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 area.

What's New in Release 1.3.3

There are no new features in this release for software version 1.3.3. This release includes resolutions for customer-reported issues.

Release History

This following table lists the release history of RealPresence Debut System version 1.3.3.

Release History

Release	Release Date	Features
1.3.3	June 2019	Includes escalation fixes.
1.3.2	March 2018	Includes escalation fixes and documentation updates.
1.3.1	October 2017	This release includes important field fixes and resolutions for some known issues.
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 Polycom 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.

Software Key Code

You must use a key code to activate or update the system software. A key code is valid only on the system for which it is generated.

Make a note of your system serial number. Use this number 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 a Software Key Code and Update the Software

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

To obtain software key codes and update software:

1   In a browser, go to to support.polycom.com.

2   Select **Licensing & Product Registration > Activation/Upgrade.**

3   Log in to your account.

4   Select **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 in a web browser and log in to the system web interface. The default user name is **admin**.

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

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

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

11 Select **Upgrade** to start the upgrade process.

     The RealPresence Debut system will restart automatically and begin the upgrade.

12 Wait a few minutes, then refresh your browser.

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

Language Support

The RealPresence Debut system web and local user interfaces provide support for the following languages:

● English US
● Arabic
● German
● Spanish
● French
● Italian
● Japanese
● Korean
● Hungarian
● Norwegian
● Polish

- Portuguese
- Russian
- Chinese Simplified
- Chinese Traditional

Products Tested with this Release

The RealPresence Debut system 1.3.3 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.

> 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.

Products Tested with this Release

Type	Product	Tested Versions
Firewall-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
Endpoints	Polycom RealPresence Group Series	6.0, 6.1
	Polycom HDX	3.1.11
	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

Type	Product	Tested Versions
	Polycom RealPresence Trio 8800	5.4.4
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)	
Third-Party Endpoints	Cisco 8710 MCU, 5310 MCU, Codian 4505 MCU	
	Cisco C20, SX10, SX20, SX80, MXP G2, MXP 1700	

Resolved Issues

The following table lists the resolved issues in the RealPresence Debut system 1.3.3.

Resolved Issues in 1.3.3

Category	Issue ID	Description
Video	EN-126252	The RealPresence Debut system's video display blurs or blue-screens during 720p video calls on RMX500.
System	EN-117179	RealPresence Debut sends call status messages at a much higher rate than defined in the RealPresence Resource Manager provisioning profile.
Audio	EN-115051	When making a call to a virtual meeting room from a RealPresence Debut system, unexpected noise occurs.
System	EN-111704	The RealPresence Debut system may not respond to an LDAP search.
Audio	EN-111622	At the beginning of a call and intermittently throughout, unexpected audio distortion may occur.
Calling	EN-109217	The RealPresence Debut system displays Base64 encoded token attributes from OneTouch Dial meeting invites.
Audio	EN-21961	During H.323 and SIP calls, several seconds of received audio are distorted.

Known Issues

The following table lists known issues in all releases of RealPresence Debut system 1.3.3.

These release notes do not provide a complete listing of all known issues that are included in the software. Issues not expected to significantly impact customers with standard voice and video conferencing environments may not be included. In addition, the information in these release notes is provided as-is at the time of release and is subject to change without notice.

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.
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 RealPresence Debut system is unable to receive the video and audio.	Register the RealPresence Debut system SIP to VBP7301.

Category	Issue ID	Release	Description	Workaround
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 the network connection is low, the system takes 10-15 seconds 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 immediately after the last call hang up.	After the last call hangup, wait 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.
Hardware	EN-17268	1.3.0	When a Lenovo T460s is connected to a RealPresence Debut system through an HDMI cable to share PowerPoint in slideshow mode, the RealPresence Debut system stops responding.	Use another computer to share the content with HDMI cable.

Category	Issue ID	Release	Description	Workaround
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 endpoint does not receive content from the RealPresence Debut system initially.	• Try to resend the content. • Let the Cisco endpoints call RealPresence Debut system. • 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 TelePresence Server 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.
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.

Category	Issue ID	Release	Description	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 the H.323 protocol.	No workaround.
Network	ELEP-2681	1.1.0	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.	• Use a different PoE switch. Some PoE switches may not be compatible with RealPresence Debut systems. • Disconnect and reconnect the HDMI cable to the RealPresence Debut system. • 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.

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 TelePresence, 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 Polycom Support.

For information about 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.

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