Release Notes

LifeSize Passport Series

LifeSize Passport, LifeSize Passport Connect

Release v4.9

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This software release is supported only on LifeSize 220 series and LifeSize Passport series video communications systems. Attempting to install this software release on any other LifeSize system will be unsuccessful.

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

New Features and Resolved Issues

Following are the major resolved issues in this release. Numbers in parentheses are used for internal tracking.

- Support for LifeSize Connections is included.
- Support for LifeSize Passport Connect is included. Refer to the Passport Connect documentation for additional details on using this product.
- HDMI audio delay setting is maintained after a reset. (END-17921)
- IPv6 is supported for H.323. (END-17917)
- The preference **Security - General - FIPS 140-2** is available from the web administration interface. (END-17693)
- New participants can successfully join a call while a recording is in progress. Additionally, when you choose *Near Video Only* for **Preferences : Video : Record and Stream**, only the local view or presentation is recorded. However, the audio of all participants is recorded. (END-17320)
- The DTMF tone volume slider works for non-inband DTMF tones. A non-inband DTMF includes out-of-band (DTMFs sent through an H.323 call) and dialing tones (DTMFs heard while dialing a number). In a PSTN call, DTMF tones are still heard at a standard volume, regardless of the slider setting. (END-18638)

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CLI Enhancements

The following table identifies enhancements to the command line interface (CLI) in this release.

Verb	Object	Target	Argument or Option	Description
`get` `set`	`video`	`adaptive-motion-control`	`{enabled|disabled}`	Enables/disables adaptive motion control. (END-18287)
`get` `set`	`audio`	`audio-output`	`Line`	Silences HDMI audio output when Line Out is selected. (END-17231)
`get`	`connections`	`enable`	N/A	Returns a value of `1` if LifeSize Connections is enabled or a value of `0` if Connections is disabled. (END-18456)
		`status`	N/A	Returns the registration status of LifeSize Connections. (END-18456)
`set`	`connections`	`enable`	`username registration_key` Optional argument that must be specified with a valid username-key pair in the following format: `set connections enable [username registration_key]`.	Enables LifeSize Connections with or without a username-key pair. (END-18456).
		`disable`	N/A	Disables LifeSize Connections. (END-18456)

For complete command syntax, log in to your LifeSize system through an SSH or Telnet connection as the `auto` user and specify **–h** after the complete command: `<verb> <object> <target>`.

Known Issues

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

Video

- When you set **Administrator Preferences : Video : Video Preferences : Video Bandwidth Balance** to *10% / 90%*, the presentation bandwidth is not actually 90% of the total. Instead, it is closer to 55%. (END-15884)
- Presentation flickers for the participant in a two-way call after stopping a recording and starting presentation. (END-19384)
- Presentation fails in a two-way call when a third participant joins. (END-19397)

Audio

- LifeSize Passport can support one video and one audio call at the same time. However, if the second call is a video call, LifeSize Passport does not convert it to an audio call and instead rejects it. **Workaround:** Redial the call as an audio call. (END-15991)
- To send audio output in a voice call to line out on LifeSize Passport systems, change the video call audio output preference. (END-19561)

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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. Restore the system configuration to its default values by pressing the reset button on the back of the codec or by turning off IPv6 in the user interface. Refer to the *LifeSize Passport User and Administrator Guide* for more information about using the reset button. (END-13225)
- I don't think that using the reset button is the user's only remedy. They should still be able to get into the.
- Changing the UDP port range in **Administrator Preferences : Network : Reserved Ports** requires a system reboot to take effect. The system automatically reboots when the TCP port range (but not the UDP port range) is changed on this page. **Workaround:** If you are changing only the UDP port range, reboot the system after making the change. (END-12524)
- 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)
- Do not configure the TLS signaling port the same as the TCP and UDP signaling ports. If the TLS signaling port is identical to the TCP and UDP signaling ports, you cannot place or accept SIP calls. (END-19088)

Presentation

- When streaming a local presentation from LifeSize Passport (through LifeSize Virtual Link) to LifeSize Video Center, audio is not synchronized with presentation video. (END-16988)
- Presentation is unsupported with devices running software versions prior to 4.7.13. Upgrade to a later version to ensure proper functionality with this release. (END-18176)
- All participants receive a blank presentation when a third caller joins after the presentation has been started. **Workaround:** Stop and restart the presentation. (END-18907)
- Presentation fails from LifeSize Passport in a four-way conference hosted by LifeSize Multipoint. (END-19345)

