



## **Release Notes**

**LifeSize<sup>®</sup> Phone<sup>™</sup>**

**Release: v4.5.2**

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### **Product Documentation**

For the most current version of product documentation, refer to the Support page of [www.lifesize.com](http://www.lifesize.com).

### **Upgrading from a Previous Release**

This release implements upgrade license keys to ensure that a current maintenance agreement is in effect when upgrading the software on a LifeSize Phone. Refer to Licensing on page 9 for details.

**Note: After upgrading to this release, you will be unable to downgrade to any previous version.**

## New Features and Resolved Issues

Following are the major new features and resolved issues in this release. Numbers in parentheses following a summary are used for internal tracking purposes only.

Feature	Description
<b>New Features</b>	
Licensing	This release implements upgrade license keys to ensure that a current maintenance agreement is in effect when upgrading the software on a LifeSize Phone. Refer to <b>Licensing</b> on page 9 for details.
Audio performance enhancements (END-13295), (END-12924)	Various audio performance enhancements are included in this release.
New options in the user interface. (END-13317)	The SNMP option has been added to <b>Admin Preferences : Security : General</b> .
Polish language support	The Polish language is supported in this release.
The first character of an address cannot be a period ".". (END-12564)	When dialing off-hook, the * key will register as a * if it is the first key pressed.
Default QoS setting is now "None". (END-13389)	In previous releases, the default QoS setting was "diffserv". In this release, it is "none".
Tones played when dialing a long number are limited to 12. (END-12616)	Since the system can dial long numbers such as hostnames, the system limits the tones played. In previous releases, the limit was 10 digits; in this release, the limit is now 12 digits. This does not affect the number that is dialed; only the tones played.
Command line interface enhancements. (END-13928, 14109, 14113, 14135, 14198, 14200, 14203, 14210, 14227)	Several updates to commands and arguments for the automation command line interface are included in this release. Refer to the <i>LifeSize Automation Command Line Interface</i> manual for version 4.5.1 for details.
<b>Resolved Issues</b>	
Phone fails to boot after installing 4.5.1_14. (END-14907)	LifeSize Phone fails to boot after installing 4.5.1_14. This problem is corrected in this release. However, <u>after upgrading to this release, you will be unable to downgrade to any previous version.</u>
Network negotiation displays 100 Mb/s full-duplex, but phone and web administration interface indicate 10 Mb/s and half-duplex, when VLAN is enabled. (END-13414)	After enabling VLAN tagging and entering the voice VLAN ID, the phone reboots and comes up in the correct VLAN with the correct IP address. However the user interface and web administration interface indicate the network negotiation as 10 Mb/s full-duplex. In this release, the user interfaces now reflect the correct values and status.
Unable to cancel an ignored call if redialed from off hook. (END-12616) (END-13836)	Pressing Redial when off hook and then ignoring the call from the far end results in the near end unable to terminate the busy call status. This issue no longer occurs in this release.
Upgrade Failed message (END-14108)	In previous releases, an Upgrade Failed message did not display if an upgrade was unsuccessful. In this release, you now receive an indication of failed upgrade attempts.

Feature	Description
Deletions (END-13925) (END-13927)	The 802.1x certificate preference and all PSTN related preferences (such as <b>Communications : General : Voice Dialing</b> ) no longer appear in the user interface. PSTN is not supported in this release.
While registered to the Asterisk PBX, LifeSize Phone stopped making calls. (END-14111)	While registered to the Asterisk PBX, LifeSize Phone may stop making calls intermittently while the Asterisk PBX still shows the phone as being registered. This issue has been corrected in this release.

