Release Notes

LifeSize Icon

Release: v1.1.2

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

Resolved Issues

- LifeSize Bridge and LifeSize Manager integrations with LifeSize Icon are supported in this release.
- Video failure issues for LifeSize ClearSea in calls with LifeSize Icon have been resolved. (MC-853)
- Audio and video synch issues with LifeSize ClearSea in calls with LifeSize Icon have been resolved. (MC-872)
- Statistics for audio only calls are available from the web interface. (PKS-4069)
- Participant information for recurring events on LifeSize Icon that are scheduled by LifeSize UVC Manager now display correctly. (PKS-4384)

Known Issues

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

General

- CDRs show call type as video for all calls. (PKS-3617)
- Connecting to an LDAP server with TLS is unsupported in this release; the TLS option in **Preferences > SIP Registrar > SIP Signaling** is reserved for future use. (PKS-3297)
- USB ports on the Icon codec intended for USB to serial adapters are unsupported in this release.
- Support for dual display configurations requires a license. Contact your LifeSize representative for information about obtaining this. (If you have already purchased a license and your LifeSize Icon has access to software.lifesize.com, the system automatically downloads and installs available licenses.) Dual display options are only available through the administration shell interface (ssh). You can set the physical display arrangement to *Adjacent* (display 2 shows in call presentation only) or *Apart* (display 2 shows a mirror image of display 1 and in call presentation). Use the `gui setPhysicalDisplayArrangement <value>` command to set the *default*, *adjacent*, *apart*, *mirrored*, or *single* options.

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Video

- Calls may terminate instead of converting to audio only when the target resolution is unsupported. (PKS-2293)
- SIP calls from LifeSize Icon to the Virtual Operator of LifeSize Multipoint result in a blank screen. (PKS-4224)

Audio

- Support for a second audio call is not included in this release; the **Add Participant** option in the user interface is reserved for future use. (PKS-3741)
- Audio fails for the remote participant in a call with LifeSize Icon, and the audio codec is not renegotiating to low bit rate codecs when call bandwidth drops significantly due to packet loss. (PKS-2938)

User Interface

- Using Firefox, lost keystrokes may occur when rapidly entering text in the user interface. **Workaround:** Enter text more slowly or use a different browser. (PKS- 3861)
- The mute indicator for the far end does not appear when LifeSize Icon is registered to ClearSea Server in a SIP call. (PKS-2498)
- SysStatus and Timer log levels return to Information after a reboot. (PKS-3808)
- Intergrating with LifeSize Bridge may result in the user interface hanging temporarily due to proxy connection issues. (PKS-4307)

Communications

- SIP UDP registration may take over a minute to register. **Workaround:** Use TCP or *Auto*. (PKS-1576)
- LifeSize Icon supports only record queries for H.323 gatekeeper domain names. SRV DNS queries for registrations are not supported. (PKS-4277)

Product Limitations

- To place calls to other devices through a firewall, you must configure your firewall to allow incoming and outgoing traffic to the LifeSize system through the range of reserved ports set in **Preferences > Network > Reserved Ports**. This range applies to both TCP and UDP ports. Changing the range reboots your system. (PKS-3880)
- If a directory entry includes both an IP address and H.323 or SIP extension, multiple entries show in the directory. (PKS-4079)
- If you specify TCP or UDP transport in **Preferences > SIP Registrar**, LifeSize Icon only listens on user enabled transport. Calls received on user enabled transport will succeed, others fail. Set to *Auto* to listen on both TCP and UDP. When registered to multiple PBXs, PBX fallback is not supported when calls fail during a call transfer. (PKS-2669)
- Calls from LifeSize Icon to LifeSize Softphone fail when SIP Security is set to *strict* on both Icon and Softphone. On LifeSize Icon, set SIP Security to *Strict* at **Preferences > Security**. On LifeSize Softphone, set Media Encryption to *Required* at **Settings > Network and Protocols**. (PKS-3161)
- LifeSize Icon integrated with LifeSize Bridge results in H.263+ participant's video not aligned properly in calls with the bridge. (PKS-4253)

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Interoperability

This release supports the following products.

Browser support	Microsoft Internet Explorer v9 Google Chrome 23, 24 Firefox 16, 17, 18 Apple Safari for Mac v6.0.2
Cisco	SX20, ASA 5510 Firewall: v8.2
Codian	4210 and 4505: 4.1(1.59) and 6.16(1.59)
Polycom	HDX Series: 3.0.4 BFCP for HDX series 3.0.2 VSX 8000 9.0.6.2 RMX: 7.6.0
Sony	Sony PCS XG-80 2.34
Tandberg	C Series: TC4.2.3

Interoperability Limitations

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

General

- Encrypted presentation is unsupported with Polycom HDX and Tandberg C20. (PKS-1210)

LifeSize

- Audio and video corruption may occur with LifeSize 220 video systems as the MCU in calls of 4 or more participants with LifeSize Icon. (END-21482)
- Audio corruption may occur with Siren 14 on LifeSize 200 or earlier systems in calls with LifeSize Icon. (END-21295)
- Far end camera control may fail with LifeSize 200 or earlier systems in calls with LifeSize Icon. (END-21294)
- Changing layouts is unsupported from LifeSize ClearSea in calls with LifeSize Icon. (PKS-4174, MC-875)
- Heavy packet loss in calls between LifeSize Icon and LifeSize Bridge may result in loss of input from the remote. (PKS-4196)
- 1080p60 calls from LifeSize Icon registered to LifeSize ClearSea are not supported. (MC-825)
- 1080p60 calls from LifeSize Bridge are not supported.

Cisco

- Cisco Unified Communications Manager rejects encryption. **Workaround:** Set **Preferences > Security > SIP Security** to *Off* for calls using CUCM. (PKS-1530)

Polycom

- Presentation fails in a SIP call with LifeSize Icon and Polycom RMX 2000. (PKS-3575)
- Calls to Polycom DMA drop after pressing the mute button. (PKS-4322)

Sony

- SIP over TCP from LifeSize Icon to Sony XG80 fails. (PKS-2097)

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Tandberg

- Tandberg C20 does not support TLS Server or Connection Reuse in SIP, causing calls to disconnect from LifeSize Icon. (PKS-3486)
- Tandberg C20 systems often do not correctly handle presentation stopping. (PKS-907)

Contacting Technical Services

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

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