Command Line Interface

- Adaptive motion control cannot be enabled or disabled through the command line interface. **Workaround:** Configure this feature in **Administrator Preferences : Video : Video Quality**. (END-17406)
- `snmp contact` and `snmp location` are not set by default. **Workaround:** Use `set` to specify values for `snmp contact` and `snmp location`. (END-17098)
- `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 `get audio codec` command erroneously lists `silk.24`, `silk.16`, `silk.12`, and `silk.8` in the list of supported audio codecs. These codecs are not supported. (END-15164)
- The `status call statistics` command in the automation command line interface returns incorrect statistics in a multiway call that includes H.263/H.263+ video or low-bandwidth (less than or equal to 384 kb/s) H.264 video. (END-13668)
- If a call placed from the meetings directory using the command line interface is not answered within three seconds by the first participant dialed, all other participants in the meetings entry are then dialed but become unavailable. If the first participant subsequently answers, the call becomes a two-way call. **Workaround:** Add the remaining participants to the call from the video system's user interface. (END-13657)
- You are unable to dismiss a rejected or invalid call from the command line, even though entry 0 is present. **Workaround:** Dismiss the call from the user interface. (END-12246)
- When executing `control call add-part` or `control call dial` to place a call with LifeSize Connections, do not use the `-p` option. A protocol is not required when placing a Connections call. (END-18671)

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- When executing `set system clean -r` to purge the redial list, the list is cleared in the CLI but not in the UI. (END-18674)
- Redial list does not appear for specific bandwidth bitrates when dialed from the command line. **Workaround:** Dial the call from the main screen. (END-18794)

Recording and Streaming

- Initiating a dial out recording from LifeSize Video Center to a LifeSize system with **Auto Record** enabled results in two recordings of the same content. (END-16743)

User Interface

- With **Administrator Preferences : Telepresence : Hide User Interface** enabled, the confirmation dialog box to start a Virtual Link presentation is also hidden. **Workaround:** Press **OK** on the remote control a few seconds after starting the presentation. (END-17067)
- Call history might report incorrect resolutions. On some LifeSize systems, the call history file that you download from the **Diagnostics : Call History** page of the web administration interface might report -1x-1 as the resolution in the Rx Res column. (END-16039)
- The five-minute setting for the in-call UI overlay fade out timer does not work. (END-17974)
- A LifeSize system might display unsupported inputs for Passport Connect. (END-18877)
- **Administrator Preferences : Recents** might not list recent calls. (END-19166)
- Setting **Caller ID Timeout** to *Always On* does not maintain display of the ID. (END-19326)
- The presentation stream does not show the IP address of the presentation source. (END-19325)
- The setting for the default primary input does not persist after rebooting. (END-19342)
- Background image might change when changing the display resolution from the default to 1920x1080p30. (END-19565)
- Directory is blank while it is refreshing. (END-19544)
- Presence status does not appear for directory contacts beyond 50 in LifeSize Passport Connect. (END-19591)
- The menu bar does not display on LifeSize Passport Connect during a call when you press **Back**. (END-19147)
- The **Maximum number of calls reached** message does not appear when a second call is dialed. (END-19440)
- The Passport user interface continues to show a **Ringing** message after the call has been disconnected. (END-19382)

Communications

- With **SIP Signaling** set to *TLS* in **Administrator Preferences : Communications : SIP**, register with the SIP registrar for SIP calls to be successful. (END-17518)
- Calls between LifeSize Passport systems using the H.460 protocol can experience intermittent video corruption. (END-13207)
- In some cases, configuring LifeSize Transit from the LifeSize system fails even when the data provided is correct. **Workaround:** Reset to defaults and reconfigure LifeSize Transit. (END-17971)
- Setting the Voice Dialing preference to H.323 does not limit calls to H.323. You can still place SIP voice calls by way of a SIP Proxy. You can also connect by using H.323, even if the option is set to SIP. (END-18580)
- OCS registration might fail from the web administration interface. **Workaround:** Register from the main screen interface of your video system.
- When a system is deactivated and reactivated again, it does not re-register automatically. Instead, you must manually re-register the device. (END-19224)

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Upgrade

- Because software upgrades require the system to communicate with the license server to perform a license check, DNS resolution must be enabled either through DHCP or by specifying **DNS Servers** in **Administrator Preferences : Network : General**. If you disable DHCP, set **DNS Servers** and specify the IP address, subnet mask, and gateway to facilitate software upgrades. (END-14192)
- Using the Safari browser on a Mac to upgrade system software might result in a certificate error. (END-15551)

