Release Notes

LifeSize® Communicator™

Release: v1.x

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Product Documentation

For the most current version of product documentation, refer to www.lifesize.com/support.

Known Issues

The following table lists known issues and their solutions or workarounds, if available. Numbers in parentheses following an issue are used for internal tracking purposes only.

- LifeSize Communicator can fail to initialize if a personal firewall blocks the network initialization for too long. This condition resolves itself the next time LifeSize Communicator is run if the user has unblocked the LifeSize Communicator application.
- The participant list in an ad-hoc multiparty call shows a mixture of display names and SIP URIs.
- Occasionally the participant list may become out-of-synch with the actual set of participants in a multiparty call.
- Transferring a call to a non-existent device can result in the transferee being stuck in a call where the LifeSize Communicator – Microsoft OCS Edition program window is no longer displayed, but the device is still sending and receiving audio and video.
- The application may not respond correctly if you unplug or disconnect a video or audio device during a call.
- When placing calls, several conditions can trigger the error “Unknown. {Callee}". These errors are typically hardware issues that are occurring on the device being called.
- Occasionally the application may become unstable after a user performs a suspend or resume or hibernate operation on the PC. When this happens, exit and restart Microsoft Office Communicator. If problems persist, the contact your system administrator.
- If the computer goes to sleep during a call, LifeSize Communicator can hang forcing you to either reboot or kill the MOCA.exe process.

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- Before you install LifeSize Communicator – Microsoft OCS Edition on a PC that is running the Windows 7 or Windows Vista operating system, turn off Administrator mode for Microsoft Office Communicator. Otherwise LifeSize Communicator will not be able to access MOC using the Automation API.
- When processing the list of conference centers to locate an available conference center for an ad-hoc call, the program may fail to try all of the possible entries if one returns an error.
- The Deactivate License functionality is unsupported in this release.
- When the Settings dialog is showing the camera preview, moving the Settings window to a second monitor may result in the camera preview disappearing on Windows 7 computers.
- Poor video may occur on LifeSize Communicator in a two-way call at 128 kb/s calls from LifeSize devices. (END-15962)
- When any device attempts to join a two-way call between LifeSize Communicator and a LifeSize device, the call fails. (END-15742)
- Call transfer fails with LifeSize devices. (LS-157)

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.

- When using LifeSize Communicator with USB speakerphone devices such as the ClearOne Chat 50, that have built-in echo cancellation, the user must disable Cancel Audio Echo in the Audio / Video Settings to achieve good audio quality.
- Various factors impact send and receive frame rates (f/s) and resolutions, including available CPU, camera capabilities and settings, and bandwidth settings. In particular, Logitech cameras include a setting to adjust for low light conditions that, when enabled, will yield a maximum of 15 f/s video.
- If a computer running Windows XP SP2 had Microsoft Office Communicator installed prior to upgrading the operating system to Windows XP SP3, you must repair or reinstall Microsoft Office Communicator R1 prior to running LifeSize Communicator or else the application will fail to execute properly and will return an error to the user.
- In the event that LifeSize Communicator – Microsoft OCS Edition is utilized on a Windows XP system employing a VPN and an additional network adapter, DNS resolution of the SIP server and SIP proxy server hostname may fail. SIP server hostnames are typically resolved via internal DNS – not external DNS. Some VPN implementations may circumvent effective DNS resolutions. Suggestions for resolving this problem:
    - Use the IP address, instead of the hostname, for the SIP Registrar and Proxy in the SIP Settings tab.
    - Add the domain name of the SIP Registrar and Proxy to the local HOSTS configuration on XP: (c:\Program Files\windows\system32\drivers\etc\hosts)
- When using LifeSize Communicator on a computer with a personal firewall, the administrator must add a program firewall exception to unblock the program so that it can listen for incoming network connections to receive calls.

