DOLBY
VOICE

Dolby Conference Phone

User's guide for BT MeetMe with Dolby Voice

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Contents

1 Introduction

This guide provides instructions for using the Dolby Conference Phone, as well as descriptions of all available phone features.

- About this documentation
- New in this version
- Related documentation

1.1 About this documentation

Users should read this guide to learn how to properly use the Dolby Conference Phone. System administrators should also read this guide to familiarize themselves with the basic and advanced features.

Getting started with the phone on page 7 introduces you to the phone.

Using the phone with your conferencing service provider on page 10 shows you how to use the phone with BT MeetMe with Dolby Voice.

Using the phone as an IP conference phone on page 20 shows you how to use the phone as a standard IP conference phone.

Customizing the phone on page 30 shows you how to personalize the phone settings.

Maintaining and troubleshooting the phone on page 32 shows you how to troubleshoot common phone issues.

1.2 New in this version

Generally, this release of the Dolby Conference Phone does not include changes that affect end-users of the phone. There are some slight changes involving PIN activation. All other changes affect administrative-level functions, which are not described in this document.

This document includes these changes:

- Updated look and feel of the document for consistency with other Dolby documentation.
- Updated these topic(s):
  - Related documentation on page 5
  - Activating a phone with a PIN on page 10
- Minor improvements and corrections for consistency and clarity.

1.3 Related documentation

For more information about the Dolby Conference Phone, refer to the related documentation from Dolby.

The following 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 user's guide*

  This short document provides a high-level overview of common tasks and how to use the phone as an IP phone, and some basic troubleshooting tips.

- *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 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.

2 Getting started with the phone

You control the Dolby Conference Phone with the volume and mute buttons and the touch screen. The phone provides one-touch access to BT MeetMe with Dolby Voice. The phone also operates as a standard IP conference phone.

- Dolby Conference Phone features
- Icons

2.1 Dolby Conference Phone features

The Dolby Conference Phone features include hardware buttons, an LED halo, and a touch screen to control the software features.

This figure shows the main hardware features of the phone.

Figure 1: Dolby Conference Phone hardware features
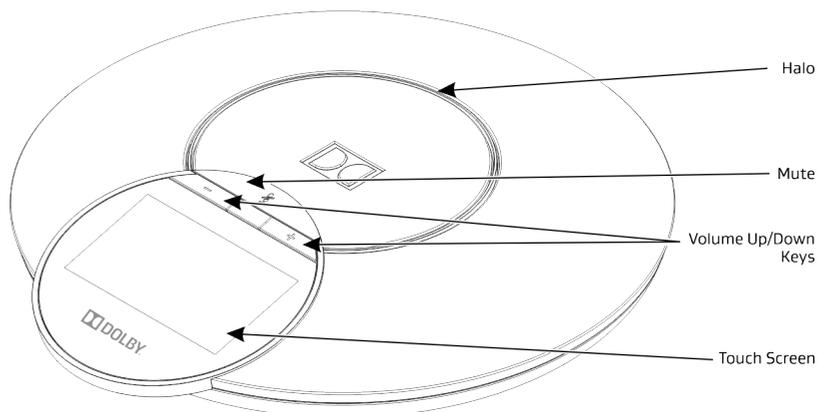
This list describes the important phone features:

- LED halo: Visual indicator with the following meanings:

  - Blue indicates an active call connection to the BT MeetMe with Dolby Voice conferencing service.

  - Green indicates an active call connection to an IP private branch exchange (PBX) call.

  - Red indicates that the phone is muted; flashing red indicates that a call is on hold.

- Mute: Mutes local audio during a call or conference. When activated, the LED halo is red.

- Volume up and down keys: Adjust the volume of the speaker and the ringer.

- Touch screen: The screen is touch sensitive. Tap to select and highlight screen items. To scroll, touch the screen and swipe your finger up, down, right, or left.

- Microphones: The microphones provide 360° and 20 ft (6.1 m) coverage.

- Speaker: Provides ringer and phone audio output.

  Note: As you read this guide, keep in mind that certain phone features are configurable by your system administrator or determined by your phone environment. As a result, some features may not be enabled or may operate differently on your phone. The figures in this guide may not directly reflect what displays or is available on your phone screen.

2.2 Icons

Icons on the touch screen let you control phone features and show you information about calls, contacts, and the phone itself.

Table 1: Phone icons

Icon	Description
	Place a call
	Cannot place a call at this time
	Activate BT MeetMe with Dolby Voice conferencing
	Start or join a BT MeetMe with Dolby Voice conference
	Enter BT MeetMe with Dolby Voice conference passcode
	Place an IP PBX call
	Dial a number
	Place another call
	Active call
	Hold call When you place a call on hold, the LED halo flashes red.
	Resume call When you resume a held call, the LED halo returns to green.
	Recent calls list
	Placed call
	Received call
	Missed call

Table 1: Phone icons (continued)

Icon	Description
Transfer	Transfer call
Merge	Merge calls
Split	Split calls
End	End call To end a held call, you must first resume it.
End and Answer	End the active call and answer the incoming call.
Hold and Answer	Hold the active call and answer the incoming call.
Contacts	Contact directory, and the corporate directory if it is available.
Settings	Phone settings
Settings	Warning
•••	More phone settings
	Call diagnostics
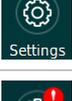
3 Using the phone with your conferencing service provider

You can use the Dolby Conference Phone with BT MeetMe with Dolby Voice.

- Activating a phone with a PIN
- Setting up personal mode
- Participant features of BT MeetMe with Dolby Voice
- Chairperson features of BT MeetMe with Dolby Voice

3.1 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.

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.

3.2 Setting up personal mode

If the system administrator enables personal mode on the Dolby Conference Phone in your office, you can set up personal mode by creating a security PIN and storing your chairperson passcode.

