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 1.2.0

RealPresence Debut offers the following key features for the 1.2.0 release:

- Configure Native Support for RealConnect
- Provisioning Updates
- Set the Date and Time Format
- Place a Call from the Web Interface
- Change the Video Layout
- Enable Mute for Auto Answer Mode
- Secure Hash Algorithm Update
- IPv6 Support

Configure Native Support for RealConnect

With the Native Support for RealConnect video conference users do not have to change their workflow or learn a new process to join together in video meeting.

Native Support for RealConnect eliminates end user frustration in trying to determine how to connect with people who might have varying devices. Integration between the RealPresence Debut system, Polycom Distributed Media Application (DMA) and Polycom RealPresence Collaboration Server (RMX) infrastructure automatically connects all of the environments together.

For more information on configuring native support for RealConnect, refer to the *Polycom RealPresence Debut Administrator Guide*.

Provisioning Updates

Version 1.2.0 includes several provisioning updates. Using the Polycom® Zero-Touch Provisioning server custom DHCP values can be set for provisioning. The time-zone and date and time formats are now also included as parameters in the provisioning template and can be manually provisioned.

For more information on provisioning RealPresence Debut systems, refer to the *Polycom RealPresence Debut Administrator Guide.*

Set the Date and Time Format

You can now set the format of the date and time displayed on the RealPresence Debut home screen from the web interface. You can set the time format to 12 or 24 hours and you can set the date format to one of the following options:

- YYYY-MM-DD, for example 2016-07-12
- MM-DD-YYYY, for example 07-12-2016
- DD-MM-YYYY, for example 12-07-2016

For more information on how to set the date and time format, refer to the *Polycom RealPresence Debut Administrator Guide.*

Place a Call from the Web Interface

You can place one call at a time using a SIP address, call number, or the call history from the RealPresence Debut web interface. You can also hang up a call from the web interface.

For more information on calling from the web interface, refer to the *Polycom RealPresence Debut Administrator Guide.*

Change the Video Layout

You can now change the layout of how video and self view display during an active call.

For more information on how to change the video layout, refer to the *Polycom RealPresence Debut Quick Tips Guide.*

Enable Mute for Auto Answer Mode

In the RealPresence Debut web interface, you can mute near-end audio on RealPresence Debut systems before automatically answering incoming calls.

For more information on how to enable mute for auto answer mode, refer to the *Polycom RealPresence Debut Administrator Guide.*

Enterprise Directory Support

When an enterprise directory server is provisioned through RealPresence Resource Manager on the RealPresence Debut system, you can select contacts in the directory to call.

For more information on enterprise directory refer to the *Polycom RealPresence Debut Administrator Guide*.

Secure Hash Algorithm (SHA) Update

With version 1.2.0, RealPresence Debut systems security has been updated. RealPresence Debut systems now use SHA-256 instead of SHA1.

IPv6 Support

Version 1.2.0 provides support for IPv6. RealPresence Debut systems support placing SIP calls over IPv6 networks. Additional features including but not limited to calendaring service, Smart Pairing, and VLAN settings may not be supported over IPv6 networks.

For more information on network settings refer to the *Polycom RealPresence Debut Administrator Guide*.

Experimental Features

You can enable experimental features and evaluate them in a non production environment. For more information about the experimental features or to provide feedback on your experience, visit the Polycom Support Community.

> **Experimental features are not tested or supported.**
> Experimental features are neither tested nor supported. These features might, or might not, become official features in a future release.

To enable the experimental features:

   1   In the web interface, select **Admin Settings > Polycom Labs**.

Power over Ethernet (PoE)

RealPresence Debut systems can be powered on using Power over Ethernet (PoE). The following table lists 3rd party PoE switches which are supported and not supported for RealPresence Debut systems.

