Release Notes

LifeSize 220 Series

LifeSize Room 220, LifeSize Team 220, and LifeSize Express 220

Release v4.9

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This software release is supported only on LifeSize 220 series and LifeSize Passport series video communications systems. Attempting to install this software release on any other LifeSize system will be unsuccessful.

For current product documentation, refer to lifesize.com/support. If you are using other LifeSize products with this release, read the latest release notes for those products for additional information.

New Features and Resolved Issues

Following are the major resolved issues in this release. Numbers in parentheses are used for internal tracking.

- Support for LifeSize Connections is included.
- Includes video quality adjustments to improve presentation rendering. (END-18110)
- HDMI audio delay setting is maintained after a reset. (END-17921)
- IPv6 is supported for H.323. (END-17917)
- New participants can successfully join a call while a recording is in progress. Also, when you choose *Near Video Only* for **Preferences : Video : Record and Stream** only the local view or presentation is recorded. However, the audio of all participants is recorded. (END-17320)
- Black or frozen video no longer occurs after connecting. (END-18460)
- The DTMF tone volume slider works for non-inband DTMF tones. A non-inband DTMF includes out-of-band (DTMFs sent through an H.323 call) and dialing tones (DTMFs heard while dialing a number). In a PSTN call, DTMF tones are still heard at a standard volume regardless of the slider setting. (END-18638)
- Calls from LifeSize devices using NAT connected to a Lync server in a private LAN no longer fail to receive audio or video. (END-18273)

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CLI Enhancements

The following table identifies enhancements to the command line interface (CLI) in this release.

Verb	Object	Target	Argument or Option	Description
`get` `set`	`video`	`adaptive-motion-control`	`{enabled|disabled}`	Enables/disables adaptive motion control. (END-18287)
`get` `set`	`audio`	`audio-output`	`line`	Silences HDMI audio output when Line Out is selected. (END-17231)
`get`	`connections`	`enable`	N/A	Returns a value of `1` if LifeSize Connections is enabled or a value of `0` if Connections is disabled. (END-18456)
		`status`	N/A	Returns the registration status of LifeSize Connections. (END-18456)
`set`	`connections`	`enable`	`username registration_key` Optional argument that must be specified with a valid username-key pair in the following format: `set connections enable [username registration_key]`.	Enables LifeSize Connections with or without a username-key pair. (END-18456).
		`disable`	N/A	Disables LifeSize Connections. (END-18456)

For complete command syntax, log in to your LifeSize system through an SSH or Telnet connection as the `auto` user and specify **–h** after the complete command: `<verb> <object> <target>`.

Known Issues

Following are known issues and their workarounds, if available. Numbers in parentheses are used for internal tracking.

Video

- With FIPS 140-2 security enabled on all LifeSize systems, adding a caller to a multiway 1080p30 call hosted by LifeSize Team 220 results in distorted video during the transition. (END-17197)
- In rooms with mixed lighting sources, the auto white balancing feature on LifeSize Camera 10x and LifeSize Camera 200 can change its setting periodically. **Workaround:** Change the **White Balance** preference from *Auto* to an acceptable manual setting. (END-16270)
- When the primary input on a LifeSize Express 220 is switched to the DVI-I input set to 1080p, the video is corrupted on the near side secondary display and on the far side participant. (END-15891)
- When you set **Administrator Preferences : Video : Video Preferences : Video Bandwidth Balance** to *10% / 90%*, the presentation bandwidth is not actually 90% of the total, but is closer to 55%. (END-15884)
- The resolution in a call between LifeSize Room 220 and LifeSize Team 220 changes from 1080p30 to 1652x928 when a LifeSize Passport joins the call. (END-15768)
- Video from LifeSize Camera as the presentation input on a LifeSize Team 220 with dual displays set to 1080p and a LifeSize Camera 200 as primary input is distorted on the secondary display. **Workaround:** Set the displays to 720p60. (END-15506)

