

Lifesize FAQ

(Updated on 4/22/2020)

Do I need to create my own account?

- No as a Buffalo Public School employee you can access Lifesize with you BPS username and password

Do I have to register for a Lifesize account?

- No, if you are joining a Lifesize meeting by clicking on a link you will not need to sign in at all. If you are signing in to the Lifesize app you will click “I have an account” and put in your BPS email address. It will then open a web browser (Chrome, Safari, Edge, Firefox) and prompt you to sign into username and password. Once you have signed in it will prompt you to go back to the Lifesize app where you will see your name in the center.

I clicked on the “Meet Now, It’s Free” button at the top of the Lifesize page and registered for a free account and now I can’t see any of the Buffalo meeting rooms.

- You have created a free Lifesize account that is not connected to the Buffalo Public School group. This is a stand-alone, free account and is more limited than the BPS pool. You can put in a Team Dynamix ticket with your name and email address you used to create the free account and ask that it be merged into the BPS pool. Please keep in mind that this may take a few days so please be patient.

I am getting an error when signing into the Lifesize app, what do I do?

- You will need to put in a ticket in the Team Dynamix system stating the specific issue you are having.

How do I get the Lifesize App?

- Go to <https://call.lifesizecloud.com/download> and click the download button. This website will detect if you are on a PC or a Mac and offer the correct program for your computer. Once the app has downloaded you will need to install it by double clicking the file. After it has been installed you will sign in by clicking “I have an account” and put in your BPS email address. It will then open a web browser (Chrome, Safari, Edge, Firefox) and prompt you to sign into username and password. Once you have signed in it will prompt you to go back to the Lifesize app where you will see your name in the center.
- The Lifesize app is available for PC, Mac, iPad, iPhone, and Android.

How do I share my screen?

- To share your screen in Lifesize you will need to click on the icon that looks like a laptop

with an arrow coming out of the keyboard



- Then select what you would like to share, then click the Share button.



The audio and/or video is very staticky or is breaking up, how do I fix this?

- The cause of audio and video issues are often hard to control because there are many things that can affect them, and only some are in your control.
- Items in your control:
 - Are you using headphones with and an external microphone? This could be a pair of headphones that came with your cell phone that has the microphone attached or a separate pair of headphones and an external microphone.
 - An external camera can offer a better image than the camera built into your computer.
 - Are you plugged into your router or in the same room with your wireless router? The closer you are to your router, the stronger a signal you will get.
 - Are only the programs you need for the video call open on your laptop? Additional programs take away processing power from the programs that the video conferencing app uses. If you are not using it for your call, turn it off.
 - Network usage is higher during the middle of the day, try scheduling calls in the morning or later in the afternoon.
- Items out of your control:
 - If Lifesize (the company) is experiencing higher than normal usage their system may lag.
 - Inclement weather can cause network slowdowns and cause audio and video issues.

How do I share the link to my meeting room?

- Once you have created a meeting room, click on it and the “Calling Details” window will open on the right of the app. At the top will be the “meeting link”. Copy that link and paste it in an email, class dojo, remind app, Schoology, or any other tool you are using to communicate with families.