



# Release Notes

## LifeSize® Desktop™

### Release: v2.0.2

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For the current product documentation, refer to [lifesize.com/support](http://lifesize.com/support).

## Resolved Issues

Following are the major resolved issues in this release. Numbers in parentheses are used for internal tracking.

- This release includes enhancements to license activation. (LS-299)
- An interoperability problem with Asterisk has been corrected in this release. (LS-302)

## Known Issues

Following are known issues and workarounds, if available. Numbers in parentheses are used for internal tracking.

### General

- When you are not able to achieve high definition calls, ensure that the power mode is set to maximum performance and there are no other applications consuming CPU. Restart LifeSize Desktop. For more information, refer to the system requirements and troubleshooting sections in the *LifeSize Desktop Installation Guide*.
- A known Microsoft Windows issue involves hot swapping USB devices while they are being used, which leads to a system crash. **Workaround:** Avoid adding or removing USB cameras during a call or when the Audio/Video preferences page is open. (LS-110)
- With an administrator password set, you can edit the **Maximum Receive Bandwidth** and **Maximum Transmit Bandwidth** settings without logging in. (LS-619)
- In a two-way call placed on hold from LifeSize Desktop, the call disconnects after 3 to 4 minutes. (LS-623)

### Browser

- Because the Chrome browser denies access to HTML documents hosted locally, LifeSize Desktop Help topics do not appear. **Workaround:** Use Mozilla Firefox or Microsoft Internet Explorer to view the Help.

### Firewall

- You cannot place or receive calls and Network Health appears as red if you configure LifeSize Transit firewall without SIP configuration. When you configure LifeSize Transit firewall traversal, you must configure both the LifeSize Transit firewall preferences and the SIP communication preferences.

- With firewall traversal configured, LifeSize Desktop cannot establish a secure connection. (LS-594)
- With firewall traversal enabled, a call on hold for more than 10 minutes cannot be resumed. (LS-610)
- With firewall traversal enabled, LifeSize Desktop initiates a call, but receives no audio/video when connected through VPN to the network in which another LifeSize Desktop is running. (LS-611)

## Presentation

- Data sharing does not work properly when sharing a window from a Windows 7 system with Aero Themes. Part of the window that should be hidden by the shared window appears in the top of the shared window and the menu buttons do not function properly in the shared window. (LS-529)
- When you share a PowerPoint presentation in Normal View and then switch to Presentation Mode (full screen), LifeSize Desktop continues to share the presentation data in Normal View. **Workaround:** From LifeSize Desktop, open the **Data Sharing** window and select your desktop instead of the presentation. (LS-620)
- When you place a window over a PowerPoint presentation shared from LifeSize Desktop in Windows XP, a grey box appears on the far end. **Workaround:** Bring the shared PowerPoint presentation to the front. (DSK-98, LS-621)
- When the far end stops a presentation in a call initiated by LifeSize Desktop, the incorrect **Data sharing was terminated by calling party** message appears. The correct message is **Data sharing was terminated by remote party**. (LS-625)
- In a two-way call in which a LifeSize video system is sharing presentation data with LifeSize Desktop, the presentation resolution is blank when LifeSize Desktop resumes a call that was placed on hold. (LS-627)

## Video

- SIP calls are not routed to a video system with a persistent TLS connection. Calls fail when a video system registered and calling over TCP cannot reach another video system registered over TLS. (LS-553)
- A two-way call from a LifeSize video system to LifeSize Desktop fails to connect through LifeSize Transit Server. (LS-601)

## Product Limitations

Following are known limitations with LifeSize Desktop v2.0.2.

- Because automatic bandwidth detection is not available in this release, you will experience packet loss and poor video if the call bandwidth is greater than the actual bandwidth. If you experience packet loss during video calls, you must change the default values for call bandwidth to match your actual bandwidth in the Management Center.
- If your camera cannot achieve 30 f/s, try the following:
  - Ensure that your camera is capable of delivering 30f/s.
  - Turn off applications that might affect your camera drivers such as CrazyTalk, VNC, or other applications that use your camera.
  - Upgrade your camera drivers to the current driver release.
  - Ensure that your laptop power settings are set to Maximum Performance.
- Placing a call from LifeSize Desktop to H.261-only video devices results in an audio-only call.

# Interoperability

LifeSize Desktop v2.0.2 is supported with the following third-party devices:

|                       |   |
|-----------------------|---|
| Aethra                | Vega X3: 11.03.0024   |
| Asterisk              | PBX: 2.2  |
| BroadSoft             | BroadWorks: 13  |
| Cisco                 | CCM: 6.0.1.2000-3   |
| Codian                | MCU 4210: 2.4(1)  |
| CounterPath           | eyebeam 1.5.19.5  |
| LifeSize              | Transit Server: 2.0.2, 3.0<br>Transit Client 3.0<br>Multipoint: 5.7.0.0.15<br>Video communications software release: 4.7.10   |
| Mirial                | Softphone: 7.0.1  |
| OpenSER<br>(Kamailio) | PBX: 1.2.3-tls  |
| Polycom               | VSX 3000: 9.0.5<br>VSX 7000: 9.0.5<br>VSX 8000: 8.7.1<br>HDX 9002: 2.0.2-2461<br>HDX 9004: 1.0.2-354<br>HDX 4000: 2.5.0.2-3395<br>Soundstation IP 4000: 2.5.0<br>PVX: 8.0.2                                   |
| ShoreTel              | PBX: 8.1  |
| SipXecs               | PBX: 3.10.1-012233  |
| SJ Labs               | Sjphone: 1.65.377a  |
| Tandberg              | 6000 MXP: F6.1 NTSC<br>1000 MXP: F7.2 NTSC<br>880 MXP: F6.1 NTSC<br>EDGE: F7.2  |
| Peripherals           | Cameras: Logitech Quickcam Pro 9000, Quickcam Pro for Notebook, Quickcam Orbit, HD Webcam C910, HD Webcam C510, HD Webcam C310<br>Headsets: Plantronics, Logitech<br>USB Speakerphones: ClearOne CHAT 50, 100 |

## Interoperability Limitations

Following are the known limitations with third-party products. Numbers in parentheses are used for internal tracking.

### Logitech

- If the RightLight feature is enabled in Logitech cameras (the default), the frame rate is reduced to 15f/s.  
**Workaround:** Clear the **Use Automatic RightLight Settings** box and slide the **Low Light Boost** slider to the left in the RightLight Settings camera configuration. (LS-39, LS-273)

### Polycom

- No video appears on outgoing calls from LifeSize Desktop to Polycom HDX 4000. (LS-427)
- In a two-way call initiated by LifeSize Desktop with Polycom HDX 8000 or 9002, the Polycom system reboots.  
**Workaround:** From the LifeSize Desktop Management Center, navigate to **Audio/Video > Data Sharing**. Under **Send Data Using**, select **Video Conferencing Channel**. For dual-video presentations with systems other than Polycom HDX 8000 and 9002, set **Send Data Using** back to **Data Sharing Channel**. (LS-573)
- In a two-way call between Polycom HDX 7000 and LifeSize Desktop, there is no audio after you resume a held call. (LS-634)

### ShoreTel

- A LifeSize Desktop call to another LifeSize system using the ShoreTel PBX results in a 20- to 30-second delay in video or call failure after resuming a call put on hold. (LS-326, LS-328)

## Contacting Technical Services

LifeSize Communications welcomes comments about our products and services. Send your feedback about this or other LifeSize products to [feedback@lifesize.com](mailto:feedback@lifesize.com). Refer to [lifesize.com/support](http://lifesize.com/support) for additional ways to contact LifeSize Technical Services.