About this task

In personal mode, your chairperson passcode is saved on the phone, which lets you start conferences faster. If you do not set up personal mode, you must enter your chairperson passcode every time that you start a conference.

In personal mode, you can join any other conference without entering the security PIN.

Procedure

1. Tap **BT MeetMe**.

The personal mode setup screen appears.
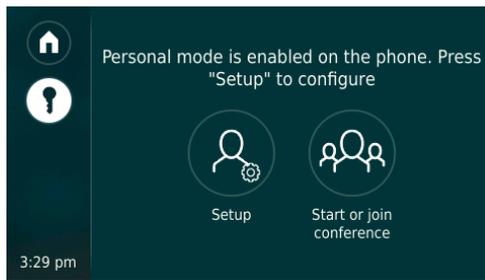
2. Tap **Setup**.

The Create security PIN screen appears.

3. Enter a four-digit PIN, and reenter the PIN on the confirmation screen.

   The Setup your chairperson passcode screen displays.

4. Enter your chairperson passcode, tap **Set**, and reenter your passcode on the confirmation screen.
   Personal mode is now set up. To start a meeting, you first need to enter your four-digit security PIN.

5. Optionally, follow these steps to unlock personal mode so that you do not need to enter your security PIN.

   a) From the home screen, tap **Settings**.

   b) Change **Personal mode locked** to **Off**.

Results
Your phone is now set up to host meetings with your stored chairperson passcode.

What to do next

In most cases, you must enter a four-digit security PIN to start a conference. If you do not use the phone for a certain period of time, you must reenter the four-digit PIN to start another conference.

📝 **Note:** If you enter the wrong security PIN three times within five minutes, you are prompted to reset your security PIN and reenter your passcode.

3.3 Participant features of BT MeetMe with Dolby Voice

You can use BT MeetMe with Dolby Voice as a participant by entering your passcode.

3.3.1 Joining conferences

Joining a BT MeetMe with Dolby Voice conference requires entering a participant passcode.

Procedure

1. Tap **BT MeetMe**.

The passcode entry screen displays.

2. Enter the participant passcode that the chairperson shared with you.
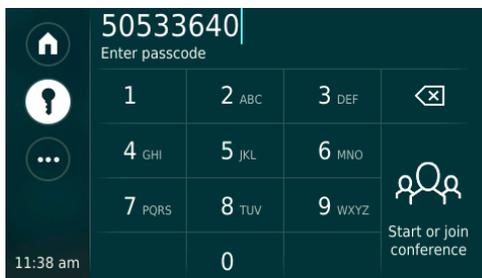
3. Tap **Start or join conference**.

The Conference connecting screen may display for one second. Next, the Joining conference screen briefly displays, showing the chairperson's name. Finally, the active conference screen displays.
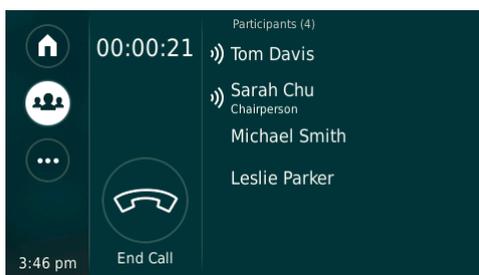
Your name appears on this screen at the top of the participants list (shown here as Tom Davis). The chairperson and the other participants who join the conference also display on this screen. The chairperson displays second, and the other participants display in the order they join the conference.

Results

When there is no activity on the conference screen for 10 seconds, the Active speakers screen displays. Up to four participants display while they are speaking. Participants are added when they speak and are dropped if they does not speak for one minute.
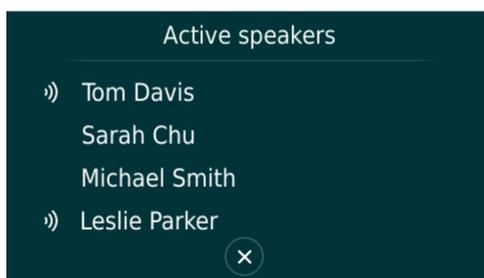
Tap **X** to return to the conference screen, from which you can leave the conference.

What to do next
If you are the only participant in the conference for a long time, the phone prompts you to extend the conference. If you do not answer **Yes** within one minute, the conference ends.

3.3.2 Muting yourself

Use the mute button to mute and unmute yourself during a conference or call.

Procedure

To mute yourself, press the mute button above the touch screen.

You can still hear all other parties when you mute the microphone. The LED halo glows red while you are muted.

What to do next
To disable mute, press the mute button again.

3.3.3 Requesting operator assistance

If you are having issues with a conference call, you can request operator assistance.

Procedure

1. From the BT MeetMe with Dolby Voice conference screen, tap this sequence:

The conference screen displays again. You can still hear the other participants and speak with them until the operator connects. When the operator connects, only you will hear and speak with the operator.

The operator will return you to the conference at the end of your conversation.

2. Tap **Cancel** to cancel the request for operator assistance.

3.4 Chairperson features of BT MeetMe with Dolby Voice

The conference chairperson can set up conferences, manage participants and conferences, and end conferences.

⚠️ **Caution:** Do not store your BT MeetMe with Dolby Voice chairperson meeting code in the contact directory. This is a breach of security.

3.4.1 Conference setup

You can set up BT MeetMe with Dolby Voice conferences on your personal Dolby Conference Phone in your office. You can also set up conferences from phones in conference rooms, if personal mode is not enabled on the phone.

📝 **Note:** If the phone rejects your passcode with the message `Meeting not found`, follow the prompts to start the meeting by using your email address.

Starting a conference from a conference room phone

Normally a conference room phone does not have personal mode enabled, so to start a conference you need to enter your chairperson passcode. You might also be prompted to enter your email address.

Procedure

1. Tap **BT MeetMe**.

   The passcode entry screen displays.

