DOLBY
VOICE

Dolby Conference Phone

Configuration Guide for BT MeetMe with Dolby Voice

Version 4.1
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Contents

1 Introduction

This documentation provides instructions for configuring your Dolby Conference Phone for BT MeetMe with Dolby Voice. It is compatible with the 4.1 version of the Dolby Conference Phone.

- About this documentation
- New in this version
- Related documentation
- BT Conferencing support
- Documentation feedback

1.1 About this documentation

This guide presumes an enterprise network environment and does not cover provisioning of the service. For additional information, contact BT Conferencing support directly.

Note: Some procedures in this guide are optional, depending on your network settings. If you see a step marked as optional and you are not sure what to do, check with your local system administrator for assistance.

Configuration procedures on page 6 explains how to configure network settings and activate the phone.

Updating credentials and certificates on page 17 explains how to update 802.1x credentials and upload device certificates.

Deactivating the BT MeetMe with Dolby Voice service on page 19 explains how to deactivate the conferencing service.

Troubleshooting configuration issues on page 21 explains how to resolve problems with the Dolby Conference Phone.

Related information

1.2 New in this version

Dolby Conference Phone software (version 4.1) does not include any updates to this document.

1.3 Related documentation

Review all of the Dolby Conference Phone documentation to ensure that the phone is set up correctly so that you have the best conferencing experience possible.

These documents are available:

- *Dolby Conference Phone Administrator's Guide*

  This guide explains how to set up and provision the Dolby Conference Phone.

- *Dolby Conference Phone Quick Start Guide*

This guide describes the contents of the phone package, how to assemble the phone, and how to connect the phone to the network. The quick start guide is included in the phone package. It is also available from the Dolby Conference Phone support pages.

- *Dolby Conference Phone User's Guide for BT MeetMe with Dolby Voice*

   This guide describes how to use the basic and advanced phone features, and how to customize the phone.

- *Dolby Conference Phone Open Source Software Guide*

   This guide describes the open source software used in the Dolby Conference Phone software.

- *Dolby Satellite Microphone Quick Start Guide*

   This guide describes the contents of the microphone package and how to connect them to the Dolby Conference Phone. The quick start guide is included in the microphone package. It is also available from the Dolby Conference Phone support pages.

- *Dolby Voice Product Compatibility Guide*

   This guide describes the compatibility relationships between the various Dolby Voice products.

1.4 BT Conferencing support

Read the *Dolby Conference Phone Administrator's Guide* for a more complete description of anything mentioned in this document. If you are still unable to resolve your problem, BT Conferencing provides support by email or phone. Choose the support location closest to your time zone.

For email support, contact:

- Americas: helpdesk@btci.com
- Asia Pacific: asia.conferencing@bt.com
- United Kingdom and Europe: btc.meetme@bt.com

For phone support, go to http://www.btconferencing.com/contact-us/.

1.5 Documentation feedback

If you have comments or feedback about this documentation, send us an email at dolbyvoicedocs@dolby.com.

2 Configuration procedures

After you configure the Dolby Conference Phone network settings and options, you can activate the phone with BT MeetMe with Dolby Voice.

- Prerequisite information
- Plug-and-Play Setup
- Plugging in and setting up the phone automatically
- Configuring 802.1X
- Opening the phone web interface
- Configuring the operational mode
- Configuring Network Time Protocol (NTP)
- Specifying a proxy server
- Specifying VLAN and LAN settings
- Firewall configuration requirements
- Setting the phone display name
- Activating a phone with a PIN

2.1 Prerequisite information

Before configuring the phone, gather the required user and network information.

Note: Your local system administrator can provide these details.

Attributes	Description
BT activation PIN	Optional: You may have received an activation PIN from BT for the specific phone you are setting up.
802.1x user name 802.1x password	Optional: User name/password will be required for the phone to access the LAN and acquire an IP address if LAN authentication is in place.
NTP server 1	Required: Required for the phone to have the correct date and time. Can be an IP address or domain name.
NTP server 2	Optional.
Proxy server address	This can either be a URL to a proxy automatic configuration (PAC) file or an IP address. **Note:** If using a PAC file or Web Proxy Automatic Discovery, see the *Dolby Conference Phone Administrator's Guide*.
Proxy server credentials: User name and password	If the proxy server requires devices to authenticate before being allowed access, then a user name and password are required.
Voice and data virtual LAN (VLAN)	Determine whether there are separate voice and data VLANs.
Do the LAN switches have Link Layer Discovery Protocol (LLDP) enabled?	If your network is configured this way, your phone will discover your VLAN settings when you turn on the enable LLDP setting.

Attributes	Description
Does the voice VLAN have access to the Internet via the above proxies?	If no, the phone cannot be placed in the voice VLAN and must be placed in the data VLAN.
Do the LAN switches support Power over Ethernet (PoE)?	The phone requires 13 W of power to be delivered over the LAN cable. A power injector (not supplied) may also be used if PoE switches are not present.

2.2 Plug–and–Play Setup

With Plug-and-Play Setup, the Dolby Conference Phone is provisioned automatically by your conferencing service provider's provisioning service.

The phone can utilize your proxy server to connect to the aforementioned servers. During setup, the phone will automatically discover the proxy server on your network.

2.3 Plugging in and setting up the phone automatically

Each Dolby Conference Phone requires a wired network connection, preferably supporting PoE. Once your phone is plugged in, many settings may be automatically detected.

Prerequisites

The Dolby Conference Phone requires 13 W of power to be delivered over the LAN cable. If your Ethernet LAN switch ports do not support PoE, you will need a PoE injector (not supplied) for each phone.

