



## Release Notes

LifeSize® Phone™

Release: v3.7.2

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### Product Documentation

The following documentation is available in this release.

**Note:** For the most current version of product documentation, refer to the Support page of [www.lifesize.com](http://www.lifesize.com).

Document	Description
<i>LifeSize Phone User Guide</i>	Describes setup and common usage for your LifeSize Phone system.
<i>LifeSize Phone Quick Reference Card</i>	A visual depiction of the proper installation of all cables and components.
<i>LifeSize Communications End User License Agreement</i>	Use of the LifeSize equipment and software components are governed by the conditions and terms of the LifeSize Communications End User License Agreement.
<i>LifeSize Safety and Regulatory Notices</i>	Describes safety guidelines and regulatory notices for the LifeSize hardware.
<i>LifeSize Third Party Licenses</i>	Lists third-party licenses applicable to this release.
<i>LifeSize Automation Command Line Interface for LifeSize Phone</i>	Provides a command line-based entry point for automating access and control of LifeSize Phone.

## New Features and Resolved Issues

Following are the major new features and resolved issues in this release. Numbers in parentheses following a summary are used for internal tracking purposes only.

Feature	Description
<b>New Features</b>	
You can now lock/unlock the redial entry on a standalone LifeSize Phone. (END-11142)	<p>You can now lock/unlock the redial entry on a standalone LifeSize Phone. The default is unlocked. To change the state, complete the following steps:</p> <ol style="list-style-type: none"> <li>1. Ensure the redial entry contains the number you want to lock.</li> <li>2. From the main screen press <b>ADD, ADD, MUTE, ADD, ADD</b> in sequence. A beep will sound if the redial state is now <code>locked</code>. A error beep sounds if the new state is <code>unlocked</code>. There is no visual indication of the change in state.</li> </ol> <p>If locked, the redial entry will not change over time. If unlocked, the redial entry shows the last connected call.</p>
<b>VLAN Tag</b> preference added to the user interface and command line interface for LifeSize Phone. (END-9560, END-9207)	The <b>VLAN Tag</b> preference has been added to the user interface ( <b>Preference &gt; Network &gt; General</b> (page 5)) and the automation command line interface for LifeSize Phone ( <code>get/set network vlan id</code> ).
<b>Resolved Issues</b>	
When VLAN is enabled, LifeSize default firewall rules do not block traffic on the newly created eth0.1 interface. (END-10280)	When VLAN is enabled, LifeSize default firewall rules do not block traffic on the newly created eth0.1 interface. This has been corrected in this release.
Users in large conference rooms cannot clearly hear the far end users. (END-10520)	Users in large conference rooms cannot clearly hear the far end users. This has been corrected in this release.
SIP calls fail on LifeSize Phone. (END-5339)	Because of conflicting refresh rates, LifeSize Phone did not successfully re-register with some SIP servers, and SIP calls could not go through. This has been corrected in this release.
<b>(Avaya only)</b> DTMF tones not recognized when using SIP calls in some deployments. (END-11037)	In some SIP calls and when using the Avaya S800 gateway, LifeSize Phone did not recognize DTMF tones. This has been corrected in this release.
<b>(Tandberg only)</b> Call dropped from LifeSize Phone through Tandberg VCS and VCS Expressway. (END-10617)	Calls were dropped when using Tandberg VCS and VCS Expressway. This has been corrected in this release.
<b>(ShoreTel only)</b> LifeSize Phone audio using ShoreTel switch experience static. (END-9768)	When using a ShoreTel switch, audio over LifeSize Phone experienced static. This has been corrected in this release.
<b>(Tandberg only)</b> Tandberg IP8000 not terminating calls properly. (END-9676)	Tandberg IP8000 did not terminate calls properly. This issue has been corrected in this release.

## Known Issues

The following table lists known issues and their solutions or workarounds, if available. Numbers in parentheses following an issue are used for internal tracking purposes only.

Issue/Problem	Description/Workaround
Block ports or create secure passwords. (END-2217)	Ensure that you deploy LifeSize Phone behind a firewall and block (at minimum) the following ports: <ul style="list-style-type: none"> <li>• 22 -- ssh</li> <li>• 23 -- telnet</li> <li>• 80 -- http</li> <li>• 443 -- https</li> </ul> If you require these ports to remain open, ensure that you change the default administrator and command line interface passwords to be very secure.
Rejecting calls from a Cisco phone registered to CallManger Express. (END-541)	To reject an incoming call from a Cisco phone registered to CallManager Express, you may have to press ignore (the <b>add</b> button) twice on the LifeSize Phone.

## Product Limitations

The following table lists known limitations with this LifeSize product. Numbers in parentheses following an issue are used for internal tracking purposes only.