PoE Switches

Ethernet Switch Model	Supported or Not Supported
Cisco WS-C2960S-24PS-L	Supported
Cisco WS-C3750X-24P-L	Supported
Cisco WS-C3560X-24P-L	Supported
Huawei S5700-28P-PWR-LI-AC	Supported
Huawei S5700-10P-PWR-LI-AC	Supported
Huawei LS-S2309TP-PWR-EI	Supported
Netgear® FS726TP	Supported

PoE Switches

Ethernet Switch Model	Supported or Not Supported
Netgear® FS108P	Supported
Netgear® GSM7212P	Supported
Netgear® GS108PE v2	Not Supported
Netgear® GSM5212P	Not Supported
TP_Link TL-SG3424P	Supported
TP_Link TL-SG1008PE	Not Supported
Juniper® Networks EX2200-C-12P-2G	Supported
Juniper® Networks EX2200-24P-4G	Supported
Juniper® Networks EX3300-24P	Supported
Juniper® Networks EX3200-24P	Supported
HP Procurve 2520G-8-PoE	Supported
D-Link® DGS-1008P	Supported
D-Link® DGS-1008MP	Supported
H3c S5120-28P-POE-WiNet	Supported
H3c LS-3600V2-28TP-PWR-EI	Supported
Ruijie RG-S2928G-12P	Supported
Ruijie RG-NBS2009G-P	Not Supported

Release History

This following table lists the release history of RealPresence Debut.

Release History

Release	Release Date	Features
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.

Release History

Release	Release Date	Features
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 changes:

- CVE-2014-3566, Disables SSLv3 to fix the POODLE vulnerability.
- CVE-2015-2808, Removes RC4 ciphers to fix the Bar Mitzvah vulnerability.

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

Software Key Codes

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. On a computer, open a 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 Chrome 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

Polycom RealPresence Debut systems are tested extensively with a wide range of products. The following list is not a complete inventory of compatible equipment. It simply indicates the products that have been tested for compatibility with this release.

Polycom strives to support any system that is standards-compliant and investigates reports of Polycom systems that are not interoperable with other vendor systems.

Update your system

Polycom recommends that you upgrade all of your Polycom systems with the latest software versions. Any compatibility issues may already have been addressed by software updates. Go to PolycomService/support/us/support/service_policies.html to see the Current Polycom Interoperability Matrix.

Tested Polycom Products

Type	Product	Version
FW-NAT Traversal	Polycom® RealPresence® Access Director™	4.2.3
	Polycom® Video Border Proxy™ (VBP®) 7301	14.7.1

Tested Polycom Products

Type	Product	Version
RealPresence Platform	Polycom® Distributed Media Application™	6.4.0
	Polycom® RealPresence® Resource Manager	10.0
	Polycom® RealPresence® Collaboration Server 4000/2000/1800	8.6.4
	Polycom® RealPresence® Collaboration Server 4000/2000 with MPMx	8.5.4
	Polycom® RealPresence® Collaboration Server, Virtual Edition	8.6.4
	Polycom® ContentConnect™	1.5.1
	Polycom® Media Suite®	2.6
	Polycom® RealPresence® Web Suite	2.1
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)	
	Cisco 8710 MCU, 5310 MCU, Codian 4505 MCU	
	BlueJeans	
	Zoom	
Endpoints	Polycom® RealPresence® Group Series	5.1.2
	Polycom® HDX®	3.1.11
	Polycom® RealPresence Debut	1.2.0
	Polycom® RealPresence® Desktop	3.6
	Polycom® RealPresence® Mobile	3.5.1
	Polycom VVX® 1500 and Polycom VVX® 600	5.4.3
	Polycom® RealPresence Trio™ 8800	5.4.3
Third Party Endpoints	Cisco C20, SX10, SX20, SX80, MXP G2, MXP 1700	

Resolved Issues

The following table lists the resolved issues for the version 1.2.0 release of RealPresence Debut.

