



## ***Release Notes***

**LifeSize® Desktop™**

**Release: v1.0.1**

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### **Product Documentation**

The following documentation is also available in this release:

- LifeSize Desktop User Guide
- Supporting licensing, attributions, and regulatory documents
- Technical Notes and supporting Technical Services documents

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

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## 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
SafeBoot Device Encryption (LS-278)	You cannot install LifeSize Desktop if SafeBoot is running on the machine.
Video frozen in a call with LifeSize Desktop behind the firewall. (LS-281)	If you are registered to a LifeSize Transit server running software older than 3.2.1, video may freeze in LifeSize Desktop. To work around this issue, upgrade your LifeSize Transit server to v3.2.1 or later.
Swapping USB devices (LS-110)	Avoid adding or removing USB cameras during a call or when the Audio/Video preferences page is open. A known issue with Microsoft Windows involves hot swapping USB devices while they are being used which leads to a system crash.
LifeSize Desktop shows Rx video codec in an audio call with another LifeSize system. (LS-325)	In an audio call between LifeSize Room and LifeSize Desktop, the Network Health shows H.264 for RX video codec.
Unable to make HD calls.	If your PC is a fast machine but is unable to achieve high definition calls, ensure the power mode is set to maximum performance and there are no other applications that may be consuming CPU. Then exit and restart LifeSize Desktop.
Transit Firewall and SIP configuration	When configuring LifeSize Transit firewall traversal, you must configure both the Transit Firewall preferences and the SIP communication preferences. You cannot place or receive calls and Network Health will display as red if you configure Transit Firewall without SIP configuration.
Frozen video at LifeSize Desktop when LifeSize Transit is enabled. (LS-281)	LifeSize Transit version 2.0 is unsupported with LifeSize Desktop. You must upgrade to LifeSize Transit version 2.1 to place calls with LifeSize Desktop with firewall traversal enabled.
Unable to register to LifeSize Transit with a VPN connection. (LS-454)	After registering to LifeSize Transit from a public internet, and then connecting to VPN and selecting the desired LAN connection, when you select LifeSize Transit firewall traversal, the network is automatically selected as Auto, the SIP registration fails, and the network displays as disconnected.
LifeSize Desktop does not receive video after resuming. (LS-Support-14)	A call from LifeSize Desktop with a LifeSize MCU that is placed on hold and then resumed creates another call instead of resuming the first call.
No video displays on LifeSize Desktop to LifeSize MCU calls if dialed with only MCU IP. (LS-Support-10)	LifeSize Desktop calling a LifeSize MCU using MCU-IP only, results in no video displaying for either participant joining the conference. Only one direction audio is present from the MCU to LifeSize Desktop. To work around this issue, call the LifeSize MCU using a conference URL <conference-id>@<MCU-IP>.

## 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
Automatic bandwidth detection is not available in this release. Packet loss may occur if values do not synch.	If you experience packet loss during video calls, change the default values for call bandwidth (1 MB/s receive, 384 kb/s transmit) to match your actual bandwidth. If these values (accessible from the Management Center) are greater than the actual bandwidth at your location, packet loss and poor video will occur.
Unable to achieve 30 f/s.	<ul style="list-style-type: none"> <li>▪ Ensure that your camera is capable of delivering 30f/s.</li> <li>▪ Turn off any applications that may be affecting your camera drivers such as CrazyTalk, VNC, or other application that utilizes your camera.</li> <li>▪ Upgrade your camera drivers to the most current release.</li> <li>▪ Ensure that your laptop power settings are set to <i>Maximum Performance</i>.</li> <li>▪ If the RightLight feature is enabled in Logitech cameras (the default), the frame rate is reduced to 15f/s. To work around this issue, de-select the Use Automatic RightLight Settings checkbox and decrease the Low Light Boost slider (by moving it to the left) in the RightLight Settings camera configuration.</li> </ul>
H.261 video calls connect as audio only calls.	If you place a call from LifeSize Desktop to any video device that supports only H.261, the call connects as an audio only call.

## Interoperability

This software release is supported with the following third party devices.

Supplier	Products
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 Multipoint: 5.6.0.0.17 Video communications software release: 4.2
Mirial	Softphone: 7.0.1
OpenSER (Kamailio)	PBX: 1.2.3-tls

Supplier	Products
Polycom	VSX 3000: 9.0.5 VSX 7000: 9.0.5 VSX 8000: 8.7.1 HDX 9002: 2.0.2-2461 HDX 9004: 1.0.2-354 HDX 4000: 2.5.0.2-3395 Soundstation IP 4000: 2.5.0 PVX: 8.0.2
ShoreTel	PBX: 8.1
SipXecs	PBX: 3.10.1-012233
SJ Labs	Sjphone: 1.65.277a
Tandberg	6000 MXP: F6.1 NTSC 1000 MXP: F7.2 NTSC 880 MXP: F6.1 NTC EDGE: F7.2
Peripherals	<b>Cameras:</b> Logitech Quickcam Pro 9000, Quickcam Pro for Notebook, Quickcam Orbit  <b>Headsets:</b> Plantronics, Logitech  <b>USB Speakerphones:</b> ClearOne CHAT 50, 100

## Interoperability Limitations

The following table lists known limitations with third party products. Numbers in parentheses following an issue are used for internal tracking purposes only.

Feature	Limitation
<b>Codian:</b>	
FECC is not supported in this release. Codian bridges can use DTMF tones to navigate menus.	By default, Codian bridges are set up to use Far End Camera Control (FECC) to navigate their on-screen menus. LifeSize Desktop does not support FECC. However, Codian bridges can also use DTMF tones to navigate the menus. To use DTMF, press # twice on the keypad. You can then use the keypad to navigate menus and control the far end camera.
<b>CounterPath eyeBeam:</b>	
Call transfer issue with eyeBeam. (LS-182)	In a call between LifeSize Desktop and eyeBeam softphone, pressing Call Transfer disconnects the call.
<b>Logitech:</b>	
Low frame rate with Logitech cameras when RightLight is enabled. (LS-39), (LS-273)	If the RightLight feature is enabled in Logitech cameras (the default), the frame rate is reduced to 15f/s. To work around this issue, de-select the Use Automatic RightLight Settings checkbox and decrease the Low Light Boost slider (by moving it to the left) in the RightLight Settings camera configuration.

<b>Polycom:</b>	
No video in an outgoing call with Polycom HDX4000. (LS-427)	No video appears on outgoing calls from LifeSize Desktop to Polycom HDX4000.
<b>ShoreTel:</b>	
A 20 to 30 second delay in video, or call failure occurs after resuming a call put on hold. (LS-328), (LS-326)	A LifeSize Desktop call to another LifeSize system using the ShoreTel PBX results in delayed video after resuming a call put on hold, or failure to resume the call.

## 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:

Method	Address
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