

Manufacturer Comments - Lifesize Icon 600

Note: The majority of the evaluation was carried out using Software Version RM3_1.1.2. The issues below were also checked against version RM3_1.1.3 at the end of the evaluation when this latest version became available.

Section C Hardware Description (2nd paragraph)

Network Connectivity

During the evaluation on a system reboot with the network cable connected the network does not connect, warning messages “Communication Signalling Service – Not Ready” and “Communication Media Service – Initiating” are displayed. The network cable must be disconnected prior to reboot and only reconnected once the system is operational for the network to successfully connect.

Lifesize:

This is not acceptable. We will evaluate and correct as required. The network cable should never have to be removed when the system is rebooted.

Section C Hardware Description - Dual Monitor mode section

Distortion on Second Monitor Output

The camera menu includes a range of manual settings for exposure, white balance and anti-flicker. It was noted that when anti-flicker was set to 50Hz a distortion was viewed at the bottom of the video image displayed on the second monitor output.

Lifesize:

We will need to test and replicate this for fix.

Section C Hardware Description - Digital Presentation Aspect Ratio

When a 4 x 3 aspect ratio video image is transmitted from a computer the displayed aspect ratio is different for analogue and digital signals. Analogue signals retain their native 4x3 aspect ratio whereas digital signals are stretched to 16x9 and therefore the aspect ratio is distorted.

Lifesize:

We will need to test and replicate this for fix.

Section C Hardware Description (last paragraph)

PC Audio Connectivity

A mini jack connector facilitates straightforward integration with external microphones at mic level or a microphone mixer at line level. When the Digital MicPod™ is connected this analogue input is overridden hence there is no apparent option to transmit audio from a laptop during a presentation. However it is possible using an SSH Telnet command to enable the analogue audio input for use with laptop audio, in this configuration the audio is only transmitted to the remote site and heard locally when the presentation source is selected. The Mic Mute button also inhibits this input. This work around is not documented in the User Guide.

Lifesize:

Will review with audio engineering group and document.

Section D System Operation

Image Layouts

The operation of the interface is, in general, intuitive, however the PiP may only be set to On or Off and defaults to Off when a call connects, the PiP control is in the Advanced Settings menu which some users may find difficult to locate. When in a call it is not possible to display Selfview full screen, in addition there are a limited number of available layouts when presentation material is shared, in single monitor mode for example it is not possible to display the Presentation Full Screen and the far end image in a PiP.

- *Presentation image full screen*
- *Far end image full screen*
- *Presentation and far end images side by side POP*
- *Presentation image full screen plus near end image as PIP*
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Far end image full screen plus near end image as PIP

- *Presentation and far end images side by side POP plus near end image as a PIP*

Lifesize:

More options are required. We have had the following requests:

- Sustain PIP from call to call versus default off per call
- Allow different viewing options for presentation/far end (80/20 or 60/40 vs just 50/50)
- Allow local view option for second display

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