

LifeSize® Multipoint Extension™

***LifeSize® Multipoint Extension™
Administrator Guide***

NOTICE

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HOW TO CONFIGURE LIFESIZE MULTIPOINT EXTENSION SERVER

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- [How to View Status of Servers and Directory](#) on page 2
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ACCESSING THE ADMINISTRATION INTERFACE



Procedure

- 1 Open the Internet browser.
- 2 Enter the following URL:
`http://<host>[:<port>]/multipointextension/admin`
where <host> is the location of your corporate LifeSize Multipoint Extension Server.
- 3 On the Administration page, enter your user name and password.

4 Select **Sign In**.

The default user name and password are both “admin”

HOW TO VIEW STATUS OF SERVERS AND DIRECTORY

- [Viewing Server Status and Port Resource Usage](#) on page 2
- [Viewing Recording Server Status](#) on page 3

VIEWING SERVER STATUS AND PORT RESOURCE USAGE

The LifeSize Multipoint Extension Status tab displays status information about the LifeSize Multipoint Extension Server and other servers with which it interacts:

- Gatekeeper—LifeSize Gatekeeper Server.
- Streaming—LifeSize Multipoint Extension server. This information appears only if the LifeSize Multipoint Extension Server is configured to manage streaming.
- LifeSize Multipoint—LifeSize Multipoint.

The indicator next to each link shows whether or not the connection to the target server or registration with the Gatekeeper is successful. When the indicator is red, a tooltip containing error details is available. Click the red indicator to view further error information.

The LifeSize Multipoint Extension Status tab also shows port usage statistics and presents port usage graphically. Depending on your needs you may choose one of the graph reports described in [Table 1-1](#).

Note We recommend that you wait five minutes after you run the LifeSize Multipoint Extension server before you refresh the LifeSize Multipoint Extension Status tab to acquire the updated port information.

Table 1-1 *Graph Views*

Graph Report	Data is Collected Every...	This Number of Data Points is Collected...	Source
one hour	one minute	60	LifeSize Multipoint Extension
6 hours	four minutes	90	Four data points from one hour report
24 hours	20 minutes	72	Five data points from 6 hour report
7 days	120 minutes	84	Six data points from 24 hour report
30 days	12 hours	60	Six data points from 7 day report

The LifeSize Multipoint Extension Status tab also displays the following statistics:

- Number of participants in group calls
- Number of streaming ports

Sometimes group calls may exceed the allowed port limit because the limit is enforced at connecting time. If this happens, number of connected ports appears in red and the “Usage has exceeded the maximum allocated resources” warning is displayed.

If you set the call limit to a number lower than defined by the license, an error message is displayed next to the number of participants in group calls.

VIEWING RECORDING SERVER STATUS

Select Status > Recording Status to access Recording Server information.

You can view the Recording Server Status information only if recording is enabled in your deployment.

The Recording Status tab displays this information:

- Recording Components:
 - Recording Server—Displays the address of the LifeSize Multipoint Extension Recording Server.

- Recorder—Displays the connection status between the LifeSize Multipoint Extension Recording Server and the LifeSize Multipoint Extension Conference Server.
- Gatekeeper—Displays the address of the gatekeeper to which the Conference Server is registered. In the special case that the LifeSize Multipoint Extension Recording Server is installed separately from the LifeSize Multipoint Extension Conference Server, the Conference Server must be registered to the same gatekeeper as the LifeSize Multipoint Extension server.
- NIC Address—Displays the NIC address used by the LifeSize Multipoint Extension Recording Server to communicate with LifeSize Multipoint.
- Recording Server Information:
 - Recordings Folder—Displays the location of the folder on the LifeSize Multipoint Extension Recording Server used for storing recordings.
 - Remaining Disk Space—Shows how much space is remaining on the disk on which recordings are stored.
If the remaining disk space is less than the disk space allocated for recordings, a warning icon is displayed. Click the icon for details.
- Storage Capacity—Shows the amount of disk space used by all recordings. The maximum value is configured during installation. To change the maximum disk space, run the installer on the LifeSize Multipoint Extension Recording Server in the modification mode.
- Recording Ports:
 - In Use—Shows the number of recordings being recorded at the present moment. The maximum value appears as specified in the recording license installed for this LifeSize Multipoint Extension.
 - Licensed—Shows the number of recording ports defined by the license.
- Available Recordings:
 - Completed—Shows the total number of completed recordings available for watching.
 - Reconstructed—Shows the number of reconstructed recordings. LifeSize Multipoint Extension saves actual recordings and recording attributes in different folders. If a user restores only a recording without restoring its attributes, the recording appears as

reconstructed. In this case you need to manually define recording attributes, such as the name and the owner PIN, to finalize reconstruction of a recording. Only after the reconstruction is completed the recording appears on Watch Recording page of the LifeSize Multipoint Extension portal. If recording attributes are not reconstructed, the yellow attention icon is displayed. Click the icon for more information.

HOW TO CONFIGURE DEPLOYMENTS

- [Configuring Settings for Single/Multiple-NIC Deployments](#) on page 5
- [Configuring Deployment](#) on page 6

CONFIGURING SETTINGS FOR SINGLE/MULTIPLE-NIC DEPLOYMENTS

The LifeSize Multipoint Extension Server can have multiple Network Interface Cards (NICs). Depending on the deployment and network configuration, you may want to control which NIC is used for various server communications.

For example, in secure multiple NIC deployments you can use a NIC configured behind the firewall to communicate with various servers, while using another NIC for LifeSize Multipoint Extension Clients to connect to. In this case you must configure the LifeSize Multipoint Extension network interface address to represent the NIC behind the firewall, and then in the Public Address field enter a DNS name which resolves to the NIC outside the firewall and is accessible both inside and outside the corporate network.

For single NIC deployments, the network interface address represents the LifeSize Multipoint Extension Server IP address that clients use to connect to LifeSize Multipoint Extension. In single NIC deployments with both internal and external clients, this value represents an external, statically-mapped LifeSize Multipoint Extension Server IP address.

LifeSize Multipoint Extension Clients can connect to the LifeSize Multipoint Extension Server either by an IP or a DNS name. If a DNS name is not specified in the Public Address field, the LifeSize Multipoint Extension network interface address is used. However, in many deployments the LifeSize Multipoint Extension Server network interface address is not accessible to clients outside the intranet, due to NAT or firewall restrictions. Therefore, it is recommended that you specify the Public Address, which must be a DNS name resolving to the correct LifeSize Multipoint Extension Server IP address both inside and outside the corporate network.

CONFIGURING DEPLOYMENT

This section describes how to configure a basic deployment where LifeSize Multipoint Extension is configured to work with one specific LifeSize Multipoint.

Before You Begin

Navigate to the LifeSize Multipoint Extension Administration web user interface.



Procedure

- 1 Select **Deployment** in the sidebar.
- 2 Enter the LifeSize Multipoint IP address.
- 3 Enter a user name and password for accessing the LifeSize Multipoint Administration web user interface.
- 4 Re-enter the password in the Confirm field.

The default user name is “admin”. There is no default password for LifeSize Multipoint-12 and LifeSize Multipoint-24; for LifeSize Multipoint 230 the default password is “password”.

- 5 If LifeSize Multipoint Extension server is configured with multiple IP addresses, select the relevant address from the LifeSize Multipoint Extension Network Interface list.
- 6 To enable recording:
 - a Select the **Recording** check box.
 - b Enter the Recording Server address.
- 7 To enable streaming:
 - a Select the **Streaming** check box.
 - b Enter the Darwin Streaming Server address.
- 8 Select **OK** or **Apply**.

The indicators next to the LifeSize Multipoint Address and the LifeSize Multipoint Extension server fields show whether or not the connection to the target servers is successful or not. When the indicators are red, tooltips containing error details are displayed.

