

RELEASE NOTES

CLEARONE DOCUMENT NTS-0001-001
(Revision 1.5) March 20, 2014

COLLABORATE ROOM RELEASE NOTES

March 2014

COLLABORATE Room Release Version 3.2.4-12.0.0.057

New Features

- Supports URI dialing formats for directory (user@domain - smith@clearone.com, user@ip_address - smith@197.60.8.12)
- Supports Chinese Simplified and Chinese Traditional languages

Issues Fixed

Description	Workaround
Backup/Restore	The ability to recover from loss of FTP connection.
Backup/Restore	Backup/Restore functional via COLLABORATE Room Remote control.
Connection	Cannot connect to TELNET while the system is assigned a static IP address.
Data Sharing	COLLABORATE Room cannot share files with non-english file names.
Video	SD system has video distortion when using an NTSC camera.
Registration	Cannot register to Gatekeeper when using URL address.
Camera Control	Second camera cannot be controlled.
Recording	Cannot play long, recorded files.

Known Issues

Type	Description	Workaround
Registration	System cannot register with COLLABORATE Central in cases where switching between COLLABORATE Central addresses.	Switch to "None" mode, press "Apply," then re-enter the new COLLABORATE Central Server address.
General	CHAT 150/CHAT Attach 150 speaker buttons are non-functional.	Use COLLABORATE Room remote control to control CHAT 150 audio.
Video	Video is disturbed by switching to side-by-side mode during a session.	Press the "Display" button on the remote control to recover video quality.
Video	COLLABORATE Room cannot establish a session when dialing URI by User ID.	User ID must contain the server domain. (user@domain - smith@clearone.com).
URI Dialing	Video is not smooth when recording and multicast are active before establishing the session.	Start recording and streaming after the session is established.
Audio	When an HDMI playback device is disconnected, the system playback device is changed back to default.	Under Audio Settings, change the playback device back to HDMI.

Known Bugs

Description	Workaround
Backup/Restore	It is only possible to store 1 system backup file.
GUI	Restart is required when changing system language.
Data Sharing	Sharing data using a USB key is unreadable on the remote side when the local display resolution is 1080p and the remote display resolution is 720p.
Data	1080p data resolution will not be opened with the COLLABORATE Room version 3.0.X

Hardware Requirements

Product	Product Software/Firmware Version
CHAT 150	Rev. 12 - FV-58
CHAT Mic	Rev. 3.0 - FV-6

Interoperability

Product	Interoperable Version
AETHRA VEGA x5	10.7.32
Cisco® SX20	TC5.1.289652
Cisco Tandberg 990	F9.0.2
Cisco VCS running software X7.2.2	X7.2.2
Codian® MCU 4210	4.2 (1.43)
LifeSize® Desktop	2.0.1.189
LifeSize MCU	LS_MP_1.5.1(11)
LifeSize Softphone	8.1.12
Polycom® Desktop M100	1.0.0.8166
Polycom HDX 7000	3.1.0-23277
Polycom RMX GK	
Polycom VSX 7000	9.0.6
Radvision® BEEHD Desktop Client	3.2.0.10
Radvision SCOPIA Gatekeeper	

September 2013

COLLABORATE Room Release Version 3.0.0.45 -12.0.0.045

This release provides new data resolutions (720p, 1080p).

New Features

- Ability to transmit and receive data in HD resolutions (720p, 1080p)
- New DataPoint-HD adaptor for data sharing via external laptop/PC, supports HDMI / DVI input up to 1080p resolution
- Supports Japanese language
- Notification when establishing session from Web or from Telnet commands
- Browser compatibility - System's web management supports different browsers (Explorer, Chrome, Firefox, and Safari)

NOTE: DataPoint HD adaptor must be plugged into USB 3.0 port only.

Issues Fixed

The following issues have been fixed since the 3.0.0.34-12.0.0.041 version:

- Audio issues when the microphone cable is disconnected during a session.
- If one side is sharing a data file during a P2P session, and the remote user initiates a recording of the session, then the screen goes black.
- DTMF doesn't work in SIP.

