

 LifeSize[®] Networker[™]

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Product Information



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Contacting Customer Support

If you have questions, concerns, or need assistance, contact your LifeSize Channel Partner.

Providing Customer Feedback

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. Contact information for LifeSize Communications is as follows:

<i>Method</i>	<i>Address</i>
Internet	http://www.lifesize.com
E-mail	support@lifesize.com
Phone	(877) LIFESIZE or (877) 543-3749 (512) 347-9300
Fax	(512) 347-9301

Welcome to LifeSize Networker

LifeSize Networker is an enhanced, all-in-one gateway for integration between IP and Integrated Services Digital Networks (ISDN) that offers multiple compact network interfaces. LifeSize Networker provides seamless IP to ISDN calls from your LifeSize videoconferencing system.

Installing LifeSize Networker

Your LifeSize Networker package includes the following components:

- LifeSize Networker unit
- Four 3 meter RJ-45 cables for BRI or PRI ports
- One 9 meter RJ-45 cable for connecting LifeSize Networker to LifeSize Room or to a network port when configured as a standalone unit with LifeSize Team
- Power cord (North American) for installing LifeSize Networker as a standalone unit with LifeSize Team only
- Quick reference card
- Documentation CD; also available at www.lifesize.com.

Installation Procedure



You can install LifeSize Networker for use with LifeSize Room or LifeSize Team. See the LifeSize Networker *Release Notes* available from the Customer Support page of www.lifesize.com for a list of supported versions.

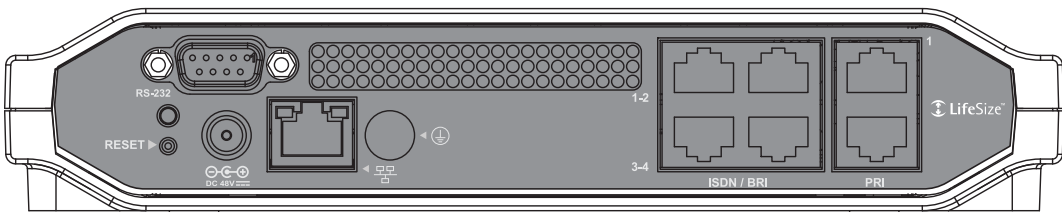
When used with LifeSize Room, LifeSize Networker is attached to LifeSize Room with an Ethernet cable and obtains its power directly from LifeSize Room. Therefore, you do not need a power supply for this configuration. When used with LifeSize Team, LifeSize Networker installs as a standalone unit and requires a power supply.

To install LifeSize Networker for use with LifeSize Room or LifeSize Team, follow these steps:

Note: Refer to the quick reference card included in your product package for a visual depiction of the proper setup.

1. Depending on which LifeSize videoconferencing system you are using, do one of the following:

- If you are using LifeSize Room, insert the 9 meter RJ-45 cable into the port marked with the LAN symbol  on LifeSize Networker and the opposite end into the **LifeSize Networker In** port on the codec that is part of your LifeSize Room system.
Note: Power is supplied from the LifeSize Room system. Do not use a power supply directly connected to the LifeSize Networker for this configuration.
- If you are using LifeSize Networker as a standalone unit with LifeSize Team, insert the cord from the power adapter into the power outlet marked  on LifeSize Networker. Insert one end of the power cord into the power adapter and the opposite end into the power outlet on the wall.



2. Verify that the LED above the **RESET** button on the back panel of LifeSize Networker is green. If the LED is yellow, verify that you have properly connected the 9 meter RJ-45 cable or power cord and adapter as appropriate for your configuration.

Note: LifeSize recommends that you do not connect the RJ-45 cables to the BRI ports or to the PRI port until after you configure LifeSize Networker as a BRI or PRI device. See "Configuring LifeSize Networker as a BRI or PRI Device" on page 9.

Note: The RS-232 port on LifeSize Networker is reserved for future use and not supported in this release. The second PRI port is reserved for future use and not supported. A V.35 port, if present on LifeSize Networker, is not supported in this release.

3. Depending on which LifeSize videoconferencing system you are using, do one of the following:

- If you are using LifeSize Room, configure LifeSize Networker as a BRI or PRI device. See "Configuring LifeSize Networker as a BRI or PRI Device" on page 9.
- If you are using LifeSize Team, you must first configure LifeSize Networker and LifeSize Team to function with each other. To accomplish this task, complete the steps in "Configuring LifeSize Networker for Use with LifeSize Team" on page 5.

