



Release Notes

LifeSize® Gateway™

Release: v5.5

Use of LifeSize equipment and software components are governed by the conditions and terms of the LifeSize Communications End User License Agreement.

Product Documentation

Product documentation is available in PDF format. You must have Adobe Reader v4.0 or later to view the files. The following documentation is available in this release:

| Documentation | Description |
|---|--|
| LifeSize Gateway Quick Start | Describes basic steps for installing and configuring LifeSize Gateway. Available from the LifeSize Gateway CD-ROM included in the product box as well as from the Customer Support page of www.lifesize.com . |
| LifeSize Gateway User Guide | Describes setup and common usage for LifeSize Gateway. Available from the LifeSize Gateway CD-ROM included in the product box as well as from the Customer Support page of www.lifesize.com . |
| LifeSize EULA and Third Party Licenses | The LifeSize End User License agreement and listing of Third Party Licenses are available from the LifeSize Gateway CD-ROM included in the product box as well as from the Customer Support page of www.lifesize.com . |
| LifeSize Safety and Regulatory Notices | Describes safety guidelines and regulatory notices for the LifeSize Gateway. This document is available from the LifeSize Gateway CD-ROM included in the product box as well as from the Customer Support page of www.lifesize.com . |
| Release Notes | This document, which describes known issues in the current release and any available workarounds. Also provides Customer Support contact information. Available from the Customer Support page of www.lifesize.com . |

Online Help

The LifeSize Gateway is equipped with online help that is linked to the LifeSize Gateway Administrator web interface. The help library is stored on the LifeSize web site. By default, the LifeSize Gateway Administrator is linked to the help library at the following URL:

http://www.lifesize.com/online_help/lifesize_gateway/

The **Online Help** folder available from the LifeSize Gateway CD-ROM included in the product box contains the online help library. If you wish to install the online help on a shared network location and link it to the LifeSize Gateway Administrator, perform the following steps:

1. Copy the **Online Help** folder from the LifeSize Gateway CD-ROM to a shared folder on a PC on your network. For example:

```
\\myComputer\LifeSize Gateway\Online Help
```

2. Log in to the LifeSize Gateway Administrator interface.
3. In the **Online help URL** field of the Device **Web** tab, type the directory path to the help files you installed on your PC. The path must have the form:

```
file://computerName/sharedDirectory
```

Where *computerName* is the name of the computer on the network and *sharedDirectory* is the path to the Online Help folder. For example:

```
file://myComputer/LifeSize Gateway/Online Help
```

4. Click **Upload** in the LifeSize Gateway Administrator toolbar, followed by **Refresh**.
5. You may need to log out and log back in to the LifeSize Gateway Administrator for the change to take effect.

Utilities

The **Utilities** folder available from the LifeSize Gateway CD-ROM included in the product box contains the LifeSize Audio Message Utility—a utility that provides audio messages for the call routing mechanism in LifeSize Gateways. The call routing mechanism initiates a series of voice messages that allow you to make choices and respond via the keypad through dial tones (DTMF). To install and run the LifeSize Audio Message Utility, perform the following steps:

1. Copy the Audio Message Utility folder from the LifeSize Gateway CD-ROM to your local computer.

Note: You cannot run the Audio Message Utility from the LifeSize Gateway CD-ROM.

2. To run the utility, double-click the `IvrRecordingUtility.exe` file.

For more information about using the LifeSize Audio Message Utility, see the *LifeSize Gateway User Guide*.

Gateway Security

To ensure that your LifeSize Gateway is secure from outside infiltration, LifeSize recommends that you change the default settings of the following options:

- LifeSize Gateway user name and password.
- SNMP service community parameters in the Board (or Device) **Security** tab.

Interoperability and Third Party Device Support

LifeSize Gateway has been tested with the following third party devices:

| Supplier | Products |
|----------|--|
| Tandberg | 1700: F6.1 Edg 95: F6.1 MXP 3000: F6.1 |
| Polycom | 9002: Beta 2.0 |
| Aethra | X7: 11.1.12 |
| Sony | HG90: 2.20.00 |

Upgrade and Downgrade Procedures

All customers who have purchased a valid Service Contract may upgrade to version 5.5.2. This upgrade is free available from the support page of www.lifesize.com. Once you receive the Gateway version 5.5.2 Upgrade Utility, use it to burn version 5.5.2 onto the Gateway board. After burning, the Upgrade Utility will automatically reset the platform. After reset, version 5.5.2 is installed on the board.

