Release Notes

LifeSize Video Communications Systems*

***For LifeSize Room, LifeSize Team, and LifeSize Express series models**

Release: v4.5.0

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Product Documentation

The following documentation is available in this release. For the most current version of product documentation, refer to the Support page of www.lifesize.com.

- Installation Guides
- Administrator Guide
- User Guide
- LifeSize Automation Command Line Interface
- Quick Reference Card
- Supporting licensing, attributions, and regulatory documents
- Technical Notes and supporting Technical Services documents

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Prerequisites

If you are upgrading an existing LifeSize system, or if you need to downgrade after upgrading to this release, ensure that you meet the following prerequisites before performing the upgrade or downgrade.

Supported Models

This software release is not supported on LifeSize Team or LifeSize Passport. For more information about LifeSize Passport, refer to the Support page of the LifeSize web site.

Upgrading from a Previous Release

If you are upgrading from an existing release, 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 do not function properly if connected to the system after the upgrade.

If you are upgrading from a release earlier than v4.0.0, you must upgrade to v4.0.0 before upgrading to this release. Software release v4.0.0 implements upgrade license keys to ensure that a current maintenance agreement is in effect when upgrading the software on a LifeSize video communications system. If you are upgrading from software release v4.0.0 or later, ensure that a current license key exists on the system before performing the upgrade. The expiration date for the license key appears on the **System Information** page in **Upgrade License**.

Audio levels for the active microphone volume and line in volume preferences were recalibrated in v4.1.1. If you are upgrading from a previous release, LifeSize recommends that you check these levels after performing the upgrade.

Downgrading from this Release

If you downgrade from this release, ensure that all LifeSize cameras and adapters that were connected to your LifeSize system during the upgrade to this release are connected to your LifeSize system before you perform the downgrade.

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.

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 v3 and v4

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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 LifeSize Room 220, LifeSize Team 220, and LifeSize Express 220	This release includes support for LifeSize Room 220, LifeSize Team 220, and LifeSize Express 220.
Audio enhancements to LifeSize Phone (END-13384)	The gain for LifeSize Phone as the active microphone connected to a LifeSize video communications system is increased by 4 dB in this release. To minimize the potential for feedback to the far side in a call with this increase, the maximum value for the volume output on the LifeSize Phone speakers is decreased by 2 dB.
SIP Enhancements	Auto bandwidth negotiation and renegotiation in SIP calls is available in this release.
Addition to **Time Zones** preference (END-10588)	This release adds the time zone *(GMT+01:00) Abuja, Nigeria* to the list of options available for the **Time Zone** preference in **Administrator Preferences : System : Date and Time**.
Additional **Sleep Timeout** options (END-9462)	Additional options available in this release for the **Sleep Timeout** preference in **User Preferences : Appearance** and **Administrator Preferences : Appearance : General** include 1, 2, 3, and 4 hours.
New test call entry in **Redial** list	A new entry appears in the **Redial** list for placing a test call if you reset the system to default settings with this release. The entry name is **LifeSize Demo** which resolves to demo.lifesize.com. When you place a call using this entry, the **Redial** list entry name changes to the name of the LifeSize system to which your system connects.
Active Microphone Volume preference not available when Phone is selected as the active microphone (END-10693)	If you choose *Phone* for the **Active Microphone** preference, the **Active Microphone Volume** preference is not available in this release. The LifeSize Phone microphones adjust volume automatically.
Error and busy tones play for 30 seconds instead of 5 minutes when call fails due to an invalid or busy number. (END-12247)	In previous releases, a LifeSize system played error or busy tones for a maximum of 5 minutes after a call failed to connect due to an invalid or busy number. In this release, the default is changed to 30 seconds. With the new `set call termination-time` command in the command line interface, administrators can change this default by specifying a value from 0 to 300 seconds. For more information about using the command line interface, refer to the *LifeSize Automation Command Line Interface* document available on the Support page of the LifeSize web site.
Updated documentation	The installation guides, user guide, and administrator guide for LifeSize video communications systems are updated in this release. These documents apply to all supported models in the LifeSize Room, LifeSize Team, and LifeSize Express series. For technical documentation that applies to LifeSize Passport, refer to the Support page on the LifeSize web site.
Polish language supported	Support for the Polish language is included in this release.

