



Getting Started Guide

Lifesize Dash™



Introduction

Lifesize Dash™ is a software-based video communication solution that turns small, multipurpose meeting spaces into collaboration hotspots. We leverage WebRTC technology to deliver a lightweight video, audio and web conferencing solution that runs on inexpensive and easy to maintain Chromebox™ devices. Lifesize Dash seamlessly integrates with third-party USB camera and audio devices to bring much needed flexibility into your smallest meeting spaces.

This Getting Started Guide provides an overview of the hardware requirements and activation instructions to get your Lifesize Dash room set up quickly.

Lifesize Dash™ Room Essentials

Software

- Lifesize Dash app
 - Accessible to download from the Chrome Web Store on your Chromebox™ device
 - Activated by creating a trial or purchasing a Dash room license
- Lifesize Room Controller app
 - Accessible to download from the Apple store on your iPad device
- Active Lifesize cloud-based subscription plan for your organization

Hardware

- Chromebox
- Display (monitor or television). If you are using a display that does not have built-in speakers, connect speakers to the Chromebox.
- iPad (iOS 10 and above)
- Keyboard and mouse – used for initial activation only
- USB camera
- USB microphone (optional)



Supported Devices

Lifesize Dash is compatible with various third-party USB camera and audio devices. Below is a list of the currently supported devices that have been tested and approved by Lifesize. All third-party hardware for Lifesize Dash can be purchased through a Lifesize partner. Contact your Lifesize representative or partner for more information on hardware bundles for Dash.

Chromebox	<ul style="list-style-type: none">• Asus Chromebox 3• Acer CX13
Tablets	<ul style="list-style-type: none">• iPad 5th, 6th generation• iPad Mini 2, 3, 4• iPad Air• iPad Air 2
Cameras	<ul style="list-style-type: none">• AVer cam340• Logitech c930e• Logitech BRIO• Huddly Go
Microphones	<ul style="list-style-type: none">• AVer cam340 (in camera)• Logitech c930e (in camera)• Logitech BRIO (in camera)• MXL-404

Getting Started

Required firewall settings

For customers with firewall rules in place that restrict access to the Lifesize cloud-based service, please refer to the following documentation to ensure there is no disruption of the Lifesize service.

- [Opening Ports](#)
- [IP Address List](#)

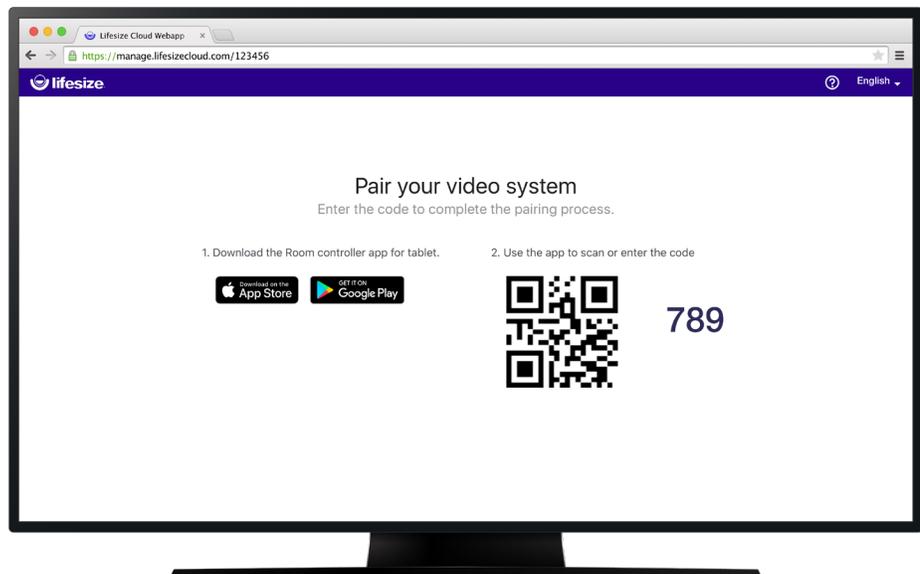
Set up your Chromebox

You will need to have an active Google account prior to setting up your Chromebox. You can use the same Google account for multiple Dash rooms.