Procedure

1. Connect the phone to a PoE Ethernet port on the network using an Ethernet cable.

   The setup wizard appears on the phone. The screens vary depending on your network setup.

2. If the phone has Internet access and can connect to the Dolby Voice Console and your conferencing service provider's provisioning service:

   This only happens if you meet the requirements for Plug-and-Play Setup setup.

   Requirements for Plug–and–Play Setup vary based on your conferencing service provider. For a list of requirements, see the configuration guide for your conferencing service provider.

   • If the phone is recognized by the Dolby Voice Console, the phone connects to your conferencing service provider's provisioning service. No additional action is required to provision the phone.
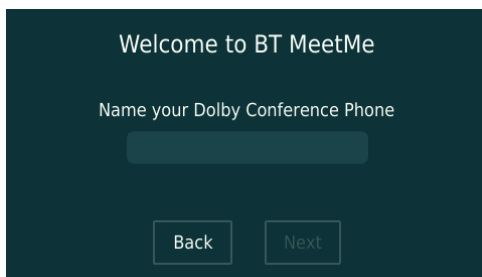
- If the phone is not recognized by the Dolby Voice Console, select your conferencing service provider from the list. Follow the on-screen prompts to connect the phone to your conferencing service provider's provisioning service.

  If this does not happen, proceed to the next step.

3. If the phone discovers a Dolby Conferencing Console or a provisioning server on your network, follow the on-screen prompts to connect the phone to one of these provisioning servers.

   This only happens if the phone's administrator completed preparations so that the phone can discover the presence of a Dolby Conferencing Console or a provisioning server by means of a Domain Name System (DNS) SRV record.

   If this does not happen, proceed to the next step.

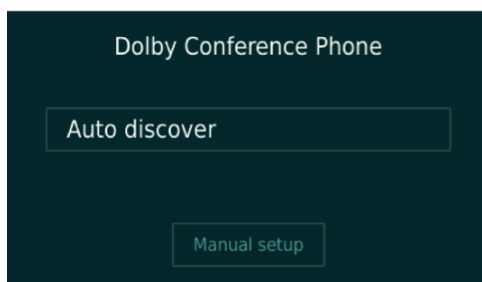4. If you cannot set up the phone with the methods mentioned earlier, you must perform Manual Setup.

   a) Choose **Manual setup** from this screen:

   b) Follow the on-screen prompts to connect the phone to your Dolby Conferencing Console or provisioning server.

Results

The phone is now connected to either your conferencing service provider's provisioning service, or a Dolby Conferencing Console or a provisioning that is on your network.

What to do next

If needed, see the *Dolby Conference Phone Administrator's Guide* for complete information and instructions for these setup methods:

- Plug-and-Play Setup

- Automatic Local Setup

- Manual Setup

2.4 Configuring 802.1X

If your network requires 802.1X during the network setup portion of the setup wizard, you must complete 802.1X setup.

About this task

Depending on the 802.1X configuration, you may need to accept the authentication server certificate. The setup wizard guides you through the process and detects many of the settings for you, including your VLAN and IP network settings. In this figure, the Dolby Conference Phone has detected those settings on initial setup.
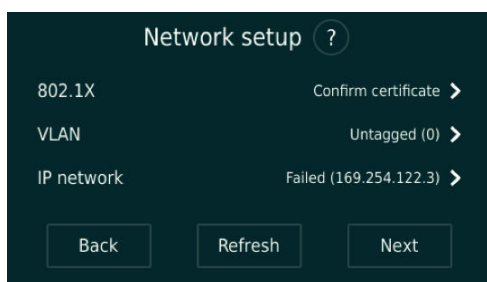
If you see this screen, you can configure some 802.1X options directly in the wizard.

You can also upload certificates to the Dolby Conference Phone using the phone web interface.

📝 **Note:** If you use a self-signed authentication certificate, or a certificate authority that is not in the default Dolby Conference Phone trusted certificate authority list, we recommend that you use local setup with the Dolby Conferencing Console for 802.1X. The Dolby Conferencing Console makes it easier to distribute the certificate. For more information, see 802.1X deployment with Dolby Conferencing Console.

Procedure

1. If a –based authentication method is selected by the authentication server, you are prompted to review the server certificate information.
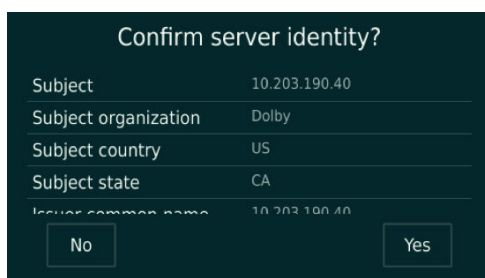
2. Enter the user name and password when the server requires credentials for authentication. Depending on the authentication server configuration, you may be prompted to enter authentication credentials before you accept the server certificate.
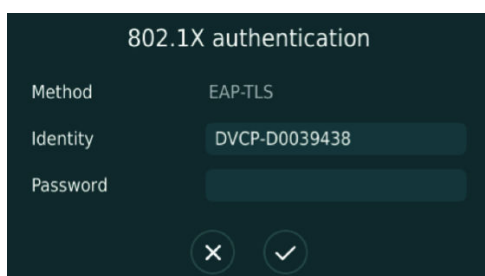
2.5 Opening the phone web interface

Enter the phone IP address in your web browser to open the phone web interface.

Prerequisites

You must have a network-connected desktop or laptop computer with a web browser supporting HTML5 installed. (Modern versions of Internet Explorer, Firefox, Chrome, and Safari are supported.)

