Release Notes

LifeSize Video Communications Systems:

LifeSize Room, LifeSize Team, and LifeSize Express series

Release v4.7.13

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For the current product documentation, refer to lifesize.com/support.

Upgrading or Downgrading from a Previous Release

NOTE	After you upgrade to v4.7.13, you must reset your LifeSize system to factory defaults. LifeSize also recommends that you reset to the factory defaults if you perform a downgrade.

Before you upgrade from a previous release, connect LifeSize cameras and adapters you intend to use to your LifeSize system to ensure that they will function properly after the upgrade.

To upgrade from a release earlier than v4.0.0, you must upgrade to v4.0.0 before you upgrade to this release. Software release v4.0.0 implements upgrade license keys to ensure that a current maintenance agreement is in effect on a LifeSize video communications system. If you are upgrading from software release v4.0.0 or later, ensure that a current license key exists on the system before performing the upgrade. The expiration date for the license key appears on the **System Information** page in **Upgrade License**.

Audio levels for the active microphone volume and line in volume preferences were recalibrated in v4.1.1. If you are upgrading from a previous release, LifeSize recommends that you check these levels after you perform the upgrade.

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 reopen your web browser.

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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 Features

Following are the major new features in this release. Numbers in parentheses are used for internal tracking.

OCS

- Added additional support for Microsoft OCS. Refer to the *Using LifeSize Systems with Microsoft Office Communications Server and Microsoft Lync Server* Technical Note at www.lifesize.com/support for more information.

BFCP

- Added support for TCP/BFCP to interoperate with Polycom SIP dual-video systems noted in the "Interoperability" section.

Resolved Issues

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

- An issue in which packet loss occurred a few seconds after a SIP call was established has been corrected in this release. (END-16262)
- 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)
- 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)
- 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 now records the call as disconnected. (END-16739)

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)

Camera

- Quality and stability improvements to LifeSize Camera 10x are included in this release, as well as support for Brightline lights (energy-efficient lighting solutions).
- In this release, you can now properly adjust the pan/tilt/zoom behavior of the Sony EVI-HD1 camera using the LifeSize remote control. (END-13679)

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)
- Blue video seen in an incoming 1080p presentation with layout 7 no longer occurs in this release. (END-16385)
- Customers using Microsoft OCS no longer must reset their system when upgrading to this release. (END-17151)

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Known Issues

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

Audio

- For audio only calls, dialing an IP address is successful despite voice dialing being set to *ISDN*. Even if voice calls are set to pulse, you can place an IP H.323 voice call. (END-9307)
- You may experience echoes if HDMI out is configured on both ends of a call. HDMI introduces a variable delay into the audio signal, which results in acoustic echo. (END-14046)

Command Line Interface

- A LifeSize Room called using the command line interface while in the sleep state with auto answer disabled remains asleep until you press a key on the remote control; however, a blank page containing the **Call Status** window appears. (END-13982, END-10581)
- 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, END-11052)
- The `status call statistics` command in the automation command line interface returns incorrect statistics in a multiway call that includes H263/H263+ video or low-bandwidth (less than or equal to 384 kb/s) H.264 video. (END-13668)
- The `get audio codec` command erroneously lists `silk.24`, `silk.16`, `silk.12`, and `silk.8` in the list of supported audio codecs. These are not supported. (END-15164)
- A system remains registered to a SIP registrar even if you issue the commands to deregister it from the automation command line interface. **Workaround:** Deregister the system through its native user interface. (END-15517)
- 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)
- The automation command line interface returns `Error 02, file error` if you use `set camera position –P` and set it to a preset that has not been set. The proper error code is `0d, No data available`. (END-16273)

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: (END-9001)
  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.
- A LifeSize system may fail to recognize the IP address in the **Gatekeeper IP Address 1** preference for the H.460 server if you enable the **H.460** preference before registering the system to the gatekeeper. **Workaround:** Navigate to **Administrator Preferences : Communications : H.323** and do the following: (END-9556)
  1. Set the **Gatekeeper Mode** preference to *Manual*.
  2. For the **Gatekeeper IP Address 1** and **Gatekeeper Port 1** preferences, enter the IP address and port number of the H.460 server that is configured in your environment.
  3. Navigate to **Register** and click **OK**.
  4. Choose *Enabled* for the H.460 preference.
- Disabling PSTN does not prevent the system from receiving PSTN calls. (END-10910)

