Polycom® RealPresence Debut™

Contents

Introducing Polycom® RealPresence Debut™

The Polycom® RealPresence Debut™ system is an all-in-one micro-codec video endpoint. The system is designed for use in enterprise environments that require a high-quality video and collaboration tool that is easy to deploy and use in huddle rooms and small conference areas.

What's New in Release 1.3.0

RealPresence Debut System - version 1.3.0 includes the features and functionality of previous releases and includes the following new features:

- Touch Screen Support
- H.323 Gatekeeper Authentication
- 802.1X Authentication
- Support Smart Pairing Swap
- Displays Microphone Status Out of a Call

Touch Screen Support

This RealPresence Debut system release supports the use of touch screen monitors for control of the RealPresence Debut systems. The RealPresence Debut system can be simultaneously managed with a standard remote control, and a supported touch enabled monitor.

When a Debut system is connected through USB to a supported touch monitor, the touch capability is enabled on your touch monitor. If the USB cable is disconnected, the system does not respond to touch instructions. Make sure that the system is powered off before you connect a monitor to it.

For more information on list of supported touch monitors, refer to Supported Touch Monitors.

H.323 Gatekeeper Authentication

The RealPresence Debut system now supports an authentication mechanism when used with a H.323 gateway, or gatekeeper. When **Enable H.323 Registration** is **Enabled**, you can now enter so is details for **Authentication User Name** and **Password.**

For more information on authentication requirements, refer to *Polycom RealPresence Debut Administrator Guide.*

802.1X Authentication

This RealPresence Debut release supports 802.1X authentication for devices attached by wired LAN.In order to use this feature, you must first enable the 802.1X port-based authentication protocol on your network and provide the RealPresence Debut with valid credentials to access the network securely. RealPresence Debut systems does not send DHCP request when recovering from an 802.1X authentication failure.

For more information on 802.1X Authentication, refer to *Polycom RealPresence Debut Administrator Guide*.

Note: 802.1X works only with IPv4, can not support IPv6. Make sure you disable 802.1X if IPv6 is enabled.

Support Smart Pairing Swap

The RealPresence Debut system version 1.3.0 now supports the smart pairing swap feature. When smart pairing, any new pairing request is accepted by Debut system no matter if it has existing device paired or not. If there is already a device paired to Debut, it is dropped.

Displays Microphone Status Out of a Call

The RealPresence Debut system now displays the microphone status icon on the connected monitors user interface, when the mute button is selected even when the system is not in a call.

Release History

This following table lists the release history of RealPresence Debut System - version 1.3.0.

Release History

Release	Release Date	Features
1.3.0	May 2017	Includes support for Touch monitor, supports H.323 Authentication when registering to Gatekeeper server, and 802.1X Authentication mechanism is supported.
1.2.1	November 2016	Provides corrected issues from the previous release, including fixes for interoperability with Broadsoft and provides enhancement for the VLAN configuration.
1.2.0	September 2016	Provides support RealConnect, includes provisioning update, enables placing a call from the web interface, changing the video layout, and automatically muting near-end audio.
1.1.1	July 2016	Includes escalation fixes and documentation updates.
1.1.0	May 2016	Includes support for new user interface languages, RealPresence Resource Manager updates, and provisioning updates; adds support for the Polycom RealPresence Cloud Global Directory, camera settings, background settings, and daylight savings time.
1.0.1	January 2016	Includes escalation fixes and documentation updates.
1.0.0	December 2015	First release of RealPresence Debut hardware and software.

Security Updates

This release includes the following security-related change:

● Updated OpenSSL to version 1.0.2

Please refer to the Polycom Security Center for information about known and resolved security vulnerabilities.

Software Key Code

You need a key code to update the system software. A *key code* is the number that activates software on a specific system. A key code is valid only on the system for which it is generated.

Make a note of your system serial number. You must provide this number in order to get the key codes that activate software updates. The 14-digit *serial number* is the unique number that identifies your system. You can find it on the System Information screen and on a label on the system. Serial numbers are case sensitive.

Obtain Software Key Codes and Update Software

You can obtain software key codes for a single RealPresence Debut system and update the system software.