Note: You must have Flash Player 8 or later installed and configured on your web browser to access the administrator configuration from a web browser. You can download the Flash Player from www.adobe.com.

Configuring LifeSize Networker for Use with LifeSize Team


LifeSize Networker functions as a standalone unit when configured for use with LifeSize Team. You can configure LifeSize Networker for use with LifeSize Team with or without registration of both devices to an H.323 gatekeeper.

To use LifeSize Networker and LifeSize Team without an H.323 gatekeeper, you must configure each device with the IP address of the other device. To prevent disruptions in service, LifeSize supports this configuration with static IP addresses only for both devices.

If you plan to register LifeSize Networker and LifeSize Team to an H.323 gatekeeper, you can configure each device with either a static IP address or dynamically assigned IP address using DHCP. You must register both devices to the same gatekeeper, and you must configure LifeSize Networker with gateway service prefixes and Direct Inward Dial (DID) values. To configure LifeSize Networker for use with LifeSize Team and registration to an H.323 gatekeeper, follow the steps in "Configuration with Registration to an H.323 Gatekeeper" on page 6.

Configuration Without Registration to an H.323 Gatekeeper

To configure LifeSize Networker for use with LifeSize Team without an H.323 gatekeeper, complete the following steps:

1. Insert the 9 meter RJ-45 cable into the port marked with the LAN symbol  on LifeSize Networker. Insert the opposite end of the RJ-45 cable into a personal computer that is configured for DHCP, but not connected to a network.

Note: You may need to wait for the operating system to assign an IP address to the personal computer after you disconnect the personal computer from the network.

2. Access the LifeSize Networker administrator configuration:
 - a. On the personal computer not connected to the network, open a web browser and navigate to the following address:

169.254.100.100

This is the default address of LifeSize Networker. The login screen of the LifeSize Networker administrator interface appears.

- b. On the login screen, choose the language in which to display the interface.
- c. Enter the administrator password (the default is 1 2 3 4).

Note: For security reasons, LifeSize recommends you change the default administrator password during the initial configuration.

- d. Click **Submit**.

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1. Select **LifeSize System IP address** and enter the IP address of the LifeSize Team to use with LifeSize Networker.

Note: The LifeSize Team IP address appears at the top of the main screen of the LifeSize Team user interface.
 2. Click **Save Changes**.
 3. Access the LifeSize Team user interface and navigate to **Administrator Preferences : Communications**.
 4. Select **LifeSize Networker IP Address** and enter the IP address of LifeSize Networker that you entered in step 5.
 5. Configure LifeSize Networker as a BRI or PRI device. See "Configuring LifeSize Networker as a BRI or PRI Device" on page 9.

Configuration with Registration to an H.323 Gatekeeper

To configure LifeSize Networker for use with LifeSize Team and register both devices to an H.323 gatekeeper, complete the following steps:

1. Determine which method (static or dynamic) you will use for assigning an IP address to LifeSize Networker, and then do one of the following:
 - To use a dynamically assigned IP address:
 - a. Follow steps 1 and 2 in "Configuration Without Registration to an H.323 Gatekeeper" on page 5 to access the LifeSize Networker administrator interface.
 - b. Click **Preferences**.
 - c. Click **Network**.
 - d. Ensure that the **DHCP** preference is set to *Enabled*.
 - To assign a static IP address:
 - a. Complete steps 1 through 8 in "Configuration Without Registration to an H.323 Gatekeeper" on page 5.
 - b. On a computer connected to your network, access the LifeSize Networker administrator interface using the static IP address of LifeSize Networker that you assigned.
 - c. Click **Preferences**.
2. Click **H.323**.

3. Configure the following preferences as specified:

a. H.323 Name

Also referred to as H.323 ID. This optional value is used when a gatekeeper is configured and requires the system to register with an H.323 ID. If the gatekeeper administrator assigns an H.323 ID for the system, this field should contain that ID.

b. Gatekeeper ID

Set the **Gatekeeper ID** only if the gatekeeper requires it (for example, configurations with multiple gatekeepers). The **Gatekeeper ID** must match the Gatekeeper ID configured on the gatekeeper to which the system is registering. Do not configure this preference if the gatekeeper does not require it as this may result in failure to register with the gatekeeper.

c. Gatekeeper Mode

If you wish LifeSize Networker to automatically discover an H.323 gatekeeper set the **Gatekeeper Mode** preference to *Auto*. You can also set this preference to *Manual* to manually choose a gatekeeper. If set to *Manual*, specify the IP address and port for the primary gatekeeper.

