How to Guide
Remote pairing of Lifesize Icon systems to Lifesize Cloud

The purpose of this document is to provide a guideline for customers who wish to pair their existing Lifesize Icon series video conferencing systems with Lifesize Cloud, but don't have local IT support where these devices are physically installed.

While the steps outlined within this document have been tested and proven by Lifesize, the applicability of the information may differ based on your specific network environment. This document is provided for informative purposes only.

Should you have any questions or queries regarding the information or applicability of this document or its contents, please contact your Lifesize equipment supplier or local Lifesize Sales representative.

Assumptions

- *The person or persons following this procedure are already are familiar with the operation, administration and maintenance of Lifesize Icon series video conferencing systems.*
- *The Lifesize Icon systems can be accessed via SSH, HTTP and HTTPS across the customer's own private network LAN or WAN infrastructure.*
- *DHCP is running on the network and the lease time is sufficient to re-issue the same IP address to the Lifesize Icon series unit, to enable remote access.*
- *The Lifesize Icon series video conferencing system is covered by a valid Lifesize Assurance and Maintenance Service (AMS) contract.*

Additional Considerations

Below is a list of additional considerations for IT administrators to bear in mind when performing a pairing of their existing stand-alone Lifesize Icon systems to Lifesize Cloud. If you have any queries or concerns please contact your Lifesize supplier or local sales representative.

- *Existing firewalling or security policies may need to be amended, as enabling Lifesize Cloud fundamentally changes how the Lifesize Icon systems communicate across the network.*
- *When pairing with Lifesize Cloud, the primary SIP and H.323 settings within the Lifesize Icon series system are disabled. If the Lifesize Icon system is connected to a local SIP PBX via the primary SIP registrar settings, these should be recorded and transposed to "SIP Registrar 2" instead.*
- *The transmit and receive bandwidths for video calls are automatically controlled by Lifesize Cloud.*
- *The Lifesize Icon system will no longer accept video calls using H.323 or basic SIP devices via the local (private) IP address.*

Method

This procedure is broken down into three sections as follows:

1. *Prerequisites*
2. *Pairing with Lifesize Cloud remotely via SSH commands*
3. *Verification and testing*

These steps are intended to provide a fall-back should you encounter issues, or choose to revert the Lifesize Icon systems back to stand-alone operation in the future.

1. Prerequisites

1.1 Lifesize Cloud account

To pair a Lifesize Icon system with Lifesize Cloud, you need an active Lifesize Cloud subscription or trial account with a username and password. A standard user account is sufficient to pair a new device to Lifesize Cloud.

1.2 Minimum software version

To pair with Lifesize Cloud, all Lifesize Icon systems must be running v2.2.x or later software. The latest version can be obtained via: http://software.lifesize.com

1.3 Backup the system configuration

Save the configuration of the endpoint via the webUI under "`Maintenance -> System Reset`", then select "`System Save`" and download the file to your local machine. The system configuration file uses a proprietary `*.backup` extension and file format which cannot be easily read.

1.4 Firewall configuration

To successfully retrieve the pairing code and register with Lifesize Cloud, the Lifesize Icon system must be able to reach the appropriate servers. For more information, please visit our 'Lifesize Cloud Help' webpage which outlines the TCP and UDP port ranges required by the Lifesize Icon system when paired with Lifesize Cloud.

2. Pairing with Lifesize Cloud remotely via SSH commands

There are two steps to this process, firstly to proceed through the initial setup wizard and retrieve the pairing code, and secondly, to activate the endpoint via the online Lifesize Cloud activation portal.

To complete the initial configuration wizard remotely, SSH access to the unit is required. This allows API instructions to be used in order to navigate through the on-screen UI without being in the room. The following commands pass the Lifesize Icon system through these initial setup screens to enable pairing with Lifesize Cloud.

