule also shows time periods during which no calls are scheduled.</p> <p>A call begins at its scheduled start time and connects the participants either automatically or after one or more of them accepts an invitation to join the call.</p>
<b>Favorites</b>	<p>Select  &gt;  to show your Favorites. Select an entry in the list to dial the number.</p> <p><i>Remote control:</i> Additional options include <b>Advanced Dialing</b> and <b>Remove</b> or <b>Remove All</b> (to manage the entries in Favorites).</p>
<b>Recents</b>	<p>Select  &gt; , , or  calls. Select an entry to dial the number.</p> <p><i>Remote control:</i> Additional options include <b>Advanced Dialing</b>, <b>Add to Favorites</b>, and <b>Remove</b> or <b>Remove All</b> (to manage the entries in Recents).</p> <p>Recents is limited to 50 entries.</p>
<b>Directory</b>	<p>Select  &gt;  to show entries. Select an entry to dial the number.</p> <p><i>Remote control:</i> Additional options include <b>Advanced Dialing</b> and <b>Add to Favorites</b>.</p>
<b>Meetings</b>	<p>Select  &gt;  to show available calls. Select an entry to dial the number. <b>Read more about joining a meeting.</b></p>
<b>Keypad</b>	<p><i>Phone:</i> Select  &gt;  to enter calling information manually. As you enter each character, the corresponding touch tone is audible for the values 0-9, #, and *.</p> <p>Select <b>abc</b> to open a keyboard to enter alphabetic characters. Select the shift character  to enter an uppercase letter. Select the shift character twice for caps lock.</p>
<b>Dialer</b>	<p><i>Remote control:</i> Select  &gt;  to enter calling information manually. Navigate to advanced options to enter alphabetic characters or select a call bandwidth or protocol. The list of available bandwidth values adjusts to the maximum bandwidth preference set by your administrator. Similarly, only enabled call protocols appear.</p>

A video icon  represents a video call in progress. A voice icon  represents a voice call. Select  to end the call.

Available calling options also depend on the applications configured in your environment. Read more about **integrating your Icon with other Lifesize applications**.

# Joining a meeting

Select  >  to show available meetings. Details about the meeting can include the start time, meeting name, and description. Calls that require a passcode show a lock icon .

The status for a meeting can be one of the following entries:

<b>Live</b>	The meeting has started.
<b>Live in &lt;minutes&gt;</b>	The meeting starts within 10 minutes.
<b>Ready</b>	The meeting is open to participants, but has no participants yet.
<b>Active</b>	Participants have already joined the meeting. If an active meeting is full, the bridge does not accept new participants.
<b>Unavailable</b>	No resources are available.
<b>Full</b>	No ports are free because the conference is full.

Select an entry from the list to join the meeting. If the meeting has not yet started, a counter shows the time remaining until the meeting is live. You can join the meeting ten minutes before the start time; the bridge connects you automatically when the meeting is live.

# Multiway calling

In multiway calls, video composited from the external MCU appears on each caller's display. Requirements for multiway calling include:

Your Icon is integrated with UVC ClearSea and a supported Lifesize MCU. [Learn more.](#)

Your Icon is connected to Lifesize Cloud. [Learn more.](#)

To add a participant to an ongoing call, select  **Add**. Use this method also to transfer a caller: after you add the participant, you can leave the call without ending it. To remove an individual caller, select  and the participant you want to remove.

For incoming calls, the following options are available:

- Click **End + Answer** to end the current call and answer the incoming call.
- Click **Answer** to add the caller to the current call.
- Click **Ignore** to ignore the caller.

If your Icon has an associated Lifesize ClearSea Client that is active and registered to UVC ClearSea, you can select  on the client for the client to join the call. This action disconnects the call on your Icon.

# Your system in a call

<b>Hide onscreen text</b>	Select ▲ <b>Hide</b> .
<b>Mute audio</b>	Press  to mute audio to the far end. When enabled,  appears. If audio at the far end is muted,  appears.
<b>Mute video</b>	Select  >  to mute video to the far end. When enabled,  appears.
<b>Show picture in picture</b>	Select  >  to show picture in picture video during a call. When enabled,  appears. This setting persists across calls. If enabled during a call, PIP remains enabled for subsequent calls.
<b>Change the call and presentation layout</b>	Select  or  and navigate to the desired layout.  is not available if the call has only one available layout. Learn more about <a href="#">managing calls hosted by a Lifesize MCU</a> and <a href="#">presenting</a> . <i>Lifesize Cloud users:</i> you can change the layout only when a presentation is active.
<b>Move the cameras</b>	During a call, select  to adjust the near end camera. Select  to adjust the far end camera. <a href="#">Learn more about controlling cameras</a> .
<b>Swap camera input</b> <i>(Icon 600 and 800 only)</i>	If two cameras are connected on Icon 600 or 800, select  or  to swap the primary camera input. Selecting  adjusts the current camera: <ul style="list-style-type: none"> <li>• <i>Icon 600:</i> By default, the HD camera is the primary input, camera 1, and the DVI camera is camera 2. Presentations are not available with two connected cameras.</li> <li>• <i>Icon 800:</i> By default, DVI 1 is the primary input.</li> </ul>
<b>Change camera input</b> <i>(Icon 800 only)</i>	If three or more devices are connected, select  to change the primary input. You can select any input, 1 through 4, as the primary or secondary source. You can also select any input source to display on the primary and secondary displays when not in a call. Select Dual in <b>Preferences &gt; Appearance &gt; Physical Display Arrangement</b> .
<b>Use the keypad</b>	Select  to show a keypad to enter tones.
<b>Show caller information</b>	Select  >  to show details about the caller, including the system name and number, and call statistics, including the call type and protocol, connection time, and direction of the call.
<b>Show recording information</b>	Select  (or  >  with the remote control) while recording with UVC Video Center to show video and audio statistics of the recording stream.
<b>End the call</b>	Select  .

By default, you must manually answer or ignore incoming calls. Administrators can set **Auto Answer** and **Auto Answer Mute** in **Preferences > Calls**.

# Presenting

Select **Presentation**  to start a presentation before or during a call. If you connect a laptop to a video input on the system, a presentation starts automatically, and  appears. To stop the presentation, select . Stopping a presentation ends any active recording.

Administrators can disable automatic presentations from **Preferences > System**. The default is enabled.

*Icon 800 only:* The DVI input that functions as presentation input is represented by a numeral in the Presentation option. To change the presentation input, select . You can use any input as presentation input; video changes to a secondary input if the primary is selected for presentation. You cannot select the same input for both the primary and secondary source.

If your video system is already receiving a presentation, you cannot connect a laptop and start your own presentation without first stopping the current presentation to all callers. Further, you cannot take control of a remote presentation.

## Layouts

Select from the following layout options during a call:

-  Presentation input and video from the far end appear side by side.

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-  Presentation input and video from multiple callers appear. This layout is available with integrated bridge calls from **Meetings** . For bridges that are not integrated, select < or > to choose a layout.

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-  Presentation input appears.

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-  Video from the far end appears.

If the video call does not support presentations simultaneously with video, the video system automatically swaps the primary and presentation inputs to send the presentation. The near end shows both the camera and presentation input, and the far end shows only the presentation.

# Navigation and search

Your Icon shows call entries and other system information in lists.

Navigate information with the remote control as follows.

## Navigate to the top or bottom of a list

Tap  to quickly navigate to the top or bottom of the list. A bar to the right of the list shows your current position and the total number of entries in the list.

## Search call entries

Tap  to open a search box to locate call entries. As you select values, the list is filtered to match any word in an entry's name that starts with the filter string. Search box options include:

- Tap  to delete a value in the search box.
- Select the # symbol to represent any numeral.
- Select  to insert a space between search entries, allowing you to use multiple words in your filter.

When you select Russian for the language of the video system's display, the search uses the Cyrillic alphabet. Select  using your phone and **abc** using the remote control to show the Latin alphabet.

If your Icon is integrated with UVC ClearSea, select  to search all UVC ClearSea entries, not just the entries in your group. Add a global entry to your Favorites for quick access. As you enter your search string, the results are filtered to match any word in an entry's name that starts with the filter string. Entries from the global directory are denoted with .

# Camera control

Your Icon allows you to adjust a camera during and before a call. To prevent far end users from adjusting the near end camera, your administrator can disable **Far Control of Near Camera** (enabled by default) in **Preferences > Video**. To prevent far end users from using and configuring camera presets for the near end camera, disable **Far Control of Near Camera** or **Far Set of Camera Presets**.

## Pan, tilt, zoom, and presets

1. From the phone (or on screen display), select the camera that you want to control:



Adjust the near end camera when the system is not in a call.

Adjust the near end camera during a call. The near end video appears in the PIP window.



Adjust the far end camera.

1. Adjust pan and tilt using the group of four arrows.
2. Adjust the zoom using the group of two arrows.
3. A camera preset is a predefined camera position that is associated with a numeral. Camera presets enable you to quickly change the position of a camera during a call.

To define a camera preset for the current camera position, press and hold a numeral until *Preset saved* appears.

To move the camera to a preset location, tap the numeral.

1. To end your camera control session, select  **End**.

# Recording

With UVC Video Center configured in your environment, you can initiate a recording at any time.

