Release Notes

LifeSize® Networker™

Release: v2.5.0

May 30, 2008

Product Documentation

The following documentation is available in this release:

Documentation	Description
LifeSize Networker Installation Guide	Describes setup and common usage for your LifeSize Networker system. Available from the documentation CD included in the product box as well as from the Support page of the LifeSize web site.
LifeSize Networker Quick Reference Card	A visual depiction of the proper installation of all cables and components. Printed and included in the product box as well as available from the 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 documentation CD included in the product box as well as from the Support page of www.lifesize.com.
LifeSize Safety and Regulatory Notices	Describes safety guidelines and regulatory notices for the LifeSize hardware. This document is available from the documentation CD included in the product box as well as from the 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 Support page of www.lifesize.com.

For the most current version of user documentation, refer to the Support page of www.lifesize.com.

Interoperability and Third Party Device Support

LifeSize supports the following third party devices.

Supplier	Products
Codian	3240 ISDN Gateway 1.2 (1.23)
Polycom	VSX3000: 8.5.3 VSX7000: 8.5.3 VSX8000: 8.5.3 VS EX: 6.0.5 VS FX: 6.0.5 MGC-50/100: 8.0.0.27
LifeSize	Gateway (PRI) v5.5
Radvision	Scopia 100 Gateway (P10) v5.1
Sony	PCS-1: v3.41
Tandberg	880/990 MXP: F6.1 1000 MXP: F6.1 6000 MXP: F6.1 880: E5.3 1000: E5.3 6000: B10.3 Gateway G3.2

Supported Switches

If configured as a PRI device, LifeSize Networker supports the following switches:

Switch	Region	Interface	Framing	Encoding
AT&T 4 ESS	North America	T1	ESF	B8ZS
AT&T 5 ESS point to point	North America, Taiwan	T1	ESF	B8ZS
ETSI (European ISDN)	Taiwan, Hong Kong	T1	ESF	B8ZS
Nortel DMS 100	North America	T1	ESF	B8ZS
National ISDN (N12)	North America	T1	ESF	B8ZS
ETSI (European ISDN)	Europe, Taiwan	E1	CRC4	HDB3
NTT (INSNET1500)	Japan	J1	ESF	CCITT

If configured as a BRI device, LifeSize Networker supports the following switches:

Switch	Region	SPID Support
ETSI (European ISDN)	Europe	N/A
NTT	Japan	N/A
National ISDN	North America	SPID configurable Auto SPID supported
AT&T 5ESS Point to Point	North America	N/A
AT&T 5ESS Multipoint	North America	SPID configurable
Nortel DMS 100	North America	SPID configurable

New Features and Resolved Issues in this Release

Numbers in parentheses following an issue are used for internal tracking purposes only.

Feature	Description
New Features or Enhancements:	
Support for sharing LifeSize Networker as a standalone unit registered to an H.323 gatekeeper with more than one LifeSize system.	This release includes support for sharing LifeSize Networker with more than one LifeSize video communications system. LifeSize Networker must be configured as a standalone unit and registered to an H.323 gatekeeper. LifeSize Networker and the LifeSize video communications systems that share LifeSize Networker must be registered to the same gatekeeper. When configured as a BRI device, LifeSize Networker supports up to four calls with a total bandwidth up to 8B channels (512 kb/s). When configured as a PRI device, LifeSize Networker supports up to five calls with a total bandwidth up to 23B channels (1.472 Mb/s) with a T1 line or 30B channels (1.92 Mb/s) with an E1 line.

