

### Release Notes

LifeSize<sup>®</sup> Multipoint 230<sup>™</sup>

Release: v7.0

Use of LifeSize equipment and software components are governed by the conditions and terms of the LifeSize Communications End User License Agreement.

#### **Product Documentation**

Product documentation is available in PDF format. You must have Adobe Reader v4.0 or later to view the files. The following documentation is available in this release:

Documentation	Description
LifeSize Multipoint 230 Installation Guide	Describes basic steps for installing and configuring LifeSize Multipoint. Available from the LifeSize Multipoint CD-ROM and from the Customer Support page of www.lifesize.com.
LifeSize Multipoint 230 User Guide	Describes setup and common usage for LifeSize Multipoint. Available from the LifeSize Multipoint CD-ROM and from the Customer Support page of www.lifesize.com.
LifeSize EULA and Third Party Licenses	The LifeSize End User License agreement and listing of Third Party Licenses are available from the LifeSize Multipoint CD-ROM and from the Customer Support page of www.lifesize.com.
LifeSize Safety and Regulatory Notices	Describes safety guidelines and regulatory notices for the LifeSize Multipoint. This document is available from the LifeSize Multipoint CD-ROM and from the Customer Support page of www.lifesize.com.

# **Interoperability and Third Party Device Support**

LifeSize Multipoint has been tested with the following third party devices:

Supplier	Products
Polycom	FX: 6.0.5 VSX 5000: 9.0.5 VSX 7000: 9.0.5 VSX 8000: 9.0.5 HDX 8000: 2.03.1-2729 HDX 9002: 2.5.0 PVX: 8.0.2 ViewStation512: 7.5.4
Tandberg	1000: E5.3, B7.4 6000: E5.2, B10.3 150 MXP: L5.1 1500 MXP: F7.2 6000 MXP: F7.2 95 MXP: F8.0 3000 MXP: F7.2 1700 MXP: F7.2 95 MXP: F7.2 95 MXP: F7.2 Maestro MXP: F7.2
Aethra	AVC 8400: 6.0.49 X3: 10.7.11 X5: 12.0.22 X7: V12.0.20
Sony	PCS-1: 3.41 G-50: 2.41 TL-50: 2.31 HG-90: 2.20.00 G-70: 2.61 XG80: 2.03

France Telecom	eConf: 5.0.34
Microsoft	Office Communications Server: 2007
CounterPath	eyeBeam: 1.5.18
Innomedia	MTA 5531: 1.9.8GEN
Leadtek	BVP 8882: 2.5.00_56
Wooksung TelephoSee	WVP-2100: 1.20.0.49L
Browsers	Windows Vista with Internet Explorer v8 Windows XP with Internet Explorer v6, v7, v8 and Firefox v3

## **Known Issues and Workarounds**

The following table lists known issues and their solutions or workarounds, if available.

Issue/Problem	Description/Workaround
Third party application support.	All references to third party applications, such as the Radvision iView Suite, highlight interoperability and value added functionality. LifeSize does not support these applications; contact the third party vendor for more information about these products.
Interoperability limitation with LifeSize systems.	LifeSize Multipoint 230 is compatible with LifeSize video communications software v3.0 or later.
Defining more than 30 prefix services can cause system stability issues	Defining a higher number of MCU prefixed services can render systems unstable and prevent administrators from properly saving the MCU configuration to file. Uploading a configuration file with more than 30 prefixed services can render a system inoperable. For the best administrative experience, it is advised to keep the number of prefixed services below 30.
Auto Attendant	Auto Attendant is not supported for the following endpoints— Sony 1600, Polycom VS512, Innomedia SIP, Leadtek SIP phone, eConf versions earlier than 5.0.29, TelePhoSee, some Aethra X3 versions, RADVISION SCOPIA 3G Gateway, eConf in SIP only, old versions of TANDBERG 1000 and TANDBERG 6000.
	Polycom VSX 7000 devices do not support the H.264 codec at bit rates of 512 Kb/s. If the device is configured to use a higher bit rate, it does not connect to the conference after Auto Attendant.
	When you use IP dialing for outgoing calls from the endpoint, do not define the Gatekeeper IP address when the MCU is not registered to the Gatekeeper.
	Video slides may not display any text after changing the language of the video display messages at Configuration > Customization > Language. Reset the MCU to solve this issue.
	Non-English text on some SD endpoints might not display correctly.
User Interface	Administrator interface:  - Moving the date and time of the MCU forward might result in an error message.  Refreshing the Web browser usually solves this issue.  - The user interface might respond slowly when working with HTTPS. We recommend that you avoid using HTTPS.  - The user interface does not function correctly when the following setting is configured in Internet Explorer: Tools > Internet Options > General > Temporary Internet files > Settings > Every visit to the page  Solve this issue by modifying this setting to Automatically.
	Only a Moderator can configure the layout per participant in the Conference Control interface.