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Feature	Description
Resolved Issues:	
Audio enhancement decreases LifeSize MicPod sensitivity to large amounts of low-frequency noise (END-13556)	In previous releases, when a large amount of low -frequency noise was present in a meeting room during a call with LifeSize MicPod as the active microphone, the far side heard distorted audio that sounded as though short, intermittent segments were missing from the transmission. This release includes an audio enhancement that prevents this problem by reducing the sensitivity of LifeSize MicPod to large amounts of low-frequency noise.
Component video not supported through the DVI-I input. (END-11201)	Support for component video on the DVI-I input was not available in previous releases. This issue is resolved in this release. Support is available for progressive mode video only.
Browsing for an upgrade file in the web administration interface ends active calls. (END-9833)	In previous releases, active calls end when you click **Browse** from the **Maintenance** tab in the web administration interface to select an upgrade file. In this release, a warning message appears.
Support for saving and restoring custom background colors for displays. (END-10979)	Support for saving and restoring custom background colors for displays when performing a system save and restore from the web administration interface was not available in previous releases. This issue is resolved in this release.
Support for saving and restoring **Digital Zoom** preference setting. (END-13406)	Support for saving and restoring the option selected for the **Digital Zoom** preference in **Administrator Preferences : Video : Video Control** when performing a system save and restore from the web administration interface was not available in previous releases. This issue is resolved in this release.
System-wide DND previously unsupported from the command line interface. (END-11836)	The system-wide do not disturb function available from the **System Menu** was not supported in the command line interface in previous releases. This issue is resolved in this release with the availability of the new `get system do-not-disturb` and `set system do-not-disturb` commands. For more information about these commands, refer to the *LifeSize Automation Command Line Interface* manual available from the Support page of the LifeSize web site.
SNMP access not available after completing the initial configuration screens. (END-13468)	In previous releases, an attempt to access a LifeSize system through SNMP failed after completing the initial configuration screens during installation or after a reset to the default configuration. The workaround for this issue was to reboot the system. This issue is resolved in this release.

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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
Command line interface incorrectly reports call statistics in a multiway call. (END-13668)	The `status call statistics` command in the command line interface returns incorrect statistics in a multiway call that includes H263/H263+ video or low-bandwidth (less than or equal to 384 kb/s) H.264 video.
LifeSize systems fail to initialize 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, the system fails to complete the Initialization process. Use the reset button on the back of the codec to restore the system configuration to default values. Refer to the *LifeSize Video Communications Systems Administrator Guide* for more information about using the reset button.
Changing the UDP port range requires a system reboot to take effect. (END-12524)	Changing the UDP port range in **Administrator Preferences : Network : Reserved Ports** requires a system reboot to take effect. The system automatically reboots when the TCP port range is changed on this screen, but not the UDP port range. To work around this issue if you are changing only the UDP port range, reboot the system after making the change.
LifeSize systems in a call with LifeSize Room, LifeSize Room 200, and LifeSize Room 220 as the MCU and **Multiway Call Layout** set to *Last Speaker* transmit video at a lower resolution after receiving a presentation. (END-13458)	LifeSize systems participating in a call with LifeSize Room, LifeSize Room 200, or LifeSize Room 220 as the MCU and **the Multiway Call Layout** preference set to *Last Speaker* transmit video at a lower resolution after they receive a presentation.
Meetings placed from the command line interface may not connect all participants. (END-13657)	If a call placed from the meetings directory using the command line interface is not answered within three seconds by the first participant dialed, all other participants in the meetings entry are then dialed but become unavailable. If the first participant subsequently answers, the call becomes a two-way call. To work around this issue, add the remaining participants to the call manually.
On LifeSize Express, a small strip appears at the bottom of the video when call speed is 128k to 320k. (END-8353)	When two LifeSize Express systems call each other at 128 kb/s and the monitor is set to full screen, video from the far side appears with a line at the bottom. This issue only occurs when LifeSize Express receives a low resolution video.
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 being set to ISDN. Even if voice calls are set to pulse, you can place an IP H.323 voice call.
LifeSize Camera Only: Auto exposure not behaving correctly. (END-9329)	The auto exposure on LifeSize Camera may not behave consistently. The image can become dark and bright any time the camera is moved or an object in front of the camera moves. LifeSize Camera 200 does not exhibit this behavior.

