Release Notes

LifeSize® Desktop™

Release: v2.0.1

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

Before You Begin

Ensure that you review the latest release notes for LifeSize video communications systems for issues related to LifeSize Desktop.

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
License management improvements. (END-XXXX)	This release includes enhancements to license activation.

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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.

Issue/Problem	Description/Workaround
Presentation resolution does not appear after resuming call. (LS-627)	In a two-way call in which a LifeSize video system is sharing presentation data with LifeSize Desktop, the presentation resolution is blank when LifeSize Desktop resumes a call that was placed on hold.
Incorrect message appears when presentation stops at the far end. (LS-625)	When the far end stops a presentation in a call initiated by LifeSize Desktop, the following incorrect message appears: **Data sharing was terminated by calling party.** The correct message is: **Data sharing was terminated by remote party.**
Call placed on hold disconnects. (LS-623)	In a two-way call placed on hold from LifeSize Desktop, the call disconnects after approximately 3 to 4 minutes.
In Microsoft Windows XP, placing a window over a shared PowerPoint presentation appears as grey box on far end. (DSK-98, LS-621)	In Windows XP, when you place a window over a PowerPoint presentation shared from LifeSize Desktop, a grey box appears on the far end. **Workaround**: Bring the shared PowerPoint presentation to the front.
Full screen Microsoft PowerPoint presentation is not shared. (LS-620)	When you share a PowerPoint presentation in Normal View and then switch to Presentation Mode (full screen), LifeSize Desktop continues to share the presentation data in Normal View. **Workaround**: From LifeSize Desktop, open the **Data Sharing** window and select your desktop instead of the presentation.
Settings available to edit when not logged in. (LS-619)	With an administrator password set, you can edit the **Maximum Receive Bandwidth** and **Maximum Transmit Bandwidth** settings without logging in.
Audio/video not received on call with firewall traversal enabled. (LS-611)	With firewall traversal enabled, LifeSize Desktop initiates a call but receives no audio/video when connected through VPN to the network in which another LifeSize Desktop is running.
Held call cannot be resumed with firewall traversal enabled. (LS-610)	With firewall traversal enabled, a call that has been on hold for over 10 minutes cannot be resumed.
Call fails to connect through LifeSize Transit Server. (LS-601)	A two-way call from a LifeSize video system to LifeSize Desktop fails to connect through LifeSize Transit Server.
Secure calls do not connect through firewall traversal. (LS-594)	With firewall traversal configured, LifeSize Desktop cannot establish a secure connection.
SIP calls not routed to a video system with a persistent TLS connection. (LS-553)	Calls fail when a video system registered and calling over TCP cannot reach another video system registered over TLS.

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Issue/Problem	Description/Workaround
Data sharing issue when window is shared from Microsoft Windows 7 with Aero Themes selected. (LS-529)	Data sharing does not work properly when the window is shared from Windows 7 and Aero Themes is selected from Windows 7. A portion of the window that should be hidden by the shared window appears in the top of the shared window. The menu buttons do not function properly in the shared window.
Swapping USB devices. (LS-110)	Avoid adding or removing USB cameras during a call or when the Audio/Video preferences page is open. A known issue with Microsoft Windows involves hot swapping USB devices while they are being used which leads to a system crash.
Online help does not work properly in the Chrome browser.	Because Chrome denies access to HTML documents hosted locally, LifeSize Desktop online help topics do not appear. **Workaround**: Use Mozilla Firefox or Microsoft IE to view the Help.
Unable to make HD calls.	If your PC is unable to achieve high definition calls, ensure the power mode is set to maximum performance and there are no other applications that may be consuming CPU. Then restart LifeSize Desktop. For more information, refer to the system requirements and troubleshooting sections in the *LifeSize Desktop Installation Guide*.
Transit Firewall and SIP configuration.	When configuring LifeSize Transit firewall traversal, you must configure both the LifeSize Transit firewall preferences and the SIP communication preferences. You cannot place or receive calls and Network Health appears as red if you configure LifeSize Transit firewall without SIP configuration.

