

TECH NOTE

PRODUCTS AFFECTED:
COLLABORATE™ Desktop

CLEARONE DOCUMENT NTS-0011-001
(REVISION 1.1) December 2012

COLLABORATE DESKTOP VERSION 159 A4
KNOWN LIMITATIONS

OVERVIEW

This Tech Note applies to COLLABORATE Desktop release version 159 A4. The following table details known limitations and issues with this release:

Defect No.	Limitation Description	Impact/Work-around
37903	The following languages do not work properly: <ul style="list-style-type: none"> Japanese - switches to English. Korean - switches to English. Polish - switches to English. Russian - changes characters to question marks. Chinese - changes characters to question marks. 	Use the English language version.
37906 / 37953	When switching between the COLLABORATE Central Profile or when closing the application during a session (by the 'x'), the MPexe process occasionally keeps running and the system can't reload. This also occurs on the WIN 7 32/64, application and does not load after making changes where a reload is required (MXM registration / Camera settings / Re-run connection wizard).	Open Task Manager and delete the MPexe process, then start the application again.
37949	The SX20 system crashes when COLLABORATE Desktop establishes a SIP call.	Dial H.323
38269	On some laptops, the COLLABORATE Desktop application will not load. (HP Pro book 45305s)	This is caused by an embedded camera not being recognized as an analog camera. Updating the drivers or granting a license for a digital camera might solve the problem.
38306	COLLABORATE Desktop doesn't support new MS Office files. (docx, pptx, ppsx etc.)	Need to share it as desktop sharing and not as a file sharing.
38325	COLLABORATE Desktop with DeckLink® HD-SDI card doesn't transmit video.	

If further assistance is needed please call ClearOne Technical Support at 1-800-283-5936.

> CLEARONE LOCATIONS

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