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Issue/Problem	Description/Workaround
LifeSize Phone displays Diagnostics page after setting DND. (END-9939)	When setting the system to **Do Not Disturb**, LifeSize Phone displays the Diagnostics screen after approximately 90-120 seconds and the only action you can take is to reboot. **Workaround:** To work around this issue, use the remote control to cancel **Do Not Disturb**.
Blue and green lines display in a 128kb/s call. (END-10451)	Blue and green vertical lines display at the side of screen in 128kb/s IP call. **Workaround:** To work around this issue, connect at 192kb/s or greater.
LifeSize Room in sleep state does not wake when called from CLI. (END-10581)	A LifeSize Room in the sleep state with auto answer disabled and called using the command line interface remains asleep until you press a key on the remote control. However, a blank screen with the **Call Status** window appears.
Green video appears when changing to component input in a low bandwidth call. (END-10589)	When you change the main video to component input in a two-way call at 720p60, the other end receives green video.
Presentation fails in a two way SIP call through OCS R2 Standard Edition. (END-10769)	When you start a presentation in a SIP call through Microsoft Office Communicator R2, the **Starting Presentation** dialog window displays but the presentation fails.
Placing a call with the OCS client on hold, then resuming, results in both audio and video failure. (END-10850)	After placing a call from a LifeSize system to the Microsoft OCS client on hold (using the hold button in the OCS client) and then resuming the call, audio and video freeze.
Presentation bandwidth is not reduced when a third participant with a low bandwidth joins the call. (END-10820)	A presentation started at the participant's end does not downspeed when the MCU dials a third participant at a lower bandwidth. The total bandwidth transmitted to the third participant is more than the dialed bandwidth. This problem is more visible when the video balance on the MCU is set at a higher presentation bandwidth (50/50).
PSTN calls allowed despite disabling PSTN. (END-10910)	Disabling PSTN does not prevent the system from receiving PSTN calls.
A Meeting dialed from the web administration interface fails. (END-11501)	A meeting dialed from the web administration interface directory fails. **Workaround:** To work around this issue, initiate the meeting from the main system interface.
Unable to dismiss an invalid call from the command line. (END-12246)	You are unable to dismiss a rejected or invalid call from the command line, even though entry 0 is present. **Workaround**: Dismiss the call from the user interface.
Presentation is unable to start from the MCU immediately after participant joins the conference. (END-12306)	A presentation cannot start from the MCU immediately after a participant joins the conference. **Workaround:** To work around this issue, start the presentation a few seconds after participants join the call, or before new participants join the call.

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Issue/Problem	Description/Workaround
Three camera inputs show video in primary input and presentation input selection screens when four cameras are attached to LifeSize Room 200 or LifeSize Room 220. (END-10375)	When four cameras are attached to LifeSize Room 200 or LifeSize Room 220, the primary and presentation input selection screens may show video only from three of the cameras. Video from one of the LifeSize Camera 200 cameras connected to the HD inputs may appear black in the selection for this input on these screens. The video appears on screen when the device is selected.
Primary Audio Output Test preference 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:** To work around this issue, use the preference from the user interface that appears in the display connected to the system.
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**.
IP address for H.460 server not recognized if H.460 enabled before registering with the gatekeeper. (END-9556)	A LifeSize system may fail to recognize the IP address in the **Gatekeeper IP Address 1** preference for the H.460 server if you enable the **H.460** preference before registering the system to the gatekeeper. **Workaround:** To workaround this issue, navigate to **Administrator Preferences : Communications : H.323** and do the following: 1. Set the **Gatekeeper Mode** preference to *Manual*. 2. For the **Gatekeeper IP Address 1** and **Gatekeeper Port 1** preferences, enter the IP address and port number of the H.460 server that is configured in your environment. 3. Navigate to **Register** and click **OK**. 4. Choose *Enabled* for the **H.460** preference.
The **Register** button is available to re-register a system with the SIP server only after you make a change to 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.
Virtual multiway disabled below some resolutions. (END-5835)	If the LifeSize system serving as the MCU sends a 16:9 resolution below 544x304 or a 4:3 resolution below 352x288, virtual multiway is disabled. LifeSize participants see the video layouts of a 2-way call. If the resolution increases during the call, LifeSize participants automatically switch back to virtual multiway. This is typically encountered when the bandwidth of the call drops below 256 kb/s.
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 safely disregard this message.