To obtain software key codes and update software:

1   Open a web browser and navigate to support.polycom.com.

2   Under Licensing & Product Registration, click **Activation/Upgrade**.

3   Log in to your account.

4   Click **Site & Single Activation/Upgrade**.

5   Follow the onscreen instructions to request the key code. Make a note of this number for use during installation.

6   Copy the RealPresence Debut upgrade package to your computer system.

7   Enter the IP address of the RealPresence Debut system and log into the web interface using the web browser. The default user name is **admin**.

8   Go to **Admin Settings > Software Upgrade**.

9   Click **Choose File** to select the software upgrade file.

10   In the **Software Upgrade Key** field, enter the software key code.

11   Click **Upgrade** to start the upgrade process. The RealPresence Debut system will restart automatically and start to upgrade.

12   Wait a few minutes, and then refresh your browser.

For information on requesting key codes for multiple RealPresence Debut systems, refer to the P*olycom RealPresence Debut Administrator Guide*.

Products Tested with this Release

The RealPresence Debut system 1.3 is tested with other products. The following list is not a complete inventory of compatible equipment. It indicates the products that have been tested for compatibility with this release.

> **Note**: Polycom recommends that you upgrade your Polycom devices with the latest software versions, as compatibility issues may already have been addressed by software updates. See the Current Polycom Interoperability Matrix to match product and software versions.

Tested Products

Type	Product	Version
FW-NAT Traversal	Polycom® RealPresence® Access Director™	4.2.4
	Polycom® Video Border Proxy™ (VBP®) 7301	14.7.3
RealPresence Platform	Polycom® Distributed Media Application™	6.3.2, 6.4.1
	Polycom® RealPresence® Resource Manager	10.0, 10.1
	Polycom® RealPresence® Collaboration Server 4000/2000/1800	8.7.1, 8.7.3
	Polycom® RealPresence® Collaboration Server 4000/2000 with MPMx	8.5.4
	Polycom® RealPresence® Collaboration Server, Virtual Edition	8.7.1, 8.7.3
	Polycom® ContentConnect™	1.5.2
	Polycom® Media Suite®	2.7, 2.8
	Polycom® RealPresence® Web Suite	2.1.2
Third-party Platforms	BroadWorks®	R21 SP1
	BroadSoft® Device Management System	R21 SP1
	Zero Touch Provisioning	Sigma Systems DPM Release 4.3.1
	Cisco TelePresence® Video Communication Server (VCS)	
	BlueJeans	
	Zoom	
	Cisco® Unified Communications Manager (Only support SIP registration)	
Endpoints	Polycom® RealPresence® Group Series	6.0, 6.1
	Polycom® HDX®	3.1.11
	Polycom® RealPresence Debut	1.2, 1.3
	Polycom® RealPresence® Desktop	3.7, 3.8
	Polycom® RealPresence® Mobile	3.7, 3.8
	Polycom VVX® 1500 and Polycom VVX® 600	5.4.5, 5.5
	Polycom® RealPresence Trio™ 8800	5.4.4

Tested Products

Type	Product	Version
Third-party Endpoints	Cisco 8710 MCU, 5310 MCU, Codian 4505 MCU	
	Cisco C20, SX10, SX20, SX80, MXP G2, MXP 1700	

Supported Touch Monitors

The following table includes the list of supported touch monitors with RealPresence Debut system:

- Samsung DM40E
- Acer FT200HQL
- Acer T232HL
- Acer T272HL
- LG 43SL5B-B (No built-in speaker)

Resolved Issues

The following table lists resolved issues in RealPresence Debut System - version 1.3.0.

Resolved Issues

Category	Issue Number	Resolved in Release	Description
Calling	EN-19223	1.3.0	The RealPresence Debut system fails to place SIP calls from the recent calls list and from multiple Debut systems with Debut modifying the destination "@domain" part to its own domain.
Calling	EN-13907	1.3.0	The RealPresence Debut system automatically reboots during calling.
Camera	ELEP-2087	1.3.0	In a Firewall Network Address Translation (FWNAT) environment, RealPresence Debut systems are sometimes unable to send and receive Far End Camera Control.
Content	ELEP-1834	1.3.0	When a RealPresence Debut system is connected to RealPresence Desktop through SmartPairing and shares content from a Windows® system, the RealPresence Debut system is unable to display the mouse.
Content	ELEP-2602	1.3.0	In a point to point conference call between a RealPresence Debut system and a RealPresence Trio system using a Sonus™ SBC, the call is disconnected when the RealPresence Trio system shares content.