To show video and audio statistics of the recording stream during recording, select using the phone or > using the remote control.

## Recording during a call

Select to start recording during a call. If prompted, enter a valid recording key. If successful, the recording begins and the recording icon appears.

By default, all callers are recorded. To record only the near or far video, change the default recording layout in **Preferences > Record and Stream**.

To stop a recording, end the call or presentation, or select .

## Recording outside a call

Select from one of the available recording options to start the recording session:

- Record input from the camera.
- Record input from the presentation.
- Record two streams: input from the presentation and camera.
- Record input from two cameras. Select or to select the camera that provides the primary input. This option is available only with two connected cameras.

Select . 1.

Select to start recording. If prompted, enter a valid recording key. If successful, the recording begins and the recording icon appears. 2.

*Optional:* If you are recording input from the camera or from a presentation, select to toggle the input: presentation or camera. If you are recording two streams, select to toggle between recording two streams (presentation and camera) and a single stream (camera). 3.

To stop recording, select . **NOTE:** If you placed a call or started a presentation after the recording started, you can stop the recording and the session by ending the call or presentation. 4.

To end the recording session, select the appropriate option (depending on your selection in step 2): 5.



# Calls hosted by an MCU

When UVC Multipoint or Lifesize Bridge is integrated with your Icon, scheduled and on demand conferences available to your video system appear in  > . When you join a call from **Meetings** , all of the bridge layouts that are available for the current call scenario appear. If the call supports more than one layout,  appears. To change the call layout, select  and navigate to the desired layout. For bridges that are not integrated, select < or > to choose a layout.

When you join a call that is hosted by a Lifesize MCU that is not integrated with your Icon, select  on the phone to navigate the interface. Tap 9 to toggle help text on your display. If the Virtual Operator answers the call, you are prompted to select a conference to join.

Tap 3 to show bridge options:

<b>Self View</b>	The view from a participant's camera appears on their screen.
<b>Speaker Order</b>	When enabled, the most recent speaker appears in the prominent window.
<b>Status Indicators</b>	When enabled, status icons appear.
<b>Mute Video</b>	When enabled, mutes video.
<b>Announcements</b>	Voice prompts and system sounds indicate the current system status or action required.
<b>Camera Control Navigation Touch Tone Navigation</b>	Toggles far end camera control and DTMF tones.
<b>Language</b>	The language of the onscreen text and voice prompts.
<b>Text Inset</b>	How far the text is offset from the sides of the screen.

## Icon 800: Audio inputs

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<b>DVI-I</b>	<p>Audio received from the DVI-I input is sent to the near and far end only if you configure the input to be the primary or presentation stream.</p> <p><i>Example:</i> if you connect a DVR to DVI 3 and change the presentation input to use DVI 3, both audio and video are sent to the near and far end.</p>
<b>Line in</b>	<p>Analog line in is always on, eliminating the requirement to associate line in with a digital input.</p> <p><i>Example:</i> if you connect your smartphone to the Icon line in and press play on the smartphone, audio is sent to both the near and far end.</p> <p>If you do not want to send audio, you must control the sound at the source.</p>

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When you press mute, all audio inputs to the system are muted by default. To configure the system to mute only the active microphone, sign in to your video system's web console and set **Preferences > Audio > Audio Mute** to *Active Mic*.

By default, the embedded audio processor for Icon 800 controls AEC, noise reduction, and automatic gain control. To use an external controller, turn **Integrated Audio** on in **Preferences > Audio**. When **Integrated Audio** is on, **Active Mic** defaults to *Line In*.

# Preferences and protocols

[Network preferences](#)

[Call preferences](#)

[Audio preferences](#)

[Video preferences](#)

[USB preferences](#)

[H.323 preferences](#)

[SIP preferences](#)

For a complete list of preferences and their default values, [click here](#).

# Network preferences

Configure network settings in **Preferences > Network**.

<b>DHCP or a static IP address</b>	<p>DHCP dynamically allocates and assigns IP addresses.</p> <p>If you disable DHCP, enter the locally configured IP address, subnet mask (used to partition the IP addresses into a network and host identifier), and default gateway.</p> <p><b>NOTE:</b> From your video system, select  &gt;  and enter the passcode (by default, 1234) to access network settings .</p>
<b>Network speed</b>	<p>Lifesize recommends that you select <b>Auto negotiate speed and duplex settings</b> unless your network specifically requires a fixed speed or duplex setting. If you do not select <b>Auto negotiate speed and duplex settings</b>, ensure that the values match the speed and duplex configured on your network switch.</p> <p><b>NOTE:</b> If your Ethernet switch is configured for half duplex, you might experience poor quality video when placing calls greater than 512 kb/s. Change your Ethernet switch configuration to a setting other than half duplex when you select <b>Auto negotiate speed and duplex settings</b>.</p>
<b>VLAN tag</b>	<p>If you have static VLANs configured, you can configure your Lifesize system to apply a VLAN tag to outgoing packets and accept incoming tagged packets only if they share the same VLAN identifier. Specify the VLAN identifier of the VLAN to which the system is assigned. The value range is 1 through 4094.</p>
<b>DNS servers and domain</b>	<p>Enter the IP addresses to configure DNS servers. Enter the domain names to search when resolving hostnames. DNS translates names of network nodes into addresses; specify this preference to use DNS to resolve the hostnames to IP addresses.</p>
<b>Search domains</b>	<p>Domains are searched in the order you list them, and the search stops when a valid name is found. To search a name hierarchy, use search domains of varying scope.</p> <p>For example:</p> <ul style="list-style-type: none"> <li>• <i>building.campus.university.edu</i></li> <li>• <i>campus.university.edu</i></li> <li>• <i>university.edu</i></li> </ul>
<b>Reserved TCP and UDP ports</b>	<p>By default, Lifesize video systems communicate through TCP and UDP ports in the range 60000 - 64999. Lifesize recommends that you use the default range. However, you can restrict the range of UDP and TCP ports that are available for communication. Lifesize recommends that the range you choose, if other than a subset of the default range, begins with a port number greater than 49151.</p>
<b>QoS</b>	<p>Set QoS preferences according to the settings used in your network.</p>
<b>MTU of video packets</b>	<p>Video packets that exceed the MTU size for any router or segments along the network path might be fragmented or dropped, resulting in poor quality video at the receiving device. You can set the MTU of video packets that your Lifesize system sends. The default value is 1440 bytes. The valid range is 900 - 1500 bytes. Lifesize recommends that you do not change this value unless your network requires a different MTU.</p>
<b>Static NAT</b>	<p>If you are using static NAT to associate a public IP address with the private IP address of your Lifesize Icon, select <b>Static NAT</b> and enter the NAT public IP address or hostname of your Lifesize Icon. Read more about configuring your system for firewall traversal in the <i>Lifesize Icon Guide</i>.</p>

# Call preferences

Configure call preferences in **Preferences > Calls**.

Preference	Description	Default Value
<b>Auto Answer</b>	If disabled, you must manually answer or ignore incoming calls.	Disabled
<b>Auto Answer Mute</b>	If enabled and <b>Auto Answer</b> is enabled, the system is muted when a call connects.	Enabled
<b>Auto Bandwidth</b>	Addresses how the system responds to packet loss during a call. When enabled, the default, the system attempts to use the best available bandwidth after the call connects.	Enabled
<b>Maximum Call Bandwidth</b>	Sets the maximum amount of network bandwidth to use for each incoming and outgoing video call. This value becomes the maximum value that users can choose from the Dialer when they place a call manually. This value also sets the maximum receive bandwidth for any video call independent of the value of <b>Maximum Call Transmit Bandwidth</b> .	6000 kb/s
<b>Maximum Call Transmit Bandwidth</b>	Sets the maximum amount of network transmit bandwidth to use for each outgoing video call. This value cannot be greater than <b>Maximum Call Bandwidth</b> .	6000 kb/s
<b>Default Call Bandwidth</b>	Sets the amount of network bandwidth to use for each outgoing video call when the user specifies <i>Auto</i> for bandwidth when placing the call.	1152 kb/s
<b>Secondary Stream</b>	Enables H.239 capability, allowing you to send and receive presentations on a second stream. By default, a secondary stream is enabled. Consider disabling the secondary stream if your system experiences issues with third party systems that do not support a secondary stream. If the video call does not support secondary streams (because the secondary stream function is disabled on the near end or the far end does not support secondary streams), the primary and presentation input are automatically swapped so that the presentation appears to all callers.	Enabled

# Audio preferences

Configure audio preferences in **Preferences > Audio**.