The web browser will be used to configure the phone, so it must have IP network connectivity to the Dolby Conference Phone.

Procedure

1. From the phone home screen, tap this sequence:

    > > **About** > **General**
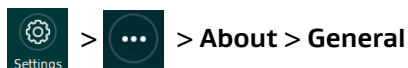
2. Scroll down until you see the IP address.

3. Enter this URL in the browser address bar.

   If a security warning displays, accept the warning and proceed.

   `https://`*`your phone IP address`*

4. Log in to the Dolby Conference Phone using the default credentials:

   • **Username** = `admin`

   • **Password** = `1739`
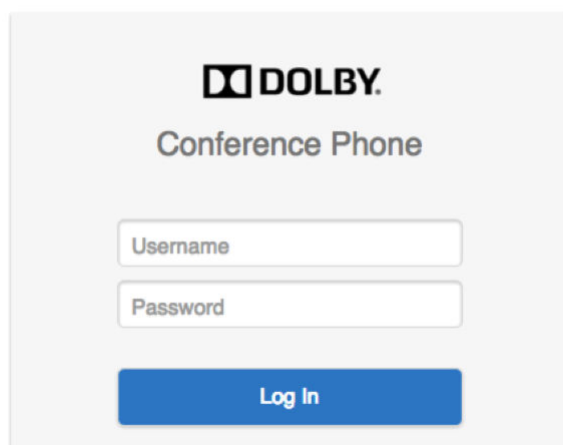
2.6 Configuring the operational mode

You can configure the Dolby Conference Phone for either Conferencing mode or Dual mode.

About this task

Conferencing mode
Use if you plan on using your phone with the BT MeetMe with Dolby Voice only.

Dual mode
Use if you want to integrate IP private branch exchange (PBX) with the BT MeetMe with Dolby Voice.

Configuration parameter description	Configuration parameter name
Selects the operational mode	`Features.OperationMode`

Procedure

1. Go to **Settings** > **Features** in the phone web interface.

2. Choose a value for **Operation Mode**.

   In Dual mode, the home screen appears as shown in this figure.
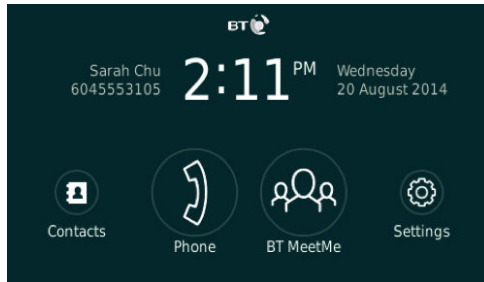
2.7 Configuring Network Time Protocol (NTP)

The Dolby Conference Phone uses a time server to synchronize the clocks on all of the phones in the network. You must specify Network Time Protocol (NTP) servers in the network settings so that you can use features like the calendar and other functionality dependent on accurate time and date.

About this task
We recommend that the Dolby Conference Phone and the Intel (NUC) reference the same NTP server. Default NTP servers are available. However, if your network blocks access to NTP servers on the Internet, you must configure a local NTP server.

Procedure

1. Click the **+** to open the network settings parameters.
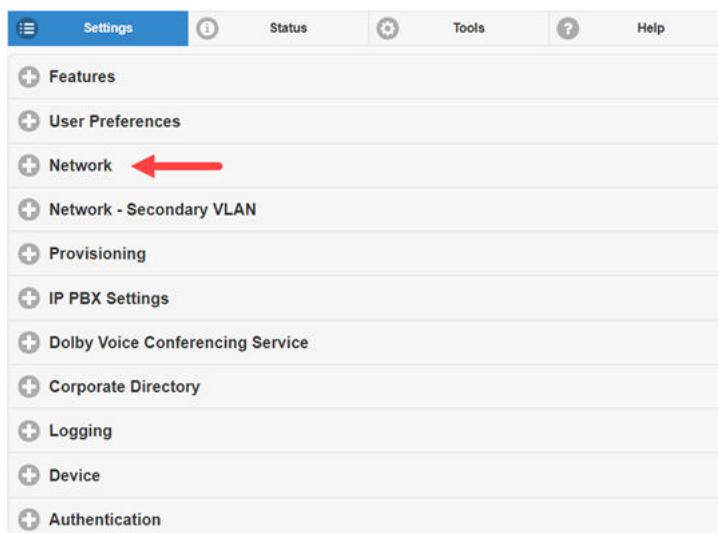
2. Click the **+** to open the **NTP** section.

3. Enter the server addresses provided by your local system administrator.

What to do next
For more information about configuring NTP, see the *Dolby Conference Phone Administrator's Guide*.

2.8 Specifying a proxy server

Some network configurations and phone software require that you specify a proxy server in the web interface.

About this task

📝 Note: Depending on your network settings and phone software version, this procedure may not be necessary. For a complete description of this functionality, see the *Dolby Conference Phone Administrator's Guide*.

The following information is required:

Attributes	Description
Proxy server address	IP address or fully qualified hostname (for example, proxy01.prd.mycompany.com.
Proxy server credentials: User name and password	If the proxy server requires devices to authenticate before being allowed access, then a user name and password are required.

Procedure

1. Click the **+** to open the **Dolby Voice Conferencing Service** > **Proxy** section.

2. Enter the proxy address provided by your local system administrator.

2.9 Specifying VLAN and LAN settings

If the VLAN and local area network (LAN) settings are not configured automatically, enter the LAN or VLAN information in the network settings.

About this task

📝 **Note:** Depending on your network settings and phone software version, this procedure may not be necessary. For a complete description of this functionality, including additional VLAN options, see the *Dolby Conference Phone Administrator's Guide*.

