



## **Bria 4 *for Mac* User Guide**

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This manual corresponds to Bria 4 *for Mac* version 4.2 and later.

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## Configuring Bria

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# 1 Introduction

This user guide describes how to configure and use Bria. Bria is a softphone from CounterPath that enables you to make VoIP voice and video calls, send and receive instant messages, share online status (presence) information, and exchange files.

This user guide is intended for:

- System administrators who have purchased Bria from the CounterPath website and are deploying Bria for use by the staff in an enterprise. The administrator should be familiar with PBX solutions, telephony and VoIP telephony.
- Service providers who have purchased Bria from CounterPath Sales, without further customization or engineering changes.
- End users who have purchased Bria from the CounterPath website.
- End users in an enterprise or subscribers of a service provider who has deployed Bria.

This user guide is divided into two parts: the first part describes how to use Bria; the second part describes how to configure Bria.

- If you are working in an enterprise and you have a system administrator, read the first part “Using Bria”. It is assumed that your system administrator has configured Bria on your behalf.
- If you are deploying Bria without the help of a system administrator, read the Configuration part first, then read the rest of the user guide.
- If you are a system administrator at an enterprise or a service provider, read the Configuration part. You can deploy Bria either manually configuring via the softphone GUI or by using a provisioning server. If you decide to implement remote provisioning, you also need to read “Bria 4 Provisioning Guide”.

## Standard Telephone Features

The CounterPath Bria 4 *for Mac* softphone has all standard enterprise telephone features, including:

- Call display and Message Waiting Indicator (MWI).
- Speakerphone and Mute.
- Redial, Hold, Do Not Disturb.
- Call history – list of received, missed, and dialed calls.
- Call forward.
- Call transfer.
- Call record.
- Auto answer.
- Five-party audio conferencing.
- Three-party video conferencing.

## Enhanced Features and Functions

Bria also supports the following features and functions:

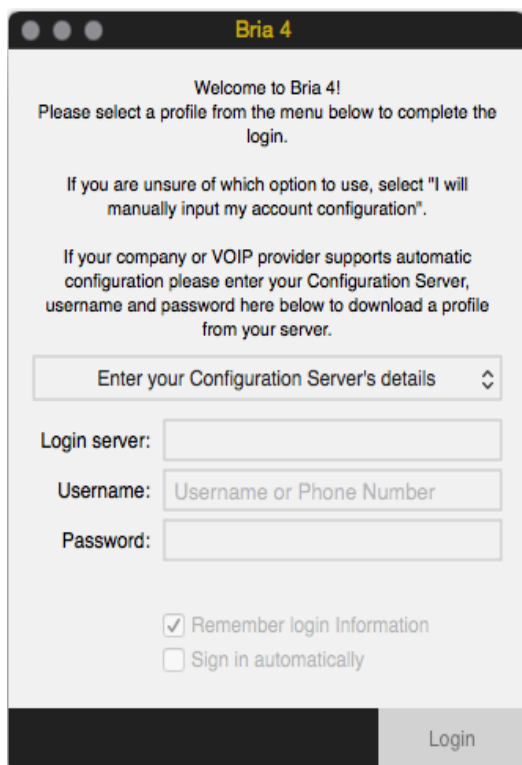
- Video
- Support for several languages in addition to English: French, Portuguese, Russian, and Spanish.
- IM and presence using the SIP SIMPLE protocol or the XMPP protocol.
- IM conferencing (group chat) via an XMPP account.
- Corporate chat rooms.
- Contact list containing the individual user's contacts
- Directory containing names from a shared LDAP directory.
- File transfer via an XMPP account.
- Support for DTMF (RFC 2833 or inband DTMF).
- Automatic detection of audio and video devices.
- Acoustic echo cancellation, automatic gain control, voice activity detection.
- Support for the following audio codecs:  
G.711aLaw, G.711uLaw, G.722, G.729, OPUS, SILK Narrowband, SILK Wideband, SILK Super-wideband, Speex, Speex Wideband.
- Support for the following video codecs:  
H.263, H.263+ 1998, H.264, VP8.
- Support for these firewall traversal solutions: STUN, TURN, or ICE.

# Using Bria

## 2 Getting Started

Bria can be deployed with or without a configuration server. If you are deploying Bria with the help of a system administrator, follow the instructions given by your system administrator.

1. Install Bria: obtain the Bria setup executable file and follow the prompts in the install wizard.
2. Start Bria as you would any other program. The Bria Login dialog appears.



>Welcome to Bria 4!  
Please select a profile from the menu below to complete the login.

If you are unsure of which option to use, select "I will manually input my account configuration".

If your company or VOIP provider supports automatic configuration please enter your Configuration Server, username and password here below to download a profile from your server.

Enter your Configuration Server's details

Login server:

Username:

Password:

Remember login Information  
 Sign in automatically

Login

3. Set the profile to the value specified by your system administrator. Typically:
  - I will manually input my account configuration: Choose this if you have no login or configuration server. This profile does not use the Login feature. Login is used only in enterprise deployments in which a system administrator has set up a provisioning server to automatically configure Bria for you. You must configure a SIP account as described in "Creating Accounts" on page 66.

- Enter your Configuration Server's details: Choose this if you have a login server address and login credentials from your system administrator. Bria will be automatically configured for you.

## Subsequent Startups

After the first-time startup, the Bria Login dialog will not appear if you selected the “No login” profile.

(If you started up the first time with “I will manually input my account configuration” but in fact you do need to log in, go to the menu and choose Preferences. Click the Application tab and enable login. See page 83.)

## Making a First Call

Try making calls with your new phone (page 9).

## Having Troubles?

Bria includes tools for helping you troubleshoot problems. From the menu, choose Help > Troubleshooting.

- Audio tab: While you are on a phone call, you can test the quality of the audio. Note that to perform a valid test, you should be on an established call (not a call attempt).
- Video tab: You can verify that your camera is working.
- Devices tab: You can verify that your microphone and speakers are working and can set the volume to a comfortable level without having to actually place a phone call.
- Support tab: If none of the other tabs help you solve your problem, you can create logs of your activity and send them to customer support.

# 2.1 Setting up Notifications

Bria uses OS notifications. Make sure that the notifications are set up for Bria in system preferences.

From the menu, click Apple logo > System Preferences > Notifications. In the notification center, choose Bria 4. Choose Banner or Alerts for the alert style. For details on incoming call notifications, see page 13.

# 2.2 Populating your Contact List

Typically, you will want to create contacts in order to easily make phone calls, send IMs and transfer files. You can bring in contacts from other sources such as a CSV file, or your Mac Address book. See “Populating the Contact List” on page 44 for all the sources.

In addition:

- During a call that you place or receive, you can add the other party to your contact list. See “Handling an Established Call” on page 15.
- You can add addresses to the Contact list one by one. See page 45.



## 2.3 Checking for Bria Updates

If you are in an enterprise, your system administrator should tell you about the policy for checking for and installing upgrades.

To check for updates to Bria, choose Help > Check for updates. The Auto Update window appears.

- If a new version of the software is available, you can download it from this window.
- If no newer version is available, this window informs you that your version is up to date.

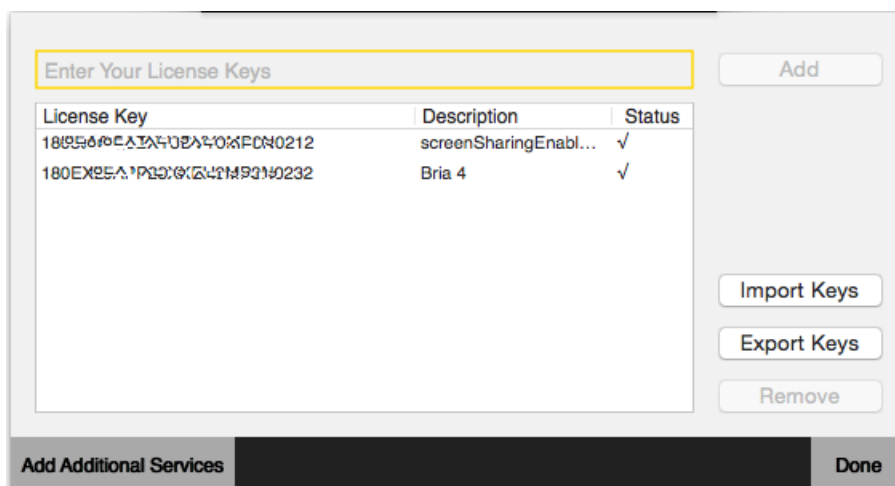
## 2.4 Managing Bria Licenses

You will need to deal with license keys in the following cases.

- At initial setup, you will be asked to enter a license key if the key is not provided via provisioning.
- When you purchase an add-in for Bria, the additional key must be entered to Bria (see page 33).
- When you get a new computer, the current license keys must be transferred to the new computer.

To transfer license keys to a new computer:

1. On the current computer, start Bria and choose Help > Enter License Key. The License Key Management window appears.

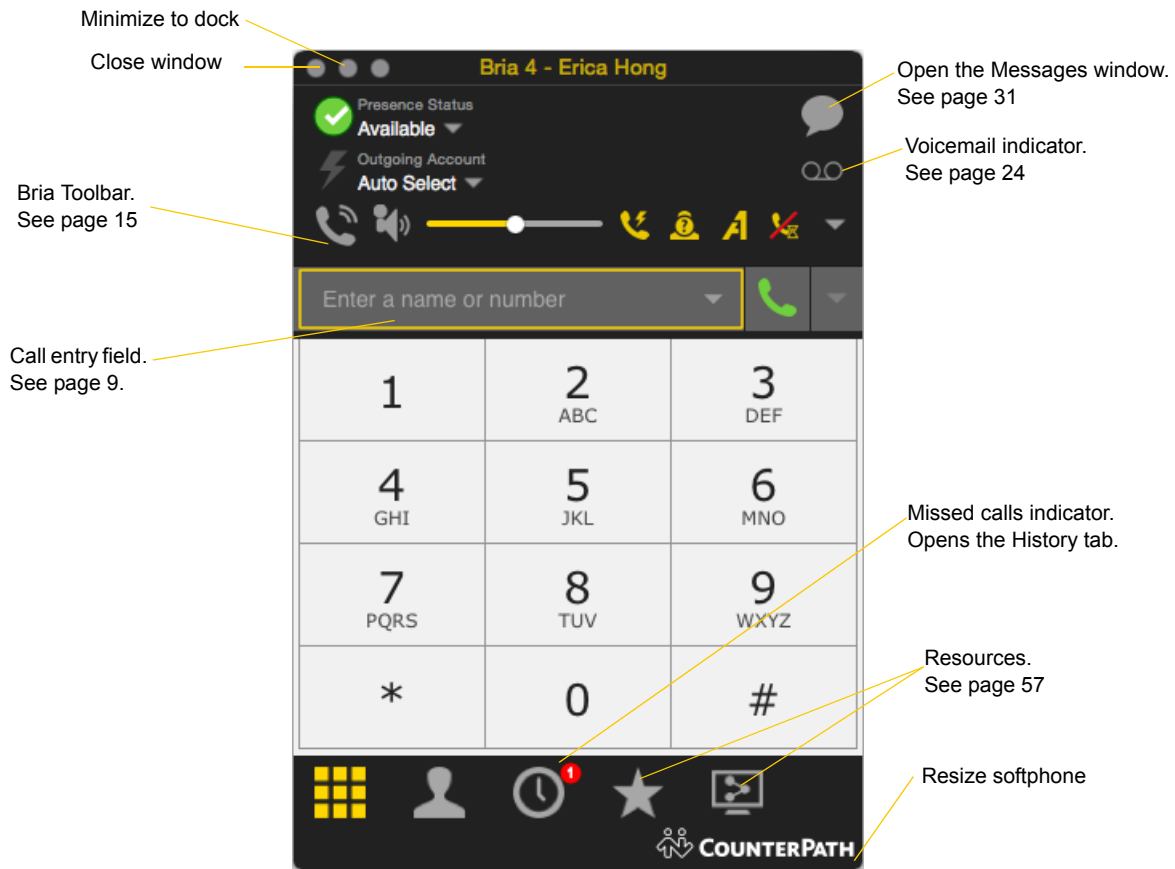


2. Click Export Keys. The dialog appears asking which file to save the keys.
3. Name a file, and click Save. Bria creates a text file with all the keys listed.
4. Transfer the text file to a new computer.
5. On the new computer, start Bria and choose Help > Enter License Key.
6. Click Import Keys, and choose the text file that contains the license keys. The keys appear in the dialog.
7. Click Done.



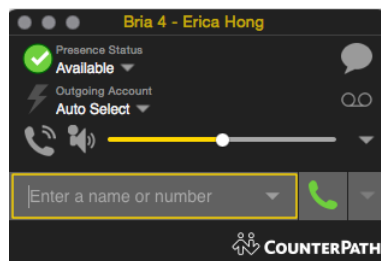
# 3 Making Phone Calls

## 3.1 The Onscreen Softphone

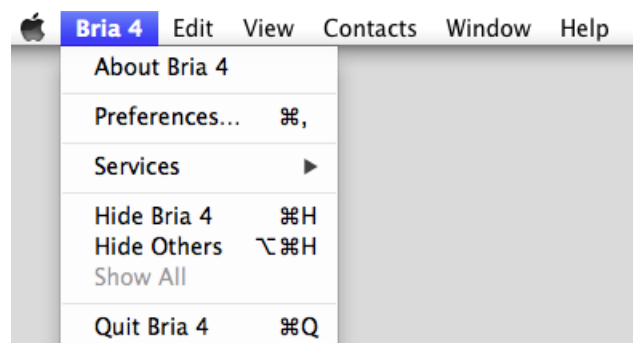


### Compact View

To create this compact view, go to Bria, click View and hide all the resources tabs including the dialpad.



## The Bria Menu

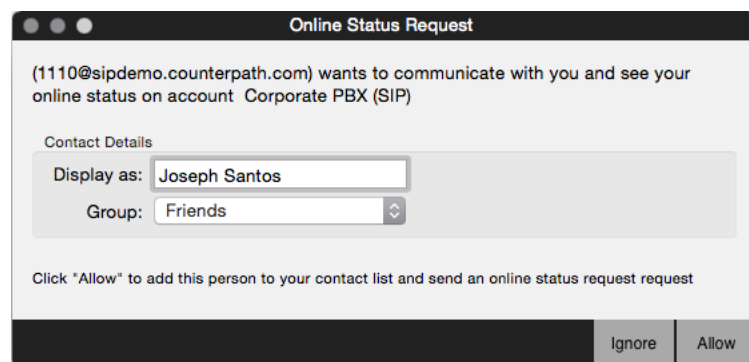


The menu contains the following items that are specific to Bria:

- Bria 4 > Preferences. See page 83.
- Sign Out. To log off and minimize Bria to the system tray. If you click the Bria icon in the status bar, the Login screen appears. This menu item does not appear if you have configured Bria for no login.
- View. Changes how Bria looks. Also lets you view the messages and chat rooms (if you are a member of one; see page 29).
- Contacts. Lets you work with contacts.
- Help. Provides access to various service-related features.

## Receiving an Online Status Request

When you start Bria, one of the first things you may see (if presence is enabled) is an Online Status Request dialog. See “Sharing Online Status” on page 52.

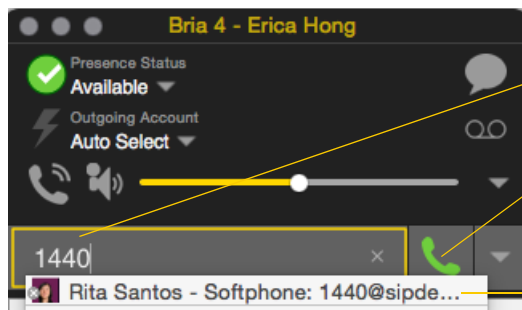


## 3.2 Placing a Call

Place the call as described in the table below. The outgoing call opens in its own call panel, below any other existing call panels. You will hear a ringing tone while Bria attempts to make a connection.

Option	From the...	Description
Keying	Dialpad or computer keyboard	<ol style="list-style-type: none"> <li>1. Enter the number or address in the call entry field using the dialpad or the computer keyboard. To turn letters to numbers, see page 11. If entering a softphone address, you can enter the entire address (6045551212@domainA.com) or just the number (6045551212). As you type, a suggestion for completing the entry may appear. Choose the suggestion or keep typing.</li> <li>2. Click the Call button or press Enter.</li> </ol>
Control-click a contact	Contacts tab	Control-click an entry from the Contacts tab and choose Call or Video Call. (If the tab contains lots of entries, first search or filter the list.)
Double-click a contact	Contacts tab	Contacts have a “double-click” action (page 83) that either makes an audio phone call or starts an IM.
Single-click a contact	Contacts tab	Hover over the right side of the contact to reveal the click-to-call button. Click to place a call using the primary phone number for this contact.
Redial	Redial button	<ul style="list-style-type: none"> <li>• When the call entry field is empty, click the Call button.</li> <li>• Or click the arrow in the call entry field and select a recent call.</li> </ul> An audio call is placed.
Dialing	Dialpad	<ol style="list-style-type: none"> <li>1. If the dialpad is not visible, click the Phone tab at the bottom</li> <li>2. Click the numbers on the dialpad to enter the phone number.</li> <li>3. Click the Call button or press Enter.</li> </ol>
From an instant message	Messages window	Click the menu at the top of the IM window and choose Call.

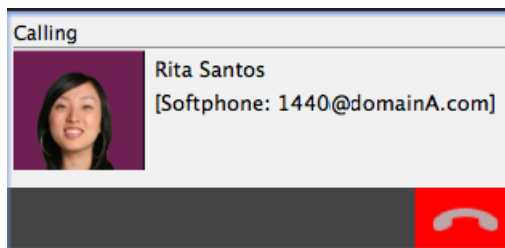
See the next page for an example.



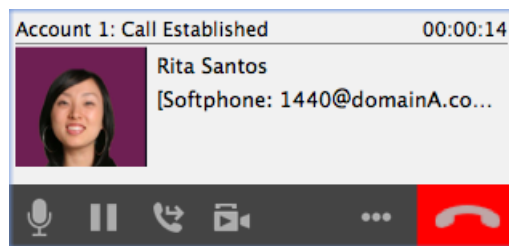
Call entry field

The Call icon. Clicking the down arrow gives you more call options, such as video call or conference call.

Auto complete suggestions. Bria makes a call as soon as you choose the suggestion. You can change this behavior so Bria does not dial until the Call button is pressed (page 83).



For information on working with the call, see "Handling an Established Call" on page 15.



## Dealing with an Auto Attendant

If you know that your call will be answered by an auto attendant and you know what menu items you will choose, you can include those menu items (DTMF) in the phone number when you dial it:

- Before the first DTMF number, include at least one capital P.
- You can include other Ps. Each P causes Bria to wait one second before sending the next character.
- At the end of the input, you must include a ; character.

Example: To dial a number, add a 3-second delay and then press 44, enter this in the call entry field:

```
604551212PPP44;
```

Example: To dial a number, add a 6-second delay, then press 1 then 3 then 2, each with a two second delay:

```
604551212PPPPPP1PP3PP2;
```

A capital X or , (comma) can be used instead of P; the following will work in the same way as the first example above.

```
604551212XXX44;
```

## Selecting the Account to Use

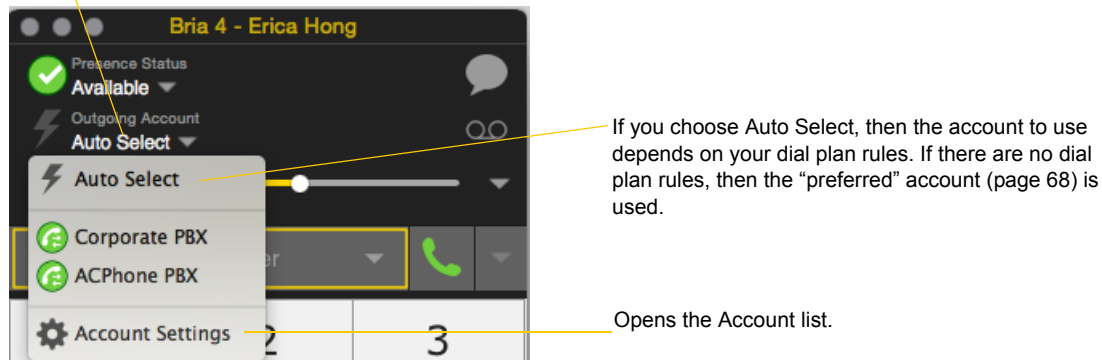
This information applies only if you have more than one SIP account set up and enabled.

When you place a call, you can explicitly specify the account to use for that call.

The account selection options appear only if you have two or more SIP accounts that are enabled and being used for phone calls. To make an account “useable” for phone calls, from the menu bar, choose Bria > Preferences > Accounts, open the desired account and change the Use For fields on the General tab (page 68).

Choose the account to use.

This account will be used for all calls until you select a different account or go back to Auto Select.



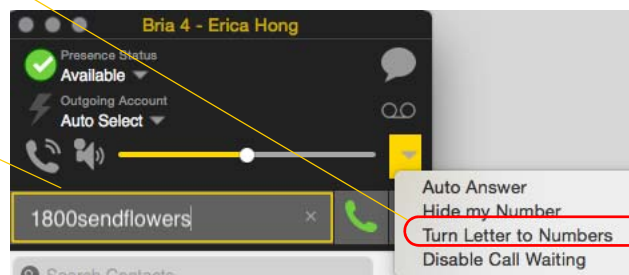
## Letters to Numbers

You can type letters and Bria will convert the letters to numbers when placing the call:

Turn letters-to-numbers on or off

Type the phone number using numbers and letters, as desired

When you click Call, the call panel will open and the call will be placed. The call panel will show the phone number all in digits.

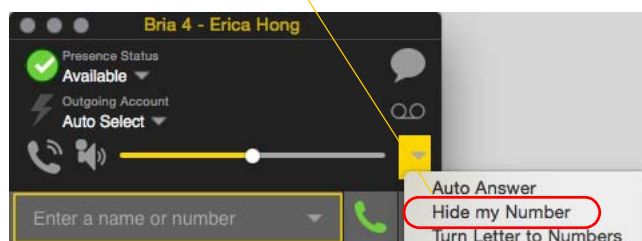


## Hiding your Identity (Anonymous Calling)

You can hide your identity on a call, so that the other person will not see your name or number on their phone. Your ID will be hidden for all outgoing calls until you turn off Hide my number mode

Anonymous Calling is automatically turned off when you shut down or log off.