HOW TO CONFIGURE CLIENT-RELATED SETTINGS

CONFIGURING CLIENT CONNECTION AND VIDEO QUALITY

- [Configuring Client Connection and Video Quality](#) on page 7
- [Configuring Meeting Features](#) on page 10

During this procedure you choose the video quality:

- **Standard Definition**

This option limits LifeSize Multipoint Extension Clients to a connection of standard definition at the maximum call rate you specify. If you define a service on LifeSize Multipoint that enables H.323 endpoints to use a higher bandwidth rate or high definition without enabling high definition on LifeSize Multipoint Extension, LifeSize Multipoint Extension calls using this service are transcoded down to the lower rate at standard definition (CIF resolution) for the LifeSize Multipoint Extension Client. If you select a LifeSize Multipoint service with a bandwidth rate lower than the value set in the Maximum Call Rate list, then the latter is used for the standard definition call to the LifeSize Multipoint Extension Client. The default value is 384K.
- **High Definition**

This option allows LifeSize Multipoint Extension Clients to connect to a conference in high definition mode. If you select this option, select a maximum call rate of at least 1024 Kbps or greater to enable the conference to continue in 720p high definition video resolution for all clients. For deployments using N/A, you may want to allow LifeSize

Multipoint Extension to reduce the video resolution from 720p to 480p if you set the call rate to 1024 Kbps and there is a bandwidth congestion during a conference.

The LifeSize Multipoint Extension Client sends up to 512 Kbps of 480p video resolution and receives the maximum call rate or rate of the service selected (the lower value of the two) of 720p video resolution. If you select a lower maximum call rate you can force the high definition service to send 480p to all clients at the lower bandwidth.

When LifeSize Multipoint Extension is set to high definition mode and connected to a high definition service in deployments using LifeSize Multipoint, LifeSize Multipoint Extension limits fast update requests to avoid degradation of the video quality or frame rate to all the connected endpoints.

If LifeSize Multipoint Extension connects to a standard definition service or if there are no high definition ports left for the high definition service, then the standard definition maximum call rate is used during a LifeSize Multipoint Extension conference.

You can also configure the maximum transmission unit (MTU) size the LifeSize Multipoint Extension Client uses for communicating with LifeSize Multipoint Extension. The default value is 1360. This setting should match the setting on LifeSize Multipoint and your network setting to avoid fragmentation.

If you need to limit UDP ports that are opened on the firewall to allow LifeSize Multipoint Extension Conference Clients to send RTP to LifeSize Multipoint Extension, you must define a multimedia port range. We recommend that you use a limited range between 2326 and 65535. If this option is used, each client connection uses 11 ports; therefore to define the range, multiply the number of connections allowed by your license by 11.

If the Streaming Server resides behind a NAT, the clients might not resolve the Streaming Server IP address. In this case the clients use the public address to connect to the Streaming Server.

If a server on which the LifeSize Multipoint Extension server is installed is not powerful enough to support 200 calls, you can use the call limit setting to reduce the number of allowed calls to limit the resources used by the system.

During this procedure you also configure LifeSize Multipoint Extension public address which LifeSize Multipoint Extension Clients use to connect to LifeSize Multipoint Extension server. To allow Clients from the public network to connect, use a FQDN they can resolve.

Before You Begin

Navigate to the LifeSize Multipoint Extension Administration web user interface.



Procedure

- 1 Select **Client** in the sidebar.
 - 2 Select the **Settings** tab.
 - 3 To configure settings for standard definition, select a bandwidth rate from the Maximum Call Rate list.
 - 4 To configure settings for high definition:
 - a Select the **High Definition** check box.
 - b Select a bandwidth rate from the Maximum Call Rate list.
 - c If necessary, select the Allow LifeSize Multipoint version 5.x to negotiate high definition calls down to 480p check box.
 - 5 Enter a value in the MTU Size field.
 - 6 If necessary, configure a multimedia port range by entering the lowest multimedia port and the highest multimedia port values.
 - 7 Configure the public address.
 - 8 Enter a value in the Call Limit field.
 - 9 Select **OK** or **Apply**.
-

Related Topics

- [Configuring Settings for Single/Multiple-NIC Deployments](#) on page 5

CONFIGURING MEETING FEATURES

This section describes how to configure meeting features such as the meeting room, push to talk and security features.

When the Desktop Sharing option is enabled, the LifeSize Multipoint Extension participants can present applications and share their desktops with other participants. You can optionally allow only moderators to share their desktops. When desktop sharing is not enabled, the Present button does not appear, but the various layouts are still available.

The Raise Hand feature allows a muted user to request the permission to speak. For deployments with multiple LifeSize Multipoint Extension servers, we recommend that you clear this check box. A moderator using one LifeSize Multipoint Extension server cannot see a request made by a participant using another LifeSize Multipoint Extension server.

You can enable the custom panel option to display an additional custom panel in the LifeSize Multipoint Extension Live Meeting Console. The custom panel docking location is preconfigured and cannot be changed.

The URL parameters are passed to the custom URL as follows: `?meetingid=NNN&nickname=XXX`, where NNN is the ID of the meeting that the user is connected to, and XXX is the nickname of the connected user. You can also use the custom panel URL to specify additional URL parameters. You must use the URL-encoding for the additional URL parameters. For example, if the custom panel URL is `"http://www.mycustompanel.com/myservlet?arg1"` and the LifeSize Multipoint Extension entry page or conference room is launched with the additional argument `"?CUSTOM=arg2%26arg3%3D123"`, the custom panel opens to the URL `"http://www.mycustompanel.com/myservlet?arg1&arg2&arg3=123"`.

Configure the Push to Talk option to define how participants use the microphone button in the LifeSize Multipoint Extension Live Meeting Console:

- Allow users to join a meeting with their microphone on—The microphone is on and the audio output is sent when participants enter a meeting. The participants must select the microphone button to mute themselves.
- Force users to join a meeting with their microphone off—The microphone is off and the audio output is not sent when participants enter a meeting. The participants must select the microphone button to unmute themselves.
- Force users to hold down their microphone button while speaking—Participants must select and hold down the microphone button to activate their microphones and to send their audio output.

You can also configure these security features:

- sRTP media encryption between LifeSize Multipoint Extension Clients and the LifeSize Multipoint Extension Server— Encrypting media (audio, video, presentation) between LifeSize Multipoint Extension Server and the LifeSize Multipoint Extension Client may be used, for example, in a corporate deployment where the LifeSize Multipoint Extension Server is used to bring in people from outside your network. Since this option only enables secure encryption of the media, you need also to secure web portal.
- LifeSize Multipoint Extension callback—Choosing the **Allow Users to have call them back** option enables the video device callback option on the LifeSize Multipoint Extension user entry page. When users select **Use my computer for presentation only** on connecting to a meeting, the **Callback my video device number** option becomes available. The **Callback my video device number** provides the option to call back the H.323 device when the users connect, so that users can connect in “data only” mode to a meeting from their computers and automatically connect their H.323 devices at the same time.

Note In “data only” mode users can see the participant list, moderate, chat, and show or view presentations. Users can view or send neither audio nor video.

The H.323 device can be disconnected automatically when users disconnect their computers from the call.

Before You Begin

Navigate to the LifeSize Multipoint Extension Administration web user interface.



Procedure

- 1 Select **Client** in the sidebar.
- 2 Select the **Meeting Features** tab.
- 3 Configure the Desktop Sharing option as desired.

- 4 Configure the Chat option as required.

For deployments with multiple LifeSize Multipoint Extension Servers, it is recommended that you do not enable the Chat option. A participant using one LifeSize Multipoint Extension Server cannot join the chat started by a participant using another LifeSize Multipoint Extension Server.

- 5 Configure the Raise Hand option as desired.

- 6 Define the additional custom panel option as desired:

- a Select the **Display an additional panel in the conference room** check box to enable the option.

- b Enter the URL in the field.

- 7 Define the Push to Talk option as desired.

- 8 Define security options as desired.

- 9 Select **OK** or **Apply**.
-

HOW TO CONFIGURE RECORDING SERVER

After you enable recording for a deployment, LifeSize Multipoint Extension allows users to record meetings and to view recorded meetings. A recording includes all media types: the audio, video and presentation. Servers used for recording meetings must have a recording license installed on them. LifeSize Multipoint Extension supports up to 10 simultaneous recordings.

