

A short guide on how to get started with  
LifeSize

# LifeSize

Televideo Instructions

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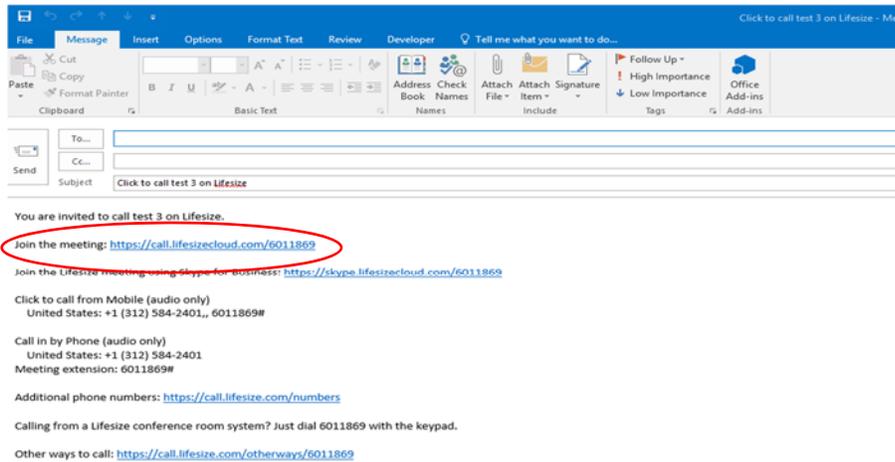
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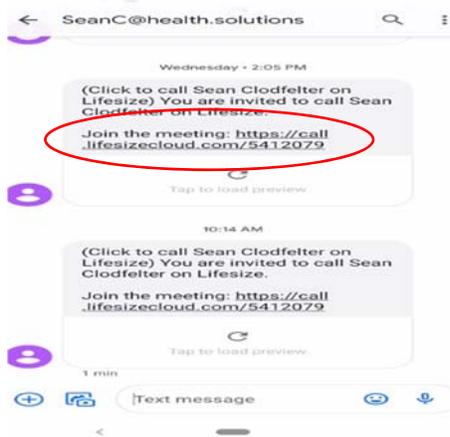
# What your Invite will look like...

If you receive an invite by an email, it will look something like this...

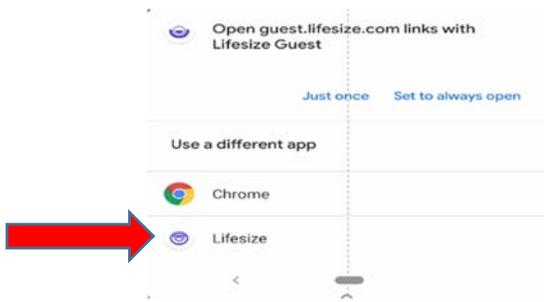


-Click on the first link to join.

If you receive it by a text, it will look something like this...



If it asks you what to open with...choose LifeSize



## Downloading App

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Although you can use the link provided through your web browser, the app has less problems with Audio/Video and invites. To download the app go to <https://call.lifesizecloud.com/download>. Here you can download the Windows App if you are on a PC, the Apple App if you are on an iPhone, or the Google Play app if you are on an Android. Once you have it downloaded, you will have an icon that looks like this...  .

## Logging in/creating account

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If you receive an invite, you should have the option to join as a guest. However if you have an account you will have the option of adding contacts and they will have the option to add you to make calling easier. You will see the "New to LifeSize? Sign up, it's free" at the bottom of the login screen. If you select it, it will take you to this registration page (you will need an email to create the account)...

## Claim Your Free Lifesize Account

Host free, unlimited meetings with up to 10 participants. Get the best video quality, join from any device and collaborate from anywhere with Lifesize.

No credit card required. Sign up today to get started.



### Let's get started

Register

By submitting your information you're agreeing to our [Privacy Policy](#) and [Terms](#).

# How can Health Solutions call me on LifeSize?

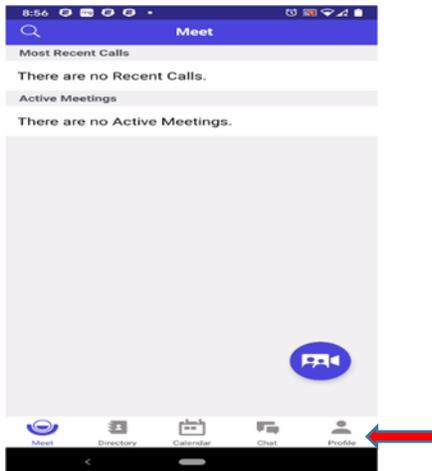
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We cannot call you on LifeSize unless you register an account. If you log into LifeSize with an account, we can call you on LifeSize.