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- Enabling the Microsoft Office Communications Server (OCS) option in SIP reboots the EP and registers with old settings. Microsoft OCS uses Session Initiation Protocol (SIP) for signaling. (END-16941)

Network

- 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)
- Changing the UDP port range in **Administrator Preferences : Network : Reserved Ports** requires a system reboot to take effect. The system automatically reboots when you change the TCP port range on this page, but not the UDP port range. **Workaround:** If you change only the UDP port range, reboot the system after making the change. (END-12524)
- 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 LifeSize system 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)

OCS

- After placing a call from a LifeSize system to the Microsoft OCS client on hold (using the hold button in the OCS client) and then resuming the call, audio and video freeze. (END-10850)
- Video is not good on all devices during a five-way call through Microsoft OCS. (END-17115)

Presentation

- When you start a presentation in a SIP call through Microsoft Office Communicator R2, the **Starting Presentation** dialog window appears but the presentation fails. (END-10769)
- A presentation started at the participant's end does not downspeed when the MCU dials a third participant at a lower bandwidth. The total bandwidth transmitted to the third participant is more than the dialed bandwidth. This problem is more visible when the video balance on the MCU is set at a higher presentation bandwidth (50/50). (END-10820)
- A presentation cannot start from the MCU immediately after a participant joins the conference. **Workaround:** Start the presentation a few seconds after participants join the call, or before new participants join the call. (END-12306)
- In a call between LifeSize Room and LifeSize Passport, a presentation at 640x480 resolution results in flashing colored lines in the bottom half of the presentation on LifeSize Room only. **Workaround:** Change the presentation resolution. (END-15228)
- Older laptops using Intel or Nvidia graphics chipsets do not support the full resolution set that LifeSize supports; therefore, the resolution used on the LifeSize system will be lower than what you select on the laptop. (END-15429)
- Presentation fails on a Codian MCU in a call with LifeSize 220 systems, when recording is started before sending the presentation. This is caused by the third party device requiring a different resolution for the presentation than that produced for LifeSize Video Center. **Workaround:** Start the presentation first and then begin recording. (END-15484)
- When you switch the presentation input on a LifeSize Room 200 to DVD, the near end video is blank on a single-display configuration and garbled on the secondary display of a dual-display configuration. The video to the far end is not affected. (END-15878, END-15877, END-15876)
- BFCP: A participant loses the presentation when a disconnection happens in an HDX-hosted multiway call. (END-16879)
- Presentation text is not clearly readable for calls below 320 Kb/s. It is readable for 384 Kb/s and above calls. (END-16939)

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Recording and Streaming

- Choosing the last speaker multiway call layout option disables recording and streaming, and prevents you from enabling recording and streaming. To restore recording and streaming, you must switch to the All Callers layout option and then enable recording and streaming. (END-14767)
- When the MCU is recording a multiway call, the recording may produce blank video for a presentation started on one non-MCU system before an initial presentation from another non-MCU system has ended. **Workaround:** When sharing multiple presentations from different non-MCU systems while recording a multiway call, ensure that one presentation ends before starting the next one. (END-15604)
- When you try to record a call from a LifeSize Room 220 or LifeSize Team 220 with more than the allowed participants, no indication that there are too many participants or that LifeSize Video Center cannot record the call appears. LifeSize Room 220 can record a call with no more than 7 participants. (END-15881)

Upgrade

- Releases v4.6.0 and earlier do not include the SILK audio codecs. When upgrading later versions that include support for these codecs, your audio codec order will be reset to defaults. Any custom configuration of audio codec ordering will be lost. (END-16100)