Known Limitations

- It is impossible to configure a static IP when the network cable is not connected.
- An ISDN session is available only via ISDN gateway, while the COLLABORATE Room is the LAN side.
- 1080p resolution is not supported in a session with COLLABORATE Room 2.1 and COLLABORATE Desktop.
- Data sharing doesn't work during a SIP session.
- The far-end camera cannot be controlled during a SIP session.
- In HD and FHD models, green screen flashes appear when the camera cable is disconnected/off or when the camera resolution is not properly configured.
- Data sharing, PC resolution should be equal to system's display resolution, otherwise you may observe blurry image.
- A reload is required when connecting or disconnecting a data USB adaptor.
- Room 3.0 version can't receive data in 1080p resolution from room 3.1 version.
- Up to 512K session, data quality is poor when sharing movie files.
- While sharing data from a PC via DataPoint (VGA-to-USB), the PC resolution should not be 1080p, and it is recommended to change the resolution to 720p or below.

June 2013

COLLABORATE Room Release Version 3.0.0.34-12.0.0.041

This release provides new bandwidth optimizations.

New Features

The following new bandwidth optimization is implemented in order to support 720p/60, 1080p/30, 1080p/60 resolutions in lower bandwidths.

Minimum Bandwidth	SD		HD		FHD (1080p/30)		FHD (720p/60)		PHD		
	Rx	Tx	Rx	Tx	Rx	Tx	Rx	Tx	Rx	Tx	
96K-320K	Up to CIF / 30	Up to CIF / 30	Up to CIF / 30	Up to CIF / 30	Up to CIF / 30	Up to CIF / 30	Up to CIF / 30	Up to CIF / 30	Up to CIF / 30	Up to CIF / 30	Up to CIF / 30
384K	Up to 4CIF / 30	Up to 4CIF / 30	Up to 4CIF / 30	Up to 4CIF / 30	Up to 4CIF / 30	Up to 4CIF / 30	Up to 4CIF / 30	Up to 4CIF / 30	Up to 4CIF / 30	Up to 4CIF / 30	Up to 4CIF / 30
512K	Up to 672x384 / 30	Up to 4CIF / 30	Up to 672x384 / 30	Up to 672x384 / 30	Up to 672x384 / 30	Up to 672x384 / 30	Up to 672x384 / 30	Up to 672x384 / 30	Up to 672x384 / 30	Up to 672x384 / 30	Up to 672x384 / 30
768K	Up to 720p/30	Up to 4CIF / 30	Up to 720p/30	Up to 720p/30	Up to 720p/30	Up to 720p/30	Up to 720p/30	Up to 720p/30	Up to 720p/30	Up to 720p/30	Up to 720p/30
1536K	Up to 1080p/30	Up to 4CIF / 30	Up to 1080p/30	Up to 720p/30	Up to 1080p/30	Up to 1080p/30	Up to 1080p/30	Up to 720p/60	Up to 1080p/30	Up to 1080p/30	Up to 1080p/30
2560K	Up to 1080p/60	Up to 4CIF / 30	Up to 1080p/60	Up to 720p/30	Up to 1080p/60	Up to 1080p/30	Up to 1080p/60	Up to 720p/60	Up to 1080p/60	Up to 1080p/60	Up to 1080p/60

Issues Fixed

The following issues have been fixed since the 3.0.0.30-12.0.0.040 version:

- During an embedded MCU 1080p/60 session with 5/6/7/8 participants, and when MCU layout is configured to 'Auto', and the resolution is reduced to 720p/60 due to network issues; you may observe slight video blinking every one minute.
- 1080p resolution won't be opened in a session with VCB.
- White screen appears for 10 seconds, every time when rebooting system

Known Limitations

- Collaborate Room Web Management supports the Internet Explorer browser only.
- It is impossible to configure a static IP when the network cable is not connected.
- ISDN session is available only via ISDN gateway, while the COLLABORATE Room is the LAN side.
- 1080p resolution won't be opened in a session with COLLABORATE Room 2.1 and COLLABORATE Desktop.
- Data sharing doesn't work during a SIP session.
- The far-end camera cannot be controlled during SIP session.
- In HD and FHD models, green screen flashes will appear when the camera cable is disconnected/off or when the camera resolution is not properly configured.

March 2013

COLLABORATE Room Release Version 3.0.0.30-12.0.0.040

COLLABORATE Room solutions provide best-in-class video conferencing and collaboration with a price-point and feature set vastly superior to that of competing room conferencing solutions.