## 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
Block ports or create secure passwords. (END-2217)	Ensure that you deploy LifeSize Phone behind a firewall and block (at minimum) the following ports: <ul style="list-style-type: none"> <li>• 22 -- ssh</li> <li>• 23 -- telnet</li> <li>• 80 -- http</li> <li>• 443 -- https</li> </ul> If you require these ports to remain open, ensure that you change the default administrator and command line interface passwords to be very secure.
Rejecting calls from a Cisco phone registered to CallManager Express. (END-541)	To reject an incoming call from a Cisco phone registered to CallManager Express, you may have to press ignore (the <b>add</b> button) twice on the LifeSize Phone.
Audio fails with Mirial Softphone, SIP only. (END-14154)	If a SIP call hold duration with a Mirial Softphone and LifeSize Phone is more than 30 seconds, after unhold, the call is disconnected. If the hold duration is less than 30 seconds then call unhold works fine.
Restoring to Defaults instructions may be misleading. (End-13419)	The <i>LifeSize Phone User Guide</i> instructs you to press and hold the 7, 8, and 9 keys simultaneously until the Initial Configuration screen appears. In fact, you should only hold these keys until the message "Restore to Defaults Requested" appears (approximately 5 seconds). Otherwise, the language selection menu appears and you may accidentally select a different language.
Ready state is slow despite completion of boot process. (END-12881)	The ready-to-use state is slow despite the boot process appearing to be complete and the phone indicating it is ready. After booting completes, attempting to use the phone too soon results in failure (inaudible dial tone, ineffective key press).
User is not notified of a reboot. (END-14268)	The web administration interface does not present a message indicating a reboot is about to occur. The session will simply disconnect and you must restart your browser instance.

## Product Limitations

The following table lists known limitations with this LifeSize product. Numbers in parentheses following an issue are used for internal tracking purposes only.

Feature	Support or Limitation
IP Connectivity	You must supply a power adapter that is IEEE 802.3af compliant where Power over Ethernet (PoE) is unavailable. Refer to the quick reference card in your product package for a visual depiction of the proper setup. For details about PoE and suggested vendors, refer to the <i>Power over Ethernet (PoE) Adapters for use with LifeSize Phone</i> support document on the Support page of <a href="http://www.lifesize.com">www.lifesize.com</a> .
Support for PSTN connectivity not available.	PSTN connectivity with LifeSize Phone is not supported.
Web administration interface supported with Adobe Flash Player v9.0.115 or later. (END-7456)	This release supports the use of the web administration interface with Adobe Flash Player v9.0.115 or later.
IPv6 support limitations	LifeSize Phone supports dual configuration of IPv4 and IPv6 addressing for the device IP address only. You cannot disable IPv4 addressing on LifeSize Phone. Calls placed with an IPv6 address use the H.323 protocol. The IP address that appears in the phone display is the IPv4 address. The IPv6 address of the system appears in the System Information screen. All other configuration preferences that require an IP address (for example, the NTP and DNS servers, H.323 gatekeeper, and SIP server) must be IPv4 addresses.
Cisco 3550 switch PoE is unsupported.	The LifeSize Phone is not compatible with the Cisco 3550 switch PoE function (which is not standards based), but does work with the Cisco 3560 switch.
Calling from a PSTN device using the CME gateway produces amplified noise when the PSTN caller is not speaking. (END-593)	For best results, turn off <b>Voice Activity Detection (VAD)</b> in Cisco CallManager Express. Contact LifeSize Technical Services or your authorized LifeSize reseller for assistance.
Packet loss statistics not reported. (END-4297)	Packet loss statistics may be incorrect with any entity that does not send RTCP reports.
Certificate message always displays. (END-4515)	Internet Explorer 7 displays a certificate error message at the top of the LifeSize web administration interface at all times. You can disregard this message.

## Interoperability

LifeSize Phone supports the following LifeSize and third party devices and software.