Resolved Issues

Category	Issue Number	Resolved in Release	Description
Calling	ELEP-1258	1.1.0	A RealPresence Debut system was unable to return a call from the call history. This issue has been resolved.
Calling	ELEP-1631	1.1.0	In a call between a RealPresence Debut system and a RealPresence Group Series system, when the RealPresence Debut system hung up from the call, the RealPresence Group Series system did not hang up automatically. This issue has been resolved.
Calling	ELEP-2030	1.1.0	When a RealPresence Debut system called an HDX system using H.323 protocol, the HDX system was unable to hang up from the call. This issue has been resolved.
Camera	ELEP-1560	1.1.0	When a RealPresence Debut system was in a call with a SX20 Quick Set, the RealPresence Debut system was unable to control the far end camera. This issue has been resolved.
Content	ELEP-1540	1.1.0	RealPresence Debut systems were sometimes unable to display content when in a BlueJeans SIP encrypted meeting. This issue has been resolved
Content	ELEP-1562	1.1.0	When a RealPresence Debut system and a Cisco TelePresence® SX20 Quick Set were in a call and the SX20 Quick Set sharesdcontent, sometimes the RealPresence Debut system received delayed content. This issue has been resolved.
Content	ELEP-1644	1.1.0	A RealPresence Debut system was unable to receive content from Zoom in an H.323 call. This issue has been resolved.
Content	ELEP-1662	1.1.0	Polycom HDX® systems were sometimes unable to receive content from RealPresence Desktop clients paired with RealPresence Debut systems. This issue has been resolved.
Content	ELEP-1664	1.1.0	In a call between paired RealPresence Debut and RealPresence Trio™ systems, when both systems shared content, the RealPresence Debut system sometimes received out-of-sync video and audio. This issue has been resolved.
Date and Time	ELEP-456	1.1.0	The RealPresence Debut system was unable to automatically adjust the date and time when daylight savings started and stopped in some time zones. This issue has been resolved.
Directory	ELEP-1002	1.1.0	Any settings that included passwords were unable be exported or imported to or from the Polycom RealPresence Debut, including settings configured by a provisioning server, calendar server information, and SIP and H.323 server information. This issue has been resolved.

Resolved Issues

Category	Issue Number	Resolved in Release	Description
Display	ELEP-1060	1.1.0	The RealPresence Debut system was unable to wake from sleep mode when connected to some monitors. This issue has been resolved.
User Interface	ELEP-2021	1.2.0	RealPresence Debut systems were unable to upload background images with non-English or special characters in the file name. This issue has been resolved.
Network	ELEP-2082	1.2.0	Sometimes the control priority for SIP protocol did not work when RealPresence Debut systems switched from LLDP to Static VLAN settings. This issue has been resolved.
Power	ELEP-1216	1.1.0	The RealPresence Debut system was unable to power on when it was not connected to an external monitor. This issue has been resolved.
Power	ELEP-777	1.1.0	When using Power over Ethernet, it sometimes took up to 3 minutes to power on the RealPresence Debut system. This issue has been resolved.
Provisioning	ELEP-2624	1.2.0	In software release 1.1.1, the RealPresence Debut system was unable to support the DHCP lease timer longer than 51 days. This issue has been resolved.
SIP	ELEP-1575	1.1.0	When a RealPresence Debut system attempted to SIP register through Broadsoft and through session border controller Acme Packet 3820, the registration was sometimes unsuccessful. This issue has been resolved.
Software Update	ELEP-1123	1.1.0	When Polycom RealPresence Debut software was updated some settings on the web interface occasionally did not update correctly. This issue has been resolved.
System	ELEP-2174	1.1.1	Occasionally, RealPresence Debut systems repeatedly restarted after the system powered on or when the system placed a call. This issue has been resolved.
Time Zone	ELEP-1652	1.1.0	RealPresence Debut systems were sometimes unable to save time zone settings after upgrading software. This issue has been resolved.

Known Issues

The following table lists the known issues for the version 1.2.0 release of RealPresence Debut. If a workaround is available, it is noted in the table.

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.	
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.	
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.	
Camera	ELEP-2087	1.1.0	In a Fire Wall Network Address Translation (FWNAT) environment, RealPresence Debut systems are sometimes unable to send and receive Far End Camera Control.	
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.	
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-1834	1.2.0	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.	

Known Issues

Category	Issue ID	Release	Description	Workaround
Content	ELEP-2064	1.1.0	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.	
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.	
Content	ELEP-2602	1.2.0	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.	
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.
Interoperability Cisco	ELEP-2123	1.2.0	When a RealPresence Debut system is in a point-to-point encrypted call with a Cisco SX80 system and when the systems switch back and forth sending content multiple times, the RealPresence Debut system may shut down.	
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.	
Interoperability Broadsoft	ELEP-280	1.1.0	Incoming and outgoing Polycom RealPresence Debut calls cannot be placed on hold or transfered with BroadWorks call manager.	

Known Issues

Category	Issue ID	Release	Description	Workaround
Interoperability RealPresence Group Series	ELEP-2140	1.2.0	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.	In a call between a RealPresence Debut system and a RealPresence Group system, in order for the RealPresence Debut system to share content, ensure the RealPresence Group system sets the SIP protocol to BFCP and not to TCP only.
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.	
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.	
Network	ELEP-2192	1.2.0	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	1.2.0	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.	Place a call using SIP TCP.
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.	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.	
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.	

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.	
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.	

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.

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