User Interface

- When setting the system to **Do Not Disturb**, LifeSize Phone shows the Diagnostics page after 90 to 120 seconds and the only action you can take is to reboot. **Workaround:** Use the remote control to cancel **Do Not Disturb**. (END-9939)
- 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)
- A multiway meeting dialed from the web administration interface directory fails. **Workaround:** Initiate the meeting from the main system interface. (END-11501, END-13657)
- LifeSize systems participating in a call with LifeSize Room, LifeSize Room 200, or LifeSize Room 220 as the MCU, and **the Multiway Call Layout** preference set to *Last Speaker,* transmit video at a lower resolution after they receive a presentation. (END-13458)
- Call statistics in the user interface of a LifeSize system participating in a multiway call hosted by another LifeSize system do not match the call statistics that appear in the web administration interface. The call statistics that appear in the web administration interface show the received resolution and bandwidth for the connection between the participant and the MCU. The statistics that appear in the user interface show resolutions for each participant in the call and bandwidths that result from dividing the received bandwidth by the number of participants in the call. (END-13946)
- Snapshots of received presentation on LifeSize Express 220 in a multiway call may be black. (END-15543)
- In a call between two LifeSize systems in which the display resolution of both systems is set to 1080p30 and one system is using the current release and the other is using the previous release, the call statistics report the resolution incorrectly. (END-15552)
- The earliest speaker in a six-way SIP call loses virtual multiway. **Workaround:** When the system that has lost virtual multiway becomes the active speaker, virtual multiway is restored. (END-15602)
- Call history may report incorrect resolutions. On some LifeSize systems, the call history file you download from the **Diagnostics : Call History** page of the web administration interface sometimes reports -1x-1 as the resolution in the Rx Res column. (END-16039)

Video

- When two LifeSize Express systems call each other at 128 kb/s and the monitor is set to full screen, video from the far side appears with a line at the bottom. This issue only occurs when LifeSize Express receives a low resolution video. (END-8353)
- **LifeSize Camera 200 Only**: Blue and green vertical lines appear on the edge of the page in video from a LifeSize Camera 200 in a 128 kb/s IP call. **Workaround**: Connect at 192 kb/s or greater. (END-10451)

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- When you change the main video to component input in a two-way call at 720p60, the other end receives green video. (END-10589)
- Video from LifeSize Camera as the presentation input on a LifeSize Team 220 with dual displays set to 1080p and a LifeSize Camera 200 as primary input is distorted on the secondary display. **Workaround**: Set the displays to 720p60. (END-15506)
- FECC is not working for Polycom HDX/VSX devices for H.323 calls. For SIP calls, it works fine. (END-15665)
- The resolution in a call between LifeSize Room 220 and LifeSize Team 220 changes from 1080p30 to 1652x928 when a LifeSize Passport joins the call. (END-15768)
- When you set **Administrator Preferences : Video : Video Preferences : Video Bandwidth Balance** to 10% / 90%, the presentation bandwidth is not actually 90% of the total, but is closer to 55%. (END-15884)
- When the primary input on a LifeSize Express 220 is switched to the DVI-I input set to 1080p, the video is corrupted on the near side secondary display and on the far side participant. (END-15891)
- On LifeSize Express 200, a line may appear and rise horizontally in the video. (END-15906, END-16007)
- In some cases a participant in a multiway call from a LifeSize Express 200 system may temporarily lose video from the active speaker. (END-16046)
- In rooms with mixed lighting sources, the auto white balancing feature on LifeSize Camera 10x can change its setting periodically. **Workaround**: Change the White Balance preference from Auto to an acceptable manual setting. (END-16270, END-16061)
- 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 that the camera and LifeSize system are at the same software version by upgrading the system to the desired software version while the camera is attached. (END-16275)

Product Limitations

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

Video

- Participants can only control the far end camera of the MCU and not the active talker when voice-activated switching of video is enabled on the MCU (Multiway Call Layout preference set to Last Speaker). (END-6188)
- Digital zoom is not supported on LifeSize cameras using an HDMI cable, but is supported with a firewire cable. Digital zoom is not supported at all on LifeSize Room and LifeSize Team MP. (END-9474)
- Adding a PSTN participant during a 5-way SIP call using the PSTN line connected to a LifeSize Room 200 system fails. **Workaround:** To add the PSTN participant, place the call through an IP PBX system. (END-9486)
- When a LifeSize system with a display resolution set to 1920x1080i60 or 1920x1080p30 calls another LifeSize system with a display resolution set to 1280x720p60 or 1280x768p60, the video resolution in the call is 1280x720 (or slightly larger) at 30 f/s. (END-9626)
- LifeSize systems that support and are set to the 1920x1080 display resolution do not show 1280x720 video full screen when the video is sent from a device connected to the DVI-I input or an HD input. **Workaround:** On a LifeSize Room 200 or LifeSize Room 220, connect the 1280x720 video source to the auxiliary video input. (END-9679)
- When a LifeSize system in a four-way call connected to LifeSize Team MP or LifeSize Room as the MCU starts a presentation, the video from the fourth participant in the call is removed by the MCU to accommodate the presentation video. The participant's video, depending on the page layout chosen, may appear when that participant becomes the dominant speaker and replace the earliest speaker's video. (END-10426, END-10430)
- Support for SIP dual video in this release is subject to the following limitations:
    - Dual video is available in calls between LifeSize systems only.

