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# Polycom® RealPresence Debut™

## Contents

- [Introducing Polycom RealPresence Debut](#)
- [Experimental Features](#)
- [Install the Software](#)
- [Products Tested with this Release](#)
- [Known Issues](#)
- [Corrected Issues](#)

## Introducing Polycom RealPresence Debut

Then 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.



RealPresence Debut offers the following key features for the 1.0.1 release:

- Integrated microphone and camera

- Wired content input using HDMI
- Multiple mounting options
- Full 1080p HD performance
- Convenient configuration
- Provisioning service options
- Support for Polycom® RealPresence® Cloud services
- Integrated diagnostics system

## Integrated Microphone and Camera

The integrated camera of the RealPresence Debut includes the following features:

- Automatic focus, white balance, and exposure
- 4x digital zoom
- HFOV-80 degrees, DFOV-50 degrees
- Motor-driven pan and tilt
- Privacy position

The RealPresence Debut system contains two integrated microphones. You can optionally connect an external microphone to the RJ11 port.

## RealPresence Debut HDMI Interfaces

The RealPresence Debut system includes two HDMI interfaces: one for wired content sharing and another for the monitor connection. The RealPresence Debut only supports HDMI to HDMI connections; the system does not support conversions, such as VGA to HDMI cable connections.

The content sharing HDMI interface supports audio streaming. Sharing content from personal computing devices refers to sharing content using a computer with an HDMI connection, sharing content using Polycom RealPresence Desktop, or sharing content using Polycom RealPresence Mobile.

The HDMI monitor connection supports connection to the local interface. In addition to an HDMI connection, the monitor must also have a built-in speaker. Polycom recommends the HDMI interface input resolutions for best results.

Input	Resolution
HD	1920 x 1080p
HD	1280 x 720p
XGA	1024 x 768p
WXGA	1280 x 768
SVGA	800 x 600

## Multiple Mounting Options

There are several options for mounting a RealPresence Debut system. You can mount the system on a tabletop, wall, or flat panel display.

For more information about mounting the RealPresence Debut system, refer to the *Polycom RealPresence Debut Administrator Guide* and *Polycom RealPresence Debut Setup Sheet*.

## Full 1080p HD Performance

RealPresence Debut offers full 1080p HD for sending and receiving high-quality people streams or 720pHD for sending people and 1080p HD content streams.

## Convenient Configuration

Administrators can configure RealPresence Debut system settings remotely from a web interface. A subset of administrator functions are available from the local interface.

## Provisioning Service Options

The RealPresence Debut system offers Polycom® Zero Touch Provisioning during out-of-box (OOB) setup. The system includes additional provisioning capabilities through OOB setup such as Polycom RealPresence Resource Manager system, BroadSoft BroadWorks® Device Management System (DMS), and other FTP/FTPS servers.

For more information on Polycom Zero Touch Provisioning, refer to the *Polycom Zero Touch Provisioning User Guide*. For more information on provisioning servers, refer to the *Polycom RealPresence Resource Manager System Operations Guide* and BroadSoft documentation.



### **RealPresence Debut does not support enabling both H.323 and SIP protocols**

RealPresence Debut does not support enabling both the H.323 and SIP protocols. If both protocols are enabled in the provisioning the system, the SIP protocol has higher priority than the H.323 protocol and will be used when making calls.

## Support for Polycom® RealPresence® Cloud Services

In RealPresence Cloud mode, RealPresence Debut connections are enabled, authenticated, provisioned, and monitored by a service provider system.

For more information on RealPresence Cloud mode, refer to the *Polycom RealPresence Debut Administrator Guide*.

## Integrated Diagnostics System

In addition to providing a mechanism to export system logs, the RealPresence Debut system enables administrators to test the following features to diagnose and troubleshoot problems:

- Audio meters
- Speaker
- Color bar
- Loopback

For more information about running diagnostic tests, 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:

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

## Install the Software

You can install initial software and software upgrades on you RealPresence Debut system.

