



FREQUENTLY ASKED QUESTIONS

Polycom[®] RealPresence Debut[™]

Q: What are the primary use cases for RealPresence Debut?

A: RealPresence Debut designed for three primary use cases at launch:

- For any size organization to extend affordable, simple, enterprise-grade video to huddle rooms and other smaller spaces
- For SMB and mid-market customers currently using consumer-grade video to move up to enterprise-grade video with an affordable and simple solution
- For customers using RealPresence Cloud-enabled hosted video services to easily add huddle rooms and other smaller spaces to that experience

Q: What makes RealPresence Debut unique from Polycom's other products for huddle rooms and smaller spaces?

A: RealPresence Debut is an all-in-one video conferencing solution designed to be very simple to set up. Many customers prefer this approach, as it is easier for non-IT users to quick get up and running, and there are no other room components to hide or extra cables getting in the way, which is especially important in smaller rooms.

Q: Can it work in a RealPresence Platform enterprise environment?

A: Yes – it can be provisioned and managed by RealPresence Resource Manager, and leverage the other benefits of our platform strategy, such as multi-point conferencing, firewall traversal, recording and streaming, and more. There may be specific platform features that are not yet supported on RealPresence Debut – for example, RealPresence Concierge is not support at initial release.

Q: What does RealPresence Debut have to offer SMB and mid-market customers?

A: All too often, smaller customers use consumer-grade video options, even though they offer inferior and inconsistent experiences, because they cost less and are easier to get up and running than traditional enterprise video conferencing. RealPresence Debut offers enterprise-class video, audio and content experiences at an affordable price that is simple to set up, making it a great option for smaller customers to move up to better quality and more reliable collaboration experiences.

Q: Is there a cloud story with RealPresence Debut?

A: Yes, it is designed to work out of the box with RealPresence Cloud-enabled services. Customers simply order RealPresence Debut along with the service, enter their account credentials at initial setup, and they are up and running in just a few minutes.

Q: How about with other VaaS offerings from Polycom partners?

A: We are working closely with Polycom service provider partners to get RealPresence Debut up and running on their hosted video services.

Q: What is the core value proposition – why are we offering it?

A: RealPresence Debut is built around simplicity. It's simple to install, with its all-in-one design and just two cables to connect. It's simple to configure, with RealPresence Resource Manager provisioning for enterprise customers, easy connections to RealPresence Cloud-enabled services, and Zero-Touch Provisioning for other hosted video partners. It's simple to use, with an interface that is consistent with other Polycom solutions. Many customers need good enterprise-quality video, audio and content in a package that removes the complexity from video deployments – those customers are an ideal target for RealPresence Debut.

Q: Does it run the same software as RealPresence Group Series?

A: No – RealPresence Debut runs different software than Group Series.

Q: Can it use the same peripherals, such as cameras and microphones, as RealPresence Group Series?

A: No – RealPresence Debut has its own optional expansion microphone available (not the same as Group Series), and shares no common accessories with Group Series. It cannot use any EagleEye cameras, any Group Series or HDX microphones, EagleEye Producer or Director, RealPresence Touch, or any other accessories.

Q: Is the user interface consistent with Group Series?

A: Yes, both were designed for consistency with each other, as well as the overall Polycom solution, so a user who is familiar with any Polycom endpoints should be able to use RealPresence Debut with little to no training.

Q: Can it use the same remote control as RealPresence Group Series?

A: No – RealPresence Debut comes with its own unique remote control, though the button arrangement and icons are similar to the Group Series remote control.

Q: Can it integrate with a control system such as AMX or Crestron, or is any other touch interface available?

A: The only user control for RealPresence Debut is through the remote control with the on-screen interface. APIs are not available for third-party control systems, and it cannot be used with RealPresence Touch or Polycom Touch Control.

Q: Should we recommend RealPresence Debut for customers who are using Group Series in their other conference rooms?

A: For customers using Group Series in other rooms, we recommend the Group 310 for huddle rooms and other smaller spaces. Some customers may prefer RealPresence Debut due to its lower cost and all-in-one design. However, if Group 310 is deployed they will enjoy:

- Feature consistency with their other Group Series rooms
- Common peripherals between their rooms, such as cameras, microphones, EagleEye Producer and RealPresence Touch, none of which are supported on RealPresence Debut
- A much richer feature set on Group Series, such as Acoustic Fence, full-motion 1080p video and content, native Skype for Business integration, VisualBoard, dual registration (H.323 and SIP at the same time), and much more
- Consistency with the admin UI, Resource Manager provisioning fields, and other management attributes

Q: Does RealPresence Debut have native Microsoft integration?

A: It does not have native integration with Microsoft Lync or Skype for Business.

Q: Does it support dual monitors?

A: No, it has a single HDMI output for one display.

Q: What is the price?

A: The global MSRP will be \$1,999, with appropriate currency and regional adjustments.

Q: What is the release schedule? When will it be available in my country?

A: RealPresence Debut is expected to begin shipping in January 2016. The following is the currently expected list of availability for select countries, subject to change based on regulatory approval:

- January 2016: North America, EU/EFTA, China, Hong Kong, India, Japan, Australia, New Zealand
- March 2016: Russia, Belarus, Kazakhstan, South Africa

DOCUMENT TITLE

- June 2016: Brazil
- Availability TBD: Argentina, Indonesia, Israel, Malaysia, Mexico, Saudi Arabia, Singapore, South Korea, Taiwan, UAE, Ukraine