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- In calls with bandwidth at 192 and 256 kb/s, the bandwidth for SIP dual video is 64 kb/s. In calls with bandwidth at 320 kb/s or greater, SIP dual video bandwidth is 128 kb/s. Adjusting bandwidth allocated to the presentation stream using the **Video Bandwidth Balance** preference has no effect.

SIP dual video is not available during a call if the **TLS Signaling** preference in **Administrator Preferences : Communications : SIP** is set to *Enabled* unless the device is registered to Microsoft OCS over TLS. (END-10870)

- In releases earlier than v4.0.0, a LifeSize system hosting a multiway video call could only encode and send one primary video stream to participants. Consequently, the resolution of the video was limited to the greatest common resolution of all devices in the call. When a device with lower resolution capabilities (either by design or due to network limitations) joined a call, video resolution degraded for all participants. LifeSize systems with software release v4.0.0 or later hosting a multiway video call can open a second primary video stream when a device with significantly different video capabilities joins an existing call. Support for this feature (transcoding) includes the following limitations:

  - Transcoding applies only to a second primary video stream. One of the primary video streams must be H.264. Both primary video streams cannot be H.263 or H.261.
  - On LifeSize Room, LifeSize Room 200, and LifeSize Room 220, transcoding is supported with continuous presence calls only (**Multiway Call** preference set to *All Callers*).

  In calls with LifeSize Room 200, LifeSize Room 220, and LifeSize Team 220, if the resolution of the transcoded stream is less than one-third the resolution of the primary stream, both streams will be transmitted at standard definition resolutions. (END-10994, END-10743)

- LifeSize systems that support a maximum resolution of 1920x1080p support this resolution at a refresh rate of 30Hz. Choose *1920x1080i60* for the **Display Resolution** preference if your 1080p TV does not support 1080p at a refresh rate of 30Hz. (END-11533)
- When the display resolution in LifeSize Room 220 is set to 1080p, multiway calling is limited to six participants. To place a 7- or 8-way call, set the display resolution to 720p60. (END-13660)

Audio

- LifeSize systems that are set to a 1080 display resolution do not negotiate the G.728 audio codec. (END-13544)
- After the fourth participant is added to a call in which LifeSize Room 220 is the MCU, each new participant and one of the original participants is negotiated to the G.711 (µ/A-Law) audio codec. Therefore, in an eight-way call, all participants use the G.711 (µ/A-Law) audio codec. (END-15127)
- When placing a call to an unavailable address or adding a participant to a conference that does not exist, and you press the Voice button on the phone to terminate the call, the unavailable call remains on the display and the dial tones sound for approximately 30 seconds. **Workaround**: Use the remote control to terminate calls. (END-16060)

Network

- The LAN port may be unable to establish a link when you connect the LifeSize system to a switch and both devices are set to auto negotiate the speed. If this occurs, set the speed on the switch and the Network Speed preference on the LifeSize system to 100 Mb/s (full duplex) or 10 Mb/s (full duplex). In rigid configurations, LifeSize recommends you connect a switch to the network and then connect the device to this switch. (END-6539)
- 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)

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Presentations

- Presentations started from a far end participant in an H.460 six-way call with LifeSize Room as the MCU may fail and the MCU may reboot. Try the call again without a presentation or limit H.460 calls to four participants. (END-11376)

Recording and Streaming

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

User Interface

- Caller ID of PSTN calls during call waiting is not supported. (END-1201)
- If the LifeSize system serving as the MCU sends a 16:9 resolution below 528x304 or a 4:3 resolution below 352x288, virtual multiway is disabled. LifeSize participants see the video layouts of a two-way call. If the resolution increases during the call, LifeSize participants automatically switch back to virtual multiway. This is typically encountered when the bandwidth of the call drops below 256 kb/s. (END-5835)
- In calls with systems using IPv6 addresses, call statistics incorrectly show zero as the value of the packet loss for transmitted video. (END-6127)
- 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 a five- or six-way call with LifeSize Room or LifeSize Room 200 as the MCU with this release, virtual multiway is not available to any LifeSize participant with a software release earlier than 4.0.0 and who is not the dominant speaker. In this case, LifeSize participants can control only the MCU's camera; view only 3 screen layouts; see only one participant in the call statistics page; and not see their near-end video in the video sent from the MCU. When any of these participants become the dominant speaker, virtual multiway behavior is available. (END-9489)
- 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 third-party devices.

