Release Notes

LifeSize Passport

Release: v4.7.10

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Product Documentation

For the most current version of product documentation, refer to lifesize.com/support. If you are using LifeSize Video Center or LifeSize Virtual Link with this release, please ensure that you read the release notes for those products for additional information. If you are using other LifeSize products with this release, ensure that you read the release notes for those products for additional information.

Upgrading from a Previous Release

If you are upgrading, ensure that all LifeSize cameras and adapters you intend to use are connected to your LifeSize system before you perform the upgrade. Cameras and adapters not connected before you perform the upgrade may not function properly if connected to the system after the upgrade.

Downgrading from this Release

To view and access all options in the web interface after upgrading or downgrading a LifeSize system, close your web browser, clear the browser cache, and then reopen your web browser.

LifeSize recommends you reset to the factory defaults after performing a downgrade.

Web Browser and Flash Player Support

The LifeSize web administration interface is supported in this release with the Adobe Flash Player v9 and v10 and the following web browsers:

- Microsoft Internet Explorer for Windows, v7 and v8
- Apple Safari for Mac v4.0.4

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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. Numbers in parentheses following a summary are used for internal tracking purposes only.

Feature	Description
New Features and Enhancements:	
Support for firewire on LifeSize Camera 200.	This release supports LifeSize Camera 200 firewire connectivity to LifeSize systems. Refer to Using LifeSize Cameras with the Documentation Set and Documentation Errata for more information.
Support for LifeSize Desktop v2.0.	LifeSize Desktop 2.0 is supported in this release. Refer to the LifeSize Desktop 2.0 documentation for more information.

Known Issues and Workarounds

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
Video Issues:	
Far end video connection time. (END-15798)	It may take an average of seven seconds to receive far end video after connection is established.
Camera does not upgrade in the background.(END-16275)	LifeSize Camera 200 using a firewire cable does not upgrade in the background when attached to LifeSize Passport. This is only an issue if the software on the camera is older than the software on the LifeSize system. **Workaround:** Ensure the camera and codec are at the same software version by upgrading the system to the desired software version while the camera is attached.
Audio Issues:	
Third video call to LifeSize Passport not converted to audio call. (END-15991)	LifeSize Passport can support one video and one audio call at the same time. However, if the third call is a video call, LifeSize Passport does not convert it to an audio and instead rejects it. **Workaround:** Redial the call as an audio call.
Voice dialing with IP address is successful even if voice dialing is set to ISDN. (END-9307)	For audio only calls, dialing an IP address is successful despite voice dialing set to ISDN.
Network Issues:	
Missing or invalid hostname causes H.460 calls to fail. (END-9642)	An H.460 call fails if the LifeSize system does not have a valid hostname. Ensure that a valid hostname is configured for the **Hostname** preference in **Administrator Preferences : Network : General**.
LifeSize Passport fails to finish initializing when IPv6 is enabled and set to auto configuration on a network that does not support IPv6. (END-13225)	If your network does not support IPv6 auto configuration and you set the **IPv6** preference to *enabled* and the **IPv6 Configuration** preference to *Auto* in **Administrator Preferences : Network : General**, upon reboot, LifeSize Passport will hang during initialization. Use the reset button on the back of the codec to restore factory defaults. Refer to the *LifeSize Passport User Guide* for more information.

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Issue/Problem	Description/Workaround
VLAN network connection reported as 10 Mb/s, half-duplex, even though it actually auto-negotiated at 100 Mb/s, full-duplex. (END-13467)	If you enable a VLAN, the system will reboot and the network connection will be reported as 10 Mb/s, half-duplex through the user interface, the automation command line interface, and the web administration interface, even though it actually auto-negotiated at 100 Mb/s full-duplex.
Using telnet does not work after the option is enabled. (END-13501)	After you enable telnet through the user interface, the web administration interface, or the automation command line interface, it does not work. Reboot the LifeSize system after enabling the telnet preference for it to work.
Command Line Interface Issues:	
Serial port becomes unresponsive. (END-15916)	The USB serial port can become unresponsive to the automation command line interface. **Workaround:** Remove the USB serial adapter and attach it again to restore responsiveness.
File error when unset preset called in automation command line interface. (END-16273)	`Error 02, file error` is returned in the automation command line interface if you use set `camera position -P` to a preset that has not been set. The proper error code is `0d, No data available`.
User Interface Issues:	
Primary Audio Output Test preference is not sending test tones from the web administration interface. (END-11029)	The **Primary Audio Output Test** preference in the web administration interface does not send test tones to the LifeSize system. **Workaround:** Enable the preference from the user interface for the system.
The hang up button in the web administration interface **Call Manager** does not terminate calls. (END-13377)	No matter how they are originated, calls are not terminated when you click the **hang up all** button in the web administration interface **Call Manager**. Use the remote control or the automation command line interface to terminate the call, or click the **hang up** button to terminate the call.
Restoring system configurations across models or software versions produces unexpected results.	Configuration preferences and options vary across LifeSize system software releases. Restoring a system configuration using a file saved from a different model or software release may produce unexpected results. LifeSize recommends that you restore a configuration that was saved from the same system or the same system model and software release**.**
Communications Issues:	
The **Register** button is available to re-register a system with the SIP server only after changing a SIP preference. (END-9001)	The **Register** button in **Administrator Preferences : Communications : SIP** is available to re-register the system in the event SIP registration fails only after you make a change to a SIP preference. To re-register the system, do the following: 1) Choose *Disabled* for the **SIP Registrar** preference. 2) Navigate to the **Register** button and press **OK** on the remote control. 3) Return to the **SIP Registrar** preference and choose *Enabled*. 4) Return to the **Register** button and press **OK** on the remote control.
H.460 calls between LifeSize Passport systems experience video corruption. (END-13207)	Calls between LifeSize Passport systems using the H.460 protocol can experience intermittent video corruption.