2. Enter your chairperson passcode.
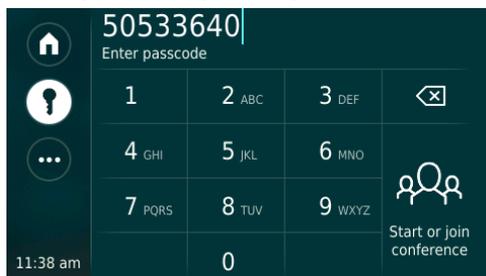
3. Tap **Start or join conference**.

   Depending on how your administrator configured BT MeetMe with Dolby Voice, you either join the conference (see the results of the next step) or you see a prompt to enter your email address to authenticate.
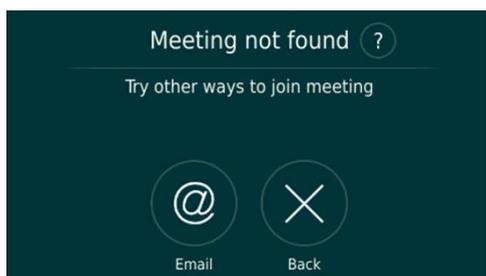
4. Click **Email**, click through the explanation screen, and enter your email address in the next screen.
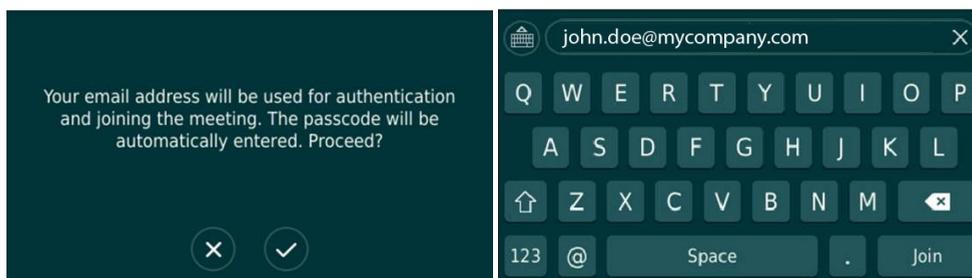
   The conference connecting screen may display for one second. Next, the joining conference screen briefly displays, showing your name as the chairperson. Finally, the active conference screen displays. You are shown as the chairperson (shown at the top of the list because you joined the conference first).
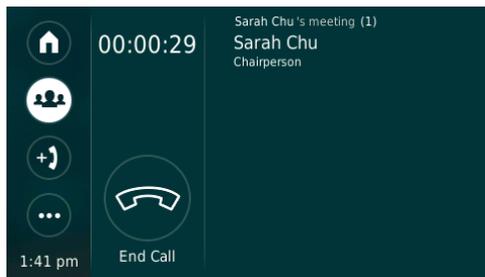
Results

Other participants who join the conference display on this screen in the order they join the conference.

Starting a conference from a personal phone

You can start a conference from your own phone or a colleague's phone that is set up in personal mode.

Procedure

1. Tap **BT MeetMe**.

The personal mode conference options screen displays.
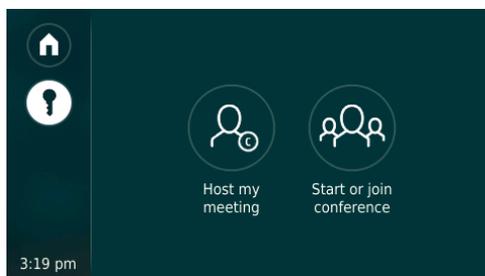
2. Do one of the following:

- To quickly start a conference from your own phone using your chairperson passcode, tap and, if prompted, enter your security PIN. You might also be prompted to enter your email address.

- To enter a different chairperson passcode (for example, if you need to start a conference from a colleague's phone), follow these steps:

a) Tap **Start or join conference**.

b) Tap the more settings icon.

c) Enter your email address and passcode, and tap **Join Conference**.

3.4.2 Adding participants to a call

You can add another participant to a conference by placing a call directly to their phone. Dial their complete phone number, including an international area code when applicable.

Procedure

1. From the conference screen, tap **Add participant**.

   The add participant screen displays.

2. Enter the phone number, including the area code.

   The dialing out to participant message displays.

3. Tap **Dial–out call** to confirm the phone number.

4. If prompted, enter the participant passcode.

   The phone prompts for a passcode the first time that you add a participant, for added security.

Results
The new participant joins the conference and appears on the conference screen, identified by their phone number. You can now manage the new participant as you do the other participants.

3.4.3 Muting or ejecting one participant

You can mute an individual participant or all participants. You can also remove individual participants from the conference.

About this task

To mute or eject a single participant:

Procedure

1. From the conference screen, tap the arrow to the right of the participant.

   The Participant actions screen displays.
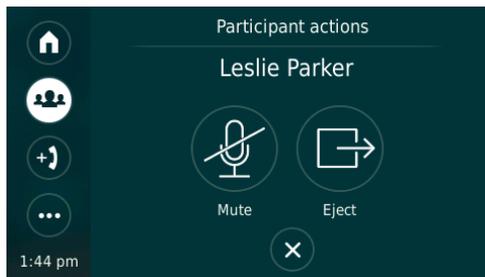
2. Do one of the following:

- To mute the participant, tap **Mute**.

   An announcement plays at the participant's phone and a red microphone icon displays.

   The microphone icon changes to red on the chairperson's phone ( ) .

    Note: To mute all participants, tap this sequence:
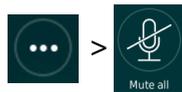
- To eject the participant, tap **Eject**.

   The participant is removed from the conference. No announcement plays on the participant's phone.

What to do next

If you have muted any participants, unmute them before leaving the conference. Go to their

Participant actions screen and tap **Unmute** ( ). Otherwise, they will be left in the muted

state after you leave.

3.4.4 Stopping conferences

The chairperson can stop a conference. The call ends for all participants.

Procedure

1. From the conference screen, tap **End call**.

   The end call confirmation screen displays.