Note: Configuration of a secondary H.323 gatekeeper is optional.

4. Click **Save Changes**.

5. Configure gatekeeper service prefixes for outgoing calls:

a. Click **Gateway**.

b. Click **Service Prefixes**.

c. In the **Prefix** column, you can enter up to 20 service prefixes and select a bandwidth for each in the **Bandwidth** column. You must enter at least one service prefix. Ensure that each service prefix conforms to the following rules:

- Contains numeric characters only.
- Does not exceed five characters.
- Is not already registered to the gatekeeper.
- Is not a substring of another prefix.
- Is not already configured for another LifeSize Networker if you are using more than one LifeSize Networker on your network

If you define only one service prefix and specify *Auto* as the bandwidth, LifeSize Networker uses the bandwidth selected in LifeSize Team for the call. If you specify a bandwidth other than *Auto* for a service prefix, LifeSize Networker uses that bandwidth for calls and ignores the bandwidth selected in LifeSize Team.

Note: When placing a call, you must prepend the number you are calling with a service prefix.

6. Click **Save Changes**.

Note: To delete a prefix, select the **Delete** checkbox and then click **Save Changes**.

7. Configure DID values for incoming calls:

- a. Click **Direct Inward Dial**.

- b. In **DID Extension Length**, enter the number of last uncommon digits of the ISDN number. For example, if the ISDN incoming numbers are 5125551212, 5125551234, and 5125551256, then the DID extension length is 2, because the last two digits of each incoming number are not common to all three numbers.

- c. *Optional:* In **DID Prefix**, enter a unique number that identifies the LifeSize Team system to which the incoming ISDN call must be delivered. The DID prefix is applied to an incoming call after the number has been truncated based on the DID extension length.

8. Click **Save Changes**.

9. If you are using DHCP to assign an IP address to LifeSize Networker, do the following:

- a. Unplug the RJ-45 cable from the personal computer and connect it to your network. LifeSize Networker automatically reboots with a dynamically assigned IP address and attempts to register with the gatekeeper.

- b. Access your gatekeeper user interface and note the IP address assigned to LifeSize Networker. See your gatekeeper product documentation for information about how to locate the IP address of a registered device.

Note: You will need the dynamic IP address to access the LifeSize Networker administrator interface and configure LifeSize Networker as a BRI or PRI device.

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10. Register LifeSize Team with the H.323 gatekeeper:
 - a. Access the LifeSize Team user interface and navigate to **Administrator Preferences: H.323**.
 - b. The value of the **H.323 Extension** preference is the DID Prefix that you entered in step 7 and the DID extension. For example, if the DID Prefix value is 234, the DID Extension length is 4, and the last four digits of the ISDN number are 8989, then the H.323 Extension is 2348989. If you did not specify a DID Prefix, the H.323 Extension is the same as the DID extension (8989 in this example).
 - c. For the **Gatekeeper Mode** preference, select *Manual* and specify the IP address and port for the primary gatekeeper.
 - d. To complete the remaining H.323 preferences, see your LifeSize Team product documentation.
 11. Configure LifeSize Networker as a BRI or PRI device. See “Configuring LifeSize Networker as a BRI or PRI Device.”

Configuring LifeSize Networker as a BRI or PRI Device

Once you have set up LifeSize Networker in your environment to function with your LifeSize videoconferencing system, you must configure LifeSize Networker as either a BRI or PRI device. You can choose PRI or BRI but not both simultaneously.

Your telephone company provides ISDN with one of the following protocols:

- **Basic Rate Interface (BRI)**

ISDN telephone with BRI provides fingertip access to ISDN functions and eliminates the need for a terminal adapter. Using all available BRI ports, LifeSize Networker supports up to an 8B call.

- **Primary Rate Interface (PRI)**

ISDN telephone with PRI channels are carried on a T-carrier system line (in the US, Canada, and Japan) or an E-carrier line (in other countries). The channels can be reassigned when necessary to meet special needs such as video conferences.

Before you configure LifeSize Networker as a BRI or PRI device, ensure that your switch is supported. For a list of supported switches, see the LifeSize Networker *Release Notes* available from the Customer Support page of www.lifesize.com.

Accessing the Administrator Configuration

Administrator configuration screens accessible through a web browser enable you to configure LifeSize Networker as a BRI or PRI device.