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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
Multiway calling is limited to 6 participants with LifeSize Room 220 when the display resolution is set to 1080p. (END-13660)	When the display resolution in LifeSize Room 220 is set to 1080p, multiway calling is limited to six participants. To place a 7- or 8-way call, set the display resolution to 720p60.
G.728 audio codec not negotiated when 1080 display resolution is chosen. (END-13544)	LifeSize systems that are set to a 1080 display resolution do not negotiate the G.728 audio codec.
USB port is unsupported.	Support for the USB port on LifeSize Room 200, LifeSize Team 200, LifeSize Room 220, LifeSize Team 220, and LifeSize Express 220 is not included in this release.
Far end camera control (FECC) 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 systems not showing 1280x720 video full screen under certain conditions. (END-9679)	LifeSize systems that support and are set to the 1920x1080 display resolution do not show 1280x720 video full screen when the video is sent from a device connected to the DVI-I input or an HD input. **Workaround:** To work around this issue on LifeSize Room 200 or LifeSize Room 220, connect the 1280x720 video source to the auxiliary video input.
LifeSize v3.5.x with Flash Player v10 fails during upgrades. (END-9548)	LifeSize v3.5.x with Flash Player v10 fails during upgrades. If you are using Flash Player v10 with LifeSize v3.5.x, downgrade to Flash Player v9 before upgrading to LifeSize v4.x.
LifeSize systems that support 1920x1080p support 30Hz refresh rate. (END-11533)	LifeSize systems that support a maximum resolution of 1920x1080p support this resolution at a refresh rate of 30Hz. Choose *1920x1080i60* for the **Display Resolution** preference if your 1080p TV does not support 1080p at a refresh rate of 30Hz.
Limitations with SIP dual video (END-10870)	Support for SIP dual video in this release is subject to the following limitations: • Dual video is available in calls between LifeSize systems only. • In calls with bandwidth at 192 and 256 kb/s, the bandwidth for SIP dual video is 64 kb/s. In calls with bandwidth at 320 kb/s or greater, SIP dual video bandwidth is 128 kb/s. Adjusting bandwidth allocated to the presentation stream using the **Video Bandwidth Balance** preference has no effect. • SIP dual video is not available during a call if the **TLS Signaling** preference in **Administrator Preferences : Communications : SIP** is set to *Enabled* unless the device is registered to Microsoft OCS over TLS.

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Feature	Support or Limitation
Presentations from a far end participant in an H.460 6-way call with LifeSize Room as the MCU may fail. (END-11376)	Presentations started from a far end participant in an H.460 6-way call with LifeSize Room as the MCU may fail and the MCU may reboot. Try the call again without a presentation or limit H.460 calls to four participants.
Video image from another LifeSize participant who is not the MCU disappears during a presentation in a 4-way call with LifeSize Room or LifeSize Team MP as the MCU. (END-10426) (END-10430)	When a LifeSize system in a 4-way call connected to LifeSize Team MP or LifeSize Room as the MCU starts a presentation, the video from the fourth participant in the call is removed by the MCU to accommodate the presentation video. The video of that participant, depending on the screen layout chosen, may appear when that participant becomes the dominant speaker and replace the video of the earliest speaker.
LifeSize systems disconnect a call from a Microsoft Office Communicator 2007 participant after the participant pauses the video. (END-8806)	LifeSize systems disconnect a call from a participant using Microsoft Office Communicator 2007 after the participant clicks the video pause button in the Conversation window. Support for pausing video is not included in this release.
Virtual multiway behavior not available to LifeSize participants with an earlier release during a 5- or 6-way call with LifeSize Room or LifeSize Room 200 as the MCU when participant is not the dominant speaker. (END-9489)	In a 5- or 6-way call with LifeSize Room or LifeSize Room 200 as the MCU with this release, virtual multiway is not available to any LifeSize participant with a software release earlier than 4.0.0 and who is not the dominant speaker. In this case, LifeSize participants can only control the MCU's camera; view only 3 screen layouts; see only one participant in the call statistics screen; and not see their near end video in the video sent from the MCU. When any of these participants become the dominant speaker, virtual multiway behavior is available.
Digital zoom support (END-9474)	Digital zoom is not supported with LifeSize Camera 200.
A LifeSize system in a 2-way call with another LifeSize system with a different display resolution shows 1280x720 or slightly larger video at 30 f/s.(END-9626)	When a LifeSize system with a display resolution set to 1920x1080i60 or 1920x1080p30 calls another LifeSize system with a display resolution set to 1280x720p60 or 1280x768p60, the video resolution in the call is 1280x720 (or slightly larger) at 30 f/s.

