



Release Notes

LifeSize® Multipoint 230™

Release: v7.1

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Product Documentation

The following documentation is available in this release.

Note: For the most current version of product documentation, refer to the Support page of www.lifesize.com.

Document	Description
<i>Installation Guide</i>	Describes how to install and complete an initial configuration of your LifeSize Multipoint system.
<i>User Guide</i>	Describes common usage and troubleshooting.
<i>LifeSize Communications End User License Agreement</i>	Use of LifeSize equipment and software components are governed by the conditions and terms of the LifeSize Communications End User License Agreement.
<i>LifeSize Third Party Licenses</i>	Lists third party licenses applicable to this release.
<i>LifeSize Safety and Regulatory Notices</i>	Describes safety guidelines and regulatory notices for the LifeSize hardware.

Upgrade and Downgrade

LifeSize recommends that you run upgrade procedures from a machine located on the same network as your MCU to ensure that there are no failures due to network connectivity problems.

The LifeSize Multipoint 230 version 7.x runs only on the 5110, 5115, and 5230 platforms. You cannot upgrade a LifeSize Multipoint board to version 7.x.

To upgrade from LifeSize Multipoint 230 version 7.x to LifeSize Multipoint 230 version 7.y

1. (Recommended) Save the current MCU custom configuration by performing these steps:
 - a In the MCU web user interface, click the maintenance icon.
 - b Select **Backup configuration** and save the generated .zip file.
2. In the MCU web user interface, click the maintenance icon.
3. Select **Update software**.
4. Browse for the supplied package and click **Update** (this might take several minutes).
5. After reset, the latest version is installed on the MCU.

Since the upgrade process does not override the existing configuration, you do not need to import the saved configuration.

To downgrade to a previous build of MCU release 7.x:

1. (Recommended) Save the current MCU custom configuration by performing these steps:
 - a In the MCU web user interface, click the maintenance icon.
 - b Select **Backup configuration** and save the generated .zip file.
2. In the MCU web user interface, click the maintenance icon.
3. Select **Update software**.
4. Click **Roll back**.
5. After reset, the previous release is installed on the MCU.

The downgrade process returns the MCU configuration back to the previous version—with the values used prior to the last upgrade.

Warning: Do not import the saved configuration to the MCU, after the downgrade. An older version of the MCU configuration might not support the new configuration values.

New Features and Resolved Issues

Following are the major new features and resolved issues in this release. Refer to your LifeSize product documentation for more information about using the product.

New Features:

- Conference control video menu
- Enhanced Continuous Presence layouts – for up to 28 participants
- 3G Gateway interoperability
- HD switching
- Increased capacity license option – enables four times the call capacity at 352p video resolution
- H.264 SVC Error Resiliency
- AAC audio support
- Enhanced Lecture mode
- 480p video resolution

Resolved Issues:

- The MCU closes the main video channel to Tandberg C20 and Sony PCS-XG80 when another endpoint starts to present to it.
- In some scenarios, DTMF tones do not stop the auto attendant audio messages.
- When using LifeSize in SIP, DTMF tones are not processed after transferring from auto attendant to the target conference.
- Video on Polycom VVX1500 is shown after a large delay.
- No video on Polycom VVX1500 after the transfer operation from auto attendant to the target conference TANDBERG C20 endpoints do not display the presentation when the presenter is any other endpoint in a full HD 1080p conference. Configure the MCU to a maximum call rate of 1500 Kb/s or less to solve this issue.
- The Sony XG-80 endpoint did not support Auto Attendant, or the Hold/Resume mechanism used to transfer endpoints from the Auto Attendant session to the target conference.
- When the MCU is configured to use encryption, Aethra Xtreme 200 endpoints open H.263 4CIF, instead of H.264 1080p.
- Sometimes a green line appears in the lower portion of the screen.
- Sometimes the Conference Control doesn't refresh properly. To overcome this issue, manually refresh the conference control.
- Restoring a 7.1 based configuration after having a 7.0.1 based configuration, might require a hard reset to recover the system. To overcome this issue, perform a manual hard reset.
- Bad video from Tandberg endpoints when encryption is enabled.

Known Issues

The following table lists known issues and their solutions or workarounds, if available. Numbers in parentheses following an issue are used for internal tracking purposes only.

Issue/Problem	Description/Workaround
Third party application support.	All references to third party applications, such as the Radvision iView Suite, highlight interoperability and value added functionality. LifeSize does not support these applications; contact the third party vendor for more information about these products.
Interoperability limitation with LifeSize systems.	LifeSize Multipoint 230 is compatible with LifeSize video communications software v3.0 or later.
Defining more than 30 prefix services can cause system stability issues	Defining a higher number of MCU prefixed services can render systems unstable and prevent administrators from properly saving the MCU configuration to file. Uploading a configuration file with more than 30 prefixed services can render a system inoperable. For the best administrative experience, it is advised to keep the number of prefixed services below 30.