If you did not provide the Recording Server license key during LifeSize Multipoint Extension server installation, you still have a default evaluation license allowing to record one meeting at a time; each recording duration is limited to five minutes.

- [About Configuring the Desktop Recording Server Connection](#) on page 13
- [Adding Recording Server to Deployment](#) on page 13
- [Configuring This LifeSize Multipoint Extension server to Manage Recording](#) on page 14
- [Configuring an Alternate LifeSize Multipoint Extension server to Manage Recording](#) on page 16
- [Modifying the Disk Space and Storage Location for Recordings](#) on page 16

ABOUT CONFIGURING THE DESKTOP RECORDING SERVER CONNECTION

This section describes how to configure LifeSize Multipoint Extension Recording Server settings. Recording can be managed either by a single LifeSize Multipoint Extension server or by multiple LifeSize Multipoint Extension servers.

If a single LifeSize Multipoint Extension server is set to manage recording, only participants connected through that LifeSize Multipoint Extension server can start or stop recording. In this case other LifeSize Multipoint Extension servers in the deployment can be configured to display the list of recordings from the LifeSize Multipoint Extension server configured to manage recording.

If you configure multiple LifeSize Multipoint Extension servers to manage recording, the servers manage recording independently causing each LifeSize Multipoint Extension portal to display its own list of recordings.

To designate a single LifeSize Multipoint Extension server to manage recording, enable recording on this LifeSize Multipoint Extension server. In this case you must disable recording on other LifeSize Multipoint Extension server in the same deployment, and enable them to allow playback of recordings from an alternate LifeSize Multipoint Extension server in order to display a list of recordings in the portal.

To enable multiple LifeSize Multipoint Extension server for managing recording, enable recording on each LifeSize Multipoint Extension server in this deployment.

ADDING RECORDING SERVER TO DEPLOYMENT

If during the LifeSize Multipoint Extension server installation the Recording Server was not installed and users recorded meetings using the evaluation license, you can add the Recording Server to the deployment.

Before You Begin

Prior to modifying the LifeSize Multipoint Extension installation, acquire the recording license and make sure you have the license key for the Recording Server.



Procedure

- 1 Open the Control Panel.
- 2 Select the LifeSize Multipoint Extension server and select **Change**. The LifeSize Multipoint Extension server Installation Wizard opens.
- 3 Select a language and select **OK**. The Welcome screen is displayed.

- 4 Select **Next**.
 - 5 Select **Modify**, and then select **Next**.
The Custom Setup screen opens.
 - 6 Select the **Recording Server** icon and select the **This feature will be installed on local hard drive** option.
 - 7 Select **Next**.
The LifeSize Multipoint Extension License Key screen opens.
 - 8 Enter the license key for the Recording Server, and then select **Next**.
The Network Configuration screen opens.
 - 9 Select **Next** in the rest of the configuration screens.
 - 10 In the Ready to Modify the Program screen, select **Install**.
-

CONFIGURING THIS LIFESIZE MULTIPOINT EXTENSION SERVER TO MANAGE RECORDING

You can configure recording settings as well as manage recordings if you select this server to manage recording.

The public address you define during this procedure performs a similar role to the public address defined for the LifeSize Multipoint Extension Server. If the LifeSize Multipoint Extension Recording Server resides behind a NAT, the clients may not resolve the LifeSize Multipoint Extension Recording Server IP address. In this case the clients use the public address to connect to the LifeSize Multipoint Extension Recording Server.

You also define the following parameters during this configuration:

- Video size and Recording bit rate—These parameters are used to control the quality of recordings.
Setting the recording bit rate to a value lower than 256 Kbps can affect the quality and framerate of the H.239 Data in the live connection and streaming modes.
- Maximum Recording Duration—The value set for this parameter controls maximum allowed duration for any recording.
- Send tone periodically during recording—This parameter defines the frequency of the sound signal played during a recording which serves to remind users that their meeting is being recorded.

In deployments where the Recording Server is installed on the same server as the LifeSize Multipoint Extension server, users watching recorded meetings take up LifeSize Multipoint Extension bandwidth which can be used for other purposes, such as meetings. Use the Playback Bandwidth area to configure bandwidth usage for such deployments. Set the Total Bandwidth Allowed value to define a

total amount of bandwidth LifeSize Multipoint Extension uses for playing back recorded meetings. For example, if you set the Total Bandwidth Allowed value to 100 Mb/s, then LifeSize Multipoint Extension allows 100 Mb/s bandwidth if one user watches a recording and 50 Mb/s bandwidth for each user if two users watch recordings. You need to set the Minimum Bandwidth required for download value to prevent too many users watching recordings at the same time.

When you enable high definition recording in deployments using LifeSize Multipoint, LifeSize Multipoint Extension server starts recording in high definition. If the attempt to record in high definition fails, the LifeSize Multipoint Extension server automatically switches to standard definition and continues recording.

Before You Begin

- Navigate to the LifeSize Multipoint Extension Administration web user interface.
- Select **Deployment** in the sidebar, and verify that the **Recording** check box is selected.



Procedure

- 1 Verify that the Recording Server address is configured correctly:
 - a Select **Status** in the sidebar.
 - b Select the **Recording Status** tab.
 - c Verify that the IP address in the Recording Server Address field is correct.
- 2 Select **Recording** in the sidebar.
The Settings tab is displayed.
- 3 To configure standard definition recording, select a value from the Maximum Bit Rate list under Standard Definition.
- 4 To configure high definition recording, perform the following.
 - a Select the **High Definition** check box.
 - b Select a value from the Maximum Bit Rate list under High Definition.
- 5 Enter a value in the Maximum Recording Duration field.
- 6 Enter a value in the Total Bandwidth Allowed field.
- 7 Enter a value in the Minimum Bandwidth required for download field.

- 8 From the Send tone periodically during recording list, choose an option.
 - 9 To disable automatic recording feature, clear the **Allow virtual rooms and scheduled meetings to be recorded automatically** check box.
 - 10 Select the **Allow meeting participants to record** check box to enable recording for LifeSize Multipoint Extension users.
 - 11 In the Public Address field, enter a FQDN.
We recommend that you use a FQDN that clients can resolve.
 - 12 Enter the HTTP port.
This port is used by clients to access the recording.
You must configure the HTTP port on the Recording Server and open this port on the firewall.
 - 13 Select **OK** or **Apply**.
-

CONFIGURING AN ALTERNATE LIFESIZE MULTIPOINT EXTENSION SERVER TO MANAGE RECORDING

If recording is disabled for your deployment, you can still select an alternate server to manage recordings.

Before You Begin

Navigate to the LifeSize Multipoint Extension Administration web user interface.



Procedure

- 1 Select **Recording** in the sidebar.
 - 2 Select the **Settings** tab.
 - 3 Select the Allow playback of recordings from an alternate LifeSize Multipoint Extension server check box.
 - 4 In the Server URL field, enter the URL of the alternate LifeSize Multipoint Extension Server.
 - 5 Select **OK** or **Apply**.
-

MODIFYING THE DISK SPACE AND STORAGE LOCATION FOR RECORDINGS

By default LifeSize Multipoint Extension stores recordings at a location defined during LifeSize Multipoint Extension server installation, however, you can modify this location if required.

During this procedure all recording services are stopped. After the new location is defined, all new recordings are stored at it. You must manually transfer the existing recordings into the new location. The recordings that are left in the previous location do not appear on the Watch Recording page of the LifeSize Multipoint Extension portal.