Supplier	Products
Asterisk	Asterisk: 1.4.22.1
Avaya	SIP Enablement Services: 5.1.x Communications Manager: 5.1.x
Broadsoft	Broadworks: 13, 14 SP5
sipX	sipXecs: 3.10
Cisco	Unified Communications Manager: 7.0.2.20000-5  Users can register LifeSize Phone as an H.323 extension through the Cisco IOS Gatekeeper. The Cisco IOS Gatekeeper must be installed in the network. For more information about IP PBX configuration and support, contact your product distributor or LifeSize Customer Support.
Codian	MCU 4220: 2.4 (1.20), MCU 4504: 3.1 (2.6)
LifeSize	Room Series: 4.5.1 Team Series: 4.5.1 Express Series: 4.5.1 Passport 4.3.0 Control: 4.6.0 Multipoint: 5.7 Gatekeeper: 5.7, 7.0.1.4 Multipoint Extension: 5.7, 7.0.101.603 Multipoint 230: 7.0.1.10.0 Transit 2.1.0 Desktop: 1.0.2
Microsoft	Office Communications Server 2007: R2 v3.5.6907.0 OCS R2 Client: 3.5.6907.0 OCS server R1: 3.0.6362.0 OCS R1 client: 2.0.6362.0
Mirial	SoftPhone: 7.0.7
Polycom	VSX 7000: 9.0.5.1 VSX 8000: 9.0.5.1 ViewStation: EX: 6.0.5 ViewStation MP: 7.5.4 ViaVideo PVX: 8.0.4 IP 3000: 3.1.4 IP 4000: 3.1.4 MGC 50/100: 9.0.1 Path Navigator 7.0.12 HDX 9002, 9004, 4000: 2.5.0.2
Radvision	ECS Gatekeeper: 5.6 SCOPIA 100 12/24 MCU: 5.7 Pathfinder 5.6 SCOPIA Desktop 5.7
ShoreTel	Shoregear: 9.1

Supplier	Products
Siemens	HiPath 8000: 12.00.02.ALL.15 Latest Patch Set of HiPath5 PS0011.E01 Deployment Service: 2 R0.40.0-345.12 (Build 0) HiPath 8000 Assistant: 3.1 R0.0.0 (Build 277) MediaServer Common: 3.0 V3.0 (Build 301) MediaServer portlet: 3.0 V3.0 R0.0.0 (Build 301) MediaServer: 3.0 V3.0 R0.0.0 (Build 301)
Sony	PCS-1: 3.31 PCS-TL: 2.10 PCS-G70: 2.62
Tandberg	Edge, Centric, and Set-top MXP: F8.0 6000: B10.3 880: E5.3 1000: E5.3 Gateway G3.2 Border Controller Q5.2 GK N5.2 MCU J4.3

## Saving and Restoring a System Configuration

You can save and restore a system configuration only from the web administration interface. The **System Save** feature creates a text file that contains command line interface commands to restore a saved configuration. The saved configuration includes all the preferences that can be set through the command line interface, except the command line interface password and the password for the default SNMP user. You can edit the file manually to customize the configuration. The **System Restore** feature restores a system configuration using the saved configuration file. For more information about editing commands in the configuration file and saving and restoring a system configuration using the command line interface, refer to *LifeSize Automation Command Line Interface for LifeSize Phone*.

To save a system configuration from the web administration interface, follow these steps:

1. In the web administration interface, navigate to **Preferences : System : System Reset**. If you wish to save system passwords in the file, select **Save passwords**. Passwords saved with this option are not encrypted.
2. Click **System Save**.
3. In the **Download file** dialog box, click **Yes**.
4. When prompted, choose a location in which to save the configuration file and then click **Save**.

To restore the system configuration from the web administration interface, follow these steps:

1. Ensure that a saved configuration file exists before performing a restore.
2. If you chose not to save passwords when you saved the configuration file, passwords appear in the file as tokens surrounded by ### characters and **FIX:** precedes the command in the configuration file, for example:

```
FIX: set admin password ###Password###
```

If you wish to replace these tokens with passwords before using the file to restore a system, delete **FIX:** and replace `###token###` with the password. If you do not edit these lines, error 09 (invalid command) appears in the command output when you restore the system; the **FIX:** lines are ignored; and values previously set for the passwords remain unchanged.