2. From the confirmation screen, tap **End call** again.

> **Note:** If you do not tap **End call** from the confirmation screen, the call automatically ends after one minute. This prevents billing of unused phone time.

Results

The conference ends.

3.4.5 Leaving conferences

The chairperson can leave a conference but allow the other participants to continue the call.

Prerequisites

Unmute anyone who is muted before you leave the conference, or else they will remain muted for the remainder of the conference.

Procedure

1. From the conference screen, tap **End call**.

   The end call confirmation screen displays.

2. From the end call screen, tap **Leave call**.

Results
The other participants continue the conference without a chairperson.

3.4.6 Entering project or billing codes

If project or billing codes are enabled by BT MeetMe, the chairperson can enter a project code for a call.

About this task

Project codes help you track how much time you are spending on certain projects. For example, if you are in finance or the legal field, you may want to use project codes to determine billing for customers.

Enter a project code from the touch screen after you start the call. Only alphanumeric characters (letters and numbers) and hyphens are allowed (12 characters maximum).

Procedure

1. As the chairperson, start the call.
   If project codes are enabled, the phone prompts you to enter the code.

2. Do one of the following:

   - Enter the project code and then tap ✔.

   - Skip entering the project code by tapping **X**.

3. If you skip entering the code at the beginning of the conference, optionally follow these steps to enter the code later:

   a) Tap the more settings icon.

b) Scroll down and tap **Project code**.

c) Enter the code and then tap ✔.

4 Using the phone as an IP conference phone

If the phone has been configured in dual mode, you can use a Dolby Conference Phone as a standard IP conference phone in addition to using the phone with your conferencing service provider.

- Basic call features
- Changing the call answering settings
- Recent calls list
- Contact directory

4.1 Basic call features

You can use the Dolby Conference Phone as a standard IP conference phone to place and answer calls, put calls on hold, forward or transfer calls, enable the do not disturb feature, and set up a conference call by merging an active call and a call on hold together.

Only one active call—the call that has audio associated with it—can be in progress at any given time. In addition to the active call, your phone may have one other call that is either held, or in an incoming or ringing state.

This figure shows an active call to extension 3105 that has lasted 24 minutes and 29 seconds so far.

Figure 2: Active call screen
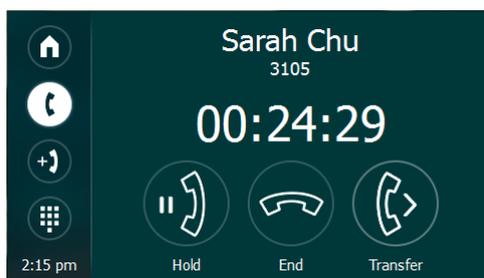
This table shows the phone features that you can access from the active call screen.

Icon	Description
	Show the home screen From the home screen, you can access the Settings screen.
	Enter numbers
	Place another call
	Hold call When you place a call on hold, the LED halo flashes red and the **Resume** button appears.

Icon	Description
	Resume call When you resume a held call, the LED halo returns to green.
	Transfer call
	End call To end a held call, you must first resume it.

4.1.1 Calling a number or extension

You can call an outside number or an extension by tapping the digits on the onscreen keypad.

Procedure

1. From the home screen, tap **Phone**.

2. Enter the number on the keypad.
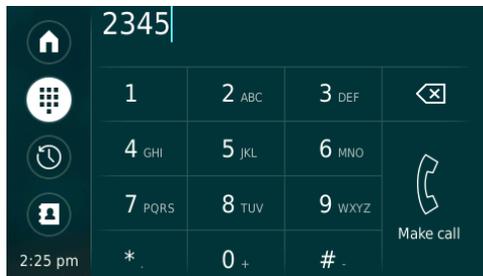
3. Tap **Make call**.

4.1.2 Calling a directory or recent contact

You can place calls to names and numbers in your directory, and to recent contacts.

Procedure

1. From the home screen, tap **Phone**.

2. Do one of the following:

Tap this icon	To do this
	Call a recent contact.

Tap this icon	To do this
	Call a local or directory contact.

3. Scroll down and tap the number or name that you want to call.

📒 **Note:** You can also use the search box to find a directory contact.

4.1.3 Muting yourself

Use the mute button to mute and unmute yourself during a conference or call.

Procedure

To mute yourself, press the mute button above the touch screen.

You can still hear all other parties when you mute the microphone. The LED halo glows red while you are muted.

What to do next
To disable mute, press the mute button again.

4.1.4 Merging two calls into a conference

You can set up a conference by merging the active call and the call on hold.

Procedure

1. If necessary, place the active call on hold and make a call to the second conference participant.

2. Tap **Merge**.

The two calls merge and the screen updates as shown in the next figure.
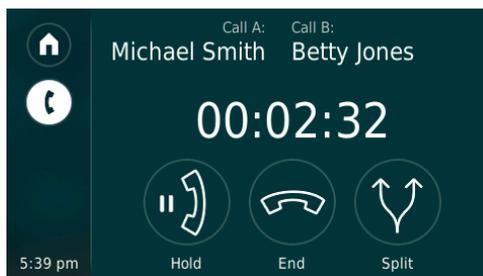
📒 **Note:** While you have two calls merged, you cannot make any new calls.

4.1.5 Splitting a conference into two separate calls

When you finish a conference call, you can split the calls and place both callers on hold.

Procedure

1. Tap **Split**.

The calls split. Both calls are placed on hold.

2. Select the call to rejoin.

Tap or .

3. Tap **Resume** to rejoin the selected call.

Results

The other call remains on hold until you resume it. You can end each call after resuming it.

4.1.6 Transferring calls

You can transfer the active call to someone without talking to them. This is called a blind transfer.

Procedure

1. Tap **Transfer**.

The transfer screen displays.

2. Enter the number to which to transfer the call and tap **Transfer call**.

Results

The transfer completes without you speaking with the person on the other end.