Codian	MCU 4505: 3.1 (2.13)
LifeSize	Bridge 2200 1.0.1 Control: 5.1.0 (18) Transit: 3.0.1 Video Center 1.0.1
Microsoft	Office Communications Server 2007 R2 version: 3.5.6907.0 OCS R2 Client version: 3.5.6907.206
Polycom	HDX 9002: 2.6.1-5159 (support for BFCP) HDX 9004: 2.6.1-5159 HDX 4000: 2.6.1-5159 VSX 7000: 9.0.5.1
sipX	sipXecs: 3.10

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Tandberg	6000 MXP: F9.0 880 MXP: F9.0 1000 MXP: F9.0

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

- 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)
- The mute button on a third party microphone connected to the microphone input on a LifeSize system may not function properly. For best results use a LifeSize MicPod when connecting a microphone to the microphone input. (END-8860)
- 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 on LifeSize video systems for all devices in the call. (END-11372)
- In a three-way ISDN call with LifeSize systems and a Polycom or Tandberg device as a participant, the video on the LifeSize system goes blank as soon as the third party device joins the call. This problem only occurs when the call is dialed at 256 kb/s and when both participants are dialed as ISDN. Virtual multiway becomes disabled due to the low bandwidth third party participant, forcing the video to fail. **Workaround:** Set both LifeSize participants to continuous presence. (END-11557)
- Standard definition video systems set to use H.261 may produce poor video images when in calls with LifeSize systems. (END-15971)

Broadsoft

- A presentation with SIP dual video fails to start in SIP calls between LifeSize systems connected through BroadWorks. **Workaround:** Send the presentation video as primary video by selecting *Disabled* for the **Presentations** preference in **Administrator Preferences : Communications : General** before placing the call. (END-10644)

Cisco

- 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)
- LifeSize does not currently support the Cisco proprietary SCCP protocol required to use call forwarding or voicemail with the Cisco IP Phone. (END-3320)
- A 6000 kb/s SIP call placed from a LifeSize Room or LifeSize Room 200 system to another LifeSize Room or LifeSize Room 200 system through Cisco Unified Communications Manager connects at 1000 kb/s. **Workaround:** Set the **Incoming Maximum Bandwidth** preference in **Administrator Preferences : Calls** on the LifeSize system to *6000 kb/s*. (END-11127)
- Support for multiway SIP calls with LifeSize Room 200 and LifeSize Room 220 as the MCU through Cisco Unified Communications Manger is limited to a three-way call when the resolution is 1080p30 and a five-way call when the resolution is 720p60. (END-13541)

Codian

- In a multiway call with a Codian MCU, video and text in the display may appear cropped on the bottom or sides. **Workaround:** Add the LifeSize system to the directory on the Codian MCU and adjust the border size

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to 2 or 3 depending on your display. 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)

- A known issue with the Codian MCU results in distorted video on LifeSize Room 200 in a 40-device conference to the Codian 4520. (END-10794)
- 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 shows 1280x720p30 receive and transmit. (END-12220)
- You may experience poor quality audio in calls with a Codian MCU 42XX that has system software earlier than v2.1. To resolve this issue, upgrade the Codian MCU to v2.1 or later. (END-5858)
- 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)

