



## ***Release Notes***

**LifeSize® Multipoint™**

**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 Multipoint Quick Start</b>	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 <a href="http://www.lifesize.com">www.lifesize.com</a> .
<b>LifeSize Multipoint User Guide</b>	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 <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 Multipoint 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 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 <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 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/](http://www.lifesize.com/online_help/lifesize_multipoint/)

The **Online Help** folder available from the LifeSize Multipoint download package and 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 package 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.

## Utilities

The **Utilities** folder available from the LifeSize Multipoint download package 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 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, 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: 7.4.5 FX: 6.0.5 VSX 7000: 8.7.1 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: F7 6000 MXP: F7 95 MXP: F7 3000 MXP: F7 1700 MXP: F7 990 MXP: F7
Aethra	AVC 8400: 6.0.30 X5: 10.2.24 X7: V11.1.12 Silver: 6.0.30
Sony	PCS-1: 3.41 G-50: 2.41 TL-50: 2.31 TL-30: 1.24 HG-90: 2.20.00 G-70: 2.61
France Telecom	eConf: 5
Microsoft	OfficeComm: 2007
CounterPath	eyeBeam: 1.5.12
Innomedia	MTA 5531: 1.9.8GEN
Leadtek	BVP 8882: 2.5.00_56
Wooksung TelephoSee	WVP-2100: 1.20.0.49L

## 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.
5. Execute this procedure for both the MVP and MCU utilities.

Since the upgrade process does not override the existing configuration, you do not need to import the saved configuration.

You cannot upgrade directly from MCU version 5.0 to version 5.6. Upgrade initially to version 5.1.1 and then to version 5.6.

We recommend that you run upgrade and downgrade procedures from a machine located on the same network as your MCU to ensure that there are no failures due to network connectivity problems.

Do not simultaneously run more than one upgrade utility per PC.

Follow these steps to downgrade from LifeSize Multipoint version 5.6 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.

Do not import the saved configuration to the MCU after downgrade. An older version of the MCU might not support the new configuration values.

## 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
Simplicity	Auto Attendant and Video IVR allowing direct dialing to the MCU using a leading number or an IP address. The use of video messages makes the process simpler than ever.
Video quality	Video quality improvements and additional resolutions support.
Lecturer Mode	Enables all participants to see the conference lecturer in a full screen HD display, while the lecturer sees all the other conference participants in a HD Auto Switch display.

Feature	Description
Call rates	Support for call rates of up to 4096 Kb/s.

## 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
Voice activation	Voice Activation on a Slave conference is now possible.
MVP stability	MVP stability improvements.
Video quality	Video quality improvements.
SIP interoperability	SIP interoperability fixes related to session bandwidth, restricted bandwidth compliance and improved support for video dynamic payload types.
Conference control	Improved conference control resolves a problem where the participant list is blank when a participant display name includes invalid characters
Security	Improved security deals more effectively with DOS attacks and system scanning.
Audio issues	Resolved audio-related issues including long audio delay in certain scenarios and G.728 time stamp.
H.239	Resolved an H.239-related problem where no video channel opens while broadcasting a presentation from any endpoint.
H.264	Improved H.264 encryption on TANDBERG MXP 95 endpoints.
Video to audio only	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.