4.2 Changing the call answering settings

Use the controls on the Settings screen to enable do not disturb, auto answer, and call forwarding. The Settings screen also gives access to the Preferences screen.

Procedure

1. Tap **Settings**.

The Settings screen displays.
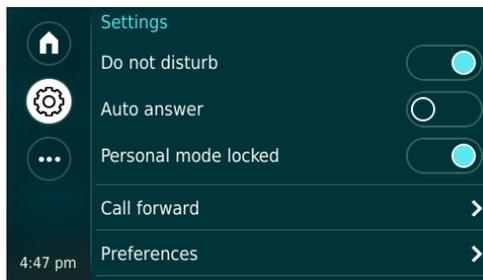
2. Choose a setting to configure, or tap **Preferences** to view and change the phone preferences.

4.2.1 Using do not disturb

Enabling do not disturb stops your phone from ringing. All calls that you receive while do not disturb is enabled are logged to your recent calls list.

About this task

To enable or disable do not disturb:

Procedure

1. From the home screen, tap **Settings**.

2. Tap the **Do not disturb** slider to change the setting.

4.2.2 Enabling automatic answer

You or your system administrator can set up your phone to automatically answer calls with your microphone muted.

Procedure

1. From the home screen, tap **Settings**.

2. Tap the **Auto answer** slider to change the setting.

   You will hear one ring before the call is answered. The microphone is automatically muted.

3. To let others hear you, press the mute button above the touch screen.

4.2.3 Forwarding calls

You can set up your phone to automatically forward all incoming calls to another person, known as static forwarding. Or, you can manually forward a single call as your phone is ringing, known as dynamic forwarding. Your phone will forward calls even if you have enabled the do not disturb feature.

Procedure

1. From the home screen, tap this sequence:

    > Forward

   The Call forward screen displays.
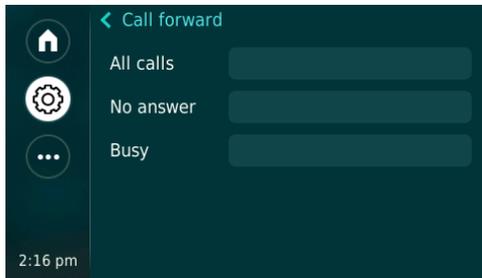
2. Enter numbers for one or more situations.

What to do next

To disable call forwarding, delete the forwarding numbers.

📝 **Note:** Configuration changes made by the system administrator have a higher priority than changes you make. Any change that you make to the forwarding feature may be overridden if the phone reboots. Contact the system administrator if this occurs.

4.3 Recent calls list

Your phone maintains a recent calls list—a list of missed, received, and placed calls—that holds up to 100 entries. By default, you can see this list; your system administrator, however, can disable its appearance.

📝 **Note:** BT MeetMe with Dolby Voice conference calls are not added to the recent calls list.

From the recent calls list, you can:

- View calls. By default, the list displays all call types (missed, placed, and received), with the most recent call displaying first.

- Tap a contact to automatically call the person.

A count of missed calls displays on the home screen: . Once you view the recent calls list, the count is reset. If display of the list is disabled, the count is also disabled.

Icons displayed next to a call in the list indicate the call type:

	Placed call
	Received call
	Missed call

4.3.1 Making a call from the recent calls list

You can dial the number of a recent incoming or outgoing call from the recent calls list.

Procedure

1. From the home screen, tap this sequence:

    >

   The recent calls list displays.

2. Scroll down the list to the number that you want to call.

3. Tap the number to place the call.

4.3.2 Deleting a call from the recent calls list

You can edit the recent calls list to delete a specific call.

About this task

📝 **Note:** To delete all calls from the recent calls list, use the **Clear personal data** command in the Preferences screen.

Procedure

1. From the home screen, tap this sequence:

    >

   The recent calls list displays.

2. Tap the number that you want to delete and swipe left.

3. Tap this sequence to confirm deleting the contact:

    >

4.4 Contact directory

You can store 100 contacts in your phone contact directory. You can dial and search for contacts in this directory. You may be able to add, edit, and delete contacts.

If your system administrator set up corporate directory access on your phone, you can also:

• Search for contacts in the corporate directory.

• Add corporate directory contacts to your phone contact directory.

Tap to view the contact directory.

Figure 3: Contact directory screen
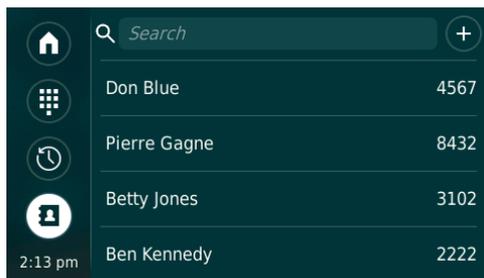
From your contact directory, scroll to view contacts or enter search criteria to find one. The search results include a search through your organization's corporate directory and are sorted by last name. A message displays if there are no local contacts or no local search results that match your criteria.

4.4.1 Adding contacts from the recent calls list

You can save call information from the recent calls list to your contact directory.

Procedure

1. From the home screen, tap this sequence:

   The recent calls list displays.

2. Scroll through the list to find the contact.

3. Tap the contact and swipe to the left.

4. Tap **+**.

5. Enter the **First Name**, **Last Name**, and **Contact Number**, and then tap ✔.

4.4.2 Accessing your corporate directory

You can confirm that your system administrator set up corporate directory access on your phone by checking its connection status.

About this task

To check the Lightweight Directory Access Protocol (LDAP) server status:

Procedure

1. From the home screen, tap this sequence:

    > **Status** > **Network** > **Directory Server**

2. Verify that the status of the LDAP server is Configured.

Results

Any directory search now searches through the corporate directory as well as the contact directory.

📄 **Note:** Each time you return to the directory, only the local contacts display.