To access the administrator configuration for LifeSize Networker, follow these steps:

1. Open a web browser and do one of the following:
 - If you are using LifeSize Room, navigate to the IP address displayed on the main page of your LifeSize Room system.
 - If you are using LifeSize Team, navigate to the IP address that you assigned to LifeSize Networker in "Configuring LifeSize Networker for Use with LifeSize Team" on page 5.
2. On the login screen, choose the language in which to display the interface.
3. Enter the administrator password (the default is 1 2 3 4).

Note: For security reasons, LifeSize recommends you change the default administrator password during the initial configuration.
4. Click **Submit**.
5. Depending on your configuration, do one of the following:
 - If you are using LifeSize Room, on the **Preferences** tab, click **LifeSize Networker**.
 - If you are configuring LifeSize Networker as a standalone unit for use with LifeSize Team, click **Preferences**.

Configuring LifeSize Networker as a BRI Device

ISDN telephone with Basic Rate Interface (BRI) provides fingertip access to ISDN functions and eliminates the need for a terminal adapter. You can individually enable or disable each BRI line; however, all lines must be connected to the same switch.

Most ISDN lines consist of two lines, called B channels. You can configure each BRI line as a single number or one number per channel.

A Service Profile Identifier (SPID) may be associated with each B channel for North American switches. A SPID tells equipment at the phone company whether the device on the B channels accepts voice or data information. A SPID is assigned when you order ISDN BRI from the phone company. You manually specify this numeric string of 3 to 20 digits when you configure LifeSize Networker.

To configure BRI lines on LifeSize Networker, follow these steps:

1. Access the administrator configuration. See "Accessing the Administrator Configuration" on page 9.
2. Click **ISDN**.

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3. Select **BRI Single Number** to configure each BRI line as a single number or select **BRI ISDN Number** to configure a range of ISDN numbers for each channel.
 4. If you chose **BRI Single Number**, follow these steps:
 - a. Select **Configuration** from the menu bar.
 - b. Click the **Edit** button.
 - c. Choose the switch to which your LifeSize Networker is connected and click **Save Changes**.
 - d. If you are using LifeSize Networker in Taiwan, in the **ISDN SendingComplete** option select *Enabled*.
 - e. Select **Single Number** from the menu bar.
 - f. Select the BRI line you wish to configure and click **Edit**.
 - g. Enter the number for the BRI line and click **Save Changes**.
 5. If you chose **BRI ISDN Number**, follow these steps:
 - a. Select **ISDN Number** from the menu bar.
 - b. Select the BRI line you wish to configure and click **Edit**.
 - c. Enter the first and last numbers of the range for the selected BRI line and click **Save Changes**.
 - d. Select **Channel** from the menu bar to configure the BRI channels.
 - e. Click **Edit** below the **BRI Configuration** table.
 - f. Select the switch to which your LifeSize Networker is connected and click **Save Changes**.
 - g. If you are using a National ISDN switch, you can configure a Service Profile Identifier (SPID) by clicking **Edit** below the SPID table.

Note: If your switch does not support SPIDs, configuration of a SPID is not available.
 - h. Select the BRI line numbers to configure and choose *Manual* to assign a SPID manually.
 - i. Enter the SPID numbers for each line (one number for each B channel).
 - j. Click **Save Changes**.

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- k. If you are using LifeSize Networker in Taiwan, in the **ISDN SendingComplete** option select *Enabled*.

Note: If you configured a range of ISDN numbers for each channel, incoming calls must use the number that you configure for the first B channel of a BRI line. LifeSize Networker does not support incoming calls that are dialed using the number configured for the second B channel of a BRI line.

6. To set administrative control of your BRI lines, select **General** from the menu bar and click the **Edit** button.

7. Choose the BRI line you wish to configure (or choose *All* to configure all lines simultaneously) and choose *Active* or *Inactive* for **Administrator Control**.

Note: If **Administrator Control** is inactive, the **Line Status** is also inactive. If **Administrator Control** is active, the **Line Status** is active only when it is connected to the switch and the ISDN communication is successful.

8. Click **Save Changes**.

9. Connect up to four 3 meter RJ-45 cables to the numbered ports labeled **ISDN BRI**. Connect the opposite ends to the ISDN switch. Check that the BRI lines are connected in the same order in which the numbers are configured. Regardless of the number of BRI lines connected, ensure that an ISDN line is always connected to BRI port 1 on LifeSize Networker and active.