1. Go through initial system set up steps if booting up the Chromebox for the first time.
2. Connect your USB camera and audio devices to the Chromebox.
3. Once logged in to your Google account, change the following Chromebox settings:
 - Display Settings: Go to **Settings > Device > Power > When idle > Keep display on**
 - Audio Settings:
 1. Click on the system tray in the bottom right on your display.
 2. Click the icon on the right of the volume slider. A list of all available audio devices displays for your Output and Input options.
 3. Select your preferred audio settings.
4. Visit **dash.lifesize.com** to download the Lifesize Dash app from the Chrome Web Store.
5. Click **Add to Chrome** and then select **Add app**.
6. When installation completes, navigate to the Launcher menu (circle icon at the bottom left corner of the screen) and open the Lifesize Dash app. NOTE: If you are using the same Google login information across other Chromeboxes, the Lifesize Dash app is installed and available in the Launcher menu.

Activate a Dash Room

1. From your Chromebox, log in to the Lifesize Dash app by entering your Lifesize email and password. **NOTE:** You must be an administrator or a super user with access to the Lifesize Admin Console.
2. Click **Sign In**.
3. Enter a name for your conference room and then click **Next**. **NOTE:** Conference room name must be unique and less than 33 characters.
4. Click **Next**. The next page displays your Room Access ID and the QR code needed to associate the Room Controller app to your Dash room.



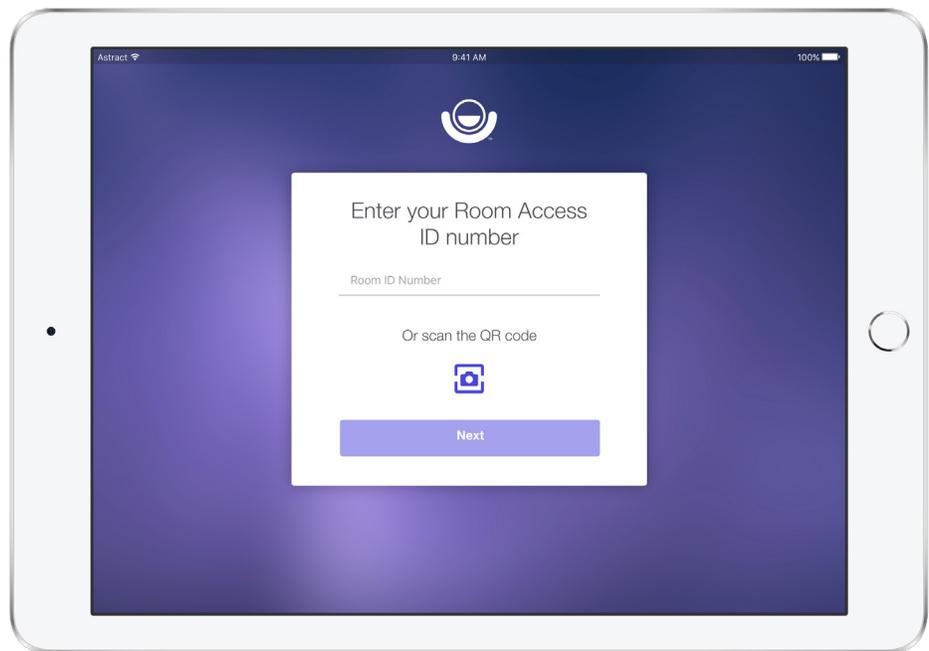
When you have completed activating your Dash room, navigate to **Install the Room Controller app** to configure your tablet.

Room Controller App

The Lifesize Room Controller is a tablet application designed to control your video collaboration experience without the need for a mouse and keyboard during meetings. The Room Controller app puts easy to use in-call controls, such as mute, add participants and record, right at your fingertips. Start a call from your global directory or quickly join a meeting that has already started. Wirelessly share your screen during a video meeting or with someone in the same room. The Lifesize Room Controller app helps complete your Dash room solution while keeping meetings simple and clutter free for your smallest spaces.