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Feature	Support or Limitation
Transcoding limitations (END-10994) (END-10743)	In releases earlier than v4.0.0, a LifeSize system hosting a multiway video call could only encode and send one primary video stream to participants. Consequently, the resolution of the video was limited to the greatest common resolution of all devices in the call. When a device with lower resolution capabilities (either by design or due to network limitations) joined a call, video resolution degraded for all participants. LifeSize systems with software release v4.0.0 or later hosting a multiway video call can open a second primary video stream when a device with significantly different video capabilities joins an existing call. Support for this feature (transcoding) includes the following limitations: • Transcoding applies only to a second primary video stream. One of the primary video streams must be H.264. Both primary video streams cannot be H.263 or H.261. • On LifeSize Room, LifeSize Room 200, and LifeSize Room 220, transcoding is supported with continuous presence calls only (**Multiway Call** preference set to *All Callers*). • In calls with LifeSize Room 200, LifeSize Room 220, and LifeSize Team 220, if the resolution of the transcoded stream is less than one-third the resolution of the primary stream, both streams will be transmitted at standard definition resolutions.
Caller ID support. (END-1201)	Caller ID of PSTN calls during call waiting is not supported.
Link from LifeSize Team or LifeSize Express LAN port to switch may fail when both devices set to auto negotiate speed. (END-6539)	The LAN port on a LifeSize Team, LifeSize Express, and LifeSize Express 200 codec may be unable to establish a link when you connect the codec to a switch and both devices are set to auto negotiate the speed. If this occurs, set the speed on the switch and the **Network Speed** preference on the codec to either 100 Mb/s (full duplex) or 10 Mb/s (full duplex). In rigid configurations, LifeSize recommends you connect a switch or HUB to the network and then connect the device to this switch or HUB.
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.
Far end camera control with voice-activated switching of video. (END-6188)	Participants can only control the far end camera of the MCU and not the active talker when voice-activate switching of video is enabled on the MCU (**Multiway Call Layout** preference set to *Last Speaker*).
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.

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Interoperability

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

Supplier	Products
Asterisk	Asterisk 1.4.22.1
Avaya	SIP Enablement Services: v5.1 Communication Manager: v5.1
BroadSoft	BroadWorks; 13,14 SP5
Cisco	Unified Communications Manager: 7.0.2.20000-5 CallManager 4.x for audio calls and CallManager Express for both video and audio calls. Users can register LifeSize systems as H.323 extensions 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 Technical Services.
ClearOne	EX 1.2 (PSTN Phone)
Codian	MCU 4220: 2.4 (1.20) MCU 4505: 3.1 (2.6) ISDN Gateway 3240: 1.5 (1.15)N
LifeSize	Multipoint: 5.7 Multipoint Extension: 5.7, 7.0.101.603 Multipoint 230: 7.0.1.10.0 Gatekeeper: 5.7, 7.0.1.4 Gateway (PRI and Serial): 5.6 Phone: 3.7.2 Networker: 3.1.1 Transit: 2.1.0 Control: 4.6.0 Desktop 1.0.2
Microsoft	Office Communications Server 2007 Standard Edition: 3.0.6362.0 (R1), 3.5.6907.0 (R2) Office Communicator 2007: 2.0.6362.0 (R1), 3.5.6907.0 (R2)
Mirial	SoftPhone 7.0.7
Polycom	HDX 9002: 2.5.0.2 HDX 9004: 2.5.0.2 HDX 4000: 2.5.0.2 VSX 7000: 9.0.5.1 VSX 8000: 9.0.5.1 ViewStation MP: 7.5.4 ViewStation: EX: 6.0.5 ViaVideo PVX: 8.0.4 IP 3000: 2.8 (speakerphone) IP 4000: 2.2 (speakerphone) MGC 50/100: 9.0.1 Path Navigator 7.0.12 SoundStation Premier

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Supplier	Products
Radvision	ECS Gatekeeper: 5.6 Pathfinder: 5.6 SCOPIA 100 12/24 MCU: 5.7 SCOPIA 100 PRI Gateway: 5.6 SCOPIA Desktop 5.7
ShoreTel	Shoregear 9.1
Siemens	OpenScape Voice (HiPath 8000) v3 HiPath 8000 Assistant v3.1 R0.0.0 (Build 277) MediaServer 3.0 v3.0 (Build 301)
Sony	PCS-1: 3.31 PCS-TL: 2.10 PCS-G70: 2.62
sipX	sipXecs: 3.10
Tandberg	Edge, Centric, and Set-top MXP: F8.0 6000: B10.3 880: E5.3 1000: E5.3 Gateway: G3.2 Border Controller: Q5.2 GK: N5.2 MCU: J4.3

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; refer to issue END-1161.
Mute button on third party microphone may not function properly. (END-8860)	The mute button on a third party microphone connected to the microphone input on a LifeSize codec may not function properly. For best results use a LifeSize MicPod when connecting a microphone to the microphone input.

