

Dolby[®] Conference Phone

Support Frequently Asked Questions

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1 Introduction

This document provides some answers to frequently asked questions about the Dolby Conference Phone.

For more detailed information on any of the topics discussed here, please refer to the other Dolby Conference Phone documents:

- *Dolby Conference Phone User's Guide*
- *Dolby Conference Phone Administrator's Guide*
- *Configuring the Dolby Conference Phone for BT MeetMe with Dolby Voice*
- *Configuring the Dolby Conference Phone with Cisco Unified Communications Manager*
- *Configuring the Dolby Conference Phone for Avaya Aura Session Manager*
- *Dolby Satellite Microphone Microphones Quick Start Guide*

2 Network Readiness

2.1 How is the phone powered?

The Dolby Conference Phone requires Power over Ethernet (PoE). The phone consumes a maximum of 12.95W. You should connect the phone to a network switch port capable of providing this power.

If a PoE network port is not available, connect the phone using an AC-powered, IEEE 802.3af-compliant PoE power adapter. An example of this kind of adapter is the Phihong PSA16U Single Port 15.4 watt 802.3af-compliant Power over Ethernet

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Adapter. To connect the phone to the power adapter you will need the power adapter, a regional power cord, and a standard Category 5 RJ-25 Ethernet patch cable. Follow the power injector cable instructions carefully.

2.2 What network connectivity is required?

To use the BT MeetMe with Dolby Voice service the Dolby Conference Phone requires open Internet connectivity. In some environments this will require a firewall configuration change.

To use as an IP PBX phone the Dolby Conference Phone requires network connectivity to the IP PBX call manager. The requirements for the Dolby Conference Phone are similar to those of other SIP endpoint devices.

To operate in dual mode where the phone is capable of both types of call the phone requires a network connection capable of providing connectivity with both the Internet and the PBX call manager.

In some environments Internet access is not possible from the same network as the IP PBX call manager. To resolve this problem the phone supports a feature called “Dual VLAN” that enables the phone to belong to two separate virtual LANs securely.

2.3 Internet Firewall Configuration

2.3.1 What firewall configuration is required for BT MeetMe with Dolby Voice?

The BT MeetMe with Dolby Voice service requires the following ports to be open for outgoing connections through your Internet firewall:

Protocol:Port	Purpose	Comment
TCP:443	Call Control	HTTPS proxy is supported.
UDP:7955	Tunnel (preferred)	
TCP:443	Tunnel (fallback)	HTTPS proxy is supported.

Refer to the *Dolby Conference Phone Administrator's Guide* for detailed information on web proxy configuration.

2.3.2 What firewall configuration is required for my IP PBX?

In most environments no firewall changes are required to have the Dolby Conference Phone communicate with your IP PBX.

If your IP PBX is out-sourced or hosted outside of your network then you may require firewall changes. The firewall changes you require will depend on your PBX provider and you should refer to their firewall guidelines for guidance.

2.3.3 How do I configure an HTTP proxy?

Some environments require the use of an HTTP proxy in order to access the Internet for web services. You can configure HTTP proxy from the phone web administration interface using: "Settings -> Dolby Voice Conferencing Service -> Proxy".

If your environment uses Web Proxy Auto Detection (WPAD) the phone can be configured to use that by setting "Enable WPAD" to true.

To manually configure the phone to use HTTP proxy with Proxy Auto Config (PAC) file, first obtain the proxy address and authentication credentials from your network administrator. Enter those details into the Proxy settings fields. If no authentication credentials are required you can leave them blank.

2.4 LAN and VLAN

2.4.1 How do I configure the phone to use VLAN?

The Dolby Conference Phone supports configuration of VLANs using the Link Layer Discovery Protocol (LLDP), through the Dynamic Host Configuration Protocol (DHCP) or through static configuration.

The phone has a strict priority it uses when configuring VLAN. It will use whichever it identifies first in the sequence: LLDP, DHCP or static.

- If LLDP discovery is enabled:
 - Use LLDP to discover VLAN
 - If successful, use discovered VLAN and end.
- Else attempt DHCP discovery
- If DHCP network configuration is enabled:
 - Use DHCP to discover network configuration
 - If option 132 present, use discovered VLAN and end.
- Else attempt static configuration

- If static configuration is configured:
 - Use static configuration and end.
- Else don't configure VLAN

If you wish to statically configure VLAN and your environment supplies VLAN by either LLDP or DHCP you must disable those in the phone configuration to have the phone respect the static configuration.

2.4.2 What do I do if I cannot access the Internet from my voice VLAN?

In environments that do not support Internet connectivity from the IP PBX VLAN there are a number of possible solutions.

The best option is to reconfigure the IP PBX VLAN to support outgoing Internet access. This preserves the logical separation between voice traffic and general data and allow Quality of Service (QoS) configuration to be preserved.

The next best option is to place the Dolby Conference Phone on the data VLAN and have the phone connect to the IP PBX from there.