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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
Video Limitations:	
Virtual multiway not supported on LifeSize Passport. (END-12786)	Virtual multiway is not supported on LifeSize Passport in this release.
Digital zoom is unsupported. (END-9474)	Digital zoom is not supported on LifeSize Passport in this release.
Skype Limitations:	
Skype video is unsupported.	Skype video is unsupported in this release. If you attempt to place a Skype video call it will connect as audio only.
Skype calls on LifeSize Passport limited to 512K. (END-15777)	In a two-way Skype call between two LifeSize Passports, bandwidth is limited to 512K.
Network Limitations:	
Far end camera control from a public to private device is unsupported. (END-12129)	When placing a call from a system behind a firewall (or without a static NAT configuration in the firewall) the call may complete, and camera control from the system behind the firewall (the private system) to the system on the public internet (the public system) will work, but FECC from the public system to the private system will not work, or may work intermittently. LifeSize recommends deploying LifeSize Transit servers for this configuration.
LifeSize Networker is unsupported. (END-12815)	LifeSize Networker is not supported with LifeSize Passport in this release.
Recording/Streaming Limitations:	
Ten-digit recording keys from LifeSize Video Center not accepted by LifeSize Passport. (END-15471)	Although LifeSize Video Center can generate 10-digit recording keys, LifeSize Passport cannot accept them and instead produces an error message. **Workaround:** Limit your recording keys to 9 digits.
User Interface Limitations:	
Calls placed from the web administration interface **Call Manager** always appear in the **Redial** list with auto as the bandwidth and protocol. (END-6497)	Calls placed from the **Call Manager** in the web administration interface always appear on the **Redial** list with *auto* as the bandwidth and protocol, regardless of the actual bandwidth and protocol specified when the call was first placed.
Call statistics show incorrect value for packet loss of transmitted video in IPv6 calls. (END-6127)	In calls with systems using IPv6 addresses, call statistics incorrectly show zero as the value of the packet loss for transmitted video.
Dominant talker icon not displayed in multiway call. (END-12108)	LifeSize Passport cannot display the dominant talker icon in a call with an MCU hosting several participants.
The **Call Manager** in the LifeSize Passport web administration interface cannot display an image from a LifeSize Passport camera. (END-12350)	Because LifeSize Passport does not support JPEG snapshots, the **Call Manager** in the LifeSize Passport web administration interface cannot display an image from a LifeSize Passport camera, whether it is the system's own camera while idle, or the camera of a far end LifeSize Passport in a call.

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Interoperability

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

Supplier	Products
Avaya	SIP Enablement Services: v5.1.x Communication Manager: v5.1.x
Cisco	Unified Communications Manager: 7.0.2.20000-5.
Codian	MCU 4220: 2.4(1.20) MCU 4505: 3.1(2.13)
LifeSize	Multipoint: 5.7 Multipoint 230: 7.1 Multipoint Extension: 5.7, 7.1 Gatekeeper: 5.7, 7.1 Phone: 4.5.2 Transit: 3.0 Control: 4.6 Desktop 1.0.3, 2.0 Video Communications Systems: 4.5.6, 4.6, 4.7 Video Center: 1.0.1 Virtual Link: 1.0.2
Skype	Voice calls: 4.1.0.141 Skyhost: 1.10.293
Polycom	HDX 9002: 2.6.0 HDX 9004: 2.6.0 HDX 4000: 2.6.0
Tandberg	EDGE: F8.0

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
General Third Party Issues:	
Presentation from far end participant appears as black video when sent to LifeSize system as MCU and one far end participant accepts H.261 video only. (END-11372)	A presentation sent by a far end participant in a multiway video call with a LifeSize system as the MCU appears as black video if one of the devices in the call is configured to accept H.261 video only. To avoid this problem, LifeSize recommends using default configuration settings for video codecs for all devices in the call.
Video issues in calls when static NAT enabled on LifeSize systems and calls placed through routers with application-level gateways. (END-6920)	Enabling static NAT on a LifeSize system and then placing a call through a router with an application-level gateway or protocol fixup that modifies call control traffic may result in no video and/or audio at either the near end or far end of the call. Depending on the router, disabling static NAT on the LifeSize system may resolve this issue. LifeSize recommends disabling fixup on the router.

