



Release Notes

LifeSize Passport

Release: v4.7.13

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For the most current version of product documentation, refer to lifesize.com/support. If you are using LifeSize Video Center with this release, ensure that you read the release notes for LifeSize Video Center for additional information. If you are using other LifeSize products with this release, ensure that you read the latest release notes for those products for additional information.

Upgrading from a Previous Release

If you are upgrading, ensure that all LifeSize cameras and adapters you intend to use are connected to your LifeSize system before you perform the upgrade. Cameras and adapters not connected before you perform the upgrade may not function properly if connected to the system after the upgrade.

Downgrading from this Release

To view and access all options in the web interface after upgrading or downgrading a LifeSize system, close your web browser, clear the browser cache, and then reopen your web browser.

LifeSize recommends you reset to the factory defaults after performing a downgrade.

Web Browser and Flash Player Support

The LifeSize web administration interface is supported in this release with the Adobe Flash Player v9 and v10 and the following web browsers:

- Microsoft Internet Explorer for Windows, v7 and v8
- Apple Safari for Mac v4.0.4

New in This Release

Following are the new issues in this release. Numbers in parentheses following a summary are used for internal tracking purposes only.

OCS

- LifeSize Passport is now officially Microsoft qualified with Microsoft Office Communications Server 2007 R2 in this release. Refer to the Technical Note *Using LifeSize Systems with Microsoft Office Communications Server and Microsoft Lync Server* for information about configuring your systems with OCS.
- On LifeSize Passport, enabling Microsoft OCS automatically sets the maximum outgoing call bandwidth and maximum incoming call bandwidth to 384 kb/s. You can set these values to a higher value, but that may cause a video glitch for a few seconds in Microsoft OCS encrypted federated calls.
- LifeSize systems fail to register with the OCS server when placing SIP calls. This issue has been corrected in this release. (END-16831)

BFCP

- Added support for TCP/BFCP to interoperate with Polycom SIP dual-video systems. (END-16701, END-16593)

Communications

- An issue in which packet loss occurred a few seconds after a SIP call was established has been corrected in this release. (END-16262)
- Calls from a LifeSize system to the OCS client fail. This release now supports different encryption modes in case of federation. (END-15944)
- In previous releases, the CDR did not log the destination address for calls placed from a device to a non-reachable address. In this release, the CDR log records the call as disconnected. (END-16739)
- When the corporate directory is stored on an external directory service and LifeSize Control shuts down unexpectedly or there is a network outage, the system now purges entries only when they are determined to be stale during periodic refresh cycles. (END-16676)

Video

- Video issues during ISDN calls on LifeSize Room 220 with software version 4.6.1(5) installed no longer occur in this release. (END-15894)
- In calls from Tandberg Movi to LifeSize 4.7.10(14), the far end received audio but no video; however, the Movi presentation was visible. This problem no longer occurs in this release. (END-16492)

Audio

- In this release, administrators can adjust the default decibel (dB) output level for each audio system. Contact LifeSize Technical Services for assistance. (END-13964)

Known Issues

Following are known issues and their workarounds, if available. Numbers in parentheses following an issue are used for internal tracking purposes only.

Video

- It may take an average of seven seconds to receive far end video after connection is established. (END-15798)
- LifeSize Camera 200 using a firewire cable and LifeSize Camera 10x do not upgrade in the background when attached to LifeSize video communications systems. This is only an issue if the software on the camera is older than the software on the LifeSize system.
Workaround: Ensure the camera and codec are at the same software version by upgrading the system to the desired software version while the camera is attached. (END-16275)

Audio

- LifeSize Passport can support one video and one audio call at the same time. However, if the third call is a video call, LifeSize Passport does not convert it to an audio and instead rejects it. **Workaround:** Redial the call as an audio call. (END-15991)
- For audio only calls, dialing an IP address is successful despite voice dialing set to ISDN. (END-9307)

Network

- If your network does not support IPv6 auto configuration and you set the **IPv6** preference to *Enabled* and the **IPv6 Configuration** preference to *Auto* in **Administrator Preferences : Network : General**, upon reboot, the system fails to complete the initialization process. Use the reset button on the back of the codec to restore the system configuration to default values. Refer to the *LifeSize Video Communications Systems Administrator Guide* for more information about using the reset button. (END-13225)
- An H.460 call fails if the LifeSize system does not have a valid hostname. Ensure that a valid hostname is configured for the **Hostname** preference in **Administrator Preferences : Network : General**. (END-9642)
- If you enable a VLAN, the system will reboot and the network connection will be reported as 10 Mb/s, half-duplex through the user interface, the automation command line interface, and the web administration interface, even though it actually auto-negotiated at 100 Mb/s full-duplex. (END-13467)
- After you enable telnet through the user interface, the web administration interface, or the automation command line interface, it does not work. Reboot the LifeSize system after enabling the telnet preference for it to work. (END-13501)

