



Dolby Conference Phone

Configuration guide for BT MeetMe with Dolby Voice

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1 Introduction

This documentation provides instructions for configuring your Dolby Conference Phone for BT MeetMe with Dolby Voice. It is compatible with the 3.2 version of the Dolby Conference Phone.

- [About this documentation](#)
- [New in this document](#)
- [Related documentation](#)
- [BT Conferencing support](#)

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

[BT Conferencing support](#) on page 5

1.2 New in this document

This document has been updated based on the Dolby Conference Phone version 3.2 release and includes these changes:

- [Plug-and-Play Setup requirements](#) on page 7 is a new topic.
- [Plugging in and setting up the phone automatically](#) on page 7 has been updated.

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 Microphones 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 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/>.

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 requirements](#)
- [Plugging in and setting up the phone automatically](#)
- [Configuring 802.1X](#)
- [Opening the phone web interface](#)
- [Configuring the operation mode](#)
- [Configuring NTP](#)
- [Specifying a proxy server](#)
- [Specifying VLAN and LAN settings](#)
- [Configuring your firewall](#)
- [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 <i>Dolby Conference Phone administrator's guide</i> .
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 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 requirements

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

Plug-and-Play Setup requires that the phone have Internet access to both of these servers using Hypertext Transfer Protocol Secure (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 aforementioned servers. During Plug-and-Play Setup, the phone will automatically discover the proxy server on your network.

The phone can also use 802.1x as the authentication server, but you must enter the server's credentials. For more information, see the *Dolby Conference Phone administrator's guide*.

If your network does not implement proxy auto discovery using WPAD, you can configure a PAC (Proxy Auto Configuration) URL from the setup wizard. The phone supports NTLMv2, Digest, and Basic for proxy authentication methods.

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.

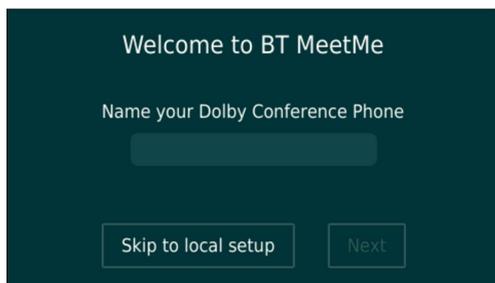
Prerequisites

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 mentioned in [Plug-and-Play Setup requirements](#) on page 7.

- 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.

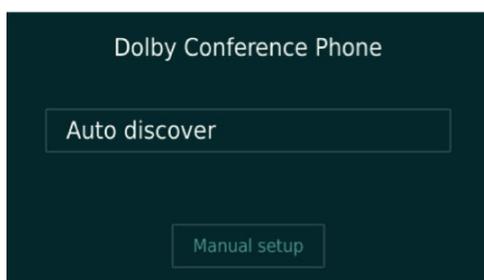
3. If the phone discovers a Dolby Conferencing Console or a provisioning server on your network, follow the on-screen prompts to connect the phone to one of these provisioning servers.

This only happens if you 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

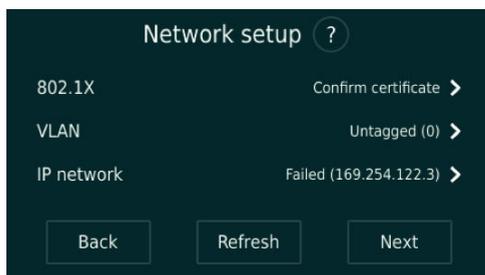
- Manual Setup

2.4 Configuring 802.1X

If your network requires 802.1X authentication, use the touch screen to accept the authentication server certificate and enter credentials.

About this task

The network setup wizard 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 upon initial setup.



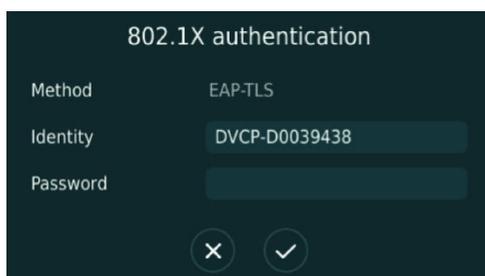
If you see this screen, you can configure some 802.1X options, described in this section, directly in the wizard.