Resolved Issues

Category	Issue Number	Resolved in Release	Description
Content	EN-13897	1.3.0	When RealPresence Debut system connected to a HDX(MCU) monitor via HDMI with 1920kbps callrate the shared content appeared to be distorted.
Content	ELEP-2064	1.3.0	In a point to point call between two RealPresence Debut systems, occasionally one or both systems are unable to share content when the call rate is 1920 or higher.
Directories/ Address Books	EN-13893	1.3.0	When RealPresence Debut system attempts to search in LDAP directory, the results are not displayed on TV user interface.
Hardware	EN-13959	1.3.0	The RealPresence Debut system wake up functionally not responding.
Hardware	EN-13880	1.3.0	Infrared functionality not responding after the RealPresence Debut system is powered on.
Interoperability	EN-17689	1.3.0	When RealPresence Debut system is connected to Pexip VMR, the system is unable to share or receive the content.
Interoperability	EN-16306	1.3.0	When RealPresence Debut system joins the Radvision multipoint control call (MCU), the system is unable to transmit the video.
Interoperability	EN-14013	1.3.0	The RealPresence Debut system is unable to send or receive content when connected to AT & T bridge.
Interoperability Broadsoft	ELEP-280	1.3.0	Incoming and outgoing Polycom RealPresence Debut calls cannot be placed on hold or transfered with BroadWorks call manager.
Interoperability Broadsoft	ELEP-2788	1.3.0	When a RealPresence Debut system joins a Broadsoft Meet-Me conference as an audio only call, the held call picture sometimes displays instead of the audio call picture.
Interoperability RealPresence Group Series	ELEP-2140	1.3.0	When a RealPresence Group system sets Binary Floor Control Protocol (BFCP) to TCP only and a RealPresence Debut system places a SIP call to the RealPresence Group system, the RealPresence Debut system is unable to share content.
Local Interface	ELEP-2823	1.3.0	The RealPresence Debut local interface is unable to display IPv6 settings when the DHCP option in the networks settings or in the VLAN settings is set to **Static**.

Resolved Issues

Category	Issue Number	Resolved in Release	Description
Network	ELEP-2192	1.3.0	In a mixed Scalable Video Coding (SVC) conference call using SIP, when a RealPresence Debut system joins the call through VBP 7301 and shares or receives content, the system is unable to receive content and displays a black screen.
Network	ELEP-2667	1.3.0	When a RealPresence Debut system places a calling using SIP UDP to an endpoint through VBP 7301, both endpoints are unable to receive audio and video.
Network	EN-13971	1.3.0	When the RealPresence Debut system is booted up without LAN cable plugged in, the system fails to register with a SIP registrar automatically.
Network	EN-13917	1.3.0	When the RealPresence Debut system gatekeeper is specified using FQDN, the system does not attempts to register automatically with the gatekeeper and system gets booted up if LAN is not connected.

Known Issues

The following table lists all known issues and suggested workarounds for RealPresence Debut System - version 1.3.0.

Known Issues

Category	Issue ID	Release	Description	Workaround
Audio	ELEP-534	1.1.0	When two Polycom RealPresence Debut systems are in a call and both meeting participants speak at the same time, occasionally there is an audio echo and occasionally some audio is dropped.	No workaround.
Audio	ELEP-702	1.1.0	When SmartPairing Auto Detection is enabled on a Polycom RealPresence Debut system and when the monitor volume is high, if the monitor is a low-quality monitor, occasionally there is feedback from the monitor speakers.	No workaround.
Audio	ELEP-2062	1.1.0	When a RealPresence Debut system is near a TV speaker and when the speaker volume is higher than 80%, sometimes the system microphone picks background noise or echoes.	No workaround.