Procedure

- 1 Select **Start > Settings > Control Panel**.
 - 2 Double-click **Add or Remove Programs**.
 - 3 From the list of programs, choose LifeSize Multipoint Extension, and then **Change**.
The Setup Wizard opens.
 - 4 In the Welcome screen select **Next**.
 - 5 In the Program Maintenance screen, choose **Modify**, and select **Next**.
 - 6 In the Custom Setup screen, select **Next**.
 - 7 In the LifeSize Multipoint Extension Serial Key screen, select **Next**.
 - 8 In the LifeSize Multipoint Extension Network Configuration screen, select **Next**.
 - 9 In the LifeSize Multipoint Extension Hostname Configuration screen, select **Next**.
 - 10 In the LifeSize Multipoint Extension Recording Configuration screen, modify the storage location:
 - a Select **Change**.
 - b Navigate to a new location.
 - c Select **OK**.
 - 11 To modify the maximum amount of disk space, enter new value in the field.
 - 12 Select **Next**.
 - 13 Select **Install**.
-

HOW TO MANAGE RECORDINGS

- [Viewing Recording Information](#) on page 18
- [Editing Recording Attributes](#) on page 19
- [Managing Categories](#) on page 20
- [Setting Categories for Multiple Recordings](#) on page 21
- [Recording Meetings](#) on page 22
- [Stopping Recordings in Progress](#) on page 23
- [Deleting Recordings](#) on page 23

VIEWING RECORDING INFORMATION

You can review the list of recordings made on this LifeSize Multipoint Extension using the Recordings tab. The following information is displayed:

- Meeting ID
- Name
- Start Time
- Duration

Note For meetings that are currently being recorded, the “In progress” indication is displayed.

- PIN-protected indicator

You can also access for the following additional information for a specific recording:

- Description
- Categories—Keywords associated with recordings.
- Recording URL

Before You Begin

Navigate to the LifeSize Multipoint Extension Administration web user interface.



Procedure

- 1 Select **Recording** in the sidebar.
 - 2 Select the **Recordings** tab.
The Recordings tab is displayed showing a list of recordings. By default all recordings are displayed.
 - 3 To filter recordings, select a category from the Show list.
 - 4 To sort recordings, select the column according to which you want to sort.
 - 5 To search for a specific recording by an attribute:
 - Meeting ID—Select the **Meeting ID** column, enter the meeting ID in the Search field, and then select the **Search** button.
 - Meeting Name—Select any column except the Meeting ID column, enter the meeting name in the Search field, and then select the **Search** button.
 - 6 To display additional information for a specific recording, select the **Information** icon. The Meeting Information window opens.
-

EDITING RECORDING ATTRIBUTES

You can assign either an owner or an access PIN for recording protection. The access PIN is optional and is used for watching a recording. In the list of recorded meetings, those protected by an access PIN are marked by a key icon.

You can define what part of a recorded meeting is played by setting offsets. In this case while the playback of a recording changes, the duration of the recording itself is not shortened. For example, to omit the first five minutes of a recording, set the Start offset to 5 minutes.

Before You Begin

Navigate to the LifeSize Multipoint Extension Administration web user interface.



Procedure

- 1 Select **Recording** in the sidebar.
- 2 Select the **Recordings** tab.

- 3 Select the **Manage Recording** button for the required recording in the list.
The Edit Recording window is displayed.
 - 4 To modify the recording name and description, enter new text in relevant fields.
 - 5 To set offsets:
 - Pull slidersOr
 - Edit values in the fields.
 - 6 To modify categories for the recording, select a category in the relevant pane and select the **Transfer** button.
 - 7 To set the owner PIN for the recording, enter the owner PIN.
 - 8 To set the access PIN, enter the access PIN.
 - 9 Select **OK**.
-

MANAGING CATEGORIES

Apart from standard attributes like an ID, name, and duration, LifeSize Multipoint Extension provides a category—a special attribute that can help organizing and searching recordings. Both users and administrators can assign categories to recordings. Administrators manage categories by modifying a list of existing categories, while users can only select categories from this list to associated them with recordings.

If you rename an existing category, LifeSize Multipoint Extension automatically updates attributes for all recordings belonging to the modified category. Deleting a category does not cause LifeSize Multipoint Extension to delete recordings belonging to the deleted category.

Before You Begin

Navigate to the LifeSize Multipoint Extension Administration web user interface.



Procedure

- 1 Select **Recording** in the sidebar.
- 2 Select the **Categories** tab.

- 3 To create a new category:
 - a In the Create a new category field, enter the name.
 - b Select **Create**.
The new category appears in the list.
 - 4 To edit an existing category:
 - a Select the **Edit** icon.
 - b Enter the new name for the category.
 - c Select **OK**.
 - 5 To delete an existing category:
 - a Select the **Delete** icon.
 - b Select **Yes**.
-

SETTING CATEGORIES FOR MULTIPLE RECORDINGS

You can set categories for multiple recordings at one time.

Before You Begin

Navigate to the LifeSize Multipoint Extension Administration web user interface.



Procedure

- 1 Select **Recording** in the sidebar.
- 2 Select the **Recordings** tab.
- 3 In the recording list, select check boxes for required recordings.
- 4 Select **Categorize**.
The Categorize Recordings window opens.
- 5 To assign a category, which is not currently assigned to selected recordings:
 - a In the left pane, select the check box for this category.
 - b Select **Assign**.

- 6 To remove a category, which is currently assigned to selected recordings:
 - a In the right pane, select the check box for this category.
 - b Select **Remove**.
-

RECORDING MEETINGS

You can record meetings using the LifeSize Multipoint Extension Administration web user interface.

Before You Begin

- Verify that you have the ID of a meeting you wish to record.
- Navigate to the LifeSize Multipoint Extension Administration web user interface.



Procedure

- 1 Select **Recording** in the sidebar.
 - 2 Select the **Recordings** tab.
 - 3 In the Start recording meeting ID field, enter ID.
 - 4 Select **Record**.

The Start Recording window is displayed.
 - 5 Enter recording name and description.
 - 6 Assign categories as necessary.
 - 7 To set the owner PIN for the recording:
 - a Enter the owner PIN.
 - b Enter the owner PIN in the Confirm field.
 - 8 To set the meeting PIN:
 - a Enter the access PIN.
 - b Enter the access PIN in the Confirm field.
 - 9 Select **Start Recording**.

The meeting appears in the list, and its duration is indicated as “In Progress”.
-

STOPPING RECORDINGS IN PROGRESS

You can stop any recording which is in progress. When you stop a recording in progress, meeting participants are notified that the recording is stopped. The meeting moderator receives a notification that the recording is stopped by the administrator.

Before You Begin

Navigate to the LifeSize Multipoint Extension Administration web user interface.



Procedure

- 1 Select **Recording** in the sidebar
 - 2 Select the **Recordings** tab.
 - 3 In the recording list, select the check box for recordings you wish to stop.
 - 4 Select **Stop**.
 - 5 Select **Yes** in the confirmation message.
-

DELETING RECORDINGS

You can permanently remove a recording from LifeSize Multipoint Extension by deleting it from the recording list.

When you delete a recording which is in progress, the meeting participants are notified that the recording is stopped. The meeting moderator receives a notification that the recording is deleted by the administrator.

Before You Begin

Navigate to the LifeSize Multipoint Extension Administration web user interface.



Procedure

- 1 Select **Recording** in the sidebar.
 - 2 Select the **Recordings** tab.
 - 3 In the recording list, select the check box for recordings you wish to delete.
 - 4 Select **Delete**.
 - 5 Select **Yes** in the confirmation message.
-

HOW TO CONFIGURE STREAMING SERVER SETTINGS

This section describes how to configure Streaming Server settings. Streaming can be managed either by a single LifeSize Multipoint Extension Server or by multiple LifeSize Multipoint Extension Servers. If a single LifeSize Multipoint Extension Server is set to manage streaming, all other participants are directed to this server. If multiple LifeSize Multipoint Extension Servers are configured to manage streaming, they manage streaming independently.

To designate a single LifeSize Multipoint Extension Server to manage streaming, enable streaming on this LifeSize Multipoint Extension Server. In this case you must disable streaming on other LifeSize Multipoint Extension Servers in the same deployment. However, you can configure those servers to allow watching of webcasts from the LifeSize Multipoint Extension server on which streaming is enabled. To enable multiple LifeSize Multipoint Extension Servers for managing streaming, enable streaming on each LifeSize Multipoint Extension Server in this deployment.