Polycom

- If a presentation is in progress during a call with a Polycom MGC as the MCU and another participant starts a presentation, the new presentation does not appear in the display. **Workaround:** Stop the current presentation before starting the new presentation. (END-3802)
- LifeSize systems negotiate only the G.722 audio codec in calls with Polycom MGC systems. (END-6029)
- LifeSize systems do not receive a presentation from Polycom VSX 7000 when Polycom MGC is the MCU due to features sent from the MCU that are not supported on LifeSize systems. (END-6513, END-10310)
- 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)
- Green patches appear in video in LifeSize systems during an AES encrypted call with Polycom MGC 50 when the Polycom system is configured to use video switching. (END-8679)
- Polycom VSX 7000 may fail to receive a presentation started by a LifeSize system as the MCU during an encrypted multiway call. The presentation is received if the call is placed without encryption enabled. (END-8909)
- LifeSize systems are not sending or receiving video to the Polycom MGC when H.263-4CIF resolution is selected. This occurs when the line rate is set above 1152 kb/s and the participants dial into the conference at auto bandwidth. If you must set H.263-4CIF resolution on the MGC, you must also dial a bandwidth higher than 1152 kb/s from the LifeSize device. (END-10935)
- 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 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)
- In a two-way call between LifeSize Express and Polycom VSX 7000 with H.264, adding a Polycom VSX 6000 results in no video appearing for LifeSize Express. (END-11701)
- In a call between LifeSize Room 200 and Polycom HDX 8006, the LifeSize system does not send 60 f/s. On the Polycom HDX 8006 there is a maximum 30 f/s mode by selecting *sharpness* at the camera properties, and 60 f/s mode by selecting *motion*. In 30f/s mode the system can send a maximum 1080p30, in the other case it can send a maximum 720p60. **Workaround:** To achieve 60 f/s, ensure the HDX is set to *motion*. (END-11806)
- In a four-way VAS call hosted by a Polycom VSX8000, LifeSize Express systems appear in 16:9 format and LifeSize Room 200 systems appear as 4:3. All systems report sending the same resolution. Because of letter-boxing issues, the video must appear as 4:3. (END-11952)
- Distorted video appears on LifeSize Room 200 when calling a Polycom device (for encoded resolutions that do not match the source aspect ratio). (END-12002)

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- A presentation from a Polycom HDX participant in a multiway call with LifeSize Room as the MCU fails if another participant in the call does not support H.264 ancillary video. **Workaround:** Stop the presentation and start it again. (END-13681)
- 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 may not have far end camera control on Polycom VSX 8000 in two-way or multiway calls. (END-15854)

Radvision

- You may experience poor quality audio when the G.728 audio codec is used in calls with LifeSize systems v3.5 and Radvision SCOPIA 100 12/24 MCU with software versions earlier than 5.5.3. To resolve this issue, upgrade the Radvision SCOPIA 100 12/24 MCU to version 5.6 or later. (END-7609)

SipX

- 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)

Tandberg

- In a call with a LifeSize system, no video appears in the Tandberg 1000 MXP display from the LifeSize system after the Tandberg system adds another caller. **Workaround:** From the Tandberg system do the following:
  1. Place the call to the LifeSize system.
  2. Add another LifeSize participant.
  3. After the call connects, disconnect the last participant. (END-7648)
- A LifeSize Room, LifeSize Room 200, or LifeSize Room 220 system using voice-activated switching of video (**Multiway Call Layout** preference set to *Last Speaker*) and a Tandberg 880 or 1000 system in a two-way call fail to negotiate a video system. The call connects as an audio call. **Workaround:** Upgrade the Tandberg system to software release E5.3 NTSC (Rev. 1.20, 2002-02-08) and then set **System Configuration : Call Quality : Advanced Call Quality : Video** to *Auto* on the Tandberg system. (END-8967)
- 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 just after call setup. After a couple of seconds this message is cleared and video shows. (END-9724)
- In a call between LifeSize Team MP and Tandberg Edge95, the bandwidth utilization was poor and resulted in unusable audio. Reducing speed to 384K improves but does not resolve the problem. (END-10241)
- 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 Tandberg 1000 joins a three-way H.263+ call from a Polycom VSX8000 to LifeSize Room and LifeSize Room 200, both LifeSize systems stop sending video. (END-10995)
- Tandberg Edge 95 systems receive a maximum resolution of 720x400 in calls with LifeSize systems. (END-12440, END-15849)
- H.460 enabled LifeSize systems registered to Tandberg VCS Expressway had their presentations blocked. **Workaround:** Enable H.460.19 demultiplexing mode in Tandberg VCS Expressway.
  1. Navigate to **VCS Configuration : Expressway : Locally registered endpoints**.
  2. Set H.460.19 demultiplexing mode to *On*. (END-14559)