Procedure

1. If a PKI-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:



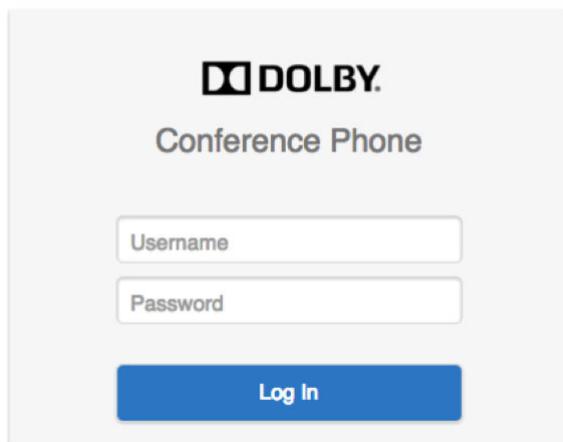
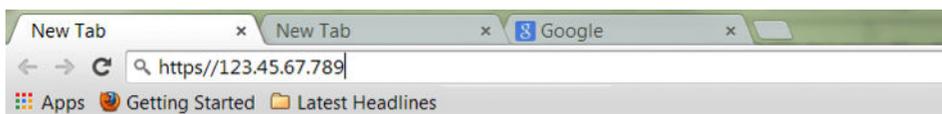
2. Scroll down until you see the IP address.



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 operation 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 BT MeetMe with Dolby Voice only.

Dual mode

Use if you want to have IP private branch exchange (PBX) integration with BT MeetMe with Dolby Voice.

If you wish to have IP PBX integration with BT MeetMe with Dolby Voice, change the configuration mode listed in this table.

Configuration parameter description	Configuration parameter name
Selects the operational mode	<code>Features.OperationMode</code>

Procedure

1. Go to **Settings** > **Features** in the web interface.
2. Choose a value for **Operation Mode**.

In Dual mode, the home screen appears as shown in this figure.