Feature	Description
Support for 23B channels (T1) and 30B channels (E1) as a PRI device.	This release increases the number of channels supported for LifeSize Networker configured as a PRI device. In previous releases, LifeSize Networker supported up to 18B channels as a PRI device. In this release, LifeSize Networker supports up to 23B channels with a T1 line or 30B channels with an E1 line.
Support for G.728 audio codec.	This release includes support for the G.728 audio codec.
Support for the Polycom® Siren14™ G.722.1c audio codec in calls with LifeSize systems only.	This release includes support for the Polycom® Siren14™ G.722.1c audio codecs: Polycom® Siren14™ (48 kb/s), Polycom® Siren14™ (32 kb/s), and Polycom® Siren14™ (24 kb/s) in calls with LifeSize systems only.
Mid-call downspeeding	In previous releases, if a channel was dropped during a call, the call was terminated. In this release, if a channel is dropped during a call, LifeSize Networker attempts to re-establish the call. During call re-establishment, which may last approximately 20 seconds, no video or audio is received or transmitted.
TCS4 support. (NET-1081)	This release includes support for the TCS4 routing method for incoming H.320 calls with LifeSize Networker configured as a standalone unit and registered to a gatekeeper. To enable TCS4 support on LifeSize Networker, access the LifeSize Networker administrator configuration. Navigate to **Preferences : Gateway : Direct Inward Dial**. Select *Enabled* for **TCS4**. If you configure both Direct Inward Dial (DID) and TCS4, LifeSize Networker gives priority to the DID routing method. If call routing using DID fails, the call is disconnected and TCS4 is not attempted. LifeSize Networker supports the * character as a delimiter with TCS4 routing.
Support for ISDN voice calls. (NET-1134) (END-7922)	This release includes support for ISDN voice calls. When an ISDN voice call connects, a LifeSize system treats the call as a video call but with no video. No video appears in the display for the caller at the near or far end. Call statistics show values for audio and no values for video.
Resolved Issues:	
Calls fail when using numbers beyond the signaling channel (16) of an ETSI switch, T1 interface. (NET-868)	In previous releases, dialing a number beyond the signaling channel (16) of a receiving ETSI switch, T1 interface with LifeSize Networker configured as a PRI device was not supported. This issue is fixed in this release.
Incoming calls received after a LifeSize system as the MCU places the first call with LifeSize Networker as a PRI device and an NTT switch downspeed to 1B. (NET-1072)	In previous releases, when a LifeSize video conferencing system with LifeSize Networker configured as a PRI device and using an NTT switch was the MCU in a call, incoming calls received after the MCU placed the first outgoing call would downspeed to 1B. The work around was to place all calls as outgoing calls from the MCU or incoming to the MCU. This issue is fixed in this release.
A LifeSize system with LifeSize Networker does not receive a presentation restarted from a Polycom system during an ISDN call. (NET-1063)	In previous releases, during a 3-way ISDN call with a Polycom system and LifeSize systems with LifeSize Networker, if the Polycom system stopped and then restarted a presentation, the LifeSize systems did not receive the restarted presentation. The work around was to disconnect the call from the Polycom system, reconnect the call, and start the presentation from the Polycom system. This issue is fixed in this release.

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Feature	Description
Virtual multiway is not supported with ISDN calls.	In previous releases, virtual multiway with LifeSize video communications systems was not supported in a multi-way call when an ISDN call with LifeSize Networker was one of the participants. This issue is fixed in this release.

Features and Limitations

Numbers in parentheses following an issue are used for internal tracking purposes only.

Feature	Support or Limitation
LifeSize Networker requires software release v3.5 for LifeSize video communications systems.	To function properly, this release of LifeSize Networker requires software release v3.5 for LifeSize video communications systems. Ensure that your LifeSize video communications system has IP connectivity.
Adobe Flash Player required minimum version.	To access the administrator configuration for LifeSize Networker from a web browser, ensure that you have Adobe Flash Player v9.0.115 or later installed and configured on your web browser.
Maximum connections and gatekeeper restrictions when sharing LifeSize Networker as a standalone unit registered to an H.323 gatekeeper.	You can use LifeSize Networker configured as a standalone unit registered to an H.323 gatekeeper with more than one LifeSize video communications system subject to the following conditions: o LifeSize Networker and the LifeSize video communications systems must be registered to the same gatekeeper. o LifeSize Networker supports a maximum of four concurrent ISDN callers when configured as a BRI device or five concurrent ISDN callers when configured as a PRI device.
ISDN voice calls connect as a video call with no video appearing in the display.	When an ISDN voice call connects, a LifeSize system treats the call as a video call but with no video. No video appears in the display for the caller at the near or far end. Call statistics show values for audio and no values for video.
Voice activated switching of video is not supported with LifeSize Networker. (NET-1018, NET-1133)	Voice-activated switching of video is not supported during calls with LifeSize Networker in this release.
LifeSize Networker U is in End of Sale status.	This release is available for the LifeSize Networker S/T model only. The LifeSize Networker U model has been announced as End of Sale.
ISDN calls to LifeSize Team and LifeSize Express may fail when configured with LifeSize Networker through a gatekeeper and the DID suffix length is greater than 4. (NET-730)	Because the switch sometimes truncates called numbers to the last four digits, ISDN calls to LifeSize Team and LifeSize Express may fail when configured with LifeSize Networker through a gatekeeper. To work around this issue, use a DID suffix length of 4 and enable a DID prefix when configuring LifeSize Networker with LifeSize Team.

Feature	Support or Limitation
Information about TCS4 support does not appear in the LifeSize Networker Installation Guide	This release includes support for the TCS4 routing method for incoming H.320 calls with LifeSize Networker configured as a standalone unit and registered to a gatekeeper. Information about TCS4 support was not available before the publication deadline for the *LifeSize Networker Installation Guide* in this release. To enable TCS4 support on LifeSize Networker, access the LifeSize Networker administrator configuration. Navigate to **Preferences : Gateway : Direct Inward Dial**. Select *Enabled* for **TCS4**. If you configure both Direct Inward Dial (DID) and TCS4, LifeSize Networker gives priority to the DID routing method. If call routing using DID fails, the call is disconnected and TCS4 is not attempted. LifeSize Networker supports the * character as a delimiter with TCS4 routing.