Note When multiple LifeSize Multipoint Extension Servers manage streaming, streaming must be enabled or disabled on each individual LifeSize Multipoint Extension Server. For example, if streaming is enabled for a meeting or virtual room, a moderator cannot disable it, because each LifeSize Multipoint Extension Server manages streaming independently. If a moderator connected to one LifeSize Multipoint Extension Server disables streaming, the other LifeSize Multipoint Extension Server still continues to stream, unless it is disabled by its moderator as well.

[Table 1-2](#) compares using single LifeSize Multipoint Extension Server to using multiple LifeSize Multipoint Extension Servers for streaming.

Table 1-2 Comparison of Deployment Characteristics

Characteristic	Single LifeSize Multipoint Extension Server enabled for streaming	Multiple LifeSize Multipoint Extension Servers enabled for streaming
HTTP performance	Slower HTTP performance over the Internet between dispersed sites and the designated LifeSize Multipoint Extension Server.	Faster HTTP performance within local sites.
Load on Streaming Server	Many streaming clients at different sites sharing the resources of a single streaming server.	Streaming clients at individual sites share a local streaming server.
LifeSize Multipoint Extension Server management	Single location for managing streaming.	Streaming must be enabled or disabled on each individual LifeSize Multipoint Extension Server.
Participant count	All participants connected to the central LifeSize Multipoint Extension Server are shown in the meeting display.	Only participants connected to a specific local LifeSize Multipoint Extension Server are shown.

- [Configuring This LifeSize Multipoint Extension server to Manage Streaming](#) on page 25
- [Configuring an Alternate Desktop Server for Watching Webcasts](#) on page 27

CONFIGURING THIS LIFESIZE MULTIPOINT EXTENSION SERVER TO MANAGE STREAMING

You need to perform the procedure described in this section only if you enabled streaming during deployment configuration.

The public address you define during this procedure performs a similar role to the public address defined for the LifeSize Multipoint Extension Server. If the Streaming Server resides behind a NAT, the clients might not resolve the Streaming Server IP address. In this case the clients use the public address to connect to the Streaming Server.

You can enable and configure multicast streaming to allow unlimited number of simultaneous streaming connections. Multicast streaming in LifeSize Multipoint Extension is performed without Streaming Server support. If the IP address of a client computer is not within the multicast IP address range you configure, this client will use a unicast streaming connection. During multicast configuration you also need to define the Time to Live value—the number of transmissions of a multicast packet that LifeSize Multipoint Extension performs. Setting this value to 1 means that a multicast packet stays within a local network. The change in the multicast streaming configuration applies only to meetings created after the change takes place; the change does not effect meetings in progress.

Before You Begin

- Navigate to the LifeSize Multipoint Extension Administration web user interface.
- Select Deployment in the sidebar and verify that streaming is enabled on the Servers page.



Procedure

- 1 Select **Streaming** in the sidebar.
- 2 Select the **Settings** tab.
- 3 From the Rate list, choose a value to define the bit rate for the streaming feed between LifeSize Multipoint and the LifeSize Multipoint Extension Server.
- 4 If necessary, configure multicast settings:
 - a Check the **Enable Multicast** option.
 - b Enter the multicast IP address.
The valid multicast IP address is in the range of 224.0.0.1 and 239.255.255.255.
 - c Enter the Time to Live value.
 - d Define clients that will be able to watch multicasts by entering IP range in the fields and selecting the Arrow button.

- 5 Enter a public address.
We recommend to use a public address that clients can resolve.
- 6 Enter a TCP streaming port.
The default port is 7070.

If you use a TCP port different from the default value of 7070, you must open this port on the firewall.

- 7 Select **OK** or **Apply**.
-

Related Topics

- [Configuring Settings for Single/Multiple-NIC Deployments](#) on page 5

For deployments where streaming is disabled, you can configure the LifeSize Multipoint Extension Server to refer to an alternate LifeSize Multipoint Extension Server which is used for streaming in order to watch webcasts.

Before You Begin

- Navigate to the LifeSize Multipoint Extension Administration web user interface.
- Select Deployment in the sidebar and verify that streaming is disabled on the Servers page.



Procedure

- 1 Select **Streaming** in the sidebar.
 - 2 Select the **Settings** tab.
 - 3 Select the Allow watching of webcasts from an alternate LifeSize Multipoint Extension server check box.
 - 4 In the Server URL field, enter the URL of the alternate LifeSize Multipoint Extension Server.
 - 5 Select **OK** or **Apply**.
-

CONFIGURING AN ALTERNATE DESKTOP SERVER FOR WATCHING WEBCASTS

HOW TO CONFIGURE MESSAGES AND INVITATIONS

- [Configuring Meeting Access Messages](#) on page 28
- [Configuring Meeting Access Instructions](#) on page 29
- [How to Configure Dial String Rules](#) on page 31

CONFIGURING MEETING ACCESS MESSAGES

This section describes how to edit the Administrator and Dial Plan messages.

You can use the Administrative message appearing on the LifeSize Multipoint Extension server portal entry page to post important information such as: system status, scheduled shutdown, or configuration tips.

The Dial Plan message appears in the Invitation dialog box. You can use this message to provide users with dialing tips, for example, explain what prefixes they should use for gateways of different types.

These tags and attributes are supported in the administrator messages text editor:

- ``
- ``
- `<iframe src="http*"></iframe>`
- ``
- `<u></u>`
- `<i></i>`
- ``
- `
</br>`
- ``
- ``
- ``
- `<p></p>`
- `<div></div>`

You must fix a width and height of the <iframe> tag according to the style sheet of the corresponding page. For example, for the portal entry page the style sheet looks like this:

```
<style>
    .motd iframe
    {
        width: 100%;
        height: 150px;
    }
</style>
```

The administrator message text editor replaces single ‘&’ characters with ‘&’; it also replaces ‘<’ and ‘>’ of invalid tags with ‘<’ and ‘>’ respectively.

Before You Begin

Navigate to the LifeSize Multipoint Extension Administration web user interface.



Procedure

- 1 Select **Messages and Invitations** in the sidebar.
 - 2 Select the **Messages** tab.
 - 3 Select the **Administrative Message** check box.
 - 4 Modify the text of the entry page message as required.
 - 5 Select the **Invitation Dial Plan Assistance** check box.
 - 6 Modify the text of the invitation message as required.
 - 7 Select **OK** or **Apply**.
-

CONFIGURING MEETING ACCESS INSTRUCTIONS

This section describes how to view the default instructions for joining a meeting that the LifeSize Multipoint Extension server Outlook add-on sends to invitees, and how to modify the contents of these e-mail invitations.

While modifying the contents of e-mail invitations, you can define these links:

- Meeting URL—For connecting to a LifeSize Multipoint Extension meeting.
- Portal URL—For watching a webcast or a recorded meeting.

If you have multiple LifeSize Multipoint Extension Servers and want participants to know about them, insert link information for each of them into each LifeSize Multipoint Extension e-mail configuration.

For example, if you have one LifeSize Multipoint Extension in Europe, one in Asia, and another in the US, you could place the following information in your e-mail:

“From Europe, connect to <http://europe.server.com/multipointextension?ID=1234>

From Asia, connect to <http://asia.server.com/multipointextension?ID=1234>

From the US, connect to <http://us.server.com/multipointextension?ID=1234>.”

Before You Begin

Navigate to the LifeSize Multipoint Extension Administration web user interface.



Procedure

- 1 Select **Messages and Invitations** in the sidebar.
- 2 Select the **Invitations** tab.

The default instructions for accessing the meeting from a desktop, phone or video conferencing device appear in the screen.

- 3 In the Desktop Access section:
 - Select **Meeting URL** to insert a link to the meeting.
 - Select **Portal URL** to insert a link to the LifeSize Multipoint Extension portal entry page.

- Select **Client Installation** to insert a link used to ensure that the LifeSize Multipoint Extension Client is installed and up-to-date.