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- *LifeSize Camera 200 Only*: Blue and green vertical lines appear at the edge of the screen in video from a LifeSize Camera 200 in a 128 kb/s IP call. **Workaround:** Connect at 192 kb/s or greater. (END-10451)
- When you change the primary input to component in a two-way 720p60 call and the component input is set to 1080i60, the other end receives green video. (END-10589)
- When four cameras are attached to LifeSize Room 220, the primary and presentation input selection screens might display video only from three of the cameras. Video from one HDMI camera connected to the HD inputs might appear black in the selection for this input on these screens. The video appears on the screen when the device is selected. (END-10375)
- Video is distorted on all devices during a five-way call through Microsoft OCS. (END-17115)
- Presentation flickers for the participant in a two-way call after stopping a recording and starting presentation. (END-19384)
- Presentation fails in a two-way call when a third participant joins. (END-19397)
- Presentation might not be successful on LifeSize devices running software v4.1 or earlier. **Workaround**: Upgrade the devices to the latest software version. (END-18484)

Audio

- With audio output set to *line out*, HDMI audio remains active, resulting in an acoustic echo. (END-17231)
- You might experience echoes if HDMI out is configured on both ends of a call. HDMI introduces a variable delay into the audio signal, resulting in acoustic echo. (END-14046)
- For audio only calls, dialing an IP address is successful even if voice dialing is set to *ISDN*. When voice calls are set to pulse, you can place an IP H.323 voice call. (END-9307)
- Fifth participant remains audio only even when becoming the active speaker. **Workaround**: Set **Outgoing/Incoming Total Bandwidth** to *Auto* on participating systems. (END-16123)
- Adding an audio caller to a conference prior to the video calls becoming established might result in downgraded bandwidth. **Workaroud:** Add additional audio calls after initial video participants have fully connected. (END-18869)
- Setting the primary display override to DVI-1080 results in loss of audio. (END-19136)

Network

- 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. Restore the system configuration to its default values by pressing the reset button on the back of the codec or by turning off IPv6 in the user interface. Refer to the *LifeSize Video Communications Systems User and Administrator Guide* for more information about using the reset button. (END-13225)
- 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 page, but not the UDP port range. **Workaround:** If you are changing only the UDP port range, reboot the system after making the change. (END-12524)
- 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**. (END-9642)
- Do not configure the TLS signaling port the same as the TCP and UDP signaling ports. If the TLS signaling port is identical to the TCP and UDP signaling ports, you cannot place or accept SIP calls. (END-19088)

Presentation

- DVD presentation through s-video auxiliary input flashes and blinks locally when shown on a secondary display in a call hosted by LifeSize Room 220. The presentation does not flash or blink on the far end. (END-17359)

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- Presentation fails on a Codian MCU in a call with LifeSize 220 systems when recording is started before sending the presentation. This failure is caused by the third party device requiring a different resolution for the presentation than that produced for LifeSize Video Center. **Workaround:** Start the presentation first and then begin recording. (END-15484)
- When all system inputs are connected to active devices, no video or corrupt video might appear in the video input selection box when you change video inputs. In a dual display configuration, the near end presentation video on the secondary display might be garbled. **Workaround:** Unplug one or more active devices. (END-15878, END-15877, END-15876)
- Some older laptops that use Intel or Nvidia graphics chipsets do not support the full set of resolutions that LifeSize supports. As a result, the resolution used on the LifeSize system is lower than that selected on the laptop. (END-15429)
- 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). (END-10820)
- A presentation cannot start from the MCU immediately after a participant joins the conference. **Workaround:** Start the presentation either a few seconds after participants join the call or before new participants join the call. (END-12306)
- Presentation is unsupported with devices running software versions prior to 4.7.13. Upgrade to a later version to ensure proper functionality with this release. (END-18176)

Command Line Interface

- `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`. (END-16273)
- The `get audio codec` command erroneously lists `silk.24`, `silk.16`, `silk.12`, and `silk.8` in the list of supported audio codecs. These codecs are not supported. (END-15164)
- The `status call statistics` command in the automation command line interface returns incorrect statistics in a multiway call that includes H.263/H.263+ video or low-bandwidth (less than or equal to 384 kb/s) H.264 video. (END-13668)
- 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. **Workaround:** Add the remaining participants to the call from the video system's user interface. (END-13657)
- 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. (END-12246)
- When executing `control call add-part` or `control call dial` to place a call with LifeSize Connections, do not use the `-p` option. A protocol is not required when placing a Connections call. (END-18671)
- When executing `set system clean –r` to purge the redial list, the list is cleared in the CLI but not in the UI. (END-18674)
- Redial list does not appear for specific bandwidth bitrates when dialed from the command line. **Workaround:** Dial the call from the main screen. (END-18794)