Known Issues and Workarounds

Numbers in parentheses following an issue are used for internal tracking purposes only.

Issue/Problem	Description/Workaround
Reboot after changing switch variant. (NET-860)	If you change the switch variant, LifeSize Room, LifeSize Team MP, and LifeSize Networker systems automatically reboot. For standalone LifeSize Networker units, you must manually reboot LifeSize Networker after changing the switch variant.
Loud noise heard by IP participant when ISDN to IP call between two LifeSize systems ends during a presentation. (NET-1088)	A loud noise may be heard by the LifeSize IP participant when a call placed from a LifeSize system through a standalone LifeSize Networker to a LifeSize IP system ends during a presentation.
Video may be shaky when using FECC with a system connected to a Codian Gateway. (NET-858)	Video may appear shaky in your system when controlling the far end camera from a device connected to a Codian Gateway.
Comma is not supported in a gateway service prefix. (NET-726)	LifeSize Networker allows you to enter # (pound), * (asterisk), and , (comma) symbols for the gateway service prefix; however, the comma is unsupported in this release.
Remotely locating LifeSize Networker connected to LifeSize Room or LifeSize Team MP	If you are wish to install LifeSize Networker by connecting it to the Networker port on a LifeSize Room or LifeSize Team MP codec and your conference room has two network ports, you can locate LifeSize Networker in a separate room. Use one of the conference room ports to connect LifeSize Networker to the Networker port of the LifeSize system and the other conference room port to connect the LifeSize system to your network. This may be useful, for example, when ISDN lines cannot be placed in the conference room.

Interoperability Issues

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Issue/Problem	Description/Workaround
3B or greater ISDN call from Sony PCS-1 placed through LifeSize Networker as a shared gateway with TCS4 enabled connects as a voice call. (NET-1229)	A 3B or greater ISDN call placed from Sony PCS-1 to a LifeSize device through LifeSize Networker as a shared gateway and TCS4 enabled connects as a voice call. To work around this issue, place the call from the LifeSize device.
Loud noise heard by Sony participant when LifeSize system with LifeSize Networker ends call placed through a gateway to Sony PCS-1. (END-8088)	A loud noise may be heard by the Sony participant when a LifeSize system with LifeSize Networker ends a call placed through a gateway to a Sony PCS-1 device.
Green patches may appear in the video of the first connected participant when Polycom VSX3000 joins a call between two LifeSize systems with LifeSize Networker. (END-8048)	When a Polycom VSX3000 device placing a 2B call joins an 18B call in progress between two LifeSize systems with LifeSize Networker, green patches may appear in the video received by the LifeSize device that is not the MCU.
No video received by LifeSize system with LifeSize Networker in IP to ISDN calls placed from Tandberg 6000 MXP or Polycom VSX3000 devices through a Codian gateway. (NET-1117)	A LifeSize system with LifeSize Networker may not receive video in an IP to ISDN call placed from Tandberg 6000 MXP or Polycom VSX3000 devices through a Codian gateway.
No video in a point-to-point 10B call placed from a LifeSize system to Sony PCS-1 system. (NET-1126)	No video appears in a 10B call placed from a LifeSize system with LifeSize Networker to a Sony PCS-1 system. To work around this issue, place the call at 8B or 12B.
Far end camera control by IP LifeSize participant in a call to an ISDN LifeSize participant through a Tandberg Gateway fails. (NET-1167)	During a point-to-point call between an ISDN LifeSize system and an IP LifeSize system through a Tandberg Gateway, the IP participant cannot control the camera of the ISDN participant.
Point-to-point call with Polycom VSX7000 and Polycom Visual Concert through Radvision or LifeSize Gateway shows presentation video layout when a presentation is not in progress. (NET-1203)	In a point-to-point call through a Radvision or LifeSize Gateway, with a LifeSize video conferencing system, LifeSize Networker, and a Polycom VSX7000 system connected to Polycom Visual Concert, the presentation layout for the video appears in the display even when a presentation is not in progress. To work around this issue, start and then stop a presentation from any participating device in the call.

