Release Notes

LifeSize Bridge 2200

Release v1.5

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

Upgrading

After upgrading to this release, turn off the LifeSize Bridge 2200, either by unplugging the server or using the power switch on the back, wait at least 15 seconds, and then turn on or plug in the bridge again. (HE-2903, HE-3934)

Caution: After you upgrade to this release, you cannot downgrade to a previous version.

New Features

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

- With cascaded conferences, LifeSize Bridge can host other LifeSize Bridge conferences and supported third party MCU conferences.
- Lecture conferences enable you to designate a participant as the lecturer, who remains in the most prominent window regardless of who is speaking.
- Video quality greatly improved when packet loss is 5 percent or less.
- You can drag and drop participants to specify where they appear in the selected layout.
- You can drag participants from one conference to another in Call Manager.

Resolved Issues

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

- TCP is now enabled for SIP calls by default. (HE-3936)
- LifeSize Bridge Call Manager no longer shows H.323 options as available after the protocol has been disabled in LifeSize Bridge. (HE-3999)

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- Live conferences created from one instance of the LifeSize Bridge Utility appear as live conferences in other instances of the utility. (HE-3997)
- Presentations from ClearSea Client work in 48 way calls. (HE-3963)
- Voice devices connect as voice only calls when you add them with the *Auto* type to a live conference. (HE-3487)

Known Issues

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

Mirial ClearSea Client

- When using the ClearSea Client on supported mobile devices, you might experience the following issues:
  - Layout control using far end camera control does not work in SIP Virtual Operator calls. (HE-3968)
  - No announcement when joining a Virtual Operator call from Motorola Xoom. (HE-3816)
  - Blank video and call disconnection on Motorola Xoom. (HE-3871)
  - Video corruption when last talker changes on HTC Sensation. (HE-3965)
  - When H.264 is disabled in the ClearSea Client, you may experience blank video, video artifacts, and packet loss. (HE-3964, HE-3960, HE-3955)
  - Image is one quarter the expected size on the Samsung Galaxy S. (HE-3966)
  - Dropped SIP calls when H.264 receive is disabled in ClearSea Client. **Workaround:** Enable H.264 receive. (HE-3957)
  - H.261 calls cannot join a 48 way conference. **Workaround:** Enable H.263 or H.264 on the ClearSea Client. (HE-3961)
  - You cannot join a 48 way SIP Virtual Operator conference as the 17th or later participant. (HE-3968)
  - In SIP calls, the Virtual Operator may interpret a single DTMF code as a double DTMF code, causing unexpected navigation. (MC-176)
  - When encryption is enabled and H.264 is disabled in ClearSea Client, presentations may be blank or contain pink artifacts. (MC-163)
  - Audio synchronization between two ClearSea Clients in a 48 way call is lost. (MC-161)

Mirial Softphone

- LifeSize Bridge receives video artifacts from Mirial Softphone in 1080p30 mode. (HE-3953)
- When H.264 is disabled in Mirial Softphone, you see video artifacts in a conference. **Workaround:** Enable H.264 (HE-3955)
- From Mirial Softphone on Microsoft Windows 7, the Virtual Operator intermittently fails to play the audio announcement or provide connection options. (HE-4030)

General

- Video freezes for approximately 10 seconds on a LifeSize video system when it joins an H.263 only conference. (HE-4371)
- Video may appear black behind the password prompt when a LifeSize video system uses a dial string without the password for an H.323 conference that requires a password. (HE-4358)
- When dialing out from the Call Manager, call statistics sometimes do not refresh until you navigate away from Call Manager and then return to it. (HE-4346)