	COLLABORATE SD	COLLABORATE HD	COLLABORATE FHD	COLLABORATE PHD
Max Tx	4CIF/30	720p/30	1080/30	1080/60
Max Rx	1080/60	1080/60	1080/60	1080/60
Embedded MCU	Up to 1+8	Up to 1+8	Up to 1+8	Up to 1+8
Recording	√	√	√	√
Streaming	√	√	√	√
Data Sharing via USB	√	√	√	√
Data Point (Optional)	√	√	√	√
Multiple Cameras	√	N/A	N/A	N/A
Bandwidth	Up to 4 Mbps	Up to 6 Mbps	Up to 6 Mbps	Up to 6 Mbps
H.239 support	√	√	√	√
PTZ camera	√	√	√	√
Dual Monitor	√	√	√	√

NOTE: For PHD and FHD models, the display resolution must be set to 1920x1080.

For HD and SD models, the display resolution must be set to 1920x1080 when the received resolution is 1080.

New Features

The following new features have been added:

- Embedded MCU up to 9-way multipoint @ 1080p/60 resolution.
- H.264 high profile system.
- Upgrade from HD to FHD model by software license key.

Issues Fixed

The following issues have been fixed:

- With the COLLABORATE Room HD as chair in embedded MCU session, only first participant is able to transmit 1080p resolution; max resolution to the other participants is 720p.

- Screen resolution isn't synchronized with the application until system restart.
- When a second display device is connected while the system is on, the new display device won't be recognized. Restart is required after connection of the second device.
- Disconnecting the COLLABORATE Room secondary display device causes the COLLABORATE Room BMP graphic to appear on the main screen. A Restart is required when disconnecting / connecting a display device.
- Ethernet speed doesn't return to default ('Auto Detect') after using 'Restore Defaults' option.
- No H.239 interoperability with Tandberg MXP embedded MCU.

Known Issues

- Resolution doesn't change back to the native after network problem.(Bandwidth reduction)
- When the screen refresh rate is set to 50Hertz, you may encounter video issues.
- COLLABORATE Room cannot share files when the file name is not in English.
- Audio issues when the microphone cable is disconnected during a session.
- During embedded MCU 1080p/60 session with 5/6/7/8 participants, when MCU layout is configured to 'Auto', and the resolution is reduced to 720p/60 due to network issues; you may observe slight video blinking every one minute.
- COLLABORATE Room in dual mode when both monitors are configured to 1080p resolution, you may observe video issues.

Known Limitations

- Collaborate Room Web Management supports the Internet Explorer browser only.
- It is impossible to configure a static IP when the network cable is not connected.
- ISDN session is available only via ISDN gateway, while the COLLABORATE Room is the LAN side.
- 1080p resolution won't be opened in a session with COLLABORATE Room 2.1, COLLABORATE Desktop and VCB.
- Data sharing doesn't work during a SIP session.
- The far-end camera cannot be controlled during SIP session.
- In HD and FHD models, green screen flashes will appear when the camera cable is disconnected/off or when the camera resolution is not properly configured.

September 2012

COLLABORATE Room Release 2.1

Products Affected

This release includes COLLABORATE Room Products SD and HD.

New Features

The following new features have been added:

- SIP support, including Proxy Registration/Standalone mode, audio/video calls, DTMF.
- Supporting H.460.18 /H.460.19 protocol.
- Auto NAT detection / Manual NAT configuration. The NAT device recognizes your IP address and maps it to your extension number when using organization NAT.
- XLSX file format support.
- Displaying system MAC address on UI and Web.
- Supports ClearOne COLLABORATE microphone array.
- Compatibility with ClearOne professional audio products including CONVERGE® Pro, INTERACT® Pro and INTERACT AT.

Major Fixes

The following major fixes have been added:

- The ability to change system IP without filling the DNS suffix field.
- Far-end camera control improvement during embedded MCU session, dominant speaker camera can be controlled.
- The ability to start multicast session more than one time in a session.
- Embedded MCU session, participant doesn't receive data in case it joins to an MCU session while the data channel is already opened.

- Embedded MCU. CPU consumption improvement, and data sharing bugs fixed.
- The ability to share files even if the file name is not in English (Korean/ Chinese/ Russian).

