

Release Notes



LifeSize Phone™

Release: v1.04

Use of LifeSize equipment and software components are governed by the conditions and terms of the LifeSize® Communications End User License Agreement.

Product Documentation

The following documentation is available in this release:

Documentation	Description
LifeSize Phone Product Information	Includes general product requirements and troubleshooting information. Available from the documentation CD included in the product box as well as from the Customer Support page of www.lifesize.com .
<i>Help</i>	Help is available from the LifeSize Phone LCD and from the web browser configuration interface.
<i>LifeSize EULA</i>	The LifeSize End User License Agreement is available from the documentation CD 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 hardware. This document is printed and included in the product box as well as available from the Customer Support page of www.lifesize.com .
LifeSize Phone quick reference card	A visual depiction of the proper installation of all cables, including the POE Adapter and PSTN Adaptor. Included in the product box as well as available from the Customer Support page of www.lifesize.com .
<i>Release Notes</i>	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 .

New Features and Resolved Issues in this Release

Feature	Description
Support for Traditional Chinese	Traditional Chinese is now a fully supported language that you can select from the Phone LCD interface or from the configuration in a web browser.
PSTN Support	PSTN connectivity is supported in this release. Refer to the LifeSize Phone Product Information for details about proper setup and configuration.
Audio Clarity	Clarity of audio has been enhanced in this release.
PBX interoperability	Interoperability with PBX systems has been improved in this release.

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 *Power over Ethernet (PoE) Adapters for use with LifeSize Phone* support document on the Customer Support page of www.lifesize.com.

PSTN Connectivity

You must use the PSTN Adaptor included with your LifeSize Phone for PSTN connectivity. Refer to the quick reference card in your product package for a visual depiction of the proper setup.

Supported IP PBX Systems

LifeSize supports the following IP PBX vendors and equipment. For more information about IP PBX configuration and support, contact your product distributor or LifeSize Customer Support.

Supplier	Product Description
Avaya	<p>LifeSize supports the Avaya S8000 IP PBX using SIP services. Following are the minimum customer requirements:</p> <ul style="list-style-type: none"> • Avaya SIP Enablement Services (SES) • Avaya S8300 Media Server running Communications Manager with G350 Media Gateway and Intuity Audix (required for voicemail) <p>Using Avaya, users can register LifeSize Phone as an extension on the PBX and place and receive calls. LifeSize does not support placing video calls using the Avaya IP PBX in this release.</p>
Asterisk	<p>LifeSize supports the Asterisk open source IP PBX using SIP services. Using Asterisk, users can register the LifeSize Phone as an extension, place and receive calls, leave and retrieve voice mail, and navigate the system. LifeSize does not support placing video calls using the Asterisk IP PBX in this release.</p>
Broadsoft	<p>LifeSize supports the Broadsoft Broadworks IP PBX using SIP services. Using Broadworks, users can register LifeSize Phone as an extension, place and receive calls, retrieve and leave voice mail. LifeSize does not support placing video calls using the Broadworks IP PBX in this release.</p>
Cisco	<p>LifeSize supports Cisco CallManager and CallManager Express using H.323. Minimum requirements are the Cisco CallManager installation and a gatekeeper in the network. Using CallManager, users can register the LifeSize Phone as an extension, place and receive calls. LifeSize Cisco CallManager support includes using the IP PBX complex to place and receive video calls.</p>

Known Issues and Workarounds

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

Issue/Problem	Description/Workaround
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.
Resetting the admin password when reset fails.	If you change the admin password and then lose or forget the new password, you must reset the phone to its default state. If you are unable to reset the phone to its default state, remove power, press and hold the 7, 8, and 9 keys simultaneously until the Initial Configuration screen appears, then reapply power.
Calling from a PSTN device using the CME gateway produces amplified noise when the PSTN caller is not speaking. (2618)	For best results, turn off Voice Activity Detection (VAD) in Cisco CallManager. Contact LifeSize Customer Support or your authorized LifeSize reseller for assistance.
Caller ID displays IP address instead of extension when dialing H.323. (2654)	Placing a call using an H.323 Gatekeeper may display the LifeSize Phone IP address instead of the extension for caller ID.
Changing from SIP to H.323 during a call does not work.	If you disable the SIP proxy and registrar during a call and enable H.323 with gatekeeper information, the phone fails to

(2670)	register and continues to use SIP. To work around this issue, reboot your phone.
Gatekeeper or SIP proxy registration may be rejected depending on policy settings. (2733)	If registered to a gatekeeper (or a SIP proxy) and your LifeSize Phone IP address changes, the phone attempts to re-register with the gatekeeper (or proxy), however, the registration may be rejected due to policy settings for the gatekeeper or proxy. To work around this issue, unplug your system, wait approximately 5 minutes, and then re-apply power.
<i>MAC Users Only:</i> Upgrading a LifeSize Phone with a PSTN Adaptor from the web may take 20 minutes. (3351)	When upgrading your LifeSize Phone from the web using a Macintosh computer, uploading the file may take more than 20 minutes if a PSTN Adapter is connected. To work around this issue, change the network settings for the Build-In Ethernet as follows: Configure: Manually (Advanced) Speed: 10baseT/UTP Duplex: full-duplex Maximum Packet Size (MTU): Standard (1500)

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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