Turn Hide my number on or off



## Placing another Call

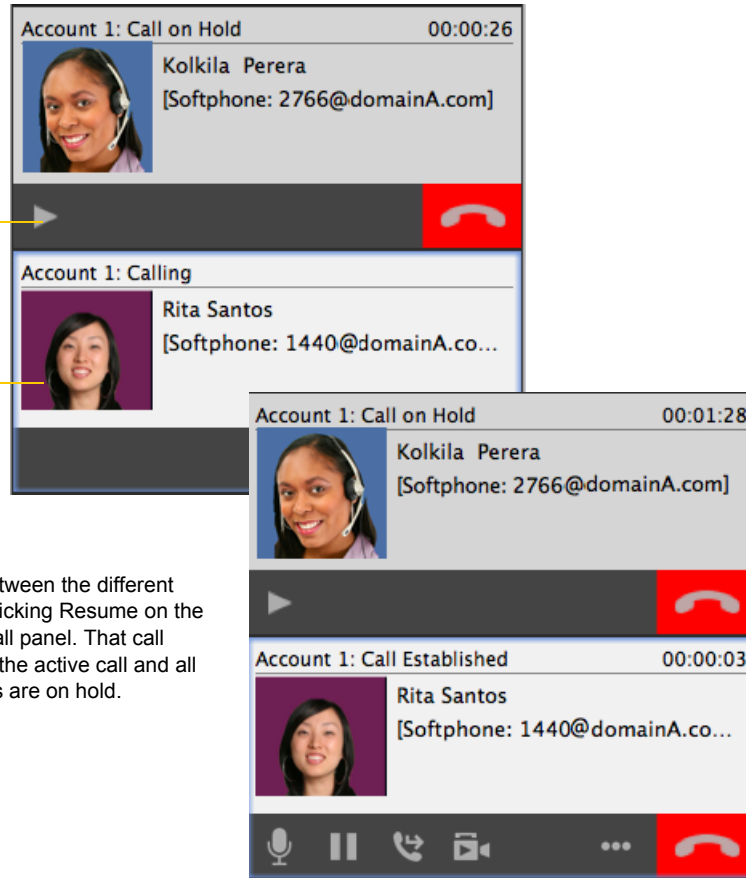
You can place another call. There is no limit to the number of calls you can make, although eventually the quality of audio and video will degrade because of limitations on the computer.

Place the call in the usual way

Existing call is automatically put on hold

New outgoing call

Switch between the different calls by clicking Resume on the desired call panel. That call becomes the active call and all other calls are on hold.





## 3.3 Handling Incoming Calls

Bria must be running to answer incoming calls. (If Bria is not running, incoming calls may be directed to voicemail; check with your VoIP service provider or system administrator.)

When Bria is in the foreground, the new call appears in its own call panel. When Bria is in the background (the focus is on other application), the incoming call notification appears in the upper-right corner. To receive notifications, make sure that you configured both system preferences on Mac OS (page 4) as well as Bria's alerts preferences (page 84).

### When Bria is in Foreground



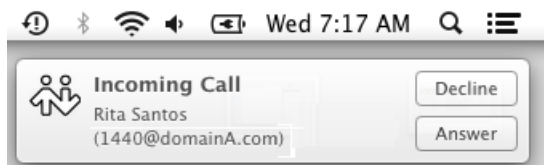
Click. If you are on another call, that first call is automatically put on hold. You are now talking to the new caller.

Or click Forward; a call entry field appears. Enter the name or number to forward to and click Forward Now.

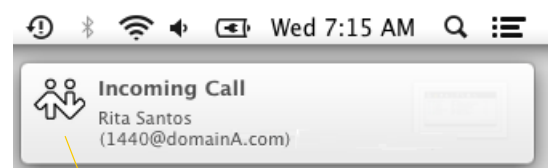
Or click. There will be a busy signal. The call may be directed to voicemail (if you have this service).

### When Bria is in Background

The Alert style shows buttons: Answer and Decline.



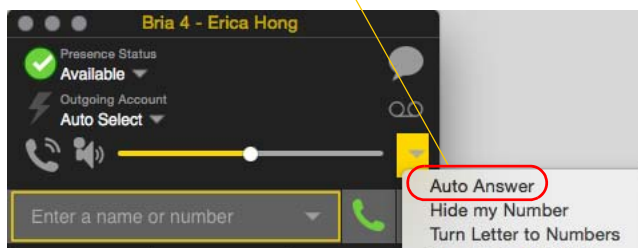
The Banners style goes away automatically.



The notifications do not indicate whether the incoming call is an audio or video call. If the incoming call is a video call, Bria will answer with video.

### Auto Answer

Turn Auto Answer on or to set Bria to automatically answer all incoming calls.



Auto answer is initially configured to auto-answer after one ring, and to send only your audio when the call is established. To change this configuration choose Preferences > Calls.

Auto answer is automatically turned off when you shut down or log off.

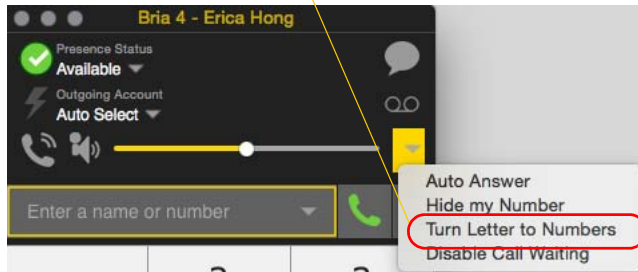
## Disabling Call Waiting

You can turn on Disable Call Waiting. If on, when you are on a call, any new incoming call will go straight to voicemail or will ring as busy (to the caller). In this way, you are not distracted by incoming calls.

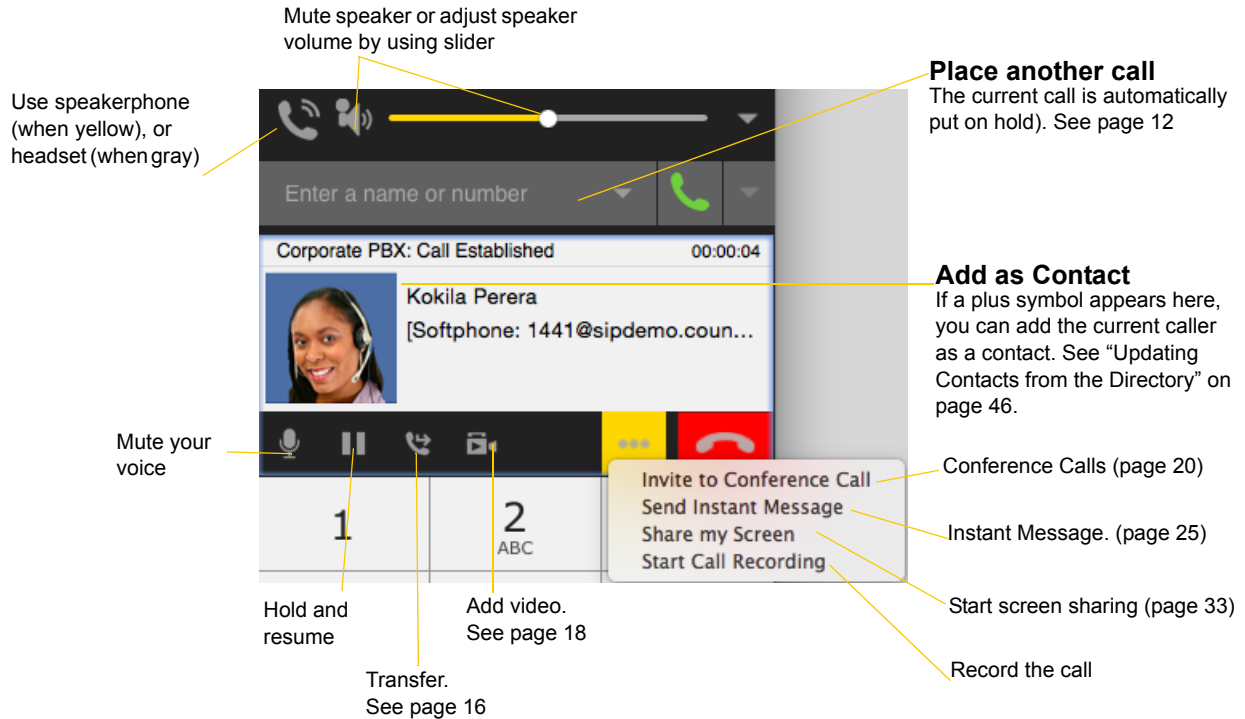
You can enable this feature even during a call, and it will take effect right away. The call will appear in the Missed Calls in the History tab.

Disable Call Waiting on or off

A check mark indicates the feature is enabled (no interruption during a call).



## 3.4 Handling an Established Call



## Encryption

The outgoing call may be encrypted, depending on your security settings. For information on the current security settings, see "SIP Accounts – Transport" on page 75.

- If an encrypted call is established, the security lock icon appears on the call display. This icon indicates that the call is guaranteed to be secure between you and your proxy, and may or may not be secure beyond that first hop. See page 75 for more details on how encryption works.
- If an unencrypted call is established, no security lock icon appears.
- If the call cannot be established with the specified security, the call will fail.

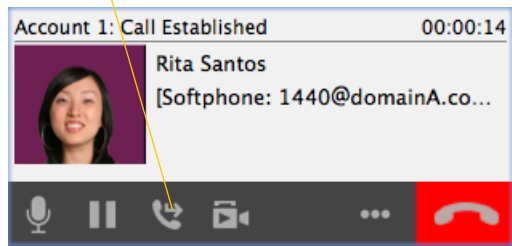
## Ending a Call

Click the End call button on the Call panel (the call can be active or on hold). The call panel closes after a few seconds.

## 3.5 Transferring a Call

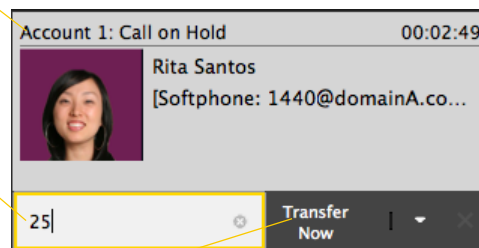
### Basic (Unattended) Transfer – Transfer this Call

Click the Transfer button



The call is put on hold and a call entry field appears.

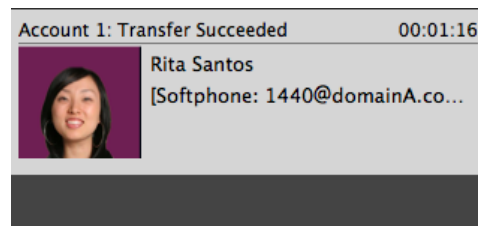
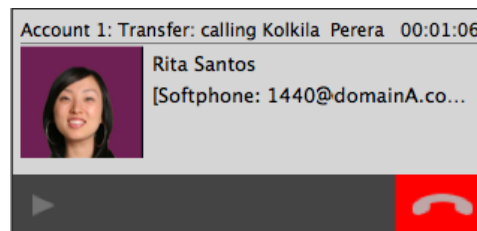
Type a name or number, or drag a contact into the field.



Then click Transfer Now.

The call may end immediately.

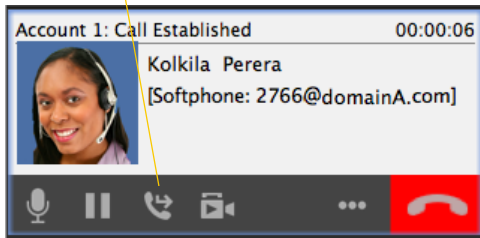
Or it may show "calling", In this case, do not hang up immediately: if the other person does not answer, the call will come back to you.



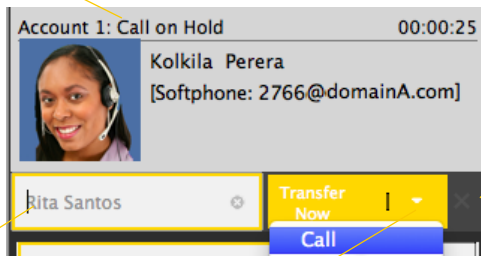
## Attended Transfer – Call then Transfer

You can first speak to the target (the person you are transferring the call to), then click Transfer to complete the transfer.

Click the Transfer button



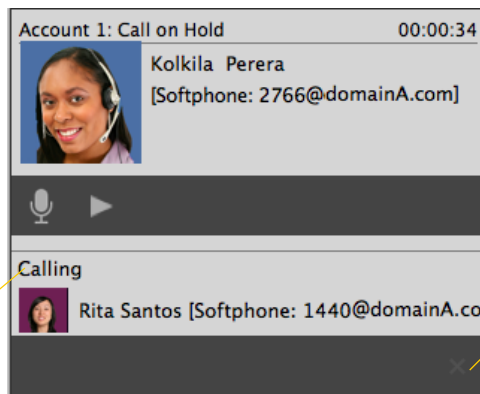
The call is put on hold and a call entry field appears



Or you can click the X to cancel the transfer request and return to the first call

Type a name or number, or drag a contact into the field

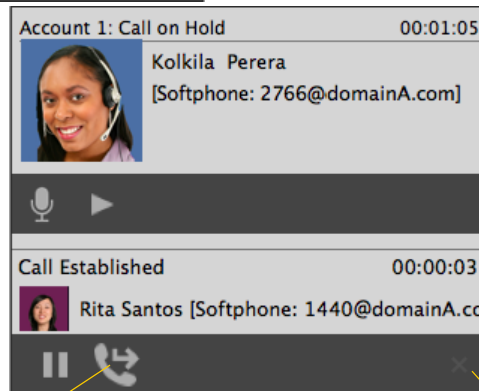
Then click the down arrow and choose Call First



Bria phones the new person

You can hang up the second call and return to the first call

When the other person answers, the Transfer Now button is enabled



When you are ready, click Transfer Now. The call panel closes

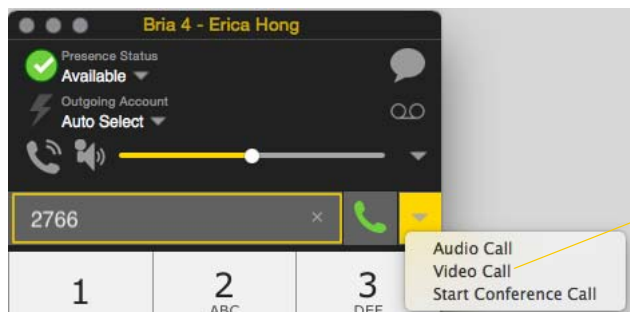
Or if the other person does not want to take the call, click X and return to the first call

## 3.6 Handling Video Calls

### Placing a Video Call

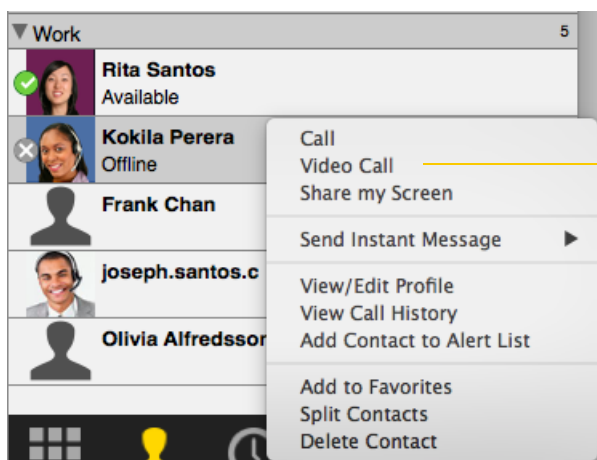
Calls made with Bria will work without a video camera, but a video camera is necessary to allow other parties to see your image. Bria will work with most USB video cameras.

#### From the Dashboard



Click the down arrow and choose Video call. If you mostly make video calls, you can Option-click this down arrow to reveal the “Set Video Call as default action” menu item.

#### From the Contact List



Control-Click a contact and choose Video Call

### Adding Video

If you have a camera, you can click Start Video to add video to an established call. When you add video, the other party may (or may not) start sending their video to you.

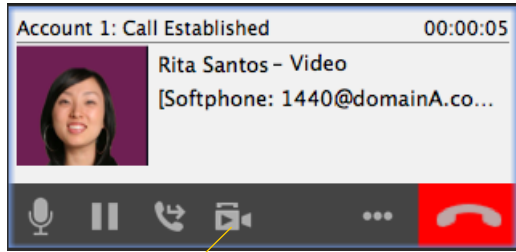
### Other Party Adds Video

If the other party starts their video, your video panel automatically opens and the video is played. You can start sending your own video, if desired (and assuming you have a camera) by clicking Start Video on the call panel.

### Pausing and Resuming Video

Click Stop Video on the call panel or close the video window to pause sending your video.

Click Start Video to resume sending your video; the video window will open.



Start or stop video



## 3.7 Conference Calls

### Starting a Conference Call

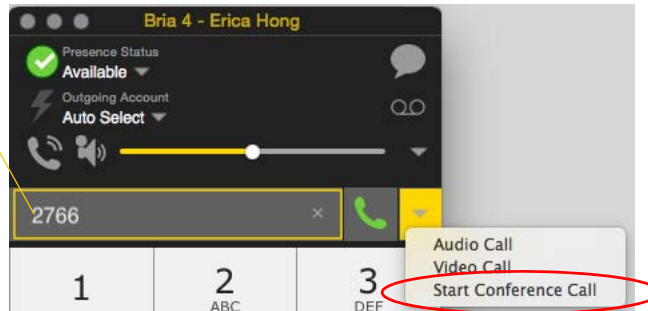
You can start a conference call by:

- making a conference call from the dashboard,
- adding participants to an existing established call, or
- having two established calls and merging them to a conference call.

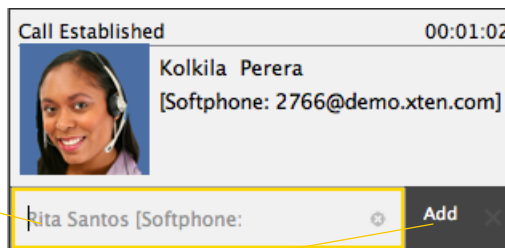
#### From the Dashboard

- Enter the number or address by typing
- Or select from the redial list
- Or drag a contact or history item

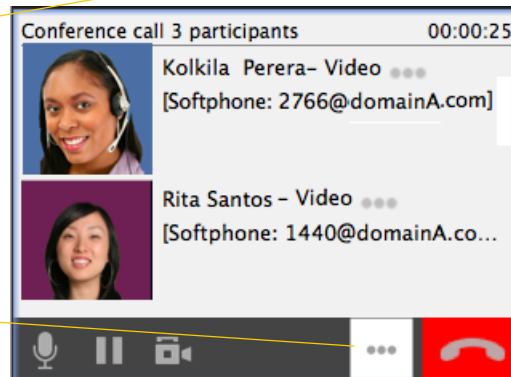
Then choose Start Conference Call



Type a name or number.



Click Add.

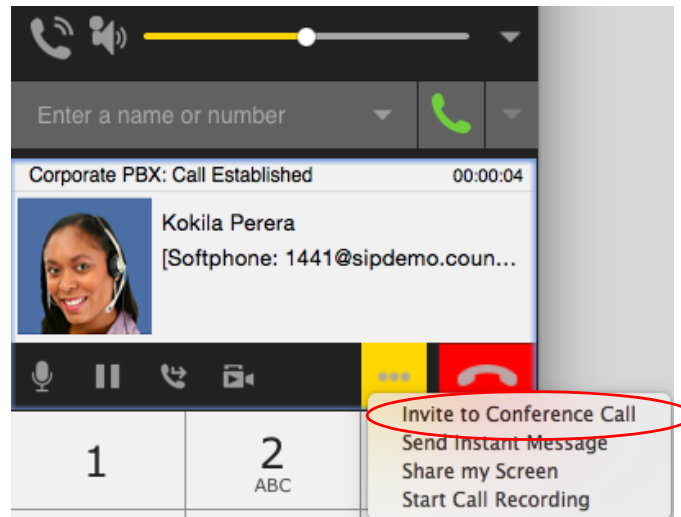


You can add more participants from here.

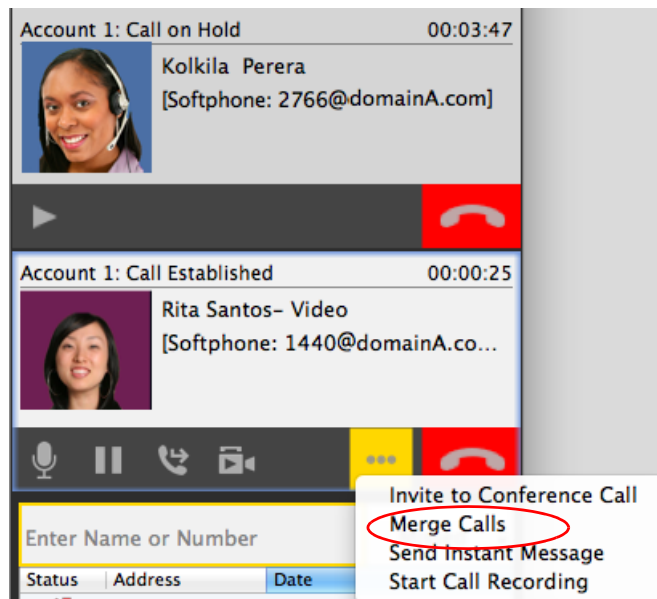


## From an Existing Call

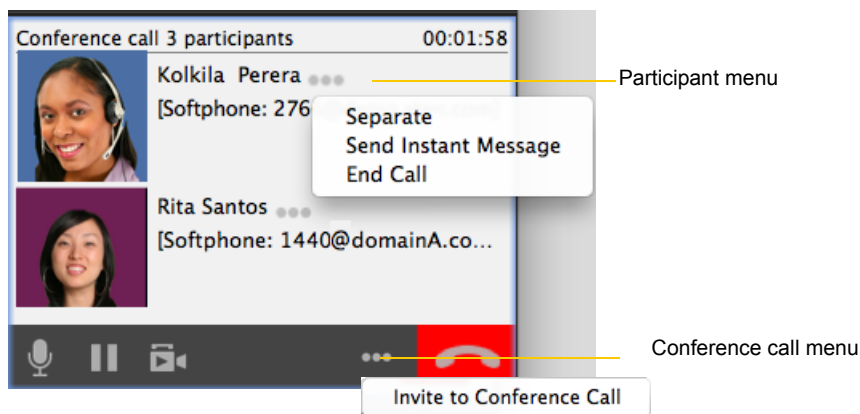
### From One Established Call



### From Two Established Call



## Managing the Conference



### Adding More Participants

You can add more participants to an existing conference in any of these ways:

- Control-click on a contact and choose Add to Conference Call.
- In the conference call panel, click Invite to Conference Call, enter a name and then click Add.
- Add in a separate call that is not part of the conference call: In the call panel for the individual call, click the down arrow and choose Merge Calls. This call is added to the conference call.

### Sending an Instant Message

Click the down arrow beside a participant name and choose Send Instant Message.

### Removing a Participant

To remove one call from the conference, click the down arrow beside a participant name and choose Separate. The call becomes a separate call.

### Ending the Conference

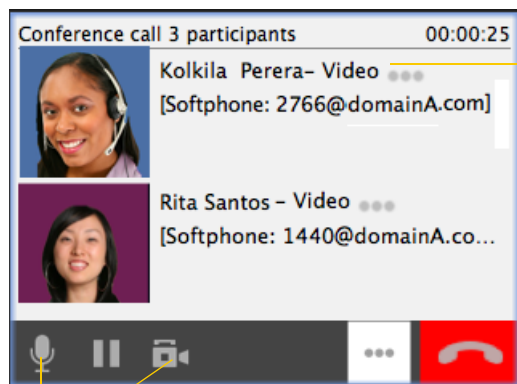
To hang up on everyone, click the End button.

### Suspending the Conference

To suspend the conference, click the Hold button. All participants are put on hold.

If you need to speak to one participant separately, put the conference on hold, separate the one participant from the conference, take that person off hold. When done, merge the participant back into the call.

# Video Conference Calls



"Video" appears beside each person

Closing the video window stops sending video.

Mute. When you mute during a video call, you may also want to click Stop Video to stop the video feed.



## Starting a Conference with Video

When you start a conference from established calls, video is included if at least one of the calls already includes video. Video is sent to all the participants.

When you start a conference from scratch, video is not included. You can open your video window and choose to add video at any time. Video is sent to all the participants.

