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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

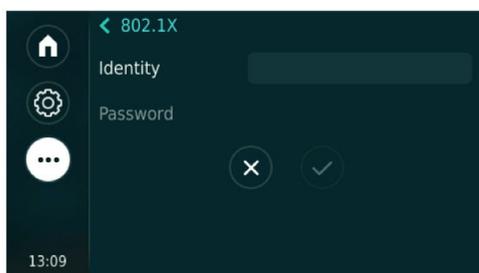
You can update 802.1x authentication credentials without rebooting or resetting the Dolby Conference Phone.

Procedure

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



2. Enter the administrator password, and tap **Enter**.
3. Select **Network configuration > 802.1x**.



3.2 Uploading a new CA certificate

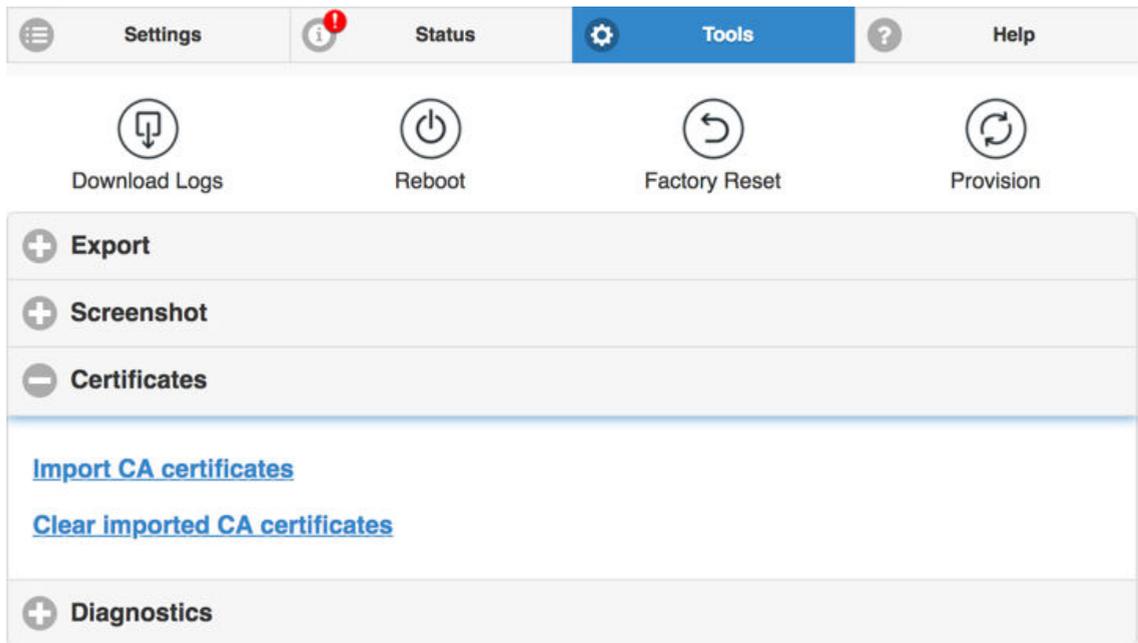
You can change the CA certificate store using the web interface.

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 is configured in a network that permits you to connect to the web interface from your computer. The accepts .pem and .cer file types.