Recording and Streaming

- Initiating a dial out recording from LifeSize Video Center to a LifeSize system with **Auto Record** enabled results in two recordings of the same content. (END-16743)
- When recording a multiway call (through LifeSize Video Center) from a system that is not the MCU, audio is not synchronized with video when the active speaker is at the near end. Audio is synchronized with video when the active speaker is at the far end. (END-16448)

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- When you try to record a call from a LifeSize Room 220 or LifeSize Team 220 with more than the allowed number of participants, nothing indicates that too many participants are involved or that LifeSize Video Center cannot record the call. LifeSize Room 220 can record a call with no more than 7 participants. (END-15881)
- When the MCU is recording a multiway call, the recording might produce blank video for a presentation started on one non-MCU system before an initial presentation from another non-MCU system has ended. **Workaround:** When sharing multiple presentations from different non-MCU systems while recording a multiway call, ensure that one presentation ends before starting the next one. (END-15604)
- Bitrate computations for recording presentation streams have been corrected. (END-18988)
- In a four-way call, the video recording icon might not appear for every participant. (END-19477)
- No video shows for the first 20 seconds of a recording of a four-way call with Room 220. (END-19474)
- Recording might terminate when inputs are changed. (END-19197)
- Recording to Video Center might result in frozen video when switching between inputs with different resolutions. (END-19172)

User Interface

- Call history might report incorrect resolutions. On some LifeSize systems, the call history file that you download from the **Diagnostics : Call History** page of the web administration interface might report -1x-1 as the resolution in the Rx Res column. (END-16039)
- Snapshots of received presentation on LifeSize Express 220 in a multiway call might be black. (END-15543)
- When recording a multiway SIP call, virtual multiway is not available after a presentation ends. **Workaround:** On the systems on which virtual multiway is unavailable, press the mute button on the remote control twice (mute and unmute). Virtual multiway layout data reappears.
- In a call between two LifeSize systems in which the display resolution of both systems is set to 1080p30 and one system is using the current release and the other is using the previous release, the call statistics report the resolution incorrectly. (END-15552)
- The call statistics in the user interface of a LifeSize system that is participating in a multiway call hosted by another LifeSize system do not match the call statistics that appear in the web administration interface. The call statistics that appear in the web administration interface show the received resolution and bandwidth for the connection between the participant and the MCU. The statistics that appear in the user interface show resolutions for each participant in the call and bandwidths that are the result of dividing the received bandwidth by the number of participants in the call. (END-13946)
- LifeSize systems participating in a call with 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. (END-13458)
- A multiway meeting dialed from the web administration interface directory fails. **Workaround:** Initiate the meeting from the system's user interface. (END-11501, END-13657)
- The five-minute setting for the in-call UI overlay fade out timer does not work. (END-17974)
- **Administrator Preferences : Recents** might not list recent calls. (END-19166)
- Call counter might not accurately represent remote calls with LifeSize Connections. (END-19146)
- Setting **Caller ID Timeout** to *Always On* does not maintain display of the ID. (END-19326)
- The presentation stream does not show the IP address of the presentation source. (END-19325)
- The setting for the default primary input does not persist after rebooting. (END-19342)
- In a three-way call, the first and third participant do not see self-view in layout 1/7 and 4/7. (END-19446)
- Background image might change when changing the display resolution from the default to 1920x1080p30. (END-19565)
- Directory is blank while it is refreshing. (END-19544)

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- The **Maximum number of calls reached** message does not appear when a second call is dialed. (END-19440)
- The video system's user interface continues to show a **Ringing** message after the call has been disconnected. (END-19382)
- If someone uses LifeSize Connections to participate in a conference call, the redial list is populated with the usernames of everyone who participated in the call. (END-18941)

Communications

- With **SIP Signaling** set to *TLS* in **Administrator Preferences : Communications : SIP**, register with the SIP registrar for SIP calls to be successful. (END-17518)
- In a multiway call with **Multiway Call Layout** set to *All Callers*, packet loss occurs when the active speaker switches. Cumulative packet loss reported on each system is inconsistent. (END-12314)
- Disabling PSTN does not prevent the system from receiving PSTN calls. (END-10910)
- In some cases, configuring LifeSize Transit from the LifeSize system fails even when the data provided is correct. **Workaround:** Reset to defaults and reconfigure LifeSize Transit. (END-17971)
- Setting the Voice Dialing preference to H.323 does not limit calls to H.323. You can still place SIP voice calls through a SIP Proxy. You can also connect by using H.323 even if the option is set to SIP. (END-18580)
- OCS registration might fail from the web administration interface. **Workaround:** Register from the main screen interface of your video system.
- The system might become unresponsive for up to 30 seconds after terminating a call. (END-19312)
- When a system is deactivated and reactivated again, it does not re-register automatically. You must manually re-register the device. (END19224)
- A LifeSize system might 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:** Navigate to **Administrator Preferences : Communications : H.323** and perform the following steps:
  1. Set **Gatekeeper Mode** to *Manual*.
  2. For **Gatekeeper IP Address 1** and **Gatekeeper Port 1**, 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. (END-9556)

