Release Notes

LifeSize® Phone™

Release: v3.6.0

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Product Documentation

The following documentation is available in this release:

Documentation	Description
LifeSize Phone User Guide	Describes setup and common usage for your LifeSize Phone system. Available from the documentation CD included in the product box as well as from the Support page of www.lifesize.com.
LifeSize Phone quick reference card	A visual depiction of the proper installation of all cables and components. Printed and included in the product box as well as available from the Support page of www.lifesize.com.
LifeSize EULA and Third Party Licenses	The LifeSize End User License agreement and listing of Third Party Licenses are available from the documentation CD included in the product box as well as from the Support page of www.lifesize.com.
LifeSize Safety and Regulatory Notices	Describes safety guidelines and regulatory notices for the LifeSize hardware. This document is available from the documentation CD included in the product box as well as from the Support page of www.lifesize.com.
Release Notes	This document, which describes known issues in the current release and any available workarounds. Also provides Customer Support contact information. Available from the Support page of www.lifesize.com.
LifeSize Automation Command Line Interface for LifeSize Phone	Provides a command line-based entry point for automating access and control of LifeSize Phone. Available from the Support page of www.lifesize.com.

For the most current version of user documentation, refer to the Support page of www.lifesize.com.

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Interoperability

LifeSize supports the following third party devices.

Supplier	Products
Avaya	SIP Enablement Services: 4.0 Communications Manager: 4.0.1
Broadsoft	Broadworks: 13, 14 SP5
sipX	PBX: 3.4
Cisco	Cisco CallManager 4.x and Cisco CallManager Express for audio calls. 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.
ClearOne	EX: 1.2
Codian	MCU 4220: 2.2 (1.10), 2.3 (1.8) MCU 4505: 2.2 (1.10), 2.3 (1.8)
LifeSize	Room: 3.5.2 Team: 3.5.2 Control: 3.5 Multipoint: 5.5.2 Gatekeeper: 5.5.2
Polycom	VSX 7000: 8.7.1 VSX 8000: 8.7.1 ViewStation: EX: 6.0.5 IP 3000: 2.8 IP 4000: 2.2 MGC 50/1000: 8.0, 9.0 SoundStation Premier
Radvision	ECS Gatekeeper: 5.5 SCOPIA 100 12/24 MCU: 5.5
Sony	PCS-1: 3.31 PCS-TL: 2.32
Tandberg	Edge, Centric, and Set-top MXP: F6.2, F6.3 6000: B10.3 880: E5.3 1000: E5.3

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New Features and Resolved Issues in this Release

Numbers in parentheses following an issue are used for internal tracking purposes only.

Feature	Description
Audio input redesign	This release includes changes to audio input algorithms to improve consistency in audio input behavior.
Call Manager in the web administration interface	Administrators can place and manage calls from the web administration interface Call Manager page. To place a call from the Call Manager, enter the number in the **Enter Number** box. Select a protocol to use or accept the default (*Auto*), and then click the button. Use the following buttons to manage the call: Hang up a single caller. Hang up all callers. Mute the phone microphones. Prevent incoming calls from interrupting a call in progress. The caller hears a busy signal.
Diagnostics page in the web administration interface	The web administration interface in this release also includes the new Diagnostics page. The Diagnostics page includes the following: • System Information • Call Counters (new) • Network Utilities (new ping and traceroute utilities) • System Reboot (moved from the Maintenance page where it appears in previous releases)
Administrator configuration and web administration interface reorganization	To accommodate new preferences and features in this release, preferences in the administrator configuration and web administration interface are reorganized into the following categories: • **Audio**—includes audio codec order, bass, treble; and ring tone, status tone, and DTMF tone volume preferences • **Security**—includes preferences to change the administrator password and enable/disable HTTP, SSH, and telnet access to the phone • **Network**—includes general, NAT, Reserved Ports, and QoS preferences • **Communications**—includes general, H.323, and SIP preferences • **System**—includes system identification (name, voice number, and location) and system reset • **Appearance**—includes language and LCD contrast preferences The **Main Menu** options in the administrator configuration include the **Diagnostics** option instead of the **Maintenance** option. The **Diagnostics** option includes **System Reboot**. The **System Reset** option that was previously available from the **Maintenance** option on the **Main Menu** is located in **Preferences : System** in this release.
New audio preferences	New audio preferences available in this release include **Bass**, **Treble**, and **Status Tone Volume** preferences.