Install the Room Controller App

1. On your iPad, download the Lifesize Room Controller application to your tablet from the App Store.
2. Open the Room Controller app and enter the Room Access ID (displayed when you activated your Dash conference room) or scan the QR code with your tablet's camera.
3. Tap **Next**. The Room Controller app Home screen displays.



Adjust tablet settings

Adjust your tablet settings to prevent the tablet from auto locking.

1. On your tablet, open **Settings**.
2. Navigate to **Display & Brightness**.
3. Tap **Auto-Lock** and tap **Never**.

Enable Guided Access on your tablet

Guided Access allows you to limit the use of the tablet to just one app.

1. On your tablet, open **Settings**.
2. Navigate to **General > Accessibility**.
3. Tap **Guided Access** to enable it.
4. Tap **Set Passcode** to prevent users from leaving Guided Access mode.
5. Enter a passcode.
6. Launch the Room Controller app and then triple click the Home button. The Guided Access window displays.
7. Tap **Start** in the top right-hand corner.

To end Guided Access, triple-click the **Home** button, enter your passcode and then select **End**.

Make a test call

The first time you make a call, the app will prompt you to allow access to your camera and microphone. It is important to do this prior to disconnecting your mouse.

1. Tap **Call** on the Home page.
2. Tap the **Search** bar to search and select a contact, room, or meeting from the list.
3. Using your mouse, on the display click **Approve app to use Camera and Microphone**.
4. After joining the call, on your tablet, tap  **Leave meeting**.

Place display in full screen mode

To optimize your meeting experience, complete the following steps before disconnecting your mouse and keyboard.

1. To expand the Dash app to full screen on the display, select F11 on the keyboard.
2. To hide the cursor on the display, select any key on the keyboard.

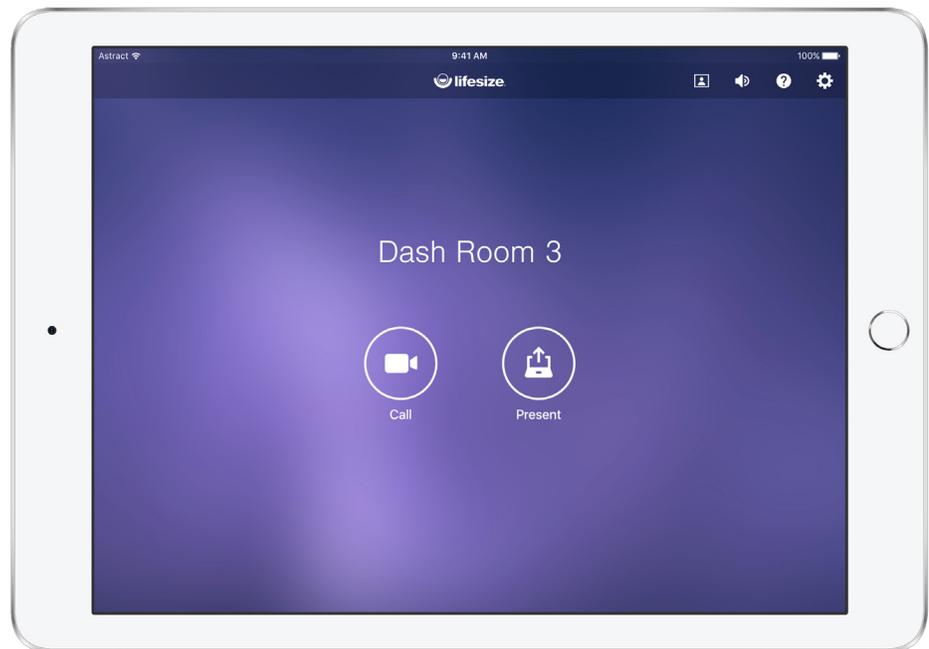
Setup is complete. You can disconnect the keyboard and mouse.

Using Your Dash Room

Home screen overview

Learn where to access key features, settings, and support resources.

Home: Your home dashboard is your starting screen when you log in. Access your favorites, view missed call notifications, recent meetings, or quickly make a call from this page.