You will need information about the voice and data VLAN settings for your organization. The table describes the information that is required.

Attributes	Description
Voice and data VLAN.	Determine whether there are separate voice and data VLANs.
Do the LAN switches have LLDP enabled?	If your network is configured this way, your phone will discover your VLAN settings when you turn on the enable LLDP setting.
Does the voice VLAN have access to the Internet via the above proxies?	If no, the phone cannot be placed in the voice VLAN and must be placed in the data VLAN. 📝 **Note:** You may have to disable LLDP to achieve this.

Procedure

1. Click the **+** to open the network settings parameters.

2. Do one of the following:

   • Open **Virtual LAN** and enter the manual VLAN ID as directed by your local system administrator.

   • Select **Enable LLDP** if your VLAN settings are configured to be discoverable.

   Both options are shown in the following figure.
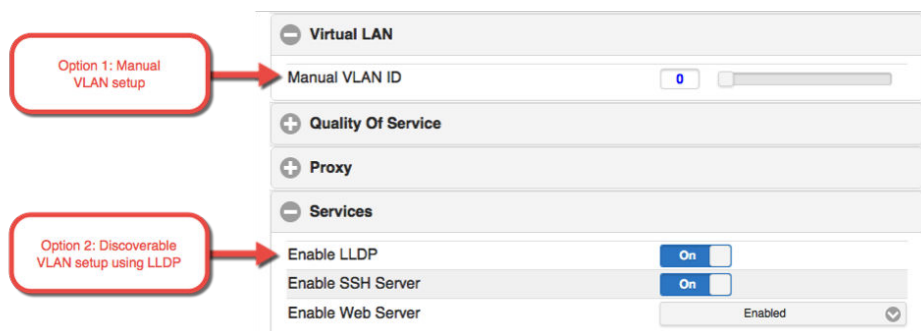
2.10 Firewall configuration requirements

If you have a firewall, the outgoing policy must be configured to meet BT Conferencing requirements.

• The Dolby Conference Phone uses Hypertext Transfer Protocol Secure (HTTPS) to access https://my.webjoin.com/ for authentication, so make sure this can pass through the firewall used by your organization.

  See Required Firewall Settings in the *BT IT Administrator Guide* for more information.

• The target addresses, as well as the protocols and ports used, are located here: http://www.btconferencing.com/downloads-library/apps/dolby-voice/

• The phone must have Internet access to both servers using HTTPS protocol (port 443):

  • The Dolby Voice Console and your conferencing service provider's setup app:

    https://console.dolbyvoice.com/

  • Your conferencing service provider's provisioning server:

    https://bt.dcc.dolbyvoice.com

The phone can utilize your proxy server to connect to the previously mentioned servers. During setup, the phone will automatically discover the proxy server on your network.

2.11 Setting the phone display name

The display name on the phone will appear in the conference roster when the phone joins conference calls, so this should be configured to a meaningful name.

• Use one of these procedures to set the display name of the phone:

• From the Dolby Conferencing Console software:

  a) From Dolby Conferencing Console, select a device, and then click the **Edit device configuration** button.

b) From **IP IPBX** > **Account**, drag **Display name** to the device configuration.

c) In the `Sip.Account.DisplayName` field, type a device name.

- From the phone web interface:

a) Click the **+** to open the **IP PBX Settings** > **Account** section.

b) In the **Display Name** field, enter the device name.

What to do next

After you complete these steps, tap this sequence to reboot your phone before activating or registering your phone with BT MeetMe with Dolby Voice:

 > > **Reboot phone**

2.12 Activating a phone with a PIN

Normally, the system administrator activates the phone with BT MeetMe with Dolby Voice remotely by using a provisioning server or the Dolby Conferencing Console. However, sometimes they may ask end-users to activate the phone from the touch screen instead by using a PIN provided by BT.

About this task

This procedure explains how to activate the phone with BT MeetMe with Dolby Voice from the phone's touch screen.

Procedure

1. From the phone's touch screen, tap **Settings** > **...** > **About** > **Status** > **Conference registration** > **Activate BT MeetMe**.

   The **BT MeetMe Registration** screen displays.

2. Enter the Activation PIN and tap ✓.

`Activation successful!` displays when activation is complete.

Results

You can now start or join BT MeetMe with Dolby Voice conferences.

3 Updating credentials and certificates

You can update 802.1x credentials and upload device certificates without rebooting the Dolby Conference Phone.

- Updating 802.1x authentication credentials
- Uploading a new CA certificate

3.1 Updating 802.1x authentication credentials

You can update 802.1x authentication credentials without rebooting or resetting the Dolby Conference Phone.

Procedure

1. From the phone home screen, tap this sequence:

    > > **Administrative Settings**
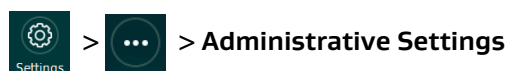
2. Enter the administrator password, and tap **Enter**.

3. Select **Network configuration** > **802.1x**.
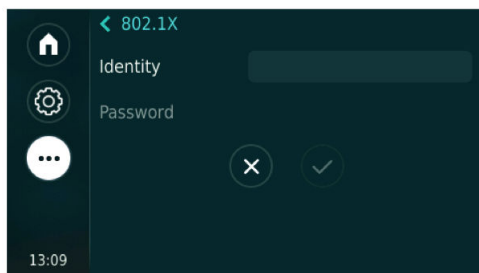
3.2 Uploading a new CA certificate

You can change the CA certificate store using the phone web interface.

