



Release Notes

Lifesize Icon

Release v2.0

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For the current product documentation, refer to lifesize.com/support.

New Features and Resolved Issues

- Lifesize Cloud integration: if you have a Lifesize Cloud account, you can connect your Icon to the Cloud service during the initial configuration of your system. All contacts – and their online status – in your company’s Cloud group are available from your Icon directory. Additional features include virtual meeting rooms, multiway calling, and automatic updates.
- New features in Icon 800:
 - Additional audio and video capacity, including 4 full HD video inputs, 2 full HD video outputs, 7 audio inputs, and 4 audio outputs. Select primary and presentation inputs from the phone or main screen.
 - Option to disable the embedded echo canceller, automatic gain, and noise reduction algorithms, allowing you to use an external third party AEC provider.
 - Active mic and audio mute options.
 - Includes Lifesize Link Adapter for accommodating longer cable lengths.
- Support for Lifesize Camera S.
- New presentation layout during multiway calls when integrated with Cloud.
- SNMP support.
- Network configuration from the main screen in **System > Administrator > Network**.
- Adaptive Motion Control including Forward Error Correction on the presentation channel.
- When Icon is integrated with UVC ClearSea Server, the Icon can now send DTMF tones to a PBX and UVC ClearSea Server. (UMCU-2859)
- Lock up due to resolution change no longer occurs. (PKS-7052)
- IP changes through web interface in various browsers are now successful. (PKS-7001, 6718)
- HDMI speaker detection performs more consistently after Icon wakes after power down. (PKS-6870)
- Camera stuttering during long pan/tilt moves no longer occurs. (PKS-6868)
- LDAP directory is now available even if the DNS server is unavailable. (PKS-6803)

- Echo issues with Digital Micpod and Icon 600 have been resolved. (PKS-7011, 6972, 6298)
- DTMF tones no longer dialed twice for passcode when connected to a bridge. (PKS-6129)
- Icon can now send presentation with Radvision Scopia 5200. (PKS-6426)
- Gatekeeper registration failures have been addressed in this release. (PKS-6663)
- Audio distortion no longer occurs in SIP calls with Avaya VoIP systems. (PKS-6963)

Known Issues

Following are known issues and their workarounds, if available. Numbers in parentheses are for internal tracking.

- Disabling SSH may result in the phone unable to start and displays the message “The phone is connected to an unsupported system.” **Workaround:** Enable SSH and reboot the system. (PKS-7215)
- Unable to disable CEC. (PKS-7027)
- Multiple MAC addresses may display in network monitoring tools for the ports to which Icon is connected. (PKS-6559)
- Second display unable to go to sleep. (PKS-6190)
- Changing **Video Call Output** in the web interface fails if a call is in progress. The setting for **Voice Call Output** controls the active speaker for both video calls and voice calls. **Workaround:** Change the value prior to a call starting or use the value set for **Voice Call Output** for video also. (PKS-7156)
- Incorrect video resolution may occur for some displays with Icon 800. **Workaround:** Unplug the HDMI cable and plug it back. (PKS-7108)
- SIP IP calls over TCP and UDP fail when Icon is integrated with Lifesize Cloud over TLS. **Workaround:** Enable TLS to place SIP calls to this system configuration. (PKS-6672)
- Calls from Icon to Room 200 systems fail since Room 200 systems do not support TLS. **Workaround:** Disable BFCP on Icon to place SIP TLS calls. (PKS-6582)
- Values for **Remote IP** and **Protocol** fields in the CDR logs for recording may be incorrect. (PKS-5389)
- Presentations are not supported in SIP calls that use UDP and are placed through Lifesize UVC ClearSea. **Workaround:** Use TCP for SIP calls that are placed through Lifesize UVC ClearSea. (PKS-5687)
- HDMI audio might not function appropriately after a Lifesize Icon restarts or awakens. **Workaround:** Unplug the HDMI cable from the Icon and plug it back in. (PKS-5646)
- Input selectors from the web interface for Icon 800 are not available. **Workaround:** Select inputs from the main UI. (PKS-7173)
- Locking the camera position from the web interface for Icon 800 may not take effect. (PKS-7172)
- Refreshing the license page from the main screen may not correctly update values in the web interface. **Workaround:** Click **Refresh** on the web interface to show the latest data. (PKS-7117)
- With the **Show System Names** option on Lifesize Bridge enabled, site names on Icon may not appear if the current speaker does not change for some time. (PKS-6866)