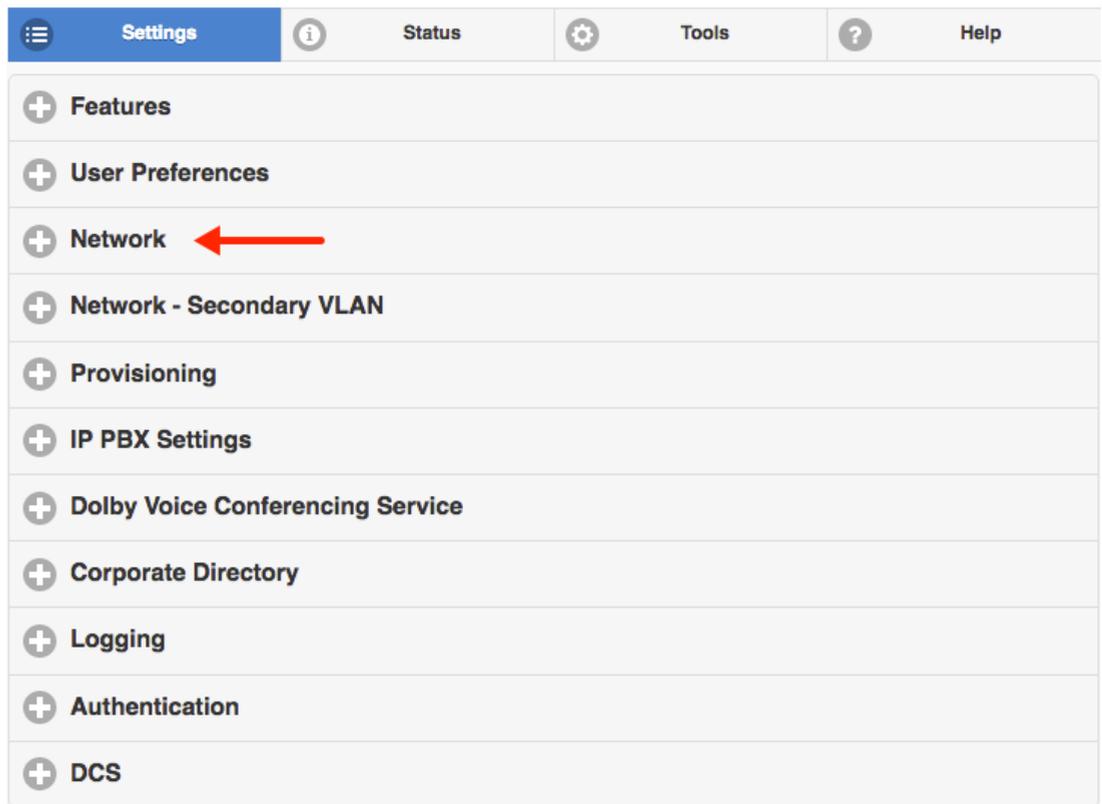


2.7 Configuring NTP

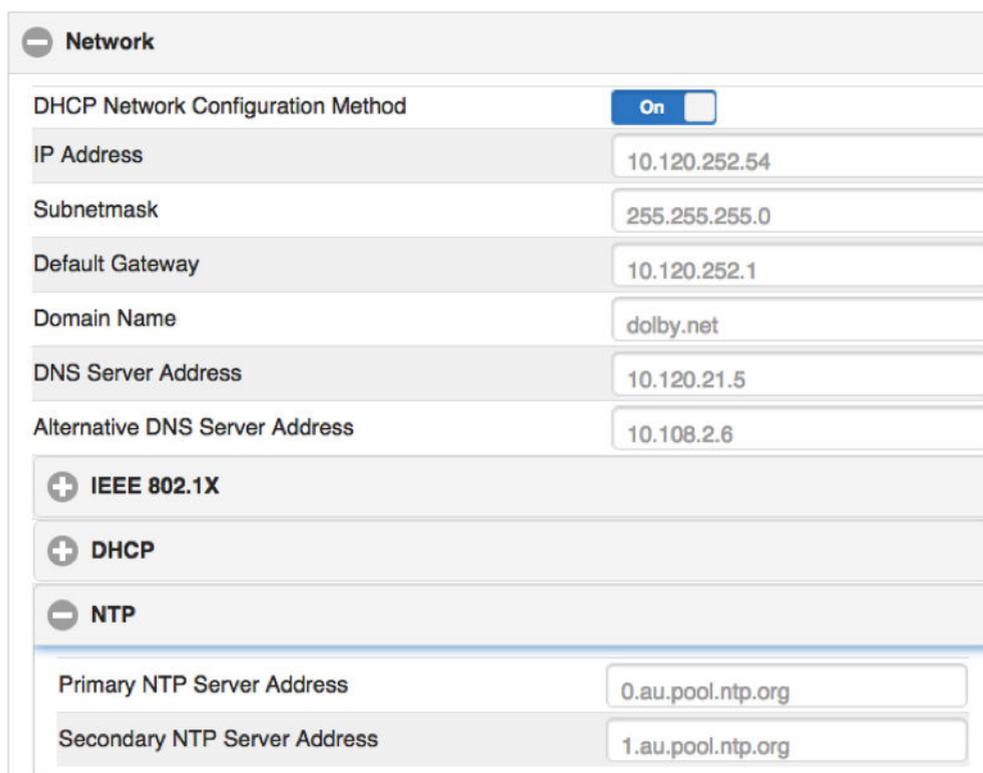
You must specify Network Time Protocol (NTP) servers in the network settings so that the phone displays the correct date and time.

Procedure

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



2. Click the + to open the **NTP** section.



Network

DHCP Network Configuration Method On

IP Address 10.120.252.54

Subnetmask 255.255.255.0

Default Gateway 10.120.252.1

Domain Name dolby.net

DNS Server Address 10.120.21.5

Alternative DNS Server Address 10.108.2.6

+ IEEE 802.1X

+ DHCP

- NTP

Primary NTP Server Address 0.au.pool.ntp.org

Secondary NTP Server Address 1.au.pool.ntp.org

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

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*.

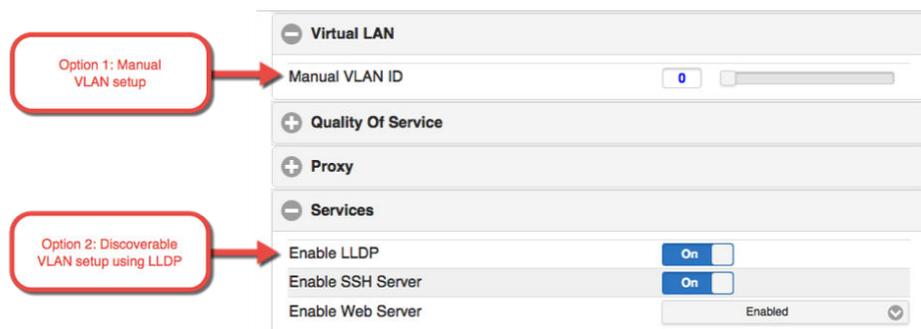
You will need information about the voice and data VLAN settings for your organization. The table describes the information that is required.