Known Issues

Category	Issue ID	Release	Description	Workaround
Calling	EN-20097	1.3.0	When RealPresence Debut system is connected to an external network using a SIP TLS to call an internal Group Series through VBP7301, the Debut system is unable to receive the video and audio.	Register the RealPresence Debut system SIP to VBP7301.
Calling	EN-21960	1.3.0	In an H.323 call, RealPresence Debut system occasionally stops responding after Cisco endpoint drops the call when Debut system fails to activate camera.	The RealPresence Debut system restarts automatically to recover.
Content	ELEP-1206	1.1.0	During a call, the Polycom RealPresence Debut system might occasionally flash or blur content on a 1080i/60 or 720p/60 monitor.	Use a monitor that supports 1080p30.
Content	ELEP-1271	1.1.0	Sometimes when a RealPresence Debut system joins a video conference by directly dialing a system IP address and conference ID, the system is unable to share content.	No workaround.
Content	ELEP-1221	1.1.0	When a Polycom RealPresence Debut system uses SmartPairing to pair to a Polycom RealPresence Desktop or Polycom RealPresence Mobile application and when the network connection is low, it can 10-15 seconds for the RealPresence Debut system to send content.	Use the HDMI connection to send content.
Content	ELEP-2341	1.2.0	When RealPresence Desktop is connected to a RealPresence Debut system using SmartPairing and shares application content, for select applications, including the Windows App Store application, the RealPresence Debut system displays a black screen.	No workaround.
Content	EN-20084	1.3.0	The RealPresence Debut system does not share local content when dialing out intermediately after the last call hang up.	After the last call hangup, wait for 10 seconds to make calls for sending the content.
Display	ELEP-72	1.1.0	Some PCs cannot use duplicate monitor mode to send HDMI content.	Select extension monitor mode to send HDMI content.

Known Issues

Category	Issue ID	Release	Description	Workaround
Hardware	EN-21332	1.3.0	The RealPresence Debut system stops responding occasionally when using converters such as DP to HDMI, VGA to HDMI or other converter or cable to share content.	Use Microsoft Surface Mini DisplayPort to HDMI Adapter - F6U-00020 or use an HDMI cable.
Hardware	EN-17268	1.3.0	When Lenovo T460s is connected to a RealPresence Debut System through an HDMI cable to share PPT in slideshow mode, the RealPresence Debut system stops responding.	Use other computer to share the content with HDMI cable.
Interoperability	EN-20915	1.3.0	When the RealPresence Debut system is registered to Cisco VCS with a call rate>=1.5M and tries to share 1080p content, the call gets disconnected.	Set the call rate of RealPresence Debut system to <=1M.
Interoperability	EN-20873	1.3.0	In a point-to-point SIP call, the RealPresence Debut system does not share content after you hold and resume the call with Cisco endpoints.	Hangup the call and call again.
Interoperability	EN-19857	1.3.0	In a SIP call, the Cisco endpoints does not receive content from the RealPresence Debut system initially.	1 Try to resend the content. 2 Let the Cisco endpoints call RealPresence Debut system. 3 Place an H.323 Call from RealPresence Debut system.
Interoperability	EN- 13975	1.3.0	During an SIP call with a call rate >= 1.5M between the RealPresence Trio 8800 system and RealPresence Debut system registered to BroadSoft Plus through Sonus SBC, sometimes the call gets disconnected automatically while sharing 1080p content from RealPresence Trio system.	Set the RealPresence Debut system call rate to <=1M.
Interoperability Cisco	ELEP-2693	1.2.0	When a RealPresence Debut system is in a call with a Cisco TPS endpoint, video is delayed because the TPS endpoint uses a very small resolution (160*120), which is outside of RealPresence Debut systems' resolution processing range.	No workaround.

Known Issues

Category	Issue ID	Release	Description	Workaround
Network	ELEP-1606	1.1.0	On a RealPresence Debut system, sometimes after changing the VLAN setting to LLDP or static VLAN settings, the registration times out.	No workaround.
Network	ELEP-2007	1.1.0	On a RealPresence Debut system, sometimes the control priority in the Static VLAN setting is unable to work for H.323 protocol.	No workaround.
Network	ELEP-2681	1.2.0	RealPresence Debut systems sometimes were unable to send content using Session Initiation Protocol (SIP) Transport Layer Security (TLS) or Transmission Control Protocol (TCP) in meetings with BlueJeans endpoints.	Send content from RealPresence Debut systems to BlueJeans endpoints using SIP User Datagram Protocol (UDP).
Power	ELEP-1535	1.1.0	Sometimes RealPresence Debut systems take a long time to power on or are unable to power on using Power over Ethernet.	1 Use a different Power over Ethernet switch. Some power over Ethernet switches may not be compatible with RealPresence Debut systems. 2 Disconnect and reconnect the HDMI cable to the RealPresence Debut system. 3 Use the power adapter to power on the RealPresence Debut system.
Software Update	ELEP-1215	1.1.0	When Polycom RealPresence Debut software update files are downloaded using Apple® Safari® 9, the files are automatically extracted and the RealPresence Debut system is unable to use the files to update the software.	Use a different web browser to download RealPresence Debut software update files or disable the automatic file extraction function in the Safari preferences.
Software Update	ELEP-2100	1.1.0	When a RealPresence Debut system is downgraded to an older software version, all RealPresence Debut system settings are automatically set to default settings.	No workaround.