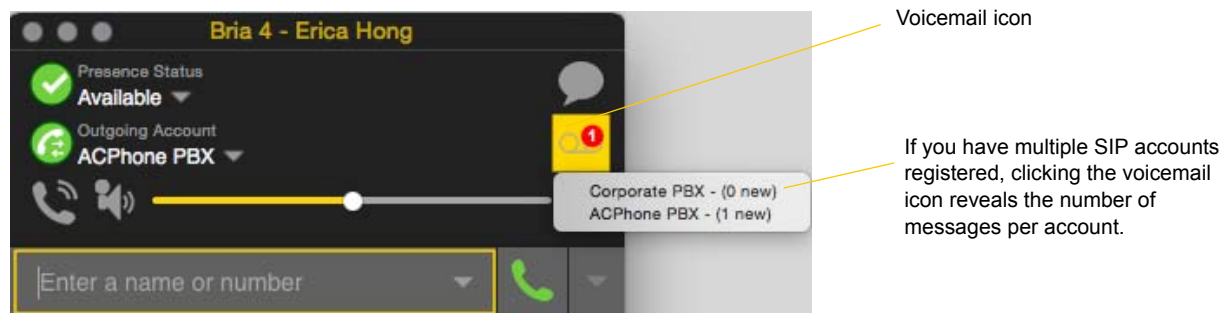
## How Video Is Shared

The conference host (the person who starts the conference) serves as the host for other video. Whatever the conference host is receiving will automatically be sent to the other parties.

If the conference host pauses or stops video, other participants will no longer receive video.

## 3.8 Voicemail

If your service includes voicemail and you have set up voicemail options (page 71), then when you have voicemail messages, the voicemail icon appears at the top of the phone (the icon may include a number). You can click the icon to automatically connect to voicemail and listen to your messages.



## 3.9 Forwarding Calls

### Forwarding Calls

You can enable or disable forwarding so that calls will be forwarded to another number. You can set up forwarding so that calls are always forwarded or so that calls are forwarded only when you are on another call.

Ask your system administrator if you should set up forwarding through Bria. It is possible that your system administrator has set up this feature on the PBX, so there is no need to set it up in Bria.

To enable forwarding, from the menu bar, choose Bria 4 > Preferences > Accounts. Open an account and click the Voicemail tab. For complete details, see page 71.

You can also forward a call “on the fly”. See page 13.

# 4 Presence and Instant Messaging

## 4.1 Instant Messaging

### Sending an IM

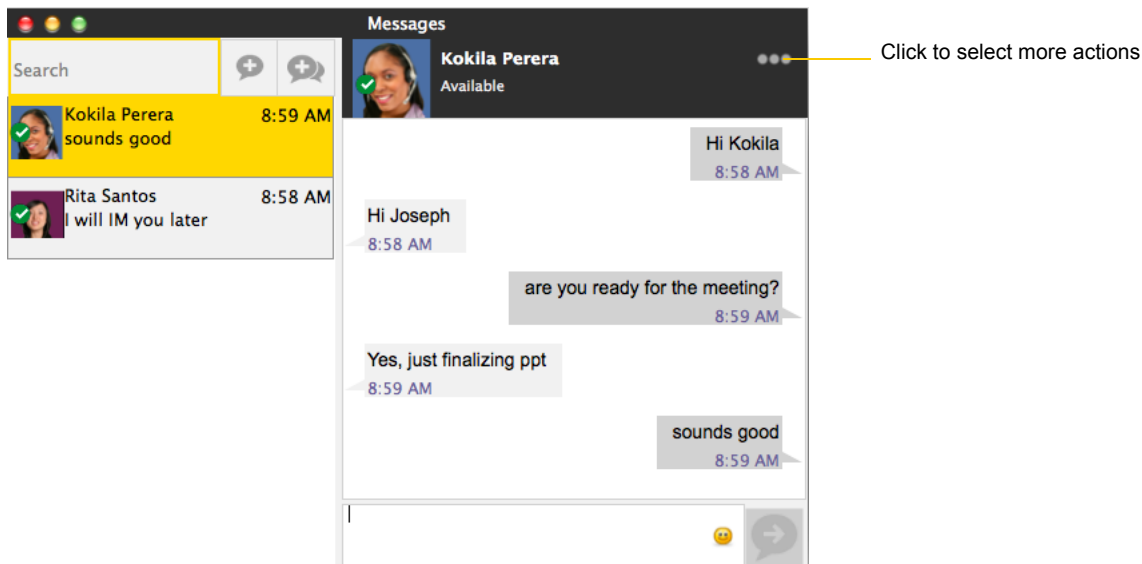
1. There are several ways to select the person to send an IM to.

From the Contacts tab	Control-click on the contact and choose Send IM. The contact must have a softphone address. Or click on the IM icon that appears to the right of the contact name.
An active phone call	If the person is a contact, choose Send Instant Message from the call panel menu.
An active conference call	If the participant is a contact, choose Send Instant Message from the participant menu.
From the Messages window	Click the New Conversation icon beside the Search field, and type a number or name.

2. Type the message. Include emoticons and formatting (Ctrl+B, Ctrl+I, Ctrl+U), as desired.

To insert a return in the message, press Ctrl+Enter. (You can control the behavior of Enter and of Ctrl+Enter; see page 83.)

3. Click the Send icon or press Enter.



### Receiving an IM

When an IM is received, either the IM window or a notification pops up. (To control which window appears, from the menu choose Bria > Preferences > Alerts & Sounds)

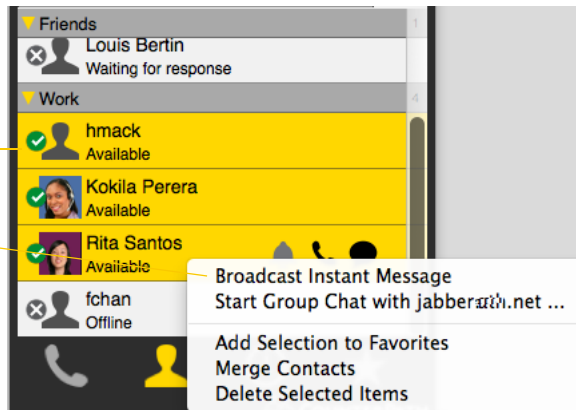
## 4.2 Sending a Broadcast IM

You can send an IM to several people at one time. A broadcast IM is *not* a conference IM.

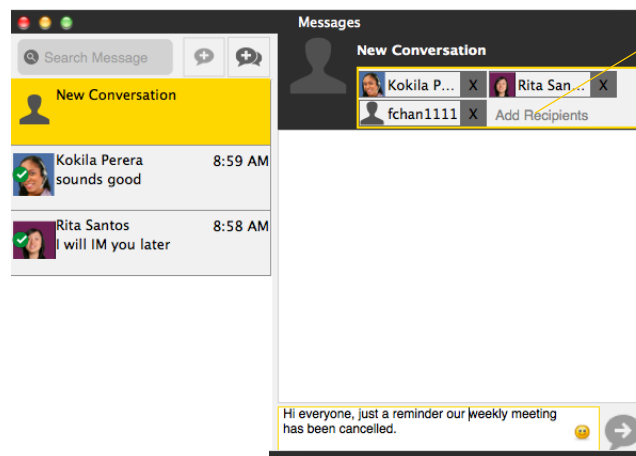
- With a broadcast IM, each recipient can reply to the IM, but only you will see these replies; the other recipients will not see these replies.
- With a conference IM, all parties see everyone's messages and the messages each party sends are seen by everyone. See "Group Chat (Conference IM)" on page 27.

In the Contacts tab, select the desired contacts. Contacts must be online

Control-click the last selected contact and choose Broadcast Instant Message



The New Conversation thread opens

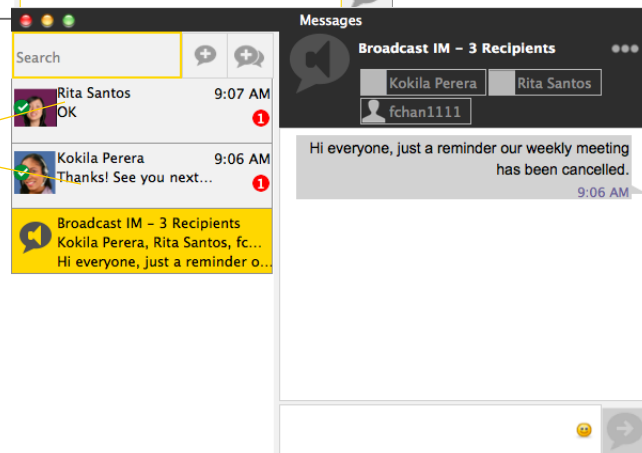


Type a contact name to add more contacts, if desired. Auto suggestions come up.

Type your message. Include emoticons and formatting (Ctrl+B, Ctrl+I, Ctrl+U) as desired.

Click Send or press Enter.

A recipient may send you a response, which will be displayed to you in a regular Instant Message window; you will then be in a regular IM with that one party



## 4.3 Group Chat (Conference IM)

Group chat allows you to exchange instant messages with a group of people in the same session.

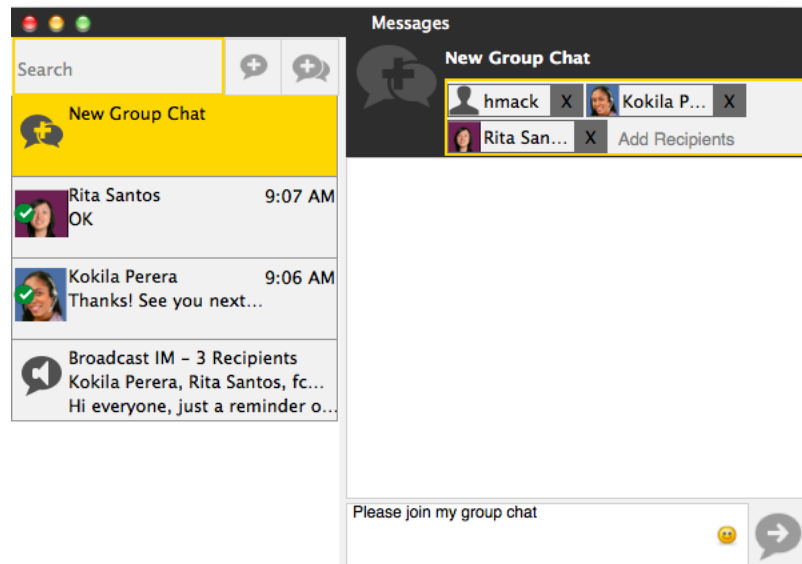
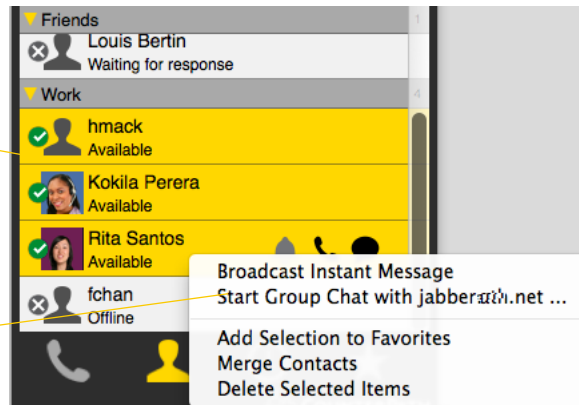
Group chat differs from a broadcast IM in that all parties see everyone's messages, and the messages each party sends are seen by everyone else. In a broadcast IM, each recipient can reply to the IM, but only the person who sent the broadcast IM will see these replies; the other recipients will not see these replies.

There is no limit to the number of participants in a group chat.

### Starting a Group Chat

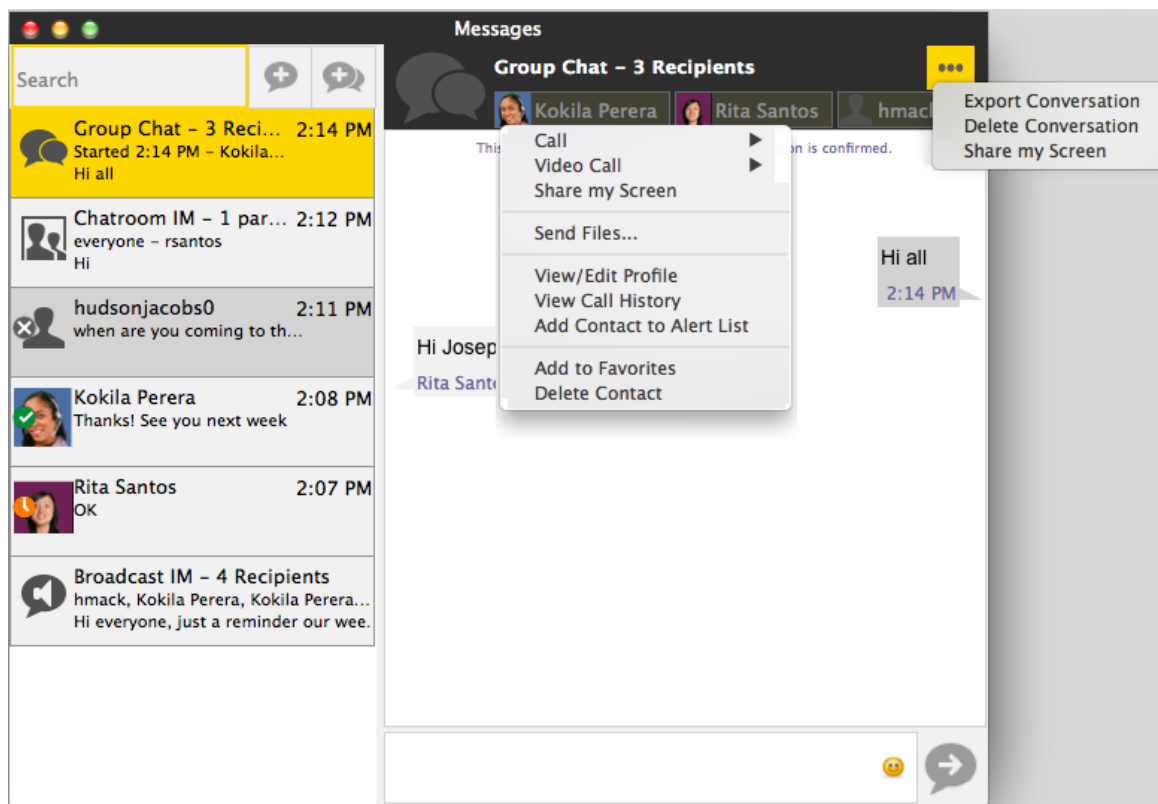
In the Contacts tab, select the desired contacts. Contacts must have XMPP accounts, and must be online.

Control-click the last selected contact and choose Start Group Chat. The New Group Chat thread opens.



Type an invitation message and click Send. Once a chat is started (first message has been sent), you cannot add or remove participants.

## Managing a Group Chat



## Leaving a Group Chat

Unregistering your XMPP account or exiting Bria lets you leave all the active group chat sessions. The session continues with the remaining participants. Once you leave a group chat, you will not be able to rejoin the session. The thread in the Messages window becomes inactive (grayed out); you can read chat history, but cannot participate or download unread messages.

Deleting a group chat session on the Messages window also lets you leave the session, but you will lose chat history.



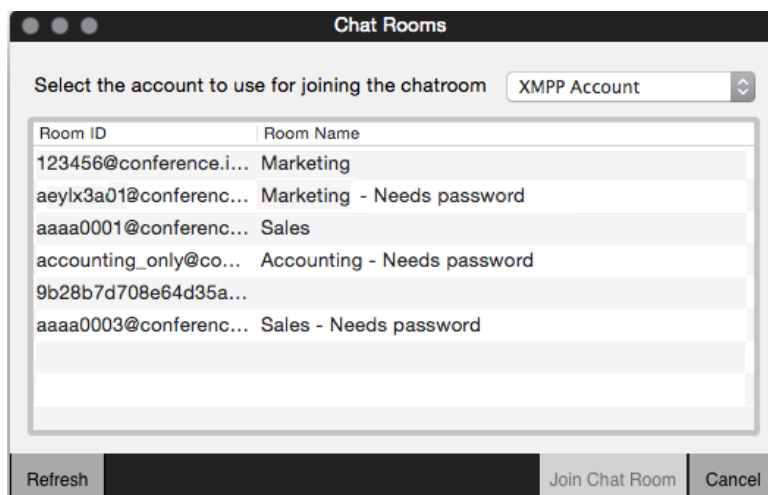
## 4.4 Chat Rooms

Typically, chat rooms are used only in enterprises and are set up by the system administrator.

Chat rooms are set up to allow the same group of people to have a group IM session, usually on a regular basis. For example, your system administrator may create a chat room called “Marketing” and add the marketing staff as members. Every Monday at 8:00 a.m., each member opens the chat room on Bria and joins the conference.

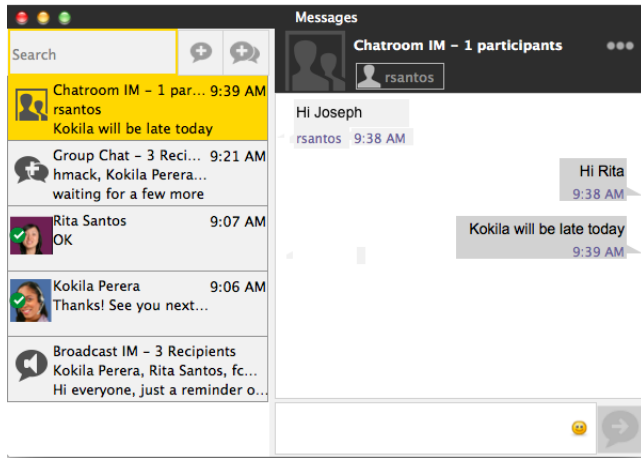
You can only use chat rooms if your system administrator has set up chat rooms and added you as a member. Chat rooms are only available on XMPP accounts.

1. Obtain the following information from your system administrator:
  - The names of the chat rooms you belong to.
  - The passwords for the chat rooms (if applicable)
  - The XMPP account that must be enabled for you to use the chat room.
2. Choose View > Show Chat Rooms. (If the menu item does not show, make sure the appropriate XMPP account is enabled). The list of chat rooms that you belong to appears.



3. Select the appropriate account if you have more than one XMPP account.
4. Select the chat room and click Join Chat Room. If prompted, enter the password for the room.

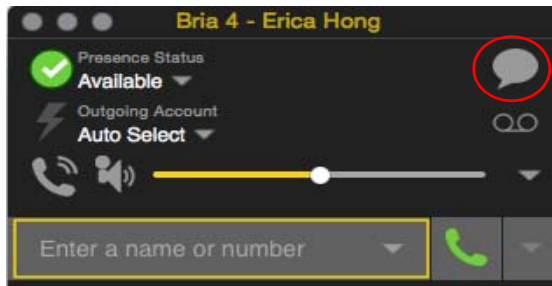
The Messages window appears showing you and other people who have already joined to the chat room session.



## 4.5 Viewing Messages

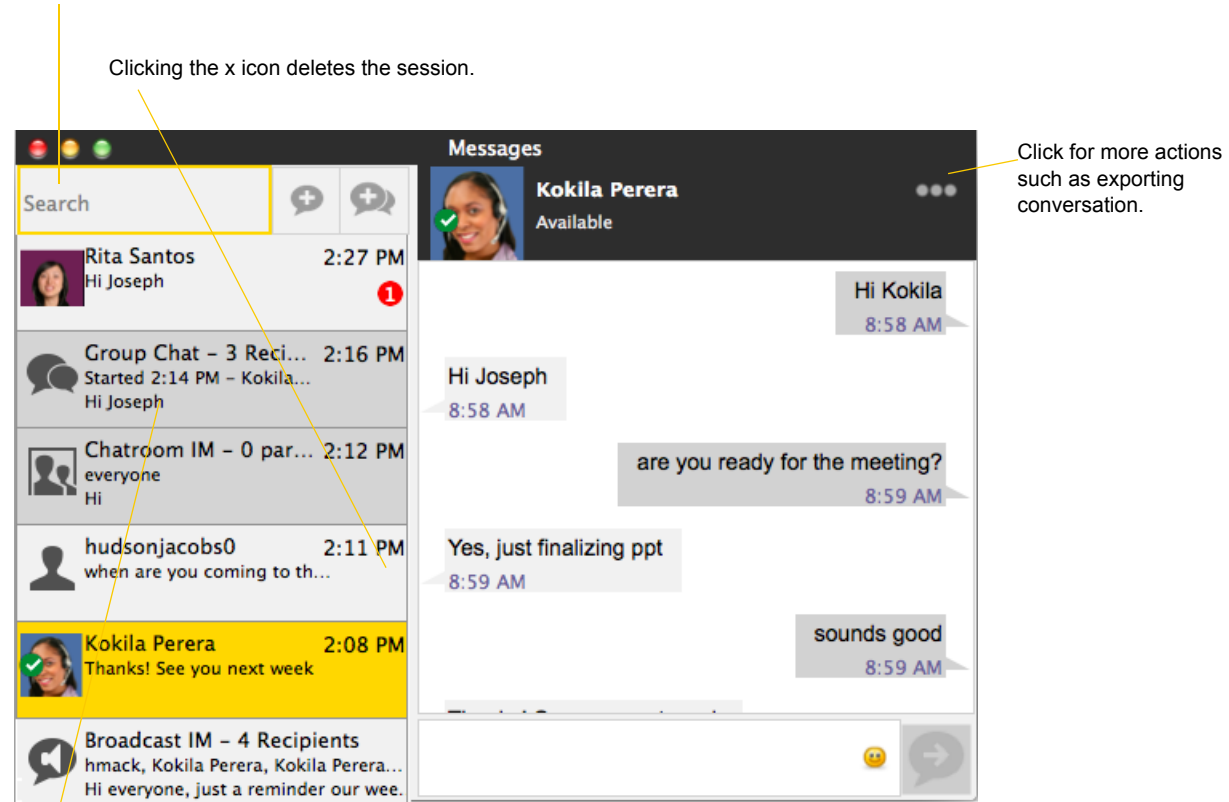
To view your recent IM activity for any contact, group chat session, or chat room session, perform one of these actions:

- Click the Messages window icon :



- Click Shift + Command + M.
- On the menu bar, choose View > Show Messages.

Search all messages.



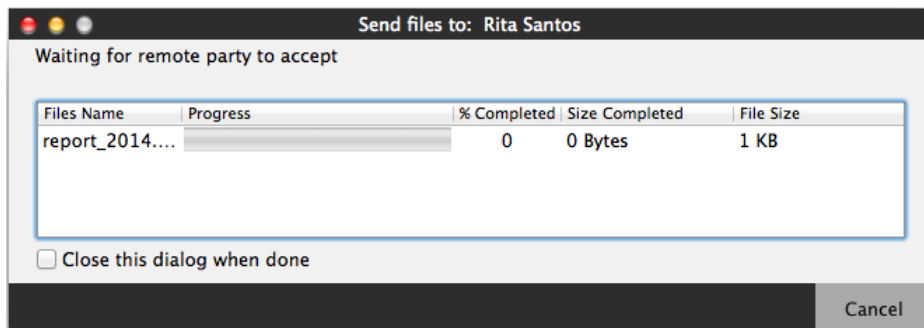
The session may be greyed out. Typically it means that the account used for the session is not registered, or the group chat has ended.

## 4.6 Sending and Receiving Files

### Sending Files

If you have an XMPP account, you can send files to another contact who has a Jabber address (meaning that they have an XMPP account).