What to do next

If you are ever unable to connect to the corporate directory and the home screen shows the

warning icon ( ), check the phone status menu. If the status menu reports a directory

error, contact the system administrator.

4.4.3 Adding contact names and numbers

You can add contacts by entering their names and numbers.

About this task

⚠️ **Caution:** Do not store conference access codes in the contact directory. This is a breach of security.

Procedure

1. From the home screen, tap **Contacts**.

   The contact directory screen displays.

2. Tap **+**.

3. Enter the **First Name**, **Last Name**, and **Contact Number**, and then tap ✔.

4.4.4 Adding contacts from your corporate directory

You can save corporate directory contacts locally.

Procedure

1. From the home screen, tap **Contacts**.

   The contact directory screen displays.

2. Scroll or search the list to find the contact.

3. Tap the contact and swipe to the left.

4. Tap **+**.

Results

Only the first name, last name, and phone number are saved.

4.4.5 Searching for contacts

You can search for contacts in the directory. The phone searches both your contact directory and your corporate directory.

Procedure

1. From the home screen, tap **Contacts**.

The contact directory screen displays.

2. Tap the search box.

3. Using the onscreen keyboard, enter your search criteria, and tap **Search**.

Results

Up to 100 entries display on the screen, sorted by last name and source: corporate directory matches first, and then matches from your personal contacts.

4.4.6 Editing or removing contact information

You can update information for local contacts and delete local contacts.

Procedure

1. From the home screen, tap **Contacts**.

The contact directory screen displays.

2. Scroll or search the list to find the contact.

3. Tap the contact and swipe to the left.

4. Tap the pencil icon.

The Edit contact screen displays.
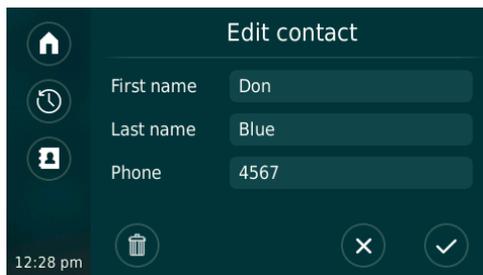
5. Do one of the following:

• Edit the information and tap ✔.

• Tap the trash can to delete the contact.

• Tap **X** to cancel editing the contact.

5 Customizing the phone

You can customize your Dolby Conference Phone by adjusting settings that include the backlight brightness, time format, date format, and language. You can also connect Dolby Satellite Microphones.

- Changing user preferences
- Connecting the Dolby Satellite Microphones

5.1 Changing user preferences

Use the Preferences screen to customize phone preferences.

Procedure

1. From the home screen, tap this sequence:

   ⚙️ **Settings** > **Preferences**

2. Select one of these preferences to customize.

   📝 **Note:** Scroll down on the touch screen to see all of the available preferences and preference options.

To set this preference:	Do this:
Touch screen brightness	Swipe the **Adjust brightness** slider control left or right.
Time zone	Tap **Time zone**, scroll through the list, and tap the desired time zone.
Time format	Tap **Time format** and choose **12h** or **24h**.
Date format	Tap **Date format**, scroll through the list, and tap the desired format.
Language	Tap **Language**, scroll through the list, and tap the desired language.
	📝 **Note:** The language choice may limit the available choices for time and date formats.

5.1.1 Changing personal mode parameters

If the system administrator sets up the phone in your office as your personal phone, you can change the inactivity time-out, the security PIN, and the chairperson passcode. You can also clear the values of all of these parameters.

Procedure

1. From the home screen, tap this sequence:

   ⚙️ **Settings** > **Preferences**

2. Scroll down and tap **Personal mode**.

3. Select one of these parameters to change:

To change this parameter:	Do this:
Auto lock time-out	Tap **Auto lock timeout** and choose the time-out value
Chairperson security PIN	Tap **Change PIN**, enter a new PIN, and reenter the PIN to confirm.
Chairperson passcode	Tap **Change host passcode**, enter your security PIN, and then enter and confirm the new chairperson passcode.
All saved settings	Tap **Clear settings** to delete your stored PIN and passcode and reset the **Auto lock timeout** to the default time.

5.2 Connecting the Dolby Satellite Microphones

Connect one or both Dolby Satellite Microphones to the Dolby Conference Phone to improve the microphone pickup range and quality.

About this task

The phone has two microphone connectors, as shown in this figure.

Figure 4: Connecting satellite microphones to the phone
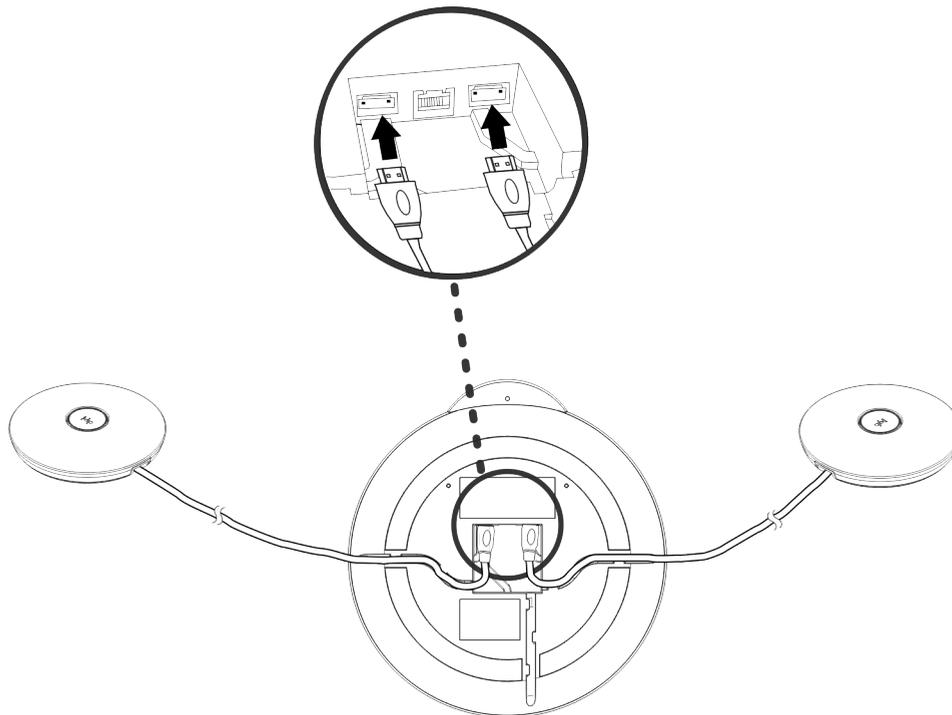
For more information about connecting the microphones and their proper placement, see the *Dolby Satellite Microphone quick start guide*.