Upgrade

- Because software upgrades require the system to communicate with the license server to perform a license check, DNS resolution must be enabled either through DHCP or by specifying **DNS Servers** in **Administrator Preferences : Network : General**. If you disable DHCP, set **DNS Servers** and specify the IP address, subnet mask, and gateway to facilitate software upgrades. (END-14192)
- Upgrading from LifeSize system software version 4.6 might change your existing serial port configuration. When connecting a Sony camera to a LifeSize system, ensure that you configure the serial ports on your LifeSize system as described in the *Using Sony Cameras with LifeSize Video Communications Systems* technical note. (END-16813)
- Using the Safari browser on a Mac to upgrade system software might result in a certificate error. (END-15551)

LifeSize Connections

- Resetting and applying a saved configuration with LifeSize Connections disabled results in Connections being set to enabled. (END-18553)

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- After disabling your LifeSize Connections registration, LifeSize Transit might appear as *Connected* even without access to the Transit Server. (END-18641)
- LifeSize Connections automatically becomes enabled when attempting to re-register with OCS. (END-18309)
- LifeSize Connections automatically becomes enabled after a save and restore. (END-18553)
- In a multiway call with LifeSize Connections participants, statistics are shown only for the first participant. (END-18368)
- Meetings with LifeSize Connections participants are not supported. (END-19214, END-18277, END-19210, END-19213)
- A minimum of 30 UDP/TCP ports are required for the best performance in LifeSize Connections calls between the Client and a LifeSize device. (END-19286)
- Passwords must be different from your Connections ID, or you can only log in using your email address. (CON-463)
- Changing your Connections password ends the current session and requires you to log in again. (CON-305)
- Multiple, subsequent changes to your password might result in lockout. (CON-467)
- Muted Connections participants become unmuted when a new participant joins. (CON-290)
- When a Connections client on Windows that is in a call with a Connections client on MAC starts a presentation and then ends the call, the MAC client crashes and must be restarted. (CON-632)
- In a multiway call with presentation, when a second participant starts another presentation and a third participant changes the layout of the call, the presentation fails. (CON-622)
- For video calls, Connections attempts to connect before SIP PBX. For audio calls, SIP PBX attempts to connect before Connections. If the SIP PBX connects successfully, Connections is not tried and might appear to be unsuccessful if registered to a SIP server. (END-19495)
- If you register to the Connections server with greater than 1000 entries, the 1000 limit results in a subset that might differ on each system. (CON-680)

Product Limitations

Following are known limitations with this LifeSize software version. Numbers in parentheses are used for internal tracking.

Video

- 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. (END-13660)
- 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: On a LifeSize Room 220, connect the 1280x720 video source to the auxiliary video input. (END-9679)
- 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. (END-11533)

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- Support for SIP dual video is subject to the following limitations:
  - Dual video is available in calls with LifeSize systems and Polycom SIP dual-video systems noted in the Interoperability section 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 supported with Cisco Unified Communications Manager. (END-10870)
- 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 220, transcoding is supported with continuous presence calls only (**Multiway Call Layout** preference set to *All Callers*).

  In calls with 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. (END-10994) (END-10743)
- Digital zoom is not supported on LifeSize cameras using an HDMI cable, but is supported with a firewire cable. (END-9474)
- 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. (END-9626)
- Participants can only control the far end camera of the MCU and not the active talker when voice-activated switching of video is enabled on the MCU (**Multiway Call Layout** preference set to *Last Speaker*). (END-6188)

