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Procedure

1. Get the IP address of the Dolby Conference Phone.

From the home screen, tap  >  > **About** > **General** and scroll down until you see the IP address.

2. Open one of the supported web browsers.

For a complete list of supported web browsers, see the *Dolby Conference Phone Administrator's Guide*.

3. Enter `https://your phone IP address` in the browser address bar.

4. Log in as the administrator. (Default values are admin and 1739.)

5. Get the IP address of the PC.

From the **Settings** menu, navigate to **Dolby Voice Conferencing Service** > **Peer Device**.

The Dolby Conference Phone IP address and PC IP address may be on the same subnet. If they are not, you can try to ping the Dolby Conference Phone from the PC to see if they can connect.

6. Your IT administrator can move the two devices to the same network and adjust the Dolby Conference Phone VLAN.

The Dolby Conference Phone supports LLDP VLAN autodiscovery and manual VLAN setup:

- a) From the phone home screen, tap  >  > **Administrative Settings**.


- b) Enter the administrator password.

The default administrator password is 1739.

- c) Tap **Network configuration** > **Ethernet**.

- d) You can enable LLDP if your network supports VLAN autodiscovery through LLDP.

- e) Manually specify the VLAN ID.

 **Note:** A reboot of the Dolby Conference Phone is required to apply the new VLAN settings.

5.2.2 Troubleshooting 802.1X-related networking issues

You can troubleshoot 802.1X-related networking issues that may prevent your Dolby Conference Phone and the PC from being on the same network.

If using 802.1X authentication, the Dolby Conference Phone may have been placed on a guest network. The Dolby Conference Phone appears to have completed the plug and play setup properly because the guest network has Internet access. However, the PC may be on your data network with no network connection to the guest network.

You may need to import your certificate authority (CA) certificate into the Dolby Conference Phone:

- You can use a self-signed certificate, which must be manually imported into the Dolby Conference Phone. Otherwise, 802.1X authentication fails and the phone cannot be placed on the proper network.

For more information on uploading a new device certificate, see [Uploading a new CA certificate](#) on page 11.

- You must place the Dolby Conference Phone on a staging network that does not have strict security policies so that you can connect to the phone's IP address.

- You may have to supply device-specific authentication credentials.

5.3 Blue LED halo turns on for 10 seconds after setup, then turns off

After setup is complete, the LED halo on the phone lights up for 10 seconds, and then turns off.

About this task

This issue is most likely caused by a Microsoft Windows Firewall setup problem on the PC, where essential processes are not granted with firewall access. This issue is more common with the Dolby DVC-2 codec. You must run the BlueJeans run.bat script to set up the correct firewall rules.

Procedure

1. Connect a mouse and keyboard to the PC.
2. Navigate to the C:\Users*username*\AppData\Local\Huddle\current\PostInstaller directory.
3. Locate and double-click the run.bat file.
A pop-up displays asking if you want to allow the application to make changes to your device.
4. Click **Yes**.
A command prompt window opens and runs the firewall script.
5. Press **r** to restart.

```

Administrator: C:\Windows\System32\cmd.exe
Firewall rule already existing, so removing it
Firewall rule added successfully for Huddle
Firewall rule already existing for BlueJeans_Aps, so removing it
Firewall rule added successfully for Huddle-APS
Notifications are disabled successfully
Screensaver is disabled successfully
Auto-hide of taskbar is done successfully
Enabling Auto-save of crash dumps (Huddle.exe) is success
Enabling Auto-save of crash dumps (APS.exe) is success
If there are no errors reported, press r to restart. Press anyother key to quit:


```

5.4 Retrieving log files

You can retrieve log files from the BlueJeans Rooms with Dolby Conference Phone for debugging and troubleshooting issues.

Procedure

1. Get the IP address of the Dolby Conference Phone.
From the home screen, tap  >  > **About** > **General** and scroll down until you see the IP address.
2. Open one of the supported web browsers.

 **Note:** Make sure you have a computer that is on a network that can connect to the IP address.

3. Enter `https://your phone IP address` in the browser address bar.
4. Log in as the administrator. (Default values are `admin` and `1739`.)
5. From the phone web interface, select **Tools** and click **Download Logs**.

What to do next

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

6 Support information

If you have a problem, we recommend that you review this document and the related documentation. If you cannot troubleshoot the problem on your own, contact BlueJeans for support.

- [Reporting an issue](#)
- [Support contacts](#)

6.1 Reporting an issue

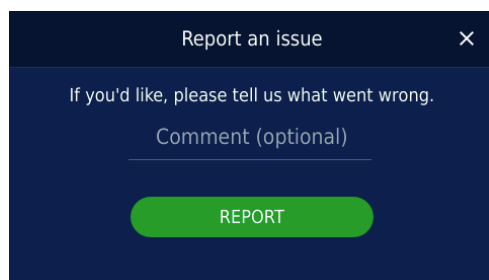
If you encounter a problem with the BlueJeans Rooms with Dolby Conference Phone, you can directly report an issue to BlueJeans using the phone user interface.

Procedure

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



2. In the comment field, enter the issue and tap **Report**.



6.2 Support contacts

In addition to reporting a problem using the BlueJeans Rooms with Dolby Conference Phone user interface, you can refer to the BlueJeans knowledge base, or directly contact BlueJeans for support.

For additional information and support:

- Visit the [BlueJeans Knowledge Base](#)
- Contact [BlueJeans Support](#)

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.

AWS

Amazon Web Services. The Amazon cloud computing services platform.

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.

DNS SRV

Domain Name System service record. A service record (SRV record) defines the location (the host name and port number) of a server in a DNS.

FTP

File Transfer Protocol. A network-based protocol designed for transferring data using a client-server architecture.

HD

High definition.

HTTP

Hypertext Transfer Protocol. An application protocol for hypermedia information systems, and the foundation for data communication for the World Wide Web.

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.

kbps

Kilobits per second.

LDAP

Lightweight Directory Access Protocol. An application protocol for querying or modifying items in corporate directories that allows sharing of information about users, devices, and applications on a network.

LED

Light-emitting diode.

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.

NUC

Next Unit of Computing. A small-form-factor personal computer designed by Intel.

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.

PC

Personal computer.

PKI

Public key infrastructure. A set of roles, policies, and procedures needed to create, manage, distribute, use, store, and revoke digital certificates and manage public-key encryption.

PoE

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

RPM

RPM Package Manager. A system for managing Linux software installation packages.

RTCP

RTP Control Protocol. A protocol for communicating quality-of-service information about Real-time Transport Protocol (RTP) sessions.

RTP

Real-time Transport Protocol. An IP network audio and video protocol.

SIP

Session Initiation Protocol. An application-layer communications protocol used for signaling and controlling communications sessions.

TCP/IP

Transmission Control Protocol/Internet Protocol. Communications protocols that specify how data should be formatted, addressed, transmitted, routed, and received at the destination. Part of the Internet protocols communications suite.

TLS

Transport Layer Security. A cryptographic protocol designed to provide communications security over a computer network.

UDP

User Datagram Protocol. A communications protocol that uses no handshaking dialogues to establish a connection with the remote host. UDP is a member of the IP suite.

URL

Uniform resource locator.

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.