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- When attempting to make high definition video calls from a home office, the user's network bandwidth and ISP routing policies must be considered. It is imperative that the send and receive bandwidth settings do not exceed the limits imposed by your ISP. Also, if you observe pixelation of the video or problems with lip sync you may need to adjust the Maximum Packet Size (MTU) setting in the Network Settings tab to a lower value such as 900 in order to avoid situations where ISPs perform traffic shaping based on packet size.
- On certain older machines you may experience poor performance and/or high CPU load. This condition may be caused by either a poor graphics card or CPU performance limitations. Ensure your PC satisfies at least the minimum requirements listed in this document. Also consult the following website if you are running Windows Vista or Windows 7: http://windows.microsoft.com/en-us/windows7/products/features/windows-experience-index.
- Organizations that utilize proxy auto configuration scripts to control access to the web through web proxies must take special care to set the proxy hostname and port in the license.txt file when licensing the devices.
- LifeSize recommends that users use ""Home/Office Desk" or "Always On" power scheme to avoid having Intel SpeedStep™ slow down your CPU clock. Refer to http://en.wikipedia.org/wiki/SpeedStep for more information.
- When operating at higher resolutions such as 720p, certain web cameras may provide different fields of view at various resolutions and may lack color balance or noise filtering. Consult your webcam manufacturer if you observe this issue.
- When placing a video call using the right-click menu item from the contacts list, a Microsoft Office Communicator conversation window opens. Upon terminating the call this window is purposely not closed, because the user may have used that window for chatting during the call.
- To terminate the LifeSize Communicator process you must first terminate Microsoft Office Communicator. Otherwise MOC continues to restart the LifeSize Communicator process after it has been terminated. (LS-152)
- A LifeSize device with a public IP that is not registered cannot call LifeSize Communicator because it is unaware of how to route the call to the user's SIP domain. (LS-121)
- A call from LifeSize Communicator to LifeSize Desktop v1.0 that LifeSize Communicator then transfers to a second instance of LifeSize Communicator will fail. Transfers in this scenario to LifeSize Desktop v2.0 are successful. (LS-217)
- In order to transmit 720p your system must be greater than a Core2 Duo 2.8Ghz, with at least 1GB Ram and 100MB disk space. The camera and camera driver must be capable of 720p. Testing was conducted with a Logitech QC9000 pro with the current shipping firmware as of July 2010. Your experience may vary if using other cameras and other drivers. (LS-144)
- In order to receive 720p the PC system must have processor capabilities greater than a Core2 Duo 2.8Ghz, with at least 1GB Ram and 100MB disk space. (LS-144)
- In order to achieve 30 f/s, the camera must be 720p30 capable. Testing was conducted with a Logitech QC9000 pro with July 2010 firmware. Logitech's RightLight driver feature was disabled and "Keep Frame Rate" was selected. Your experience may vary if using other cameras and other drivers. (LS-144)

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Interoperability

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

Supplier	Products
Codian	MCU v3.1 (2.13)
LifeSize	Multipoint v5.7.0.0.15
Mirial	Soft Client v7.0.18
Polycom	PVX v8.0.2 VSX 7000 v9.0.5 VSX 8000 v9.0.5 HDX 9002 v2.6.0-4740 HDX 8000 v2.6.0-4740
Tandberg	MXP 6000 F8.0 NTSC MXP 1000 F8.0 NTSC C20 TC3.1.0.215436

Interoperability Issues

The following are known interoperability issues with this LifeSize product. Numbers in parentheses following an issue are used for internal tracking purposes only.

- LifeSize Communicator fails to send video to Polycom VSX 7000 in a two-way call at 1152 kb/s. Polycom VSX 7000 offers H.263-1998 at high bandwidth call rates (1152kb/s) H.263-1998 is not supported in LifeSize Communicator. (LS-198)
- Corrupted video may occur on LifeSize Communicator in a two-way H.263+ video call between LifeSize Communicator and Tandberg 1000 MXP if you release hold from LifeSize Communicator. (LS-137)
- LifeSize Communicator fails to send video when transferring a call to a Polycom VSX7000. (LS-218)
- When transferring a call between LifeSize Communicator and a Polycom VSX 7000 to another LifeSize Communicator, the call is disconnected. (LS-226)

Contacting Technical Services

LifeSize Communications welcomes your comments regarding our products and services. If you have feedback about this or any LifeSize product, please send it to feedback@lifesize.com. Refer to www.lifesize.com/support for additional ways to contact LifeSize Technical Services.

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