LifeSize Connections

- Resetting and applying a saved configuration with LifeSize Connections disabled results in Connections being set to enabled. (END-18553)
- After disabling your LifeSize Connections registration, LifeSize Transit might appeaar as *Connected* even without access to the Transit Server. (END-18641)
- LifeSize Connections automatically becomes enabled when attempting to re-register with OCS. (END-18309)
- LifeSize Connections automatically becomes enabled after a save and restore. (END-18553)
- In a multiway call with LifeSize Connections participants, statistics are shown only for the first participant. (END-18368)
- Meetings with LifeSize Connections participants are not supported. (END-19214, END-18277, END-19210, END-19213)
- A minimum of 30 UDP/TCP ports are required for the best performance in LifeSize Connections calls between the client and a LifeSize device. (END-19286)
- In a multiway call with presentation, when a second participant starts another presentation and a third participant changes the layout of the call, the presentation fails. (CON-622)
- For video calls, Connections attempts to connect before SIP PBX. For audio calls, SIP PBX attempts to connect before Connections. If the SIP PBX connects successfully, Connections is not tried and might appear to be unsuccessful if registered to a SIP server. (END-19495)
- If you register to the Connections server with greater than 1000 entries, the 1000 limit results in a subset that might differ on each system. (CON-680)
- Call counter might not accurately represent remote calls with LifeSize Connections. (END-19146)

Product Limitations

Following are known limitations with this LifeSize software version. Numbers in parentheses are used for internal tracking.

Video

- Virtual multiway is not supported on LifeSize Passport and Passport Connect. (END-12786)
- Digital zoom is not supported on LifeSize Passport. (END-9474)
- H.263+ is unsupported on Passport and Passport Connect.

Skype – LifeSize Passport Only

- LifeSize Passport supports Skype video at a resolution of 640x480 at 30 f/s at an approximate bit rate of 512 kb/s.
- In a two-way Skype call between two LifeSize Passports, bandwidth is limited to 512 kb/s. (END-15777)
- Audio is not synchronized with video in a two-way call between a wireless Skype client and LifeSize Passport. (END-16998)
- LifeSize Passport might respond slowly to remote control prompts for the first few minutes of a call after logging into a Skype account with 500 users. (END-18595)

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- Skype calls connect as audio only. **Workaround:** Log into Skype on your PC and accept all contact requests prior to logging into Skype on LifeSize Passport. (END-17708)
- Transmit frame rate on LifeSize Passport sometimes drops to 1 f/s in a Skype call on a Mac. The Skype client sends bitrate downspeed requests for less than 50 kb/s, resulting in lower resolution and frame rates. (END-19156)

Network

- When placing a call from a system behind a firewall (or without a static NAT configuration in the firewall) the call might complete, and camera control from the system behind the firewall (the private system) to the system on the public internet (the public system) might work, but FECC from the public system to the private system either does not work or works intermittently. LifeSize recommends deploying LifeSize Transit for this configuration. (END-12129)
- LifeSize Networker is not supported with LifeSize Passport. (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 nine digits. (END-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)
- 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, regardless of whether it is the system's own camera while idle or the camera of a far end LifeSize Passport in a call. (END-12350)
- LifeSize v3.5.x with Flash Player v10 fails during upgrades. If you are using Flash Player v10 with LifeSize v3.5.x, downgrade to Flash Player v9 before upgrading to LifeSize v4.x. (END-9548)

Interoperability

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

Supplier	Products
Avaya	SIP Enablement Services: 5.1.x Communication Manager: 6.1.x 1-X Communicator: 6.1.x
Asterisk	Asterisk: 1.4.22.1
Browser support	Microsoft Internet Explorer v7, v8 Apple Safari for Mac v4.0.4 Adobe Flash Player v9, v10
Cisco	IOS GK: v12.4(17a) ASA 5510 Firewall: v8.0(4) UCM: v7.13.10000-11e
Codian	MCU 4220: 4.1(1.59) MCU 4505: 4.1(1.59)