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Feature	Limitation
Video fails when low bandwidth third party joins the call. (END-11557)	In a 3-way ISDN call with LifeSize systems and a Polycom or Tandberg device as a participant, the video on the LifeSize system goes blank as soon as the third party device joins the call. This problem only occurs when the call is dialed at 256 kb/s and when both participants are dialed as ISDN. Virtual multiway becomes disabled due to the low bandwidth third party participant, forcing the video to fail. **Workaround:** To work around this issue, set both LifeSize participants to continuous presence.
In a 4-way continuous presence call with third party devices, the call behavior is unexpected when the last participant joins. (END-12301)	In a 4-way continuous presence call between a LifeSize MCU, Tandberg 6000 MXP that starts presentation, Polycom VSX 8000, and a LifeSize system, the two third party systems do not see the last participant added. The MCU sees the last participant as connected in the call statistics, but does not receive video or audio, and the 4th participant experiences no issues and can see all participants.
BroadSoft:	
SIP dual video not supported in SIP calls between LifeSize systems connected through BroadWorks. (END-10644)	A presentation with SIP dual video fails to start in SIP calls between LifeSize systems connected through BroadWorks. To work around this issue, send the presentation video as primary video by selecting *Disabled* for the **Presentations** preference in **Administrator Preferences : Communications : General** before placing the call.
Cisco:	
Support for multiway SIP calls through Cisco Unified Communications Manager (END-13541)	Support for multiway SIP calls with LifeSize Room 200 and LifeSize Room 220 as the MCU through Cisco Unified Communications Manger is limited to a 3-way call when the resolution is 1080p30 and a 5-way call when the resolution is 720p60.
6000 kb/s SIP call placed between two LifeSize systems through Cisco Unified Communications Manager connects at 1000 kb/s (END-11127)	A 6000 kb/s SIP call placed from a LifeSize Room or LifeSize Room 200 system to another LifeSize Room or LifeSize Room 200 system through Cisco Unified Communications Manager connects at 1000 kb/s. To work around this issue set the **Incoming Maximum Bandwidth** preference in **Administrator Preferences : Calls** on the LifeSize system to *6000 kb/s*.
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.

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Feature	Limitation
H.239 may not work through your CISCO PIX or ASA (Adaptive Security Appliance) firewall/ASA device. (END-1611)	The Cisco fixup protocol does not recognize H.239 and terminates a call if it attempts to open an H.239 stream. If you have a PIX firewall/ASA device and are using it to manage the H.323 protocol, you may experience any of the following conditions. • If you are using the H.323 fixup protocol and your version of the PIX firewall/ASA (Adaptive Security Appliance) only supports H.323 version 2 endpoints, (PIX Firewall or ASA version 5.3 through version 6.2) the calls always negotiate to H.263 CIF resolution instead of H.263 HD resolution, and the calls always negotiate to an audio algorithm other than AAC. To work around this issue, upgrade your PIX Firewall/ASA to a version that supports H.323 version 3 or greater. • If you are using any known version of the Cisco PIX/ASA H.323 fixup protocol, presentations (H.239) fail and will likely cause the call to terminate. To work around this issue, disable presentations. Alternatively, to work around all of these issues, configure NAT/firewall settings based on information in the *LifeSize Video Communications Systems Administrator Guide*, and then turn off the fixup protocol.
Call forward and voicemail on CME works only with Cisco Phones. (END-3320)	LifeSize does not currently support the Cisco proprietary SCCP protocol required to use call forwarding or voicemail with the Cisco IP Phone.
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. To work around this issue, 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.
Poor quality audio in calls with Codian MCU 42XX at software version earlier than v2.1. (END-5858)	You may experience poor quality audio in calls with a Codian MCU 42XX that has system software earlier than v2.1. To resolve this issue, upgrade the Codian MCU to v2.1 or later.
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.
Unable to place a 1080p30 call with Codian 4504 MCU. (END-12220)	The Codian 4505 MCU does not support 1080p decode. It can support 1080p encode only if the peer device supports it. LifeSize systems can receive 1080p30 video from the Codian MCU only if it is in 2x2 layout. If video is set to full screen, it displays 1280x720p30 receive and transmit.
Distorted video displays on LifeSize Room 200 in a 40-device call to a Codian 4520 MCU. (END-10794)	A known issue with the Codian MCU results in distorted video on LifeSize Room 200 in a 40-device conference to the Codian 4520.