About this task

Use this procedure in cases where Dolby Conferencing Console is not available or you do not have access to a provisioning server. You must make sure the Dolby Conference Phone is configured in a network that permits you to connect to the phone web interface from your computer. The Dolby Conference Phone accepts .pem and .cer file types.

Procedure

1. Log in to the phone web interface.

   For instructions, see the *Dolby Conference Phone Administrator's Guide*.

2. Select **Tools** > **Certificates** > **Import CA certificates**.
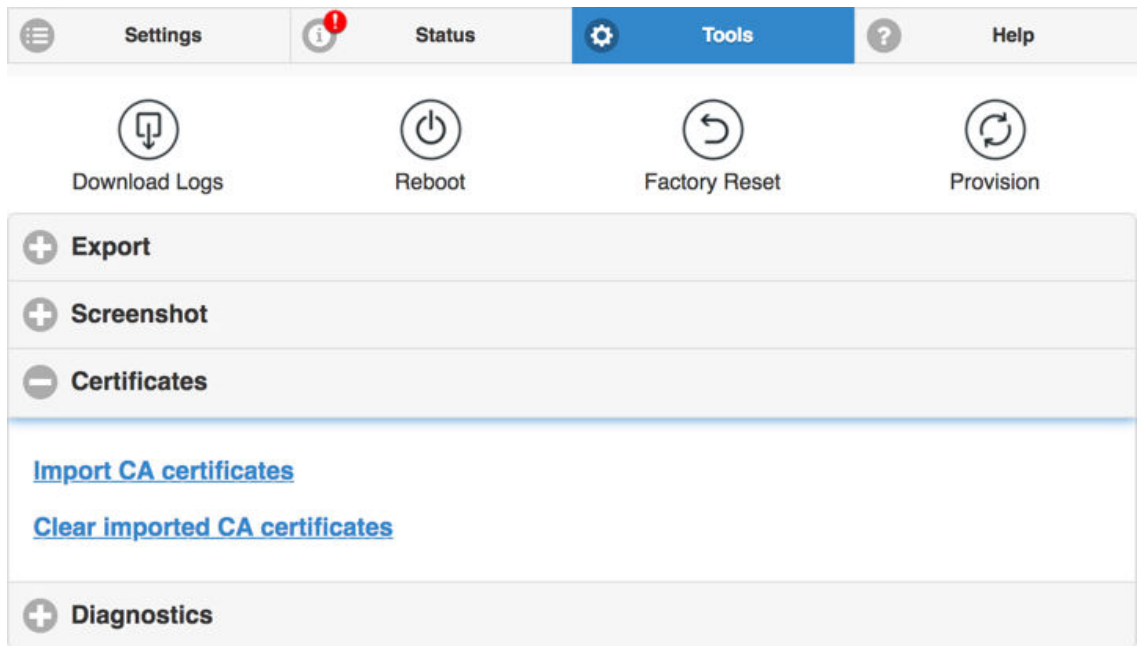
3. A dialog box displays, from which you can navigate to the certificates on your system.

Results

When the upload is complete, the number of certificates uploaded is displayed.

4 Deactivating the BT MeetMe with Dolby Voice service

You can deactivate the BT MeetMe with Dolby Voice service by using either the diagnostic shell or the web interface. A factory reset does not delete the BT service certification authority (CA) certificate.

- Deactivating the service using the web interface
- Deactivating the service using the diagnostic shell

4.1 Deactivating the service using the web interface

You can deactivate the BT MeetMe with Dolby Voice service from the web interface.

Procedure

1. Select **Tools** > **Utilities**.

2. Click **Deactivate BT MeetMe**.

   A pop-up message asks you to confirm deactivation. Your phone reboots after you select **Yes**.

4.2 Deactivating the service using the diagnostic shell

The BT MeetMe with Dolby Voice conferencing service can be deactivated through a diagnostic shell command: `deactivateBTService`. Once the service is deactivated, the phone no longer accepts a BT MeetMe with Dolby Voice chairperson or participant passcode until it is activated again.

About this task

Here are a few tips about running the diagnostic shell:

- The shell service is accessed via SSH, and only one instance of the shell service is supported at any given time.

- The service starts when the phone boots up, but it is accessible only if the configuration parameter (`Network.Services.SSHEnabled`) is enabled, which is the default.

- Enter the administrative user name and password to use the diagnostic shell.

- The session will time out after 30 minutes of inactivity.

Shell service commands are automatically generated for each phone software release. It can include localized command help, function calls, and diagnostic tests.

📝 **Note:** If you perform a factory reset of your Dolby Conference Phone, it resets all settings and deletes all data on the phone displays and in the web interface. However, the BT service CA certificate is not removed from the phone.

Procedure

1. From a terminal window, enter this command:

   `ssh admin@`*`ip_address`*

where *ip_address* is the phone IP address that you can find in the **General** settings screen on the phone touch panel. The default administrative password for the phone is 1739.

2. At the shell prompt, enter the **deactivateBTService** command.

5 Troubleshooting configuration issues

There are several ways you can try to diagnose system issues before escalating to BT support. You can try making a diagnostic call, or troubleshoot an issue based on the error message.

- Making a diagnostic call
- Error messages
- BT MeetMe with Dolby Voice conference call issues
- Manually overriding DHCP assigned DNS settings

5.1 Making a diagnostic call

You can use the web interface to make a diagnostic call.

Prerequisites

This feature is available only for Dolby Conference Phone 3.0 or later.

About this task

📝 Note: Starting with release 3.0, the Dolby Conference Phone supports failover during the meeting join process for BT MeetMe with Dolby Voice. Refer to the application programming interface (API) documentation for those details.

