Release Notes

LifeSize® Multipoint™

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.

© 2008 LifeSize Communications. All rights reserved.

March 11, 2008

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 Multipoint Quick Start	Describes basic steps for installing and configuring LifeSize Multipoint. Available from the LifeSize Multipoint CD-ROM included in the product box as well as from the Customer Support page of www.lifesize.com.
LifeSize Multipoint User Guide	Describes setup and common usage for LifeSize Multipoint. Available from the LifeSize Multipoint 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 Multipoint 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 Multipoint. This document is available from the LifeSize Multipoint 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 Multipoint is equipped with online help that is linked to the LifeSize Multipoint Administrator web interface. The help library is stored on the LifeSize web site. By default, the LifeSize Multipoint Administrator is linked to the help library at the following URL:

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

The **Online Help** folder available from the LifeSize Multipoint 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 Multipoint Administrator, perform the following steps:

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

   `\\myComputer\LifeSize Multipoint\Online Help`

2. Log in to the LifeSize Multipoint 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 Multipoint/Online Help`

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

© 2008 LifeSize Communications. All rights reserved.

Utilities

The **Utilities** folder available from the LifeSize Multipoint CD-ROM included in the product box contains the LifeSize Audio Message—an interactive GUI that enables you to record and replace messages and upload new messages to the call routing mechanism in LifeSize Multipoint.

To install and run the LifeSize Audio Message Utility, perform the following steps:

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

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

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

For more information about using the LifeSize Audio Message Utility, refer to the *LifeSize Multipoint User Guide*.

Interoperability and Third Party Device Support

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

Supplier	Products
Polycom	VS: 7.5.4 FX: 6.0.5 VSX 7000: 8.5.3 VSX 8000: 8.5.3 VSX 5000: 8.5.3 HDX 9002: Beta 2.0.0 PVX: 8.0.2
Tandberg	1000: E5.3, B7.4 6000: E5.2, B10.3 1500 MXP: F6.1 6000 MXP: F6.1 95 MXP: F6.1 3000 MXP: F6.1 1700 MXP: F6.1 990 MXP: F6.1
Aethra	AVC 8400: 6.0.30 X5: 10.2.24 X7: V11.1.12 Silver: 6.0.30
Sony	PCS-1: 3.31 G-50: 2.41 TL-50: 2.31 TL-30: 1.24 HG-90: 2.20.00 G-70: 2.41
France Telecom	eConf: 4.1.28
Microsoft	OfficeComm: 2005
CounterPath	eyeBeam: 1.5.16

© 2008 LifeSize Communications. All rights reserved.

Upgrade and Downgrade Procedures

Follow these steps to upgrade from a previous version of LifeSize Multipoint:

1. Save the current custom configuration by clicking **Export** on the web user interface toolbar to export the configuration to a *.ini file.

2. Use the Upgrade Utility to burn the latest version onto the MCU card.

3. After burning, the Upgrade Utility resets the platform.
   |
4. After reset, the latest version is installed.

Follow these steps to downgrade from LifeSize Multipoint version 5.5 to a previous version.

1. Save the current custom configuration by clicking **Export** on the web user interface toolbar to export the configuration to a *.ini file.
2. Use the Upgrade Utility to burn the latest version onto the MCU card.
   a) Provide an IP address, login name, and password.
   b) Open the **Customize** screen and check the configuration file.
   c) Initiate the downgrade procedure.
   d) Wait while LifeSize Multipoint performs the downgrade procedure and resets. This may take several minutes. Do not interrupt the procedure; wait until it is fully completed and the Upgrade Utility reports that the downgrade has been performed successfully.

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
Continuous Presence	Support for high definition continuous presence is included in this release.
Double port capacity for standard rate services	The port capacity for standard rate services in this release is double that of previous releases.
HTTPS support	The web interface now supports HTTPS.
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
Video to audio only service.	A video service can be modified and redefined as an audio-only service.
Time and date format.	The format of the time and date in log messages has been changed.
Video resolution	Video resolution for participants in high definition conferences now displays correctly on the conference control web interface.

© 2008 LifeSize Communications. All rights reserved.

Feature	Description
In cascaded conferences with H.239, you no longer need to keep only one presentation open at any given time.	Using simultaneous presenters in a cascaded conference no longer results in the display of more than one presentation to participants.
Support for ad hoc SIP conference.	It is now possible to create an ad hoc SIP conference from an existing conference.
Restarting dialog automatically closes.	When you reset LifeSize Multipoint with calls connected, the web “Restarting…” dialog now closes automatically upon power up. You no longer need to refresh your web browser to clear the dialog.
Disabling/enabling Auto Switch no longer causes a server reset.	In a cascaded conference, disabling/enabling Auto Switch from the slave conference web interface no longer causes the server to reset.
Local layout in a cascaded conference.	Local layout in a slave conference functions correctly in a cascaded conference.
Join Data Conference.	The **Join Data Conference** button on the conference control page is active. This button allows users to join T.120 data conferences from the computer running the conference control.

