



## ***Release Notes***

**LifeSize® Gateway™**

**Release: v5.6**

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***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
<b>LifeSize Gateway Quick Start</b>	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 <a href="http://www.lifesize.com">www.lifesize.com</a> .
<b>LifeSize Gateway User Guide</b>	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 <a href="http://www.lifesize.com">www.lifesize.com</a> .
<b>LifeSize EULA and Third Party Licenses</b>	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 <a href="http://www.lifesize.com">www.lifesize.com</a> .
<b>LifeSize Safety and Regulatory Notices</b>	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 <a href="http://www.lifesize.com">www.lifesize.com</a> .
<b>Release Notes</b>	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 <a href="http://www.lifesize.com">www.lifesize.com</a> .

## 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/](http://www.lifesize.com/online_help/lifesize_gateway/)

The **Online Help** folder included with your 5.6 download package 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 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 with your LifeSize Gateway package 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 package to your local computer.
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 5.6. This upgrade is free available from the support page of [www.lifesize.com](http://www.lifesize.com). Once you receive the Gateway version 5.6 Upgrade Utility, use it to burn version 5.6 onto the Gateway board. After burning, the Upgrade Utility will automatically reset the platform. After reset, version 5.6 is installed on the board.

Note: It is not necessary to use a new license. Your existing Gateway version 5.5 license is still valid.

### **Downgrading:**

Use the Gateway version 5.5.2 Upgrade Utility to burn version 5.5.2 onto the Gateway board. After burning, the Upgrade Utility will reset the platform. After reset, version 5.5.2 is installed on the board. You cannot downgrade to versions earlier than version 5.0.

## 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
Polycom interoperability	Interoperability issues with Polycom H.323 entities.
Tandberg interoperability	H.239 interoperability issues with TANDBERG H.320 endpoints and the TANDBERG/Codian MCU.
Encryption	Voice call encryption.
Auto services	IP-to-ISDN dialing via auto services.
Port disabling	Separate disabling of Gateway ports.

## 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
Polycom interoperability	When working with Polycom H.323 entities, the Gateway opens the second video channel to the H.320 endpoint only after receiving a VIA indication from the Polycom entity.
Tandberg interoperability	H.239 interoperability with TANDBERG H.320 endpoints and with the TANDBERG/Codian MCU operates correctly.
Auto services	IP-to-ISDN dialing via an auto service operates correctly.
Port disabling	You can disable each port individually
Voice call encryption – LifeSize Gateway PRI only	Voice call encryption operates correctly.
Serial ports disabled	The Gateway does not accept calls when the serial ports are disabled.

## 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 ( <b>GK</b> ) 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](mailto:feedback@lifesize.com). You may also contact LifeSize Customer Support as follows:

Method	Address
Internet	<a href="http://www.lifesize.com">http://www.lifesize.com</a>
E-mail	<a href="mailto:support@lifesize.com">support@lifesize.com</a>
Phone	(877) LIFESIZE or (877) 543-3749 (512) 347-9300
Fax	(512) 347-9301