## 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.

Issue/Problem	Description/Workaround
Auto Attendant	<p>Auto Attendant is not supported for the following endpoints—Sony 1600, Polycom VS512, Innomedia SIP, Leadtek SIP phone, eConf versions earlier than 5.0.29, some Aethra X3 versions, RADVISION SCOPIA 3G Gateway, eConf in SIP only, old versions of TANDBERG 1000 and TANDBERG 6000.</p> <p>Polycom VSX 7000 endpoints do not support the H.264 codec at bit rates of 512 Kbps. If the endpoint is configured to use a higher bit rate, it does not connect to the conference after Auto Attendant.</p> <p>Slide resolution in SIP calls is limited to CIF if an endpoint connects with the H.264 codec. Resolve this issue by configuring the endpoint to use Empty Invite or offer H.263 at a higher priority.</p>
Web	Microsoft JVM is not supported.
Gateway	<p>Poor video quality for calls at 384 Kb/s via the Gateway.</p> <p>Disable H.239 to enable operation with the LifeSize Gateway.</p>
High Definition Continuous Presence Interoperability	<p>LifeSize endpoint versions earlier than 3.6.0 offered maximum capabilities of 480p symmetric instead of 480p Tx 720p Rx in SIP calls, causing the MCU to fail to treat the call as HD and to incorrectly decode data from the endpoint side. Version 3.6.0 resolves this issue. Alternatively, set the service maximum picture size to 480p.</p> <p>When a Polycom HD endpoint dials in to a conference using an Empty Invite, the MCU offers capabilities of 480p Rx 720p Tx. The endpoint responds with 480p symmetric, causing the MCU to fail to treat the call as HD and to incorrectly decode data from the endpoint side. Resolve this issue by setting the service maximum picture size to 480p.</p> <p>Network issues or endpoint limitations may cause an endpoint to request that the MCU decrease the bit rate to below 4 MB.</p> <p>Polycom HDX version 2.0 or higher is required for HD conferencing.</p> <p>HD continuous presence is not supported with Sony PCS-HG90; HD switching is supported.</p> <p>For the best experience with LifeSize devices, configure <b>Administrator Preferences : Video : Video Quality</b> for the device to favor sharpness over motion.</p> <p>To use a LifeSize device with SIP, do not select <b>Use Empty Invite when sending Invite messages to endpoints</b> checkbox, located in <b>MCU&gt;Protocols&gt;SIP&gt;Advanced SIP Settings</b>.</p>
Switched High Definition Interoperability	<p>To use Tandberg and Aethra HD devices with an HD switched video service, select the <b>Auto</b> option in the <b>Frame rate</b> field of the service's <b>Advanced Video Settings</b>.</p> <p>To use a Sony HD device with an HD switched video service, select the <b>30 f/s</b> option in the <b>Frame rate</b> field of the service's <b>Advanced Video Settings</b>.</p> <p>To use an Aethra HD device with an HD switched video service, select up to 1.5 Mb/s for the <b>Max call rate</b>.</p> <p>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.</p>
H.323	LifeSize recommends that you do not activate Fast Start. Fast Start is not supported when the MCU is set to support HD.

Issue/Problem	Description/Workaround
H.243	<p>If the H.323 registration mode is set to <b>gateway</b> 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.</p> <p>H.243 conference control may not function with some ISDN devices that are connected through a gateway.</p> <p>When H.243 is enabled, Far End Camera Control (FECC) to some Tandberg devices may not function. To resolve this, disable H.243.</p> <p>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.</p>
Encryption	<p>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.</p>
Configuration	<p>Connect the MCU module and all registered MVP modules to the same IP switch.</p> <p>Upgrading to MCU 5.6 may change the H.239 resolution from XGA to VGA. Resolve this issue by reconfiguring the service.</p> <p>Enabling or disabling the H.323 protocol using the NMS may the reset the MCU.</p>
H.239	<p>Enabling H.243 in the <b>Settings&gt;Conference Control</b> section may cause H.239 interoperability issues with Aethra devices.</p> <p>For a Sony PCS-TL30 device to receive a H.239 presentation, in the service's <b>Presentation View Settings</b>, select the <b>XGA</b> option for <b>Image Size</b> and the 1fps option for <b>Presentation frame rate</b>.</p> <p>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.</p> <p>If you are using Tandberg HD devices and H.239, LifeSize recommends you use the advanced command <code>mc:h323terminaltypecode</code> with a parameter of <code>200</code>. To do this, navigate to <b>Settings&gt;Advanced&gt;Commands&gt;Advanced Commands</b>.</p>
T.120	<p>T.120 does not function across cascaded conferences. Set the <code>configT120OutCallRecvOnly</code> advanced command to 1 to modify T.120 default behavior on outgoing calls from <b>sendonly</b> to <b>recvonly</b>. Return the value to 0 to revert the default behavior to <b>sendonly</b>.</p>
Cascading	<p>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.</p> <p>You cannot disable the No-Self-see option from the In-conference Control web user interface for the 3G layout.</p> <p>SIP cascading of the MCU does not operate when using Empty Invite. Use Full Invite instead.</p> <p>In a cascaded conference, the encryption status of individual participants may display incorrectly.</p> <p>Participants on the same slave conference cannot control each other via the master conference. Control is available via local layouts.</p> <p>The maximum number of participants in a cascaded conference is limited to 120.</p>
DoS Attacks	<p>DoS attacks can cause the MCU to reboot when you open a Telnet session.</p>

