



# Polycom® RealPresence Debut™

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## 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.



## New Features in 1.1.0

RealPresence Debut offers the following key features for the 1.1.0 release:

- Supported User Interface Languages
- Power-off the RealPresence Debut
- RealPresence Resource Manager Updates
- Provisioning Updates
- LLDP Support
- Polycom RealPresence Cloud Global Directory
- Content Enhancement
- Camera Settings
- Background Settings
- Daylight Savings Time

## Supported User Interface Languages

In addition to the supported user interface languages in the 1.0.0 release, Simplified Chinese, Japanese, English and Spanish, Polycom RealPresence Debut systems now supports the following languages in the user interface:

- Italian
- Polish
- French
- Portuguese
- German
- Korean
- Russian
- Traditional Chinese
- Brazilian Hungarian
- Norwegian

## Power-off the RealPresence Debut

You can power off the RealPresence Debut using the remote control. After you have powered off the system with the remote control, you can also power the system back on using the remote control.

For more information about how to power-off the RealPresence Debut system with the remote control, refer to the Polycom RealPresence Debut Administrator Guide.

## RealPresence Resource Manager Updates

RealPresence Debut systems support updated RealPresence Resource Manager calendar features and software upgrades.

## Calendar Updates

When a RealPresence Debut system is provisioned with RealPresence Resource Manager and the calendar service is enabled, the RealPresence Debut system automatically registers to the calendar service.

For more information about how to enable the calendar, refer to the RealPresence Debut Administrator Guide.

## Software Upgrades

When a RealPresence Debut system is provisioned with RealPresence Resource Manager, the system checks for new software from the provisioning service every time it restarts and at an interval set by the service. The system now automatically accesses and runs any software updates made available by the service without requiring user authorization.

RealPresence Resource Manager Software Upgrades is automatic, so you do not need to configure this feature, and no intervention is required.

## Provisioning Updates

The Polycom RealPresence Debut 1.1.0 release includes additional provisioning capabilities. You can enter custom IP address locations and formats for provisioning servers using HTTP/HTTPS and FTP/FTPS protocol when automatically or manually provisioning RealPresence Debut systems. You can also import directory contacts from a RealPresence Debut system using a provisioning server. For more information about how to enable provisioning, refer to the RealPresence Debut Administrator Guide.

## LLDP Support

Link Layer Discovery Protocol (LLDP) is supported on RealPresence Debut systems. LLDP is a vendor-neutral link layer protocol in the Internet Protocol Suite used by network devices to advertise their identity and capabilities on an IEEE 802 local area network (LAN). This protocol runs over the data-link layer only, allowing connected systems running different network layer protocols to discover information about each other.

For more information about how to enable LLDP, refer to the RealPresence Debut Administrator Guide

## Polycom® RealPresence® Cloud Global Directory

RealPresence Debut systems in RealPresence Cloud mode now support a global directory. When a RealPresence Debut system is configured with RealPresence Cloud service, the global directory is automatically enabled. You can search the global directory and place a call to global directory contacts.

For more information about how to use the global directory, refer to the RealPresence Debut Quick Tips.

## Content Enhancements

You can now stop content and start content from a RealPresence Debut system during a call. You can also stop content out of a call from the local interface. Content must be shared from a personal computing device using a wired HDMI connection. When you connect an HDMI cable from a personal computing device to a RealPresence Debut system, HDMI content is automatically shared with the RealPresence Debut system.

For more information on how to share content, refer to the Polycom RealPresence Debut Administrator Guide.

## Camera Settings

You can configure RealPresence Debut camera settings to optimize the camera video image. You can also enable camera privacy to hide the camera when the RealPresence Debut system enters sleep mode.

For more information on how to enable camera settings, refer to the Polycom RealPresence Debut Administrator Guide.

## Background Image

You can change the background image that appears on the system home screen. Users see this image when they interact with the system to place calls, or to do any other videoconferencing task on the system.

For more information on how to change the background settings, refer to the Polycom RealPresence Debut Administrator Guide.

## Daylight Savings Time

RealPresence Debut systems automatically adjust for Daylight Savings.

For more information about how to set the date and time, 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**.

## Wi-Fi CERTIFIED Miracast®

RealPresence Debut offers the Wi-Fi CERTIFIED Miracast® experimental feature. When equipped with a D-Link® DWA-171 (Version A1) Wireless AC Dual-Band Nano USB Adapter, Miracast Android™ devices can pair with Polycom RealPresence Debut. Paired devices can share content on the RealPresence Debut.

### Miracast Limitations

Polycom RealPresence Debut supports Miracast Android devices with a version 4.4 or later operating system. Miracast Android devices cannot share audio content, content while the RealPresence Debut is in an active call, and content from encrypted connections.

### Enable Miracast

You can enable the Miracast feature in the web interface and in the local interface.

### To enable the Miracast feature:

- 1 In the web interface, go to **Admin Settings > Polycom Labs** and select **Enable**.
- 2 Connect the D-link DWA-171 adapter to the RealPresence Debut system using the USB port.
- 3 In the local interface, go to **Settings > Network > Miracast** and select **On**.