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 Configuring your firewall

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

Procedure

1. Browse to: <http://www.btconferencing.com/downloads-library/apps/dolby-voice/>.
The target IP addresses, as well as the protocols and ports they use, can be found here.
2. Find the IT administrator guide section, and download the document.
3. The firewall information is in the required firewall settings section.
4. The Dolby Conference Phone uses HTTPS to access <https://my.webjoin.com/> for authentication, so make sure this can pass through the firewall used by your organization.

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.

The screenshot shows the 'Account' configuration page under 'IP PBX Settings'. The fields are as follows:

Display Name	<input type="text" value="[blurred]"/>
Extension Number/Address	<input type="text"/>
Display Number	<input type="text"/>
Transport Type	AUTO <input type="checkbox"/>
Secure Media	Mandatory <input type="checkbox"/>
Transport Port	5060 <input type="range"/>

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:



2.12 Activating a phone with a PIN

It is not usually necessary to enter a PIN to activate a phone with BT MeetMe with Dolby Voice. If your system administrator asks you to enter a PIN, you can do so with either the phone Web interface or the touch screen.

About this task

-  **Note:** The system administrator can enter the PIN and activate a phone remotely by using a provisioning server or the Dolby Conferencing Console.

Procedure

1. 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 device certificate](#)

3.1 Updating 802.1x authentication credentials

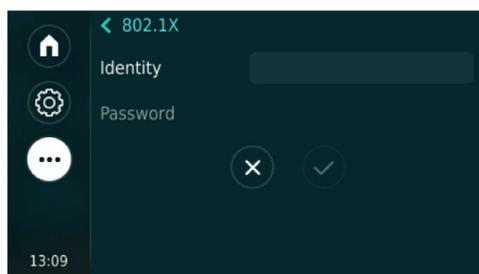
You can update 802.1x authentication credentials without rebooting or resetting the Dolby Conference Phone.

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 device certificate

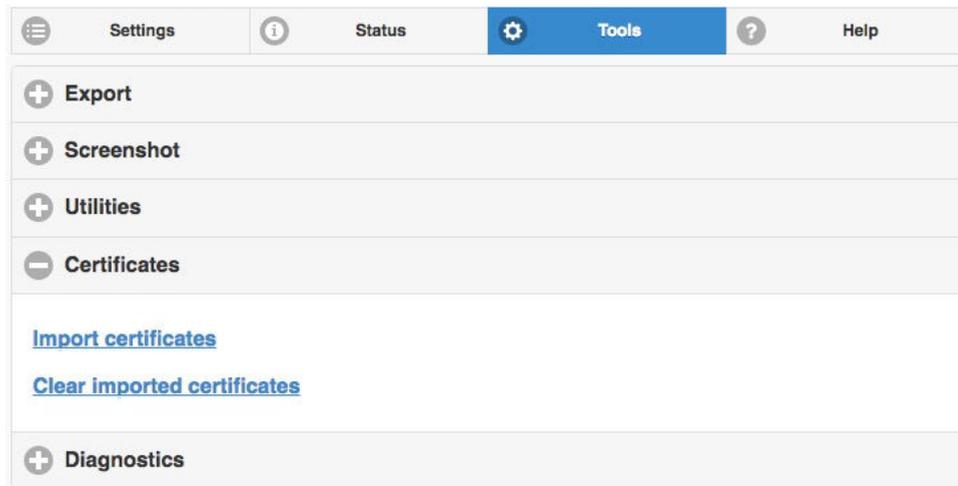
You can change the device certificate store using the web interface.

About this task

This procedure can be used in cases where Dolby Conferencing Console is not available or you do not have access to a provisioning server.

Procedure

1. Log in to the web interface.
2. Select **Tools > Certificates > Import 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 on the displayed link that reads:

You can deactivate this device from BT MeetMe service using this link

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 Internet Protocol (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](#)

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 Dvms.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 Dvms.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 (<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.

Error message	What administrator should do
Phone cannot connect to the SIP server (Error code: 903)	Contact the BT Conferencing administrator.
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
The user cannot start or join a conference. The message <code>Service unavailable</code> or <code>Meeting not found</code> displays.	<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>
You cannot start or join a conference. One of these messages displays on the phone:	Contact the BT Conferencing administrator.

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)	

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 Internet Protocol 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 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 log-in, 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.