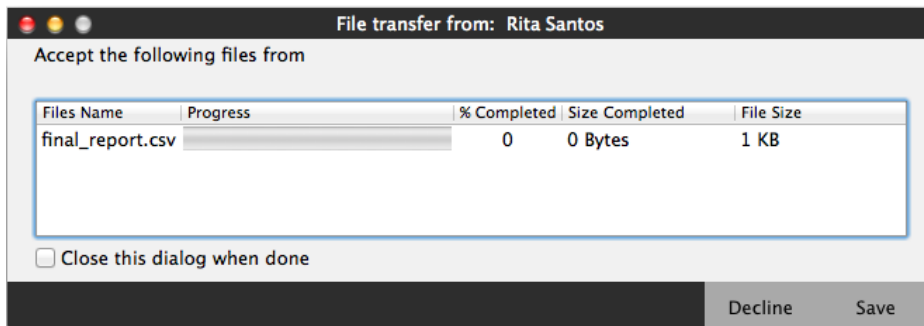
1. Control-click a contact and choose Send Files; a standard Open dialog box opens.
2. Select the files to send and click Open. The Send Files dialog appears with a “waiting” message. If you want, you can cancel the send before the other person retrieves the file.



To cancel the file transfer before the other person retrieves the files, click Cancel.

### Receiving Files

If you have an XMPP account, another person with an XMPP address may send you files. The following dialog appears, to allow you to save the file.

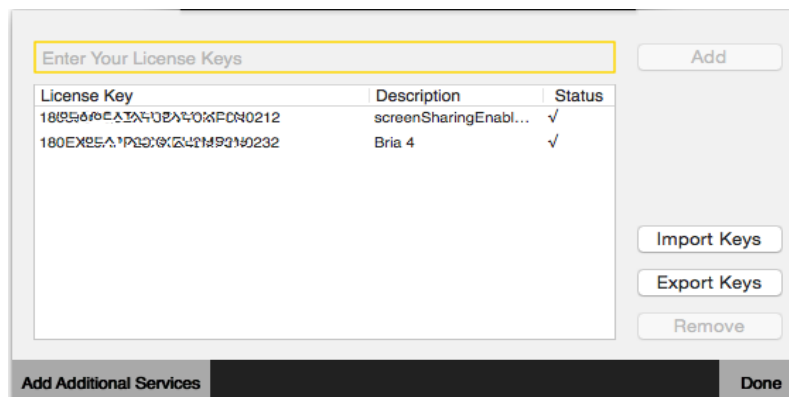


## 4.7 Sharing your Screen

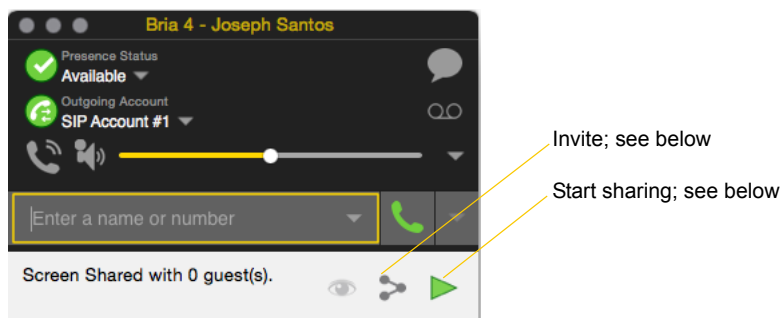
The Screen Share Add-in lets you share your screen with other people, both other Bria users and people who are not Bria users. You do not need to obtain the Screen Share Add-in in order to view someone else's screen; you only need it if you want to share your screen.

### Obtaining the Screen Share Add-in

- To obtain the Add-in:
  - If you work in an organization that has a system administrator who manages setup of applications, obtain the license for Screen Share from that person.
  - If you do not have a system administrator, go to Bria and choose Help > Add Features. The Add-in page of the CounterPath Store appears. Follow the prompts to purchase the Add-in and obtain a license key.
- When you have the Screen Share license key, go to Bria and choose Help > Enter License Key. The License Key Management dialog appears.
- Paste the license key into the field and click Add. The key will appear in the list with a checked Status. Click Done.



- Restart Bria.
- On Bria, choose View > Show Screen Share. The Screen Share tab appears.



## Inviting Participants

There are several ways to invite participants. Whichever method you use, people who you invited by IM and who are Bria users will receive the invitation as an IM in the Messages window; see page 40. Other users will receive a screen share link that they can click or can paste into a web browser in order to join the session.

### Inviting by Selecting Contacts

You can invite people by selecting contacts from Contacts or Favorites. The contacts do not have to be Bria users but they must have an address that is IM-able, so either a softphone number or a SIP or XMPP IM address. With this method, the screen share session starts as soon as you invite someone.

If you want to share your screen with many people, you can use a contact group or group chat.

- To invite everyone in a contact group, right-click the contact group and click Share my screen.
- To invite everyone in a group chat, click the More button in the top right corner, and select Share my screen.

The image consists of two screenshots from the Bria application. The left screenshot shows a contact list with a context menu open over the contact 'joseph.santos.c'. The menu options include 'Send Instant Message', 'Send Files...', 'Share my Screen', 'Start Group Chat with...', 'View/Edit Profile', 'Add Contact to Alert List', 'Add to Favorites', 'Split Contacts', and 'Delete Contact'. A yellow arrow points from the text 'Control-click and choose Share my Screen' to the 'Share my Screen' option. The right screenshot shows a Bria window titled 'Bria 4 - Erica Hong' with a 'Sharing Screen' tab active. It displays 'Screen Shared with 0 guest(s)', a list of invited contacts including 'joseph.santos.c', and a red stop button. A yellow arrow points from the text 'The screen share session starts immediately; see page 38' to the 'Sharing Screen' tab.

Select one or more contacts

Control-click and choose Share my Screen

If prompted, choose a monitor to share, then click Start Sharing

The screen share session starts immediately; see page 38

The invitees appear in the Screen Share tab

## Inviting by Sending an Email

You can invite any participants by email. The invitees do not need to be Bria users and do not need to be contacts.

With this method, the screen share session does not start immediately, which means you can use this method to publish your screen share link for future use. See page 39 for more information.

Click Invite

Click email

The Send Email dialog for your email editor appears.

Enter the email addresses of the participants and send the email.

The email is pre-populated with a message. You can modify this message, but do not delete the blue screen share link!

When ready, send the email

The screen share session does not start immediately; you must start it manually, see page 38.

## Inviting by Sending an IM to Contacts

You can invite any participants by sending an IM to contacts you specify on the invitation. The invitees do not need to be Bria users. They do not need to be contacts but they must have an address that is IM-able, so either a softphone number or a SIP or XMPP IM address.

With this method, the screen share session does not start immediately, which means you can use this method to publish your screen share link for future use. See page 39 for more information.

Click Invite

Click IM

The Messages dialog appears.

Enter one or more addresses

The new message area is pre-populated with a message. You can modify this message, but do not delete the blue screen share link!

When ready, click

The invitation is sent as an IM.

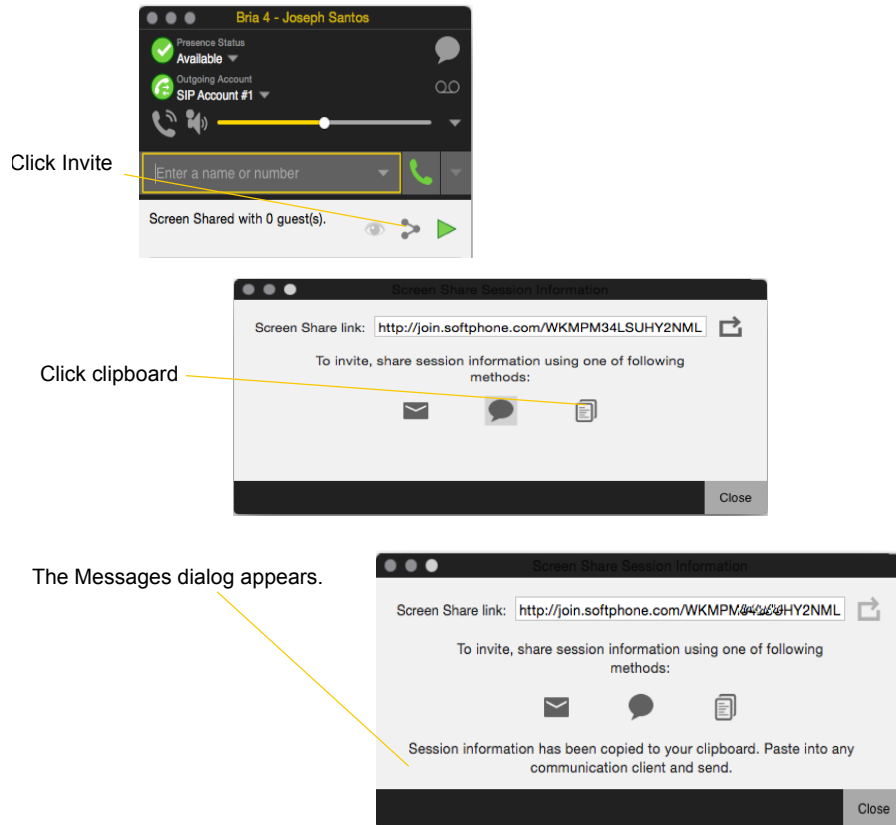
The screen share session does not start immediately; you must start it manually, see page 38



## Inviting by Copying and Manually Pasting the Screen Share Link

You can copy the screen share link to the clipboard and then send the link to invitees using whatever method you want. The invitees do not need to be Bria users.

With this method, the screen share session does not start immediately, which means you can use this method to publish your screen share link for future use. See page 39 for more information.

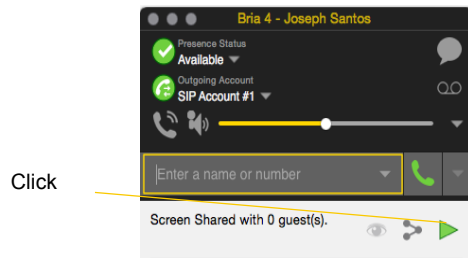


## Combining Methods

You can combine these invitation methods. For example, you could invite some people by email. Then you could invite more people by selecting from your Contacts list.

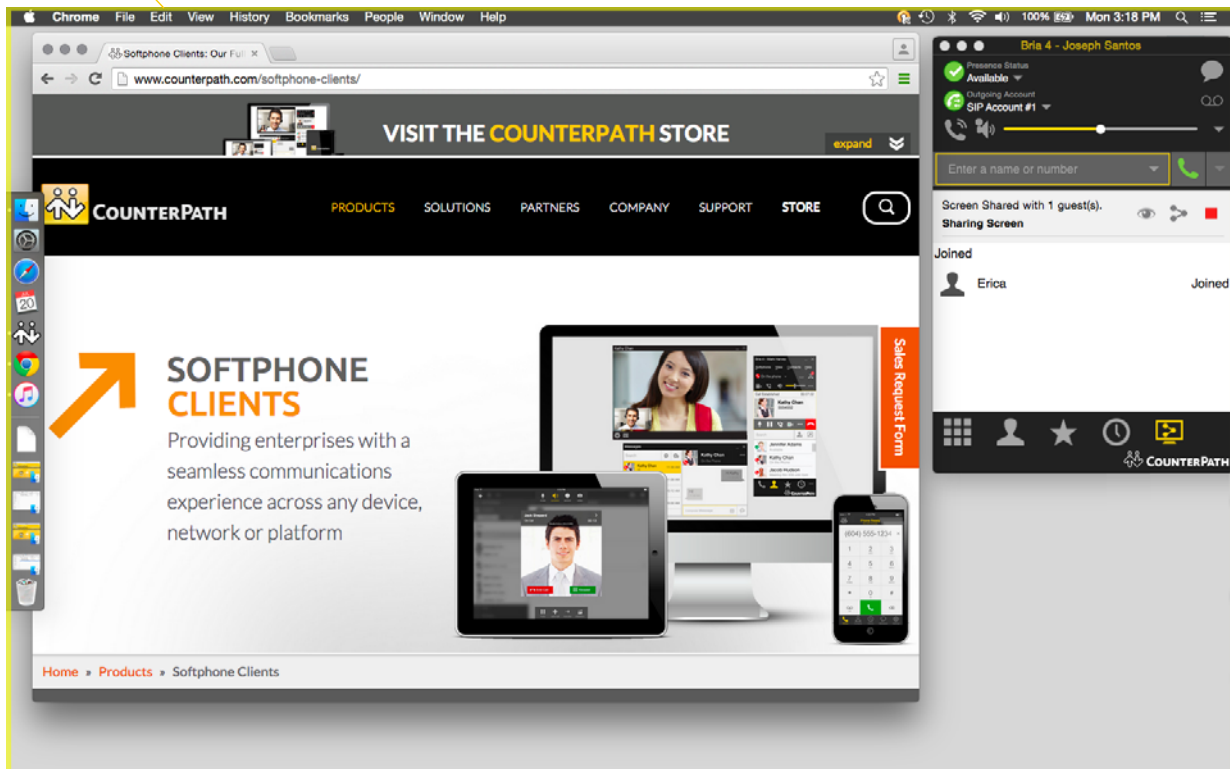
## Starting a Session

If you invite people and choose not to start the session immediately, you can start it whenever you are ready by clicking the Start button. Participants will see your screen as soon as they open a browser to the Screen Share link that you provided to them.



If prompted, choose a monitor to share, then click Start Sharing

The screen that is being shared is outlined in yellow

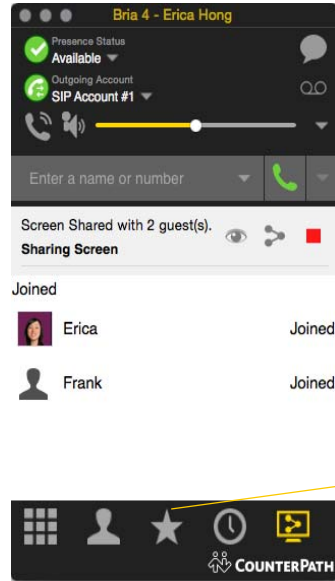


## Managing a Session

Some invitees and all participants appear in the Screen Share tab.

A person you invited by selecting from the Contacts or Favorites appears in this list as soon as you invite them. When they accept the invitation, their status changes from Invited to Joined

A person you invited in one of the other ways appears only after they accept the invitation. The name that appears is the name they enter in the join dialog.



Clicking a different tab does *not* end the session

To temporarily stop sharing your screen, click Show/Hide

To end the session, click Stop



# Managing the Screen Share Link

When you send an invitation, Bria generates a Screen Share link that includes a session ID:

`http://join.softphone.com/ABCDEFGHJKLM`

The session ID portion of the link (ABCDEFGHJKLM in the above example) is unique to you as a user. Each time you send an invitation, this session ID will be used. A new session ID will not be generated.

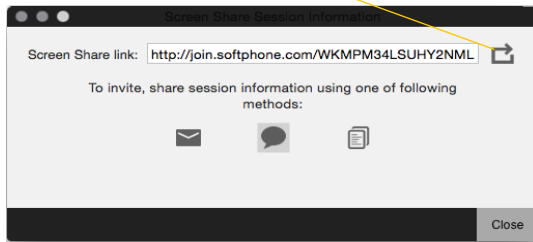
This means that you can, for example, send an invitation (using one of the methods that does not start a session immediately) as a future or semi-permanent invitation.

## Generating a New Session ID

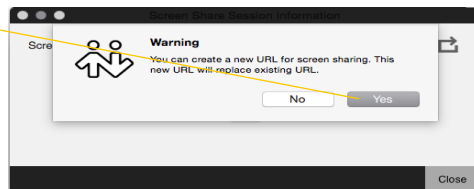
Sometimes you will invite someone “outside your circle” – for example, a customer in another organization – and you may not want that person to be able to join future screen share sessions. In this case, you can generate a new link with a new session ID either at the end of the session that has the participant who is outside your circle, or at the start of the next invitation you make.

On the Screen Share tab, click Invite to show the Information dialog

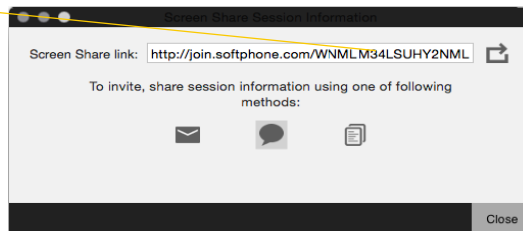
Then click Generate to create a new screen share link



Click Yes to confirm



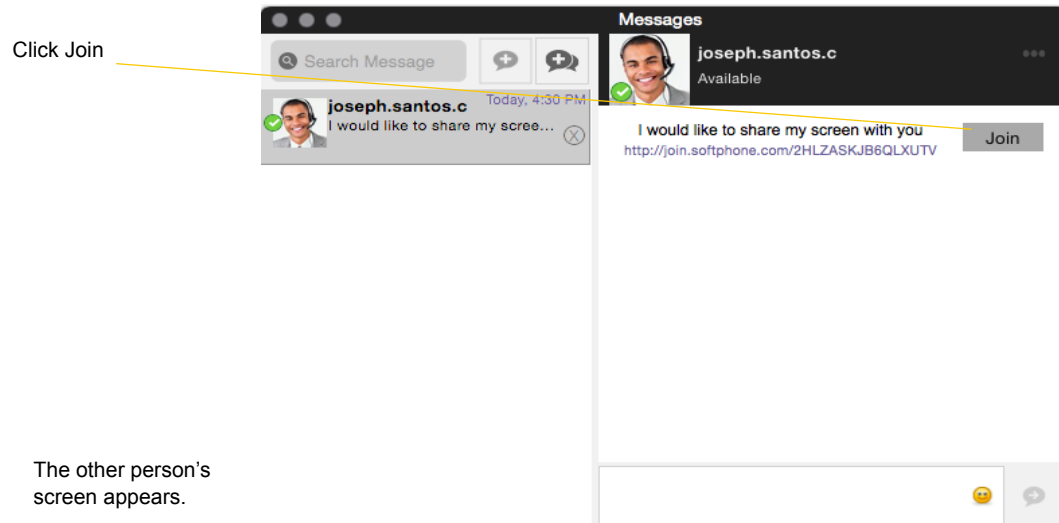
A new session ID. The old ID no longer lets other people view your screen share



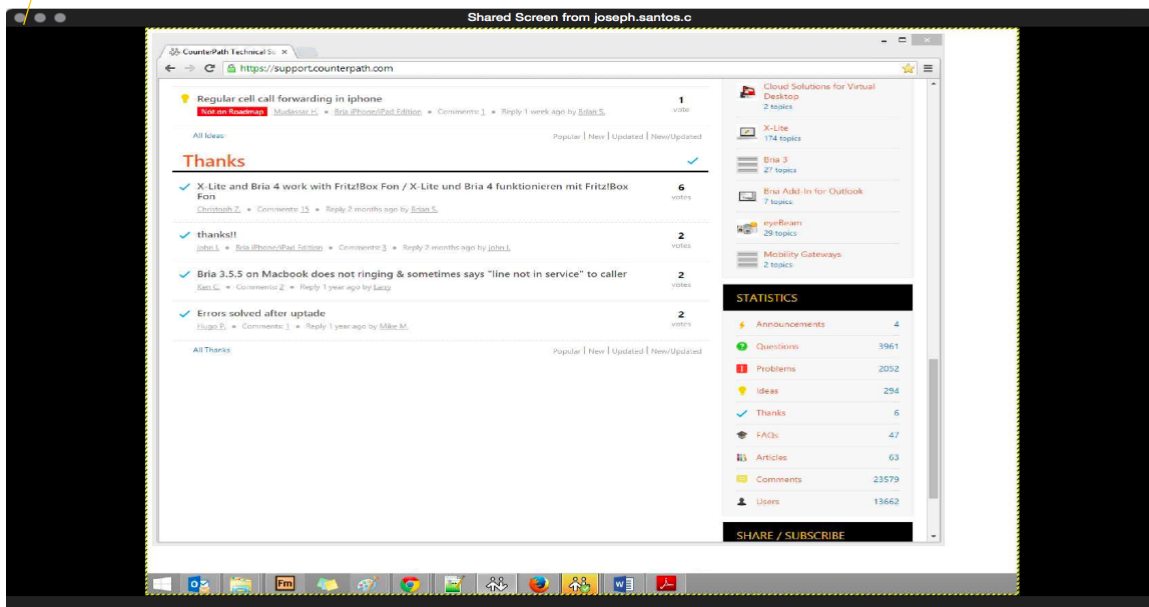
## Receiving an Invitation

If you are a Bria user, you can receive an invitation to join a screen share from another Bria user who has the Screen Share Add-in. You do not need to have the Add-in in order to receive an invitation.

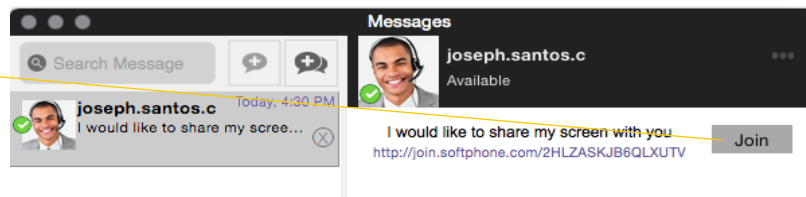
You will receive the invitation as a regular IM in the Messages window



To leave the session, close the window



To rejoin the session (while it is in progress), click the link again

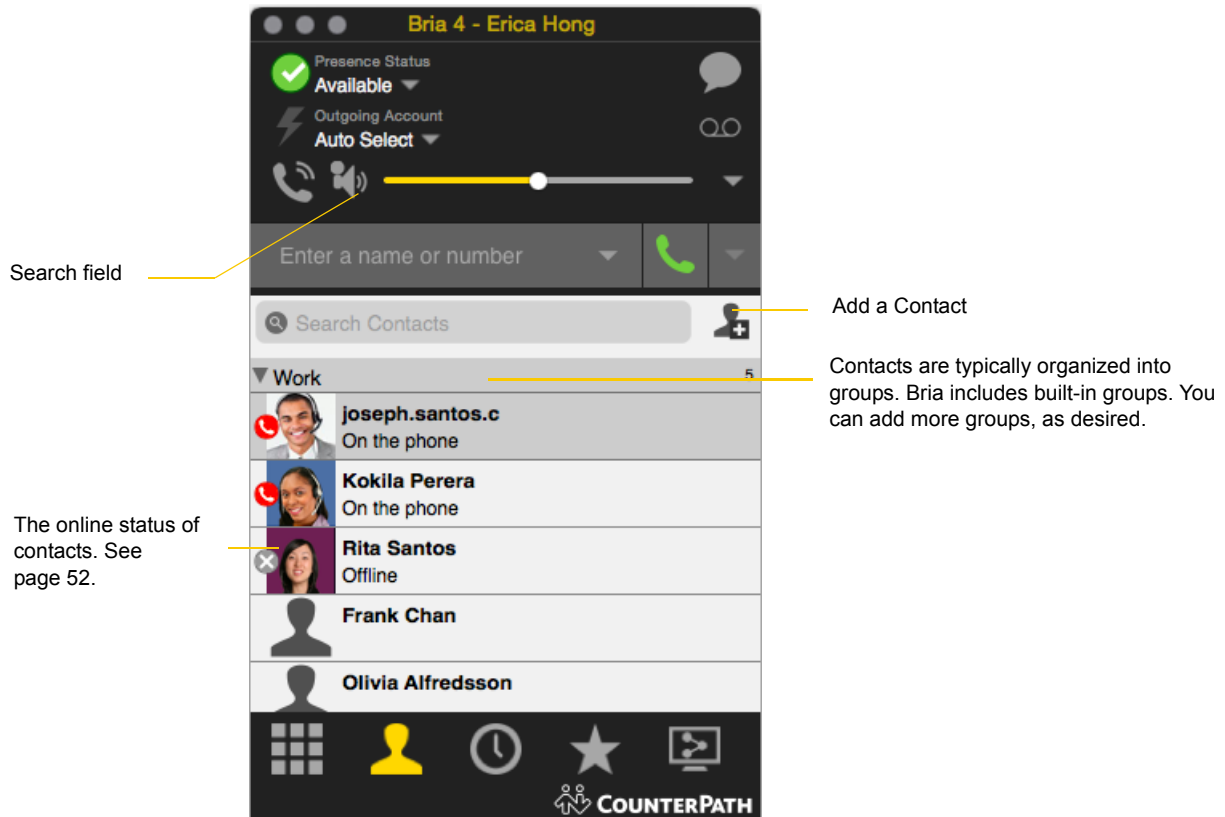




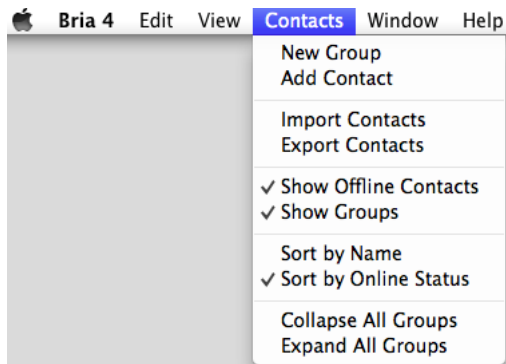
# 5 Contacts

The Contacts tab displays your contacts. Each contact is shown with presence information and icons for single-click phoning and IMing.