- In a Lecture type conference, if you add participants after the conference is live, some participants see themselves instead of the lecturer. (HE-4372)
- Devices in a H.263 conference may disconnect immediately after joining. **Workaround:** Reset the LifeSize Bridge. (HE-4310)
- Snapshots in the layout editor of the LifeSize Bridge Utility may not refresh. **Workaround:** Exit and re-enter the layout editor. (HE-4309)
- No announcement plays when joining a SIP conference through LifeSize Transit Server and LifeSize Transit Client. (HE-4303)
- When dialing a SIP call using the Virtual Operator, the beginning of the audio message may be clipped. (HE-4296)
- Dial out SIP calls may fail if the following characters are in the conference name: # @ ! $ % & ( ). (HE-4266)
- If you change the IP address of LifeSize Bridge, you must restart it for conferences to function. (HE-4231)
- A presentation through LifeSize Virtual Link fails in an H.263 only conference. (HE-4162)
- No “Welcome to the Conference” announcement plays when a participant joins through LifeSize Networker. (HE-2828)
- Virtual Operator calls may fail after the maximum on demand conference limit is raised to make ports available. **Workaround:** Restart LifeSize Bridge. (HE-4197)
- Virtual Operator calls may fail when rejoining an expanded conference as the 48th participant. (HE-4175)
- The host MCU in a cascaded conference can be specified only by IP address when setting up the conference on the participant MCU. (HE-4117, 4115)
- The Call Manager may display Virtual Operator calls by the default Virtual Operator instead of the user customized name. (HE-4088)
- Changing the maximum value for call data records (CDRs) may delete all existing CDRs. (HE-4083)
- LifeSize video systems attempting to join a conference at 1152 kb/s when the network limits the bandwidth to 256 kb/s disconnect after approximately 20 seconds.
- The LifeSize Bridge Utility reports statistics incorrectly for a bridge using software earlier than v1.5 (HE-4388)
- No Virtual Operator welcome announcement plays when a LifeSize device connects to a conference through LifeSize Networker in TCS mode registered to LifeSize Gatekeeper. (HE-4008, END-19730)
- LifeSize Bridge Call Manager can complete SIP and H.323 calls even after the protocol has been disabled in LifeSize Bridge. (HE-4001)
- Pressing * to cancel entry of a password in a secure call results in the call disconnecting. (HE-3875)
- Enabling NIC bonding with Active/Backup mode causes intermittent ping failures on LifeSize Bridge. **Workaround:** Reboot the system under these conditions for consistent ping status. (HE-3690)
- Upgrades from Linux systems using LifeSize Utility 1.1.0 may fail. **Workaround:** Use Windows or Mac OSX to upgrade the system. (HE-3665)
- H.323 calls using the redial list in LifeSize systems fail when calling LifeSize Bridge. **Workaround:** Manually dial the bridge with the conference ID. (END-17290)
- When logging in to the LifeSize Utility from OS/X or Linux platforms, you can select HTTPS from the login screen to enable secure communications. This is unsupported on Windows.
- All video systems participating in a conference should connect to LifeSize Bridge rather than another participant in the call; otherwise, you may experience unpredictable results, or presentations may fail. (HE-3129)
- Video and presentation bandwidth do not adjust when a low bit rate participant leaves the conference. (END-17968, HE-3294)

- In an ISDN call with H.323 participants, changing the presentation fails. **Workaround:** When a presentation fails on a device, disconnect that device and restart the presentation from another participant. (HE-3572, HE-3449)
- Calls transferred to a conference from the Virtual Operator display the incorrect conference name in **Statistics** on the LifeSize video system. (HE-3135)
- Recurring conferences that cross daylight savings time (DST) boundaries show the incorrect time after a DST event. To fix the conference start time, right-click the first instance of the conference after the DST event and choose *Edit this and future*. Correct its time and save the changes. The conference is scheduled correctly until the next DST event. (HE-2510)
- Call Manager options sometimes disappear or become too narrow, or columns are displayed incorrectly. **Workaround:** Navigate to a different page and return to the Call Manager to display all options. (HE-2147, HE-2623)
- You may experience noise when LifeSize Desktop joins a conference on LifeSize Bridge using audio codec G.7221c. (HE-3502)
- You may experience issues with H.261 ISDN calls on older systems. (HE-3446, HE-3445, HE-3443)
- Audio and video may appear unsynchronized in a 16 way call with FIPS enabled. (HE-3482)
- SIP calls through the Virtual Operator connecting to an expanded conference in which 16 callers are already active connect as audio only with software release 4.7.18 on 200 systems or earlier. (END-18065)
- SIP BFCP is unsupported. SIP presentations are supported only with LifeSize systems.

