



## ***Release Notes***

**LifeSize® Multipoint™**

**Release: v5.7**

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***Attention: LifeSize Gatekeeper and LifeSize Multipoint Extension do not support virtual machines or 64-bit Windows based servers.***

***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
<b><i>LifeSize Multipoint Installation Guide</i></b>	Describes basic steps for installing and configuring LifeSize Multipoint. Available from the LifeSize Multipoint CD-ROM and from the Customer Support page of <a href="http://www.lifesize.com">www.lifesize.com</a> .
<b><i>LifeSize Multipoint User Guide</i></b>	Describes setup and common usage for LifeSize Multipoint. Available from the LifeSize Multipoint CD-ROM and from the Customer Support page of <a href="http://www.lifesize.com">www.lifesize.com</a> .
<b><i>LifeSize EULA and Third Party Licenses</i></b>	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 <a href="http://www.lifesize.com">www.lifesize.com</a> .
<b><i>LifeSize Safety and Regulatory Notices</i></b>	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 <a href="http://www.lifesize.com">www.lifesize.com</a> .

## 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/](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 *computerName* is the name of the computer on the network and *sharedDirectory* 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 package to your local computer.
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	VS: 7.5.4 FX: 6.0.5 VSX 7000: 8.7.1 VSX 8000: 8.5.3 VSX 5000: 8.5.3 HDX 9002: Beta 2.0.0 PVX: 8.0.2 ViewStation512: 7.4.5
Tandberg	1000: E5.3, B7.4 6000: E5.2, B10.3 1500 MXP: F7 6000 MXP: E5.2/B10.3 95 MXP: F7 3000 MXP: F7 1700 MXP: F7 990 MXP: F7
Aethra	AVC 8400: 6.0.30 X5: 10.2.24 X7: V11.1.12 Silver: 6.0.30
Sony	PCS-1: 3.41 G-50: 2.41 TL-50: 2.31 TL-30: 1.24 HG-90: 2.20.00 G-70: 2.61
France Telecom	eConf: 5
Microsoft	Office Communications Server: 2007
CounterPath	eyeBeam: 1.5.12
Innomedia	MTA 5531: 1.9.8GEN
Leadtek	BVP 8882: 2.5.00_56
Wooksung TelephoSee	WVP-2100: 1.20.0.49L

## Upgrade and Downgrade Procedures

Follow these steps to upgrade from a previous version of LifeSize Multipoint:

1. Save the current custom configuration by clicking **Export** on the web user interface toolbar to export the configuration to a \*.ini file.
2. Use the Upgrade Utility to burn the latest version onto the MCU card.
3. After burning, the Upgrade Utility resets the platform.
4. After reset, the latest version is installed.
5. Execute this procedure for both the MVP and MCU utilities.

Since the upgrade process does not override the existing configuration, you do not need to import the saved configuration.

You cannot upgrade directly from MCU version 5.0 to version 5.6. Upgrade initially to version 5.1.1 and then to version 5.7.

We recommend that you run upgrade and downgrade procedures from a machine located on the same network as your MCU to ensure that there are no failures due to network connectivity problems. Do not simultaneously run more than one upgrade utility per PC.

Follow these steps to downgrade from LifeSize Multipoint version 5.7 to a previous version.

1. Save the current custom configuration by clicking **Export** on the web user interface toolbar to export the configuration to a \*.ini file.
2. Use the Upgrade Utility to burn the latest version onto the MCU card.
  - a) Provide an IP address, login name, and password.
  - b) Open the **Customize** screen and check the configuration file.
  - c) Initiate the downgrade procedure.
  - d) Wait while LifeSize Multipoint performs the downgrade procedure and resets. This may take several minutes. Do not interrupt the procedure; wait until it is fully completed and the Upgrade Utility reports that the downgrade has been performed successfully.

Do not import the saved configuration to the MCU after downgrade. An older version of the MCU might not support the new configuration values.