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Feature	Limitation
Polycom:	
LifeSize Room 200 video cropped in a 4-way VAS call hosted by the Polycom VSX8000. (END-11952)	In a 4-way VAS call hosted by a Polycom VSX8000, LifeSize Express systems display in 16:9 format and LifeSize Room 200 systems display as 4:3. However, all systems report sending the same resolution. Due to letter-boxing issues, the video must display as 4:3.
Presentation from LifeSize system as the MCU in a multiway call with Polycom HDX stops if another participant leaves the call. (END-10898) (END-11355)	When a LifeSize system is the MCU in a multiway call and sending a presentation, the presentation stops if a Polycom HDX system is a participant and another participant leaves the call or a third party device joins the call. To work around this issue, hang up the call, place the call again, and restart the presentation, or ensure that all participants are in the call during the presentation.
Green patches appear in video when video switching configured on Polycom MGC 50 and AES Security enabled. (END-8679)	Green patches appear in video in LifeSize systems during an AES encrypted call with Polycom MGC 50 when the Polycom system is configured to use video switching.
Video freezes in Polycom VSX 7000 in encrypted multiway call when presentation is shared from LifeSize system as the MCU. (END-8909)	Polycom VSX 7000 may fail to receive a presentation started by a LifeSize system as the MCU during an encrypted multiway call. The presentation is received if the call is placed without encryption enabled.
Presentation from Polycom HDX fails with LifeSize Room as MCU if another participant does not support H.264 video. (END-9252)	A presentation from a Polycom HDX participant in a multiway call with LifeSize Room as the MCU fails if another participant in the call does not support H.264 ancillary video.
LifeSize system unable to send presentation from SD input with Polycom VSX 8000 as MCU in multiway call. (END-7611) (END-9357)	A LifeSize system in a multiway call with Polycom VSX 8000 or VSX 7000 as the MCU cannot send a presentation from a device connected to the SD input due to limitations in negotiating a compatible resolution for the video. The same issue occurs if the presentation device is connected to the VGA input on the LifeSize system. To work around this issue if the VGA input is used, change the resolution on the VGA input device to 1024x768 or greater.
Concurrent H.239 presentations unsupported with MGC. (END-3802)	If a presentation is in progress during a call with a Polycom MGC as the MCU and another participant starts a presentation, the new presentation does not appear in the display. To work around this issue, stop the current presentation before starting the new presentation.
No presentation from Polycom VSX 7000 with Polycom MGC as the MCU. (END-6513) (END-10310)	LifeSize systems do not receive a presentation from Polycom VSX 7000 when Polycom MGC is the MCU due to features sent from the MCU that are not supported on LifeSize systems.
Audio codec G.722 negotiated in a call with Polycom MGC. (END-6029)	LifeSize systems negotiate only the G.722 audio codec in calls with Polycom MGC systems.
No video when H.263-4CIF is set on the Polycom MGC. (END-10935)	LifeSize systems are not sending or receiving video to the Polycom MGC when H.263-4CIF resolution is selected. This occurs when the line rate is set above 1152kb/s and the participants dial into the conference at auto bandwidth. If you must set H.263-4CIF resolution on the MGC, you must then also dial a bandwidth higher than 1152 kb/s from the LifeSize device.