10. Power cycle LifeSize Networker. To power cycle LifeSize Networker, press (but do not hold in) and release the **Reset** button on the back of LifeSize Networker. If you are using LifeSize Networker with LifeSize Room, you can also power cycle LifeSize Networker by rebooting your LifeSize Room system or disconnecting and then reconnecting the RJ-45 cable that connects LifeSize Room to LifeSize Networker.

Note: Power cycle LifeSize Networker if you change the switch type in your LifeSize Networker configuration.

11. Place a call to ensure the Networker LED (on the left side of the back panel) is green, indicating a call is active and LifeSize Networker has been properly configured. If the LED is yellow, verify that you have connected all cables properly.

Configuring LifeSize Networker as a PRI Device

ISDN telephone with Primary Rate Interface (PRI) channels are carried on a T-carrier system line (in the US, Canada, and Japan) or an E-carrier line (in other countries).

Note: You cannot disable the PRI port; it is automatically enabled.

PRI consists of 23 B-channels using a T1 line or 30 B-channels using and E1 line. You can configure the PRI line with a single number or a range (1 number per B channel).

Line coding and frame coding for PRI lines are determined by your telephone company.

	Line Coding	Framing
T1	B8ZS (Bipolar 8 with Zero Substitution)	ESF, Extended Superframe (preferred)
E1	HDB3 (preferred for E1 circuits)	CRC4 (cyclic redundancy check 4-bit)

To configure PRI channels, follow these steps:

1. Access the administrator configuration. See "Accessing the Administrator Configuration" on page 9.
2. Click **ISDN**.
3. Select **PRI Single Number** to configure your PRI line as a single number, or select **PRI ISDN Number** to configure a range of ISDN numbers for each channel.
4. Select **Configuration** from the menu bar.
5. Click the **Edit** button.
6. Select the line type, line coding, and framing methods.
7. If your ISDN service provider requires and provides a video network-specific facility (NSF) code, in the **Video NSF** preference, select *Enabled* to send a video NSF code when placing video calls. If you select *Enabled*, enter a value in **Video NSF Code**. The value must be a number in the range 0 through 31.
8. Select the switch to which your LifeSize Networker is connected.
9. Click **Save Changes**.
10. Depending on the line type of your configuration, do one of the following:
 - If you selected T1 line as the line type, select a value for **PRI T1 Cable Length**. The PRI T1 cable length is the length of the cable that connects your LifeSize Networker device to the phone company box for an outside T1 line.
 - If you selected E1 as the line type and are using LifeSize Networker in Mexico, select *75 ohms* as the value for the **E1 Line Type** preference.

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11. Click **Save Changes**.
 12. If you chose **PRI Single Number** in step 3, follow these steps:
 - a. Select **Single Number** from the menu bar.
 - b. Click **Edit**.
 - c. Enter the number for the PRI line and click **Save Changes**.
 13. If you chose **PRI ISDN Number** in step 3, follow these steps:
 - a. Select **ISDN Number** from the menu bar.
 - b. Click **Edit**.
 - c. Enter the first and last numbers of the designated range for the selected PRI line.
 - For T1, a range of 23 numbers, one number per B channel.
 - For E1, a range of 30 numbers, one per B channel.
 - d. Click **Save Changes**.
 14. Power cycle LifeSize Networker. To power cycle LifeSize Networker, press (but do not hold in) and release the **Reset** button on the back of LifeSize Networker. If you are using LifeSize Networker with LifeSize Room, you can also power cycle LifeSize Networker by rebooting your LifeSize Room system or disconnecting and then reconnecting the RJ-45 cable that connects LifeSize Room to LifeSize Networker.

Note: Power cycle LifeSize Networker if you change the switch type in your LifeSize Networker configuration.
 15. Connect one 9 meter RJ-45 cable to port 1 labeled **PRI**. The second PRI port is reserved for future use and not supported.
 16. Place a call to ensure the LifeSize Networker LED (above **RESET** on the back panel) is green, indicating a call is active and LifeSize Networker has been properly configured. If the LED is yellow, verify that you have connected all cables properly.

Troubleshooting LifeSize Networker

The following sections describe symptoms, possible causes, and potential solutions for common problems you may encounter with LifeSize Networker. When experiencing a problem, visually inspect the unit. Ensure the system has not been exposed to water or heat sources or appears physically damaged.

Incorrect Cabling

Improperly connected or loose cables are common causes of problems with hardware units. When investigating a system problem, first check all the external controls and cable connections. Check that connections are correct and secure, and that nothing is obstructing the cables.