Note The automatically inserted server address is the LifeSize Multipoint Extension Server Fully Qualified Domain Name specified during installation.

- 4 In the Phone Access area, select **E.164** to insert the required E.164 alias.
 - 5 In the Video-Conference Device Access area, select **E.164** to insert the required E.164 alias.
 - 6 Select **OK** or **Apply**.
-

HOW TO CONFIGURE DIAL STRING RULES

This section describes how to configure dial string rules which LifeSize Multipoint Extension applies for inviting by E.164 or IP phones. Dial string rules cause the LifeSize Multipoint Extension server to replace a prefix or strip it off and to add a suffix.

- [About Dial String Manipulation](#) on page 31
- [Adding Dial String Rule](#) on page 38
- [Editing Dial String Rule](#) on page 39
- [Delete Dial String Rule](#) on page 40

ABOUT DIAL STRING MANIPULATION

Dial string manipulation is necessary in these scenarios:

- When a call must be routed to local H.323 PSTN or ISDN gateways. In this case LifeSize Multipoint Extension needs to detect phone numbers and modify the prefix to add routing information.
- When there is a SIP PBX either in enterprise premises or a remote location which LifeSize Multipoint Extension must use to dial phone numbers. In this case LifeSize Multipoint Extension needs to detect phone numbers in the directory and append the SIP URL to forward it to the right gateway.

There are several methods LifeSize Multipoint Extension uses to perform dial string manipulation:

- string normalization
- prefix or suffix substitution
- prefix or suffix addition
- prefix stripping

You must configure rules according to which LifeSize Multipoint Extension manipulates dial strings.

Notice that during substitution this logic is used:

- LifeSize Multipoint Extension performs dial string normalization prior to applying other string manipulation rules. During normalization any non-numeric characters except “+” are removed. See [Table 1-3](#).

Table 1-3 *Examples of Dial String Normalization*

Initial String	Normalized String
1 (603) 407-5956	1603407-5956
+1 (603) 407-5956	+16034075956
+972 (54) 776-9462	+972547769462

- There is a certain order in which LifeSize Multipoint Extension applies the rules. For example, it first applies more restrictive rules like rules that cause LifeSize Multipoint Extension to match long strings combining specific and non-specific characters.
- If during the rule configuration you leave the replacement string blank, LifeSize Multipoint Extension strips the prefix from the address. In order to keep the string, configure this string as the replacement string.

Related Topics

- [Example of Dial String Manipulation for Deployments Including H.323 Gateway](#) on page 32
- [Example of Dial String Manipulation for Deployments Including SIP Gateway](#) on page 35

EXAMPLE OF DIAL STRING MANIPULATION FOR DEPLOYMENTS INCLUDING H.323 GATEWAY

What kind of manipulation is necessary?

- Change any phone number that starts with the New Hampshire area code +1603, 1603, or 603 and followed by exactly seven digits to the gatekeeper/gateway prefix of 1370 followed by the seven digits for the local phone extension.
- Route any other long distance number indicated by +1 and followed by 10-digit phone number to the New Jersey gatekeeper/gateway by substituting 11701 for the +1 and keeping the 10 digits.
- Route the international Israel country prefix of +972 followed by any random number of digits to the 10700 Tel Aviv gateway.

Table 1-4 shows what rules are configured for the required dial string manipulation.

Table 1-4 *Rule settings*

Match Prefix	Replacement	Optional Suffix	Comments
+1603xxxxxxx	1370		603 routed to local call gateway
1603xxxxxxx	1370		603 routed to local call gateway
603xxxxxxx	1370		603 routed to local call gateway
+1xxxxxxxxxx	11701		All other long distance calls routed to other gateway.
+972	10700		International calls to Israel go to the Tel Aviv local call gateway

When LifeSize Multipoint Extension applies these rule, it results in this dial string manipulation:

Table 1-5 *Dial String Manipulation Result*

Normalized String	Substituted String
16034725956	13704725956
+16034725956	13704725956
+15081234567	117015081234567
+972547769462	10700547769462

Table 1-6 provides an example of the H.323 gateway dial plan where

- 13—Prefix for the New Hampshire gatekeeper/gateway
- 11—Prefix for the New Jersey gatekeeper/gateway
- 10—Prefix for the Tel Aviv gatekeeper/gateway
- 15—Prefix for the Hong King gatekeeper/gateway
- 70—Prefix for audio gateway

Table 1-6 *Example of H.323 Gateway Dial Plan*

Match prefix	Replacement	Optional Suffix	Comments
Fixed string length examples			
+91508xxxxxxx	13701508		Use New Hampshire gateway for MA calls
+1508xxxxxxx	13701508		Use New Hampshire gateway for MA calls
1508xxxxxxx	13701508		Use New Hampshire gateway for MA calls
508xxxxxxx	13701508		Use New Hampshire gateway for MA calls
91603xxxxxxx	1370		Use New Hampshire gateway (local call seven digits)
+1603xxxxxxx	1370		Use New Hampshire gateway (local call seven digits)
1603xxxxxxx	1370		Use New Hampshire gateway (local call seven digits)

Match prefix	Replacement	Optional Suffix	Comments
603xxxxxxx	1370		Use New Hampshire gateway (local call seven digits)
91xxxxxxxxxx	11701		Use New Jersey gateway for long distance calls
+1xxxxxxxxxxx	11701		Use New Jersey gateway for long distance calls
1xxxxxxxxxxx	11701		Use New Jersey gateway for long distance calls
Variable string examples			
011972	10700		Use Tel Aviv gateway (needs extra 0)
+972	10700		Use Tel Aviv gateway (needs extra 0)
011852	1570		Use Hong Kong gateway for local calls (without extra 0)
+852	1570		Use Hong Kong gateway for local calls (without extra 0)
011	1170011		Use New Jersey for other international calls

EXAMPLE OF DIAL STRING MANIPULATION FOR DEPLOYMENTS INCLUDING SIP GATEWAY

What kind of manipulation is necessary?

- Route any phone number that starts with the New Hampshire area code +1603, 1603 or 603 and then followed by exactly seven digits to New Hampshire SIP gateway by adding the “@sipgateway.nh.com” suffix to the remaining seven digits.
- Route any other long distance number indicated by +1 and followed by 10-digit phone number to the New Jersey SIP gateway by adding the “@sipgateway.nj.com” suffix to the 10 digits.
- Route the international Israel country prefix of +972 followed by any random number of digits to the 10700 Tel Aviv gateway by replacing the prefix with 0 and adding the “@sipgateway.tlv.com” suffix.

Table 1-4 shows what rules are configured for the required dial string manipulation.

Table 1-7 *Rule settings*

Match Prefix	Replacement	Optional Suffix	Comments
+1603xxxxxxx		@sipgateway.nh.com	603 routed to local call gateway
1603xxxxxxx		@sipgateway.nh.com	603 routed to local call gateway
603xxxxxxx		@sipgateway.nh.com	603 routed to local call gateway
+1xxxxxxxxx	1	@sipgateway.nj.com	All other long distance calls routed to the New Jersey gateway.
+972	0	@sipgateway.tlv.com	International calls to Israel go to the Tel Aviv international gateway

When LifeSize Multipoint Extension applies these rule, it results in this dial string manipulation:

Table 1-8 *Dial String Manipulation Result*

Normalized String	Substituted String
16034725956	4725956@.sipgateway.nh.com
+16034725956	4725956@sipgateway.nh.com
+15081234567	15081234567@sipgateway.nj.com
+972547769462	0547769462@sipgateway.tlv.com

[Table 1-9](#) provides an example of the SIP gateway dial plan where

- 13—Prefix for the New Hampshire gatekeeper/gateway
- 11—Prefix for the New Jersey gatekeeper/gateway
- 10—Prefix for the Tel Aviv gatekeeper/gateway
- 15—Prefix for the Hong King gatekeeper/gateway
- 70—Prefix for audio gateway