Command Line Interface

- Error 02, file error is returned in the automation command line interface if you use `set camera position -P` to a preset that has not been set. The proper error code is 0d, No data available. (END-16273)
- The USB serial port can become unresponsive to the automation command line interface.
Workaround: Remove the USB serial adapter and attach it again to restore responsiveness. (END-15916)

User Interface

- The **Primary Audio Output Test** preference in the web administration interface does not send test tones to the LifeSize system. **Workaround:** Use the preference from the user interface that appears in the display connected to the system. (END-11029)
- No matter how they are originated, calls are not terminated when you click the **hang up all** button in the web administration interface **Call Manager**. Use the remote control or the automation command line interface to terminate the call, or click the **hang up** button to terminate the call. (END-13377)
- Configuration preferences and options vary across LifeSize system software releases. Restoring a system configuration using a file saved from a different model or software release may produce unexpected results. LifeSize recommends that you restore a configuration that was saved from the same system or the same system model and software release.

Communications

- The **Register** button in **Administrator Preferences : Communications : SIP** is available to re-register the system in the event SIP registration fails only after you make a change to a SIP preference. To re-register the system, do the following:
 1. Choose *Disabled* for the **SIP Registrar** preference.
 2. Navigate to the **Register** button and press **OK** on the remote control.
 3. Return to the **SIP Registrar** preference and choose *Enabled*.
 4. Return to the **Register** button and press **OK** on the remote control. (END-9001)
- Calls between LifeSize Passport systems using the H.460 protocol can experience intermittent video corruption. (END-13207)

Product Limitations

Following are known limitations with this LifeSize product. Numbers in parentheses following an issue are used for internal tracking purposes only.

Video

- Virtual multiway is not supported on LifeSize Passport in this release. (END-12786)
- Digital zoom is not supported on LifeSize Passport in this release. (END-9474)

Skype

- Skype video is unsupported in this release. If you attempt to place a Skype video call it will connect as audio only.
- In a two-way Skype call between two LifeSize Passports, bandwidth is limited to 512K. (END-15777)

Network

- When placing a call from a system behind a firewall (or without a static NAT configuration in the firewall) the call may complete, and camera control from the system behind the firewall (the private system) to the system on the public internet (the public system) will work, but FECC from the public system to the private system will not work, or may work intermittently. LifeSize recommends deploying LifeSize Transit servers for this configuration. (END-12129)
- LifeSize Networker is not supported with LifeSize Passport in this release. (END-12815)

Recording and Streaming

- Although LifeSize Video Center can generate 10-digit recording keys, LifeSize Passport cannot accept them and instead produces an error message. **Workaround:** Limit your recording keys to 9 digits. (15471)

User Interface

- Calls placed from the **Call Manager** in the web administration interface always appear on the **Redial** list with *Auto* as the bandwidth and protocol, regardless of the actual bandwidth and protocol specified when the call was first placed. (END-6497)
- In calls with systems using IPv6 addresses, call statistics incorrectly show zero as the value of the packet loss for transmitted video. (END-6127)
- LifeSize Passport cannot display the dominant talker icon in a call with an MCU hosting several participants. (END-12108)
- Because LifeSize Passport does not support JPEG snapshots, the **Call Manager** in the LifeSize Passport web administration interface cannot display an image from a LifeSize Passport camera, whether it is the system's own camera while idle, or the camera of a far end LifeSize Passport in a call. (END-12350)

Interoperability

LifeSize video communications systems with this software release are supported with the following third party devices.