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- Audio not synchronized with video in call to Tandberg Edge 95 MXP. (END-14795)
- When in a two-way call with Tandberg 880 or Tandberg 1000, the far end camera image on the LifeSize system has a pink hue, especially on objects in motion. (END-15041)
- In a multiway call with LifeSize Room 220 as the MCU and all systems registered to Tandberg Border Controller, video freezes on one of the non-MCU systems after a second presentation is started in the call. The first presentation was sent from the MCU. The second presentation originated from a non-MCU system and the main video froze on a third system. (END-15404)
- While in a call with a LifeSize Room 200 with two LifeSize Cameras attached, Tandberg 880 MXP could not switch between the LifeSize Camera 200s as primary input. (END-15730)

Documentation Errata

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

Installation Guide

- A second display connected to LifeSize Express 200 and LifeSize Express 220 can show call video and presentations. The section titled *Configuring a Second Display* in the installation guides for LifeSize Express 200 and LifeSize Express 220 states that only the *None* and *Presentations + DVI-I Input* options are available for the **Display 2 Layout** preference. Software release v4.5.1 adds the *Calls + Presentations + DVI-I Input* and *Simulcast Calls + DVI-I Input* options to this preference for these models. For a description of these options and the limitations that accompany their selection with these systems, refer to *Configuring a Second Display on LifeSize Express 200/220* on page 13. (END-13912)

User Guide

- In previous releases, the encryption icons that appeared in video images sent from a LifeSize system serving as the MCU to another LifeSize system in a multiway video call reflected the encryption status of the data transmitted and received in the call connection between the MCU and the LifeSize participant only. The encryption status of the call connection from another participant to the LifeSize system serving as the MCU was available only to the MCU. In this release, if your LifeSize system is a participant in a multiway call with another LifeSize system serving as the MCU and your connection to the host is not encrypted, all participants' connections appear as unencrypted. If your connection to the LifeSize host is encrypted, the video icon in your display for the other participants shows the actual connection encryption status for that participant to the host. Your system and the LifeSize system hosting the call must be installed with software release v4.5.0 or later to show the actual encryption status between the host and the other participants in the call. The user guide indicates that if your connection to the LifeSize host is encrypted, the video and voice icon in your display for the other participants shows the actual encryption status of the connection for that participant to the host; however, this is true only for the video icon and does not pertain to multiway voice calls because they do not show statistics. (END-9246)

Administrator Guide

- The section titled *Specifying Primary and Presentation Input Defaults* includes a table that specifies the default priority order for the primary input when the **Default Primary Input** preference is set to *Auto*. For LifeSize Room 200 and LifeSize Room 220, the component input is missing from the priority order. The component input is the fourth priority in the list if a Sony EVI-HD1 camera is connected to the component input, the VISCA Input preference is set to *Auxiliary Input*, and the VISCA cable is connected to the serial port on the LifeSize system. (END-12119)
- Changing the option for a preference in **Administrator Preferences : Network** takes effect only after you navigate to a different page. This detail is not mentioned in the Administrator Guide. (END-13292)
- Software release v4.6.0 included changes to options for managing bandwidth and how the system behaves when negotiating bandwidth in an outgoing call. These changes are not reflected in the *Managing Bandwidth* section of the Administrator Guide for software release v4.5. In software release v4.6, **Maximum Outgoing Bandwidth** has been renamed **Outgoing Call Bandwidth** and **Maximum Incoming Bandwidth** is now **Incoming Call Bandwidth**. Choosing a bandwidth other than *Auto* for the **Outgoing Call Bandwidth** preference places a limit on the maximum bandwidth that a user can select when placing a call. If you choose

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Auto for the bandwidth when placing a call, a LifeSize system uses the appropriate bandwidth for the display mode of the device, 1080p30 or 720p60, and the input device's capability, but not to exceed the limit set in **Outgoing Call Bandwidth**. (END-13737)

- The *Restoring Default Settings* section indicates that if you release the reset button when the LED turns solid blue, the system stops and you must hold the reset button for 5 to 10 seconds to reboot. In the release, the system immediately reboots without changes to the configuration if you release the reset button when the LED turns solid blue. (END-14346)

Command Line Interface

- The following commands appear in the automation command line interface guide, but have been deprecated in v4.7:

  `get video h241-mbps`

  `set video h241-mbps`

  `get camera serial-control`

  `set camera serial-control`

- To set up VISCA camera control, refer to:

  `get serial`

  `set serial`

  (END-15144, END-15532)

- The `get/set camera background-upgrade` command has been added to turn the background upgrade settings for specified cameras on and off. (END-15788)

- The `set camera autoexposure-method` command now accepts the argument `–N 1` when LifeSize Camera 200 is connected through the firewire cable. (END-15917)

Configuring a Second Display on LifeSize Express 200/220

Software release v4.5.1 included support for showing video on the second display connected to LifeSize Express 200 and LifeSize Express 220. Previous releases supported presentations or DVI-I input only on the second display connected to these systems.