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Feature	Limitation
Cisco:	
SIP dual video not available in SIP calls through Cisco Unified Communications Manager. (END-10870)	SIP dual video is not available in SIP calls between LifeSize video communications systems connected through Cisco Unified Communications Manager.
H.239 may not work through your CISCO PIX or ASA (Adaptive Security Appliance) firewall/ASA device. (END-1611)	The Cisco fixup protocol did not recognize H.239 and terminated a call if it attempted to open an H.239 stream. Upgrade to ASA v8.2.1 or later to eliminate this issue.
Codian:	
Video and text is cropped on bottom or sides in multiway call with Codian MCU 4505. (END-9248)	In a multiway call with a Codian MCU, video and text that appear in the display may appear cropped on the bottom or sides of the image. **Workaround:** Add the LifeSize system to the directory on the Codian MCU and adjust the border size to 2 or 3 depending on your display. You can adjust the border size from the LifeSize system during a call using far end camera control. With the far end camera of the Codian MCU selected, press the zoom out key on the remote control, ensure that **Border width** is selected and then press the right arrow key to change the border width.
When more than two LifeSize systems join a call with a Codian MCU, all participants past the first two are reduced to 256k. (END-12277)	When creating a dial-out conference on the Codian MCU, the first two systems connect without issues, but any participant after that is reduced to 256k.
Tandberg:	
Audio out of sync with video on both sides in point to point call with Tandberg Edge 95 MXP. (END-14795) (END-13401)	In a call with Tandberg Edge 95 MXP, the audio goes out of sync with the video. Contact Tandberg technical support for help with this issue. (Is this the same as 13401?)
Maximum resolution of 720x400 sent to Tandberg Edge 95 systems. (END-12440, END-15849)	Tandberg Edge 95 systems receive a maximum resolution of 720x400 in calls with LifeSize systems.

Documentation Errata

The following table lists known issues in the technical documentation available in this release and software release v4.0.

Erratum Summary	Description
LifeSize Passport User Guide:	
No audio volume meters in calls.	The section *Managing Audio* includes the following statement: *When the user interface is visible during a call, a volume meter for the active microphone appears in the near video image next to the dominant speaker icon.* In this release, no volume meter is displayed in a call.

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Erratum Summary	Description
No support for Microsoft Office Communications Server 2007 Standard Edition.	The section *Configure SIP Settings* in the *LifeSize Passport User Guide* includes the following statement: *If you are planning on placing and receiving calls on LifeSize Passport with Microsoft Office Communications Server, LifeSize recommends that administrators choose Microsoft OCS for* ***SIP Server Type*** *in* ***Administrator Preferences : Communications : SIP.*** This release does not support Microsoft OCS 2007.
Rebooting your system when it is not responsive to the remote control.	The section *Power and Connectivity Issues* in the *LifeSize Passport User Guide* includes the following: *You may need to reboot a system that is not responding to commands from the remote control. To reboot the system, access* ***User Preferences : Diagnostics : System Reboot****.* If your system is not responding to your remote control, use the reset button on the back of the codec to reboot.
802.1X Authentication preference.	Before you enable the **802.1x Authentication** preference in **Administrator Preferences : Network :General**, you must configure 802.1X through the automation command line interface. Refer to the *LifeSize Passport Command Line Interface* guide for more information.
LifeSize Passport Automation Command Line Interface:	
`Set/get camera autoexposure-method` command. (END-15917)	The `set/get camera autoexposure-method` command has been added to support LifeSize Camera 200 connected through the firewire cable.
Support for setting automatic background upgrades of camera images. (END-15788)	The `get/set camera background-upgrade` command has been added to turn the background upgrade settings for the camera on and off.

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 lifesize.com/support for additional ways to contact LifeSize Technical Services.

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Creating a Recording

Software release v4.7.0 includes support for recording and streaming on LifeSize Passport while the system is not in a call.

The recording and streaming preferences must be enabled on your LifeSize Passport to record. Refer to the *LifeSize Video Center Administrator Guide* for information about setting these preferences.

Recording While Not in a Call

To record while not in a call, complete the following steps:

1. From the main screen, press the button on the remote control.
2. Press the button on the remote control to start recording.
3. If prompted, enter a valid recording key.

If successful, the recording begins and the recording indicator appears. To end the recording, press the button on the remote control.

Using LifeSize Cameras with the Documentation Set

Software release v4.7.10 includes support for LifeSize Camera 200 with a firewire cable. This camera usage is undocumented in the current documentation set. However, the descriptions of capabilities, limitations and usage of LifeSize Camera apply to your camera.

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