If none of the preferred options are available, the Dolby Conference Phone to support two separate VLANs, one used for BT MeetMe with Dolby Voice connectivity and the other for IP PBX connectivity.

To configure this mode you must configure the "Secondary VLAN" parameters for the phone.

This is an advanced configuration and you should refer to the *Dolby Conference Phone Administrator's Guide* for detailed information on how to configure this.

3 Voice Services

3.1 BT MeetMe with Dolby Voice

3.1.1 How do I configure the phone for BT MeetMe with Dolby Voice

The Dolby Conference Phone's factory default mode is "PBX Only" mode. The IT Admin can enable the phone to be the BT MeetMe with Dolby Voice mode during the out of the box provisioning process. The operation mode of the phone must be either "Conference Only Mode" or "Dual Mode" in order to use the BT MeetMe with Dolby Voice service.

Refer to the *Configuring the Dolby Conference Phone for BT MeetMe with Dolby Voice* guide and *Dolby Conference Phone Administrator's Guide* for information on how to configure the phone for this service.

3.1.2 What do I do with an SSL connection error during BT MeetMe activation?

The Dolby Conference Phone uses Secure Sockets Layer (SSL) technology to secure its connection with the BT MeetMe with Dolby Voice service. SSL utilizes cryptographic certificates to protect the connection and the phone and service must agree in order for SSL connections to be successful.

The most common cause of SSL connection errors is misconfiguration of the phone time, causing it to believe SSL certificates are not yet valid or have expired. To confirm this, check the time and date the phone displays on its embedded user interface. If it is incorrect configure the phone time, either manually or by configuring an NTP server.

The next most likely cause is that the Certificate Authority certificates that the phone is using to verify certificates from the BT MeetMe service have expired. Refer to the *Dolby Conference Phone Administrator's Guide* for information on how to update certificates on the phone.

3.1.3 What do I do with a network connectivity error during BT MeetMe activation?

During activation the phone attempts to communicate via the Internet to the BT MeetMe with Dolby Voice service.

The most likely cause of network connectivity errors during activation is that the phone has automatically configured itself to use the Voice VLAN in your environment and your Voice VLAN does not allow Internet connectivity.

You can confirm this by connecting to the Dolby Conference Phone using SSH and attempting a network connectivity test to the BT MeetMe service using:

'system ping my.webjoin.com'. If this test fails then the phone does not have correctly configured Internet connectivity.

If your environment does not support Internet connectivity from your Voice VLAN you refer to "What do I do if I cannot access the Internet from my voice VLAN?" for possible solutions.

3.1.4 What do I do about weird error codes (e.g. 23) during activation?

If you are seeing error code like "23" then you are running an old version of Dolby Conference Phone software. You should upgrade the software running on the device.

An easy way to upgrade your device to the current version of software supported by BT MeetMe with Dolby Voice is to configure the phone to use the provisioning server running at 'dcpcfg.dolbyvoice.com'. You can obtain full instructions on how to do this at: <http://dcpcfg.dolbyvoice.com/>

3.2 IP PBX

3.2.1 How do I configure the phone for use with my IP PBX?

The Dolby Conference Phone supports a number of widely deployed business IP PBX call control platforms. The operation mode of the phone must be either “PBX Only Mode” or “Dual Mode” in order to use the BT MeetMe with Dolby Voice service.

Refer to the relevant *Configuring the Dolby Conference Phone for ...* guide and *Dolby Conference Phone Administrator’s Guide* for information on how to configure the phone for your IP PBX.

3.3 What codecs are supported?

The Dolby Conference Phone supports a number of voice codecs.

The codecs supported by the Dolby Conference Phone are:

Codec	Purpose
DVC-2	BT MeetMe with Dolby Voice
G.711a, G.711u (20 ms only)	IP PBX integration
G.722	IP PBX integration
iLBC	IP PBX integration

4 Conference Room

4.1 What is the recommended conference room size?

The Dolby Conference Phone operates as a standalone device for hands-free voice calls and has optional satellite microphones for larger rooms.

The recommended room sizes are:

Standalone	A maximum room size of 20x30 feet (6x9 metres)
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With Satellite Microphones	A maximum room size of 20x40 feet (6x12 metres)
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There are many factors that can impact upon how well any device will perform in your conference room. These include participant seating position, participant voice volume, ambient noise level, floor/wall/ceiling material, ceiling and air conditioning fans and vents and projector placement. Dolby recommends testing the phone in the room if you have any doubt as to how the phone will work in it before planning a permanent deployment.

4.2 Where should the Dolby Conference Phone be positioned?

For optimum performance the Dolby Conference Phone should be placed on a solid table in the center of the room.

5 General

5.1 How do I find the IP address of the phone?

If you wish to remotely access the web interface of a Dolby Conference Phone you must find the IP address it is configured with.

You can find the IP address the phone has acquired from its embedded user interface by tapping: Settings -> “...” -> About -> General, and then scrolling to find the IP address entry.