3. Hang up all calls connected to the system. If calls are connected when you perform a restore, a dialog appears prompting you to continue or cancel the restore. If you continue, the system restore process terminates the calls.
4. In the web administration interface, navigate to **Preferences : System : System Reset**.
5. Click **System Restore**.
6. If an error dialog appears, examine the errors. You may wish to copy and paste the errors into a text editing program for analysis and troubleshooting. Errors due to the presence of **FIX:** lines identify commands with token passwords that were not manually edited. Other errors may indicate a problem with restoring a specified preference or restoring the entire configuration. For a description of the error codes that can appear, see "Standard Return Codes" in the *LifeSize Automation Command Line Interface for LifeSize Phone*.
7. Click **Continue**. The LifeSize system reboots and a dialog appears indicating that the restore succeeded.

## Configuring LifeSize Phone Using DHCP

A discussion about DHCP server configuration and administration with LifeSize Phone is beyond the scope of this document. Specific configuration details of DHCP servers for use with this feature vary depending on the DHCP server used and your environment. The scope of this section is limited to describing the format of site-specific option 157, which LifeSize Phone can accept from a DHCP server to get a configuration file.

### Configuring the DHCP Option

If LifeSize Phone obtains its IP address using DHCP (the default), it can accept site-specific option 157 from the DHCP server. The option must be configured on the DHCP server as a string with the following format:

```
"LifeSize: server=<path>"
```

where *<path>* is a one or more URLs separated by a semicolon and that specifies the location to a configuration file. Supported protocols include TFTP, FTP, and HTTP. If the path contains more than one URL, LifeSize Phone tries the URLs in the order listed and uses the first file that exists.

**Example:**

If the path is:

`http://example/config/fishtank.cfg;ftp://example/other/fishtank.cfg`

the phone attempts to get the configuration file `fish tank.cfg` from the web server at `http://example/config/fishtank.cfg`. If the file does not exist at that location, the phone attempts to get the configuration from the FTP server at `ftp://example/other/fishtank.cfg`.

**Note:** If the server requires a username and password to access the file, for example to log into an FTP server, you can include the user name and password in the URL. For example:

`ftp://<username>:<password>@example/other/fishtank.cfg`

where `<username>` is the user name and `<password>` is the password required for the login. The user name and password must not contain a semicolon.

Each URL can also contain the following escapes to make the configuration unique to the system:

Escape	Replacement Value
#M	Replaced with the MAC address using the underscore character to replace the colon between bytes. The MAC address resolves to a hexadecimal number with lower-case letters.
#S	Replaced by the system type (phone).
#I	Replaced by the assigned IP address.

If a machine name or IP address is alone as a path element, then the following path is substituted:

`tftp://<name>/#M.cfg;tftp://<name>/#S.cfg`

where `<name>` is the IP address or DNS name in the path.

**Example:**

For a LifeSize Phone with a MAC address of `00:13:FA:00:12:33` and an IP address of `10.10.22.77`, the path:

`http://example/configs/fishtank.cfg;example;ftp://example/#I.cfg`

resolves to search for a configuration file at the following locations:

1. `http://example/configs/fishtank.cfg`
2. `tftp://example/00_13_fa_00_12_33.cfg`
3. `tftp://example/phone.cfg`
4. `ftp://example/10.10.22.77.cfg`

**Note:** The MAC address resolves to a hexadecimal number with lower-case letters. In the previous example, the MAC address `00:13:FA:00:12:33` is replaced with `00_13_fa_00_12_33`. If you specify a path that uses the `#M` escape, ensure that the file name of the configuration file contains lower-case letters.

The first file found is used. If the checksum of the file is different from the last configuration file loaded into the system, then the new file is used.

**Note:** Setting preferences that result in a system reboot, for example port ranges or SIP preferences, may cause the system to reboot once the configuration file is loaded into the system. Because the checksum for the configuration file in this case is the same, the file is not loaded again. The actual configuration changes are applied when the system is fully booted. This may cause previous configuration preferences to appear in the phone display, for example a previous system name, before the configuration takes effect.