Issue/Problem	Description/Workaround
Auto Attendant	<p>Auto Attendant is not supported for the following endpoints— Sony 1600, Sony XG-80, Polycom VS512, Innomedia SIP, Leadtek SIP phone, eConf versions earlier than 5.0.29, TelePhoSee, some Aethra X3 versions, RADVISION SCOPIA 3G Gateway, eConf in SIP only, old versions of TANDBERG 1000 and TANDBERG 6000. These endpoints do not support the Hold/Resume mechanism used to transfer endpoints from the Auto Attendant session to the target Conference.</p> <p>When you use IP dialing for outgoing calls from the endpoint, do not define the Gatekeeper IP address when the MCU is not registered to the Gatekeeper.</p> <p>Scotty Teleporter endpoint crashes during the auto attendant transfer process.</p>
User Interface	<p>Administrator interface:</p> <ul style="list-style-type: none"> - LifeSize recommends that you avoid using HTTPS. - The user interface does not function correctly when the following setting is configured in Internet Explorer: Tools > Internet Options > General > Temporary Internet files > Settings > Every visit to the page. Solve this issue by modifying this setting to Automatically. - When attempting to view the statistics for a 16-way conference, the fields do not refresh. -IE-8/Vista: WEB redirects to login page when trying to open the Conference Control page from the web admin, by clicking Manage Conferences. -When logging out from the Conference Control (with operator user) the admin page also logs off and can reconnect as read only. To overcome this issue, connect to the WEB from another PC.

Issue/Problem	Description/Workaround
High Definition Continuous Presence Interoperability	<p>Polycom HDX version 2.0 or higher is required for HD conferencing.</p> <p>Polycom and Tandberg Devices cannot send/receive presentation in a continuous presence call.</p> <p>LifeSize devices: -To use a LifeSize endpoint in SIP, do not select the "Use 'Empty Invite' when sending Invite messages to endpoints" check box, located in MCU > Protocols > SIP > Advanced SIP Settings.</p> <p>-LifeSize version 3.5.3 endpoints fail to send audio or video over H.323. Solve this issue by upgrading the endpoints to version 4.0.</p> <p>TANDBERG C-90 version TC1.1.1.178142 and later is required for HD conferencing.</p> <p>When working with TANDBERG MXP 990 (SD NTSC) the best HD experience is achieved when setting the endpoint to motion mode.</p> <p>In a full HD 1080p conference with Polycom HDX8000 endpoints, they display a resolution of 1920x1072 and TANDBERG C20 and C90 endpoints display a resolution of 1920x1088, even though the MCU is sending 1920x1080.</p> <p>When making a 720p at 4Mbps, the MCU limits the incoming video bitrate to 2Mbps. The MCU outgoing bitrate will still be 4Mb/s.</p>
H.243	<p>H.243 conference control may not function with some ISDN devices that are connected through a gateway.</p> <p>When H.243 is enabled, Far End Camera Control (FECC) to some Tandberg devices may not function. To resolve this, disable H.243.</p> <p>Moderator Control cannot be assigned from the device menu via H.243 commands in conferences that are assigned with a moderator PIN code. Moderator Control can be assigned via the MCU DTMF conference control menus.</p>
Encryption	<p>Encryption does not function with Tandberg devices that support both AES and DES and that are configured to only enable DES. To resolve this, enable AES in the device.</p> <p>Encryption does not function with Polycom HDX 9002 endpoints that are configured to work in the "encryption required" option. Configure the endpoint to use "encryption when available" to solve this issue.</p> <p>TANDBERG 6000E might disconnect during encrypted calls. Configure the endpoint to use a bit rate of 768 Kbps to solve this issue.</p> <p>Sony PCS-1 endpoints version 3.41 or earlier, fail to connect to the MCU when the MCU is configured to use encryption. Use version 3.42 or later to solve this issue.</p> <p>Encryption does not function with TANDBERG C20 or C90 endpoints.</p> <p>When the MCU is configured to use encryption, Aethra Xtreme300 endpoints open H.263 4CIF, instead of H.264 1080p.</p>

Issue/Problem	Description/Workaround
H.239	<p>Enabling H.243 in the Settings > Conference Control section might cause H.239 interoperability issues with Aethra endpoints.</p> <p>In the event that a TANDBERG endpoint joins a conference while a H.239 presentation is in progress, you might need to restart the presentation so that it can be seen by the TANDBERG endpoint.</p> <p>If you are using TANDBERG HD endpoints and H.239, we recommend that you use the advanced command <i>h323terminaltypecode</i> with a value of <i>200</i>. To do this, click the maintenance icon and select Advanced parameters.</p> <p>Sony PCS-1 endpoints do not always display the presentation when the presenter is an HD endpoint.</p> <p>Older endpoints such as Polycom VSX5000 or older TANDBERG endpoints may not display any video after opening a presentation. Solve this by setting the endpoint to work in H.263 only, or by changing the MCU service to support H.263 only.</p> <p>Aethra X7 supports only the resolutions of 480p or lower on the presentation channel. Configure the MCU accordingly to allow the presentation to open.</p> <p>TANDBERG C20 endpoints do not display the presentation when the presenter is any other endpoint in a full HD 1080p conference. Configure the MCU to a maximum call rate of 1500 Kbps or less to solve this issue.</p>
Cascading	<p>LifeSize recommends you use the web conference control of the Master MCU rather than of the Slave MCU in order to manage a cascaded conference.</p> <p>SIP cascading of the MCU does not operate when using Empty Invite. Use Full Invite instead.</p> <p>In a cascaded conference, the encryption status of individual participants may display incorrectly.</p> <p>When cascading with a SCOPIA MCU we recommend upgrading to version 5.7.1.</p> <p>Layout per participant and the shrink-to-fit feature are not supported on endpoints connected to the slave MCU.</p>
FECC	<p>LifeSize Room 200 using versions lower than 4.0.7, cannot control the camera of other endpoints.</p>

