



Release Notes

LifeSize® Gateway™

Release: v5.0.1

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

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

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

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

```
\\myComputer\LifeSize Gateway\Online Help
```

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

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

Utilities

The **Utilities** folder available from the LifeSize Gateway CD-ROM included in the product box contains the LifeSize Audio Message Utility—a utility that provides audio messages for the call routing mechanism in LifeSize Gateways. The call routing mechanism initiates a series of voice messages that allow you to make choices and respond via the keypad through dial tones (DTMF). To install and run the LifeSize Audio Message Utility, perform the following steps:

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

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

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

For more information about using the LifeSize Audio Message Utility, see the *LifeSize Gateway User Guide*.

Gateway Security

To ensure that your LifeSize Gateway is secure from outside infiltration, LifeSize recommends that you change the default settings of the following options:

- LifeSize Gateway user name and password.
- SNMP service community parameters in the Board (or Device) **Security** tab.

Interoperability and Third Party Device Support

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

Supplier	Products
Tandberg	Tandberg 6000 B: B10.2 Tandberg 6000 E: E5.2 Tandberg 1000: E5.2 Tandberg 1500 MXP: F5.0
Polycom	Polycom VSX3000: 8.5 Polycom VSX7000: 8.5 Polycom VS FX: 6.0.5
Aethra	Vega X5: 10.1.24

Known Issues and Workarounds

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

Issue/Problem	Description/Workaround
All LifeSize Gateways:	
Interoperability limitation with LifeSize Room and LifeSize Team.	LifeSize Gateway functions with LifeSize Room and LifeSize Team v2.5 or later.
Interoperability limitation with LifeSize Networker.	LifeSize Gateway functions with LifeSize Networker version 1.5.0 or later.

Issue/Problem	Description/Workaround
Use Microsoft Internet Explorer versions 5.5 or 6.0 to access the LifeSize Gateway Administrator web interface.	LifeSize supports Microsoft Internet Explorer v5.5 and v6.0 for accessing the LifeSize Gateway Administrator web interface.
Delay in video channel opening from the MXP to the Gateway when using Tandberg 1500 MXP on the IP side.	When using Tandberg 1500 MXP on the IP side, it may take about 20 seconds for the video channel to open from the MXP to the Gateway.
Incomplete IVR message in calls from ISDN Polycom VSX device.	The start of the IVR message is missing in calls from an ISDN Polycom VSX device.
H.235 interoperability issues may occur when working with a Tandberg E-series 4.1 device.	H.235 interoperability issues may occur when working with a Tandberg 4.1 device. The audio channel from the device via the Gateway may fail to open as an encrypted channel. In such cases, the Gateway will disconnect the call.
H.239 supports only the H.263 codec in second video channel. H.264 not supported.	H.239 supports only the H.263 codec in the second video channel. H.264 is not supported.
Use an MVP when working with the MCU in H.239 mode.	LifeSize recommends that you use an MVP when working with the MCU in H.239 mode.
In Peer-to-Peer mode, the front Gatekeeper (GK) LED is always lit.	When working in Peer-to-Peer mode, the front Gatekeeper (GK) LED is always lit.
Video freeze in calls between ISDN Polycom FX and IP Tandberg MXP.	Video may freeze in calls between ISDN Polycom FX and IP Tandberg MXP.
No video in Polycom VSX3000 on ISDN side if using G.7221 with H.263.	When working with Polycom VSX3000 on the ISDN side, if using G.722.1 with H.263, video does not display on the VSX3000. To solve this issue, disable the G.722.1 in the GW media modes.
Opening H.239 channel to Tandberg MXP on the ISDN side may fail.	Opening an H.239 channel to a Tandberg MXP on the ISDN side may fail. Retry opening the channel.
LifeSize Gateway – PRI only:	
Difficulties may occur when using Fast Start.	Difficulties may occur when using Fast Start. LifeSize recommends that you do not activate Fast Start.
H.239 not supported in 2*B calls.	H.239 is not supported in 2*B calls.
LifeSize Gateway – Serial only:	
Connection problems in IP-to-IP calls via two Serial Gateways using Polycom VSX 7000.	Connection problems occur in IP-to-IP calls via two Serial Gateways using Polycom VSX 7000.

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