Procedure

Connect the microphone cables to the connectors underneath the phone.

Results

A tone plays when the satellite microphones are plugged in or removed.

What to do next

If no tone plays, contact your system administrator.

6 Maintaining and troubleshooting the phone

Maintenance of the Dolby Conference Phone includes updating the software, checking phone settings and diagnostics, and reporting issues to the system administrator.

- Checking the status of the phone
- Reporting error messages to your system administrator
- Postponing a software update
- Rebooting the phone
- Running hardware diagnostic tests
- Phone issue troubleshooting

6.1 Checking the status of the phone

The Status screen lets you display information about the connectivity, configuration, and status of the phone.

Procedure

1. Tap this sequence to display the Status screen:

    > > **About** > **Status**

   The Status screen appears.
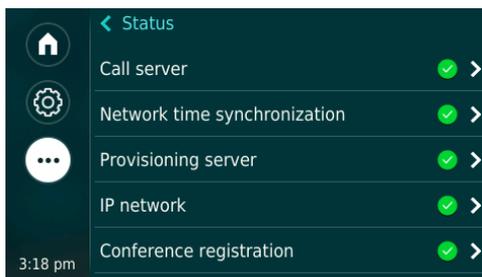
2. Scroll down to see all of the available status information. Tap any item to see details.

   Items with normal status show the icon. Items with a problem show the icon.

   Information about these phone features is available through the Status screen:

   - DHCP server
   - Provisioning server
   - Call server
   - Directory server
   - Conferencing registration
   - Network time synchronization
   - IP network

- CA certificates

- Log file upload

- Dolby Satellite Microphones

- Phone software update status (if an error occurred while downloading the update or you postponed an update)

6.2 Reporting error messages to your system administrator

When there is a problem with the Dolby Conference Phone, the **Settings** button displays a warning icon. Report the problem to your system administrator.

About this task

When the **Settings** button shows the warning icon ( ), follow these steps to troubleshoot the problem and collect the information that the system administrator may need to resolve the issue.

Procedure

1. Note the text of any error message on the home screen.

2. Tap this sequence to display the Status screen:

    > > **About** > **Status**

3. Tap any status items that show an error condition, and make a note of the information displayed in their status screen.

   If any communications have failed, they are marked as and `Help` displays at the top of the status details screen.
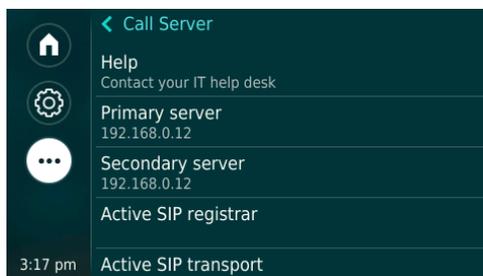
4. Return to the Status screen, tap **Provisioning server** and note the address.

5. Tap **Network > Directory Server** and note the status of the LDAP server for the corporate directory, if your organization uses this feature.

6. Tap **IP Network > Ethernet** and note the values for **Total packets transmitted** and **Total packets received**.

7. Go back one level in the menus to the About screen and tap **General**. Note the values for **Serial number**, **IP address** and **MAC address**.

8. Write a description of the issue that includes the following information:

- What symptoms do you observe?

- Is there an obvious trigger to the problem? What were you doing with the phone immediately before the error message displayed?

- Does the problem happen every time you perform a certain task, or only some of the time?

- Do colleagues nearby have the same problem?

Include any other information that might help the system administrator understand the issue.

9. Send the information that you collected to your system administrator.

6.3 Postponing a software update

The Dolby Conference Phone downloads and installs software updates automatically. Before installing an update, the phone notifies you. You can postpone the update by responding to the notification.

About this task

Software updates require approximately 10 to 15 minutes.

Procedure

1. When you see the update notification, tap **Skip** to postpone the update.

   If you do not respond to the notification within 20 seconds, the update proceeds automatically.

   The **Settings** icon updates to show a warning about the postponed update.

2. When it is convenient to perform the software update, tap this sequence:

    > > **About** > **Status** > **Software update** > **Upgrade**

Results
The phone begins downloading the software update. The phone restarts when the update completes.

6.4 Rebooting the phone

Your system administrator may ask you to reboot your phone if your phone malfunctions or to assist in troubleshooting.

Prerequisites

Before you reboot your phone, contact your system administrator. If your phone is malfunctioning, you may be able to restore normal operation without rebooting it. In addition, your administrator may want to troubleshoot your phone before you reboot it.

📝 **Note:** The recent calls list is automatically cleared when you reboot the phone.

Procedure

1. Tap this sequence:

    > > **Reboot Phone**

2. Tap ✔ to confirm.

Results

When the phone finishes rebooting, the home screen displays.

6.5 Running hardware diagnostic tests

Run diagnostics to check the status of the phone hardware.

Procedure

1. Tap this sequence to display the Test hardware screen:

    > > **Diagnostics** > **Test Hardware**

2. Tap each test that you wish to run, and follow the instructions on the screen.

6.6 Phone issue troubleshooting

Potential phone issues include problems with power, the buttons, the accuracy of the touch screen, the speaker and microphones, IP phone features, conferencing features, audio, and software updates.

