

Release Notes

LifeSize[®] Multipoint[™]

Release: v5.1.0

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 Quick Start	Describes basic steps for installing and configuring LifeSize Multipoint. Available from the LifeSize Multipoint CD-ROM included in the product box as well as from the Customer Support page of www.lifesize.com.
LifeSize Multipoint User Guide	Describes setup and common usage for LifeSize Multipoint. Available from the LifeSize Multipoint CD-ROM included in the product box as well as 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 included in the product box as well as 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 included in the product box as well as from the Customer Support page of www.lifesize.com.
Release Notes	This document, which describes known issues in the current release and any available workarounds. Also provides Customer Support contact information. Available from the Customer Support page of www.lifesize.com.

Online Help

The LifeSize Multipoint is equipped with online help that is linked to the LifeSize Multipoint Administrator web interface. The help library is stored on the LifeSize web site. By default, the LifeSize Multipoint Administrator is linked to the help library at the following URL:

http://www.lifesize.com/online help/lifesize multipoint/

The **Online Help** folder available from the LifeSize Multipoint CD-ROM included in the product box contains the online help library. If you wish to install the online help on a shared network location and link it to the LifeSize Multipoint Administrator, perform the following steps:

1. Copy the Online Help folder from the LifeSize Multipoint CD-ROM to a shared folder on a PC on your network. For example:

\\myComputer\LifeSize Multipoint\Online Help

- 2. Log in to the LifeSize Multipoint Administrator interface.
- 3. In the **Online help URL** field of the Device **Web** tab, type the directory path to the help files you installed on your PC. The path must have the form:

file://computerName/sharedDirectory

Where <code>computerName</code> is the name of the computer on the network and <code>sharedDirectory</code> is the path to the Online Help folder. For example:

file://myComputer/LifeSize Multipoint/Online Help

- 4. Click **Upload** in the LifeSize Multipoint Administrator toolbar, followed by **Refresh**.
- 5. You may need to log out and log back in to the LifeSize Multipoint Administrator for the change to take effect.

Utilities

The **Utilities** folder available from the LifeSize Multipoint CD-ROM included in the product box contains the LifeSize Audio Message—an interactive GUI that enables you to record and replace messages and upload new messages to the call routing mechanism in LifeSize Multipoint.

To install and run the LifeSize Audio Message Utility, perform the following steps:

1. Copy the Audio Message Utility folder from the LifeSize Multipoint CD-ROM to your local computer.

Note: You cannot run the Audio Message Utility from the LifeSize Multipoint CD-ROM.

2. To run the utility, double-click the IvrRecordingUtility.exe file.

For more information about using the LifeSize Audio Message Utility, refer to the *LifeSize Multipoint User Guide*.

Interoperability and Third Party Device Support

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

Supplier	Products
Polycom	Polycom VS: 7.5.4 Polycom FX: 6.0.5 Polycom VSX 7000: 8.5 Polycom VSX 8000: 8.5 Polycom VSX 5000: 8.5 Polycom PVX: 8.0 Polycom VS 4000: 6.0.5
Tandberg	Tandberg 1000: E5.2, B10.2 Tandberg 6000: E5.2, B10.2 Tandberg 1500 MXP: F5.0 Tandberg 990 MXP: F5.0
Aethra	Aethra AVC 8400: 6.0.49 Aethra X3: 10.2.14 Aethra X5: 10.2.14 Aethra Silver: 6.0.49
Sony	Sony PCS-1 SIP: 3.30.L02 Sony PCS-1 H.323: 3.30 Sony G-50: 2.30 Sony TL-50: 2.22 Sony TL-30: 1.22 Sony G-70: 2.30
France Telecom	France Telecom eConf: 4.1.28
Microsoft	Microsoft OfficeComm: 1.0.559
Innomedia	Innomedia MTA 5531: 1.9.7SGT
Cisco	Cisco VTA: 1.0 Cisco 7905G
CounterPath	CounterPath eyeBeam: 1.5.9
Wookung TelePhoSee	Wookung TelePhoSee WVP-2100: 1.20.0.49L

Known Issues and Workarounds

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

Issue/Problem	Description/Workaround
Use Microsoft Internet Explorer versions 5.5 or 6.0 to access the LifeSize Multipoint Administrator web interface.	LifeSize supports Microsoft Internet Explorer v5.5 and v6.0 for accessing the LifeSize Multipoint Administrator web interface.
Interoperability limitation with LifeSize Room and LifeSize Team.	LifeSize Multipoint is compatible with LifeSize Room and LifeSize Team v2.1.3 or later.
Display in MCU Conference Control	SIF resolutions appear as CIF resolutions on the statistics page. Video resolution for participants in High Definition conferences may display incorrectly.
H.243	If the H.323 registration mode is set to gateway when enabling H.243, then in cascaded conferences devices appear twice in the conference control. To resolve this, either disable H.243 or change H.323 registration mode to MCU. <i>Note:</i> Changing the H.323 registration mode to MCU may cause interoperability issues with the Cisco IOS H.323 Gatekeeper.
	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 to some Tandberg devices may not function. To resolve this, disable H.243.
	Chair Control cannot be taken from the endpoint menu via H.243 commands in conferences that are assigned with a chair PIN code. Chair Control can be taken 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 endpoint.
	To fully utilize MCU port capacity when working with encryption, set the encryption mode to "Encryption required" in your service definition.
Configuration	Using '0' as the service prefix causes unpredictable results. Refrain from using '0' as the service prefix.
Video Quality	Joining more than 12 4CIF devices into a full-screen conference may result in significant delays.
Cascading	In a cascaded conference, the conference control of the child conference does not indicate the active speaker. To work around this issue, view the conference from the parent MCU that does display this correctly.
	In a cascaded conference, the encryption status of individual participants may display incorrectly.
H.239	In cascaded conferences with H.239, keep only one presentation open at any given time and close all other presentations. Using simultaneous presenters in a cascaded conference may result in the display of more than one presentation to participants.

Issue/Problem	Description/Workaround
	Enabling H.243 in the Settings > Conference Control section may cause H.239 interoperability issues with Aethra devices.
	Some ISDN devices connected to the MCU via a gateway may fail to send the presentation channel when using H.239 XGA.
	When working with H.239 XGA in a conference including Sony and Polycom or Sony and Tandberg devices, the presentation video from the Polycom or TANDBERG device may not appear on the Sony device.
T.120	T.120 does not function across cascaded conferences.
	The Join Data Conference button on the MCU conference control page allows users to join T.120 data conferences from the computer running the conference control. This button is not available in this release.
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 Sounds and Multimedia configuration of the Control Panel.
	The Conference Control web interface operates in polling mode with updates every 10 seconds. To refresh information on the screen, reselect the tab you are currently viewing. Pressing the browser Refresh button causes you to exit from the Conference Control and displays the login screen.
	The Conference Control and Login screens are best viewed in full screen mode (1024 x 768 fps).
	You can open multiple Conference Control browser screens at the same time; however, close screens in which you are not currently working to avoid performing operations on the wrong conference.

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 feedback@lifesize.com. You may also contact LifeSize Customer Support as follows:

Method	Address
Internet	http://www.lifesize.com
E-mail	support@lifesize.com
Phone	(877) LIFESIZE or (877) 543-3749 (512) 347-9300
Fax	(512) 347-9301