If the Contacts tab is not showing, go to the menu bar and choose View > Show Contacts.



You can change the detail and layout of the contact list: from the menu bar choose Contacts and set the desired options.



## 5.1 Populating the Contact List

At any time, but particularly when you first deploy Bria, you may want to populate the contact list with contacts from an external source.

Ways to populate Bria's contact list:

- By importing contacts. See below.
- From the Mac Address Book. See “Mac Address Book Account” on page 81.
- From an XMPP account. See “XMPP Accounts” on page 66 for configuration.
- From an LDAP server. See “Preferences – Directory” on page 90 for configuration, and see “The Directory Tab” on page 60 for how to use it.

### Populating by Importing Contacts

You can populate the Bria contact list by importing from an external file or files. Your system administrator may have placed a file on a server for you to import. You can also import your own file or files, as many as required. The new contacts will be added to the existing contacts.

You can import a contact list from:

- CSV A comma-separated file. Use this method to import from a Microsoft® Excel® file. You will first have to set up the file; see below.
- vCard. A vCard file (\*.vcf file). A vCard is an electronic business card that is often attached to an e-mail.

#### Setting up an Excel File for Import

1. Remove any introductory text or headings from the top of the file. (You can keep text at the end of the file; it will be ignored during the import.)
2. Insert a blank row as the first row, then insert the headings that Bria will use to interpret the meaning of each column. The columns can be in any order. Key headings are:
  - sip-address. Bria recognizes a value in this column as a softphone address and considers the address as one that can be phoned and as an address that can be used for IM/presence (if SIP is being used for IM/presence).
  - xmpp-address. Bria recognizes a value in this field as a Jabber (XMPP) address and will map this field to the Instant Message contact method for the contact. Bria considers a Jabber address as one that can be used for IM/presence (if XMPP is being used for IM/presence).
  - display-name, given\_name, surname
  - business number
  - presence\_subscription. Complete this column in one of these ways:
    - If you only want to share presence information with some of your contacts, fill in this column in the file. Enter “true” for contacts whose online presence you want to see, leave blank or enter “false” for others. During the import, you will be able to choose to share presence with only these contacts. Bria will subscribe to the presence of these “true” contacts, assuming that the user has a SIP (if using SIP for presence).
    - If you want to share presence with all your contacts (or with none), ignore this heading. During the import you will be able to choose to share with all (or none) of your contacts.

For a complete list of headings, see “Contact List Headings” on page 96.

3. Save the file as \*.csv.



## Importing Contacts

1. From the menu bar, choose Contacts > Import Contacts. The Import Contacts wizard starts.
2. Select the file type and file location, and specify whether you want to replace or append to the existing contact list.

## Exporting Contacts

You can export a contact list to a comma-separated file.

1. From the menu bar, choose Contacts > Export Contacts. The Export Contacts wizard starts.
2. Select the file type and file location for the created file.

A file of the specified type is created.

# 5.2 Adding a Contact

## Adding a Contact using an Existing Address

You can add a contact by capturing existing information:

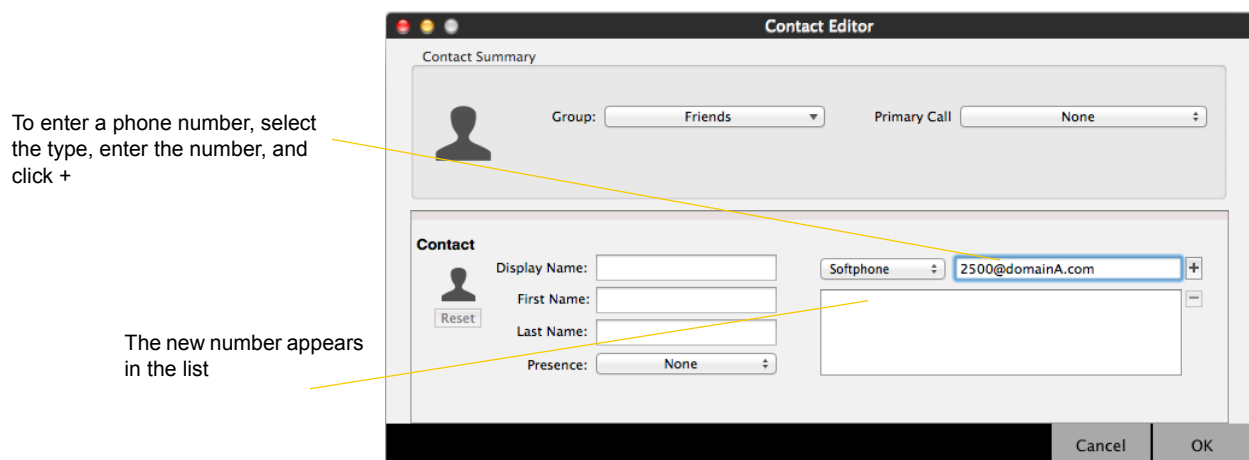
- If you are on a phone call with a person who is not a contact, click the Add to Contacts icon in the call panel.
- On the History tab, select an entry that is not a contact. Control-click and choose Add Contact.

The Contact Profile dialog appears. Complete the dialog as desired and press OK.

If the contact method is Softphone or Instant Message, an online status request is sent to this person. See “Sharing Online Status” on page 52.

## Manually Adding a Contact

Click , or control-click a group and choose Add Contact to Group. The Contact dialog appears.



Field	Description
<b>Contact Summary</b>	

Field	Description
Group	Click to show the list of groups. Check each group this contact should belong to.
Primary Call	If the contact has more than one number, select the primary number. This number will be used with single-click calling.
Primary Presence	This field appears only the contact has more than one Softphone number or Instant Message address. The primary presence is used as follows: <ul style="list-style-type: none"> <li>The presence icon on the contact list shows the online status for this address.</li> <li>The single-click action for instant messaging uses this address.</li> </ul> You can still send IMs to this person at their other addresses, but you must right-click and choose from the context menu.
<b>Other Sections</b>	
Display Name (required)	The display name for this source of information. For example, the display name from the XMPP contact list.
First Name, Last Name	Optional.
Contact Methods	Enter as many contact methods as you want. Enter a person's IM address as follows: <ul style="list-style-type: none"> <li>If you use the SIP account for IM and presence, choose Softphone.</li> <li>If you use a XMPP account for IM and presence, choose Instant Message.</li> </ul> If you have more than one account of a given type, include the domain (for example, 1440@domainA.com) to ensure that the number or address gets associated with the correct account.
Presence	This field is automatically populated when you enter an address in the Softphone or Instant Message field. It indicates that you are sharing online presence information using this address. The address is also shown in the list in the Primary presence field, above.

## Updating Contacts from the Directory

If you have created a contact created from directory, you can control-click the contact and choose Update from Directory in order to bring the latest directory information (if any) into the contact. Any key data you had added or changed in the contact may be overwritten by the update. Non-key data (such as the display name) will not be removed.

## Changing Contact Information

To change the information for a contact, control-click the contact and choose Edit Profile. The Contact dialog appears (see page 45).

## Merging and Splitting Contacts

To merge contacts, select contacts and right-click to reveal the menu. Or you can drag one or more contacts to a contact. The dialog appears confirming that you want to merge contacts.

## Deleting a Contact

- To delete one or more contacts, select them, control-click, and choose Delete or Delete Selected Items. The contacts are removed from this group. If a contact belongs to several groups, it is removed from all groups.

## 5.3 Managing Groups

Bria has built-in groups. A contact must belong to at least one group.

You can perform the following actions to the group:

- Send Broadcast IM
- Start group chat
- Screenshot
- Add to Alert list
- Add to Favorites

### **Adding, Deleting or Renaming Groups**

Select any group, control-click, and choose the appropriate menu item.

## 5.4 Using Contacts

In the Contacts tab, you can:

- Double-click a contact to phone or IM (depending on how double-clicking is configured in Preferences > General).
- Control-click to show the menu, or
- Hover over a contact to reveal icons for single-click phoning or IMing.

The screenshot shows the Contacts tab interface. At the top, there's a header for "Bria 4 - Erica Hong" with presence status controls (Available, Outgoing Account: Auto Select) and communication icons (phone, IM, mute, etc.). Below is a search bar and a list of contact groups: AC Phone (7), Friends (7), Mac Address Book (47), and Work (5). A list of individual contacts follows, including Rita Santos (Available), Kokila Perera (Offline), Frank Chan, Joseph Santos, and Olivia Alfredsson. A context menu is open over Rita Santos, listing actions like Call, Video Call, Share my Screen, Send Instant Message, View/Edit Profile, View Call History, Add Contact to Alert List, Add to Favorites, Split Contacts, and Delete Contact. Annotations with yellow lines point to specific elements: "Hover to reveal icons." points to the top right of the contact list; "Click to send an IM using the primary presence address for this contact." points to the IM icon; "Click to call using the primary phone number." points to the phone icon; "You can watch the contact's online status, if the contact has a softphone address. See page 54 for the meaning of the online status icons. See 'Sharing Online Status' on page 52 for information on obtaining online status information." points to the online status icon next to Rita Santos; "Send Instant Message" points to the menu item; "See page 25" points to the right of the menu item; "See page 55" points to the right of the menu item; "See page 59" points to the right of the menu item; "Group chat (page 27)" and "Send files (page 32)" are text annotations on the right side of the screenshot.

Hover to reveal icons.

Click to send an IM using the primary presence address for this contact.

Click to call using the primary phone number.

You can watch the contact's online status, if the contact has a softphone address. See page 54 for the meaning of the online status icons. See "Sharing Online Status" on page 52 for information on obtaining online status information.

Send Instant Message — See page 25

View/Edit Profile  
View Call History  
Add Contact to Alert List — See page 55

Add to Favorites — See page 59

Group chat (page 27)  
Send files (page 32)

## 5.5 Setting up Contacts for Presence

To see someone's presence, you need to set up the contact information in the certain field in the Contact Profile.

In order for a contact to include a presence icon, it must be "presence-ready" and you must be subscribing to the contact. ("Presence-ready" means that the contact has an address that allows for presence data to be shared.)

To use presence on a SIP account, make sure that your VoIP service provider supports this service over SIP.

Source of Contact	A contact is "presence ready" if	If the contact is "presence ready" and the presence icon still does not show
Manually entered or from File Import	The contact has an address in the Softphone field. Verify this on the Contact Profile.  If SIP addresses are not appearing in the Softphone field and you initially populated the contact list by importing a file, the easiest solution is to fix the file and redo the import.	<ul style="list-style-type: none"> <li>• Make sure the SIP account is enabled.</li> </ul>
XMPP	The contact has a Jabber address in the Instant Message field. Verify this on the Contact Profile.	<ul style="list-style-type: none"> <li>• Make sure the XMPP account is enabled</li> <li>• Make sure you clicked the Enable XMPP Presence button on the Contact Profile. When you click this button, the Instant Message address appears in the Presence field. See below for an example.</li> </ul>
Mac Address Book	In the Mac Address Book, the contact has an address in the "softphone" field. In addition, in Bria's contacts list, the contact has the Presence field populated with the softphone number.  Bria recognizes the "softphone" field as containing a SIP address: an address that can be used for a phone call and for IM and presence via a SIP account.	<ul style="list-style-type: none"> <li>• Make sure the SIP account is enabled.</li> <li>• In Bria, make sure that the contact has the Presence field populated.</li> <li>• In Mac Address Book, make sure that the contact has a softphone field populated.</li> </ul>

### Example – Contact with a Softphone Number

This example shows how to add a contact who uses presence on SIP.

Enter the person's softphone number in the Softphone field

The screenshot shows the 'Contact Editor' window for a contact named 'Kolkila Perera'. The 'Contact Summary' section includes a profile picture, a 'Group' dropdown set to 'Work', and a 'Primary Call' dropdown set to 'None'. The 'Contact' section has fields for 'Display Name' (Kolkila Perera), 'First Name', 'Last Name', and 'Presence' (None). A 'Softphone' field is present with a dropdown arrow and the value '2766@domainA.com'. A 'Reset' button is located below the 'First Name' field. 'Cancel' and 'OK' buttons are at the bottom right.

As soon as you add a Softphone entry, this field automatically appears. Bria will share online presence information with this person using this phone number.

The Primary Presence field appears if the contact has more than one Softphone number or Instant Message address.

This screenshot shows the 'Contact Editor' window after a softphone number has been added. The 'Primary Call' dropdown is now set to '2766@domainA.com'. A new 'Primary Presence' dropdown has appeared, also set to '2766@domainA.com'. In the 'Contact' section, the 'Softphone' dropdown is now empty and contains the placeholder text 'Enter number or address here'. Below it, a list of softphone entries shows '2766@domainA.com'. The 'Presence' dropdown is now set to '2766@domainA.com'. The 'Reset' button and 'Cancel/OK' buttons remain.

### Example – Contact with an XMPP Address

This example shows how to add a contact who has an XMPP address (for example, a Jabber address). Assuming you have created a corresponding XMPP account in Bria (for example, an XMPP account for your Jabber address), then you can send this person IMs and share online status.

Enter the XMPP address in the Instant Message field. Include the domain.

The screenshot shows the 'Contact Editor' window for 'Kolkila Perera'. The 'Instant Message' field is highlighted with a blue border and contains the text 'kperera11@gmail.com'. A yellow arrow points from the text above to this field.

Enter the person's phone number and any other information

The screenshot shows the 'Contact Editor' window with the 'Softphone' field set to '2766' and the 'Home' field set to '(604) 555-1212'. The 'Instant Message' field now contains 'kperera11@gmail.com'. A yellow arrow points from the text above to the phone number fields. Another yellow arrow points from the text below to the 'Enable XMPP Presence' button.

Select the Instant Message entry; the Enable XMPP Presence button appears

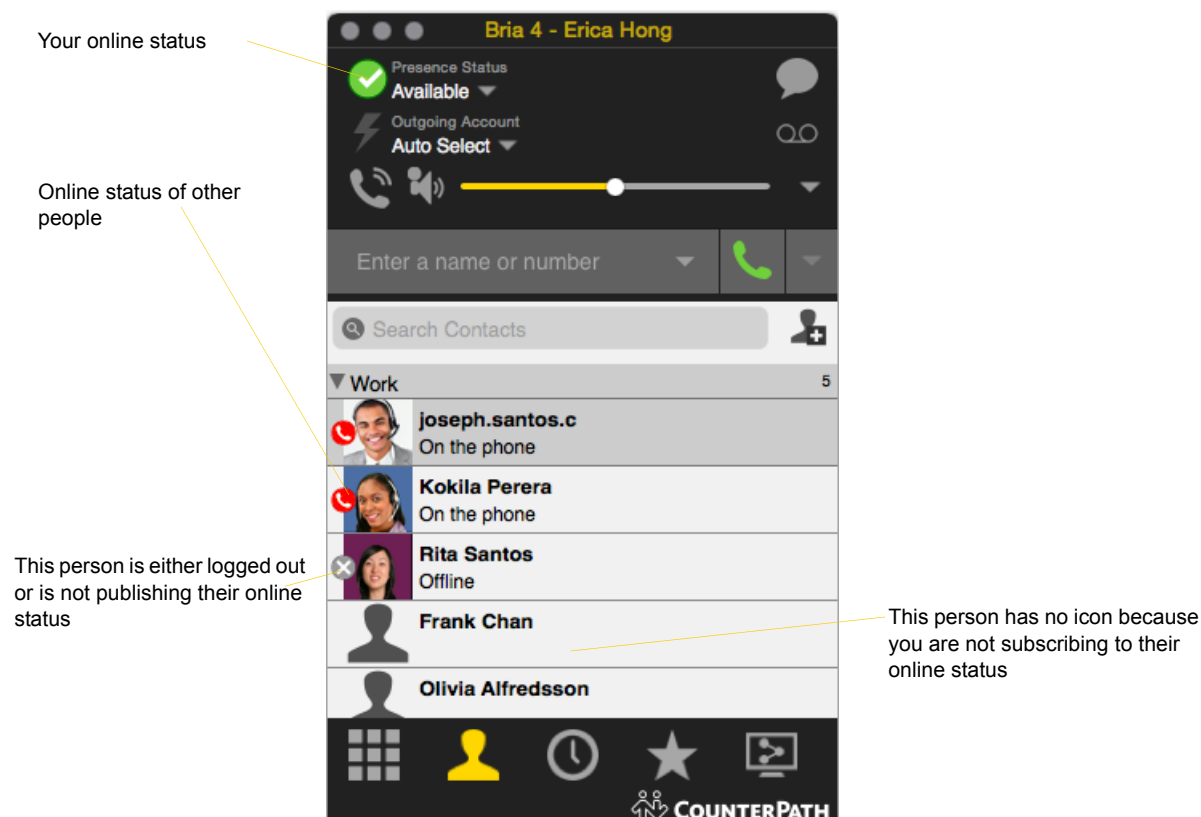
Click the button

The screenshot shows the 'Contact Editor' window with the 'Instant Message' field selected. The 'Enable XMPP Presence' button is now visible and highlighted. A yellow arrow points from the text above to this button. Below the 'Contact' section, there is a new 'XMPP' section with fields for 'Display Name' (kperera11), 'First Name', 'Last Name', and 'Presence' (checked 'Enable presence').

All the XMPP information moves to a separate section. This XMPP information is automatically added to your list of contacts on the XMPP server (for example, to your Jabber list)

## 5.6 Sharing Online Status

You can publish your online status to contacts who have softphone address, and you can set up Bria to view the online status of other contacts. Typical online statuses are available, on the phone, busy, and so on.



## Sharing Online Status

### Watching Others' Status

To watch a contact's status, that contact must be tagged for presence:

- If you create a contact via the Contact Profile and you include a SIP address in the Softphone field, Bria will automatically obtain status information for this address.
- If you create a contact via the Contact Profile and you include an XMPP address, you can click the Enable XMPP Presence button to obtain status information for this address.
- If you created contacts by importing a contact list, you can specify during the import whether you want to share presence information. See page 44.
- If you created an XMPP account in order to pull in your Gmail contacts, these contacts will already be set up to share status information.
- If you enabled the Mac Address Book account in order to pull your Mac contacts into Bria, then these contacts will be set up for presence if you set up the mapping correctly. See page 44.

When you choose to share presence information, Bria sends the contact a notification request. The request asks that you be able to see that person's status. If the person allows this request, then the icon beside their name (in your Contacts) becomes color coded to specify their status.

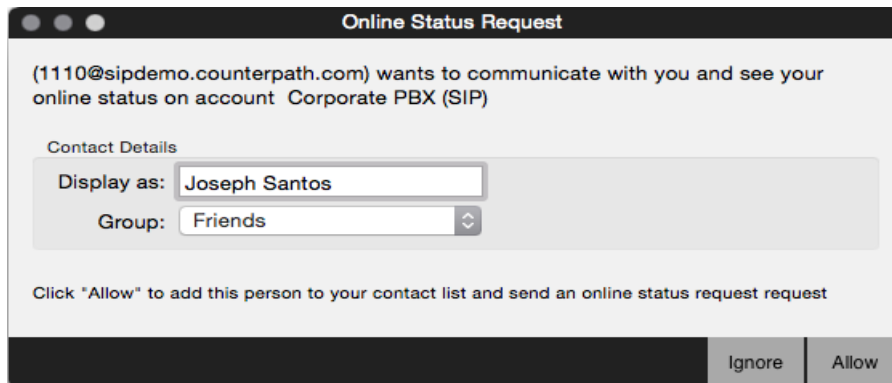


## Allowing Other Parties to See your Status (Publishing your Status)

Continuing from above, when the other person allows the notification request, your name is added to their contact list. As soon as you are added to their list, a request is sent back to you requesting that they be able to see you. Bria accepts this request automatically, and the other person can now see your status.

## Receiving an Online Status Request

Someone who is not one of your contacts may add you as a contact on their end, and may include your SIP address or XMPP address. In this case, Bria receives an online status request.

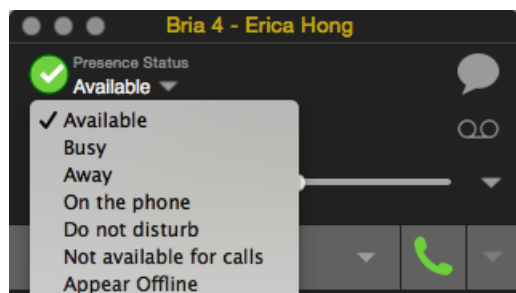


- **Allow:** This person will be added to your contact list. You can change the display name and the contact group for the person. This same request will automatically be sent from your Bria to the other person, so that you can see their online status. Because you allow the request, you will no longer be bothered by requests from this person.
- **Ignore:** The other person will not be able to see your online status. The Online Status Request may appear again in this session or a future session.

## Setting your Online Status

### Changing your Status









Click the down arrow beside the online status indicator on Bria, and select the desired value.



### Setting up Status Indicators

You can create a custom status indicator: click the down arrow beside the status indicator, and double-click on one of the existing indicators; type your custom status.

### Status Indicators

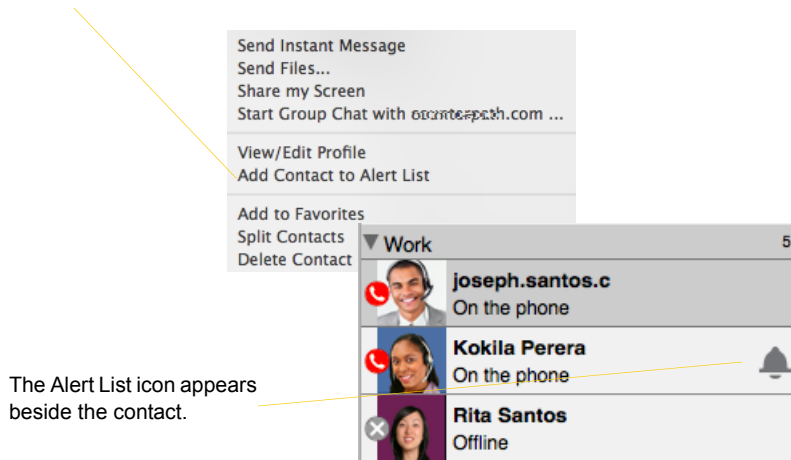
Indicator	Meaning for your Status	Meaning for Others' Status
 Available	<p>Either:</p> <ul style="list-style-type: none"> <li>You have set your status to this value.</li> <li>Bria has determined that you are logged on but not on the phone or idle.</li> </ul> <p>When you have this status, Bria will automatically detect when you are idle or on the phone, and change the status to match.</p>	You can contact this person.
 Busy	You have set your status to this value. Bria will never automatically switch you out of this status; you must switch yourself.	You can contact this person.
 Away	You have set your status to this value. Bria will never automatically switch you out of this status; you must switch yourself.	You can contact this person.
 On the phone	<p>Either:</p> <ul style="list-style-type: none"> <li>You have set your status to this value. In this case, Bria will never automatically switch you out of this status; you must switch yourself.</li> <li>You started a phone call when your status was “Available”. When your call finishes, your status reverts to “Available”.</li> </ul>	You can contact this person.
 Not available for calls	You have set your status to this value. Bria will never switch you out of this status; you must switch yourself.	You cannot contact this person.
 Do not disturb	You have set your status to this value. Bria will never switch you out of this status; you must switch yourself.	You cannot contact this person.
 Idle	<p>You have not moved or clicked the mouse or pressed a keyboard key for the Idle period. To set the Idle period see page 83.</p> <p>As soon as you click the mouse or keyboard, your status changes to “Available”.</p>	You can contact this person.
 Appear Offline	You have set your status to this value. The other person sees you as offline, even though you are not actually offline. The other person cannot tell the difference between this status and you really being offline.	The contact is either not logged on or does not want to share online status.