Issue/Problem	Description/Workaround
Gateway	The LifeSize Multipoint 230 is interoperable only with a RADVISION SCOPIA 3G Gateway that has an MVP/M. In addition, disable H.239 to enable operation with the RADVISION SCOPIA 3G Gateway.
High Definition Continuous Presence Interoperability	Polycom HDX version 2.0 or higher is required for HD conferencing.  LifeSize devices:
	-To use a LifeSize endpoint in SIP, do not select the "Use 'Empty Invite' when sending Invite messages to endpoints" check box, located in MCU > Protocols > SIP > Advanced SIP SettingsLifeSize version 3.5.3 endpoints fail to send audio or video over H.323. Solve this issue
	by upgrading the endpoints to version 4.0.
	TANDBERG C-90 version TC1.1.1.178142 and later is required for HD conferencing.
	When working with TANDBERG MXP 990 (SD NTSC) the best HD experience is achieved when setting the endpoint to motion mode.
H.243	H.243 conference control may not function with some ISDN devices that are connected through a gateway.
	When H.243 is enabled, Far End Camera Control (FECC) to some Tandberg devices may not function. To resolve this, disable H.243.
	Moderator Control cannot be assigned from the device menu via H.243 commands in conferences that are assigned with a moderator PIN code. Moderator Control can be assigned via the MCU DTMF conference control menus.
Encryption	Encryption does not function with Tandberg devices that support both AES and DES and that are configured to only enable DES. To resolve this, enable AES in the device.
	The Welcome slide display freezes when performing an Encryption call with LifeSize Room 200 endpoints.
	TANDBERG 6000E might disconnect during encrypted calls. Configure the endpoint to use a bit rate of 768 Kbps to solve this issue.
	Encrypted Sony PC-1 calls open with no video.
H.239	Enabling H.243 in the Settings > Conference Control section might cause H.239 interoperability issues with Aethra endpoints.
	In the event that a TANDBERG endpoint joins a conference while a H.239 presentation is in progress, you might need to restart the presentation so that it can be seen by the TANDBERG endpoint.
	If you are using TANDBERG HD endpoints and H.239, we recommend that you use the advanced command <i>h323terminaltypecode</i> with a value of <i>200</i> . To do this, click the maintenance icon and select <b>Advanced parameters</b> .
	Sony PC-1 endpoints do not always display the presentation when the presenter is an HD endpoint.
	Older endpoints such as Polycom VSX5000 or older TANDBERG endpoints may not display any video after opening a presentation. Solve this by setting the endpoint to work in H.263 only, or by changing the MCU service to support H.263 only.

Issue/Problem	Description/Workaround
Cascading	LifeSize recommends you use the web conference control of the Master MCU rather than of the Slave MCU in order to manage a cascaded conference.
	SIP cascading of the MCU does not operate when using Empty Invite. Use Full Invite instead.
	In a cascaded conference, the encryption status of individual participants may display incorrectly.
	When cascading while using the No self-see feature, Slave endpoints see the Active Speaker without the text overlay or border.
	When cascading with a SCOPIA MCU we recommend upgrading to version 5.7.1.
	Layout per participant and the shrink-to-fit feature are not supported on endpoints connected to the slave MCU.
FECC	LifeSize devices later than version 4.0 might have problems controlling remote endpoint cameras.
SIP	Use TANDBERG MXP1700 versions later than 7F Beta only.
	LifeSize endpoints offer HD capabilities only when identifying the RADVISION MCU according to the user agent field. If the endpoint does not offer HD capabilities, change the MCU identifier to "LifeSize Multipoint" and reset the device.
	Dialing out fails to Aethra X3 endpoints over SIP. Dialing in from Aethra X3 endpoints to the conference succeeds.
	Sony PCS-1 endpoints version 3.41 or earlier fail to connect to the MCU when using SIP. Use version 3.42 or later to solve this issue.
	LifeSize version 3.5.3 endpoints connect using CIF resolution instead of 720p when dialing out over SIP. Upgrade to version 4.0 to solve this issue.
	The audio channel fails to open when dialing out to Polycom version 2.0.3.1 endpoints over SIP. Perform one of the following steps to solve this issue: -Upgrade to a later software version -Remove the G.722.1C audio codec -Use the Empty Invite option
	When connecting TANDBERG MXP 150 with versions later than 4.2, the endpoint may not display video. Perform one of the following steps to solve this issue: -Upgrade to a later software versionConnect the endpoint at 384 Kbps or lowerChange the preferred video codec the endpoint is using to H.263.

Issue/Problem	Description/Workaround
Tips	When the Windows Start Navigation sound is enabled, a continuous clicking sound is heard when the Conference Control interface automatically refreshes. Disable this sound in the <b>Sounds and Multimedia</b> configuration of the Control Panel.
	The <b>Conference Control</b> and <b>Login</b> screens are best viewed in full screen mode (1024 x 768 fps).
	You can open multiple <b>Conference Control</b> browser screens at the same time; however, close screens in which you are not currently working to avoid performing operations on the wrong conference.
	We recommend that you set the Ethernet port speed and duplex parameters of both the MCU and the switch to <b>Auto Negotiation</b> . Set these parameters to 1 Gbps full duplex only if your switch supports this configuration and if you experience port speed negotiation problems. Ensure that the Ethernet port speed and duplex parameter values on the MCU and the switch are identical.
	During Auto Attendant sessions, Aethra endpoints may display on-screen information that hides part of the menu presented by the MCU. Click a "C" (del) button to hide the information the endpoint displays.
	During Auto Attendant sessions, LifeSize endpoints may display on-screen information that hides part of the menu presented by the MCU. Click the far-end camera control button to hide the information the endpoint displays.
	After using the TV Mode option to reduce your picture size for viewing on a TV screen, you may still find that the picture is cut off. We recommend that you adjust your screen configuration parameters to restore the full picture.

# **Customer Support**

LifeSize Communications welcomes your comments regarding our products and services. If you have feedback about this or any LifeSize product, please send it to <a href="mailto:feedback@lifesize.com">feedback@lifesize.com</a>. You may also contact LifeSize Customer Support as follows:

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Internet	http://www.lifesize.com
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Phone	(877) LIFESIZE or (877) 543-3749 (512) 347-9300
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