📒 **Note:** If you observe any error message not mentioned in this documentation, or any unusual phone behavior, contact the system administrator.

6.6.1 Troubleshooting power issues

If no lights illuminate when you connect the Ethernet cable to the phone and the touch screen remains dark, troubleshoot possible power issues.

Procedure

1. If power for the phone comes from an Ethernet hub or switch, verify that the phone is connected to a Power over Ethernet (PoE) port.

   The phone must be connected to a PoE port, not a regular Ethernet port.

2. If power comes from a PoE injector, verify that the injector is plugged into a working AC outlet.

6.6.2 Troubleshooting the buttons

Run hardware diagnostics if the volume and mute buttons do not work.

About this task

The phone should play a tone if you press the volume buttons while the phone is idle.

Procedure

1. Tap the **Phone** icon and then tap some digits on the keypad.

   If you hear the dual-tone multifrequency (DTMF) tones from the digits, there may be a problem with the hardware. Continue to the next step.

   If you cannot hear the DTMF tone, log files from your phone will be uploaded to the provisioning server and will assist the system administrator in finding the problem.

2. Tap this sequence to confirm whether the buttons are working, and follow the instructions:

    > > **Diagnostics** > **Test Hardware** > **Keys**

6.6.3 Troubleshooting touch screen accuracy

The calibration of the touch screen may need to be reset if, when you touch the screen, the software reacts as though you had tapped a different location.

Procedure

1. Tap this sequence to run the touch screen diagnostics and follow the instructions:

    > > **Diagnostics** > **Test Hardware** > **Touch Screen**

2. If the diagnostics confirm that the phone touch screen is not accurately calibrated, contact the system administrator.

6.6.4 Troubleshooting speakers and microphones

You can run hardware diagnostics to check for problems with the speakers, the internal microphone, and the Dolby Satellite Microphones.

Procedure

1. If you cannot hear audio, increase the speaker volume with the **+** button.

2. If you still cannot hear, or cannot be heard, tap this sequence to display the Test hardware screen:

    > > **Diagnostics** > **Test Hardware**

3. Tap **Speaker** or **Microphone**, and follow the instructions.

6.6.5 IP PBX calling issues

Contact your system administrator if any of the following issues occur: the phone button is grayed out, you always get the busy tone after dialing a number, you cannot receive a call, or the call timer is active but you cannot hear or be heard by the other party.

6.6.6 BT MeetMe with Dolby Voice issues

Issues with BT MeetMe with Dolby Voice conferencing may occur when you try to activate your conferencing account or when you try to join meetings.

📒 **Note:** If your activation PIN is rejected, note the error message and contact your system administrator.

Troubleshooting the Service unavailable or Meeting not found screens

If you cannot join or start a meeting, there are several steps to take to troubleshoot the issue.

Prerequisites

If you need to start or join your conference immediately, tap to call the BT

Conferencing service phone number that was provided with your passcode.

About this task

The Service unavailable or Meeting not found screens may appear when you cannot join or start a meeting:
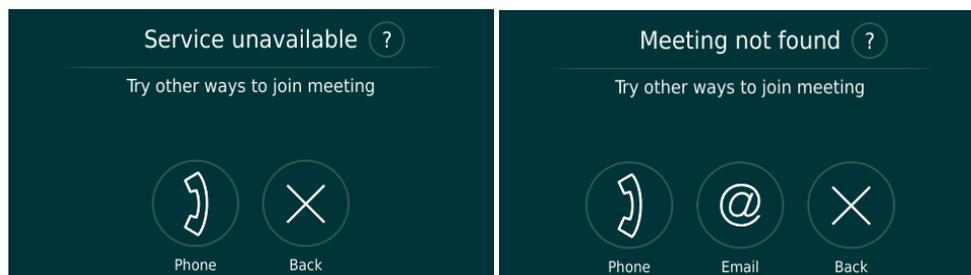
Procedure

1. Tap **Back** and try entering your passcode again.

2. If the **Email** button is available, tap it and try entering both your email address and your passcode.

   This may solve the problem if your passcode does not match the email address stored in the phone.

   If these steps do not solve the problem, it is likely that your passcode is invalid.

3. Tap **?** and contact the system administrator with the error code.

6.6.7 Troubleshooting audio issues

The phone can provide you with troubleshooting suggestions if you have audio problems during a call.

About this task
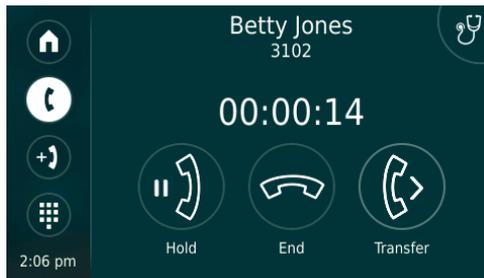
Procedure

1. Tap the stethoscope icon during the call, if this icon is available.

2. Choose an issue from the list and follow the troubleshooting suggestions.

3. If the problem persists or the stethoscope icon is not available, contact your system administrator.

6.6.8 Troubleshooting software update issues

If a software update fails, you can try to download and install the update again.

About this task

These messages indicate that there was a problem with a software update:

- `Unable to download software image file`

- `Invalid signature on software image file`

- `Invalid software image file`

- `Failed to complete software update for an unknown reason`

Procedure

1. Tap this sequence:

 > **Software update**

2. Tap **Upgrade** to retry the update.

Glossary

DSP

Digital signal processor. A specialized microprocessor optimized for digital signal processing.

DTMF

Dual-tone multifrequency. A system that is used by touch-tone telephones to assign a specific frequency (consisting of two separate tones) to each key so that it can easily be identified by a microprocessor.

IP

Internet Protocol.

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.

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.

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.