Feature	Support or Limitation
IP Connectivity	You must supply a power adapter that is IEEE 802.3af compliant where Power over Ethernet (PoE) is unavailable. Refer to the quick reference card in your product package for a visual depiction of the proper setup. For details about PoE and suggested vendors, refer to the <i>Power over Ethernet (PoE) Adapters for use with LifeSize Phone</i> support document on the Support page of <a href="http://www.lifesize.com">www.lifesize.com</a> .
Support for PSTN connectivity not available.	PSTN connectivity with LifeSize Phone is not supported.
Web administration interface supported with Adobe Flash Player v9.0.115 or later. (END-7456)	This release supports the use of the web administration interface with Adobe Flash Player v9.0.115 or later.
IPv6 support limitations	LifeSize Phone supports dual configuration of IPv4 and IPv6 addressing for the device IP address only. You cannot disable IPv4 addressing on LifeSize Phone. Calls placed with an IPv6 address use the H.323 protocol. The IP address that appears in the phone display is the IPv4 address. The IPv6 address of the system appears in the System Information screen. All other configuration preferences that require an IP address (for example, the NTP and DNS servers, H.323 gatekeeper, and SIP server) must be IPv4 addresses. You must also use the IPv4 address for your system to access the system remotely through the web administration interface and an SSH session.

Feature	Support or Limitation
Cisco 3550 switch PoE is unsupported.	The LifeSize Phone is not compatible with the Cisco 3550 switch PoE function (which is not standards based), but does work with the Cisco 3560 switch.
Calling from a PSTN device using the CME gateway produces amplified noise when the PSTN caller is not speaking. (END-593)	For best results, turn off <b>Voice Activity Detection</b> (VAD) in Cisco CallManager Express. Contact LifeSize Technical Services or your authorized LifeSize reseller for assistance.
Packet loss statistics not reported. (END-4297)	Packet loss statistics may be incorrect with any entity that does not send RTCP reports.
Certificate message always displays. (END-4515)	Internet Explorer 7 displays a certificate error message at the top of the LifeSize web administration interface at all times. You can disregard this message.
Registration to a gatekeeper fails after enabling IPv6. (END-6605)	Registration to a gatekeeper fails after you enable the <b>IPv6</b> configuration preference. Gatekeeper registrations are not supported if IPv6 is enabled.

## Interoperability

LifeSize Control supports the following LifeSize and third party devices and software.

Supplier	Products
Avaya	SIP Enablement Services: 4.0 Communications Manager: 4.0.1
Broadsoft	Broadworks: 13, 14 SP5
sipX	PBX: 3.4
Cisco	Cisco CallManager 4.x and Cisco CallManager Express for audio calls. Users can register LifeSize Phone as an H.323 extension through the Cisco IOS Gatekeeper. The Cisco IOS Gatekeeper must be installed in the network. For more information about IP PBX configuration and support, contact your product distributor or LifeSize Customer Support.
ClearOne	EX: 1.2
Codian	MCU 4220: 2.2 (1.10), 2.3 (1.8) MCU 4505: 2.2 (1.10), 2.3 (1.8)
LifeSize	Room: 3.5.2 Team: 3.5.2 Control: 3.5 Multipoint: 5.5.2 Gatekeeper: 5.5.2
Polycom	VSX 7000: 8.7.1 VSX 8000: 8.7.1 ViewStation: EX: 6.0.5 IP 3000: 2.8 IP 4000: 2.2 MGC 50/1000: 8.0, 9.0 SoundStation Premier
Radvision	ECS Gatekeeper: 5.5 SCOPIA 100 12/24 MCU: 5.5

Supplier	Products
Sony	PCS-1: 3.31 PCS-TL: 2.32
Tandberg	Edge, Centric, and Set-top MXP: F6.2, F6.3 6000: B10.3 880: E5.3 1000: E5.3

## Interoperability Limitations

The following table lists known limitations with third-party products. Numbers in parentheses following an issue are used for internal tracking purposes only.

Feature	Limitation
Distorted audio received in LifeSize Phone in SIP calls placed from LifeSize Phone to Polycom systems. (END-7528) (END-7557)	You may receive distorted audio when placing a SIP call from a LifeSize Phone to a Polycom system. To work around this issue, place the call from the Polycom system.

## System Save and Restore

Administrators can save and restore the system configuration of a LifeSize Phone from the web administration interface or from the command line interface.

**Note:** System restore is not supported with the FireFox browser or other browsers based on Mozilla code.

The **System Save** feature in the web administration interface and the **get config** command in the command line interface create a text file that contains command line interface commands to restore a saved configuration. The saved configuration includes all the preferences that can be set through the command line interface, except the command line interface password. You can edit the file manually to customize the configuration. The **System Restore** feature in the web administration interface and the **set config** command in the command line interface restore a system configuration using the saved configuration file. For more information about editing commands in the configuration file and saving and restoring a system configuration using the command line interface, refer to the *LifeSize Automation Command Line Interface for LifeSize Phone, Software Release v3.6*.

### Saving and Restoring from the Web Administration Interface

To save the system configuration from the web administration interface, do the following:

1. In the web administration interface, navigate to **Preferences : System : System Reset**. If you wish to save system passwords in the file, select **Save passwords**. Passwords saved with this option are not encrypted.
2. Click **System Save**.
3. When prompted to choose a location in which to save the configuration file, choose a location and then click **Save**.

