

YOUR GUIDE

to Lifesize Televideo Services



To achieve our vision of healthy and fulfilled lives, Bluebonnet Trails Community Services (BTCS) always strives to offer accessible services. With health officials recently encouraging interpersonal distance, BTCS is proudly supporting individual and community safety by offering Lifesize televideo services. We understand this may be new for many, so please read this brief guide and do not hesitate to reach out to our team with any questions!

1. To connect to Lifesize and meet with Bluebonnet staff, you will be provided a link sent by our staff, or an '**extension**' number for their meeting room.
2. When you click the link provided, you will be prompted to install any needed software automatically. If using an extension, please enter the number in the "**Call Extension**" field, as shown in the image on the Visual Guide below.
3. If you run into problems and need to install the software, you can safely access it from Lifesize at <https://call.lifesizecloud.com/downloads> or through your devices '**App Store**'.
4. Once the software has been installed, click the "**I am a guest**" tab on the login page. Enter your **name** and **email address** along with the '**extension**' provided by our staff in step 1.
5. To connect to Lifesize on a computer, both audio speakers and a webcam are required. If you encounter technical problems with the audio or video on a computer, we highly recommend using a mobile device, such as a smartphone or tablet with a front camera. These devices do not typically have audio or video issues.

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Visual Guide



Lifesize Desktop Apps

Enjoy the power of Lifesize on your desktop—the only service that offers a shared directory with click to call by name, instant and scheduled video calls, single and group calls (up to 50-way), single and group chats, and call recording.



Lifesize Mobile Apps

Do everything you need to do with our Lifesize mobile apps. The connection is the same - it's just the size of the screen that changes.



Join calls from your browser

All of the Lifesize features you've come to know and love are available right from your Google Chrome™ browser.



You can also join a meeting from Firefox, Internet Explorer® 11, Microsoft Edge, or Safari and we'll detect if you have the desktop app installed. If you don't have the desktop app installed, we will prompt you to download and install it.



If assistance is needed, please contact:

(512) 820-4531

A screenshot of a web browser window showing the Lifesize login page. The browser's address bar shows "lifesize". The page has a dark blue header with the Lifesize logo. Below the header is a white box with the text "Welcome to Lifesize" and two links: "I have an account" and "I am a guest". Below this is a form with the instruction "Enter your name and the extension for your call." and three input fields: "Name" (with "My Name" entered), "Work email" (with "My personal email" entered), and "Call Extension" (with "Extension provided by Bluebonnet" entered). A blue "Next" button is at the bottom of the form.