Known Issues

Category	Issue ID	Release	Description	Workaround
Software Update	ELEP-2417	1.2.0	When RealPresence Debut system software is upgraded from version 1.0.0 or 1.0.1 to 1.2.0 or later, RealPresence Debut systems are unable to remain in RealPresence Cloud mode.	Switch to RealPresence Cloud mode in the web interface.
System	ELEP-502	1.1.0	When two Polycom RealPresence Debut systems are in a call and one system sends 1080p30 video and audio content, occasionally the video content displays with thin flickering lines.	No workaround.
System	ELEP-1823	1.1.0	Occasionally, a RealPresence Debut system might shut down after sharing content or stopping content.	No workaround.
Video	ELEP-1914	1.1.0	In a call between a RealPresence Debut system and a Cisco 8710 TP, the far end video resolution is sometimes low for a few seconds.	No workaround.

Get Help

For more information about installing, configuring, and administering Polycom products, refer to Documents and Downloads at Polycom Support.

To find all Polycom partner solutions, see Polycom Global Strategic Partner Solutions.

The Polycom Community

The Polycom Community gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

Copyright and Trademark Information

Copyright© 2017, Polycom, Inc. All rights reserved. No part of this document may be reproduced, translated into another language or format, or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Polycom, Inc.

6001 America Center Drive
San Jose, CA 95002
USA

Trademarks Polycom®, the Polycom logo and the names and marks associated with Polycom products are trademarks and/or service marks of Polycom, Inc. and are registered and/or common law marks in the United States and various other countries.

All other trademarks are property of their respective owners. No portion hereof may be reproduced or transmitted in any form or by any means, for any purpose other than the recipient's personal use, without the express written permission of Polycom.

Disclaimer   While Polycom uses reasonable efforts to include accurate and up-to-date information in this document, Polycom makes no warranties or representations as to its accuracy. Polycom assumes no liability or responsibility for any typographical or other errors or omissions in the content of this document.

Limitation of Liability Polycom and/or its respective suppliers make no representations about the suitability of the information contained in this document for any purpose. Information is provided "as is" without warranty of any kind and is subject to change without notice. The entire risk arising out of its use remains with the recipient. In no event shall Polycom and/or its respective suppliers be liable for any direct, consequential, incidental, special, punitive or other damages whatsoever (including without limitation, damages for loss of business profits, business interruption, or loss of business information), even if Polycom has been advised of the possibility of such damages.

End User License Agreement BY USING THIS PRODUCT, YOU ARE AGREEING TO THE TERMS OF THE END USER LICENSE AGREEMENT (EULA) AT: http://documents.polycom.com/indexes/licenses. IF YOU DO NOT AGREE TO THE TERMS OF THE EULA, DO NOT USE THE PRODUCT, AND YOU MAY RETURN IT IN THE ORIGINAL PACKAGING TO THE SELLER FROM WHOM YOU PURCHASED THE PRODUCT.

Patent Information The accompanying product may be protected by one or more U.S. and foreign patents and/or pending patent applications held by Polycom, Inc.

Open Source Software Used in this Product This product may contain open source software. You may receive the open source software from Polycom up to three (3) years after the distribution date of the applicable product or software at a charge not greater than the cost to Polycom of shipping or distributing the software to you. To receive software information, as well as the open source software code used in this product, contact Polycom by email at OpenSourceVideo@polycom.com.

Customer Feedback We are striving to improve our documentation quality and we appreciate your feedback. Email your opinions and comments to DocumentationFeedback@polycom.com.

Polycom Support   Visit the Polycom Support Center for End User License Agreements, software downloads, product documents, product licenses, troubleshooting tips, service requests, and more.