Table 1-9 Example of SIP Gateway Dial Plan

Match prefix	Replacement	Optional Suffix	Comments
Fixed string length examples			
+91508xxxxxx x	1508	@sipgateway.nh.com	Use New Hampshire gateway for MA calls
+1508xxxxxx	1508	@sipgateway.nh.com	Use New Hampshire gateway for MA calls
1508xxxxxx	1508	@sipgateway.nh.com	Use New Hampshire gateway for MA calls
508xxxxxx	1508	@sipgateway.nh.com	Use New Hampshire gateway for MA calls
91603xxxxxx		@sipgateway.nh.com	Use New Hampshire gateway for New Hampshire calls
+1603xxxxxx		@sipgateway.nh.com	Use New Hampshire gateway for New Hampshire calls
1603xxxxxx		@sipgateway.nh.com	Use New Hampshire gateway for New Hampshire calls
603xxxxxx		@sipgateway.nh.com	Use New Hampshire gateway for New Hampshire calls
91xxxxxxxxx	1	@sipgateway.nj.com	Use New Jersey gateway for long distance calls
+1xxxxxxxxx	1	@sipgateway.nj.com	Use New Jersey gateway for long distance calls
1xxxxxxxxx	1	@sipgateway.nj.com	Use New Jersey gateway for long distance calls

Match prefix	Replacement	Optional Suffix	Comments
Variable string examples			
011972	0	@sipgw.tlv.com	Use Tel Aviv gateway (needs extra 0)
+972	0	@sipgw.tlv.com	Use Tel Aviv gateway (needs extra 0)
011852		@sipgw.hk.com	Use Hong Kong gateway for local calls (without extra 0)
+852		@sipgw.hk.com	Use Hong Kong gateway for local calls (without extra 0)
011	011	@sipgw.nj.com	Use New Jersey for other international calls

ADDING DIAL STRING RULE

The prefix matches the beginning of a dialed string. To correctly represent the number of digits in a string, use the “x” character as a wildcard to match any digit. For example, “603” matches any dial string that begins with “603”, while “603xxxxxxx matches only a dial string beginning with “603” and consisting of ten digits. You cannot use any other characters, such as a space, a dash or a parenthesis.

Before You Begin

Navigate to the LifeSize Multipoint Extension Administration web user interface.



Procedure

- 1 Select **Messages and Invitations** in the sidebar.
- 2 Select the **Dial Strings** tab.
- 3 Select **Add**.
The Add New Entry window opens.
- 4 Enter the prefix in the Match Prefix field.
- 5 Select one of these options:

- **Replace**—A string matching the prefix is replaced with another string.
 - **Remove**—A string matching the prefix is stripped from the dial string.
 - **Leave As Is**—A string matching the prefix is left as is.
- 6 If you selected the Replace option, enter the replacing prefix in the field.
 - 7 To add a suffix, select the **Append Suffix** check box, and then enter the suffix in the field.
 - 8 Enter a comment.
 - 9 Select **OK**.
 - 10 To test the new dial string rule:
 - a Enter a string in the Test a Dial String field.
 - b Select the check box for the rule you want to apply to this string.
 - c Select **Test**.The Dial String Test window appears displaying the dial string after the rule is applied.
-

EDITING DIAL STRING RULE

Before You Begin

Navigate to the LifeSize Multipoint Extension Administration web user interface.



Procedure

- 1 Select **Messages and Invitations** in the sidebar.
 - 2 Select the **Dial Strings** tab.
 - 3 Select the **Edit** icon.
The Edit Entry window opens.
 - 4 Edit the dial string as required.
 - 5 Select **OK**.
-

Related Topics

- [Adding Dial String Rule](#) on page 38

DELETE DIAL STRING RULE



Before You Begin

Navigate to the LifeSize Multipoint Extension Administration web user interface.

Procedure

- 1 Select **Messages and Invitations** in the sidebar.
 - 2 Select the **Dial Strings** tab.
 - 3 Locate the rule you need to edit and select the check box next to it.
 - 4 Select **Delete**.
 - 5 Select **OK** in the confirmation message.
-

CONFIGURING LOCAL DIRECTORY OF TERMINALS



You can configure a local directory of terminals.

Procedure

- 1 Select **Directory and Invitations** in the sidebar.
The Settings tab is displayed.
 - 2 Select the **Directory** tab.
 - 3 To add a terminal:
 - a Select **Add**.
 - b Enter a display name and an IP address.
 - c Select **OK**.
 - 4 To edit an endpoint settings:
 - a Select the **Edit** icon for the endpoint whose settings you wish to edit.
 - b Modify the settings.
 - c Select **OK**.
 - 5 To delete a single or multiple endpoints from the local directory:
 - a In the endpoint list, select the check box for endpoints you wish to delete.
 - b Select **Delete**.
-

Configuring Local Directory of Terminals

2

HOW TO BACKUP AND RESTORE RECORDINGS AND SETTINGS

You can backup and restore recordings as well as these LifeSize Multipoint Extension settings:

- dial string rules
- administrative messages
- invitation messages
- recordings and recording attributes
- categories
- local database

- [Backing up Recordings](#) on page 41
- [Backing up Settings](#) on page 42
- [Restoring Recordings](#) on page 43
- [Restoring Settings](#) on page 44

BACKING UP RECORDINGS

LifeSize Multipoint Extension saves actual recordings and recording attributes in different folders. In order to restore a recording you need to backup and restore both folders.

Perform the backup procedure described in this section on the LifeSize Multipoint Extension Recording Server. During the backup procedure you copy the xml file which contains the database of categories configured, the recordings folder containing recording attributes, and the folder containing actual recordings to a location outside the installation directory.



Procedure

- 1 Navigate to the following directory: `<installdir>\data`.
- 2 Copy `recorder_categories.xml` file into a location outside the installation directory
- 3 Copy the recordings folder into a location outside the installation directory.
- 4 Navigate to the folder where recordings are stored.

Note By default, the recordings are stored in the `<installdir>\Movies\recordings`, if not configured otherwise.

- 5 To check the location where recordings are stored:
 - a Access the LifeSize Multipoint Extension server Administration web interface.
 - b Select **Status** in the sidebar.
 - c Select the **Recording Status** tab.
The Recordings Folder information is displayed on the tab.
 - 6 Copy that folder into a location outside the installation directory
-

BACKING UP SETTINGS

Perform the backup procedure described in this section on the LifeSize Multipoint Extension Recording Server. During the backup procedure you copy the xml files which contain these settings:

- dial string rules
- administrative message
- invitation message
- local database



Procedure

- 1 Navigate to the following directory: `<installdir>\data`.
 - 2 Copy the relevant files into a location outside the installation directory:
 - ❑ `motd.html`—for administrator message
 - ❑ `dialplanhelp.html`—for invitation message
 - ❑ `memebers.xml`—for local database
 - ❑ `dial_string_manipulators.xml`—for dial string rules
-

RESTORING RECORDINGS

LifeSize Multipoint Extension saves actual recordings and recording attributes in different folders. In order to restore a recording you need to restore both folders.



Procedure

- 1 Stop the service "LifeSize Multipoint Extension - Apache Tomcat".
 - 2 Navigate to the following directory: `<installdir>\data`.
 - 3 Replace `recorder_categories.xml` file with the backup file.
 - 4 Replace the recordings folder with the backup folder.
-

Note Replacing the recordings folder with the backup folder erases any categories that are currently defined in LifeSize Multipoint Extension.

- 5 Navigate to the folder in which recordings are stored.
-

Note By default, the recordings are stored in the `<installdir>\Movies\recordings`, if not configured otherwise.

- 6 To check the location where recordings are stored:
 - a Access the LifeSize Multipoint Extension server Administration web interface.
 - b Select **Status** in the sidebar.
 - c Select the **Recording Status** tab.
The Recordings Folder information is displayed on the tab.