 **Call:** Start a call instantly with anyone in your directory. Or simply dial a number to make a call

 **Present:** Share your screen when you are not in a call

 **Camera preview:** Preview your video from your connected camera source

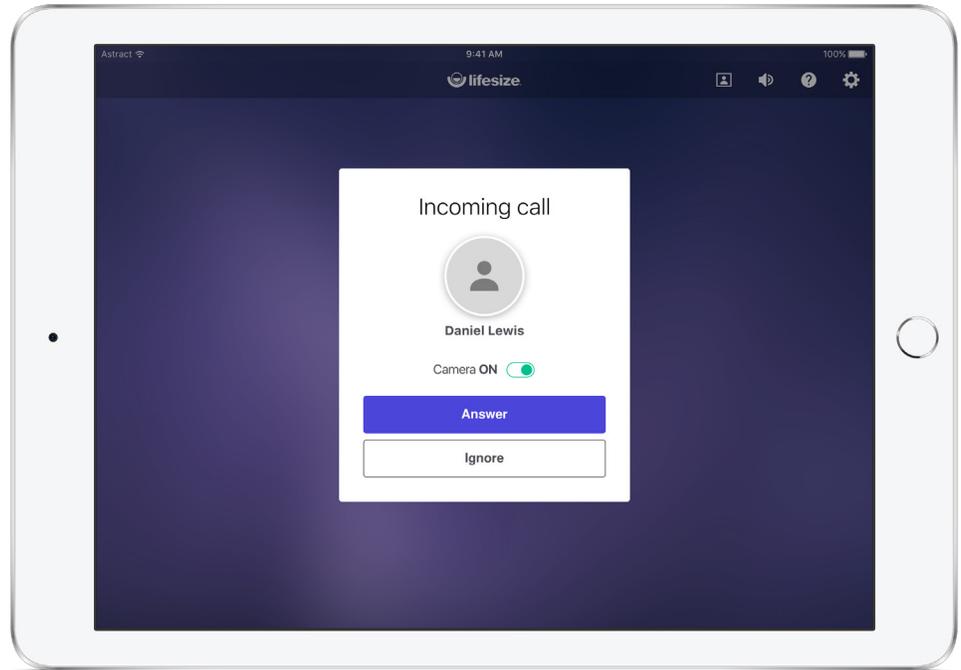
 **Volume:** Adjust the volume of the speaker output

 **Help:** Access our help documentation.

 **Settings:** Set your Preferences for your Dash Room system

Incoming call

1. Choose to answer the call with your Camera On or Off.
2. Tap **Answer** to answer the call.
3. Tap **Ignore** to ignore the call.



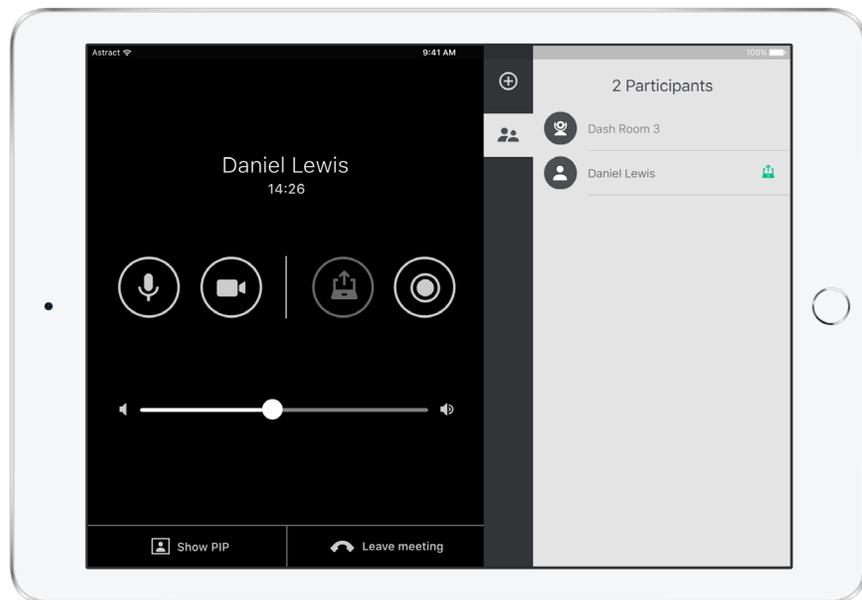
Make a call

1. Tap **Call** on the Home page.
2. Tap the **Search** bar to search and select a contact, room, or meeting from the list. Or navigate to your Directory by:
 - Active Meetings
 - Recent Calls
 - Contacts, Rooms, and Meetings