Preference	Description	Default Value
<b>Video Call Output</b>	Specifies the location for audio output during video calls: <i>Line Out, HD Out, DVI, or Phone</i> .	HD Out
<b>Voice Call Output</b>	Specifies the location for audio output during voice calls: <i>Line Out, HD Out, DVI, or Phone</i> .	Phone
<b>Icon 600 Only</b>		
<b>Analog Mic Gain</b>	<p>Sets the value that controls the mic gain of the analog audio input. Choose one of the following values:</p> <ul style="list-style-type: none"> <li>• <i>Line Level</i>. Use this value with professional line in microphones.</li> <li>• <i>Microphone Level</i>. Use this value with consumer microphones.</li> <li>• <i>Microphone Level with Boost</i>. Use this value when your microphones require an increase in the gain.</li> </ul>	Line Level
<b>Icon 800 Only</b>		
<b>Integrated Audio</b>	<p>By default, the Icon 800's embedded audio processor controls the following:</p> <ul style="list-style-type: none"> <li>• Acoustic echo canceller (AEC)</li> <li>• Noise reduction</li> <li>• Automatic gain control</li> </ul> <p>To use an external controller, turn <b>Integrated Audio</b> on. When this option is on, the following conditions apply:</p> <ul style="list-style-type: none"> <li>• The volume buttons on your phone and main screen are unavailable.</li> <li>• <b>Active Mic</b> defaults to <i>Line In</i>. Microphones connected to line in audio inputs are always on.</li> <li>• DVI audio inputs are on until you stop them at their source.</li> </ul> <p><b>NOTE:</b> The <b>Integrated Audio</b> preference is available for the Icon 600 from the command line.</p>	Off
<b>Active Mic</b>	Your system can connect to more than one microphone device for audio input during calls. Only one device can function as the active microphone during a call.	Auto
<b>Audio Mute</b>	<p>When you press the mute button, all audio inputs are muted by default, including audio from the active microphone, a PC connected to the codec for a presentation, or a device connected to auxiliary inputs.</p> <p>To configure the system to mute only the active microphone, select <i>Mic Only</i>.</p>	All

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# USB preferences

Configure USB settings in **Preferences > USB**.

## VISCA Control

1. Set **Shell** to *VISCA*.  
*For Icon 400 or 600:*
2. Select the device connection type: HDMI or DVI.  
*For Icon 800:*
3. Select the device connection type: DVI0, DVI1, DVI2, or DVI3.
4. Select **Advanced** to set the speed and flow control of the serial connection.

## Serial Control

1. Set **Shell** to *Serial*.
2. Select the speed of the serial connection.
3. Select the flow control of the serial connection: hardware or software flow control; or no flow control.

# Video preferences

**Controlling camera use by far end users**

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**Balancing primary and presentation video bandwidth**

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**DVI-I input resolution**

---

**Display resolution**

---

**Enabling CEC**

---

**Power management of the display**

---

**Adaptive motion control**

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# Controlling camera use by far end users

To prevent far end users from controlling your near end camera, including configuring and controlling camera presets, disable **Preferences > Video > Far Control of Near Camera**.

If you enable **Far Control of Near Camera**, you can still prevent far end users from configuring and using near end camera presets by disabling **Far Set of Camera Presets** and **Far Move to Camera Presets**.

---

# Balancing primary and presentation video bandwidth

Allocate bandwidth to the presentation video input stream as a percentage of the total available bit rate for the video streams in **Preferences > Video > Presentation Video Bandwidth**. The default value is 20%.

**NOTE:** Adjust this preference before placing a call. Adjusting this preference during a call has no effect.

The percentage applies to the presentation video input stream, typically a laptop connected to the codec. The system allocates the bandwidth based on the selected option only when the system sends video images during a presentation. Consider allotting a larger percentage to the presentation video input stream when the presentation video input includes motion. Examples include a slide show that includes several animations or video input from a DVD player.

When you use the default call bandwidth (1152 kb/s) and the default presentation video bandwidth (20%), the transmitted resolution of the presentation defaults to 1920 x 1080p5.

To increase the frame rate of the presentation stream, increase the bandwidth of the call and the presentation. For example, if you set **Presentation Video Bandwidth** to 50% in a 2500 kb/s call, the presentation supports 1080p30. If recording is enabled during the presentation, the resolution defaults to 1920 x 1080p15.

# DVI-I input resolution

Lifesize systems support native 16:9 and 4:3 VGA and DVI-I inputs at the following resolutions:

Aspect Ratio	Supported Resolutions
4:3	640 x 480
	800 x 600
	1024 x 768
	1280 x 1024
	1400 x 1050
16:9	1600 x 1200
	1280 x 720
	1920 x 1080

Navigate to  >  to show the actual DVI-I input size.

**NOTE:** These resolutions are supported with a screen refresh rate set to 60 Hertz (Hz) on the device connected to the DVI-I input. A screen refresh rate of 30 Hz is also supported for 1080p.

The resolutions are sent natively to the far end for the primary or secondary video streams. The resolutions might not match exactly because of H.264 or H.263 protocol resolution constraints. Available bandwidth on the call may also affect the actual resolution.

**NOTE:** A resolution at 1200 lines might be scaled down to a maximum of 1080 lines.

Following are the supported input resolutions and frame rates for video sent to the DVI-I input from an HDMI source:

- 480p60
- 576p50
- 720p60
- 1080p30
- 1080p60

# Display resolution

Specify the resolution of the HD and DVI displays in **Preferences > Video**. The default resolution is 1920 x 1080p60.

LifeSize video systems connect to HD displays (720p minimum) with the following supported display resolutions:

- 1280 x 720p60
- 1920 x 1080p30
- 1920 x 1080p60

**NOTE:** If a display does not support a resolution, that resolution does not appear.

# Enabling CEC

Consumer Electronics Control (CEC) allows certain HDMI devices to control each other when appropriate. Enable CEC and configure sleep settings in **Preferences > Video**.

If your display does not fall asleep when your Lifesize Icon video system falls asleep, CEC is incompatible with the display.

If an incoming call wakes a sleeping video system, check whether the monitor wakes up within a reasonable amount of time. If it does not, the monitor probably requires too much time to power up for CEC to be useful.

In scenarios like these examples, consider using analog speakers instead of the display speakers.

# Power management of the display

Display Power Management Signaling (DPMS) allows you to control the power of compliant HDMI and DVI displays without pressing a button on the display or using its remote control.

DPMS relies on the following four power states:

- on
- sleep
- suspend
- active off

When you enable DPMS control in **Preferences > Video > Video Monitor**, Icon attempts to manage the power state of the display. Set the DPMS mode to one of the following values:

<i>On</i>	Always attempts to turn the display off.
<i>Off</i>	Never attempts to turn the display off.
<i>Auto</i>	Attempts to turn the display off if the display indicates support for the sleep or suspend power states.
<i>Intelligent</i>	Attempts to turn the display off if the display indicates support for the sleep, suspend, or active off states.

To test whether your monitor supports DPMS, complete these steps:

1. Disable CEC.
2. Set **DPMS Mode** to *On*.
3. Put your Icon to sleep.
4. If the display does not turn off, DPMS is not supported. Set **DPMS Mode** to *Off*.
5. If the display eventually turns off, wake Icon.
6. If the display turns on, DPMS is supported. Leave DPMS enabled.
7. If the display does not turn on, try using the combination of **CEC** and DPMS to control the display's power state: use CEC to wake the display and DPMS to put the display to sleep.

# Adaptive motion control

Adaptive motion control minimizes video problems caused by minor packet loss and improves video reproduction. For packet loss of 5% or less, this feature eliminates or greatly reduces video artifacts. This feature is enabled by default in **Preferences > Video > Adaptive Motion Control**.

# H.323

By default, Lifesize systems support the H.323 protocol for placing and receiving video and voice calls. Configure H.323 preferences in **Preferences > H.323**.

**NOTE:** If UVC ClearSea manages your Lifesize Icon or your Icon is connected to Lifesize Cloud, H.323 is disabled.

Preference	Description	Default Value
<b>Use H.323</b>	When H.323 is enabled, you can specify an H.323 name or extension to use when placing a call. The H.323 name and extension identify the device to the gatekeeper. Any registered device can dial another using this name and extension.	Enabled
<b>Name</b>	Optional value that is used when a gatekeeper is configured and requires the system to register with an H.323 ID. If the gatekeeper administrator assigns an H.323 ID for the system, enter that ID for the name. If UVC Transit serves as an H.460 server, specify the username that was set up for the device on UVC Transit.	Number randomly generated by the system
<b>Extension</b>	Optional value that is used when a gatekeeper is configured and requires the system to register with an E.164 number or extension. If the gatekeeper administrator assigns an E.164 number or extension for the system, enter that number for the extension. If UVC Transit serves as an H.460 server, specify the extension that was set up for the device on UVC Transit.	Number randomly generated by the system (same value as above)
<b>Gatekeeper Mode</b>	Allows you to choose a gatekeeper. Choose one of the following options: <ul style="list-style-type: none"> <li>• Set to <i>Auto</i> to automatically discover a gatekeeper.</li> <li>• Set to <i>Manual</i> or <i>Manual H.460</i> to specify the IP address and port for the primary gatekeeper. The gatekeeper port defaults to the industry standard, 1719.</li> </ul> To enable H.460 support, you must have an H.460 server configured in your environment. With H.460 support enabled, the system ignores settings in <b>Preferences &gt; Network &gt; Static NAT</b> .	Off
<b>Gatekeeper ID</b>	Set only when required by the gatekeeper; for example, for configurations with multiple gatekeepers. The value for <b>Gatekeeper ID</b> must match the authorization name configured for the gatekeeper to which the system is registering. Do not configure this preference if the gatekeeper does not require it, as this may result in failure to register with the gatekeeper.	No default
<b>Gatekeeper Address</b>	Address of the primary gatekeeper. If UVC Transit serves as an H.460 server, specify the IP address of the UVC Transit signaling server.	No default
<b>Gatekeeper Port</b>	Port for the primary gatekeeper.	1719
<b>Gatekeeper Authentication</b>	Allows you to specify a username and password for H.235 authentication. <b>Read more about H.323 security.</b>	Disabled

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To disable support for H.323 calls, clear **Use H.323** in **Preferences > H.323 > General** when the system is not in a call.