### To install the software on your RealPresence Debut system:

- 1 Copy the RealPresence Debut upgrade package to your computer system.
- 2 Enter the IP address of the RealPresence Debut system and log into the web interface using a supported web browser. For a list of supported web browsers, refer to the *Polycom RealPresence Debut Administrator Guide*.
- 3 Go to **Admin Settings > Software Upgrade**.
- 4 Click **Choose File** to locate the path of the RealPresence Debut upgrade package on your local system.
- 5 Click **Upgrade** to start the upgrade process. The RealPresence Debut system will restart automatically and start to upgrade.

## 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](https://polycomservice.com/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
	Polycom® Video Border Proxy™ 5300-ST	11.2.23
RealPresence Platform	Polycom® Distributed Media Application™	6.3
	Polycom® RealPresence® Resource Manager	9.0
	Polycom® RealPresence® Collaboration Server 4000/2000	8.5
	Polycom® RealPresence® Collaboration Server 1800	8.6
	Polycom® RealPresence® Collaboration Server, Virtual Edition	8.6
	Polycom® Media Suite®	2.5
	Polycom® RealPresence® Web Suite	2.0
	Third-Party Platforms	BroadWorks®
BroadSoft® Device Management System		R21 SP1
Zero Touch Provisioning		Sigma Systems DPM Release 4.3.1
Endpoints	Polycom® RealPresence® Group Series	5.0.0
	Polycom® HDX®	3.1.7
	Polycom® RealPresence Debut	1.0.1
	Polycom® RealPresence® Desktop	3.5
	Polycom® RealPresence® Mobile	3.5
	Polycom VVX® 1500	5.3

## Corrected Issues

The following table lists the corrected issues for the version 1.0.1 release of RealPresence Debut.

Category	Issue ID	Description
Calling	ELEP-1251	When a call from a RealPresence Debut system did not connect, the system did not display an error message. This issue has been corrected.
Video	ELEP-1256	When a RealPresence Debut system was in a call, sometimes 1080p video was unclear, especially when the local camera preview was in full-screen mode. This issue has been corrected.
System	ELEP-542	When the RealPresence Debut system SD card was full, the system restarted. This issue has been corrected.
System	ELEP-1015	When the RealPresence Debut system was out of memory, sometimes the system could not display video or content and instead displayed a black screen. This issue has been corrected.
System	ELEP-1059	When an HDMI cable was disconnected from a RealPresence Debut system, sometimes the system shut down. This issue has been corrected.

## Known Issues

The following table lists the known issues for the version 1.0.1 release of RealPresence Debut. If a workaround is available, it is noted in the table.

Category	Key	Description	Workaround
Audio	ELEP-534	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	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.	
Content	ELEP-1221	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 take 10-15 seconds for the RealPresence Debut system to send content.	Use the HDMI connection to send content.
Date and Time	ELEP-456	The Polycom RealPresence Debut system is unable to automatically adjust the date and time when daylight savings starts and stops in some time zones.	Manually adjust the Time Zone setting.

Category	Key	Description	Workaround
Display	ELEP-72	Some PCs cannot use duplicate monitor mode to send HDMI content.	Select extension monitor mode to send HDMI content.
Display	ELEP-1060	The Polycom RealPresence Debut system is unable to wake from sleep mode when connected to some monitors.	Manually turn on the monitor connected to the RealPresence Debut system.
Interoperability Broadsoft	ELEP-280	Incoming and outgoing Polycom RealPresence Debut calls cannot be placed on hold or transferred with BroadWorks call manager.	
Power	ELEP-777	When using Power over Ethernet, it can take up to 3 minutes to power on the RealPresence Debut system.	Use the power cord to power on the RealPresence Debut system.
Power	ELEP-1216	The Polycom RealPresence Debut system is unable to power on when it is not connected to an external monitor.	Connect the RealPresence Debut system to an external monitor before powering on the system. If the RealPresence Debut is not able to start perform a factory restore.
Software Update	ELEP-1215	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-1123	When Polycom RealPresence Debut software is updated some settings on the web interface occasionally do not update correctly.	Clear the web browser cache.
System	ELEP-502	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.	
Video	ELEP-1206	During a call, the Polycom RealPresence Debut system might occasionally flash or blur content on a 1080i/60 monitor. During a call, The RealPresence Debut system might also occasionally display a black screen on a 1080i/60p monitor.	Use a monitor that supports 1080p30.

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