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Issue/Problem	Description/Workaround
Outgoing calls bond only the number of channels typically available for selection as the bandwidth for a call. NET-1213	An outgoing call from a LifeSize video communications as the MCU through LifeSize Networker bonds only the number of channels typically available for selection as the bandwidth for a call. This may result in an outgoing call downspeeding to less than the total number of channels available for the call.
No video in calls to Tandberg systems connected through Tandberg Gateway with software release earlier than G3.2. (NET-1118)	No video may appear when a call placed from a LifeSize system with LifeSize Networker to a Tandberg device connected through a Tandberg Gateway connects, if the Tandberg Gateway software is a version earlier than G3.2. To partially work around this issue, upgrade Tandberg Gateway to G3.2. The resolution of the video with this workaround is 352 x 288.
Add participants to a two-way call at bandwidths less than 12B with Polycom VS FX as the MCU. (NET-1101)	A Polycom VS FX system as the MCU does not allow additional participants to be added to a two-way call with LifeSize Networker if the call bandwidth is 12B or greater. To work around this issue, place the call at a bandwidth less than 12B.
Presentations (H.239) support with third party devices. (NET-1197)	Presentations (H.239) in ISDN calls with LifeSize Networker are supported with LifeSize, Polycom, and Tandberg video conferencing systems only. Support for presentations with Polycom systems does not include Polycom MGC.
All calls from a Codian gateway terminate when a LifeSize system as the MCU hangs up one of the calls. (NET-1006)	Due to a limitation in the Codian ISDN gateway in responding to changes in extended video capabilities, when a LifeSize system with LifeSize Networker is serving as the MCU during a call and hangs up a call received from a Codian ISDN gateway, any other calls connected to the MCU from the Codian gateway also terminate.
Subsequent calls to the first number of the ISDN number range with LifeSize Networker as a PRI device and with AT&T 5 ESS switch returns a busy status. (NET-1002)	If a LifeSize system with LifeSize Networker is the MCU and configured as a PRI device with an AT&T 5 ESS switch, only one incoming call to the first number of the ISDN number range in the MCU connects successfully. Subsequent incoming calls to the same number in the MCU return a busy status to the caller. Subsequent incoming calls to different numbers in the MCU connect as 1B only.
Subsequent calls to the first number of the ISDN number range with LifeSize Networker as a BRI device and with Nortel DMS 100 switch returns a busy status. (NET-984)	If a LifeSize system with LifeSize Networker is the MCU and configured as a BRI device with a Nortel DMS 100 or National ISDN switch, only one incoming call to the first number of the ISDN number range in the MCU connects successfully. Subsequent incoming calls to the same number in the MCU return a busy status to the caller. Subsequent incoming calls to different numbers in the MCU connect successfully.
Presentations may fail in mixed bandwidth calls and non-default settings for the **Video Bandwidth Balance** preference. (NET-996)	Presentations may fail during multi-way calls with LifeSize Networker when presentation bit rates from the presenting systems are not the same. This can occur when participants connect at different bandwidths and when the Video Bandwidth Balance preference in LifeSize systems is set to a value other than the default (90%/10%). To work around this issue, ensure that the Video Bandwidth Balance preference in LifeSize systems participating in the call is set to 90%/10% and that all calls connect at the same bandwidth.

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Issue/Problem	Description/Workaround
MGC interoperability issues with Video Switching and audio codecs. (NET-883)	The following conditions may occur: -- If requested B-channels do not connect with the LifeSize system in Video Switching mode, or when the Networker/MGC lines are busy, the LifeSize device connects as an Audio only participant. (Similar behavior occurs when third parties call the MGC.) -- If the LifeSize device has a lower than specified bandwidth in the conference with Video Switching, the LifeSize device connects as an Audio Only participant. (Similar behavior occurs when third parties call the MGC.) -- If you select Siren14/G.722.1(24K or 32K) or Siren 7 (16K) as the audio codec in Video Switching mode, LifeSize devices connect as audio only participants. -- In Video Switching mode, if the call bandwidth is less than 384K and you select "Auto" for the audio codec, LifeSize devices connect as audio only participants. (The MGC forces Siren 7 for bandwidths less than 384K in Video Switching. This is specific to v8.0. In v7.5 this is an issue only for 128K calls). -- If you enable far end camera control in a conference with a LifeSize device, the LifeSize device connects as an audio only participant. (Far end camera control is not supported in ISDN calls with LifeSize through MGC-50/100). To work around these issues, perform one of the following: -- Disable far end camera control on the MGC for any conference in which LifeSize is a participant. -- If a LifeSize device is part of a conference with less bandwidth than required, schedule the conference using Transcoding mode. -- If each participant has a different bandwidth limit, select Transcoding mode to avoid video problems.
Audio and video issues in LifeSize video conferencing systems with H.331 enabled on Tandberg systems. (NET-226)	You may experience problems with video and audio in LifeSize video conferencing systems with LifeSize Networker in calls with Tandberg systems when H.331 is enabled on the Tandberg systems. Disable H.331 on the Tandberg systems and retry the call.
Disable Basic Mode in Polycom VSX v8.0 or later when placing or receiving calls with LifeSize Networker. (NET-585)	Calls with Polycom VSX v8.0 or later and LifeSize video communications systems with LifeSize Networker do not connect if Basic Mode is enabled on the Polycom device. To work around this issue, disable Basic Mode on the Polycom device.

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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

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