Audio

- After the fourth participant is added to a call in which LifeSize Room 220 is the MCU, each new participant and one of the original participants is negotiated to the G.711 (µ/A-Law) audio codec. Therefore, in an eight-way call, all participants use the G.711 (µ/A-Law) audio codec. (END-15217)
- LifeSize systems that are set to a 1080 display resolution do not negotiate the G.728 audio codec. (END-13544)
- When placing a call to an unavailable address or adding a participant to a conference that does not exist and you press the **Voice** button on the phone to terminate the call, the unavailable call remains on the display, and the dial tones sound for approximately 30 seconds. **Workaround:** Use the remote control to terminate calls. (END-16060)

Network

- When placing a call from a system behind a firewall (or without a static NAT configuration in the firewall) the call might complete and camera control from the system behind the firewall (the private system) to the system on the public internet (the public system) might work. However, FECC from the public system to the private system either does not work or works intermittently. LifeSize recommends deploying LifeSize Transit for this configuration. (END-12129)
- The LAN port might be unable to establish a link when you connect the LifeSize system to a switch and both devices are set to automatically negotiate the speed. If this event occurs, set the speed on the switch and the **Network Speed** preference on the LifeSize system to either 100 Mb/s (full duplex) or 10 Mb/s (full duplex). In

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rigid configurations, LifeSize recommends that you connect a switch to the network and then connect the device to this switch. (END-6539)

Recording and Streaming

- Although LifeSize Video Center can generate 10-digit recording keys, LifeSize video communications systems cannot accept them and, instead, produce an error message. **Workaround:** Limit your recording keys to nine digits. (END-15471)

User Interface

- If the LifeSize system serving as the MCU sends a 16:9 resolution below 528x304 or a 4:3 resolution below 352x288, virtual multiway is disabled. LifeSize participants see the video layouts of a two-way call. If the resolution increases during the call, LifeSize participants automatically switch back to virtual multiway. This scenario is typically encountered when the bandwidth of the call drops below 256 kb/s. (END-5835)
- 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. (END-9548)
- In a five- or six-way call with LifeSize Room 220 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 three screen layouts, and view only one participant in the call statistics screen. However, participants cannot view their near end video in the video sent from the MCU. When any of these participants becomes the dominant speaker, virtual multiway behavior is available. (END-9489)
- Caller ID of PSTN calls during call waiting is not supported. (END-1201)
- 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. (END-6497)
- In calls with systems that use IPv6 addresses, call statistics incorrectly show zero as the value of the packet loss for transmitted video. (END-6127)

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Interoperability

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

Avaya	SIP Enablement Services: 5.1.x Communication Manager: 6.1.x 1-X Communicator: 6.1.x
Asterisk	Asterisk: 1.4.22.1
Browser support	Microsoft Internet Explorer v7, v8 Apple Safari for Mac v4.0.4 Adobe Flash Player v9, v10
Cisco	IOS GK: v12.4(17a) ASA 5510 Firewall: v8.0(4) UCM: v7.13.10000-11e
Codian	MCU 4220: 4.1(1.59) MCU 4505: 4.1(1.59)
LifeSize	Bridge 2200: 1.1.3 Control: 5.5 Desktop: 2.0.1 Gatekeeper: 5.7, 7.1 Gateway PRI and Serial: 5.6 Multipoint: 5.7 Multipoint Extension: 5.7, 7.1 Multipoint 230: 7.1 Networker: 3.1.1 Phone: 4.5.3 Transit: 3.5.1 Video Center: 1.2.3
Microsoft	Office Communications Server 2007: 3.5.6907.0 (R2) Office Communicator 2007: 3.5.6907.206 (R2)
OpenSIPS	OpenSIPS: 1.6.3
Polycom	HDX Series: 3.0.2 RMX: 7.0.2 VSX: 9.0.6 VVX: 3.3.1 IP 4000: 3.1.6 IP 7000: 3.3.1 PathNavigator: 7.0.14 BFCP for HDX: 3.0.2
ShoreTel	Shoregear: 11
sipX	sipXecs: 4.2.1
Sony	Sony PCS XG-80 2.14
Tandberg	Edge 95 MXP: F9.0.2 C Series: TC4.0.1 Tandberg VCS X5.1.1
USB devices	Keyspan: USA-19HS Sewell: AP1102 StarTech: ICUSB232

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Interoperability Limitations

Following are the known limitations with third party products. Numbers in parentheses are used for internal tracking.