Product Limitations

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

- If you use LifeSize Control to schedule conferences on LifeSize Bridge, do not also schedule them using the LifeSize Utility, as this can result in accidentally deleting conferences.
- In previous releases, a gateway setting via DHCP overrode a static gateway setting. In this release, the static gateway setting overrides a gateway received via DHCP. Therefore, if you have previously set a gateway and want to use a DHCP assigned value, first disable the static setting using the `set gateway` command.
- When an ISDN call joins the Virtual Operator with a video codec and no common video codec is available for the target conference, the call may fail after transfer. **Workaround:** Set conferences to *Auto*. (HE-3259, HE-2950)
- In the scenario in which one port is plugged into a network switch with a DHCP server and another port is plugged into a laptop with a direct cable connection, the port connected to the switch binds to DHCP, and the port connected to the laptop is accessible using the default 169.254.1.1 IP address. Use the admin shell to discover the bound address or change the configuration of the network connected port.
- As a LifeSize Bridge administrator, determine the bandwidth requirements and network resources required to support your environment. LifeSize recommends that you connect your LifeSize Bridge to a gigabit port on a network switch and configure it to connect at 1 Gb/s if the LifeSize Bride is sharing Ethernet bandwidth with other workloads. (HE-1682)
- Following are instructions to use the Virtual Operator in a 48 way call. (HE-3464)

  When you connect as a video caller (callers 1-16) you are instructed to use touch tones to navigate the menu. To select a conference, press the **2** (up) and **8** (down) keys on the remote control to navigate to the desired conference and press **6** to select it. To create a new conference, navigate to **Enter a conference ID**, press **6**, and enter the ID.

  When you connect as an audio caller (callers 17-48) you automatically reach the Virtual Operator, which instructs you to enter the conference ID directly.
- The maximum bandwidth of a FIPS encrypted H.323 only call is 2 MB. All other calls have a maximum bandwidth of 4 MB, except expanded calls, which are always 2 MB.

- If your video system and the LifeSize Bridge both have encryption enabled or both have it disabled, you cannot connect successfully. The Virtual Operator answers but does not always transfer if the encryption state does not match. (HE-3492)
- ISDN calls using LifeSize Networker may experience a delay in presentations. (HE-3424)
- LifeSize Bridge sends 352x288 resolution video to participants in H.263 conference. (HE-4121)

Interoperability

LifeSize Bridge with this software release is supported with the following devices.

Supplier	Products
Cisco	UCM: 7.1.3.10000-11, 7.1.3 Skinny client CP-7940: 8.1 (audio call only)
LifeSize	Video systems: 4.10.0, 4.9.0, 4.8.6 Passport: 4.9.0 Phone: 4.5.3 Desktop: 2.0.2.191, 2.0.1 Transit: 3.5.0 Networker: 3.1.2 Gatekeeper: 7.1.2.12, 7.1 Control: 5.1 Multipoint 12/24: 5.7.2.0.7 Multipoint 230: 7.1.2.9.0 UVC Video Center: 2.0.0 Mirial ClearSea Client iOS 5.0 with iPhone and iPad 2: 8.0.18 iOS 4.3.5 with iPad 1: 8.0.18 Mac OSX 10.6.7: 8.0.19 Windows 7: 8.0.19 Android 2.2 Samsung Galaxy S2: 8.0.18 Android 2.3 Samsung Galaxy tab: 8.0.18 Android 3.2 Motorola Xoom: 8.0.18 Mirial Softphone Windows 7: 7.0.56, 7.0.55 Mac OSX 10.6.7: 7.0.55
Polycom	HDX series: 3.0.0.3, 3.0.0.1 VSX series: 9.0.6.1,9.0.5.1 Via Video PVX: 8.0.16 Path Navigator: 7.0.14 (Gatekeeper functionality only), 7.00.14 Viewstation 512: 7.5.4 Viewstation FX V.35 MP: 6.0.5 FX RMX 2000: 7.6.0.172, 7.6.141
Radvision	PRI P10 Gateway: 5.7.2.0.25, 5.1.0.0.15
ShoreTel	Shoregear: 11 (16.5.8508.0)
SipX	sipXecs: 4.2.1
Sony	PCS-G70: 2.65 PGS-XG80: 2.31.00, 2.11
Tandberg	C20 and C60: TC4.2.1.265253, TC4.0.1 EDGE, Centric, and Set-top MXP: F9.0.2 VCS Expressway (Gatekeeper functionality only): X5.1.1 Codian 4220: 4.1(1.51) Codian 4505: 4.1(1.59)

