

Configuring Network Settings for Your LifeSize Phone™

Configuring DHCP or Static IP

To configure your LifeSize Phone for DHCP or Static IP use, follow these steps:

1. Log in to the **Admin Menu** on your LifeSize Phone.
 The **Admin Menu** provides access to audio, communications, and user preferences. To access the **Admin Main Menu**, follow these steps:
 - a. Press     sequentially when the phone is idle.
 - b. Enter the default admin password **1 2 3 4** and press .
2. Press **1** on the keypad to select **Preferences**.
3. Press **2** on the keypad to select **Communications**.
4. Press **3** on the keypad to select **Network**.
5. Set the following values:

DHCP	Choose Enabled to use DHCP for network configuration. Choose Disabled to use a static IP address.
IP Address	If you chose Disabled for DHCP, enter the static IP address of the device.
Subnet Mask	If you chose Disabled for DHCP, enter the IP subnet mask of the device.
Default Gateway	If you chose Disabled for DHCP, enter the default gateway IP address of your network.

6. Press the  button to exit the **Admin Menu**.

Dialing IP Addresses From Your LifeSize Phone

To place a call using an IP address, follow these steps:

1. Press the  button on your LifeSize Phone.
2. Enter the IP address of the device you wish to call using the number keypad.
 The LifeSize Phone initiates the call to the far end device.
 The call status displays on the LifeSize Phone display.

Troubleshooting LifeSize Phone

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

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

For best performance, follow these guidelines:

- Position the LifeSize Phone in the center of the room.
- Avoid moving the LifeSize Phone during a call.
- Speak at normal conversation levels and direct your voice toward the phone.

Port Accessibility

The LifeSize Phone utilizes a port range of 1024 and above. LifeSize Phone utilizes multiple ports within this range to initiate calls with the far end devices you wish to call.

Incorrect Cabling

Improperly connected or loose cables are common causes of problems with hardware units. When investigating a system problem, first check all the external controls and cable connections. Check that connections are correct and secure, and that nothing is obstructing the cables.

Verify that power is supplied correctly to the unit via PoE. If your network connection does not have PoE you must use a PoE adaptor between the network connection and the phone to supply power. Inspect connections to any system cables and ensure there are no obstructions or loose cables at either end.

Ensure you have plugged in the network cable correctly to the PoE adapter or port. Although it is possible to plug in the LAN end to the phone, the phone will not work. Correct the connection by reversing the cable to obtain connectivity to your LifeSize Phone.

IP Address Displays Invalid Value

If the IP address displays as 0.0.0.0, one of the following conditions may be occurring:

Condition	Resolution
The unit is configured to obtain an address using DHCP and no DHCP server is available.	Verify that the unit is plugged into a network that has a DHCP server present.
Faulty Ethernet cable connection.	Replace the Ethernet cable with a high-quality cable.
The unit is configured to use a static IP address, but no IP address has been entered in the address field.	Identify and enter the necessary IP information if you disable DHCP.

Poor Quality Display

If you have poor quality or unreadable data on the display, adjust the **LCD Contrast** setting. You can access **User Preferences** from the **Admin Main Menu** on the phone or use the administrator configuration from a web browser to change this setting. The default setting (20) is recommended.

Display Failures

If data does not appear on the phone display, ensure the unit is properly plugged into a PoE connection. Ensure that the Ethernet connector is fully engaged into the RJ-45 jack on the underside of the phone. Also ensure that your Ethernet wall jack connection is PoE (standard Ethernet has no power). A bad Ethernet cable connection may also result in display failures; replace it with a high-quality Ethernet cable.

Absent Dial Tone



If you do not receive a dial tone after pressing the  key to initiate a call, ensure the speaker volume is adjusted appropriately.

Problematic Sound Quality

If you are unable to hear the phone ring when an incoming call arrives, the speaker volume may be set too low. (The LEDs flash blue to indicate an incoming call.) Adjust the volume using the up and down volume key. If you still experience audio problems, adjust the **Ring Tone Volume** preference (on the **Audio** submenu of the **Preferences** menu) in the administrator configuration from the phone or web browser.

Muffled reception may be caused by highly reverberant rooms. If you are experiencing poor reception, add more sound absorbency to the room and speak closer to the unit.

Adjust the priority order for your audio codec if you have chosen a low-bandwidth audio codec to be first. Ensure that the far end caller has configured the phone correctly and is in an acoustically benign environment. For best results, ensure the far end caller is using a LifeSize Phone.

Distorted Audio

Poor audio quality may result from a bad network connection. Ensure that your network connection is capable of handling the correct bandwidth; LifeSize recommends that your network connection be capable of at least 100Mbps (100-baseT) for best performance.

Also ensure the loudspeaker is not obscured or damaged at either end of the call. Do not stack items on top of the phone.

Do not use any kind of liquid or aerosol cleaner on the phone. A soft, slightly damp cloth should be sufficient to clean the top surface of the phone if necessary.