Indicator	Meaning for your Status	Meaning for Others' Status
No icon	Not applicable	You are not watching the other person's online status.

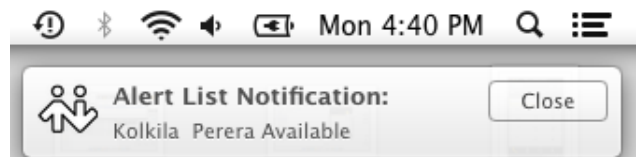
## 5.7 Adding Contacts to the Alert List (Buddy Pounce)

You can add a contact to the Alert List in order to request to be notified when the online status of a contact changes.

In the contact list, control-click the selected contact or contacts and choose Add to Alert List.



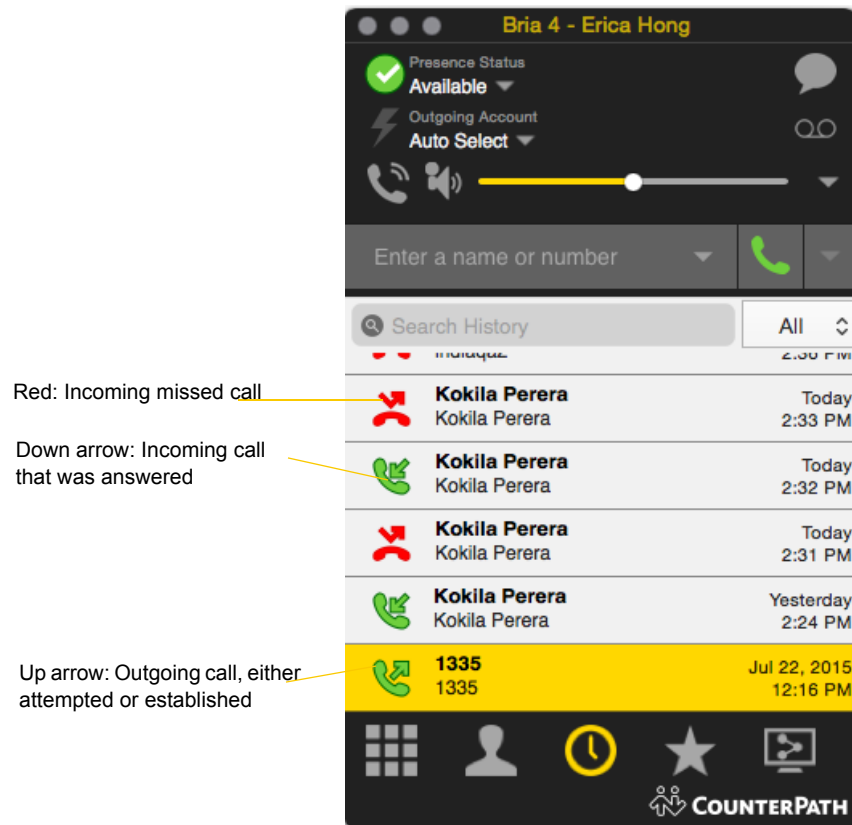
When the contact's status changes, an alert appears





# 6 Using Other Resources

## 6.1 The History Tab



From the menu bar, choose View > Show History.

## Managing the List of Calls

You can control-click on an entry in a list to:

- Delete the call.
- Delete all entries in this list.
- Edit the profile if the entry is a contact.
- Add as contact. The Contact dialog appears. See “Updating Contacts from the Directory” on page 46.

## Phoning from History

You can:

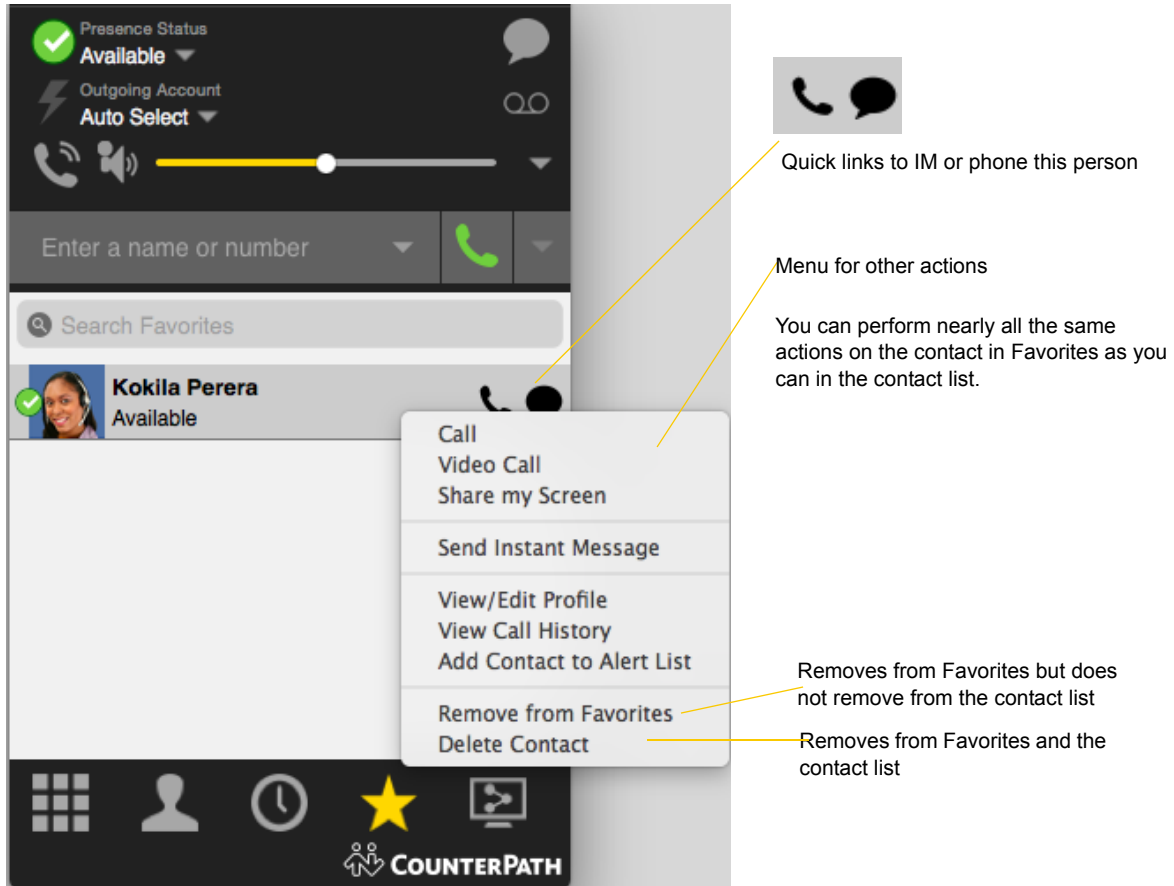
- Control-click on an entry and select Call or Video Call to place a call to this person, using the contact method that was used for this call.
- Place a call to this person and add them to a conference call that is in progress. For more information on conference calls, see page 20.

## 6.2 The Favorites Tab

To view the Favorites tab go to the menu bar and choose View > Show Favorites.

You can create favorites from your contact list. They will be displayed in both the contact list and in the Favorites tab.

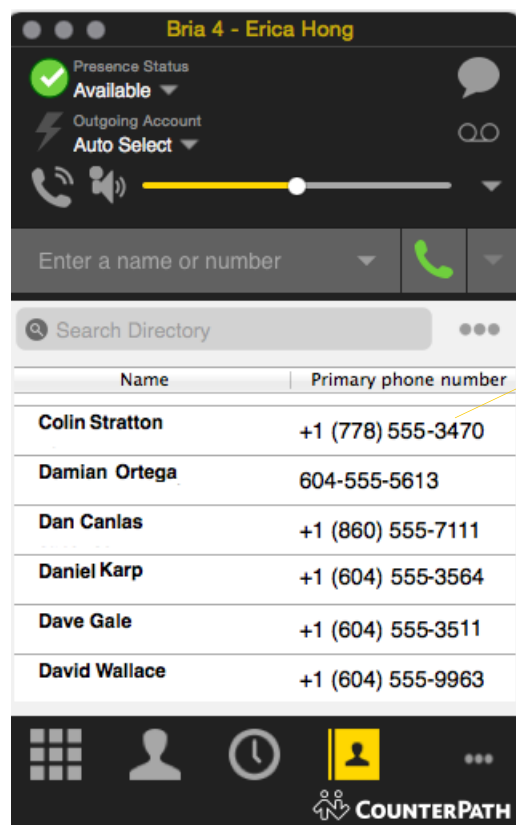
Select the desired contacts, then control-click and choose Add to Favorites.



## 6.3 The Directory Tab

The Directory tab is available only if your system administrator has set up Bria to access a corporate directory.

To view the Directory tab go to the menu bar and choose View > Show Directory.



Only one number appears for each entry. There may be other numbers that will show if you try to call this person.

### Phone a Person

Control-click an entry and choose Call or Video Call. The call is placed immediately.

### Create a Contact

Control-click an entry and choose Add to Contacts. The Contact Profile window appears, populated with all the information from the directory (not only the information displayed in the tab). Complete the window with any missing information that you want to record and press OK.

When you have “contacts created from directory”, the contacts are:

- Automatically updated whenever the corresponding directory entry changes.
- Automatically deleted if the corresponding entry is deleted from the directory.

If the information for a person in the directory ever changes, you can control-click the entry and choose Update Contact.

You can delete the contact. Only the contact is deleted; nothing happens to the entry in the directory.

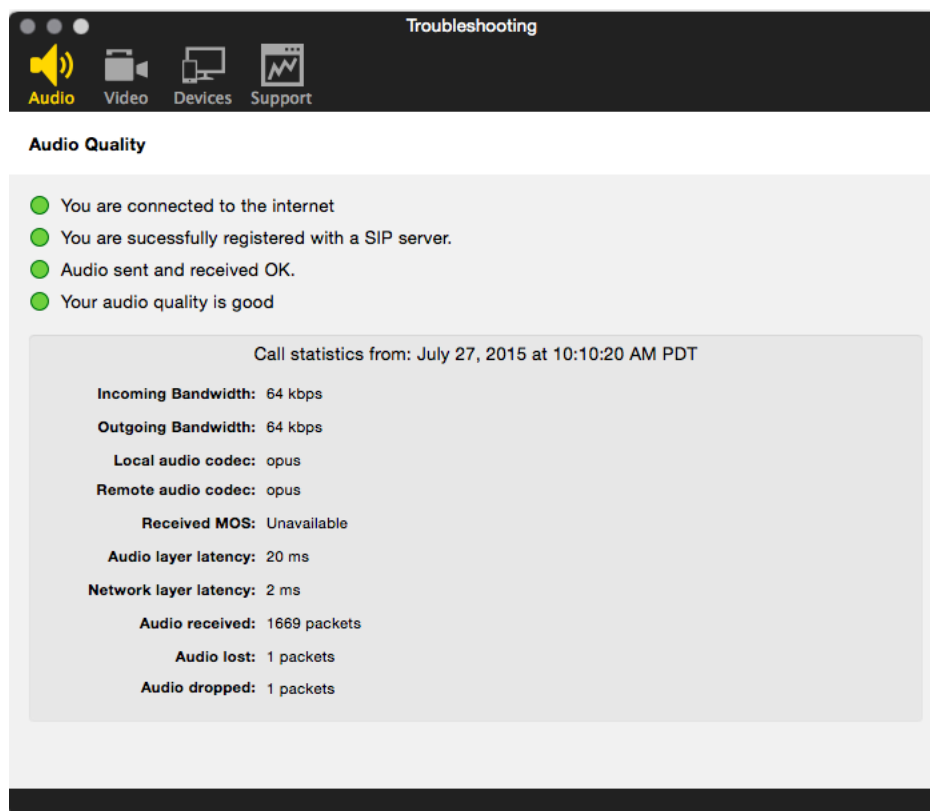


# 7 Troubleshooting

From the menu bar, choose Help > Troubleshooting. The Troubleshooting window appears.

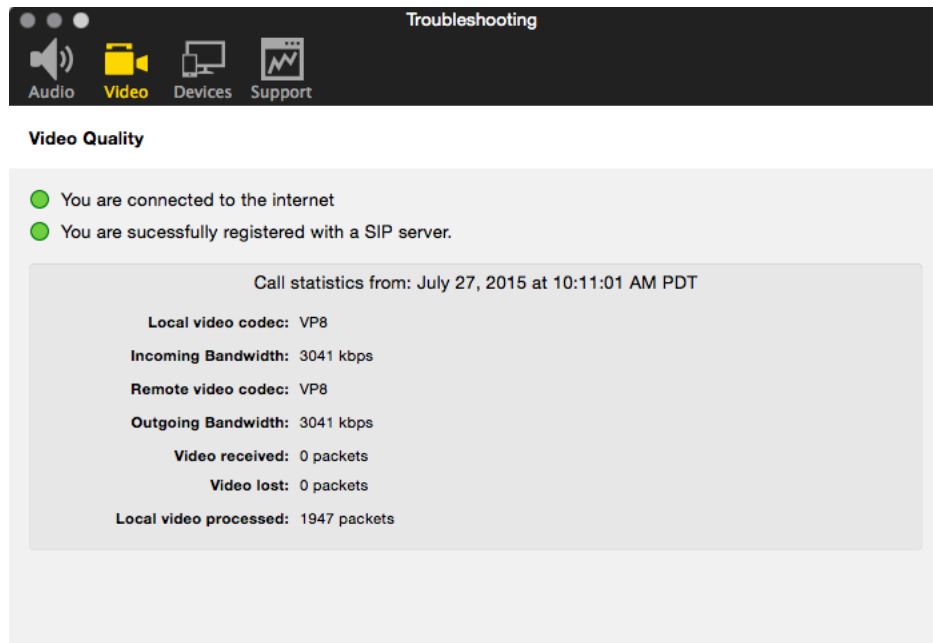
## 7.1 Testing Audio Quality

While you are on a phone call, you can test the quality of the audio. Note that to perform a valid test, you should be on an established call (not a call attempt).



## 7.2 Testing Video Quality

While you are on a phone call, you can test the quality of the video. Note that to perform a valid test, you should be on an established call (not a call attempt).

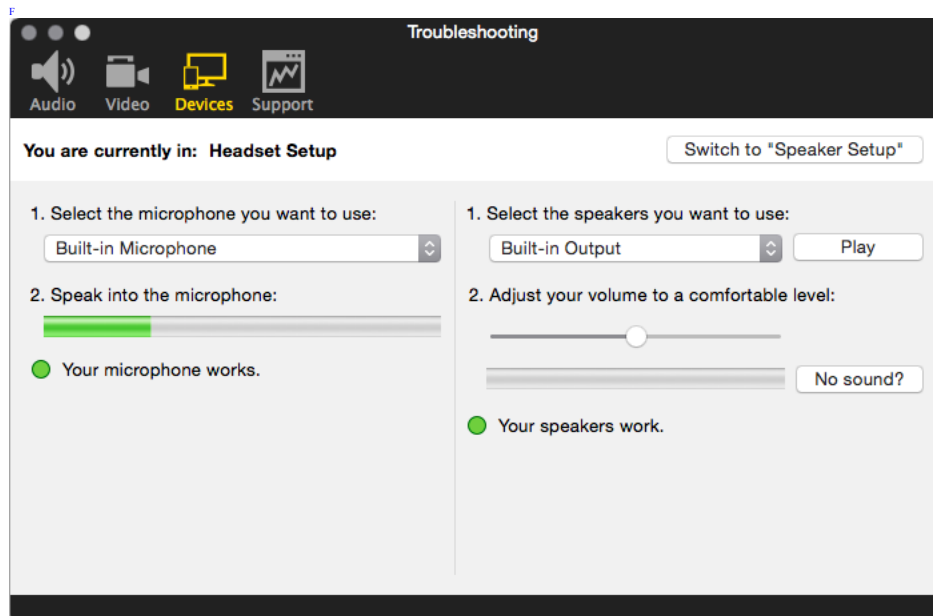


The screenshot shows a 'Troubleshooting' window with a dark header containing icons for Audio, Video, Devices, and Support. The 'Video' icon is highlighted. Below the header, the 'Video Quality' section displays two green status indicators: 'You are connected to the internet' and 'You are successfully registered with a SIP server.' A call statistics box for 'July 27, 2015 at 10:11:01 AM PDT' lists the following data:

- Local video codec: VP8
- Incoming Bandwidth: 3041 kbps
- Remote video codec: VP8
- Outgoing Bandwidth: 3041 kbps
- Video received: 0 packets
- Video lost: 0 packets
- Local video processed: 1947 packets

## 7.3 Testing Audio Devices

You can verify that your microphone and speakers are working and can set the volume to a comfortable level without having to actually place a phone call.



The screenshot shows a 'Troubleshooting' window with a dark header containing icons for Audio, Video, Devices, and Support. The 'Devices' icon is highlighted. Below the header, the 'Headset Setup' section is active, with a 'Switch to "Speaker Setup"' button. The setup is divided into two columns:

- Left Column (Microphone Setup):**
  - 1. Select the microphone you want to use: A dropdown menu shows 'Built-in Microphone'.
  - 2. Speak into the microphone: A green progress bar indicates the microphone is active.
  - Green status indicator: 'Your microphone works.'
- Right Column (Speaker Setup):**
  - 1. Select the speakers you want to use: A dropdown menu shows 'Built-in Output' and a 'Play' button.
  - 2. Adjust your volume to a comfortable level: A volume slider is shown.
  - Green status indicator: 'Your speakers work.'
  - 'No sound?' button.

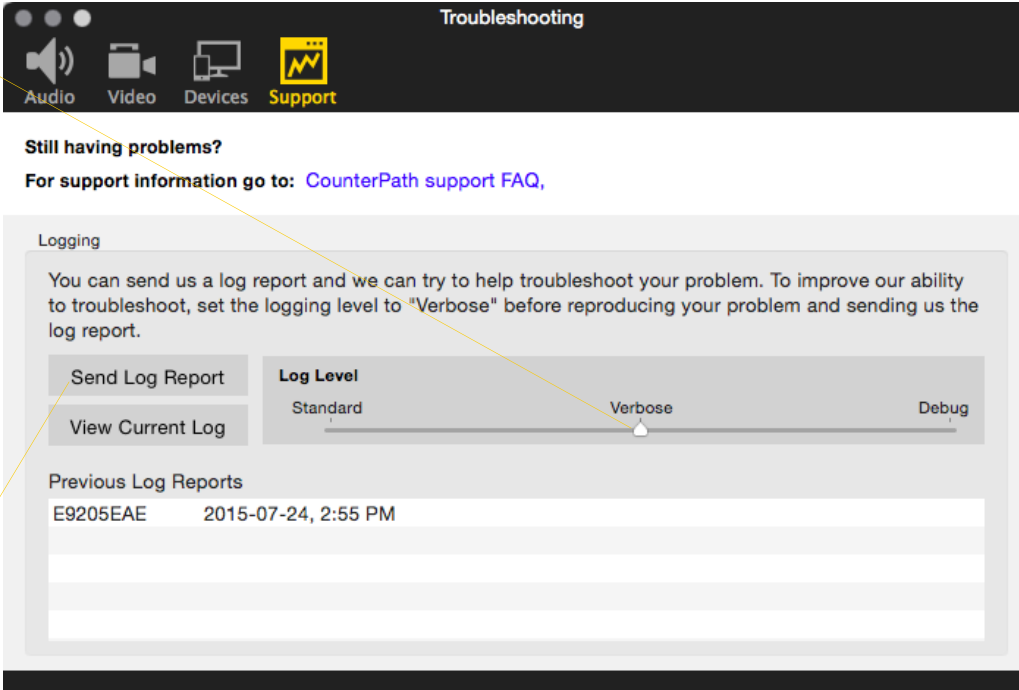
## 7.4 Diagnostics - Sending a Log

If you have contacted CounterPath Customer Support in order to troubleshoot a problem, you may be asked to generate a diagnostic log and send it to CounterPath.

1. Change the log level to Verbose

2. Perform the actions you want to capture. For example, if you have an one-way audio, make a call in the same way as you experienced the issue.

3. Send a log.



The screenshot shows the 'Troubleshooting' window with a dark header containing icons for Audio, Video, Devices, and Support. Below the header, the 'Logging' section is active, displaying instructions to set the logging level to 'Verbose'. A slider control for 'Log Level' is shown with 'Standard' and 'Debug' options, and the 'Verbose' option is selected. There are buttons for 'Send Log Report' and 'View Current Log'. Below this, a 'Previous Log Reports' section shows a table with one entry: 'E9205EAE' dated '2015-07-24, 2:55 PM'.

4. Provide a description.

5. Click to send.

If you would like, enter a brief description of the problem to help us track down the problem (or click Send Log Report now to send a report without a description).

Once the log report has been sent, you can refer to the reference number for the report (listed under "Previous Log Reports" in Support tab of the Troubleshooting window) in any future communications with Counterpath.

Cancel Send Log Report

- You can also view the latest log by clicking the View Current Log button.
- Bria displays reference numbers of previous logs. This could be helpful when you talk to Customer Support. Although you cannot view these previous logs from Bria, the customer support representative can view them on the log server by using the reference numbers.



# Configuring Bria

## 8 Configuring Accounts

Bria has two configuration parts: accounts and preferences. They are all under the Preferences window. The Accounts tab under the Preferences window lets you configure features that apply on a per-account basis. The other tabs on the Preferences window, on the other hand, let you configure features that apply across all accounts.

There are two types of accounts in Bria.

- SIP account - a user needs at least one SIP account in order to make phone calls.
- XMPP account - for presence and instant messaging.
- Mac Address Book account - for pulling Mac Address Book contacts into Bria.

From the menu bar, choose Bria > Preferences. The Preferences window appears.

- When configuring Bria the first time, click the Accounts tab and set up the account. Then complete other tabs as desired.
- After the initial setup, display whichever tab you want.

This chapter explains account settings. For details on the other tabs on the Preferences window, see “Configuring Preferences” on page 83.

# 8.1 Creating Accounts

## SIP Accounts

Each user will need at least one SIP account, in order to make phone calls. The SIP account may also be used for presence (online status sharing) and instant messaging; it is subject to your VoIP service provider.

Each user requires the following information in order to register with the SIP registrar:

- User name and domain. For example, 1331@domainA.com
- Password
- Authorization Name (if applicable)
- Firewall traversal and other network information; see “Configuring Accounts” on page 65.