Interoperability Limitations

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

General

- SIP presentations are not supported on third party video systems and MCUs. (HE-4138)
- Presentations in cascaded conferences with third party MCUs may not appear for participants of some of the MCUs. **Workaround:** Ensure that all devices are using the same video codec. (HE-4078, HE-3795)
- Some third party devices are unable to join conferences that require a password. **Workaround:** Disable the password on the conference until all devices have joined, then update the conference to add the password. (HE-699)
- LifeSize Bridge does not support auto bandwidth speed adjustment for SIP calls with Tandberg MXP 6000 and Polycom VSX 7000. (HE-1747)

Cisco

- Touchtone and far end camera control navigation fails in calls through the Cisco UCM registrar. (HE-3552, HE-3583)

Polycom

- When Polycom VSX 8000 initially connects to a LifeSize Bridge, one or more brief pauses in the video may occur. (HE-1476)
- Video freezes for approximately 20 seconds in a Polycom 7000 VSX call in H.263 to LifeSize Bridge. (HE-2321)
- Voice prompts sent to Polycom HDX 9000, 9002, and 9004 systems are cut off. (HE-1808)
- To place a SIP call from Polycom HDX 4000 to a conference with a password on LifeSize Bridge, change the video dialing order on the HDX in **Admin Settings : Network : Network Dialing** so that *IP SIP* appears first. (HE-3232)
- Calls from Polycom HDX 4000 to LifeSize Bridge require 1024 kb/s call speed to achieve 720p30. (HE-3232)
- Use SIP to join a conference as an audio device. Change the video dialing order on the Polycom HDX in **Admin Settings : Network : Network Dialing** so that *IP SIP* appears first. Also, set the preferred dialing method to *Auto*, and **Call Preference** to *Phone* then *Video* and ensure the analog phone in enabled. (HE-3232)
- DTMF navigation fails on a Polycom HDX 8000 in a SIP call to the Virtual Operator. **Workaround:** Use far end camera control navigation or dial the conference directly. (HE-3617)
- Audio and video may appear unsynchronized in a 2 way 1080p call with Polycom HDX 8000. (HE-1726)
- Polycom Path Navigator allows H.323 calls to LifeSize Bridge when it is no longer registered. (HE-4294)
- Because of an issue with Polycom Via Video PVX, video in H.263 calls to LifeSize Bridge appear black or frozen for several seconds after connecting. (HE-4276)
- H.323 calls using the Virtual Operator when LifeSize Bridge is registered to Polycom Path Navigator may fail. (HE-4233)
- Audio is choppy for approximately 10 seconds upon connecting through RMX 2000. (HE-4215)

Radvision

- Video flickers may be observed from 3/7 to 7/7 layouts in an ISDN to IP call using the Radvision P10 Gateway. (HE-2896)
- LifeSize video systems indicate an H.263+ ISDN video call through Radvision P10 Gateway is audio only. (HE-4219)

- When you start a presentation on a LifeSize video system on ISDN registered to Radvision P10 Gateway and Radvision gatekeeper, the video on the LifeSize video system may appear corrupted for several seconds. (HE-4206)

ShoreTel

- Calls to LifeSize Bridge through the ShoreTel PBX fail if presentations are enabled on the participant device. (HE-3598)

SipX

- Openser/sipXecs SIP registrar rejects password values greater than 32767. **Workaround:** Use a lower value for the password. (HE-3391)
- The Virtual Operator takes approximately 15 seconds to appear in a call between a LifeSize video system and LifeSize Bridge 2200 when both are registered to sipXec. (HE-4363)

Sony

- SIP calls from a Sony XG80 fail if SIP Server Mode is enabled. **Workaround:** From the SonyXG80 web interface, set **Setup : SIP : SIP Server Mode** to *off*. (HE-1485)
- Presentations with Sony XG80 and G70 are unsupported with LifeSize Bridge. (HE-1615, HE-3217, HE-3164, HE-3183, END-17837)
- If a conference is configured for H.263 on LifeSize Bridge and the Sony XG80 is using H.264, the Sony XG80 fails to check which codec is negotiated and changes to the lower priority codec. As a result, the video fails. (HE-3335)
- Voice prompts sent to the Sony XG80 are cut off. (HE-1808)
- The Sony XG80 requires 3 MB bandwidth for 720p60 resolution. (HE-3218)
- In an expanded conference, Sony PCS-XG80 may connect as audio only or disconnect prematurely. Presentations may produce blank video, and primary video may freeze. (HE-3700, HE-4282)