When you save your changes, the yellow system health indicator  appears when your Lifesize system is trying to register with the gatekeeper. If the registration fails, the red indicator  appears. Select  >  for more information about the issue.

The system reports registration status in  > , and the configured system numbers appear in .

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# Enabling H.323 security

Lifesize systems support H.235 security in H.323 calls. Set **H.323 Security** in **Preferences > Security** to one of the following values:

Value	Description
<i>Off</i>	Encrypted calls are not supported.
<i>Auto</i>	Both encrypted and unencrypted calls are supported. Secure calls are supported only if the far end supports encryption.
<i>Strict</i>	Unencrypted calls are not supported.

[Read more about H.323.](#)

# SIP

By default, Lifesize systems support the SIP protocol for placing and receiving video and voice calls. Configure SIP preferences in **Preferences > SIP Registrar 1** (or **2**).

**NOTE:** If UVC ClearSea manages your Lifesize Icon or your Icon is connected to Lifesize Cloud, you cannot edit SIP preferences.

Preference	Description	Default Value
<b>Use SIP</b>	When enabled, allows you to specify a SIP name to use when placing a call.	Enabled
<b>SIP Username</b>	SIP username for the device.	Lifesize
<b>Authorization Username</b>	SIP server authorization username. Set a value only if required by the registrar or proxy.	No default
<b>Authorization Password</b>	SIP server authorization password. Set a value only if required by the registrar or proxy.	No default
<b>SIP Server Type</b>	Type of SIP registrar and proxy servers.	Auto
<b>SIP Registrar</b>	When enabled, uses a SIP registrar.	Disabled
<b>Registrar Hostname</b>	Hostname or IP address of the SIP registrar.	No default
<b>SIP Registration</b>	Communication path to use when registering with a SIP registrar. SIP devices use register settings to dynamically register their current location.	Direct
<b>SIP Proxy</b>	When enabled, uses a SIP proxy server.	Disabled
<b>Proxy Hostname</b>	Hostname or IP address of the SIP proxy server.	No default
<b>SIP Signaling</b>	Preferred SIP signaling protocol. Signaling protocols are mutually exclusive; enabling one disables the others. To enable transport security for signaling, set the value to <i>TLS</i> . To enforce encrypted media in SIP calls, set <b>SIP Security</b> in <b>Preferences &gt; Security</b> to <i>Strict</i> . <b>Read more.</b>	Auto

To disable support for SIP calls, clear **Use SIP** in **Preferences > SIP Registrar 1** (and **2**) > **General** when the system is not in a call.

If SIP calling is enabled through UVC Transit, clear **Enable for SIP** in **Preferences > Lifesize UVC Transit**. Read more at **Integrating With Lifesize UVC Transit**.

When you save your changes, the yellow system health indicator  appears when your Lifesize system is trying to register with the SIP server. If the registration fails, the red indicator  appears. Select  >  for more information about the issue.

The system reports registration status in  > , and the configured system numbers appear in .

# Media encryption in SIP calls

To manage media encryption in SIP calls, set **SIP Security** in **Preferences > Security** to one of the following values:

Value	Description
<i>Off</i>	Encrypted media is not supported.
<i>Auto</i>	Both encrypted and unencrypted media are supported. Encrypted media is supported only if the far end supports encryption.
<i>Strict</i>	Unencrypted media is not supported.

If media is encrypted in SIP calls, enable TLS signaling in **Preferences > SIP Registrar 1 (or 2) > SIP Signaling**.

**NOTE:** If UVC ClearSea manages your Lifesize Icon or your Icon is connected to Lifesize Cloud, you cannot edit SIP security preferences.

[Read more about SIP.](#)

# Default values

This topic lists configuration preferences and their default values. To configure a preference using your system's web interface, open a browser, enter the system's IP address, and sign in. The default username and password are *admin*.

<b>Appearance</b>	<b>H.323</b>	<b>System</b>
<b>Audio</b>	<b>MCUs</b>	<b>Lifesize UVC Transit</b>
<b>Calls</b>	<b>Network</b>	<b>USB</b>
<b>Lifesize UVC ClearSea</b>	<b>Passwords</b>	<b>Video</b>
<b>Date and Time</b>	<b>Record and Stream</b>	<b>Camera Diagnostics</b>
<b>System Log Levels</b>	<b>Security</b>	<b>Auto Provisioning</b>
<b>Directory</b>	<b>SIP Registrar 1 and 2</b>	

<b>Preferences &gt; Appearance</b>	<b>Default value</b>
Language	English
Physical Display Arrangement	Default
<b>Preferences &gt; Audio</b>	<b>Default value</b>
Video Call Output	HD Out
Voice Call Output	Phone
<b>Icon 600 Only:</b>	
Analog Mic Gain	Line Level
<b>Icon 800 Only:</b>	
Integrated Audio (Available for Icon 600 from the command line)	Off
Active Mic	Auto
Audio Mute	All
<b>Preferences &gt; Calls</b>	<b>Default value</b>
Auto Answer	Disabled
Auto Answer Mute	Enabled
Auto Bandwidth	Enabled
Maximum Call Bandwidth	6000 kb/s
Maximum Call Transmit Bandwidth	6000 kb/s
Default Call Bandwidth	1152 kb/s
Secondary Stream	Enabled
<b>Preferences &gt; Lifesize UVC ClearSea</b>	<b>Default value</b>
Enable UVC ClearSea	Disabled
UVC ClearSea Username	No default
UVC ClearSea Password	No default
UVC ClearSea IP Address	No default
<b>Preferences &gt; Date and Time</b>	<b>Default value</b>

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**Preferences > Appearance**

**Default value**

**Preferences > Calls**

**Default value**

**Preferences > Lifesize UVC ClearSea**

**Default value**

**Preferences > Date and Time**

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# Integrations

You can integrate your Icon with Lifesize Cloud, the UVC suite of applications, and Lifesize Bridge. Available options depend on the applications configured in your environment.

Option	Appears when integrated with...	Configuration
<b>Schedule</b> 	UVC Manager	Manage your video system in UVC Manager.
	Lifesize Cloud	<b>Connecting to Lifesize Cloud</b>
<b>Directory</b> 	UVC ClearSea	<b>Provisioning your Icon through UVC ClearSea</b> <b>Integrating Icon with UVC ClearSea</b>
	UVC Manager	Manage your video system in UVC Manager.
	A directory server	Configure the integration in <b>Preferences &gt; Directory</b> .
<b>Meetings</b> 	Lifesize Cloud	<b>Connecting to Lifesize Cloud</b>
	UVC ClearSea (Your system registers to UVC ClearSea over H.323.)	<b>Enabling Icon support for Lifesize MCU conferences</b>
	UVC Manager	Manage your video system in UVC Manager.
	UVC Multipoint or Lifesize Bridge	Configure the integration in <b>Preferences &gt; MCUs &gt; Enable MCU Integration</b> .
<b>Record</b> 	UVC Video Center	Configure your system to record to UVC Video Center in <b>Preferences &gt; Record and Stream</b> .
<b>Call escalation</b>	Lifesize Cloud	<b>Connecting to Lifesize Cloud</b>
	UVC ClearSea	<b>Provisioning your Icon through UVC ClearSea</b> <b>Integrating Icon with UVC ClearSea</b>
<b>Global search</b> 	UVC ClearSea	<b>Provisioning your Icon through UVC ClearSea</b> <b>Integrating Icon with UVC ClearSea</b> <b>Navigation and search</b>

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# Lifesize Cloud

Once you have a Lifesize Cloud account, you can connect your Icon to the Cloud service. Associate your Icon with your Cloud account or activate an Icon that serves as a conference room system.

**Learn how.**

After you are connected, you can take advantage of these features:

- You can download the Cloud app on all of your devices: laptop, tablet, and smartphone. Incoming calls ring all devices.
- Lifesize Cloud applies configuration settings to the Icon directly.
- All contacts in your company's Cloud group are available from your Icon directory. Their online status appears as well.
- Virtual meeting rooms configured by your Cloud account manager are available in **Meetings** . All Cloud users can add meetings from their Cloud app.
- Icon can add video participants and accept multiple incoming callers to the active call.
- Software updates are automatically applied to your Icon instead of requiring you to perform a manual update from a separate file. The system prompts you to apply the update, allowing you to delay the operation if you are in a call or otherwise using the system.

# Activating Icon

Connect to the Lifesize Cloud service during initial configuration. To initiate this process after installation, reset your system to its default settings. **Read more about resetting the system.**

**NOTE:** You must have a Lifesize Cloud user account to connect your Icon to the service.

You can associate an Icon to an individual user or a conference room.