If you connect a second display to these systems during installation, you must configure the display. From the user interface main page, access the **System Menu** by pressing on the LifeSize remote control. Navigate to **Administrator Preferences : Appearance : Layout** and choose *Display 2 Layout*. The default setting for this preference is *None*. Choose one of the following:

- *Presentations* + *DVI-I Input* to show presentations (near end and far end) during a call that is sending or receiving a presentation. When not in a call, DVI-I input appears in the display.

- *Calls* + *Presentations* + *DVI-I Input* to show:

  - Video images from video calls
  - Presentations (near end and far end) in a call that is sending or receiving a presentation
  - DVI-I input when not in a call

- *Simulcast Calls* + *DVI-I Input* to show the same output on Display 2 as shown on Display 1 during calls

The following conditions apply when using two displays with LifeSize Express 200 or LifeSize Express 220:

- The presentation icon that appears during a call to indicate that a near or far end presentation is in progress appears in display 1. For a presentation sent from a far-end participant, the receiving presentation icon appears in the upper-left corner of display 1. For a presentation sent from the near end, the sending presentation icon appears in the lower-right corner of display 1.

- If you choose *Calls* + *Presentations* + *DVI-I Input* or *Simulcast Calls* + *DVI-I Input* for the **Display 2 Layout** preference, the following status icons and information do not appear in video images in the second display during calls:

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- Caller ID information and call type (voice or video) icons
- Camera selection icons

NOTE	Selecting a camera to control by pressing the near/far camera button on the remote control during a call shows no indication of which participant's camera is selected if the participant's video image appears only in the second display.

- Encryption icons
- Mute icon

- Background image and color preferences that appear in **User Preferences : Backgrounds** and **Administrator Preferences : Appearance : Backgrounds** are available for display 1 only. The user interface appears only in display 1.
- When the logo screen saver is active on the primary display, the second display shows the background image instead of the screen saver.

Creating a Recording

Software release v4.6.0 included support for recording and streaming on LifeSize Room 220, LifeSize Team 220 and LifeSize Express 220. These systems can record in or out of a call.

NOTE	On LifeSize Express 220, in-call recording works only during a video call. Recording is disabled if you are in an audio call on this system.

The recording and streaming preferences must be enabled on your LifeSize video communications system 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, follow these steps:

1. While on the main page, press on the remote control.
2. Press 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 on the remote control.

Recording in a Call

To record while in a call, press on the remote control. If prompted, enter a valid recording key. If successful, the recording begins and the recording indicator appears. To end the recording, press on the remote control or end the call.

Using LifeSize Cameras with the Documentation Set

Software release v4.7.10 included support for the new LifeSize Camera 10x and for LifeSize Camera 200 with a firewire cable. These cameras are not documented in the current documentation set; however, the existing capabilities, limitations and usage descriptions are still accurate as follows:

- If your camera comes with a firewire cable, all mentions of LifeSize Camera apply to your camera.
- If your camera comes with an HDMI cable and power supply, all mentions of LifeSize Camera 200 apply to your camera.

CAUTION	Do not attempt to connect LifeSize Camera 200 to a LifeSize system by both an HDMI cable and a firewire cable. You must use firewire alone or an HDMI cable with a power supply.

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LifeSize Camera 10x includes the following components:

- LifeSize Camera 10x with lens cap installed
- 3 meter (9.8-foot) HDMI cable
- Power supply
- Optional glare visor
- Quick reference card

The numbers on the quick reference card correspond to the following installation steps.

1. Remove the lens cap.
2. Insert the HDMI cable into the HD port on the back of the camera and plug the opposite end into the port marked with the HD in 1 symbol on the back of the LifeSize system.
3. Insert the power adapter cable into the power port on the back of the camera and plug the power adapter into a power outlet.

Optionally install the glare visor using the notches on the lens barrel to guide the visor into its correct position. Use the visor only if it is needed to improve the image in your environment.

CAUTION	Do not try to pick up the camera by the glare visor as it may pull loose and damage the camera.

Contacting Technical Services

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

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