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Supplier	Products
LifeSize	Bridge 2200: 1.0.1 Control: 5.1.0 Desktop: 2.0 Gatekeeper: 5.7, 7.1 Multipoint: 5.7 Multipoint Extension: 5.7, 7.1 Multipoint 230: 7.1 Phone: 4.5.2 Transit: 3.0.1 Virtual Link: 1.0.0 Video Center 1.0.1, 1.2
Microsoft	Office Communications Server 2007: 3.5.6907.0 (R2) Office Communicator 2007: 3.5.6907.206 (R2)
sipX	sipXecs: 4.2.1
Skype Passport only	Windows 7 and XP Skype client: 5.5.59.124 MAC OS 10.7.2 Skype client: 5.3.59.1093
Sony	PCS XG-80 2.14
Polycom	HDX Series: 3.0.0 (support for BFCP) RMX: 7.0.2 VSX 8000: 9.0.6
Tandberg	Edge 95 MXP: F9.0.2 C Series: TC4.0.1 VCS: X5.1.1

Interoperability Limitations

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

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 might result in no video or audio at either the near end or far end of the call. Depending on the router, disabling static NAT on the LifeSize system might resolve this issue. LifeSize recommends disabling fixup on the router. (END-6920)
- The mute button on a third party microphone connected to the microphone input on a LifeSize system might not function properly. For best results, use a LifeSize MicPod when connecting a microphone to the microphone input. (END-8860)

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 might 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. **Workaround:** Upgrade to ASA v8.2.1 or later. (END-1611)

Codian

- In a multiway call hosted by a Codian 4220, the MCU first uses the H.263+ protocol and then switches to H.264. The frame rate remains at 15 f/s for the duration of the call. **Workaround:** Disable H.263 and H.263+ on the Codian 4220 MCU. (END-17361)

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- In a multiway call with a Codian MCU, video and text that appear in the display might 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. Use the far end camera control to adjust the border size from the LifeSize system during a call. 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 subsequent participants are reduced to 256k. (END-12277)
- The Codian 4505 MCU does not support 1080p decode. It can support 1080p encode only if the peer device supports it. LifeSize systems can receive 1080p30 video from the Codian MCU only if it is in 2x2 layout. If video is set to full screen, it displays 1280x720p30 receive and transmit. (END-12220)

Microsoft OCS

- In a five-way call with a presentation through Microsoft OCS, video is distorted on all systems. (END-17115)
- The supported bandwidth for OCS calls is 384 kb/s. (END-18446)

Polycom

- In a two-way call between LifeSize Passport and Polycom HDX 8000, the bottom portion of the presentation video sent from the Polycom system appears blurred on LifeSize Passport. (END-15311)
- Presentation does not appear on LifeSize Passport Connect when the layout is 1/6 in a call with Polycom HDX 8000. **Workaround:** Change the layout to a two-way call. (END-19011)
- Audio only calls fail in calls hosted by Polycom RMX. (END-17382)
- Distorted video appears on LifeSize systems in a 384 kb/s call hosted by Polycom RMX. (END-17162, END-17163)
- Distorted video appears on a LifeSize system in an encrypted 1024 kb/s call hosted by Polycom RMX. (END-17165)
- A presentation started by a LifeSize system with **Auto Record** enabled does not appear at the Polycom HDX 9000 far end and is not received by LifeSize Video Center. (END-16763)
- A participant on a LifeSize system joining a call in progress that is hosted by Polycom RMX is unable to view an ongoing presentation. **Workaround:** Add all call participants before starting the presentation. (END-17243)
- Audio is not synchronized with video in 1080p30 calls with Polycom HDX 8000 and Polycom 8006 systems. (END-12251, END-17318)
- During a two-way call between LifeSize and Polycom HDX 4000 systems, audio is not synchronized with video on the Polycom HDX 4000 system. After approximately six minutes into the call, audio and video are synchronized. (END-17173)
- Audio is not synchronized with video in calls hosted by Polycom RMX when the LifeSize systems are connected at different speeds. Latency increases as the duration of the call increases. (END-7012)
- Video goes blank on Polycom HDX 9002 in a multiway call when video is renegotiated from H263+ to H264. (END-15426)
- LifeSize video communications systems might not have far end camera control on Polycom VSX 8000 in two-way or multiway calls. (END-15854)
- When a LifeSize system dials the E.164 address for a Polycom system through a gatekeeper, the audio might be distorted because of a byte swap issue on G722.1C codecs. **Workaround:** Contact Technical Services to override the byte swap. With this fix enabled, you might experience distorted audio on previously functioning G722.1C codecs. (END-13752)
- When a LifeSize system is the MCU in a multiway call and sending a presentation, the presentation stops if a Polycom HDX system is a participant and either another participant leaves the call or a third party device joins the call. **Workaround:** Hang up the call, place the call again, and restart the presentation, or ensure that all participants are in the call during the presentation. (END-10898) (END-11355)