- 7 Replace that folder with the backup folder.
 - 8 Start the service "LifeSize Multipoint Extension - Apache Tomcat".
-

RESTORING SETTINGS



Procedure

- 1 Stop the service "LifeSize Multipoint Extension - Apache Tomcat".
 - 2 Navigate to the following directory: `<installdir>\data`.
 - 3 Replace the relevant file with the backup file:
 - `motd.html`—for administrator message
 - `dialplanhelp.html`—for invitation message
 - `memebers.xml`—for local database
 - `dial_string_manipulators.xml`—for dial string rules
 - 4 Start the service "LifeSize Multipoint Extension - Apache Tomcat".
-

3

HOW TO CUSTOMIZE THE USER INTERFACE

Customers can change logos and strings which contain the default LifeSize or LifeSize Multipoint Extension branding to brand the user interface with their own logos and strings. You can change images and strings using the LifeSize Multipoint Extension Branding application.

- [Replacing Images](#) on page 45
- [Modifying Strings](#) on page 47
- [Saving or Restoring Branding- Related Changes](#) on page 48
- [Restoring Default Images and Strings](#) on page 48

REPLACING IMAGES

You can replace images appearing in the LifeSize Multipoint Extension user interface by using the Branding application on LifeSize Multipoint Extension server. Replacement takes affect immediately, therefore we recommend that you should not replace images on a server that is currently in service. Replacement does not affect the proper function of the LifeSize Multipoint Extension user interface. Most web browsers store local copies of images to accelerate future views of the same image. This practice is called caching. Any browser that has previously loaded an image that you replace may display its local copy of the old image rather than your replacement image. If an image in the LifeSize Multipoint Extension user interface does not appear to be the same as the one displayed as the currently installed image, then you must clear your browser's cache. LifeSize Multipoint Extension server is released with a set of default images which you can restore at any time.



Procedure

- 1 Select **Start**.
- 2 Choose Programs > LifeSize Multipoint Extension > Branding Application.

The branding application starts.

- 3 Select the **Images** tab.

The images that can be replaced are displayed together with the recommended size and a brief description of each image.

Note If an image has a transparent background, it appears with a gray and white “checkerboard” background in the preview fields.

- 4 From the list, choose the image you want to replace.
A brief description of the image is displayed along with the recommended image size. The Default image area shows the image that was originally distributed with the product. The Currently installed image shows the image that appears in the user interface.
- 5 Select **Select File**, and then choose the replacement image.
A preview of the image is displayed. If you use an image that the application indicates as not properly sized, a warning appears below the image description. Using an image that does not match the original image size might result in incorrect image display.
- 6 If you use an image that is not properly sized, verify that the image is displayed correctly:
 - a Verify that the LifeSize Multipoint Extension server is running.
 - b Review the LifeSize Multipoint Extension user interface after replacement in order to verify that the image appears correctly.
- 7 Select **Install Image** to use the replacement image. This image is replaced.

Note If an old image still appears, see your browser's documentation for information about removing temporary internet files.

- 8 To restore a default image, select Restore Original Image.
 - 9 Repeat [Step 4](#) through [Step 7](#) for other images.
-

MODIFYING STRINGS

You can modify some strings appearing in the LifeSize Multipoint Extension user interface. New string values you set using the Branding application appear in the user interface only after LifeSize Multipoint Extension server starts and reads these values. Therefore, you can see modified strings only after the changes are applied and after the server is restarted if it was running when you made the changes.



Procedure

- 1 Select **Start**.
- 2 Choose Programs > LifeSize Multipoint Extension > Branding Application.
- 3 Select the **Strings** tab.
The strings that can be replaced are displayed along with the their values:
 - The Rebranded Value column displays values that are currently saved. When the LifeSize Multipoint Extension server is restarted, these are the values that appear in the user interface.
 - The Default Value column displays values that are the original strings that were distributed with LifeSize Multipoint Extension.
- 4 Select the relevant cell in the New Value column and type in the new string you want to use.
Or
Double-click a value in the Rebranded Value column or the Default column to copy it into the New Value column.
- 5 Repeat [Step 4](#) for other strings if necessary.
- 6 Select **Apply**.
The new values are saved. The modified values appear in the Rebranded Value column.
- 7 Restart the “LifeSize Multipoint Extension - Apache Tomcat” service for the changes to take affect.

- 8 To restore default strings:
 - a Select **Restore All Default Strings**.
 - b Select **Apply**.
 - c Restart the “LifeSize Multipoint Extension - Apache Tomcat” service for the changes to take affect.
-

SAVING OR RESTORING BRANDING-RELATED CHANGES



You can save modified images and strings by exporting them to a file. You can later use this file to import values from it, thus restoring them.

Procedure

- 1 Select **Start**.
 - 2 Choose Programs > LifeSize Multipoint Extension > Branding Application.
 - 3 To save modified images and strings:
 - a From the File menu, choose **Export**.
 - b Specify the location in which you want to save the file.
 - c Select **Save**.
 - 4 To restore the modified images and strings from the file:
 - a From the File menu, choose **Import**.
 - b Navigate to the export file.
 - c Select **Import**.
 - 5 Restart the “LifeSize Multipoint Extension - Apache Tomcat” service for the changes to take affect.
-

RESTORING DEFAULT IMAGES AND STRINGS

LifeSize Multipoint Extension server is released with a set of default images and string values. You can restore both default images and default string values in one go. Restoring default images and strings overwrites currently used images and string values with default ones.



Procedure

- 1 Select **Start**.
 - 2 Choose Programs > LifeSize Multipoint Extension > Branding Application.
 - 3 From the File menu, choose **Restore all**.
 - 4 Restart the “LifeSize Multipoint Extension - Apache Tomcat” service for the changes to take affect.
-

Restoring Default Images and Strings

4

TROUBLESHOOTING

- [Updating the IP Address on the Streaming Server on page 51](#)
- [Changing IP Address of the LifeSize Multipoint Extension server on page 52](#)

UPDATING THE IP ADDRESS ON THE STREAMING SERVER

Symptom

The LifeSize Multipoint Extension Status tab indicates that the Streaming Server is not connected. If you select the Streaming Server indicator, this error is displayed: “5003 Access denied error from proxy”.

Recommended Action

When the Streaming or Recording components of LifeSize Multipoint Extension are installed on their own server, separately from the LifeSize Multipoint Extension server, they are configured with the IP address of the LifeSize Multipoint Extension server which is allowed to connect to them. If the IP address of the LifeSize Multipoint Extension server changes, you need to update it on the Streaming and Recording Servers.



Procedure

- 1 From the Start menu, choose **Programs > LifeSize Multipoint Extension > TCP Proxy Configuration**.
 - 2 Run the listServers command to display the address of the LifeSize Multipoint Extension server which is allowed to access the Streaming or Recording Server.
 - 3 If the LifeSize Multipoint Extension server address is incorrect, run the removeServer command to remove it.
 - 4 Run the addServer command to add the correct address.
 - 5 Follow on-screen directions to complete the procedure.
-

CHANGING IP ADDRESS OF THE LIFE SIZE MULTIPOINT EXTENSION SERVER

Symptom

The LifeSize Multipoint Extension Status tab indicates that the LifeSize Multipoint Extension server is not connected.

Recommended Action

If the IP address of the server on which the LifeSize Multipoint Extension server is installed changes, you need to update LifeSize Multipoint Extension server components with its new IP address.



Procedure

- 1 Select **Start > Settings > Control Panel**.
- 2 Double-click **Add or Remove Programs**.
- 3 From the list of programs, choose LifeSize Multipoint Extension, and then **Change**.
The Setup Wizard opens.
- 4 In the Welcome screen select **Next**.
- 5 In the Program Maintenance screen, choose **Modify**, and select **Next**.

Changing IP Address of the LifeSize Multipoint Extension server

- 6 In the Custom Setup screen, select **Next**.
 - 7 In the LifeSize Multipoint Extension Serial Key screen, select **Next**.
 - 8 In the LifeSize Multipoint Extension Network Configuration screen, select **Next**.
 - 9 In the LifeSize Multipoint Extension Hostname Configuration screen, select **Next**.
 - 10 In the LifeSize Multipoint Extension Recording Configuration screen, select **Next**.
 - 11 Select **Install**.
-

Changing IP Address of the LifeSize Multipoint Extension server