Procedure

1. Log in to the 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

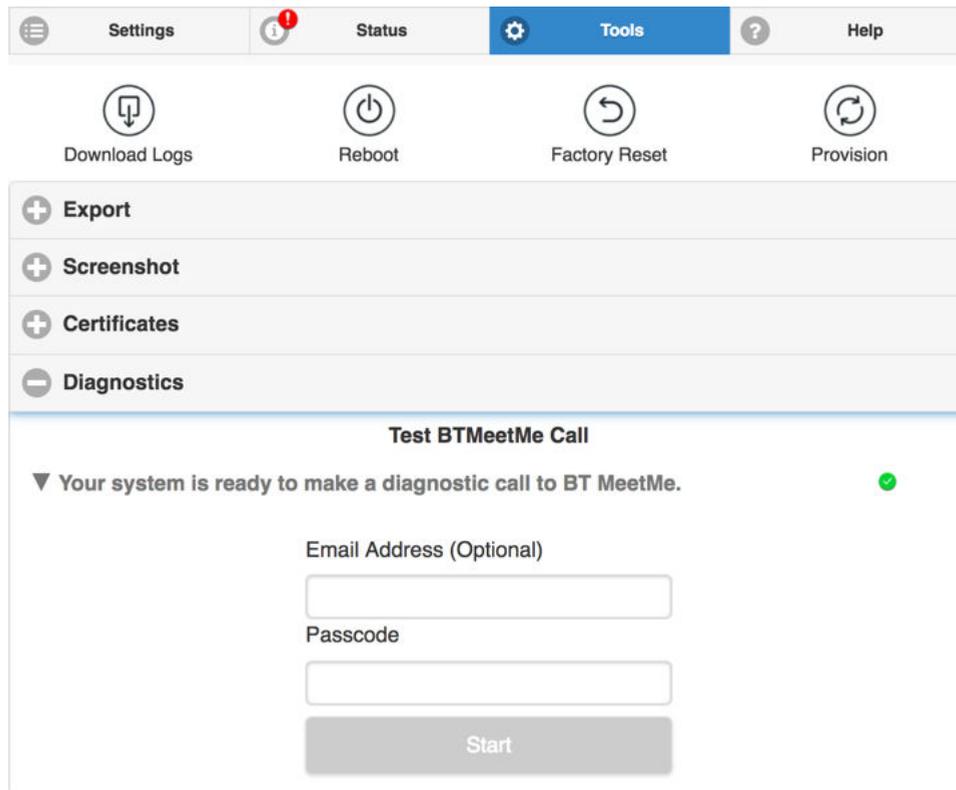
This feature is available only for Dolby Conference Phone 3.0 or later.

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 <code>Dvms.Server.Address</code> , 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 <code>Dvms.Server.Address</code> , to see if it is pointing to the right service. The default URL is <code>https://my.webjoin.com/dolby/ws/rest/callcontrol</code> . 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, <code>Dvms.Proxy.Port</code> . |
| 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 <code>Dvms.Proxy.Address</code> 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 <code>Dvms.Proxy.Address</code> 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 <code>Dvms.Proxy.User</code> and <code>Dvms.Proxy.Password</code> . |
| An unknown proxy-related problem has occurred. | Consult with the IT department of your local organization. |
| Unknown network error (<i>text</i>). | 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 |
|--|---|
| <p>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:</p> <ul style="list-style-type: none"> • 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) | <p>Contact the BT Conferencing administrator.</p> |
| <p>The user cannot start or join a conference. The message <code>Unable to find meeting</code> displays.</p> | <p>The possible reasons for the failure are:</p> <ul style="list-style-type: none"> • 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. |
| <p>The message <code>The phone has encountered an SSL negotiation error</code> displays.</p> | <p>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 <i>Dolby Conference Phone Administrator's Guide</i> for instructions.</p> |

| Issue | Solution |
|---|---|
| <p>The user cannot start or join a conference. The message <code>Service unavailable</code> or <code>Meeting not found</code> displays.</p> | <p>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.</p> <p>Tap (?) on the display screen to see more information about the error. The error could be any of these:</p> <ul style="list-style-type: none"> • 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 <code>Dvms.Proxy.Server</code>, 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 <code>Dvms.Proxy.User</code> and <code>Dvms.Proxy.Password</code> are correct. • Unknown HTTP proxy error (963). Investigate the network path to the HTTP proxy server. <p>For any other error code, contact BT.</p> |
| <p>You cannot start or join a conference. One of these messages displays on the phone:</p> | <p>Contact the BT Conferencing administrator.</p> |

| Issue | Solution |
|---|----------|
| <ul style="list-style-type: none"> • 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*.

For more information, see the *Dolby Voice Room Administrator's Guide*.

Procedure

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



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.