Procedure

1. From the **Tools** tab, click **Diagnostics**.
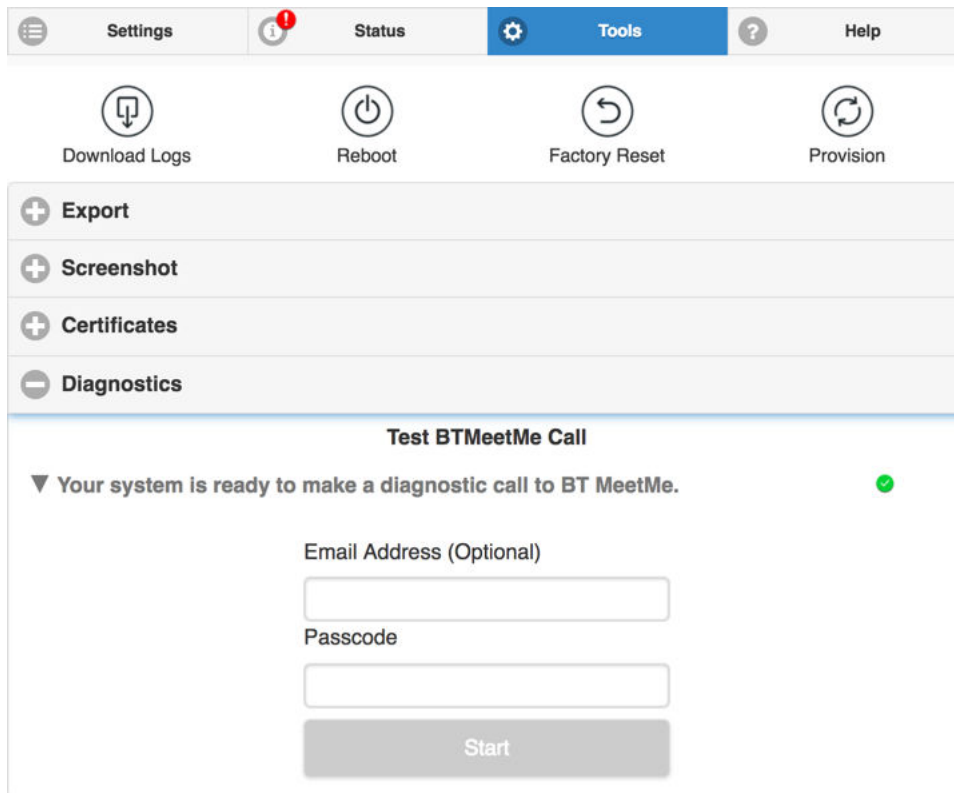
2. Optionally enter your email address, enter your passcode, and click **Start**.

Results

If there are any issues on the call, the web interface displays error messages to assist in resolving the problem.

5.2 Error messages

Error messages describe the causes and possible solutions to problems.

Error message	What administrator should do
`Conference not found, or you do not have access to the conference.`	The BT Conferencing service returned a 404 error. Contact the BT Conferencing administrator.
`Dial out not allowed for this conference.`	The chairperson tried to dial out to another participant and does not have permission to do so.
`Dial out failed on the call control system.`	The chairperson tried to dial out to another participant, and there was an error with the call control system. Contact the BT Conferencing administrator.
`Dial out failed.`	The chairperson tried to dial out to another participant, and there was an unknown error. Contact the BT Conferencing administrator.
`Eject failed.`	The chairperson tried to eject a participant, and the operation was not successful. Contact the BT Conferencing administrator.
`The given line cannot have the operator requested by the current user.`	Contact the BT Conferencing administrator.
`Operator request failed.`	Contact the BT Conferencing administrator.

Error message	What administrator should do
`The given lines cannot be muted or unmuted by the current user.`	The user has tried to mute or unmute their line, and the operation failed. Contact the BT Conferencing administrator.
`Failed to mute the users.`	The chairperson has tried to mute or unmute a participant line, and the operation failed. Contact the BT Conferencing administrator.
`Failed to change mute all property.`	The chairperson has tried to mute all participant lines, and the operation failed. Contact the BT Conferencing administrator.
`Failed to change audio recording property.`	The chairperson has tried to start or stop audio recording, and the operation failed. Contact the BT Conferencing administrator.
`Meeting not found.`	The chairperson or participant entered an invalid passcode.
`Service unavailable.`	The BT Conferencing service is unavailable. Contact the BT Conferencing administrator.
`Please enter your Activation PIN.(400)`	The activation PIN must be entered to activate the phone.
`This Activation PIN is not valid with this phone. Please check and re-enter. (401)`	The phone serial number and the activation PIN allocated by BT do not match. Contact the BT Conferencing administrator.
`Our systems cannot locate this phone. Please contact the BT help desk number located in your welcome email. (404)`	Contact the BT Conferencing administrator.
`This Activation PIN has expired. Please contact the BT help desk number located in your welcome email. (410)`	Contact the BT Conferencing administrator.
`DVCP client certificate is invalid. Please contact the BT help desk number located in your welcome email. (412)`	Contact the BT Conferencing administrator.
`This phone has been deactivated. Please contact the BT help desk number located in your welcome email. (423)`	Contact the BT Conferencing administrator.
`An error has occurred in this activation. Please contact the BT help desk number located in your welcome email. (500)`	Contact the BT Conferencing administrator.
`The server has rejected the connection request.`	Check the configuration, especially `Dvms.Server.Address`, to see if it is pointing to the right service. The default URL is https://my.webjoin.com/dolby/ws/rest/callcontrol. If the configuration is correct, this could be a BT service issue that needs to be reported to the BT Conferencing administrator.