Note: It is not necessary to use a new license. Your existing Gateway version 5.1 license is still valid.

Downgrading:

Use the Gateway version 5.5 Upgrade Utility to burn version 5.5 onto the Gateway board.

After burning, the Upgrade Utility will reset the platform. After reset, version 5.5 is installed on the board.

New Features

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

| Feature | Description |
|---------------------------------------|--|
| IVR improvements | IVR enhancements are included in this release. |
| HD support | Full HD support is included in this release. |
| Windows Vista and Internet Explorer 7 | Windows Vista and Internet Explorer 7 are now supported in this release. |

Resolved Issues

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

| Feature | Description |
|---|---|
| TCS4 timeout value | You can now configure the TCS4 timeout value via a hidden advanced command. |
| H.264 timestamp calculation | Improved H.264 timestamp calculation. |
| Accuracy of the timestamp | When the audio stream fails to reach the remote device in a G.722.1 call, set the <i>ModifyG7221TimeStampFactor</i> hidden advanced command with the enable parameter to ensure accuracy of the timestamp sent by the Gateway. |
| Password length | Passwords can contain up to 32 characters. |
| H.239 enhancements | Various H.239 enhancements and improved interoperability with LifeSize Multipoint. |
| PRI only; Tandberg devices with ISDN | Calls may fail when using Tandberg devices with ISDN with the bit rate set to <i>Auto</i> . To resolve the problem, send the <i>ClearBondXflag</i> advanced command with the parameter value <i>enable</i> to the Gateway. |
| PRI only; delay to ALERT message in outgoing calls. | An occasional delay of approximately 10 seconds to the ALERT message in outgoing calls on the second PRI port no longer occurs in this release. |

Known Issues and Workarounds

The following table lists known issues and their solutions or workarounds, if available.

| Issue/Problem | Description/Workaround |
|---|---|
| Interoperability limitation with LifeSize Room and LifeSize Team. | LifeSize Gateway functions with LifeSize Room and LifeSize Team v2.5 or later. |
| Interoperability limitation with LifeSize Networker. | LifeSize Gateway functions with LifeSize Networker version 1.5.0 or later. |
| Use Microsoft Internet Explorer versions 5.5, 6.0, or 7.0 to access the LifeSize Gateway Administrator web interface. | LifeSize supports Microsoft Internet Explorer v5.5 and v6.0 for accessing the LifeSize Gateway Administrator web interface. |
| Upgrade/downgrade problems | Upgrade/downgrade problems may occur due to lack of memory. If the "Upgrade process failed: The uploaded file size is larger than the maximum available memory" message displays in the Upgrade Utility, manually reboot the board and retry the upgrade. |

| Issue/Problem | Description/Workaround |
|---|--|
| H.239 problems with ISDN Sony PCS-1 | When making a 128 Kbps call from an ISDN Sony PCS-1, H.239 may not open correctly. Increasing the call bit rate solves this issue. |
| Delay in video channel opening from the MXP to the Gateway when using Tandberg 1500 MXP on the IP side. | When using Tandberg 1500 MXP on the IP side, it may take about 20 seconds for the video channel to open from the MXP to the Gateway. |
| Incomplete IVR message in calls from ISDN Polycom VSX device. | In some cases, the start of the IVR message is missing in calls from an ISDN Polycom VSX device. |
| H.239 supports only the H.263 codec. | H.239 supports only the H.263 video codec in the second video channel. H.264 is not supported. |
| Front Gatekeeper LED is always lit. | When working in Peer-to-Peer mode, the front Gatekeeper (GK) LED is always lit. |
| Opening H.239 channel to Tandberg MXP on the ISDN side may fail. | Opening an H.239 channel to a Tandberg MXP on the ISDN side may fail. Retry opening the channel. |
| H.239 support | H.239 is not supported in 2*B calls. |
| LifeSize Gateway - PRI only | Difficulties may occur when using Fast Start. LifeSize recommends that you do not activate Fast Start. |

Customer Support

LifeSize Communications welcomes your comments regarding our products and services. If you have feedback about this or any LifeSize product, please send it to feedback@lifesize.com. You may also contact LifeSize Customer Support as follows:

| Method | Address |
|----------|--|
| Internet | http://www.lifesize.com |
| E-mail | support@lifesize.com |
| Phone | (877) LIFESIZE or (877) 543-3749 (512) 347-9300 |
| Fax | (512) 347-9301 |