Individual user	<p><b>Me</b> - allows Cloud end users to associate the device to themselves.  <b>User</b> - allows Cloud account managers to associate the device to any user in their Cloud group.</p>
Conference room	<p>Use this option if the device resides in a conference room and is intended for multiple users.          Creates a separate Cloud account for the Icon. Enter a name for the system that will appear in the Cloud directory. Optionally, enter an email address for calling the system.</p>

1. When the initial configuration wizard asks you to join the Cloud service, select **Yes**.
  2. Open a browser and navigate to the URL shown on your Icon.
- NOTE:** You cannot activate your Icon from the system's web interface.
3. Sign in by entering your Cloud email address and password.
  4. Enter the activation code shown on your Icon.
- Scanning the QR code opens the Lifesize Cloud sign-in page in a browser, where your activation code already appears.
5. From the Icon main screen, navigate to  >  to view the status of the system. When your Icon is successfully activated, *Ready* shows for **Communications > Lifesize Cloud Service**.

# Removing Icon from a Cloud user account

1. Reset your system to its default settings.
2. When the initial configuration wizard asks you to join the Cloud service, select **No**.
3. *Cloud account manager*: Sign in to the Cloud web console and remove the Icon from the Cloud user account. **Learn more in the online help for Cloud.**

# UVC ClearSea

Integrating your Icon with UVC ClearSea applies configuration settings from UVC ClearSea to enable multiway calling on Icon.

**[Learn more about provisioning your Icon through UVC ClearSea.](#)**

# Lifesize MCUs

When UVC Multipoint or Lifesize Bridge is integrated with your Lifesize Icon video system, users can select  >  to join scheduled and on demand bridge conferences.

Configure integration in **Preferences > MCUs**.

Preference	Description	Default Value
<b>Enable MCU Integration</b>	Select to integrate the Lifesize video system with UVC Multipoint or Lifesize Bridge.	Disabled
<b>IP Address</b>	The IP address of UVC Multipoint or Lifesize Bridge.	No default
<b>Username Password</b>	The username and password for your UVC Multipoint or Lifesize Bridge administrator account.	No defaults

**NOTE:** If UVC ClearSea manages your Lifesize Icon or your Icon is connected to Lifesize Cloud, you cannot edit MCU preferences.

The list of conferences available in **Meetings**  includes live events and events that start within 10 minutes. Each entry in the list includes the event's start time, title, description, attendees and their location. Calls that require a passcode show a lock icon. The event's status can be:

Status	Description
<b>Live Soon</b>	The meeting will start within 10 minutes.
<b>Live</b>	The meeting has started.
<b>Ready</b>	Ready to join. The meeting has no participants.
<b>Active</b>	Participants have already joined the meeting. If an active meeting is full, Lifesize Bridge does not accept new participants.
<b>Unavailable Full</b>	The meeting has no participants and no ports are available.

# UVC Video Center

With a UVC Video Center in your environment, Lifesize video systems can initiate a recording to UVC Video Center at any time.

Configure UVC Video Center integration in **Preferences > Record and Stream**.

Preference	Description	Default Value
<b>Recorder</b>	Select to integrate the Lifesize video system with a UVC Video Center.	Disabled
<b>Recorder Hostname</b>	Enter the IP or DNS address of the recording and streaming server.	No default
<b>Recorder Port</b>	Typically, you can accept the default value of 443. <b>NOTE:</b> If your network uses NAT with port forwarding rules that remap port 443 between the video system and the server, <b>Recorder Port</b> must reflect the remapped port number.	443
<b>Recording Key</b>	Enter a value to provide a default key to use for server authorization for all recordings from this system. If you leave this preference blank, the system prompts users to enter a key for each recording.	No default
<b>Default Recording Layout</b>	Choose to record <i>All Callers</i> , <i>Near Video Only</i> , or <i>Far Video Only</i> . <b>NOTE:</b> A layout specified through the recording key on UVC Video Center overrides the <b>Default Recording Layout</b> set at the video system.	All Callers

Learn about the **transmitted resolution during a presentation when recording is enabled**.

# UVC Manager

When your Lifesize Icon video system is managed by UVC Manager, public conferences are listed in  > . If your video system is invited to a conference, the conference appears in your video system's **Schedule** .

If UVC Manager also manages a Lifesize Bridge, on demand and scheduled (public) conferences appear in  >  on your Icon system. Public conferences through a managed UVC Multipoint also appear in  > .

Refer to the *Lifesize UVC Manager Deployment Guide* for details about configuring UVC Manager to operate with Icon video systems.

# UVC Transit

Integrate your Lifesize video system with UVC Transit to enable firewall and NAT traversal of session and media for the H.323 and SIP protocols.

Configure UVC Transit integration in **Preferences > Lifesize UVC Transit**. The system reports UVC Transit status in  > , and the configured numbers appear in .

**NOTE:** If UVC Transit serves as an H.460 server, the **Name**, **Extension**, **Gatekeeper Mode**, and **Gatekeeper Address** must be set to specific values. [Read more.](#)

Preference	Description	Default Value
<b>UVC Transit</b>	Select to integrate the Lifesize video system with UVC Transit.	Disabled
<b>UVC Transit Hostname</b>	Enter the hostnames or IP addresses (separated by spaces) of the instances of UVC Transit Server.	No default
<b>UVC Transit Username</b>	Enter your video system's username for UVC Transit. The video system's username corresponds to the video system's credentials created in UVC Transit Server. All three values must be identical. <ul style="list-style-type: none"> <li>• <b>Configuration &gt; Users &gt; H.323 name</b></li> <li>• <b>Configuration &gt; Users &gt; SIP authorization name</b></li> <li>• <b>Configuration &gt; Tunnel Accounts &gt; Tunnel account ID</b></li> </ul>	No default
<b>UVC Transit Password</b>	Enter your video system's password for UVC Transit. The video system's password corresponds to the video system's credentials created in UVC Transit Server. Both values must be identical. <ul style="list-style-type: none"> <li>• <b>Configuration &gt; Users &gt; Password</b></li> <li>• <b>Configuration &gt; Tunnel Accounts &gt; Password</b></li> </ul>	No default
<b>Enable for SIP</b>	Select to enable SIP calls through UVC Transit. When enabled, enter the video system's SIP username used for placing calls with SIP.	Disabled
<b>Enable H.323 Tunneling</b>	Select to tunnel H.323 signaling and media through UVC Transit. <p><b>NOTE:</b> Enabling H.323 tunneling clears <b>Use H.323</b> in <b>Preferences &gt; H.323</b>.</p> When enabled, enter the video system's H.323 extension used for placing calls with H.323.	Disabled

# Directory servers

If you are not using another method to populate your Icon's directory (such as Lifesize Cloud, UVC ClearSea, or UVC Manager), you can configure your Lifesize system to load user information from an external directory that uses LDAP. When you integrate a directory server, user information from the directory server is available from the video system in  > .

Configure the directory server integration in **Preferences > Directory**.

Preference	Description	Default Value
<b>Hostname</b>	Hostname or IP address of your directory server.	No default
<b>Username Password</b>	Username and password with login access to the directory server.	No default
<b>Base</b>	The base Distinguished Name (DN) used to query your directory server.	No default
<b>Port</b>	The directory server port.	No default
<b>Encryption</b>	If TLS is enabled, your Lifesize video system negotiates a secure connection on the directory server's port.	None

The LDAP directory refreshes its data when you navigate to  >  and 10 minutes have passed since the last refresh. A refresh occurs only if the directory is in use. Refreshing directory data includes adding new entries, updating existing entries, and deleting entries that are no longer in the server's database.

# System maintenance

Sign in to your system's web interface to perform system maintenance.

<b>Reboot</b> 	<b>Diagnostics &gt; System Reboot</b>
<b>Save</b> 	<b>Maintenance &gt; System Reset &gt; System Save</b> Saves the backup file to your computer.
<b>Restore</b> 	<b>Maintenance &gt; System Reset &gt; System Restore</b>
<b>Reset</b> 	<b>Maintenance &gt; System Reset &gt; System Reset</b>
<b>Revert</b> 	<b>Maintenance &gt; System Reset &gt; System Revert</b>
<b>Update license keys</b>	<b>Maintenance &gt; License Keys</b>
<b>Upgrade system software</b>	<b>Maintenance &gt; System Upgrade</b>

**Diagnostic tools** are available in **Diagnostics**.

# Restore

The following procedure restores a system configuration from a saved configuration file:

1. Ensure that a current, saved configuration file exists before performing a restore. Configuration preferences and options vary across software releases. Restoring a system configuration by using a file saved from a different software release can produce unexpected results. Only restore a configuration that was saved from the same software release.
2. Hang up all calls connected to the system. If calls are connected when you perform a restore, you are prompted to continue or cancel the restore. If you continue, the system restore process terminates the calls.
3. Select **Maintenance > System Reset > System Restore** . You must have a current system configuration saved prior to executing the system restore function or you will be unable to return to the previous state.
4. Browse to the system configuration file and click **Upload**.

# Reset

The following procedure resets the system to its default state:

1. Select **Maintenance > System Reset > System Reset** .
2. *Optional:* Enter the reason for the reset.
3. Click **OK** to confirm setting the system to its default state. The system automatically reboots and the administrator password is reset to the default value (*admin*).