Error message	What administrator should do
The server has closed the connection.	Check the configuration, especially `Dvms.Server.Address`, to see if it is pointing to the right service. The default URL is https://my.webjoin.com/dolby/ws/rest/callcontrol. If the configuration is correct, this could be a BT service issue that needs to be reported to the BT Conferencing administrator.
Network timeout.	The phone cannot reach the server. Check with your local organization's IT department to make sure the network is up and the firewall settings are correct.
The server cannot be found.	The phone cannot find the server IP through DNS. Check with your local organization's IT department to make sure the network is up and the firewall settings are correct.
The phone has canceled the request due to a network problem.	The BT Conferencing service is not responding to the Dolby Conference Phone request. Contact the BT Conferencing administrator.
The phone is experiencing a temporary network failure.	Consult with the IT department of your local organization. On the phone user interface home screen, check the network status by going to **Settings** > **(…)** and then **About** > **Status** > **IP network**.
An unknown network error has occurred.	Consult with the IT department of your local organization. On the phone user interface home screen, check the network status by going to **Settings** > **(…)** and then **About** > **Status** > **IP network**.
The connection to the proxy server was refused.	Verify that the proxy port is provided correctly, `Dvms.Proxy.Port`.
The proxy server closed the connection prematurely.	Consult with the IT department of your local organization.
The proxy host name was not found.	Consult with the IT department of your local organization. Verify that the proxy server name provided under `Dmvs.Proxy.Address` is correct or that the name can be resolved through DNS.
The connection to the proxy timed out.	Consult with the IT department of your local organization. Verify that the proxy server name provided under `Dmvs.Proxy.Address` is correct and that the proxy server is up.
The proxy authentication failed.	If the proxy server is configured for the phone to connect to the BT Conferencing service, check whether the credentials are provided correctly. The configuration parameters are `Dvms.Proxy.User` and `Dvms.Proxy.Password`.
An unknown proxy-related problem has occurred.	Consult with the IT department of your local organization.
Unknown network error (*text*).	Contact the BT Conferencing administrator.
Invalid passcode.	The chairperson or participant has entered an invalid passcode. Verify and try again.
Please enter valid email address.	The chairperson or participant has entered an invalid email address. Verify and try again.
Phone cannot connect to the tunnel server (Error code: 902)	Contact the BT Conferencing administrator.
Phone cannot connect to the SIP server (Error code: 903)	Contact the BT Conferencing administrator.

Error message	What administrator should do
`Email required to join this meeting (Error code: 975)`	The user needs to provide their valid email address in addition to the passcode in order to join the meeting.
`The provided email address is invalid (Error code: 976)`	The email address provided by the user is not a valid email address for use with the BT Conferencing service.
`The phone is not known to the system (Error code: 977)`	The phone is not registered with BT Conferencing service.
`The phone is not active in the system (Error code: 978)`	The phone was deactivated by the BT Conferencing service.
`Unknown error (Error code: 979)`	An unknown error occurred in the BT Conferencing service.
`Meeting not found with provided passcode and email (Error code: 980)`	No meeting was found with the passcode and email address that the user provided.
`Meeting not found with combination of provided passcode and phone (Error code: 981)`	The BT Conferencing service could not find the meeting using just the passcode and a registered phone. The phone may be registered to a different user. Contact the BT Conferencing administrator for more information.
`Service error: too many request redirects (Error code: 982)`	Contact the BT Conferencing administrator.
`Service error: resource unavailable (Error code: 983)`	Contact the BT Conferencing administrator.
`Unexpected error (Error code: 984)`	Contact the BT Conferencing administrator.
`Phone is disabled by the service provider`	During the BT MeetMe with Dolby Voice activation process, the phone encountered an error and the service provider disabled the phone for activation. Contact the BT Conferencing administrator.
`The service encountered a temporary error`	There is an issue with the BT MeetMe with Dolby Voice conferencing service. Ask the user to rejoin the meeting.

5.3 BT MeetMe with Dolby Voice conference call issues

There are several possible solutions to issues with your BT MeetMe with Dolby Voice conference call.

Issue	Solution
The BT MeetMe with Dolby Voice conferencing service does not accept the activation PIN that the user entered. One of the following messages displays on the phone: • `Please enter your Activation PIN. (400)` • `This Activation PIN is not valid with this phone. Please check and re-enter. (401)` • `Our systems cannot locate this phone. Please contact the BT help desk number located in your welcome email. (404)` • `This Activation PIN has expired. Please contact the BT help desk number located in your welcome email. (410)` • `DVCP client certificate is invalid. Please contact the BT help desk number located in your welcome email. (412)` • `This phone has been deactivated. Please contact the BT help desk number located in your welcome email. (423)` • `An error has occurred in this activation. Please contact the BT help desk number located in your welcome email. (500)`	Contact the BT Conferencing administrator.
The user cannot start or join a conference. The message `Unable to find meeting` displays.	The possible reasons for the failure are: • The user entered the wrong passcode. • The user entered an email address that does not match the passcode. • The BT authentication token is invalid. (If the user is sure that the passcode was entered correctly, then the problem is likely an invalid token.) If confirmed, contact BT customer support for assistance.
The message `The phone has encountered an SSL negotiation error` displays.	The phone is not configured correctly to communicate with the BT Conferencing service securely. Check out the installed certificate on the device first. If it is installed correctly, you should see one or two CA certificates issued by GeoTrust, valid until the year 2022. If these certificates are not present, set up a configuration file for the phone to download the CA certificate. See the *Dolby Conference Phone Administrator's Guide* for instructions.