5.2 How do I remotely login to the phone web interface?

To remotely login to the Dolby Conference Phone web interface you must know the IP address of the phone. You can then use any modern web browser and enter the IP address of the phone into the location bar.

You will be prompted to enter a username and password. The default administrator username and password are ‘admin’ and ‘1739’ respectively.

5.3 How do I remotely login to the phone SSH interface?

To remotely login to the Dolby Conference Phone Secure Shell (ssh) service you should use any ssh client such as ‘putty’ for Windows. Identify the IP address of the Dolby Conference Phone and create a new session specifying that address as the destination. The default user and password for the session are ‘admin’ and ‘1739’ respectively.

After logging in you will be presented with a command line prompt where you can enter commands. Enter ‘?’ at any time to obtain help.

5.4 Setting the Time

5.4.1 How do I configure a time server?

The Dolby Conference Phone supports configuring Network Time Protocol (NTP) servers which the phone will use to obtain and maintain the time it uses for display and logging.

The IP address of the NTP server(s) may be obtained by DHCP Option 42, IP PBX, or static configuration. The phone provides a default NTP server address of 'time.nist.gov' which it will use if no other server is configured.

The phone obeys a strict priority when obtaining the NTP server addresses.

- If DHCP network configuration is enabled then:
 - Use DHCP to discover network configuration
 - If option 42 present, use discovered NTP server addresses and end.
- Else attempt IP PBX discovery
- If IP PBX integration is configured:
 - Discover NTP server addresses from IP PBX
 - If successful, use discovered NTP server addresses and end.
- Else attempt static configuration
- If NTP server address are statically configured:
 - Use configured NTP server addresses and end.
- Else use default.

5.4.2 What timezones are supported?

The Dolby Conference Phone supports configuration of a local timezone for the phone to allow local time to be displayed on the embedded user interface.

The phone supports a subset of the Unix timezone entries. You can obtain the list of supported entries from the Dolby Conference Phone web management interface using: "Tools" -> "Help" and following the link to the configuration parameter reference.

5.5 How do I perform a factory reset?

It is sometimes useful to reset the Dolby Conference Phone to its factory default configuration. You can do this in three ways.

Means	Method
Embedded User Interface	“Settings” -> “Administrative Settings” -> enter password -> “Factory Reset”
Web Management Interface	Login to the Web interface. Choose “Tools” -> “Utilities” -> select the factory default option.
Hardware Buttons	While at the home screen, hold the mute and volume down buttons depressed for 10 seconds. You will be prompted as to whether to proceed.

In each case the phone will reboot and present the “Out of Box” wizard to restart the configuration process.

Factory defaulting the phone does not deactivate the phone from the BT MeetMe with Dolby Voice service. If you wish to deactivate the phone then you must perform an additional step. You must login to the ssh interface and issue the ‘system deactivateBTService’ command.

5.6 Phone Logging

5.6.1 How do I enable phone logging?

Log files are uploaded to the provisioning server of the Dolby Conference Phone. There are a number of different types of log file that may be generated, and logging is controlled from the Dolby Conference Phone configuration files. The most important parameters are listed in the following table.

Configuration Parameter	Description
<i>Provisioning.Server.UploadDir</i>	This parameter specifies the directory on the provisioning server that log files will be written to. The parameter is a file path extending from the login directory of the Dolby Conference Phone provisioning server account. You may use the string ‘[MAC]’ to indicate the Dolby Conference Phone should

	substitute its own MAC address in the specified path. The file path must already exist on the server (for example, <i>"Provisioning.Server.UploadDir": "logs"</i>).
<i>Logging.Upload.Enable</i>	This parameter enables uploads of syslog files to the provisioning server. The provisioning server must be configured to allow write access for the Dolby Conference Phone provisioning server account (for example, <i>"Logging.Upload.Enable": true</i>).
<i>Logging.Upload.Interval</i>	This parameter determines how frequently the syslog files will be uploaded to the provisioning server in minutes. The default is five (for example, <i>"Logging.Upload.Interval": "5"</i>).
<i>Features.RecentCallsEnabled</i>	Enables uploads of call data record logs. This is enabled by default, and may be disabled (for example, <i>"Features.RecentCallsEnabled": true</i>).

5.6.2 How do I download phone log files?

The Dolby Conference Phone saves its system log files into a 2 MB buffer in flash storage on the phone.

Irrespective of whether you have the phone configured to upload log files, you can at any time download the syslog files directly from the phone in the web management interface using: "Tools" -> "Utilities" -> use the download syslog link.

The downloaded *tar.gz* file will contain the syslog data and the configuration files of the phone at the time of the download.

5.7 When using the web management interface, some configuration fields are greyed out

The Dolby Conference Phone allows you to change configuration parameters in the web management interface only for parameters that have not been explicitly configured in the provisioning server.

If you encounter a configuration parameter that is greyed out that you are unable to configure this is because that parameter has been explicitly configured in the provisioning server the phone was provisioned against.

If the phone administrator wishes that configuration parameter to be individually configurable they should remove that parameter from the provisioning server configuration for that phone.