## New Features

Following are the major new features in this release. Refer to your LifeSize product documentation for more information about using the product.

Feature	Description
HD video quality	Enhanced HD video quality and better support for networks with high traffic load.
Lecturer Mode	Enhanced Lecturer Mode
HD video	Optimal HD video display on TV screens
HD Presentation Support	Added HD Presentation Support for desktop rate services—now users can present with 720p video quality.
H.264/XGA support	H.264/XGA support for H.239.
HD switched conferences participants	Increased the number of participants supported for HD switched conferences of up to 32 calls with call rates of up to 1.5 Mbps.
Encryption	Added strong password encryption.
Subnet mask	The subnet mask can be entered in decimal form (for example, 255.255.254.0).
Auto Switch	Introduced Auto Switch for High Definition Switching Mode.
Dynamic HD Switching Conference functionality	New Dynamic HD Switching Conference functionality enables the MCU to define the conference type according to the first party that dials in, as follows: <ul style="list-style-type: none"><li>▪ If a HD device dials in first, the conference is handled as a High Definition VA Switching Conference.</li><li>▪ If a SD device dials in first, the conference is handled as a Standard Definition VA Switching Conference.</li></ul>
Support for unlocking a waiting room from devices using DTMF.	Moderators can now join meetings requiring a moderator PIN from the room system. When joining the conference, a slide instructs the user to wait for the moderator or enter the moderator PIN.

## Resolved Issues

Following are the resolved issues in this release. Refer to your LifeSize product documentation for more information about using the product.

Feature	Description
H.239 video channel opening	H.239 video channel can be opened when no main video channel is open.
Audio problems	Conference participants no longer hear scratchy audio.
Keep Alive expiration	The MCU-MVP connection overcomes issues caused by Keep Alive expiration period calculations.
H.263 support	Improved support for high quality video H.263 using a 4CIF image size and frame rate of 30 f/s.
Active speaker video layout	The active speaker video layout displays correctly in conferences of either 10 or 13 participants.
Manually defined bandwidth	The manually defined bandwidth is used when inviting a party via the Conference Control web user interface.
Black screen	The MVP no longer sends a black screen due to loss of video.
Default Configuration from CLI	The Default Configuration option has been removed from the CLI menu.
HD interoperability	Improved HD interoperability (480p) with Polycom HDX Stations (HDX9000 series). The MCU now supports 480p/30 f/s conferences.
<b>Max Parties in Service problem</b>	The web user interface correctly displays the maximum number of parties allowed by a service.

Feature	Description
Admin password expiration	Administrator user password expiration is now handled correctly.
SIP-related issues	<p>The MCU no longer erroneously sends QCIF when the remote party supports CIF.</p> <p>Enhanced interoperability with Avaya equipment solves the following issues:</p> <ul style="list-style-type: none"> <li>- Audio was occasionally not sent to Avaya devices.</li> <li>- Non-Avaya devices occasionally did not hear the beginning of the audio announcement in mixed conferences.</li> <li>- The audio announcement was not heard in a PIN-protected conference.</li> <li>- Audio was partially lost in Avaya-only conferences in which invitations were sent using DTMF tones.</li> </ul>
Audio problems	Audio functions correctly when calling Polycom devices in audio-only scenarios.
Chinese translation	Chinese translations are provided for the In-meeting Control interface when running the MCU on Windows 2000 or Windows XP.
Calls to non-protected meetings	Calls to non-protected meetings when using a password now connect correctly.
Video problems	Video functions correctly when an HD device connects to a conference when participants are still in the waiting room.
Overscan results in cropped image. (MPT-70)	<p>On some displays the video image may appear cropped. To work around this issue set the HDTV mode for each service prefix, as follows:</p> <ol style="list-style-type: none"> <li>1. From the <b>Services</b> tab, edit the Service prefix you wish to modify.</li> <li>2. Select <b>Advanced Video Settings</b>.</li> <li>3. Mark the checkbox <b>Slightly reduce image size for optimal TV display</b>.</li> <li>4. Click <b>OK</b>.</li> <li>5. Click <b>Upload</b>.</li> <li>6. From the <b>Settings</b> tab, select <b>Advanced</b>.</li> <li>7. Click <b>Commands</b>.</li> <li>8. In the <b>Advanced Commands</b> dialog, enter the following:  <pre>set mc:hdtvmode &lt;service number&gt; [0-3]</pre> <p>&lt;service number&gt; is the service prefix you enabled in step 2.  [0-3] values represent the amount by which the image is reduced (1 being the smallest and 3 being the largest reduction) or 0 indicating disabled (the default).</p> </li> <li>9. Click <b>Send</b>.</li> <li>10. Confirmation appears in the <b>Response</b> box at the bottom of the screen.</li> <li>11. Click <b>Close</b>.</li> </ol> <p>LifeSize recommends that you test each value since results may vary with different types of connections (HDMI or component) and display brands.</p>