### Create a SIP Account

1. From the menu bar, choose Bria 4 > Preferences > Accounts. The Account list appears.
2. Click the + button and choose New SIP Account. The SIP Account window opens.
3. In the General tab, complete the User Details area with the information obtained from your VoIP service provider.
4. Complete the remaining tabs as specified by your service provider or to suit your setup. Settings that you may need to change immediately include:
  - General tab, Domain Proxy area.
  - Topology tab, if your computer is on a network and/or behind a firewall.For more information, see page 69.
5. Click OK; the account is enabled and registered; check the account list to make sure the account registers successfully.

## XMPP Accounts

Setup of an XMPP account is optional; if it is set up, it will automatically be used for presence subscriptions and instant messaging. End users can pull their contacts into the Bria contact list, and then IM these contacts directly from Bria. Several XMPP accounts can be created and enabled concurrently.

If you use an XMPP service for instant messaging or presence, you will need the following information:

- Jabber ID: user name and domain. For example, jsantos@domainXMPP.com.
- Password
- Connection information; see “SIP Accounts – General” on page 69.

### Create an XMPP Account

1. From the menu bar, choose Bria 4 > Preferences > Accounts. The Account list appears.
2. Click the + symbol at the bottom of the window and choose New XMPP Account. The XMPP Account window opens.
3. Complete the window with the information obtained from the XMPP service provider. Typically you only have to complete the User Details. For more information, see page 69.

4. Click OK. In a few seconds you will see all the existing contacts from your XMPP account appear in the Bria contact list, in a new group.

## 8.2 Setting up Multiple SIP Accounts

You can set up Bria so that phone calls can be made from more than one account.

Decide how you want Bria to choose the account to use for any given phone call. There are two options:

- Dial plan decides: The dial plans must be designed so that they select the appropriate account, based on the phone number being dialed. You can still designate one account as the “preferred” account; this account will only be used if none of the dial plan rules apply to a given phone number.
- User selects: With this option, you do not need to revise the default dial plans. Instead, the user can select the account to use for any given call, as described in the user guide. You must advise users on which account to use for which kind of phone call. For example, “use Account 1 for internal calls”.

If you are a system administrator and implementing “Dial plan decides”, modify the dial plans as required. See the Bria Dial Plan Guide, available on the CounterPath website. Advise users whether they should use the account selection feature – probably they should not, but this is your decision.

## 8.3 The Accounts Tab

Choose Bria > Account Settings from the menu bar. The Account Settings window appears, showing all the accounts set up. From this window you can add (create), enable or disable, edit, or remove a SIP, XMPP or Mac Address Book account.

Here is a typical setup

Annotations:

- Your main SIP account (points to ACPHONE PBX)
- Another SIP account (points to SIP Account #1)
- Your XMPP account (points to XMPP Account #2)
- The Mac Address Book account, which is automatically created but initially disabled. See page 81. (points to MAC Address Book)

Enabled	Status	Account Name	Protocol	User ID	Call
<input checked="" type="checkbox"/>	●	ACPHONE PBX	SIP	1335	✓
<input checked="" type="checkbox"/>	●	SIP Account #1	SIP	1335	✓
<input type="checkbox"/>	●	XMPP Account #1	XMPP	erica.hong	✗
<input checked="" type="checkbox"/>	●	XMPP Account #2	XMPP	ehong	✗
<input checked="" type="checkbox"/>	●	MAC Address Book	MADR	MAC Address Book	✗

Preferred account for calls: ACPHONE PBX

Double-click an account to view or edit

This account will be used for calls if Auto Select is used (page 11) and there are no dial plan rules for selecting the account

### Status

- Green indicates the account is registered and ready for use.
- Yellow indicates the account is being registered/enabled. It will eventually change to green or red.
- Red indicates the account registration has failed.
- Grey indicates the account is disabled.

### Call

- ✓ The account is the “preferred account” for the action specified in the column heading.
- ✓ The account can be used for phone calls by selecting it on the dashboard (page 11) if the account is enabled/registered.
- ✗ The account cannot be used for phone calls because it is either a non-SIP account or a SIP account with calling disabled.



## 8.4 SIP Account

### SIP Accounts – General

Sip Account - Disabled

Account name: Account 5

Use for:  Call  
 IM/Presence

General Voicemail Topology Presence Transport Advanced

User Details

\* User ID 1331

\* Domain ACPhone.com

Password .....

Display name Erica Hong

Authorization name

Domain Proxy

Register with domain and receive calls

Send outbound via:

Domain  Proxy Address

Dial plan #5\!a.T;match=1;prestrip=2;

Cancel OK

Fields with an asterisk are required

Table 1: Accounts – General

Field	Description
Account name	If desired, change the account name to something that is meaningful to you. For example, the name of the VoIP service provider.
Protocol	Read-only. Always specifies SIP.
Use for Call	If checked, this account is eligible to be used for phone calls. If unchecked, this account will never be used for placing phone calls.
Use for IM/Presence	If checked, this account is eligible to be used for IM and online status (presence). If unchecked, this account will never be used for IM and online status.
<b>User Details</b>	
User ID	Typically the account number for the softphone account. For example, 6045551212 or 2766. Provided by your VoIP service provider.
Domain	For example, domainA.com. Provided by your VoIP service provider.
Password	Provided by your VoIP service provider.
Display name	This name is displayed in the Bria title bar. Other people will see you as this name.
Authorization name	May not be required. If it is required, it will be provided by your VoIP service provider. Typically not used in an enterprise environment. This name is useful if, for example, you allow user IDs that are short and therefore easy to guess. The authorization name is used in place of the user name to register the account with the SIP registrar.

Table 1: Accounts – General

Field	Description
<b>Domain Proxy</b>	
Register with domain and receive calls	<p>Check this box if you want to register with your VoIP service provider, so that you can receive incoming calls.</p> <p>Typically, this field is checked.</p> <p>This field must be left unchecked when, for example, your level of service does not include the ability to receive incoming calls. In that case, turning this field on may cause registration to fail (when you close the Account Properties window).</p>
Send outbound via	<p>Choose the setting specified by your VoIP service provider:</p> <ul style="list-style-type: none"> <li>• Domain: If your VoIP service provider requires that traffic be directed to proxies that are discovered via the domain.</li> <li>• Proxy Address: If your VoIP service provider has an outbound proxy address and requires that you provide the address to Bria. For the address enter a domain name (for example, domain.com) or an IP address (for example, 123.456.789.012).</li> </ul> <p>If neither of these settings is suitable; see page 78 for a third way to direct traffic.</p>
Dial Plan	<p>Information about the syntax of the numbers used by this VoIP service provider.</p> <p>Provided by the service provider. The default plan is:</p> <p>#1\a\a.T;match=1;prestrip=2;</p> <p>You do not need to change the default dial plan if:</p> <ul style="list-style-type: none"> <li>• You have only one SIP account.</li> <li>• You have multiple SIP accounts, but you will always manually select the account to use for calls.</li> <li>• The default dial plan is acceptable.</li> </ul> <p>See the Bria Dial Plan Guide on how to configure dial plans.</p>

## SIP Accounts – Voicemail

Sip Account - Disabled

Account name:

Use for:  Call  
 IM/Presence

General **Voicemail** Topology Presence Transport Advanced

Voicemail

Check for voicemail

Number to dial for checking voicemail

Number for sending calls to voicemail

Send calls to voicemail if unanswered for  seconds

Forwarding

Forward to

When on the phone, forward to

Cancel OK

The panel lets you configure client-side voicemail and client-side call forwarding. You can setup up Bria to interact with the voicemail service provided by your VoIP service provider or your enterprise's IP PBX. You can also configure Bria to forward calls in several situations, independent of the voicemail service.

### If you have a subscription from a VoIP Service Provider

Your service provider may provide the ability to set up for voicemail outside of Bria, for example, by phoning a softphone address and following the voice prompts, or by accessing a website.

Check with your service provider to determine if another setup mechanism is available. If so, check what the settings are in that setup, and make sure you enter compatible information in Bria.

In particular, if your service provider has a mechanism for call forwarding, find out if you should leave the Forwarding settings on this Voicemail tab blank.

### If you are a System Administrator Managing IP PBX

Your IP PBX may also provide the ability to configure voicemail (server-side handling). An incoming phone call first goes through server-side handlers and then through the client-side handlers. Keep in mind that the fields on this Voicemail tab are not written to the server; they are configuring a second, separate handler.

You must decide how you want phone calls to be handled: by the server only, by the Bria client only, or by both. Instruct your users accordingly. If you decide to allow both, you must make sure that your users understand how the server-side and client-side voicemail configuration must be synchronized to work together. You must also check what the server-side settings are and make sure you enter compatible information in Bria.

Table 2: Accounts – Voicemail

Field	Description
Check for voicemail	<p>Set the checkbox in one of these ways:</p> <ul style="list-style-type: none"> <li>• Check the box if Bria must subscribe to be notified when there is a voicemail for you. In other words, to configure for “subscribe for message waiting”.</li> <li>• Clear the checkbox if the service provider’s voicemail server sends notifications without Bria subscribing. In other words, to configure for “implicit subscription”.</li> <li>• Clear the checkbox if the service provider does not support voicemail.</li> </ul> <p>Check with your VoIP service provider/system administrator for the correct configuration.</p> <p>Voicemail is offered by your VoIP service provider, or your enterprise’s IP PBX; it is not part of Bria. Contact your service provider/system administrator for information on using voicemail.</p>
Number to dial for checking voicemail	<p>Optional, but complete this field only if your VoIP service includes voicemail.</p> <ul style="list-style-type: none"> <li>• Completing this field activates the voicemail icon in the tool bar. When you click this icon, Bria will dial this number. You will be connected to your service provider’s voicemail and can listen to your messages.</li> <li>• If you leave this field empty, then this icon will not work; you will have to manually dial this number in order to connect to voicemail.</li> </ul> <p>Enter the number or SIP address provided by your VoIP service provider/system administrator.</p>
Number for sending calls to voicemail	<p>Complete only if your VoIP service includes voicemail. Optional, but you must complete it if you check “Send calls to voicemail if unanswered”.</p> <p>This is the number that incoming calls will be forwarded to if they are unanswered after the specified interval (below).</p> <p>If you leave this field empty, then Bria will never forward calls to your service providers’ voicemail. However, most VoIP service providers have their own mechanism for sending unanswered phone calls to voicemail. So leaving this field blank does not mean that forward-to-voicemail does not work.</p> <p>Enter the number provided by your VoIP service provider/system administrator.</p>
Send calls to voicemail if unanswered	<p>Complete only if your VoIP service includes voicemail.</p> <p>To send to voicemail after the specified number of seconds.</p> <p>Your service provider may also provide a similar feature that is set up outside of Bria. If so, make sure you do not enter competing information in Bria and in the service provider’s user interface. For example, if you turn off this field, make sure the same feature at your service provider is also turned off. Otherwise, all your calls will continue to be forwarded.</p>
Always forward to this address	<p>You can use this feature even if your VoIP service does not include voicemail.</p> <p>To always forward phone calls, click the box and enter the address to forward to. Phone calls received on other accounts (if you have them) are not affected by enabling this field.</p> <p>Always forward works only when Bria is running and only if your VoIP service provider supports redirect.</p>
When on the phone, forward to	<p>You can use this feature even if your VoIP service does not include voicemail.</p> <p>To forward only when you are on another phone call, click the box and enter the address to forward to. Phone calls received on other accounts (if you have them) are not affected by enabling this field.</p> <p>Always forward works only when Bria is running and only if your VoIP service provider supports redirect.</p> <p>Your service provider may provide a similar feature that is set up outside of Bria. If so, make sure you do not enter competing information in Bria and in the service provider’s user interface. For example, if you turn off this field, make sure the same feature at your service provider is also turned off.</p>

## SIP Accounts – Topology

Sip Account - Disabled

Account name:

Use for:  Call  
 IM/Presence

General Voicemail **Topology** Presence Transport Advanced

Firewall Traversal

Firewall traversal method  Auto-detect (ICE, recommended)  
 Discover public IP address (STUN)  
 Use media relay (TURN)  
 None

Server address

User name

Password

Range of ports used on local computer:  -

Range of ports used for RTP Audio:  -

Video:  -

Cancel OK

Table 3: Accounts – Topology

Field	Description
Firewall traversal method	<p>Choose the setting recommended by your VoIP service provider:</p> <ul style="list-style-type: none"> <li>• Auto detect using ICE: Automatically determine the contact address for signaling traffic. Advertise the local IP, public IP (discovered via STUN, if available) and media relay IP and use these to automatically determine the best route for media traffic during calls.</li> <li>• Discover public IP address: Advertise the public IP address (discovered via STUN) for the contact address for signaling traffic, and for the connection address for media traffic.</li> <li>• Use media relay (TURN): Advertise the public IP address (discovered via STUN) for the contact address for signaling traffic. Advertise the address of a media relay server (discovered via TURN) for the connection address for media traffic.</li> <li>• None: Advertise the local IP address only for both signaling and media traffic.</li> </ul>
Server address	<ul style="list-style-type: none"> <li>• Empty: Discover the address of the firewall traversal server (the STUN or TURN server), if available, using DNS SRV.</li> <li>• Specified: Use the firewall traversal server specified as either an IP address or a fully qualified hostname. If you use the “Auto detect using ICE” option, then you can only enter a STUN server here. Don’t enter a TURN server because when ICE is used, TURN is not supported.</li> </ul>
Range of ports	<p>You can set a range of ports used for SIP signaling, RTP audio and video. The appropriate setting depends on your computer setup:</p> <ul style="list-style-type: none"> <li>• Checked: If your computer is behind a restrictive firewall that only allows specific port ranges to be used. Enter the range of ports to use for your SIP account. (You must also open those ports on your firewall; refer to applicable firewall documentation for information.)</li> <li>• Unchecked: If your computer is not behind a restrictive firewall.</li> </ul>

## SIP Accounts – Presence

Sip Account - Disabled

Account name:

Use for:  Call  
 IM/Presence

General Voicemail Topology **Presence** Transport Advanced

Presence

Mode:

Poll time:  seconds

Refresh interval:  seconds

Cancel OK

Presence allows other softphone users to see your online status, and also allows you to see the online status of others.

This tab lets you set up to share presence information with contacts. (Note that you do not have to set up to share presence information on an XMPP account.)

Table 4: Accounts – Presence

Field	Description
Mode	Peer-to-Peer.
Poll time	Enter the value specified by your VoIP service provider.
Refresh interval	Enter the value specified by your VoIP service provider.

## SIP Accounts – Transport

Sip Account - Disabled

Account name: Account 5

Use for:  Call  
 IM/Presence

General Voicemail Topology Presence **Transport** Advanced

Transport

Signaling transport: TLS

Media Encryption over TLS

Make and accept only encrypted calls  
 Do not allow encrypted calls

Allow IPv6

Cancel OK

Table 5: SIP Accounts – Transport

Field	Description
Signaling Transport	Contact your VoIP service provider to identify the types of transport that are supported. Then choose a supported transport: <ul style="list-style-type: none"> <li>• Automatic: Bria sets up the transport based on the capabilities of the network and the Bria computer. Choose this option if you do not care which transport is used.</li> <li>• TCP: This transport provides no signaling security.</li> <li>• UDP: This transport provides no signaling security.</li> <li>• TLS: Choose this option to request signaling encryption or both signaling and media encryption.</li> </ul>
Encryption	See the description below for more information.
Allow IPv6	Enable to allow Bria to make phone calls and send IMs over IPv6. Disable only if advised to do so by your system administrator. Generally, leave this enabled. Disable it only if advised to do so by your VoIP service provider.

### Encryption

You can set up Bria for the type of security (encryption) you want for incoming and outgoing calls.

Bria supports:

- Signaling encryption using TLS
- Media encryption using SRTP.

#### Setting up for Security outside of Bria

When using TLS, you must have the root certificate that signs the proxy's chain of certificates. In most cases, the root certification will already be installed. Procedures for the exchange of certificates are outside the scope of this documentation. The certificates must be stored on the Bria computer, in the root certificate store.

Setting up the root certificate on your computer ensures that the connection to the proxy is TLS secure (the first hop). Any proxy in the chain (between you and the caller) that does not support TLS may cause an insecure link

in the chain. Therefore, if the other party is outside your domain, you cannot be completely sure that the call is secured at the signaling level, which means that you cannot be sure that it is secured at the media level.

### Setting up for Security within Bria

The options for media encryption are described in the following table.

Table 6: Security Options

Option	How Outgoing Calls are Handled	How Incoming Calls Are Handled
Make and accept only encrypted calls	Bria will place all calls with TLS. The call INVITE will specify SRTP media encryption. If the correct certificates are not in place or if the other party does not accept encrypted calls, the call will fail.	Bria will only accept INVITES that are for encrypted calls. If Bria receives a call INVITE that is not encrypted, the call will be rejected.
Do not allow encrypted call	Bria will place only unencrypted calls. If the other party does not accept unencrypted calls, the call will fail.	Bria will only accept INVITES that are for unencrypted calls. If Bria receives a call INVITE that is encrypted, the call will be rejected.



## SIP Accounts – Advanced

Sip Account - Disabled

Account name:

Use for:  Call  
 IM/Presence

General Voicemail Topology Presence Transport **Advanced**

Register Settings

Reregister every  seconds

Minimum time  seconds

Maximum time  seconds

Timers

Enable Session Timers

Session Timer Preference

Default Session Time  seconds

Advanced Options

Send SIP keep-alives  Use old style hold

Use rport  Use Outbound

Cancel OK

Table 7: SIP Accounts – Advanced

Field	Description
<b>Register Settings</b>	
Reregister every	The time interval between Bria's attempts to reregister in order to refresh the account registration with the VoIP service provider for this account. A value of zero means not to reregister after the initial registration.  This value is placed in the "Expires" header field of the REGISTER message.
Minimum time	If the reregistration fails, Bria will wait this amount of time, then attempt to reregister. If the second attempt fails, Bria will wait twice this time and try again, then four times this time, and so on, until reregistration succeeds.
Maximum time	This is the maximum wait time between attempts to reregister. Once this maximum is reached, Bria will wait this time for all subsequent attempts.  For example, the min. time is 20 secs, the maximum time is 120 secs. Bria will attempt to reregister as follows: <ul style="list-style-type: none"> <li>• Wait 20 secs.</li> <li>• Attempt to connect.</li> <li>• If fail, wait 40 secs.</li> <li>• Attempt to connect.</li> <li>• If fail, wait 80 secs.</li> <li>• Attempt to connect.</li> <li>• If fail, wait 120 secs (the maximum)</li> <li>• Attempt to connect.</li> <li>• If fail, wait 120 secs, and so on.</li> </ul>
<b>Timers</b>	
Enable session timers	A session timer is a mechanism to detect whether a call session is still active from the signaling point of view. When the timer expires, a refresh is sent from one party to the other. The timer is then reset. <ul style="list-style-type: none"> <li>• Turn on to enable session timer. Enter a value in Default session time.</li> <li>• Turn off to disable session timer; refreshes will never be sent.</li> </ul>
Default session time	

Table 7: SIP Accounts – Advanced

Field	Description
Session timer preference	<p>This field specifies how Bria uses session timers. The choices are:</p> <ul style="list-style-type: none"> <li>• Inactive. Session timers will not be used in any session, except when it is explicitly required in the remote request.</li> <li>• Optional. Session timers will be used in all sessions whenever the remote party supports and uses it.</li> <li>• Required. Session timers support will be a requirement for the remote party to be able to establish a session.</li> <li>• Always. Session timers will always be used in all sessions, regardless of whether or not the remote party supports/uses it.</li> </ul>
Send SIP keep-alives	Typically on, to instruct Bria to send SIP keep-alive messages in order to maintain a “pinhole” through your firewall for SIP messaging.
Use rport	Typically on.
Use old style hold	Check this box only if your VoIP service provider advises you to do so.
Use outbound	<p>When checked, requests always go to the outbound proxy configured in the “Send outbound via” field on the Account tab (page 69); in other words, Bria never sends the invite directly to the endpoint. If you check this field, make sure you also set the proxy in the “Send outbound via” field.</p> <p>Typically off. Enable this setting only if you have trouble connecting to the SIP server.</p>

## 8.5 XMPP Account

You create an XMPP account if:

- Your enterprise uses XMPP for presence.
- You already have an XMPP account independent of Bria (for example, a Jabber account). When the account is created, those contacts are pulled into the Bria contact list. You can then IM these contacts directly from Bria.

Fields with a red asterisk are required

Table 8: XMPP Account Properties – Account

Field	Description
Account name	If desired, change the account name to something that is meaningful to you. For example, the type of XMPP account such as “Gmail account”.
Protocol	Read-only. Always specifies XMPP.
<b>User Details</b>	
User ID	The XMPP (Jabber) user ID. For example, jsantos. Provided by the XMPP service provider.
Domain	For example, domainXMPP.com. Provided by the XMPP service provider.
Password	Provided by the XMPP service provider.
Display name	This name is displayed in the Bria display. Other parties may see this name when they are connected to you.
<b>Advanced</b>	
Port selection	Configures the port to use. If you choose “User selected”, complete the Connect port field.
Connect port	Complete only if Port selection is set to “User selected”

Table 8: XMPP Account Properties – Account

Field	Description
Outbound proxy	<p>The value in User ID and in this setting may be used by Bria to compose a valid jid:</p> <ul style="list-style-type: none"> <li>• If User ID=bob@ABC.com and Outbound proxy is empty, jid=User ID: bob@ABC.com</li> <li>• If User ID=bob@ABC.com/home and Outbound proxy is empty, jid=User ID: bob@ABC.com</li> <li>• If User ID=bob@ABC.com and Outbound proxy=XYZ.com, ignore the Outbound proxy; User ID=bob@ABC.com</li> <li>• If User ID=bob@ABC.com and Outbound proxy=IP address or host address, jid=User ID. (IP address is used as the outbound proxy).</li> <li>• If User ID=bob and Outbound proxy=ABC.com, jid=bob@ABC.com.</li> </ul>
Resource	<p>Optional resource, as specified in RFC 3920. For example “/home”. If this setting is blank and the User ID includes a resource, the value from that ID is used. If both are specified, the value from this Resource field is used. If no resource is specified, the XMPP server will assign a temporary resource.</p>
Priority	<p>The priority, as per RFC 3921. The default is 0.</p>

## 8.6 Mac Address Book Account

Enable the Mac Address Book account, if desired. Your Mac Address Book contacts will be automatically pulled into your Bria contact list so that you can easily phone and IM them.

### Populating from the Mac Address Book

You can populate the Bria contact list by pulling in the contacts from your Mac Address book.

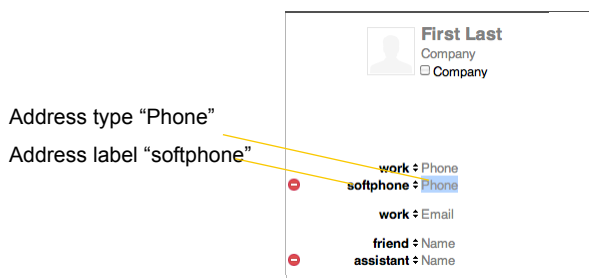
#### Enabling the Mac Address Book

Enable the Mac Address book account that is has automatically set up in Bria. See “The Accounts Tab” on page 68 for more information.