**NOTE:** You can also reset the system by pressing the red reset button on the back of the codec for 10 to 15 seconds.

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# Revert

The following procedure reverts the system to an alternate software version:

1. Select **Maintenance > System Reset > System Revert** .
2. *Optional:* Enter the reason for reverting the system.
3. Click **Yes**.  
The system automatically reboots.

You can also revert the system by pressing the red reset button on the back of the codec for 15 to 20 seconds.

# Reboot

The system reboots when you complete any of the following tasks:

Manually reboot the system.	<b>Diagnostics &gt; System Reboot</b>
Reset the system to its default state.	<b>Maintenance &gt; System Reset &gt; System Reset</b>
Revert the system to the previous state.	<b>Maintenance &gt; System Reset &gt; System Revert</b>
Restore the system to a saved state.	<b>Maintenance &gt; System Reset &gt; System Restore</b>
Change the <b>VLAN Tag</b> preference.	<b>Preferences &gt; Network &gt; VLAN Tag</b>
Change the values for the reserved ports.	<b>Preferences &gt; Network &gt; Reserved Ports</b>
Upgrade the system software.	<b>Maintenance &gt; System Upgrade</b>

You can also reboot the system by pressing the red reset button on the back of the codec for 5 to 10 seconds.

# License keys

You must have current license keys to enable the following:

- software upgrades
- dual display (for Icon 600 and 800 only)

**NOTE:** The expiration date for a license key appears in **Maintenance > License Keys**. Contact your Lifesize Partner for details about license keys.

## Updating license keys

If your system has HTTP access through port 80 to the Lifesize license key server, update your license keys from the system's web interface. **Otherwise, install the key manually.**

1. Navigate to **Maintenance > License Keys**.
2. Click **Update**.

If the update is successful, **Success** appears along with the current license keys and their expiration dates.

Update failures might be caused by one of the following conditions:

- A current maintenance agreement for the device does not exist. Contact your Lifesize Partner to renew your maintenance agreement.
- The system failed to connect. The server might be down or your system might not have HTTP access. Contact Lifesize Technical Services if this condition persists and you have HTTP access, or install a key manually.
- A license key exists, but it is invalid. Contact Lifesize Technical Services.

## Installing a license key manually

1. From the [lifesize.com/support](https://lifesize.com/support) software downloads page, click **Download Software**.
2. Sign in to your support account. If this is your first visit, create the account.
3. Enter the serial number of your Lifesize video system (located in **Diagnostics > System Information**) and follow the instructions to obtain a license key. You might have multiple keys.
4. Download a license key.
5. Sign in to your video system from a web browser and navigate to **Maintenance > License Keys**.
6. Click **Add** and paste the license key that you obtained in step 3 in **Enter License Key**.
7. Click **Add**.
8. Repeat steps 3 through 7 for each license key listed for your video system.

# Upgrades

**NOTE:** If your Icon is connected to Lifesize Cloud, software updates are automatically applied to your system. The system prompts you to apply the update, allowing you to delay the operation if you are using the system.

Before you upgrade your system software, ensure that the system meets the following prerequisites:

- A current license key for upgrading exists on the system. The expiration date for the maintenance license appears in **Maintenance > License Keys**. An upgrade fails if a current license key does not exist on the system or has expired. Contact your Lifesize Partner to renew your maintenance agreement. **Read more about updating license keys.**
- All cameras that you intend to use with the video system are properly connected to the codec. Cameras not connected to a Lifesize system before an upgrade may not function properly after an upgrade.
- Terminate all calls prior to upgrading.

## Upgrading your system software

1. From the [lifesize.com/support](https://lifesize.com/support) software downloads page, click **Download Software**.
2. Sign in to your support account. If this is your first visit, create the account.
3. Enter the serial number of your Lifesize video system (located in **Diagnostics > System Information**). Follow the instructions to find the software version you want for your product, and download it to a local directory on your computer.
4. Navigate to **Maintenance > System Upgrade**.
5. Click **Select File** to browse for the upgrade file you downloaded. The system validates the file. To re-validate the same file or if you manually entered a path to a file, click **Validate** for the verification to occur.
6. To reset the system to the original default settings, select **Reset to defaults**.
7. Click **Upload**. The upgrade can take several minutes; do not disrupt the process. During an upgrade, a status screen appears in a browser in which you can monitor the process of the file upload. If you close the window before the file upload completes, the upload is cancelled. When the upgrade is complete, the system automatically reboots.
8. Your video system is ready to use. If you selected **Reset to defaults**, you must first reconfigure your system.
9. To access all options from a browser after an upgrade (or downgrade), refresh the browser before signing in again.

# Troubleshooting upgrade failures

If attempts to upgrade software fail, follow these steps:

1. Ensure you have a valid upgrade image.
2. Reboot the system.
3. Attempt the upgrade again.
4. If a second attempt fails, note the error code returned.
5. If problems persist, contact your Lifesize Partner or Lifesize Technical Services.

## Upgrade error codes

Following are the error codes you might receive when an upgrade fails.

Code	Description
1	An upgrade is in progress. The system supports only one upgrade at a time.
2	The image is corrupt. This typically occurs because of a bad image or errors during upload to the device.
3	The encryption signature is invalid. This typically occurs if the image is corrupt or compromised.
4	The image is missing an upgrade script. After the image has been successfully uploaded, the system runs an upgrade script for final processing. This error indicates a failure in that script.
5	The manifest is corrupt or missing.
6	The serial number is invalid.
7	The build date is invalid.
8	The software image is for a different system type.
9	Unable to downgrade to the image version.
10	The upgrade license expired. A current license key for upgrading the system software does not exist on the device. Contact your Lifesize Partner to renew your maintenance agreement.
11	You cannot upgrade while calls are connected.
12	A restore to defaults is required. The upgrade requires a reset. Navigate to <b>Maintenance &gt; System Reset</b> and reset the system to its default state before proceeding with the upgrade.
13	A system error occurred.
16	Insufficient space to store the image.
17	Failed to verify the image.
18	The license server is unreachable.
19	Failed to download the upgrade image.

# Diagnostic tools

Diagnostic	Description
<b>System Information</b>	<p>Details about your system, including serial numbers and versions, are available in <b>Diagnostics &gt; System Information</b>.</p> <p>Access system information also in  &gt;  on the video system's display.</p>
<b>System Logs</b>	<p>Save system logs to your computer in <b>Diagnostics &gt; System Logs</b>. Set log levels in <b>Preferences &gt; System Log Levels</b>. Lifesize recommends using a syslog server for integrated configurations.</p> <p><b>NOTE:</b> If you disable the logs for <b>Database, System Status, Timer, and Video Hardware</b>, rebooting the system returns the log levels to their default values.</p>
<b>Diagnostic Report</b>	<p>Support personnel might request that you capture a diagnostic report from your system to identify the cause of a problem with your system. When you are instructed to gather information, select <b>Diagnostics &gt; Diagnostic Report &gt; Generate Diagnostic Report</b>.</p>
<b>Camera</b>	<p>Use the camera diagnostics to adjust camera brightness and white balance and correct some types of flicker. Read more about <a href="#">camera diagnostics</a>.</p>
<b>Call Records</b>	<p>To download call history, select <b>Diagnostics &gt; Call Records &gt; Download Call Records</b>. Read more about <a href="#">call records</a>.</p>
<b>System Health Indicator</b>	<p>The health icon  that appears on the main screen is an indicator of a system issue. Read more about <a href="#">system health</a>.</p>

# Camera diagnostics

Configure camera preferences in **Diagnostics > Camera**:

- auto focus
- lock the camera position
- **anti-flicker**
- **auto exposure**
- **brightness**
- **white balance**

Diagnostic camera preferences are available only if the selected camera is connected to the codec and **Connected** appears as the status for the camera in **Diagnostics > System Information** and in  >  on the video system's display.

## Anti-Flicker

Lights powered by a 50 Hz power source can produce a flicker that the camera captures and transmits to the system. If you are using lights powered by a 50 Hz power source and observe a flicker in the video, set **Anti-Flicker** to *50 Hz*. The default value is *Auto*.

**NOTE:** The value you choose for this preference applies to all cameras connected to the system.

Some camera exposure settings designed for use in rooms lit by sunlight may result in a flicker. To remove the flicker, increase the **Brightness** setting.

## Auto Exposure

Auto exposure refers to how a camera automatically adjusts its aperture and shutter speed to affect video image brightness. Choose an auto exposure method for the camera by specifying one of the following values for **HD Auto Exposure Method**:

Value	Description
<i>Full Frame</i>	Default value. Adjusts exposure for the average brightness of a full frame of video.
<i>Center-weighted</i>	Adjusts exposure for the average brightness of a full frame of video, but assigns a higher weight to the center of the frame.
<i>Spot</i>	Adjusts exposure for the average brightness of a small area in the center of the frame.
<i>Manual</i>	Disables auto exposure. Adjust exposure manually by changing the value of <b>Brightness</b> .

## Brightness

Camera brightness refers to the amount of light received through the lens of the camera. Improve dim scenes by adjusting room lighting and manually adjusting the camera brightness.

If you select an auto exposure method, the camera self adjusts based on the brightness setting. Adjusting the value of **Brightness** sets a new target value.

