

Polycom® RealPresence Debut™

Contents

Introducing Polycom® RealPresence Debut™	1
What's New in Release 1.3.1	2
Release History	2
Software Key Code	2
Language Support	3
Products Tested with this Release	4
Resolved Issues	5
Known Issues	6
Get Help	11
Copyright and Trademark Information	12

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 1.3.1

There are no new features in this release for software version 1.3.1. This release includes resolutions for customer-reported issues.

Release History

This following table lists the release history of RealPresence Debut System - Version 1.3.1.

Release History

Release	Release Date	Features
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 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. 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 in to 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 *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 1.3.1 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.

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

Tested Products

Type	Product	Version
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
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 resolved issues in RealPresence Debut System - Version 1.3.1.

Resolved Issues in 1.3.1 Version

Category	Issue Number	Description
Audio	EN-41490	When the RealPresence Debut system is in an active call and one of the internal microphones for RealPresence Debut system is broken, the other endpoint receives continuous noise.
Interoperability	EN-41205	When the RealPresence Debut system and Zoom client are in a video call, the Zoom client fails to receive video from the RealPresence Debut system.
Interoperability	EN-34442	When the Vidyo cloud shares content in an active call, the RealPresence Debut system fails to receive content.

Resolved Issues in 1.3.1 Version

Category	Issue Number	Description
Interoperability	EN-41204	When the Pexip multipoint dials out a conference call to RealPresence Debut system and the far-end system shares content, the RealPresence Debut system fails to receive content.
Provisioning	EN-13891	When RealPresence Resource Manager provisioning server is either H.323 or SIP protocol enabled, the RealPresence Debut system sends an incorrect message to the provisioning server.

Known Issues

The following table lists all known issues and suggested workarounds for RealPresence Debut System - Version 1.3.1.

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

Known Issues

Category	Issue ID	Release	Description	Workaround
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 takes 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.
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 $\geq 1.5M$ and tries to share 1080p content, the call gets disconnected.	Set the call rate of RealPresence Debut system to $\leq 1M$.
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.

Known Issues

Category	Issue ID	Release	Description	Workaround
Interoperability	EN-19857	1.3.0	In a SIP call, the Cisco endpoint does not receive content from the RealPresence Debut system initially.	<ol style="list-style-type: none"> 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.
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).

Known Issues

Category	Issue ID	Release	Description	Workaround
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.	<ol style="list-style-type: none"> 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.
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.

Known Issues

Category	Issue ID	Release	Description	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.