Issue	Solution
The user cannot start or join a conference. The message `Service unavailable` or `Meeting not found` displays.	If the BT service is unavailable or the meeting is not found, the user may be able to connect through an IP call if the phone is connected to an IP PBX. Tap **(?)** on the display screen to see more information about the error. The error could be any of these:

- `Phone cannot connect to the tunnel server (902).`

- `Phone cannot connect to the SIP server (903).`

- `Error connection refused (950).` Contact BT.

- `Remote host closed (951).` Contact BT.

- `Error time-out (952).` Check the network connection, and if the error persists, contact BT.

- `Host not found (953).` Check DNS settings, and if the error persists, contact BT.

- `Operation canceled (954).` Contact BT.

- `SSL Handshake error (955).` Check the system time and the BT service certificate expiry date, and if the error persists, contact BT.

- `Temporary network failure (956)` and `Unknown network failure (957).` Check network connection between your network and BT, and if the error persists, contact BT.

- `Proxy connection refused (958)` and `Proxy connection closed (959).` Check HTTP proxy server.

- `Proxy not found (960).` Check HTTP proxy under `DVMS.Proxy.Server`, and if Web Proxy Automatic Discovery (WPAD) and PAC are set, check that HTTP proxy can be resolved by DNS.

- `Proxy authentication required (962).` Make sure the HTTP proxy credentials supplied under `Dvms.Proxy.User` and `Dvms.Proxy.Password` are correct.

- `Unknown HTTP proxy error (963).` Investigate the network path to the HTTP proxy server.

For any other error code, contact BT.

Issue	Solution
You cannot start or join a conference. One of these messages displays on the phone:	Contact the BT Conferencing administrator.

Issue	Solution
- Unexpected error. (974) - Email required to join this meeting (975) - The provided email address is invalid. (976) - The phone is not known to the system. (977) - The phone is not active in the system. (978).\ - Unknown error. (979) - Meeting not found with provided passcode and email. (980) - Meeting not found with combination of provided passcode and phone. (981) - Service error: too many request redirects. (982) - Service error: resource unavailable. (983) - Unexpected error. (984)	

5.4 Manually overriding DHCP assigned DNS settings

If you want to use another set of DNS settings, or if you do not have a valid DNS configuration, you can manually override the Dynamic Host Configuration Protocol (DHCP)–assigned DNS settings.

About this task
You can manually assign the domain name, the DNS server address, and the alternative DNS server address.

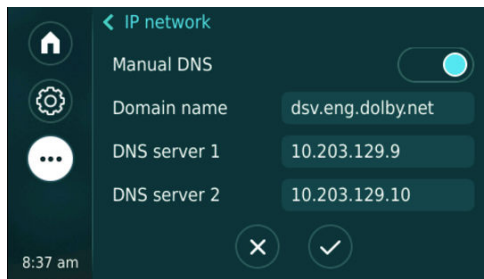📝 **Note:** When dual VLAN configuration is enabled, manual override is available only on the primary VLAN.

For more information, see the *Dolby Conference Phone Administrator's Guide*.

Procedure

1. From the phone home screen, tap this sequence:

    > > **Administrative Settings**

2. Enter the administrator password, and tap **Enter**.

3. Select **Network configuration** > **IP network**.

4. Enable **Manual DNS**.

5. Modify the **Domain name**, the **DNS server 1**, and the **DNS server 2** as required, and tap ✔.

Glossary

API

Application programming interface. A set of functions that can be used to access the functions of an operating system or other type of software.

DHCP

Dynamic Host Configuration Protocol.

DNS

Domain Name System. An Internet service that translates Internet domain and host names to IP addresses and conversely. DNS automatically converts between the name entered in a web browser and the IP addresses of the web server hosting the site whose URL is entered in the web browser.

HTTPS

Hypertext Transfer Protocol Secure. An application protocol for secure communication over a network and the Internet that provides authentication of websites and keeps user information private.

IP

Internet Protocol.

IP address

Internet Protocol address. A numerical identifier assigned to a device that is a member of a network that uses the IP for communication.

LAN

Local area network.

LLDP

Link Layer Discovery Protocol . A vendor-neutral link layer protocol for Ethernet network devices such as switches, routers, and wireless local area network (LAN) access points to announce information about themselves to other nodes on the network and store the information they discover, as defined in IEEE 802.1AB.

NTLMv2

A Microsoft security protocol that provides authentication, integrity, and confidentiality to users. NTLMv2 is part of Windows NT LAN Manager, which is a suite of security protocols.

NTP

Network Time Protocol. A network protocol for clock synchronization on computers.

PAC

Proxy automatic configuration. A file that defines how web browsers and other user agents can automatically choose the appropriate proxy server (access method) for fetching a given URL.

PBX

Private branch exchange. A phone system that is delivered as a hosted service.

PoE

Power over Ethernet. A solution in which an electrical current is run to networking hardware over Ethernet category 5 or higher data cabling.

SSH

Secure Shell protocol. An encrypted network protocol for secure data communication, remote command–line login, remote command execution, and other secure network services between two networked computers.

VLAN

Virtual LAN. Any broadcast domain that is partitioned and isolated in a computer network at the data link layer (OSI layer 2).

WPAD

Web Proxy Automatic Discovery. An Internet protocol that enables a web browser to automatically connect to a cache server (or proxy server) location in a network to retrieve stored web pages more quickly by than leaving the network to request the web page from the site of the originating web server.