## Creating the Configuration File

A configuration file consists of a series of command line interface commands in the same format as the output from the get config command or in a configuration file created from saving the system configuration from the web administration interface. For more information about using the command line interface, refer to the *LifeSize Automation Command Line Interface for LifeSize Phone*. This document is available from the Support page of [www.lifesize.com](http://www.lifesize.com). For more information about saving the system configuration from the web administration interface, refer to *Saving and Restoring a System Configuration* on page 6 in this document.

## Licensing

This release implements upgrade license keys to ensure that a current maintenance agreement is in effect when upgrading the software on a LifeSize Phone beyond this release.

### Updating License Keys

System software upgrades from version 4.5.1 or earlier to a later release will require a current license key to be installed on the system. Future upgrades will fail if a current license key does not exist.

A current license key for upgrades is available when a maintenance agreement for the device is in effect. The **Upgrade License** field in **Diagnostics : System Information** shows the expiration date of an upgrade license key installed on the system, if a key exists.

**Note:** You can install a patch to a software release with an expired license key if the key was current when the software was released. The third digit of the three-digit version number of a release identifies a patch, for example 4.5.1 is patch 1 to release v4.5.0.

During a software upgrade, if no license key is installed on a system or the installed key has expired, the system attempts to contact the LifeSize license key server to check the license key status. You can check for updates to license keys in the web administration interface if your LifeSize Phone has HTTP access through port 80 to the LifeSize license key server. If your system does not have this access, refer to "Installing a License Key Manually".

### Checking for License Key Updates in the Web Administration Interface

1. Open a web browser and enter the IP address of the LifeSize system in the web address field.  
A login screen appears.  
**Note:** This is a secure Internet connection, and you may receive an unknown certificate warning.
2. In the login screen, do the following:
  - a. Choose the language in which to display the interface.
  - b. Enter the administrator password.
  - c. Click **Submit**.
3. Navigate to **Preferences : System : License Keys**.
4. Click the **Update Keys** button.
5. If the update is successful, Success appears in the **Update Key Status** box and the current license key and its expiration date appear in the **Upgrade License** box. If the update fails, refer to "Troubleshooting a Failed Update".
6. When you are finished, click the **Log out** button at the bottom of the screen, and then close your web browser.

### Troubleshooting a Failed Update

If an update to a license key fails in the web administration interface, one of the following messages appears in the **Update Key Status** box:

<i>Status Message</i>	<i>Description</i>
<b>No Contract</b>	A current maintenance agreement for the device does not exist. Contact your authorized LifeSize Partner to renew your maintenance agreement. The renewal process may require 24 to 48 hours to complete.
<b>Service Unavailable</b>	The system failed to connect to the LifeSize license key server. The server may be down or your system may not have HTTP access to the server. Contact LifeSize Technical Services if this condition persists and you have HTTP access to the server, or install a key manually using the instructions in "Installing a License Key Manually".
<b>Invalid Key</b>	A license key exists, but is invalid. Contact LifeSize Technical Services.

### Installing a License Key Manually

If you cannot obtain a license key using the license key update feature in the web administration interface, you can install a key manually as follows:

1. Click the **Download Software** button on the Support page of [www.lifesize.com](http://www.lifesize.com).
2. Enter the serial number of your LifeSize Phone and click **Submit**.
3. Copy the license key from the software download page to your operating system clipboard.
4. Open a separate web browser window and access the web administration interface of your LifeSize Phone.
5. Navigate to **Preferences : System : License Keys**.
6. In the **Enter New Key** box, paste the license key that you copied in step 3.
7. Click the **Add Key** button.  
*Note:* The **Add Key** button is available only after you copy a key in the **Enter New Key** box. The key and its expiration date appear.

## 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](mailto:feedback@lifesize.com). You may also contact LifeSize Technical Services as follows:

<b>Method</b>	<b>Address</b>
Internet	<a href="http://www.lifesize.com">http://www.lifesize.com</a>
E-mail	<a href="mailto:support@lifesize.com">support@lifesize.com</a>
Phone	(877) LIFESIZE or (877) 543-3749, (512) 347-9300
Fax	(512) 347-9301