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
Automatic bandwidth detection is not available in this release. Packet loss may occur if values do not synch.	If you experience packet loss during video calls, change the default values for call bandwidth to match your actual bandwidth. If these values (accessible from the Management Center) are greater than the actual bandwidth at your location, packet loss and poor video will occur.
Unable to achieve 30 f/s.	▪ Ensure that your camera is capable of delivering 30f/s. ▪ Turn off any applications that may be affecting your camera drivers such as CrazyTalk, VNC, or other application that utilizes your camera. ▪ Upgrade your camera drivers to the most current release. ▪ Ensure that your laptop power settings are set to *Maximum Performance*.
H.261 video calls connect as audio only calls.	If you place a call from LifeSize Desktop to any video device that supports only H.261, the call connects as an audio only call.

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Interoperability

This software release is supported with the following third party devices.

Supplier	Products
Aethra	Vega X3: 11.03.0024
Asterisk	PBX: 2.2
BroadSoft	BroadWorks: 13
Cisco	CCM: 6.0.1.2000-3
Codian	MCU 4210: 2.4(1)
CounterPath	eyebeam 1.5.19.5
LifeSize	Transit Server: 2.0.2, 3.0 Transit Client 3.0 Multipoint: 5.7.0.0.15 Video communications software release: 4.7.10
Mirial	Softphone: 7.0.1
OpenSER (Kamailio)	PBX: 1.2.3-tls
Polycom	VSX 3000: 9.0.5 VSX 7000: 9.0.5 VSX 8000: 8.7.1 HDX 9002: 2.0.2-2461 HDX 9004: 1.0.2-354 HDX 4000: 2.5.0.2-3395 Soundstation IP 4000: 2.5.0 PVX: 8.0.2
ShoreTel	PBX: 8.1
SipXecs	PBX: 3.10.1-012233
SJ Labs	Sjphone: 1.65.377a
Tandberg	6000 MXP: F6.1 NTSC 1000 MXP: F7.2 NTSC 880 MXP: F6.1 NTSC EDGE: F7.2
Peripherals	**Cameras:** Logitech Quickcam Pro 9000, Quickcam Pro for Notebook, Quickcam Orbit, HD Webcam C910, HD Webcam C510, HD Webcam C310 **Headsets:** Plantronics, Logitech **USB Speakerphones:** ClearOne CHAT 50, 100

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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
Logitech:	
Low frame rate with Logitech cameras when RightLight is enabled. (LS-39), (LS-273)	If the RightLight feature is enabled in Logitech cameras (the default), the frame rate is reduced to 15f/s. **Workaround**: De-select the Use Automatic RightLight Settings checkbox and decrease the Low Light Boost slider (by moving it to the left) in the RightLight Settings camera configuration.
Polycom:	
No audio in two-way call between LifeSize Desktop and Polycom HDX 7000 when held call is resumed. (LS-634)	In a two-way call between Polycom HDX 7000 and LifeSize Desktop, audio drops after a held call is resumed.
Polycom HDX 8000 and 9002 reboots in two-way call initiated by LifeSize Desktop. (LS-573)	In a two-way call between LifeSize Desktop and Polycom HDX 8000 or 9002, the Polycom system reboots. **Workaround**: From the LifeSize Desktop Management Center, navigate to **Audio/Video : Data Sharing**. Under **Send Data Using**, select **Video Conferencing Channel**. For dual video presentations with systems other than Polycom HDX 8000 and 9002, ensure that you switch **Send Data Using** back to **Data Sharing Channel**.
No video in an outgoing call with Polycom HDX 4000. (LS-427)	No video appears on outgoing calls from LifeSize Desktop to Polycom HDX 4000.
ShoreTel:	
A 20 to 30 second delay in video, or call failure occurs after resuming a call put on hold. (LS-328), (LS-326)	A LifeSize Desktop call to another LifeSize system using the ShoreTel PBX results in delayed video after resuming a call put on hold, or failure to resume the call.

Technical Services

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

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