General

- Standard definition video systems set to use H.261 might produce poor video images when in calls with LifeSize systems. (END-15971)
- 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 LifeSize systems for all devices in the call. (END-11372)
- 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 might 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 might resolve this issue. LifeSize recommends disabling fixup on the router. (END-6920)
- The mute button on a third party microphone connected to the microphone input on a LifeSize system might not function properly. For best results, use a LifeSize MicPod when connecting a microphone to the microphone input. (END-8860)
- In a three-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 occurs only 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:** Set both LifeSize participants to continuous presence (**Multiway Call** preference set to *All Callers*). (END-11557)
- Room 220 and Team 220 systems transmit 720p30 video in calls to Polycom HDX 8000 and Tandberg C60 systems. (END19407)

Cisco

- Support for multiway SIP calls with LifeSize Room 220 as the MCU through Cisco Unified Communications Manger is limited to a three-way call when the resolution is 1080p30 and a five-way call when the resolution is 720p60. (END-13541)
- A 6000 kb/s SIP call placed from a LifeSize system to another LifeSize system through Cisco Unified Communications Manager connects at 1000 kb/s. **Workaround:** Set **Incoming Call Bandwidth** in **Administrator Preferences : Calls** on the LifeSize system to *6000 kb/s*. (END-11127)
- LifeSize does not support the Cisco proprietary SCCP protocol that is required to use call forwarding or voicemail with the Cisco IP Phone. (END-3320)
- SIP dual video is not available in SIP calls between LifeSize video communications systems connected through Cisco Unified Communications Manager. (END-10870)
- H.239 might not work through your Cisco PIX or ASA (Adaptive Security Appliance) firewall/ASA device. The Cisco fixup protocol did not recognize H.239 and terminated a call if it attempted to open an H.239 stream. **Workaround:** Upgrade to ASA v8.2.1 or later. (END-1611)

Codian

- In a multiway call hosted by a Codian 4220, the MCU first uses the H.263+ protocol and then switches to H.264. The frame rate remains at 15 f/s for the duration of the call. **Workaround:** Disable H.263 and H.263+ on the Codian 4220 MCU. (END-17361)
- In a multiway call with a Codian MCU, video and text that appear in the display might 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 by using far end camera control. With the far end camera of the Codian MCU selected,

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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. (END-9248)

- You might 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. (END-5858)
- 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. (END-12277)
- 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. (END-12220)
- A known issue with the Codian MCU results in distorted video on a LifeSize system in a 40-device conference to the Codian 4520. (END-10794)

Polycom

- Audio only calls fail in calls hosted by Polycom RMX. (END-17382)
- Distorted video appears on LifeSize systems in a 384 kb/s call hosted by Polycom RMX. (END-17162, END-17163)
- Distorted video appears on a LifeSize system in an encrypted 1024 kb/s call hosted by Polycom RMX. (END-17165)
- A presentation started by a LifeSize system with **Auto Record** enabled does not appear at the Polycom HDX 9000 far end and is not received by LifeSize Video Center. (END-16763)
- A participant on a LifeSize system joining a call in progress that is hosted by Polycom RMX is unable to view an ongoing presentation. **Workaround:** Add all call participants before starting the presentation. (END-17243)
- Audio is not synchronized with video in 1080p30 calls with Polycom HDX 8000 and Polycom 8006 systems. (END-12251, END-17318)
- During a two-way call between LifeSize and Polycom HDX 4000 systems, audio is not synchronized with video on the Polycom HDX 4000 system. After approximately six minutes into the call, audio and video are synchronized. (END-17173)
- Audio is not synchronized with video in calls hosted by Polycom RMX when the LifeSize systems are connected at different speeds. Latency increases as the duration of the call increases. (END-7012)
- Video goes blank on Polycom HDX 9002 in a multiway call when video is renegotiated from H263+ to H264. (END-15426)
- LifeSize video communications systems might not have far end camera control on Polycom VSX 8000 in two-way or multiway calls. (END-15854)
- In a four-way call with **Multiway Call Layout** set to *All Callers* and hosted by a Polycom VSX8000, video from a 220 series system is cropped to 4:3, and video from a LifeSize Express and LifeSize Express 200 system appears in 16:9 format. However, all systems report sending the same resolution. Due to letter-boxing issues, the video must appear as 4:3. (END-11952)
- When a LifeSize system dials the E.164 address for a Polycom system through a gatekeeper, the audio might be distorted because of a byte swap issue on G722.1C codecs. **Workaround:** Contact Technical Services to override the byte swap. With this fix enabled, you might experience distorted audio on previously functioning G722.1C codecs. (END-13752)
- 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 either another participant leaves the call or a third party device joins the call. **Workaround:** Hang up the call, place the call again, and restart the presentation, or ensure that all participants are in the call during the presentation. (END-10898) (END-11355)
- A presentation from a Polycom HDX participant in a multiway call with LifeSize Room 220 as the MCU fails if another participant in the call does not support H.264 ancillary video. **Workaround:** Stop the presentation and start it again. (END-13681)