In-call activities

Any user participating in a call or meeting has controls available.

	Turn microphone on or off		Adjust the volume
	Turn camera on or off		Add a participant to the call
	Share your screen		Hide the Picture-in-picture (PIP)
	Start or stop recording		Leave the meeting

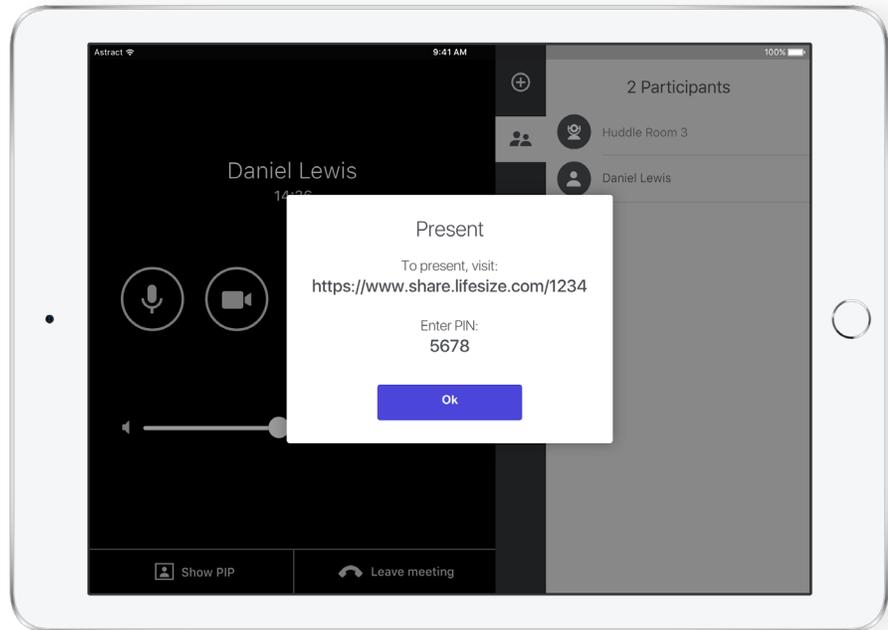


Add a participant

1. Tap  to add a participant on the right side of the In-call window.
2. Type a name or number.

Share your screen or presentation

1. During a call or meeting, tap  **Present** to start sharing your tablet.
2. Visit the URL shown on the screen.
3. Enter the PIN code.



Record calls and meetings

You can record your calls and meetings if your admin has enabled the feature for your Lifesize Dash account.

When you start a call or during a call, select  to start recording.

Select  to stop the recording. Only the user who started the recording can stop the recording. Ending the meeting for all automatically stops the recording.

When a recording completes, recorded videos are organized and archived into a recording feed for viewing later. To view your recordings, open your Lifesize app and select **View Recordings**.

Advanced Settings

1. Tap  from the top right navigation bar
2. Tap **Advanced settings** to modify the following:
NOTE: You need a PIN to access this.
 - Always join with camera on or off
 - Always join with mic on or off
 - Change Admin PIN
 - Unpair

Troubleshooting

- Room Controller app is frozen.
 - Double-click the **Home** button and swipe up on the image of the Room Controller app.
- Display screen is frozen.
 - Connect the keyboard and type and hold **CTRL + R** to refresh the screen. OR
 - Reboot the Chromebox and reopen the Lifesize Dash app.

Additional Resources

For help setting up your Lifesize Dash room, [read our help documentation](#).

If you have any questions, [contact Lifesize support](#).

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