To restore the system configuration from the web administration interface, do the following:

1. Ensure that a saved configuration file exists before performing a restore.
2. If you chose not to save passwords when you saved the configuration file, passwords appear in the file as tokens surrounded by ### characters and **FIX:** precedes the command in the configuration file, for example:

FIX: set admin password ###Password###

If you wish to replace these tokens with passwords before using the file to restore a system, delete **FIX:** and replace ###token### with the password. If you do not edit these lines, error 09 (invalid command) appears in the command output when you restore the system; the **FIX:** lines are ignored; and values previously set for the passwords remain unchanged.

3. Hang up all calls connected to the system. If calls are connected when you perform a restore, a dialog appears prompting you to continue or cancel the restore. If you continue, the system restore process terminates the calls.
4. In the web administration interface, navigate to **Preferences : System : System Reset**.
5. Click **System Restore**.
6. If an error dialog appears, examine the errors. You may wish to copy and paste the errors into a text editing program for analysis and troubleshooting. Errors due to the presence of **FIX:** lines identify commands with token passwords that were not manually edited. Other errors may indicate a problem with restoring a specified preference or restoring the entire configuration. For a description of the error codes that can appear, see "Standard Return Codes" in the *LifeSize Automation Command Line Interface for LifeSize Phone, Software Release v3.6*.
7. Click **Continue**. The LifeSize Phone reboots and a dialog appears indicating that the restore succeeded.

## Configuring LifeSize Phone Using DHCP

A discussion about DHCP server configuration and administration with LifeSize Phone is beyond the scope of this document. Specific configuration details of DHCP servers for use with this feature vary depending on the DHCP server used and your environment. The scope of this section is limited to describing the format of site-specific option 157, which LifeSize Phone can accept from a DHCP server to get a configuration file.

### Configuring the DHCP Option

If LifeSize Phone obtains its IP address using DHCP (the default), it can accept site-specific option 157 from the DHCP server. The option must be configured on the DHCP server as a string with the following format:

```
"LifeSize: server=<path>"
```

where *<path>* is a one or more URLs separated by a semicolon and that specifies the location to a configuration file. Supported protocols include TFTP, FTP, and HTTP. If the path contains more than one URL, LifeSize Phone tries the URLs in the order listed and uses the first file that exists.

#### Example:

If the path is:

```
http://example/config/fishtank.cfg;ftp://example/other/fishtank.cfg
```

the phone attempts to get the configuration file `fishtank.cfg` from the web server at `http://example/config/fishtank.cfg`. If the file does not exist at that location, the phone attempts to get the configuration from the FTP server at `ftp://example/other/fishtank.cfg`.

**Note:** If the server requires a username and password to access the file, for example to log into an FTP server, you can include the user name and password in the URL. For example:

```
ftp://<username>:<password>@example/other/fishtank.cfg
```

where *<username>* is the user name and *<password>* is the password required for the login. The user name and password must not contain a semicolon.

Each URL can also contain the following escapes to make the configuration unique to the system:

Escape	Replacement Value
#M	Replaced with the MAC address using the underscore character to replace the colon between bytes. The MAC address resolves to a hexadecimal number with lower-case letters.
#S	Replaced by the system type (phone).
#I	Replaced by the assigned IP address.

If a machine name or IP address is alone as a path element, then the following path is substituted:

```
tftp://<name>/#M.cfg;tftp://<name>/#S.cfg
```

where *<name>* is the IP address or DNS name in the path.

#### Example:

For a LifeSize Phone with a MAC address of 00:13:FA:00:12:33 and an IP address of 10.10.22.77, the path:

```
http://example/configs/fishtank.cfg;example;ftp://example/#I.cfg
```

resolves to search for a configuration file at the following locations:

1. http://example/configs/fishtank.cfg
2. tftp://example/00\_13\_fa\_00\_12\_33.cfg
3. tftp://example/phone.cfg
4. ftp://example/10.10.22.77.cfg

**Note:** The MAC address resolves to a hexadecimal number with lower-case letters. In the previous example, the MAC address 00:13:FA:00:12:33 is replaced with 00\_13\_fa\_00\_12\_33. If you specify a path that uses the #M escape, ensure that the file name of the configuration file contains lower-case letters.

The first file found is used. If the checksum of the file is different from the last configuration file loaded into the system, then the new file is used.

**Note:** Setting preferences that result in a system reboot, for example port ranges or SIP preferences, may cause the system to reboot once the configuration file is loaded into the system. Because the checksum for the configuration file in this case is the same, the file is not loaded again. The actual configuration changes are applied when the system is fully booted. This may cause previous configuration preferences to appear in the phone display, for example a previous system name, before the configuration takes effect.

## Creating the Configuration File

A configuration file consist of a series of command line interface commands in the same format as the output from the get config command or in a configuration file created from saving the system configuration from the web administration interface. For more information about using the command line interface, refer to the *LifeSize Automation Command Line Interface for LifeSize Phone*. This document is available from the Support page of [www.lifesize.com](http://www.lifesize.com). For more information about saving the system configuration from the web administration interface, refer to System Save and Restore on page **Error! Bookmark not defined.** in this document.

## Technical Services

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 Technical Services 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