Issue/Problem	Description/Workaround
LifeSize Multipoint Extension	<p>In a LifeSize Multipoint Extension conference, you cannot change the <b>Self See</b> option from the Conference Control interface. Use the <b>Enable 'No Self See'</b> parameter in the service definition screens to change this option.</p> <p>A LifeSize Multipoint Extension client with a password configured will fail to connect to a non-password protected conference.</p> <p>A LifeSize Multipoint Extension client with a password longer than 7 characters will fail to connect to a conference.</p>
SIP	<p>When using a Sony PCS-1 device in SIP, select the <b>Use 'Empty Invite' when sending Invite messages to endpoints</b> checkbox, located in <b>MCU&gt;Protocols&gt;SIP&gt;Advanced SIP Settings</b>.</p> <p>Configure the MCU to use either the AS or TIAS attribute, but not both, when working with TANDBERG endpoints.</p> <p>Polycom VSX 7000 endpoints do not support H.264 at bit rates above 768 Kb/s. Remove H.264 from the service definition to enable call establishment.</p> <p>Use TANDBERG MXP1700 versions later than 7F Beta only.</p> <p>Disable cascading to enable operation with Eyebeam endpoints.</p> <p>LifeSize endpoints offer HD capabilities only when identifying the MCU according to the user agent field. If the endpoint does not offer HD capabilities, change the MCU identifier to "LifeSize Multipoint" and reset the device.</p>
CPF and CIF resolutions	<p>By default, the MCU does not allow both CPS and CIF resolutions for presentations.</p>
720p video does not fit in the screen in a continuous presence video conference with two participants in side by side layout.	<p>Text may appear in the overscan region of the screen. (To view the full text change to layout 2/3 where the remote video is in the PIP and the local video is full screen.) This is caused by TVs that overscan the image.</p>
Template limitation	<p>Lifesize supports up to 20 prefixes within the services configuration template. LifeSize does not recommend exceeding 20 service pre-fixes. Additional prefixes may reduce the overall performance of the web user interface.</p>

Issue/Problem	Description/Workaround
Tips	<p>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 <b>Sounds and Multimedia</b> configuration of the Control Panel.</p> <p>The <b>Conference Control</b> and <b>Login</b> screens are best viewed in full screen mode (1024 x 768 fps).</p> <p>You can open multiple <b>Conference Control</b> 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.</p> <p>Set the <i>Enable in-band DTMF detection</i> advanced command to <b>disable</b> to allow a conference call of 96 participants with 4 registered MVP modules.</p> <p>LifeSize recommends that you set the Ethernet port speed and duplex parameters of both the MCU and the switch to <b>Auto</b>. 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.</p> <p>During Auto Attendant sessions, Aethra endpoints may display on-screen information that hides part of the menu presented by the MCU. Click a "C" (del) button to hide the information the endpoint displays.</p> <p>During Auto Attendant sessions, LifeSize endpoints may display on-screen information that hides part of the menu presented by the MCU. Click the far-end camera control button to hide the information the endpoint displays.</p> <p>After using the TV Mode option to reduce your picture size for viewing on a TV screen, you may still find that the picture is cut off. We recommend that you adjust your screen configuration parameters to restore the full picture.</p> <p>Press the pause button (  ) after the IVR phase when working with eConf endpoints if the video does not start automatically.</p> <p>You can define a maximum number of 49 services and 1 hidden service for IP dialing.</p> <p>The high-quality AAC-LC audio protocol is supported with LifeSize endpoints. AAC-LC requires a higher bandwidth (96 Kbps) than other standard quality audio protocols, so it is suitable mainly for video calls with a high call rate. We recommend the following procedure when working with video calls at a call rate below 256 Kb/s:</p> <ol style="list-style-type: none"> <li><b>a</b> In the Administrator interface, on the sidebar, click <b>MCU</b>.</li> <li><b>b</b> Click <b>Services</b>.</li> <li><b>c</b> Select the service you wish to configure and click <b>Add</b>.</li> <li><b>d</b> Click <b>Advanced Audio Settings</b> to modify audio settings.</li> <li><b>e</b> Add AAC-LC to the Available list. If you select the AAC codec for use with a video service, the <b>Use AAC codec for call rates equal or above</b> option is enabled.</li> <li><b>f</b> Select an appropriate lower limit for the call rate from the drop-down list so that AAC-LC is used only for calls with a call rate above this limit.</li> </ol>

## 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
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