Verify that power is supplied correctly to the unit through the 9 meter RJ-45 cable if LifeSize Networker is connected to LifeSize Room or through the power cord and adapter if configured as a standalone unit.

Inspect connections to any system cables and ensure there are no obstructions or loose cables at either end.

Rebooting and Resetting LifeSize Networker

You may need to reboot LifeSize Networker with no changes to your configuration or reset LifeSize Networker to its default configuration settings to correct unknown problems you may be experiencing. If you are using LifeSize Networker with LifeSize Team, you can reboot or reset LifeSize Networker from the **Maintenance** menu of the LifeSize Networker administrator configuration. If a reboot or reset from the administrator configuration fails, or if you are using LifeSize Networker with LifeSize Room, you can manually reboot or reset LifeSize Networker as follows.

Reboot

To reboot LifeSize Networker with no changes to your configuration, press (but do not hold in) and release the **Reset** button on the back of the unit. The LED flashes red and orange during the reboot. When the LifeSize Networker application has completed booting, the LED is green.

Reset to Default Settings

To restore the unit to its default configuration settings, press the **RESET** button for more than 5 seconds and less than 10 seconds. The LED on the back of your LifeSize Networker unit flashes orange twice per second.

Return to a Previous Working Image

To return to the last working image, press the **RESET** button for more than 10 seconds and less than 15 seconds. The LED on the back of your LifeSize Networker unit flashes red four times per second.

Upgrading LifeSize Networker

To upgrade the software for your LifeSize Networker unit, follow these steps:

1. Download the upgrade file from the LifeSize Networker directory on the LifeSize FTP site to a local directory on your system.

`ftp://support@ftp.lifesize.com`

Note: If you have not received a login name and password to access the LifeSize FTP site, contact LifeSize Customer Support.

2. Depending on the LifeSize videoconferencing system that you are using with LifeSize Networker, do one of the following:
 - If you are using LifeSize Room, open a web browser and enter the IP address that displays on the main page of your LifeSize Room system.
 - If you are using LifeSize Team, open a web browser and enter the IP address of LifeSize Networker.

Note: You must have Flash installed and configured on your web browser. You can download Flash from www.adobe.com.

3. Choose the language in which to display the interface.
4. Enter the admin password and click **Submit**.
5. If you are using LifeSize Room, click **LifeSize Networker**.
6. Click **Maintenance**.
7. Click **System Upgrade**.
8. If your upgrade requires you to reset the system to the original default settings, mark the **Reset to Default State** checkbox.
9. Browse for the upgrade file you downloaded in step 1.
10. Click **Submit**.

Note: This may take several minutes; do not disrupt the upgrade process.

11. A system upgrade status message displays when the upgrade is complete. Close the status window and close the administrator configuration window.
12. Your LifeSize Networker unit is ready to use. If you marked the **Reset to Default State** checkbox in step 8, you must first reconfigure LifeSize Networker.

Upgrade Error Codes

Following are the error codes you may receive when an upgrade fails.

Code	Problem	Description
1	Internal error	The system is missing critical files.
2	Switch to upgrade failed	The command to set the active partition failed.
3	Write failed	A write failure occurred during copying of the image to the upgrade partition. This typically occurs when using an upgrade image for another LifeSize product.
4	Read failed	Reading incoming data failed during uploading of the image. This typically occurs if the connection is broken during the upload.
5	Upgrade script failed	After the image has been successfully uploaded the system runs an upgrade script for final processing. This error indicates a failure in that script. This typically occurs when using an upgrade image for another LifeSize product.
6	Unable to run upgrade script	The system was unable to run the upgrade script. This typically occurs when using an upgrade image for another LifeSize product.
7	Unable to mount upgrade partition	After the image has been copied to the system, the system failed to mount the image. The typically occurs if the upgrade image is corrupt or when using an upgrade image for another LifeSize product.
8	No permission	The system failed to read the upgrade partition.
9	Corrupt image	The upgrade image is corrupt and unusable. This typically occurs due to a bad image or errors during upload to the device.
10	Bad argument	An invalid argument was submitted to the upgrade process. This typically occurs when using an upgrade image for another LifeSize product.
11	Invalid signature	The encryption signature is invalid. This typically occurs if the image is corrupt or compromised.

Code	Problem	Description
12	Decrypt failed	The system was unable to decrypt the upgrade image. This typically occurs if the image is corrupt or compromised.
13	Developer system	The system is configured for development and can only be upgraded by a LifeSize representative.
14	Upgrade in progress	An upgrade is already in progress. The system only supports one upgrade at a time.