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- 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. **Workaround:** If the VGA input is used, change the resolution on the VGA input device to 1024x768 or greater. (END-7611) (END-9357)
- LifeSize systems do not receive a presentation from Polycom systems when Polycom RMX is the MCU due to features sent from the MCU that are not supported on LifeSize systems. (END-10310)
- In a call with Polycom HDX 8006, the LifeSize system does not send 60 f/s. On the Polycom HDX 8006 there is a maximum 30 f/s mode by selecting *sharpness* at the camera properties and 60 f/s mode by selecting *motion*. In 30f/s mode, the system can send a maximum 1080p30. In 60 f/s mode, the system can send a maximum 720p60. **Workaround:** To achieve 60 f/s, ensure the HDX is set to *motion*. (END-11806)
- Distorted video appears on a LifeSize system when calling a Polycom device (for encoded resolutions that do not match the source aspect ratio). (END-12002)
- SIP calls from Polycom HDX to LifeSize systems fail through the sipXecs registrar. (END-18828)
- Far end camera control is not supported between LifeSize systems and Polycom HDX4000. (END-18532)
- Polycom HDX 9002 disconnects when VSX 7000 joins an AES call with LifeSize systems and presentation. **Workaround:** Add participants (HDX and VSX) first and then start presentation.

ShoreTel

- When a call is placed between two LifeSize systems that are using the ShoreTel PBX, either the call does not connect or the presentation fails. Also, a SIP call to LifeSize Multipoint 230 using the ShoreTel PBX disconnects after the first ring. **Workaround:** Disable presentations on the LifeSize system. (END-17079, END-12263, END-18893)
- Call transfer is unsuccessful using the ShoreTel PBX. (END-15969)

SipX

- In a two-way SIP call between LifeSize Team 220 and Tandberg C60, the call connects without video and then disconnects. Both video systems are registered with SipXecs. (END-17248, 18491)
- A LifeSize system registers successfully with SipXecs PBX despite being unauthorized. (END-11883)

Sony

- Audio is not synchronized with video from a Sony XG80 system in a three-way call with two LifeSize systems. (END-17420)
- A LifeSize system in a two-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. The same issue occurs if the presentation is started and restarted on the Sony PCS-G70. **Workaround:** Hang up the call, place the call again, and start the presentation. (END-10874, END-15411, END-15332)
- Frozen video and packet loss might occur in H.323 calls with Sony XG-80. (END-18506)
- You must disable network presentations to successfully place calls to Sony XG-80. (END-18212)

Tandberg

- The resolution in a call hosted by LifeSize Room 220 changes from 1280x720 to 944x528 when a Tandberg 1000 MXP using an H.261 codec joins the call. (END-17426)
- Registration with a Tandberg VCS gatekeeper is initially shown as successful on a LifeSize system after removing the gatekeeper authentication credentials on the LifeSize system. (END-17266)
- Audio is not synchronized with video from a Tandberg C60 system in a two-way 1080p30 call with a LifeSize Room 220. (END-17146)

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- H.460 enabled LifeSize systems registered to Tandberg VCS Expressway have their presentations blocked. **Workaround:** Enable H.460.19 demultiplexing mode in Tandberg VCS Expressway.
  1. Navigate to **VCS Configuration : Expressway : Locally registered devices**.
  2. Set H.460.19 demultiplexing mode to *On*. (END-14559)
- Audio is not synchronized with video in call to Tandberg Edge 95 MXP. (END-14795)
- 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. **Workaround:** Place the call from the Tandberg device or disable the auto feature on the Tandberg device. (END-10462)
- 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 appears. (END-9724)
- Tandberg Edge 95 systems receive a maximum resolution of 720x400 in calls with LifeSize systems. (END-12440, END-15849)

Contacting Technical Services

LifeSize Communications welcomes comments about our products and services. Send feedback about this or any LifeSize product to feedback@lifesize.com. Refer to lifesize.com/support for additional ways to contact LifeSize Technical Services.

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