Supplier	Products
Avaya	SIP Enablement Services: v5.1.x Communication Manager: v5.1.x
Cisco	Unified Communications Manager: 7.0.2.20000-5
Codian	MCU 4220: 2.4(1.20) MCU 4505: 3.1(2.13)
LifeSize	Multipoint: 5.7 Multipoint 230: 7.1 Multipoint Extension: 5.7, 7.1 Gatekeeper: 5.7, 7.1 Phone: 4.5.2 Transit: 2.1 Control: 5.1.0 Desktop 1.0.3 Video Center: 1.2.1 Virtual Link: 1.0.1 Bridge: 1.0.1
Microsoft	OCS 2007 R2: 3.5.6907.0
Polycom	HDX 9002: 3.0.0 HDX 9004: 3.0.0 HDX 4000: 3.0.0
Tandberg	EDGE: F8.0 C series: TC4.0.1

Interoperability Limitations

Following are the known limitations with third party products. Numbers in parentheses following an issue are used for internal tracking purposes only.

General

- A presentation sent by a far end participant in a multiway video call with a LifeSize system as the MCU appears as black video if one of the devices in the call is configured to accept H.261 video only. To avoid this problem, LifeSize recommends using default configuration settings for video codecs for all devices in the call. (END-11372)
- Enabling static NAT on a LifeSize system and then placing a call through a router with an application-level gateway or protocol fixup that modifies call control traffic may result in no video and/or audio at either the near end or far end of the call. Depending on the router, disabling static NAT on the LifeSize system may resolve this issue. LifeSize recommends disabling fixup on the router; refer to issue END-1161. (END-6920)

Cisco

- SIP dual video is not available in SIP calls between LifeSize video communications systems connected through Cisco Unified Communications Manager. (END-10870)
- H.239 may not work through your CISCO PIX or ASA (Adaptive Security Appliance) firewall/ASA device. The Cisco fixup protocol did not recognize H.239 and terminated a call if it attempted to open an H.239 stream. Upgrade to ASA v8.2.1 or later to eliminate this issue. (END-1611)

Codian

- In a multiway call with a Codian MCU, video and text that appear in the display may appear cropped on the bottom or sides of the image. **Workaround:** Add the LifeSize system to the directory on the Codian MCU and adjust the border size to 2 or 3 depending on your display. You can adjust the border size from the LifeSize system during a call using far end camera control. With the far end camera of the Codian MCU selected, press the zoom out key on the remote control, ensure that **Border width** is selected and then press the right arrow key to change the border width. (END-9248)
- When creating a dial-out conference on the Codian MCU, the first two systems connect without issues, but any participant after that is reduced to 256k. (END-12277)

Tandberg

- Audio not synchronized with video in call to Tandberg Edge 95 MXP. (END-14795)
- Tandberg Edge 95 systems receive a maximum resolution of 720x400 in calls with LifeSize systems. (END-12440, END-15849)

Documentation Errata

Following are known issues in the technical documentation available in this release.

User Guide

- The section *Managing Audio* includes the following statement:

When the user interface is visible during a call, a volume meter for the active microphone appears in the near video image next to the dominant speaker icon.

In this release, no volume meter is displayed in a call.

- The section *Power and Connectivity Issues* in the *LifeSize Passport User Guide* includes the following:

*You may need to reboot a system that is not responding to commands from the remote control. To reboot the system, access **User Preferences : Diagnostics : System Reboot**.*

If your system is not responding to your remote control, use the reset button on the back of the codec to reboot.

- Before you enable the **802.1x Authentication** preference in **Administrator Preferences : Network :General**, you must configure 802.1X through the automation command line interface. Refer to the *LifeSize Passport Command Line Interface* guide for more information.

Command Line Interface

- The `set/get camera autoexposure-method` command has been added to support LifeSize Camera 200 connected through the firewire cable. (END-15917)
- The `get/set camera background-upgrade` command has been added to turn the background upgrade settings for specified cameras on and off. (END-15788)

Creating a Recording

Software release v4.7.0 includes support for recording and streaming on LifeSize Passport while the system is not in a call.

The recording and streaming preferences must be enabled on your LifeSize Passport to record. Refer to the *LifeSize Video Center Administrator Guide* for information about setting these preferences.

Recording While Not in a Call

To record while not in a call, complete the following steps:

1. From the main screen, press the  button on the remote control.
2. Press the  button on the remote control to start recording.
3. If prompted, enter a valid recording key.

If successful, the recording begins and the recording indicator appears. To end the recording, press the  button on the remote control.

Using LifeSize Cameras with the Documentation Set

Software release v4.7.10 includes support for LifeSize Camera 200 with a firewire cable. This camera usage is undocumented in the current documentation set. However, the descriptions of capabilities, limitations and usage of LifeSize Camera apply to your camera.

Contacting 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.