Known Issues in Release 2.1

Upgrading

- Upgrade from previous xPoint 2.x.x version is not recommended. System Restore is required before upgrading the system.
- Cannot upgrade COLLABORATE Room system from PC with dual NICs, when connected to a VPN, or when connected to a public network with short HTTP timeout. The 'Uploading' progress bar is shown, but nothing happens on COLLABORATE Room system.
- Uploading the upgrade file fails when trying to upgrade a COLLABORATE Room system on a slow network connection (sometimes public IP address). If the uploading procedure does not end after about 3 minutes, the Microsoft Internet Explorer message 'Are you sure to navigate away from this page? This file is still uploading, Press OK to continue, or Cancel to stay in the current page' is shown and uploading fails.
- If the system loses the power during upgrade process, the upgrade will not end correctly even if the upgrade is restarted after the power is restored.
- System doesn't react for ~15 seconds after restart or reload.
- No support for "Audio only" files in data sharing.
- When sharing data with a COLLABORATE Room system with bandwidth of 128kbps, the data is sometimes sent on the first channel.

MCU

- In COLLABORATE Central mode, if a COLLABORATE Room participant (with MCU license) tries to join to an MCU session more than one time, another MCU session is opened, and the previous host gets stuck. In stand-alone mode this option is blocked.
- With the COLLABORATE Room HD as chair in embedded MCU session, only first participant is able to transmit 1080p resolution, max resolution to the other participants is 720p.

Recording

- COLLABORATE Room system that records a remote multipoint session will see two recording indicators on the screen. One in the quadrant and one in the bottom right corner of the screen.
- Removing a USB key while it is used as the recording drive will damage the recorded session.
- The video image has a 20-second delay when viewing a streaming session through the Microsoft Windows Media Player due to player buffering.
- In NAT configuration, in order to view streaming from an external IP, incoming and outgoing port 12100 should be opened on the FW.
- After disconnecting the external recording device, the user needs to reopen the Media Settings form in order to record on the internal device.

Display

- Screen resolution isn't synchronized with the application until system restart.
- When a second display device is connected while the system is on, the new display device won't be recognized. Restart is required after connection of the second device.
- Disconnecting COLLABORATE Room secondary display device causes the COLLABORATE Room BMP graphic to appear on the main screen. A restart is required when disconnecting or connecting a display device.

COLLABORATE Central/GK

- COLLABORATE Room in Collaborate Central mode will not establish a session when remote E-164 contains only one digit.

Self Loop

- No self loop calls are available.

IP

- When COLLABORATE Room is connected to a 100MB hub that is configured to 100MB full-duplex, on the remote side the video gets stuck for a few seconds. When setting the Ethernet speed to 100MB half-duplex, it works fine. It is recommended to leave the settings to “Auto Detect” unless instructed differently.
- When COLLABORATE Room is connected to 10MB hub, on remote side the video get stuck when Ethernet speed is configured to 10MB full duplex. It is recommended to configure the Ethernet speed to Auto Detect.
- Ethernet Speed doesn't return to default ('Auto Detect') after using 'Restore Defaults' option.
- To use DNS dialing make sure the DNS of your station can be registered on the corporate DNS server – contact your system administrator for details.
- In standalone mode (no GK or COLLABORATE Central), When NAT option is enabled with a wrong IP address or even with correct NAT IP, there is no incoming video.

GUI

- Running text currently supports only English. Running text in Russian\ Chinese\ Korean languages displays question marks (????) instead of letters of those languages.
- Some menus are not translated in all languages. An English text is displayed instead.

Network - After packet loss or bandwidth adjustment, system resolution and is not recovered to the native parameter.

ISDN - Not supported.

Interoperability Problems

- No AES calls available with Tandberg 6000 in 1024K session and above. No incoming video and sometimes unable to hang up the call.
- SIP session to Polycom VSX the incoming audio codec is G.729.
- No H.239 interoperability with Tandberg MXP embedded MCU.

With ClearOne COLLABORATE Products:

- COLLABORATE Room can join to a COLLABORATE Desktop interactive multicast session as passive viewer only.
- COLLABORATE Room can't register to COLLABORATE Central while NAT address is configured.

General:

- Can't turn on system by RC.
- Only COLLABORATE Room SD supports multiple cameras with Sony camera only.

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