## 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

With the 1.1.0 RealPresence Debut software release, 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](http://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 Polycom 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](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™	4.2.3
	Polycom® Video Border Proxy™ 5300-ST	11.2.24
RealPresence Platform	Polycom® Distributed Media Application™	6.3.2
	Polycom® RealPresence® Resource Manager	9.0.1
	Polycom® RealPresence® Collaboration Server 4000/2000/1800	8.6.3
	Polycom® RealPresence® Collaboration Server 4000/2000 with MPMx	8.5.4
	Polycom® RealPresence® Collaboration Server, Virtual Edition	8.6.3
	Polycom® ContentConnect™	1.5.1
	Polycom® Media Suite®	2.6
	Polycom® RealPresence® Web Suite	2.0

### Tested Polycom 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)	
	Cisco 8710 MCU, 5310 MCU, Codian 4505 MCU	
	BlueJeans	
	Zoom	
Endpoints	Polycom® RealPresence® Group Series	5.1.1
	Polycom® HDX®	3.1.10
	Polycom® RealPresence Debut	1.1.0
	Polycom® RealPresence® Desktop	3.5.1
	Polycom® RealPresence® Mobile	3.5.1
	Polycom VVX® 1500 and Polycom VVX® 600	5.4.1
	Polycom® RealPresence Trio™ 8800	5.4.2
Third Party Endpoints	Cisco C20, SX10, SX20, SX80, MXP G2, MXP 1700	

## Corrected Issues

The following table lists the corrected issues for the version 1.1.0 release of RealPresence Debut.

### Corrected Issues

Category	Issue ID	Description
Calling	ELEP-1258	A RealPresence Debut system was unable to return a call from the call history. This issue has been corrected.
Calling	ELEP-1631	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 corrected.
Calling	ELEP-2030	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 corrected.
Camera	ELEP-1560	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 corrected.

**Corrected Issues**

Category	Issue ID	Description
Content	ELEP-1540	RealPresence Debut systems were sometimes unable to display content when in a BlueJeans SIP encrypted meeting. This issue has been corrected
Content	ELEP-1562	When a RealPresence Debut system and a Cisco TelePresence® SX20 Quick Set were in a call and the SX20 Quick Set shares content, sometimes the RealPresence Debut system received delayed content. This issue has been corrected.
Content	ELEP-1644	A RealPresence Debut system was unable to receive content from Zoom in an H.323 call. This issue has been corrected.
Content	ELEP-1662	Polycom HDX® systems were sometimes unable to receive content from RealPresence Desktop clients paired with RealPresence Debut systems. This issue has been corrected.
Content	ELEP-1664	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 corrected.
Date and Time	ELEP-456	The Polycom 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 corrected.
Director	ELEP-1002	Any settings that included passwords were unable to 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 corrected.
Display	ELEP-1060	The Polycom RealPresence Debut system was unable to wake from sleep mode when connected to some monitors. This issue has been corrected.
Power	ELEP-1216	The Polycom RealPresence Debut system was unable to power on when it was not connected to an external monitor. This issue has been corrected.
Power	ELEP-777	When using Power over Ethernet, it sometimes took up to 3 minutes to power on the RealPresence Debut system. This issue has been corrected.
SIP	ELEP-1575	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 corrected.



### Corrected Issues

Category	Issue ID	Description
Software Update	ELEP-1123	When Polycom RealPresence Debut software was updated some settings on the web interface occasionally did not update correctly. This issue has been corrected.
Time Zone	ELEP-1652	RealPresence Debut systems were sometimes unable to save time zone settings after upgrading software. This issue has been corrected.

## Known Issues

The following table lists the known issues for the version 1.1.0 release of RealPresence Debut. If a workaround is available, it is noted in the table.

### Known Issues

Category	Issue ID	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.	
Audio	ELEP-2062	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	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	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	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.	

### Known Issues

Category	Issue ID	Description	Workaround
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 10-15 seconds for the RealPresence Debut system to send content.	Use the HDMI connection to send content.
Content	ELEP-2064	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.	
Display	ELEP-72	Some PCs cannot use duplicate monitor mode to send HDMI content.	Select extension monitor mode to send HDMI content.
Interoperability Broadsoft	ELEP-280	Incoming and outgoing Polycom RealPresence Debut calls cannot be placed on hold or transferred with BroadWorks call manager.	
Network	ELEP-1606	On a RealPresence Debut system, sometimes after changing the VLAN setting to LLDP or static VLAN settings, the registration times out.	
Network	ELEP-2007	On a RealPresence Debut system, sometimes the control priority in the Static VLAN setting is unable to work for H.323 protocol.	
Network	ELEP-2082	Sometimes the control priority for SIP protocol does not work when RealPresence Debut systems switch from LLDP to Static VLAN settings.	
Power	ELEP-1535	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"> <li><b>1</b> Use a different Power over Ethernet switch. Some power over Ethernet switches may not be compatible with RealPresence Debut systems.</li> <li><b>2</b> Disconnect and reconnect the HDMI cable to the RealPresence Debut system.</li> <li><b>3</b> Use the power adapter to power on the RealPresence Debut system.</li> </ol>

**Known Issues**

Category	Issue ID	Description	Workaround
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-2100	When a RealPresence Debut system is downgraded to an older software version, all RealPresence Debut system settings are automatically set to default settings.	
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.	
System	ELEP-1823	Occasionally, a RealPresence Debut system might shut down after sharing content or stopping content.	
User Interface	ELEP-2021	RealPresence Debut systems are unable to upload background images with non-English or special characters in the file name.	Ensure background image file names contain only English characters including: space, hyphen and alpha-numeric characters.
Video	ELEP-1914	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.	

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