Tandberg

- Due to an issue with the Tandberg 6000 MXP not calculating the overall session bandwidth, the incorrect bandwidth and audio codecs appear for a SIP voice call. (HE-2570)
- Far end camera control navigation fails in SIP calls. (HE-2729)
- Changing layouts using far end camera control navigation fails from Tandberg C20 for encrypted conferences. (HE-2729)
- Changing layouts using far end camera control navigation fails for Tandberg 1000 MXP unsecured calls. (HE-3190)
- Video artifacts might appear in a 4 way SIP TLS call with Tandberg 1000 MXP and LifeSize Bridge. (HE-3509)
- H.263 calls to Tandberg devices through LifeSize Networker may connect as voice only. **Workaround:** Use H.264 for these calls. (HE-4244)
- Tandberg C60 does not become the active speaker in an expanded conference. (HE-4270)
- In a cascaded conference, video on a LifeSize video system connected to a participant conference on a Codian 4202 MCU flashes green and for approximately 10 seconds upon connecting. (HE-4216)
- Video from Tandberg C20 registered to Cisco UCM appears blank. (HE-4339, HE-4058)

Dialing Patterns

Conference dialing varies with third party devices. Use the following tables as a guide for the dialing pattern for your device. In these examples, <ip> represents the IP address of the bridge to which you are calling, <id> represents the conference ID, and <pw> represents the password assigned to the conference.

Aethra X3

Protocol	*Without password*	*With password*	*Example*
H.323	<ip> in the dial field <id> in the extension field	password unsupported; defaults to Virtual Operator	

LifeSize

Protocol	*Without password*	*With password*	*Example*
LifeSize			
H.323	<ip>##<id>	<ip>##<id>**<pw>	10.95.11.235##1000**1234
SIP	<id>@<ip>	<id>:<pw>@<ip>	1000:1234@10.95.11.235
LifeSize Desktop			
SIP	<id>@<ip> v4.8 software and later: sip:<id>@<ip>	sip:<id>:<pw>@<ip>	1008@10.95.11.235 1008:1234@10.95.11.23
LifeSize Gatekeeper			
	<id> <gk ip>##<id> <ip>##<id>	<id>:<pw>@<ip> <gk ip>##<id>**<pw> <ip>##<id>**<pw>	
LifeSize Networker (ISDN calls)			
	<ISDN gateway number>##<id>		

Polycom

Protocol	*Without password*	*With password*	*Example*
Polycom VSX/HDX			
H.323	<ip>##<id>	<ip>##<id>**<pw>	10.95.11.235##1000**123
SIP	<id>@<ip>	<id>:<pw>@<ip>	1000:1234@10.95.11.235
Polycom VSFX			
H.323	<ip> in the dial field <id> in the extension filed	password unsupported; defaults to Virtual Operator	
Polycom PVX Softclient			
H.323	<ip>##<id>	<ip>##<id>**<pw>	10.95.11.235##1000
SIP	<id>@<ip> Transport protocol: UDP	password unsupported; defaults to Virtual Operator	1000@10.95.14.131 --> UDP

Sony XG80/G70

Protocol	*Without password*	*With password*	*Example*
H.323	<ip>#<id>	<ip>#<id>**<pw>	10.95.11.235#1001
SIP	defaults to Virtual Operator	web ui only: <id>:<pw>@<ip> main screen: F1 for alphanumeric F2 for symbols	1000:1234@10.95.11.235

Tandberg

Protocol	*Without password*	*With password*	*Example*
Tandberg MXP			
H.323	<id>@<ip>	<id>**<pw>@<ip>	1000**1234@10.95.11.235
SIP	<id>@<ip>	<id>:<pw>@<ip>	1000:1234@10.95.11.235
Tandberg C20 and C60			
H.323	Requires gatekeeper registration	Requires gatekeeper registration	
SIP	sip<id>@<ip>	<id>:<pw>@<ip>	1000:1234@10.95.11.235
Tandberg Edge, Centric, and Set-top MXP			
SIP	sip<id>@<ip>	<id>:<pw>@<ip>	1000:1234@10.95.11.235

Refer to the *Using LifeSize Transit with LifeSize Bridge* technical note or your LifeSize Transit documentation for dialing patterns using LifeSize Transit in various deployment scenarios.

Contacting Technical Services

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