## 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 sell or support these applications; contact the third party vendor for more information about these products.
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, v6.0, and v7.0 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 v3.0 or later.
Defining more than 20 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 20 prefixed services can render a system inoperable. For the best administrative experience, it is advised to keep the number of prefixed services below 20.
Auto Attendant	<p>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, some Aethra X3 versions, RADVISION SCOPIA 3G Gateway, eConf in SIP only, old versions of TANDBERG 1000 and TANDBERG 6000.</p> <p>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.</p> <p>Slide resolution in SIP calls is limited to CIF if a device connects with the H.264 codec. Resolve this issue by configuring the device to use Empty Invite or offer H.263 at a higher priority.</p>
Web	Microsoft JVM is not supported.
Gateway	<p>Poor video quality for calls at 384 Kb/s via the Gateway.</p> <p>Disable H.239 to enable operation with the LifeSize Gateway.</p>

Issue/Problem	Description/Workaround
High Definition Continuous Presence Interoperability	<p>LifeSize versions earlier than 3.6.0 offered maximum capabilities of 480p symmetric instead of 480p Tx 720p Rx in SIP calls, causing the MCU to fail to treat the call as HD and to incorrectly decode data from the endpoint side. Version 3.6.0 resolves this issue. Alternatively, set the service maximum picture size to 480p.</p> <p>When a Polycom HD device dials in to a conference using an Empty Invite, the MCU offers capabilities of 480p Rx 720p Tx. The device responds with 480p symmetric, causing the MCU to fail to treat the call as HD and to incorrectly decode data from the device side. Resolve this issue by setting the service maximum picture size to 480p.</p> <p>Network issues or device limitations may cause a device to request that the MCU decrease the bit rate to below 4 MB.</p> <p>Polycom HDX version 2.0 or higher is required for HD conferencing.</p> <p>HD continuous presence is not supported with Sony PCS-HG90; HD switching is supported.</p> <p>For the best experience with LifeSize devices, configure <b>Administrator Preferences : Video : Video Quality</b> for the device to favor sharpness over motion.</p> <p>To use a LifeSize device with SIP, do not select <b>Use Empty Invite when sending Invite messages to endpoints</b> checkbox, located in <b>MCU&gt;Protocols&gt;SIP&gt;Advanced SIP Settings</b>.</p>
Switched High Definition Interoperability	<p>To use Tandberg and Aethra HD devices with an HD switched video service, select the <b>Auto</b> option in the <b>Frame rate</b> field of the service's <b>Advanced Video Settings</b>.</p> <p>To use a Sony HD device with an HD switched video service, select the <b>30 f/s</b> option in the <b>Frame rate</b> field of the service's <b>Advanced Video Settings</b>.</p> <p>To use an Aethra HD device with an HD switched video service, select up to 1.5 Mb/s for the <b>Max call rate</b>.</p> <p>LifeSize recommends that you do not use devices from different vendors together when working with HD switching services. Using devices from a single vendor in HD switching conferences produces the best video quality.</p>
H.323	<p>LifeSize recommends that you do not activate Fast Start. Fast Start is not supported when the MCU is set to support HD.</p>
H.243	<p>If the H.323 registration mode is set to <b>gateway</b> 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. Changing the H.323 registration mode to MCU may cause interoperability issues with the Cisco IOS H.323 Gatekeeper.</p> <p>H.243 conference control may not function with some ISDN devices that are connected through a gateway.</p> <p>When H.243 is enabled, Far End Camera Control (FECC) to some Tandberg devices may not function. To resolve this, disable H.243.</p> <p>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.</p>
Encryption	<p>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.</p> <p>When using H.235 encryption, MCU port capacity remains unaffected for calls of up to 768 Kb/s. For calls at higher rates, the port capacity drops to half.</p>