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Feature	Limitation
Not achieving 60 f/s in a call between LifeSize Room 200 and Polycom HDX 8006. (END-11806)	In a call between LifeSize Room 200 and Polycom HDX 8006, the LifeSize system does not send 60 f/s. On the Polycom HDX 8006 there is a maximum 30f/s mode by selecting *sharpness* at the camera properties, and 60f/s mode by selecting *motion*. In 30f/s mode the system can send a maximum 1080p30, in the other case it can send a maximum 720p60. To work around this problem and achieve 60 f/s, ensure the HDX is set to *motion*.
Distorted video between LifeSize Room 200 and Polycom devices. (END-12002)	Distorted video displays on LifeSize Room 200 when calling a Polycom device (for encoded resolutions that do not match the source aspect ratio).
LifeSize Express cannot send its video to the far end when connecting to a VSX7000 internal multipoint. (END-11701)	In a two-way call between LifeSize Express and Polycom VSX 7000 with H.264, adding a Polycom VSX 6000 results in no video displaying for LifeSize Express.
Radvision:	
Poor quality audio with G.728 audio codec in calls with LifeSize v3.5 systems and Radvision SCOPIA 100 12/24 MCU. (END-7609)	You may experience poor quality audio when the G.728 audio codec is used in calls with LifeSize systems v3.5 and Radvision SCOPIA 100 12/24 MCU with software versions earlier than 5.5.3. To resolve this issue, upgrade the Radvision SCOPIA 100 12/24 MCU to version 5.6 or later.
SipX:	
LifeSize can successfully register to SipXecs despite no authorization. (END-11883)	LifeSize system registers successfully with SipXecs PBX despite being unauthorized.
Sony:	
Second presentation started from LifeSize system in 2-way call with Sony PCS-G70 fails. (END-10874)	A LifeSize system in a 2-way call with Sony PCS-G70 (v2.63) can start and stop only one presentation during the call. Attempting to start a subsequent presentation fails. To work around this issue, hang up the call, place the call again, and start the presentation.
Tandberg:	
SIP call placed from LifeSize system using UDP/TCP signaling to Tandberg device using TLS and security set to auto fails. (END-10462)	A SIP call placed from a LifeSize system configured to use UDP/TCP signaling for SIP calls to a Tandberg MXP device using TLS and security set to auto fails. To work around this issue, place the call from the Tandberg device or disable the auto feature on the Tandberg device.
LifeSize Room, LifeSize Room 200, or LifeSize Room 220 using voice-activated switching of video and Tandberg 880 or 1000 in a two-way call connect as audio only call. (END-8967)	A LifeSize Room, LifeSize Room 200, or LifeSize Room 220 system using voice-activated switching of video (**Multiway Call Layout** preference set to *Last Speaker*) and a Tandberg 880 or 1000 system in a two-way call fail to negotiate a video codec. The call connects as an audio call. **Workaround:** To work around this issue, upgrade the Tandberg system to software release E5.3 NTSC (Rev. 1.20, 2002-02-08) and then set **System Configuration : Call Quality : Advanced Call Quality : Video** to *Auto* on the Tandberg system.

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Feature	Limitation
No video in Tandberg 1000 MXP from LifeSize system after Tandberg adds another caller. (END-7648)	In a call with a LifeSize system, no video appears in the Tandberg 1000 MXP display from the LifeSize system after the Tandberg system adds another caller. To work around this issue, from the Tandberg system do the following: 1. Place the call to the LifeSize system. 2. Add another LifeSize participant. 3. After the call connects, disconnect the last participant.
No video on LifeSize systems when Tandberg 1000 joins a 3-way call with Polycom VSX8000. (END-10995)	When a Tandberg 1000 joins a 3-way H.263+ call from a Polycom VSX8000 to LifeSize Room and LifeSize Room 200, both LifeSize systems stop sending video.
Low bandwidth results in poor audio in a call with LifeSize Team MP and Tandberg Edge 95. (END-10241)	In a call between LifeSize Team MP and Tandberg Edge95, the bandwidth utilization was poor and resulted in unusable audio. Reducing speed to 384K improves but does not resolve the problem.
"No incoming video" message displays on the Tandberg 6000 MXP just after call setup. (END-9724)	When a two-way ISDN call is dialed from a LifeSize system to a Tandberg 6000 MXP, the message "No incoming video" flashes on the Tandberg side just after call setup. After a couple of seconds this message is cleared and video shows.
Maximum resolution of 880x496 sent to Tandberg Edge 95 systems (END-12440)	Tandberg Edge 95 systems receive a maximum resolution of 880x496 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 Video Communications Systems Administrator Guide:	
Priority order of default input device listed for the **Default Primary Input** preference when *Auto* is selected on LifeSize Room 200 or LifeSize Room 220 is missing component input. (END-12119)	The section titled *Specifying Primary and Presentation Input Defaults* includes a table that specifies the default priority order for the primary input when the **Default Primary Input** preference is set to *Auto*. For LifeSize Room 200 and LifeSize Room 220, the component input is missing from the priority order. The component input is the fourth priority in the list if a Sony EVI-HD1 camera is connected to the component input, the VISCA Input preference is set to Auxiliary Input, and the VISCA cable is connected to the serial port on the codec.
Changing the option for a network preference from the user interface takes effect when you navigate to a different screen. (END-13292)	Changing the option for a preference in **Administrator Preferences : Network** takes effect only after you navigate to a different screen. This detail is not mentioned in the Administrator Guide.

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Technical Services

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