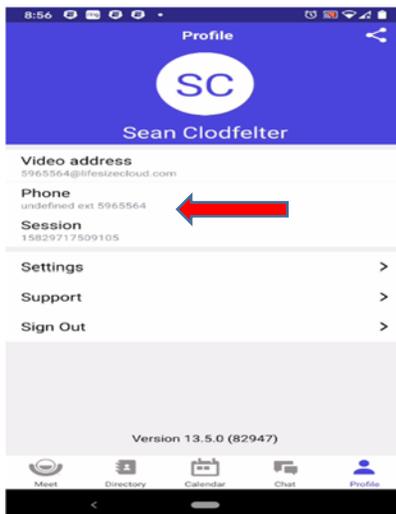
If you would like us to call you on LifeSize, we will need to know your “extension”.

To find this information on the phone, you will need to log into the LifeSize app.

Log into LifeSize and you can find the “Profile” option in the bottom right hand corner...



The next screen will have your information. Under “Phone”, you will see your extension...

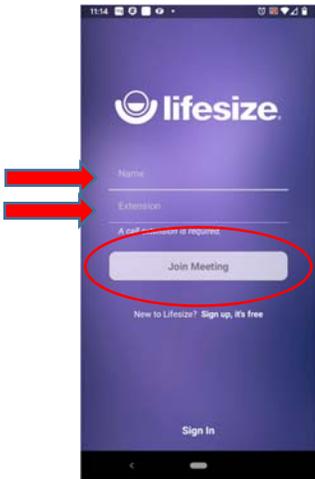


If you give this extension to us, then we can call you.

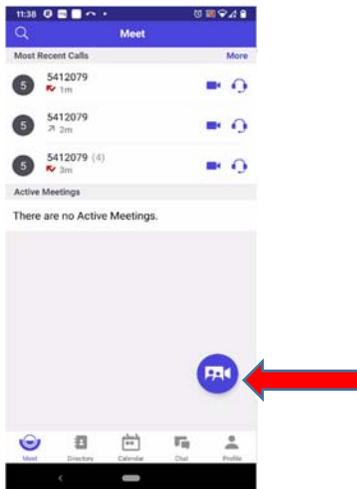
## How Can I call Health Solutions

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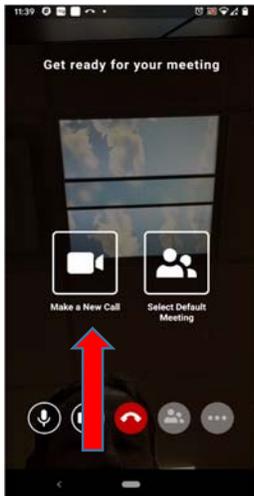
If you open the LifeSize app, it will ask you for name and extension. You do not have to put anything in the name field, however you will need the extension number and then you can join the meeting.



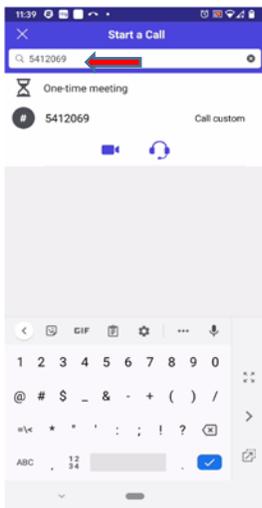
If you log into LifeSize, then you can click on the purple icon in the bottom right hand corner...



Then Select “Make a New Call” ...



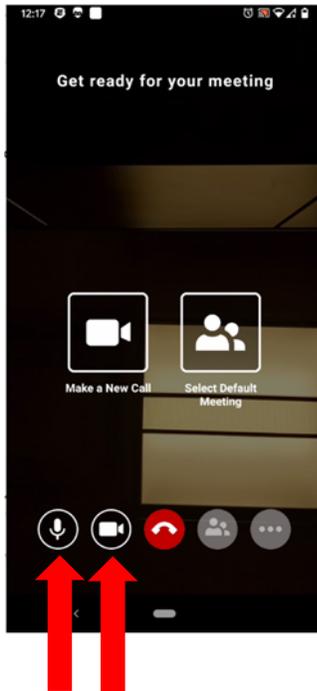
Next, you will have to enter the extension of the person or meeting that you would like to call...



## Audio/Video Issues...

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If they cannot see or hear you, make sure that you do not have a red mark through the Video or Audio Icons...



If you do, then you can select them to enable them. This is also helpful in the meeting in case you need to mute the microphone (loud noises in the room) or disable the video (in case you may need a moment of privacy).

If you are still having issues with the sound/video, try uninstalling and reinstalling the app. It should ask you to allow the Microphone and Camera (you do not need to allow Blue Tooth).