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Feature	Description
HTTP, SSH, and Telnet preferences in **Preferences : Security : Remote Administration**	Administrators can enable or disable HTTP, SSH, and telnet access to LifeSize Phone with the new **HTTP**, **SSH**, and **Telnet** preferences. To access these preferences, navigate to **Preferences : Security** in the administrator configuration or web administration interface.
LifeSize Automation Command Line Interface for LifeSize Phone	This release includes support for the LifeSize Automation Command Line Interface (CLI) for LifeSize Phone. The CLI provides a command line-based entry point for automating access and control of LifeSize Phone. For more information about how to use the CLI, refer to the document *LifeSize Automation Command Line Interface for LifeSize Phone, Software Release v3.6*. This document is available from the Support page of www.lifesize.com.
LifeSize Monitoring MIB with SNMP for call information and associated traps (END-8044)	Support for using the LifeSize Monitoring MIB with LifeSize Phone is available with this release. LifeSize Phone is an SNMP-enabled device. With the LifeSize Monitoring MIB compiled on an SNMP manager, you can query LifeSize Phone for information about active calls. You can also set alarm thresholds from the SNMP manager and configure LifeSize Phone to send notifications to specific trap destinations when alarm thresholds are exceeded. For more information about configuring LifeSize Phone for use with the LifeSize Monitoring MIB, see the technical note *Using the LifeSize Monitoring MIB with LifeSize Phone*. This technical note and the LifeSize Monitoring MIB are available for download from the Support page of www.lifesize.com.
Configuration management with DHCP option (END-7450)	If LifeSize Phone obtains its IP address using DHCP (the default), it can accept an option from the DHCP server that specifies a location and file from which the phone can obtain configuration information. The file can be located on a web server, trivial file transfer protocol (TFTP) server, or file transfer protocol (FTP) server. Each time the phone boots, it attempts to fetch the configuration file specified by the option. If the configuration file has changed since the last time it was applied, the phone applies the configuration file before the boot process continues. The following prerequisites must be met to enable this feature: o The **DHCP** preference on LifeSize Phone must be set to *Enabled*. o A configuration file that contains LifeSize Automation Command Line Interface commands must exist at the location specified by the DHCP option. o LifeSize Phone accepts site-specific option 157 for this feature. The option must be configured on the DHCP server. Refer to “Configuring LifeSize Phone Using DHCP” on page 10 in this document for more information about configuring the option and creating configuration files.
Support for the Swedish language	The user interface supports the Swedish language in this release. The User Guide is also available in the Swedish language.
NAT Public IP Address preference accepts IP address or hostname	The **NAT Public IP Address** preference accepts either the IP address or the hostname of the system, rather than just the IP address as in previous releases.
Saving and restoring the system configuration	Administrators can save and restore the system configuration of a LifeSize Phone from the web administration interface and from the command line interface. For more information, see System Save and Restore on page 9.

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Feature	Description
Support for copying text in the web administration interface	Most screens in the web administration interface support copying data from the screen to the operating system clipboard. This feature facilitates troubleshooting by enabling administrators to paste configuration information into an email or text editing application. If a screen supports copying to the clipboard, a **Copy** button appears in the lower right corner of the screen. Click the **Copy** button to copy the data on the screen into the clipboard.
Support for IPv6 addressing	This release includes support for IPv6 addressing. In addition to specifying a local IPv4 IP address (through either DHCP or by manually specifying a static IP address), you can assign an IPv6 address to the phone if you are using IPv6 addressing on your network. Access **Preferences : Network : General** and choose *Enabled* for the **IPv6** preference. If your IPv6 network sends router advertisements, select *Auto* (the default) for the **IPv6 Configuration** preference to automatically assign the IPv6 address to the system. If you select *Manual* for this preference, you can specify a static IPv6 address for the system in the **IPv6 Address** preference and the address of your IPv6 router in the **IPv6 Router** preference. **Note**: Enabling or disabling IPv6 causes the phone to reboot after you exit the preference screen.
Resolved Issues:	
Caller ID displays IP address instead of extension when receiving H.323. (END-629)	In earlier releases, receiving a call using an H.323 Gatekeeper may have shown the LifeSize Phone IP address instead of the extension for the caller ID. This issue is fixed in this release.

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Features and Limitations

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 *Power over Ethernet (PoE) Adapters for use with LifeSize Phone* support document on the Support page of www.lifesize.com.
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. You must also use the IPv4 address for your system to access the system remotely through the web administration interface and an SSH session.
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 **Voice Activity Detection** (VAD) in Cisco CallManager Express. Contact LifeSize Customer Support 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.
Registration to a gatekeeper fails after enabling IPv6. (END-6605)	Registration to a gatekeeper fails after you enable the **IPv6** configuration preference. Gatekeeper registrations are not supported if IPv6 is enabled.

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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
Block ports or create secure passwords. (END-2217)	Ensure that you deploy LifeSize Phone behind a firewall and block (at minimum) the following ports: • 22 -- ssh • 23 -- telnet • 80 -- http • 443 -- https 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 CallManger Express. (END-541)	To reject an incoming call from a Cisco phone registered to CallManager Express, you may have to press ignore (the **add** button) twice on the LifeSize Phone.

Interoperability Limitations

Issue/Problem	Description/Workaround
Distorted audio received in LifeSize Phone in SIP calls placed from LifeSize Phone to Polycom systems. (END-7528) (END-7557)	You may receive distorted audio when placing a SIP call from a LifeSize Phone to a Polycom system. To work around this issue, place the call from the Polycom system.

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System Save and Restore

Administrators can save and restore the system configuration of a LifeSize Phone from the web administration interface or from the command line interface.

Note: System restore is not supported with the FireFox browser or other browsers based on Mozilla code.

The **System Save** feature in the web administration interface and the **`get config`** command in the command line interface create 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. You can edit the file manually to customize the configuration. The **System Restore** feature in the web administration interface and the **`set config`** command in the command line interface restore 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 the *LifeSize Automation Command Line Interface for LifeSize Phone, Software Release v3.6*.

Saving and Restoring from the Web Administration Interface

To save the system configuration from the web administration interface, do the following:

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. When prompted to choose a location in which to save the configuration file, choose a location and then click **Save**.

To restore the system configuration from the web administration interface, do the following:

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, Software Release v3.6*.
7. Click **Continue**. The LifeSize Phone reboots and a dialog appears indicating that the restore succeeded.

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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 `fishtank.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.

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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 consist 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. For more information about saving the system configuration from the web administration interface, refer to System Save and Restore on page 9 in this document.

Customer Support

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. You may also contact LifeSize Customer Support as follows:

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

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