Syntax:
Command
Response

Open an SSH terminal session and login with the following (default) credentials:

Username: support
Password: support

Once logged in, run the system through the following sequence of API commands.

rbsh> Gui resetOobAck [Bring up the initial configuration wizard menu options on-screen]
{
  "_rv": 0
}

rbsh> IR remoteIR 3 [Selects the "Next" option]
{
  "_rv": 0
}

rbsh> IR remoteIR 3 [Selects the "Next" option]
{
  "_rv": 0
}

rbsh> IR remoteIR 3 [Selects the "Next" option]
{
  "_rv": 0
}

rbsh> IR remoteIR 4 [Selects the "Yes" option, to pair with Lifesize Cloud and request a pairing token]
{
  "_rv": 0
}

Following completion of the above routine, the Lifesize Icon system will retrieve a pairing code from the Lifesize Cloud activation server and will show it via the on screen UI. To access the code via SSH, run the following API command.

rbsh> Comm getSkyEnable

The command output should be similar to that shown below and will include the pairing code corresponds with that shown via the on-screen UI.
(The pairing code is highlighted in the command output example below for easy identification).

```
{
  "_rv": 0,
  "psSkyEnableInfo": {
    "eEnable": SKY_ENABLE
  },
  "psSkyStatusDetails": {
    "iStatus": 0,
    "eFailureReason": 5,
    "ePairingState": 2,
    "sSkyPairingCodeDetails": {
      "strSessionId": "71b4c4db28626b8971fc77b58d741976",
      "strPairingCode": "472015",
      "strAdminConsoleUri": "https://manage.lifesizecloud.com/activate",
      "strQrCode": "/data/comm/QRcode.png"
    },
    "sSkyAccountDownloadDetails": {
      "strPairingToken": "a2038f2e-1e8e-4851-9e8c-fda6d053abcc",
      "strCSSServerAddr": "lifesizecloud.com"
    }
  }
}
```

To complete the pairing process, open a browser window and navigate to: https://manage.lifesizecloud.com/activate

Login with valid user credentials for your Lifesize Cloud account and follow the on-screen instructions, using the pairing code shown via the SSH terminal session ("**472015**" in the example above). For more information about the available options you can review the '<u>Connect your Lifesize Icon</u>' section of the Lifesize Cloud online help.

Once you receive the notification in your browser that the device pairing is successfully completed, run the following commands to finalize the steps within the wizard.

rbsh> IR remoteIR 4 [Selects the "OK" option to acknowledge that the unit was successfully paired]
```
{
  "_rv": 0
}
```

rbsh> IR remoteIR 4 [Selects the "OK" option to complete the wizard]
```
{
  "_rv": 0
}
```

rbsh> exit [Closes the SSH terminal session]
```
{
  "_rv": 0
}
```

3. Verification & testing

The last phase of the pairing process is to run some simple verification tests to ensure the Lifesize Icon system is working as expected.

Some of the device preferences will be disabled following the pairing process with Lifesize Cloud. For example, the incoming and outgoing call bandwidths will be disabled (greyed out), as these are now managed by Lifesize Cloud. Similarly, the H.323 and primary SIP settings will also be disabled, as the unit will be utilising the fully encrypted Lifesize Cloud client protocol mechanism for call signalling and media transfer.

Tip: *If you have previously registered the Lifesize Icon system to a local SIP PBX, now is a good time to login and configure the appropriate settings via the webUI. The applicable settings can be found under "***Preferences -> SIP Registrar 2***".*

We recommend performing the following test calls to verify that Lifesize Cloud is functioning properly:

- **Make an outbound video call to a Lifesize Cloud contact or virtual meeting room from the directory.**
    - o Rationale - Verifies that the unit has successfully registered and is able to retrieve the Lifesize Cloud directory, but also that the call media sessions can be established via the required range of UDP ports.
- **Make an inbound video test call from another Lifesize Cloud client or device to the newly-paired Lifesize Icon system**
    - o Rationale - Verifies operation and confirms that the pairing of the Lifesize Icon system with Lifesize Cloud was successful.
- **Make an outbound voice call via the local SIP PBX - Optional**
    - o Rationale - Verifies that the Lifesize Icon system can receive an inbound SIP call from your local SIP PBX (where applicable).
- **Make an inbound voice call via the local SIP PBX extension to the Lifesize Icon system - Optional**
    - o Rationale - Verifies that the Lifesize Icon can make an outbound voice call to the PSTN (where applicable).

For additional information, please refer to the [Lifesize documentation](#).