If the auto exposure method is *Manual*, the camera uses the brightness setting only.

### **White Balance**

Camera white balance refers to how a camera references the color white, which is a mixture of all colors. Adjust the white balance when video color appears to be unbalanced. White balance is affected by the type of light source.

When the value is set to *Auto*, the default, your Lifesize system determines the proper value for the camera's white balance by automatically adjusting to changed lighting conditions in the room.

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# Call records

Download call history in **Diagnostics > Call Records > Download Call Records**. Save the .tgz file, which includes an XML file and an XSL style sheet for viewing in the application of your choice.

Each call leg is contained on a single line, which contains the following:

- call type
- name and IP address of the far end
- start time and duration
- call direction
- protocol
- dialed and actual bandwidths
- the reason for disconnection

Possible reasons for disconnection are as follows:

- The call was terminated correctly.
- The far end was unavailable.
- The far end was busy.
- The maximum number of calls has been reached.

# Advanced topics

[Configuring your firewall](#)

[Provisioning your Icon through UVC ClearSea](#)

[API overview](#)

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# Configuring your firewall

This section explains how to configure your Lifesize video systems for firewall traversal, assuming you are not using firewall traversal products such as UVC Transit or UVC ClearSea.

- If you are using UVC Transit, refer to the *Lifesize UVC Transit Deployment Guide*. If you are using UVC ClearSea, refer to the *Lifesize UVC ClearSea Deployment Guide*.
- If your Icon is connected to Lifesize Cloud, refer to the online help available [here](#).

## Placement behind a firewall

Lifesize recommends that you place your system behind a firewall. Use one of the following options:

<b>DMZ with public IP address</b>	Placing your video systems in the DMZ allows you to assign public IP addresses. This configuration makes it easier for your system to connect with public video systems on the Internet.
<b>Private LAN with NAT</b>	Placing your video systems in the private LAN with Network Address Translation (NAT) obscures their private IP addresses, but makes calls with systems outside of your network more complicated.

## Ports

At a minimum, block external or inbound access to the following ports:

- 22 (SSH)
- 80 (HTTP)
- 443 (HTTPS)
- 554 (RTSP)
- 10008 (REST API service if UVC Manager manages your system)

Lifesize recommends that these ports remain open for internal administrator access. Ensure that you change the default administrator password to be secure.

**NOTE:** Change the administrator password in the web interface in **Preferences > Passwords**. You can disable SSH and web access on the system in **Preferences > Security**.

## Call setup and media ports

To place calls to other systems through the firewall, you must configure your firewall to allow incoming and outgoing traffic to the system through the following:

UDP port 1719	Gatekeeper registration.
TCP port 1720	H.323 call negotiation.
UDP port 5060	SIP call negotiation.
TCP port 5060	SIP call negotiation if TCP signaling is enabled for SIP calls.
TCP port 5061	TLS signaling in SIP calls if TLS signaling is enabled. <b>NOTE:</b> TLS is the only transport supported for encrypted calls.
Required TCP and UDP ports	Range specified in <b>Preferences &gt; Network &gt; Reserved Ports.</b>

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# Restricting reserved ports

To place calls to other devices through a firewall, you must configure your firewall to allow incoming and outgoing traffic to the Lifesize system through the reserved ports. Users placing calls through a firewall to systems with public IP addresses may experience one-way audio or video if the firewall is not properly configured to allow two-way audio and video traffic.

By default, Lifesize systems communicate through TCP and UDP ports in the range 60000 - 64999 for video, voice, presentations, and camera control. Lifesize systems use a subset of these ports during a call.

**NOTE:** The minimum number of required ports is 100.

To minimize the number of UDP and TCP ports that are available for communication, restrict the range by changing values in **Preferences > Network > Reserved Ports**. Lifesize recommends that the range you choose, if other than a subset of the default range, begins with a port number greater than 49151. The range must start with an even number and end with an odd number to include an even number of total ports. For a range that starts at 62000, set the lower end to 62000 and the upper end to 62099 to allocate a range of 100 ports, the minimum.

**NOTE:** Changing the values in **Reserved Ports** causes the system to restart.

# Using your Icon in a private LAN with NAT

If you choose to place your video systems in a private LAN, you must use NAT to communicate with outside systems. This may include enabling static NAT on your Lifesize system.

On your firewall, whether standalone or built in to your router, you must complete one of the following tasks:

- Use 1:1 NAT and open the **call setup and media ports** over that connection bidirectionally with an access list.
- Forward the **call setup and media ports** to your Lifesize system.

Read more about **restricting reserved ports** and refer to your firewall vendor's documentation for more information.

## Enabling static NAT

NAT enables communication between devices on your LAN that have private IP addresses and devices that are accessed through a public IP network. Static NAT ensures that the same public IP address always maps to a system's private IP address so that data from the public network intended for the private system can be routed to the system reliably.

If you are using static NAT to associate a public IP address with the private IP address of your Lifesize system, you must configure your Lifesize system to work with your static NAT server. From a browser, navigate to **Preferences > Network** and select **Static NAT**. Enter the public IP address, hostname, or fully qualified domain name of your system in **NAT Public IP Address**.

**NOTE:** You cannot upgrade the system from a web browser outside a firewall when static NAT is enabled. Instead, perform the upgrade from within the firewall.

## Testing your NAT environment

If your firewall does not employ a feature set that performs H.323 or SIP NAT, you must enable NAT on your private Lifesize system.

Place a call from a system on the Internet to your system in the private LAN. If your private system connects within the first 2 seconds after answering, your NAT configuration is working properly. If the call does not connect after answering and disconnects after 30 to 50 seconds, the reserved port settings on your codec do not match the settings on your firewall. Ensure that the system and firewall settings for UDP/TCP ports match.

If you still cannot place a successful call, you may have to disable the stateful packet inspection feature on the firewall. Some firewall vendors may call this feature dynamic packet filtering. Refer to your firewall vendor's documentation for more information.

# Provisioning through UVC ClearSea

UVC ClearSea allows Icon to discover a provisioning server and to configure itself with settings that are specified on the server. When auto provisioning is enabled, UVC ClearSea functions as the provisioning server. Whenever your device discovers this server, it retrieves the hosted configuration settings and applies them locally.

**NOTE:** Automatic provisioning requires Icon to discover the provisioning server. [Read more about discovering the provisioning server.](#)

You can use one of the following options to provision Icon through UVC ClearSea:

## OPTION 1:

Register your Icon to UVC ClearSea over H.323 or SIP

Lifesize MCU conferences appear in **Meetings**  on your Icon. [Learn how to enable support for Lifesize MCU conferences.](#)

## OPTION 2:

Integrate Icon with UVC ClearSea (using SIP only)

Icon applies configuration settings from UVC ClearSea to enable multiway calling. [Learn how to integrate Icon with UVC ClearSea.](#)

Select  >  to view the auto provisioning status in the **Communications** section of the table. If your system was provisioned successfully, the IP address of the provisioning server appears.

If no explicit ports are available, Icon attempts to communicate through the following default ports:

- HTTP requests are sent to port 80. Failed requests revert to port 8180.
- HTTPS requests are sent to port 443. Failed requests revert to port 8181.

# Enabling Icon support for Lifesize MCU conferences

This configuration allows Icon to dial in to bridge conferences through UVC ClearSea. The managed MCU populates **Meetings**  on Icon.

Complete the following prerequisite steps on UVC ClearSea:

1. Add an MCU in **Manage > MCUs**. Select **Enable MCU Integration**.
2. Create a user account for your Icon in **Manage > Users**.
  - Users registering with SIP or H.323 devices must use local credentials.
  - Enter the device's IP address in **UVC Auto Provisioning**.
3. Add a call routing rule in **Manage > Call Routing** that forwards the dial string to the MCU address. The forwarding destination uses the format: `<dialstring>@<mcuIPAddress>`

When Icon discovers the provisioning server, Icon retrieves the following configuration settings from UVC ClearSea and applies them locally:

Icon preference	Description
<b>Directory</b>	Registers to the directory server in UVC ClearSea. Uses the credentials from <b>UVC Address Book</b> in the Icon account you created in UVC ClearSea (in <b>Manage &gt; Users</b> ).
<b>H.323</b>	Enables H.323 and registers to the gatekeeper in UVC ClearSea using the following settings: <ul style="list-style-type: none"> <li>• Sets <b>Name</b> and <b>Extension</b> to the user ID and extension for the Icon account you created in UVC ClearSea.</li> <li>• Sets <b>Gatekeeper Mode</b> to <i>Manual</i>.</li> <li>• Sets <b>Gatekeeper Address</b> to the IP address or domain name for UVC ClearSea Server.</li> <li>• Sets <b>Gatekeeper Username</b> and <b>Gatekeeper Password</b> to the user ID and password of the Icon account you created in UVC ClearSea.</li> </ul>
<b>SIP</b>	Enables SIP.
<b>MCUs</b>	Uses a Lifesize MCU integrated with UVC ClearSea. Uses the IP address for the UVC ClearSea Server and the user ID and password of the Icon user account you created in UVC ClearSea.

## Registering Icon to UVC ClearSea through the SIP registrar

Lifesize recommends that you register Icon over H.323 or SIP, not both. If you register the device over SIP, keep H.323 enabled.