Known Issues and Workarounds

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

Issue/Problem	Description/Workaround
Third party application support.	All references to third party applications, such as the Radvision iView Suite, highlight interoperability and value added functionality. LifeSize does not sell or support these applications; contact the third party vendor for more information about these products.
Use Microsoft Internet Explorer versions 5.5 or 6.0 to access the LifeSize Multipoint Administrator web interface.	LifeSize supports Microsoft Internet Explorer v5.5, v6.0, and v7.0 for accessing the LifeSize Multipoint Administrator web interface.
Interoperability limitation with LifeSize Room and LifeSize Team.	LifeSize Multipoint is compatible with LifeSize Room and LifeSize Team v3.0 or later.
High Definition Continuous Presence Interoperability	Polycom HDX version 2.0 or higher is required for HD conferencing. HD continuous presence is not supported with Sony PCS-HG90; HD switching is supported. For the best experience with LifeSize devices, configure **Administrator Preferences : Video : Video Quality** for the device to favor sharpness over motion. To use a LifeSize device with SIP, do not select **Use Empty Invite when sending Invite messages to endpoints** checkbox, located in **MCU>Protocols>SIP>Advanced SIP Settings**.

© 2008 LifeSize Communications. All rights reserved.

Issue/Problem	Description/Workaround
Switched High Definition Interoperability	To use Tandberg and Aethra HD devices with an HD switched video service, select the **Auto** option in the **Frame rate** field of the service's **Advanced Video Settings**. To use a Sony HD device with an HD switched video service, select the **30 f/s** option in the **Frame rate** field of the service's **Advanced Video Settings**. To use an Aethra HD device with an HD switched video service, select up to 1.5 Mb/s for the **Max call rate**. LifeSize recommends that you do not use devices from different vendors together when working with HD switching services. Using devices from a single vendor in HD switching conferences produces the best video quality.
H.323	LifeSize recommends that you do not activate Fast Start. Fast Start is not supported when the MCU is set to support HD.
H.243	If the H.323 registration mode is set to **gateway** when enabling H.243, then in cascaded conferences devices appear twice in the conference control. To resolve this, either disable H.243 or change H.323 registration mode to MCU. Changing the H.323 registration mode to MCU may cause interoperability issues with the Cisco IOS H.323 Gatekeeper. H.243 conference control may not function with some ISDN devices that are connected through a gateway. When H.243 is enabled, Far End Camera Control (FECC) to some Tandberg devices may not function. To resolve this, disable H.243. Moderator Control cannot be assigned from the device menu via H.243 commands in conferences that are assigned with a moderator PIN code. Moderator Control can be assigned via the MCU DTMF conference control menus.
Encryption	Encryption does not function with Tandberg devices that support both AES and DES and that are configured to only enable DES. To resolve this, enable AES in the device.
Configuration	Connect the MCU module and all registered MVP modules to the same IP switch.
H.239	Enabling H.243 in the **Settings>Conference Control** section may cause H.239 interoperability issues with Aethra devices. For a Sony PCS-TL30 device to receive a H.239 presentation, in the service's **Presentation View Settings**, select the **XGA** option for **Image Size** and the 1fps option for **Presentation frame rate**. In the event that a Tandberg device joins a conference while a H.239 presentation is in progress, you may need to restart the presentation so that it can be seen by the Tandberg device. If you are using Tandberg HD devices and H.239, LifeSize recommends you use the advanced command *mc:h323terminaltypecode* with a parameter of *200*. To do this, navigate to **Settings>Advanced>Commands>Advanced Commands**.
T.120	T.120 does not function across cascaded conferences. Set the *configT120OutCallRecvOnly* advanced command to 1 to modify T.120 default behavior on outgoing calls from **sendonly** to **recvonly**. Return the value to 0 to revert the default behavior to **sendonly**.

© 2008 LifeSize Communications. All rights reserved.

Issue/Problem	Description/Workaround
Cascading	LifeSize recommends you use the web conference control of the Master MCU rather than of the Slave MCU in order to manage a cascaded conference. In a cascaded conference, the encryption status of individual participants may display incorrectly. Participants on the same slave conference cannot control each other via the master conference. Control is available via local layouts. Voice Activation on a slave conference is available using the following procedure only: In the Conference Control interface of the master conference, drag and drop the Voice Activation asterisk (*) to one of the sub-frames. - If auto-switching is enabled, disable it and then enable it again. - If auto-switching is disabled, enable it and then disable it again.
LifeSize Multipoint Extension	In a LifeSize Multipoint Extension conference, you cannot change the **Self See** option from the Conference Control interface. Use the **Enable 'No Self See'** parameter in the service definition screens to change this option.
SIP	When using a Sony PCS-1 device in SIP, select the **Use 'Empty Invite' when sending Invite messages to endpoints** checkbox, located in **MCU>Protocols>SIP>Advanced SIP Settings**.
Tips	When the Windows Start Navigation sound is enabled, a continuous clicking sound is heard when the Conference Control interface automatically refreshes. Disable this sound in the **Sounds and Multimedia** configuration of the Control Panel. The **Conference Control** and **Login** screens are best viewed in full screen mode (1024 x 768 fps). You can open multiple **Conference Control** browser screens at the same time; however, close screens in which you are not currently working to avoid performing operations on the wrong conference.AAC-LC is supported in calls with LifeSize devices. Set the *Enable in-band DTMF detection* advanced command to **disable** to allow a conference call of 96 participants with 4 registered MVP modules. LifeSize recommends that you set the Ethernet port speed and duplex parameters of both the MCU and the switch to **Auto**. Set these parameters to 100 Mb/s full duplex only if you experience port speed negotiation problems. Ensure that the Ethernet port speed and duplex parameter values on the MCU and the switch are identical.

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

© 2008 LifeSize Communications. All rights reserved.