Issue/Problem	Description/Workaround
Configuration	<p>Connect the MCU module and all registered MVP modules to the same IP switch.</p> <p>Upgrading to MCU 5.6 may change the H.239 resolution from XGA to VGA. Resolve this issue by reconfiguring the service.</p> <p>Enabling or disabling the H.323 protocol using the NMS may the reset the MCU.</p>
H.239	<p>Enabling H.243 in the <b>Settings&gt;Conference Control</b> section may cause H.239 interoperability issues with Aethra devices.</p> <p>For a Sony PCS-TL30 device to receive a H.239 presentation, in the service's <b>Presentation View Settings</b>, select the <b>XGA</b> option for <b>Image Size</b> and the 1fps option for <b>Presentation frame rate</b>.</p> <p>In the event that a Tandberg device joins a conference while a H.239 presentation is in progress, you may need to restart the presentation so that it can be seen by the Tandberg device.</p> <p>If you are using Tandberg HD devices and H.239, LifeSize recommends you use the advanced command <code>mc:h323terminaltypecode</code> with a parameter of 200. To do this, navigate to <b>Settings&gt;Advanced&gt;Commands&gt;Advanced Commands</b>.</p>
T.120	<p>T.120 does not function across cascaded conferences. Set the <code>configT120OutCallRecvOnly</code> advanced command to 1 to modify T.120 default behavior on outgoing calls from <b>sendonly</b> to <b>recvonly</b>. Return the value to 0 to revert the default behavior to <b>sendonly</b>.</p>
Cascading	<p>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.</p> <p>You cannot disable the No-Self-see option from the In-conference Control web user interface for the 3G layout.</p> <p>SIP cascading of the MCU does not operate when using Empty Invite. Use Full Invite instead.</p> <p>In a cascaded conference, the encryption status of individual participants may display incorrectly.</p> <p>Participants on the same slave conference cannot control each other via the master conference. Control is available via local layouts.</p> <p>The maximum number of participants in a cascaded conference is limited to 120.</p>
DoS Attacks	<p>DoS attacks can cause the MCU to reboot when you open a Telnet session.</p>
LifeSize Multipoint Extension	<p>In a LifeSize Multipoint Extension conference, you cannot change the <b>Self See</b> option from the Conference Control interface. Use the <b>Enable 'No Self See'</b> parameter in the service definition screens to change this option.</p> <p>A LifeSize Multipoint Extension client with a password configured will fail to connect to a non-password protected conference.</p> <p>A LifeSize Multipoint Extension client with a password longer than 7 characters will fail to connect to a conference.</p>