1. Navigate to **Preferences > SIP Registrar**.
2. Enter the user ID of the Icon account you created in UVC ClearSea in **SIP Username**.
3. Enter the user ID and password of the Icon account you created in UVC ClearSea in **Authorization Username** and **Authorization Password**.
4. Enter the IP address or domain name for UVC ClearSea in Registrar Hostname and Proxy Hostname (if you use a SIP proxy).

# Integrating Icon with UVC ClearSea

Integrating your Icon with UVC ClearSea provides the following features:

- Icon registers to UVC ClearSea over SIP and uses configuration settings for the Icon user directly from UVC ClearSea Server.
- Icon can add video participants and accept multiple incoming callers to the ongoing call. UVC ClearSea contacts are available in Icon. A contact's online status appears in the directory in Icon.

Complete the following prerequisite steps on UVC ClearSea:

1. Add an MCU in **Manage > MCUs**.
2. Create a user account for your Icon in **Manage > Users**.
  - For automatic provisioning, users must use local credentials.
  - Enter the device's IP address in **UVC Auto Provisioning**.
  - Select **Enable ClearSea Integration**.
3. Add a call routing rule in **Manage > Call Routing** that forwards the dial string to the MCU address. The forwarding destination uses the format: `<dialstring>@<mcuIPAddress>`

When Icon discovers the provisioning server, Icon retrieves the following configuration settings from UVC ClearSea and applies them locally:

Icon preference	Description
<b>UVC ClearSea Username</b> <b>UVC ClearSea Password</b>	Uses the user ID and password of the Icon account that was created in UVC ClearSea. <b>NOTE:</b> If the Icon account does not use local credentials, enter the LDAP password.
<b>UVC ClearSea IP Address</b>	Uses the IP address of the UVC ClearSea Server.

Because Icon is integrated with UVC ClearSea and relies on the server's configuration, you are restricted from editing MCU, H.323, and SIP preferences. Additionally, directory preferences are not set on Icon, and **Meetings**  does not appear.

# Discovering the provisioning server

A device attempts to discover the provisioning server through the following methods:

<b>DHCP option 157</b>	Retrieves the IP address of the server. Read more in the <i>Lifesize UVC ClearSea Deployment Guide</i> .
<b>DNS, based on local search domains</b> (Icon only)	Devices use a preconfigured DNS name that represents the provisioning server. Read more in the <i>Lifesize UVC ClearSea Deployment Guide</i> .
<b>Update the settings manually</b> (Icon only)	This option overwrites any IP address for the provisioning server that might have been obtained through the DHCP or DNS options. Use this method when you have little or no control over the DHCP and DNS servers. Sign in to your Icon's web interface and select <b>Maintenance &gt; Auto Provisioning</b> .

# API overview

The Lifesize API provides a command line based entry point for automating access and control of Icon video systems. The API supports a REST method for accessing a set of resources, or objects, through a fixed set of operations. API calls are made by sending a request to an API resource and specifying a method and arguments. A formatted response details the operation's outcome.

This section provides an introduction to the Lifesize API. More detailed documentation is available at:

<https://<videoSystemIPAddress>/docs/json/>

## Authentication

The same authentication policies that are enforced on a browser also apply to API calls. Sign in to your Lifesize video system through an SSH or HTTP connection over the network as follows:

1. Open a client, such as Cygwin or Putty, and enter the IP address of your Lifesize video system.
2. Sign in to the system with administrator credentials. The default username and password are *admin*.

## Command syntax

Commands take the following form:

**<actor> <command> <parameters>**

Use commas to separate multiple parameters. Show help from a command prompt as follows:

<b>help</b>	Shows a brief introduction to using the API.
Press the Tab key on your keyboard	Shows a list of actors.
<b>&lt;actor&gt; ?</b>	Shows commands for an actor. For example: <b>audio ?</b>
<b>&lt;actor&gt; &lt;command&gt; ?</b>	Shows help for a command. For example: <b>sysadmin gettimezone ?</b>

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# Need help?

The following sections describe symptoms, possible causes, and potential solutions for common problems you may encounter with your Lifesize system.

[System health](#)

[Power and connectivity](#)

[Audio issues](#)

[Presentations](#)

[Camera issues](#)

[Display issues](#)

[Adjusting room lighting](#)

When experiencing a problem, visually inspect the unit. Ensure that the system has not been exposed to water or heat sources or was physically damaged.

Improperly connected or loose cables are common problems with hardware units. When investigating a system problem, first inspect the external controls and cable connections. Ensure that connections are correct and secure and that nothing is obstructing the cables. Contact your administrator for information about proper cabling.

# System health

From your system's display, navigate to  >  to view the status of the system. When a system issue arises that might require your attention, the health icon  appears on the main screen.

The shading behind the icon reflects the severity of the issue:

- Yellow shading  indicates a warning.
- Red shading  indicates a critical issue.

Communications	
Network	<b>Warning:</b> the system is binding to the network. <b>Critical:</b> the system is disconnected or no DHCP server is present.
Lifesize Cloud Service	<b>Warning:</b> Your account expired; your account trial ended; you must validate your account.
Auto Provisioning	<b>Warning:</b> the system is being provisioned. <b>Critical:</b> provisioning failed.
Lifesize ClearSea	<b>Warning:</b> the system is registering with UVC ClearSea. <b>Critical:</b> the registration failed, or UVC ClearSea is unavailable.
H.323 Gatekeeper	<b>Warning:</b> the system is registering with the H.323 gatekeeper. <b>Critical:</b> the registration failed, or the gatekeeper is unreachable.
SIP Registrars	<b>Warning:</b> the system is registering with the SIP registrar. <b>Critical:</b> the registration failed, or the registrar is unreachable.
UVC Transit	<b>Warning:</b> the system failed to connect with UVC Transit; the system is registering with the H.323 gatekeeper or SIP registrar. <b>Critical:</b> the system failed to connect with UVC Transit; the system failed to register with the gatekeeper or registrar.
MCU	<b>Warning:</b> communication with the integrated bridge has been interrupted.
Lifesize Phone	<b>Warning:</b> the phone is initializing.
System I/O	
Active Microphone	<b>Warning:</b> no active microphone is present.
Lifesize Link Power	<b>Critical:</b> an error occurred with the power to Lifesize Link.
Thermal	
Fan Speed	<b>Critical:</b> the system is overheated.
Temperature Sensors	<b>Warning:</b> the system is above normal operating temperature. <b>Critical:</b> the system is overheated and approaching the maximum allowed operating temperature.
Processes	
System Status	<b>Critical:</b> a process failed.

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# Power and connectivity

If a call does not successfully connect, verify that you dialed a working number and that the far end is powered on and available. Verify that the network is ready and available by navigating to  >  to view the network status.

## **Audio issues**

If the far side is hearing an echo or distortion, the microphone connected to your Lifesize system may be too close to the speakers. Repositioning the microphone may solve this problem.

Poor audio reception from the far end may be caused by highly reverberant rooms. If you are experiencing poor audio reception, add more sound absorbency to the room and speak in close proximity to the phone or microphone.

Degradation in the audio quality can also be caused by faulty microphones.

If dust and debris are on the microphones clean the top surface of the units with a soft, slightly damp cloth. Do not use any kind of liquid or aerosol cleaner on Lifesize devices that include microphones.

# Presentations

Consider disabling the secondary stream function if your system experiences issues with third party systems that do not support secondary streams. Sign in to the video system's web interface and navigate to **Preferences > Calls**.

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## Camera issues for Icon 600 and 800

If you are unable to pan, tilt, or zoom a camera, ensure that the remote control contains two AAA batteries that are in good working condition. Verify that no objects are obstructing the sensor on the front of the camera and that the LED on the front of the camera flashes bright blue when you use the remote control to perform a task.

If the camera does not show video, ensure that the camera is connected to the Lifesize system with a camera cable in the appropriate camera input or contact your administrator.

Verify that the blue LED on the front of the camera is lit, which indicates that power is active, and reboot the system if necessary to verify that the camera turns on. If a system reboot does not resolve the problem, you might need to reapply power to the camera.

Administrators can also configure preferences for the following camera conditions:

- auto focus
- lock camera position
- anti-flicker
- auto exposure
- brightness
- white balance

**[Read more about these preferences.](#)**

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# Display issues

If data does not appear on the display, ensure cables are properly connected on the display and that the display cable is connected to the HD 1 output on the back panel of the codec.

If the video image and user interface appear washed out or too bright, examine your HDTV input settings to make sure the HDTV has the appropriate resolution. Some HDTVs, particularly plasma displays, allow you to configure the native resolution of the input device from the HDTV administration interface.

Sign in to the video system's web interface and navigate to **Preferences > Video** to ensure that the display resolution is correct for your display.

# Adjusting room lighting

Ensure that the system maintains the best possible image quality by altering the lighting and background colors of your environment. If light levels are too low, you may consider adding artificial lighting. Indirect light from shaded sources or reflected light from pale walls often produces excellent results.

Avoid the following:

- Direct sunlight on the subject matter, the background, or the camera lens, which creates harsh contrasts
- Direct illumination of the subject matter and camera lens
- Colored lighting
- Harsh side lighting or strong light from above