Issue/Problem	Description/Workaround
SIP	<p>Use TANDBERG MXP1700 versions later than 7F Beta only.</p> <p>Sony PCS-1 endpoints version 3.41 or earlier fail to connect to the MCU when using SIP. Use version 3.42 or later to solve this issue.</p> <p>LifeSize version 3.5.3 endpoints connect using CIF resolution instead of 720p when dialing out over SIP. Upgrade to version 4.0 to solve this issue.</p> <p>The audio channel fails to open when dialing out to Polycom version 2.0.3.1 endpoints over SIP. Perform one of the following steps to solve this issue: -Upgrade to a later software version -Remove the G.722.1C audio codec -Use the Empty Invite option</p> <p>When connecting TANDBERG MXP 150 with versions later than 4.2, the endpoint may not display video. Perform one of the following steps to solve this issue: -Upgrade to a later software version. -Connect the endpoint at 384 Kbps or lower. -Change the preferred video codec the endpoint is using to H.263.</p> <p>When muting and un-muting a LifeSize Room 200 version 4.0.11 connected in SIP stays muted. Upgrade to a later version to solve this problem.</p> <p>When dialing out to Sony XG80 endpoints, they connect using 288p resolution, instead of 720p. Use the Empty Invite option to solve this issue.</p> <p>Poor quality audio may be encountered on a LifeSize Room 100 (version 3.5) when connecting through SIP to a meeting after the auto attendant.</p>
Video	Strips on the video layout when endpoint with 480p capabilities displays video from 720p endpoints.
Software Updates	LifeSize discourages downgrading units running version 7.0.1 or above down to version 7.0. Downgrading in this way requires a different license key.
Audio	Occasional video switch to muted endpoints may happen when the endpoints are sending AAC-LC audio. In any case no audio from such endpoints is transmitted to the other parties.
Connectivity	Polycom VS512 might fail connecting to the MCU. In that case you will need to disable H.239 and Forward Error Correction (FEC) in the MCU service configuration.

Issue/Problem	Description/Workaround
Tips	<p>When the Windows Start Navigation sound is enabled, a continuous clicking sound is heard when the Conference Control interface automatically refreshes. Disable this sound in the Sounds and Multimedia configuration of the Control Panel.</p> <p>The Conference Control and Login screens are best viewed in full screen mode (1024 x 768 fps).</p> <p>You can open multiple Conference Control browser screens at the same time; however, close screens in which you are not currently working to avoid performing operations on the wrong conference.</p> <p>LifeSize recommends that you set the Ethernet port speed and duplex parameters of both the MCU and the switch to Auto Negotiation. Set these parameters to 1 Gbps full duplex only if your switch supports this configuration and if you experience port speed negotiation problems. Ensure that the Ethernet port speed and duplex parameter values on the MCU and the switch are identical.</p> <p>During Auto Attendant sessions, Aethra endpoints may display on-screen information that hides part of the menu presented by the MCU. Click a "C" (del) button to hide the information the endpoint displays.</p> <p>During Auto Attendant sessions, LifeSize endpoints may display on-screen information that hides part of the menu presented by the MCU. Click the far-end camera control button to hide the information the endpoint displays.</p> <p>After using the TV Mode option to reduce your picture size for viewing on a TV screen, you may still find that the picture is cut off. We recommend that you adjust your screen configuration parameters to restore the full picture.</p>

Interoperability

LifeSize video communications systems with this software release are supported with the following third party devices.

Supplier	Products
Aethra	Xtreme300: 00.02.012 X7: V12.0.20
Polycom	HDX 8000: 2.5.0 HDX 9002: 2.5.0
Sony	XG80: 2.03
Tandberg	95 MXP: F8.0 C90: TC2.0.0
Scotty	Teleporter: 2.11.72
Browsers	Windows Vista with Internet Explorer v8 Windows XP with Internet Explorer v6, v7, v8 and Firefox v3

Contacting Technical Services

LifeSize Communications welcomes your comments regarding our products and services. If you have feedback about this or any LifeSize product, please send it to feedback@lifesize.com. Refer to www.lifesize.com/support for additional ways to contact LifeSize Technical Services.