Product Limitations

- Partitions cannot be swapped through the UI or reset button after an upgrade from v1.1. **Workaround:** Install v1.3 on both partitions by upgrading twice to this version. Note that installing the newer version on both partitions prohibits downgrading to the earlier version. (PKS-3760)
- Ensure that Lifesize Phone is connected directly to Lifesize Icon, and do not connect more than two MicPods to Lifesize Phone. (PKS-5149)
- The DNS option is not updated automatically whenever a Lifesize Icon moves from a static network to a DHCP network. **Workaround:** Clear the static DNS field to use the provided DHCP server as your primary server. (PKS-5223)
- Cannot load the web interface in Safari on Windows Vista. (PKS-6500)
- Redial fails from a public Lifesize Icon to a private Lifesize Icon registered to UVC Transit Server through UVC Access. (PKS-6084)

Interoperability

This release supports the following products.

Browser support	Windows 7 Internet Explorer 11, 10 Firefox 29, 28, 27 Chrome 34, 33, 32 Mac OSX 10.9 (Mavericks) Chrome 34, 33, 32 Firefox 29, 28, 27 Safari 7.0.3
USB serial port adapters	AirLink101 AC-USBS Belkin Codi Keyspan USA-19HS
Cisco/Tandberg	Cisco SX20: V8.2 Tandberg C Series: TC 4.2.3
Polycom	HDX Series: 3.0.4 Group 300: 4.0.2 Group 500: 4.0.2
Radvision	XT5000: 03.00.00115 V3_0_115B

Interoperability Issues

Following are the known limitations with third party products. Numbers in parentheses are for internal tracking.

General

- If a Lifesize Icon is integrated with VidyoGateway and H.323 security is enabled on VidyoGateway, set the H.323 security on the Icon to *Auto* or *Strict* for calls. Disable security on VidyoGateway to allow unsecure calls. (PKS-5602)
- Presentations during SIP calls are not supported with some ShoreTel, Polycom, and Tandberg devices. (PKS-5528)
- Consumer Electronics Control might not function with some Philips, NEC, Sharp, ViewSonic, and Panasonic devices. (PKS-5504, PKS-5419)
- BFCP over UDP is not supported when a call is placed from a Lifesize Icon to a Radvision Scopia XT5000. **Workaround:** Place the call from the Scopia XT5000 to the Icon, or set **Support > SIP (General) > BFCP Transport Type** to *TCP* on the Icon. (PKS-4811)

Cisco/Tandberg

- Calls that are registered with CUCM and placed through Lifesize Bridge fail when connecting to a Lifesize Icon. **Workaround:** When registering an Icon with CUCM, disable **Allow Presentation Sharing using BFCP** on the **Phone Configuration** page. (PKS-5575)
- Dual stream support is disabled in two-way calls between Lifesize Icons that are registered to Cisco Unified Communications Manager. The primary video is replaced by the presentation. (PKS-5624)
- Calls cannot be placed between a Lifesize Icon and a Tandberg VCS unless the Icon is registered to the Tandberg VCS. (PKS-5017)
- If a presentation is stopped and restarted multiple times during a SIP call between a Lifesize Icon and a Tandberg C20, the C20 might stream blank video. (PKS-5013)

Polycom

- During a call of 1024 kb/s or greater, Polycom HDX 8000 devices restart whenever a presentation is initiated. (PKS-5321)
- Polycom 500 devices stop sending audio and video whenever a Lifesize Icon attempts to control their cameras. (PKS-4818)

Sony

- Due to Polycom and Sony PCS issues, you must disable H.264 and H.264+ if you experience audio, video, or call connection failures. Contact Lifesize Technical Service for assistance. (PKS-6997)
- Due to Sony not decoding 16:9 aspect ratio, you may experience video failure in a call with Sony PCS-1. (PKS-7008)

Contacting Technical Services

Refer to lifesize.com/support for ways to contact Lifesize Technical Services.