Issue/Problem	Description/Workaround
SIP	<p>When using a Sony PCS-1 device in SIP, select the <b>Use 'Empty Invite' when sending Invite messages to endpoints</b> checkbox, located in <b>MCU&gt;Protocols&gt;SIP&gt;Advanced SIP Settings</b>.</p> <p>Configure the MCU to use either the AS or TIAS attribute, but not both, when working with TANDBERG devices.</p> <p>Polycom VSX 7000 devices do not support H.264 at bit rates above 768 Kb/s. Remove H.264 from the service definition to enable call establishment.</p> <p>Use TANDBERG MXP1700 versions later than 7F Beta only.</p> <p>Disable cascading to enable operation with Eyebeam devices.</p> <p>LifeSize devices offer HD capabilities only when identifying the MCU according to the user agent field. If the device does not offer HD capabilities, change the MCU identifier to "LifeSize Multipoint" and reset the device.</p>
No video on Tandberg devices in HD-VAS conference. (MPT-72)	Tandberg cannot decode 720p video. To work around this issue, set the frame rate for the prefix to <i>Auto</i> instead of setting it to 30.
MCU cannot transmit video with 480p resolution at 384K call speed. (MPT-48)	To place calls with 480P for bandwidths from 256K and up, navigate to <b>Settings - Advanced – Commands</b> on the MCU Admin page and set the <b>HD Minimal Rate</b> command to 256K or 348K.
DVD presentation from LifeSize devices with LifeSize Multipoint are not transmitted to the far side for some resolutions. (MPT-47)	By default, the MCU does not allow a picture size mixture of CPS and CIF resolutions for presentation in order to avoid unexpected behavior. If the resolution value is XGA on the MCU and the advanced command is set to <i>on</i> neither DVD nor VGA presentation is transmitted to the device.

Issue/Problem	Description/Workaround
Tips	<p>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.</p> <p>The <b>Conference Control</b> and <b>Login</b> screens are best viewed in full screen mode (1024 x 768 fps).</p> <p>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. AAC-LC is supported in calls with LifeSize devices.</p> <p>Set the <i>Enable in-band DTMF detection</i> advanced command to <b>disable</b> to allow a conference call of 96 participants with 4 registered MVP modules.</p> <p>LifeSize recommends that you set the Ethernet port speed and duplex parameters of both the MCU and the switch to <b>Auto</b>. Set these parameters to 100 Mb/s full duplex only 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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>Press the pause button (  ) after the IVR phase when working with eConf endpoints if the video does not start automatically.</p> <p>You can define a maximum number of 49 services and 1 hidden service for IP dialing.</p> <p>The high-quality AAC-LC audio protocol is supported with LifeSize devices. AAC-LC requires a higher bandwidth (96 Kbps) than other standard quality audio protocols, so it is suitable mainly for video calls with a high call rate.</p> <p>LifeSize recommends the following procedure when working with video calls at a call rate below 256 Kb/s:</p> <ol style="list-style-type: none"> <li>1. In the Administrator interface, on the sidebar, click <b>MCU</b>.</li> <li>2. Click <b>Services</b>.</li> <li>3. Select the service you wish to configure and click <b>Add</b>.</li> <li>4. Click <b>Advanced Audio Settings</b> to modify audio settings.</li> <li>5. Add AAC-LC to the Available list. If you select the AAC codec for use with a video service, the <b>Use AAC codec for call rates equal or above</b> option is enabled.</li> <li>6. Select an appropriate lower limit for the call rate from the drop-down list so that AAC-LC is used only for calls with a call rate above this limit.</li> </ol> <p>To ensure successful IP dialing when the MCU is not registered with a gatekeeper, configure the MCU as follows:</p> <ul style="list-style-type: none"> <li>▪ Deselect the Register conference ID option under MCU &gt; Settings &gt; Advanced.</li> <li>▪ Select the Enable H.323 protocol option under MCU &gt; Protocols &gt; H.323.</li> <li>▪ Enter an IP address in the Gatekeeper Address field that is not 0.0.0.0 and that does not end in 0 (for example, 100.20.31.0).</li> </ul>

## 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](mailto:feedback@lifesize.com). You may also contact LifeSize Customer Support as follows:

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