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- A LifeSize system in a multiway call with Polycom VSX 8000 or VSX 7000 as the MCU cannot send a presentation from a device connected to the SD input due to limitations in negotiating a compatible resolution for the video. The same issue occurs if the presentation device is connected to the VGA input on the LifeSize system. **Workaround:** If the VGA input is used, change the resolution on the VGA input device to 1024x768 or greater. (END-7611) (END-9357)
- LifeSize systems do not receive a presentation from Polycom systems when Polycom RMX is the MCU due to features sent from the MCU that are not supported on LifeSize systems. (END-10310)
- In a call with Polycom HDX 8006, the LifeSize system does not send 60 f/s. On the Polycom HDX 8006, specify a maximum 30 f/s mode by selecting *sharpness* at the camera properties, and specify a maximum 60 f/s mode by selecting *motion*. In 30 f/s mode, the system can send a maximum 1080p30. In 60 f/s mode, the system can send a maximum 720p60. **Workaround:** To achieve 60 f/s, ensure the HDX is set to *motion*. (END-11806)
- Distorted video appears on a LifeSize system when calling a Polycom device (for encoded resolutions that do not match the source aspect ratio). (END-12002)
- SIP calls from Polycom HDX to LifeSize systems fail through the sipXecs registrar. (END-18828) PP and PPC
- Far end camera control is not supported between LifeSize systems and Polycom HDX4000. (END-18532) PP and PPC
- When LifeSize Passport or Passport Connect calls a Polycom HDX that is in power saving mode, no video appears. (END-18420)

ShoreTel

- A call between two LifeSize systems using the ShoreTel PBX does not connect or presentation fails. Also, a SIP call to LifeSize Multipoint 230 using the ShoreTel PBX disconnects after the first ring. **Workaround:** Disable presentations on the LifeSize system. (END-17079, END-12263, END-18893)
- Call transfer is unsuccessful using the ShoreTel PBX. (END-15969)

SipX

- A LifeSize system registers successfully with SipXecs PBX despite being unauthorized. (END-11883)

Sony

- A LifeSize system in a two-way call with Sony PCS-G70 (v2.63) can start and stop only one presentation during the call. Attempting to start a subsequent presentation fails. The same issue occurs if the presentation is started and restarted on the Sony PCS-G70. **Workaround:** Hang up the call, place the call again, and start the presentation. (END-10874, END-15411, END-15332)
- Frozen video and packet loss might occur in H.323 calls with Sony XG-80. Pertains only to Passport. (END-18506)
- Disable network presentations to successfully place calls to Sony XG-80. (END-18212)

Tandberg

- Audio is not synchronized with video in a call to Tandberg Edge 95 MXP or in a call to Tandberg MXP 1700. (END-17099, END-14795)
- Tandberg Edge 95 systems receive a maximum resolution of 720x400 in calls with LifeSize systems. (END-12440, END-15849)
- The resolution in a call hosted by LifeSize Room 220 changes from 1280x720 to 944x528 when a Tandberg 1000 MXP using an H.261 codec joins the call. (END-17426)
- Registration with a Tandberg VCS gatekeeper is initially shown as successful on a LifeSize system after removing the gatekeeper authentication credentials on the LifeSize system. (END-17266)
- Audio is not synchronized with video from a Tandberg C60 system in a two-way 1080p30 call with a LifeSize Room 220. (END-17146)

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- H.460 enabled LifeSize systems that are registered to Tandberg VCS Expressway have their presentations blocked. **Workaround:** Enable H.460.19 demultiplexing mode in Tandberg VCS Expressway.
    1. Navigate to **VCS Configuration : Expressway : Locally registered devices**.
    2. Set H.460.19 demultiplexing mode to *On*. (END-14559)
- A SIP call placed from a LifeSize system configured to use UDP/TCP signaling for SIP calls to a Tandberg MXP device using TLS and security set to auto fails. **Workaround:** Place the call from the Tandberg device or disable the auto feature on the Tandberg device. (END-10462)
- When a two-way ISDN call is dialed from a LifeSize system to a Tandberg 6000 MXP, the message "No incoming video" flashes on the Tandberg side immediately after call setup. After a couple of seconds, this message is cleared, and video appears. (END-9724)
- Presentation on LifeSize Passport Connect fails when presentation is switched from LifeSize to a Tandberg C20 in a two-way call. Stop and restart the presentation when this event occurs. (END-19279)
- Frozen or blank presentation results from the Tandberg C20 when the call layout is changed on LifeSize Passport Connect. (END-18153)

Contacting Technical Services

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

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