#### Setting up for Availability

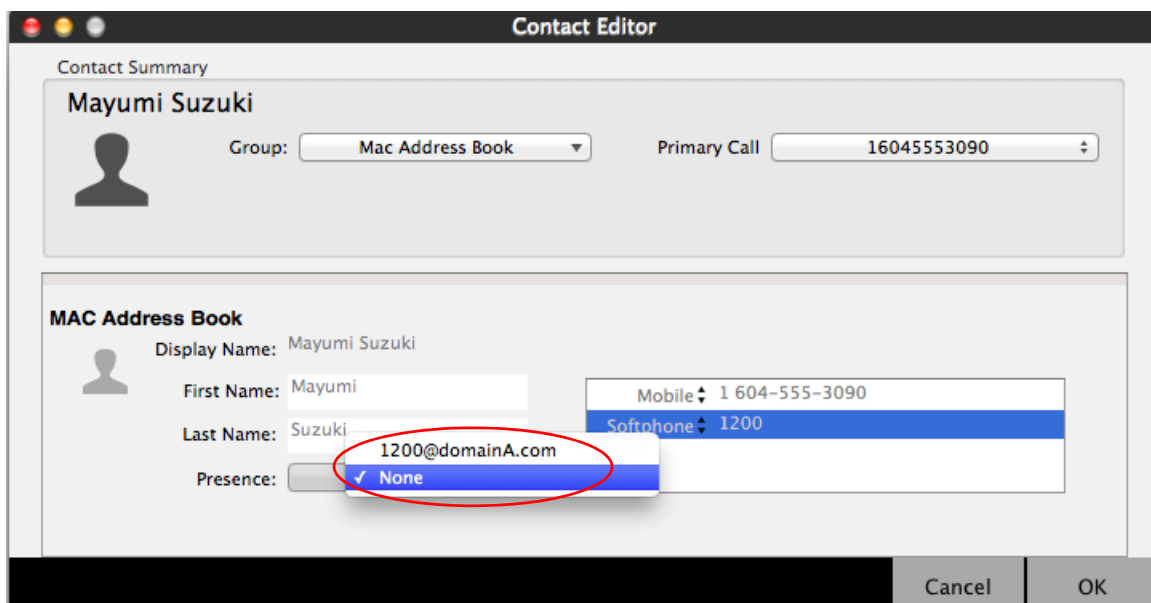
If your Mac Address book contains phone numbers that you know you can use to obtain online availability information about the person via your SIP account, you can perform this optional setup:

- In the Mac Address book, modify the contact’s entry so that the type is “Phone” and the label is “softphone” (all lower case):



When you enable the Mac Address Book account in Bria, the contact will be pulled in with the specified phone number already set up as a softphone address.

- Open the contact and choose the specified phone number in the Presence field. When you click OK, Bria will obtain availability information for this contact.

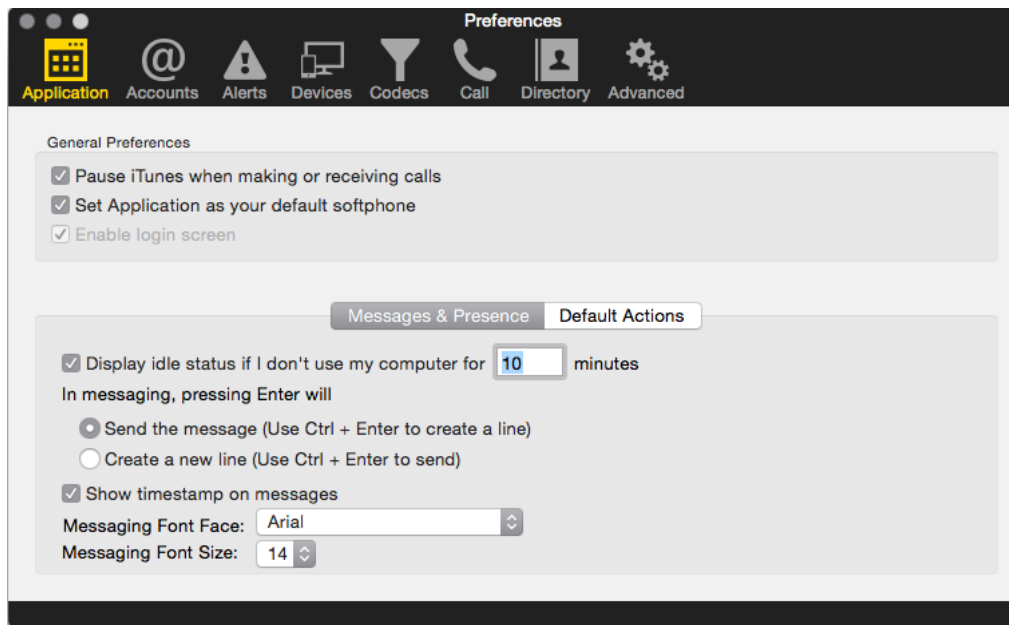




# 9 Configuring Preferences

From the menu bar, choose Bria > Preferences. The Preferences window appears. All the tabs on this window except for “Accounts” are preferences tabs. These tabs let you control the way that you work with Bria.

## 9.1 Preferences – Application



This panel lets you set your preferences for general GUI behavior and lets you set up for login.

### Login Options

The “Enable login screen” field is used *only* when you started up Bria with the “No login required” profile (page 4) but in fact you do need to log in. To recover from this mistake:

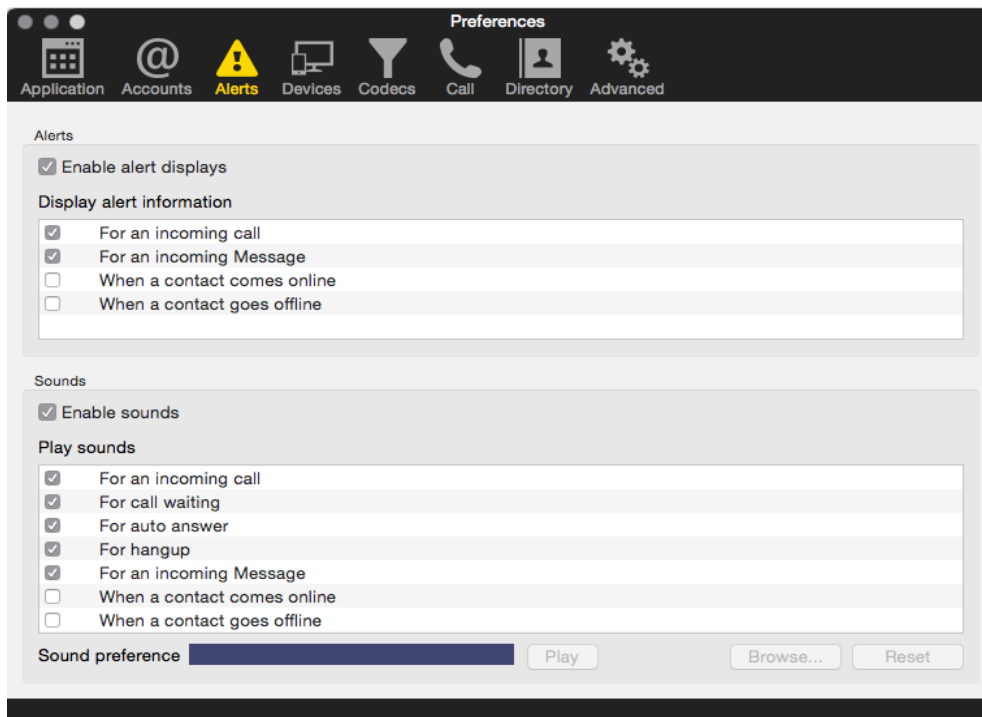
- Click Reset login profile and quit Bria
- Start Bria again. The Bria Login dialog will appear. Select the correct option and log in.

### Default Actions

This feature lets you control the action performed for two buttons:

- The green Call button at the top of the phone. For example, you can configure the button so that it makes a video call instead of an audio call.
- The transfer button. For example, you can configure the button so that it initiates unattended (transfer now) transfer instead of an attended (call first) transfer.

## 9.2 Preferences – Alerts & Sounds

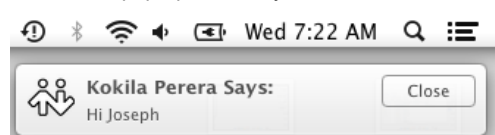


This panel lets you control the alert box and lets you assign sounds.

### Enable Alert Displays

- You can control whether notifications are displayed in different situations. To receive notifications, notifications must also be set up to use either Banners or Alerts under OS's system preferences (page 4). When "Enable alert displays" is on, Bria shows either a banner or an alert for selected situations.
- There are two choices on how you are alerted to an incoming IM: either with a small notification pop-up or with the Messages window itself. To be alerted with the Messages window instead of notifications, "For an Incoming Message" must be turned off.

Notification pop-up - Alert style



### Assigning Sounds

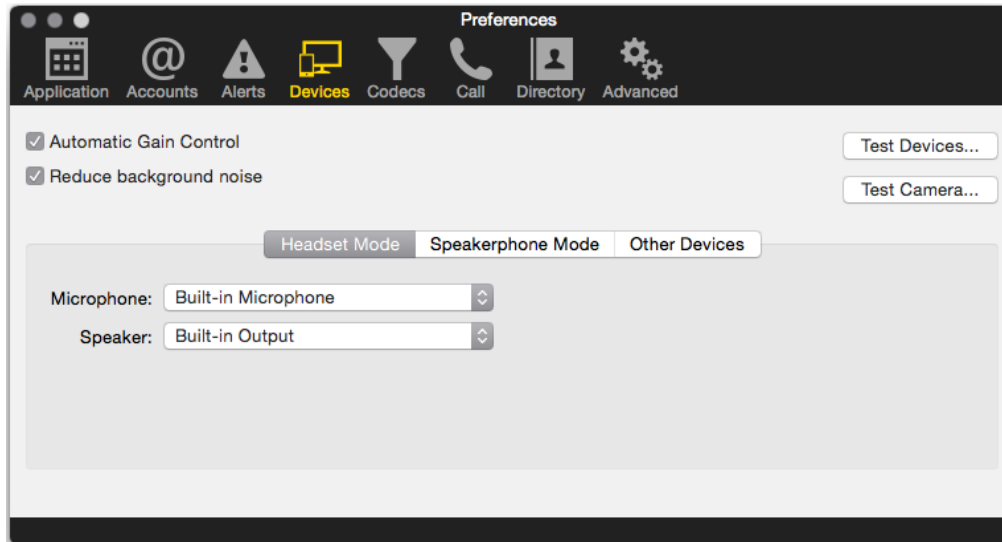
You can assign specific sounds to a variety of actions or "events".

- Select the Enable sounds check box and select the check boxes for each desired event, or clear the Enable sounds check box to disable all sounds.
- If enabling sounds, you can change the sound for each event: select the individual event. The value in Sound preference will change. Select the desired sound.

You can import sounds; these will be added to the list of sounds you can choose from when assigning a sound to an event.



## 9.3 Preferences – Devices

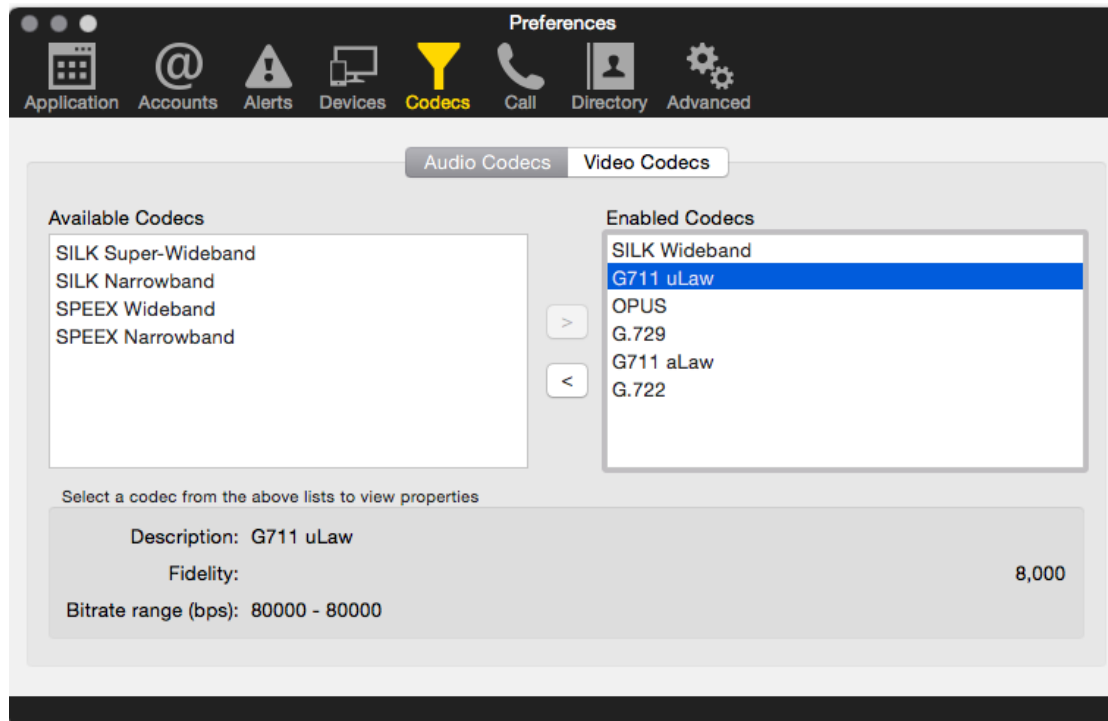


Bria automatically detects devices at each startup, and selects the most appropriate device for each purpose. If you do not like this selection, you can override it on this panel.

If you override a selection, it will apply the next time you start Bria, unless the device is no longer available, in which case Bria will again select the device to use.

Field	Description
Automatic gain control	On to automatically adjust the audio gain.
Reduce background noise	Automatically attempts to remove background noise. Typically on for the speakerphone.
Test Devices	For information on the Test Devices button, see “Application Hot Keys” on page 95.
Test Camera	Click to check if Bria can use your camera. The video window opens, and shows a message.
<b>Headset Mode</b>	
Microphone, Speaker	Change these fields only if you want to override the devices that Bria automatically selected. In both these fields, select the headset you are using. The headset is the device that is usually used for the speaker (the sound you hear) and microphone (recording your voice). The only situation in which the headset is not used is when the Speaker Phone button on the dialpad is pressed. Therefore, unless you will always be using Bria in speakerphone mode, you must make a selection here. Select the headset in both the Speaker device field and Microphone device field.
<b>Speakerphone Mode</b>	
Microphone Speaker	Same as headset mode, but for the device to use when speakerphone is on (on the toolbar). Select None if you do not have a speaker phone. The Speaker Phone button on the dialpad will be disabled. You can set different devices for the speaker and microphone: for example, you can set the speaker to the speakerphone and set the microphone to your headset.
Reduce echo	Turning this feature on improves sound quality. This feature is typically on.
<b>Other Devices</b>	
Ring on	The device where you want to hear the phone ringing. Change this field only if you want to override the devices that Bria automatically selected.
Camera	This field appears only on versions of Bria that include video functionality. Change this field only if you want to override the devices that Bria automatically selected. Select the camera model.
Resolution	Leave at standard, or change the size as follows: <ul style="list-style-type: none"> <li>Set it to high if you have a good camera and a computer with a fast CPU. You will know that you have set the size too large if: <ul style="list-style-type: none"> <li>Your computer slows down (the video is using too much CPU)</li> <li>The video shows black areas or is slow or jerky.</li> </ul> </li> <li>Typically set it to low only in special situations, for example, when using wi-fi in a hotel. You will know that you have set the size too small if the video is fuzzy.</li> </ul>

## 9.4 Preferences – Audio Codecs



This panel shows all the codecs that are included in the retail version of Bria. You can enable or disable codecs as desired. With only one codec enabled, all calls made will use that codec. With more than one codec enabled, Bria offers the enabled codecs and negotiates a common codec with the other party.

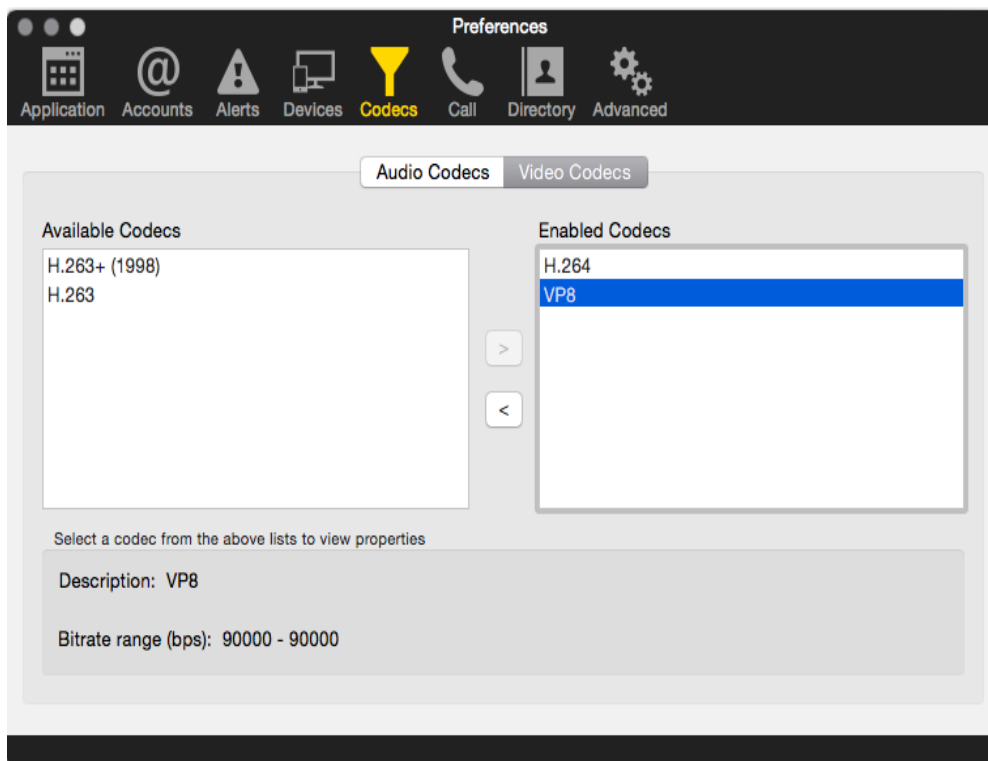
You cannot change the properties of any codecs.

### About Codecs

Audio codecs describe the format by which audio streams are compressed for transmission over networks. Codecs can be categorized as either narrowband or wideband:

- Narrowband codecs work with low bandwidth such as a dialup internet connection. These codecs have a sampling rate of 8 kHz.
- Wideband codecs work with high bandwidths and result in better audio quality. However, they do not work with PSTN. These codecs have a sampling rate of 16 kHz.

## 9.5 Preferences - Video Codecs



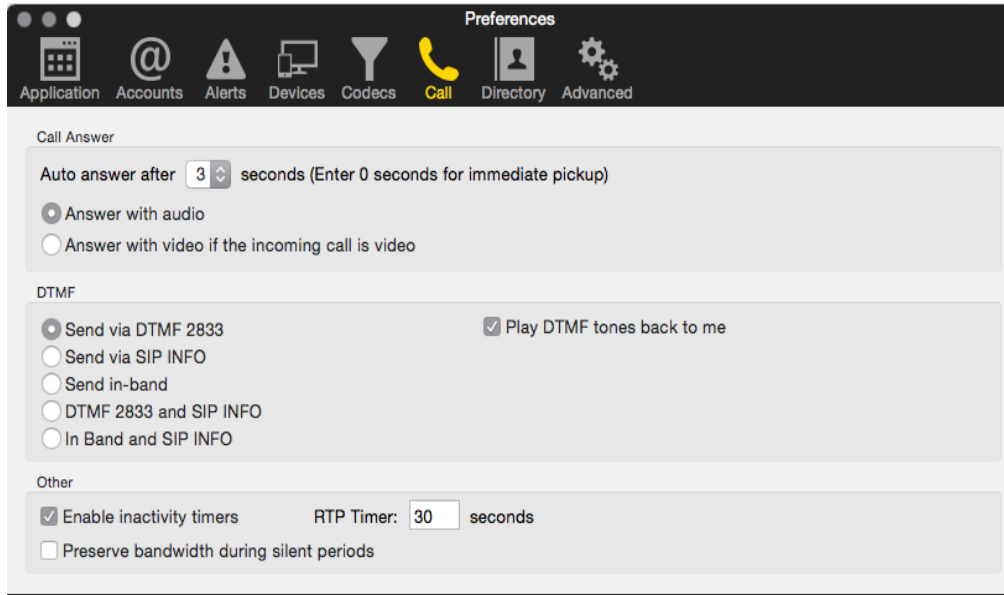
Video codecs describe the format by which video streams are compressed for transmission over networks. Some codecs require less bandwidth than others, but may result in lower video quality.

You can enable or disable codecs as desired. You may decide to disable a codec even though your VoIP service provider supports it. With only one codec enabled, all calls made will use that particular compression format. With more than one codec enabled, Bria offers the enabled codecs and negotiates a common codec with the other party.

You cannot change the properties of any codecs.

## 9.6 Preferences – Calls

These settings let you configure how you want auto answer to handle incoming calls, when Auto Answer is enabled. (To enable Auto Answer, see page 13).



Field	Description
Auto answer	These settings let you configure how you want auto answer to handle incoming calls, when Auto Answer is enabled. (To enable Auto Answer, see page 13)
DTMF	You may need to change the DTMF configuration if you cannot interact with interactive voice response systems (auto attendants, voice-activated menus, and so on). Contact your VoIP service provider or system administrator for the correct setting.
RTP Timer	This timer controls how calls are disconnected when Bria determines that there is a problem with the call and the other party has probably disappeared (assuming that you have not yourself detected the problem and hung up manually). Typically, the timer is enabled. It is recommended that you not disable it. You can change the length of the timer, but do not set it to less than 30 seconds.
Preserve bandwidth	When this feature is on, Bria stops sending audio when you are not talking. When this feature is off, Bria always sends audio, which uses more bandwidth but may result in better call quality. Typically off. However, if you are using a slow (dial-up or ISDN) connection, you may want to turn it on.

## 9.7 Preferences – Directory

Preferences

Application Accounts Alerts Devices Codecs Call **Directory** Advanced

Directory type: LDAP

Server Settings Search Options Attribute Mapping

Server:

Authentication method: Anonymous

User name (dn=):

Credential:

Root DN:

Search expression:

If your organization has an LDAP server, you can configure Bria to connect to that server. The entries from the directory will appear in the Directory tab (alongside the Contacts and History tabs).

Typically, directories are used only in enterprises and are set up by the system administrator. Generally, change the settings on this panel only if advised to do so by your system administrator.

LDAP Settings	
Field	Description
<b>Server Settings</b>	
Server	The hostname or IP address of the directory server. For example, ldap.example.com.
Authentication method	Anonymous or Simple. Choose Simple if your LDAP server requires a valid login in order to allow binding and searching the directory.
Username	The full DN of the username that will be used for authenticating to the directory. For example: CN=ldapauthuser,OU=users,OU=company,DC=example,DC=com Leave blank if Authentication is set to Anonymous.
Credential	The password for the username. Leave blank if Authentication is Anonymous.
Root DN	The “base” DN of the server where searches will begin. The entire subtree under the Root DN will be used for searching. For example: OU=users, OU=company, DC=example,DC=com
Search expression	The query used to filter valid users in the directory. This query can be used to retrieve only members of a group, for example. For example: (memberOf=CN=Corporate Users, Ou=Groups, OU=company, DC=example,DC=com)

LDAP Settings	
Field	Description
<b>Search Options</b>	
Type	<ul style="list-style-type: none"> <li>Search on demand: The Directory tab on the softphone will have a Search button. The Directory tab is empty until the user performs a search. Each time the user clicks Search, a new retrieve is performed. This option is recommended for directories with more than 500 entries.</li> <li>Type to filter list: The Directory tab on the softphone will <i>not</i> have a Search button. The Directory tab is populated as soon as Bria starts, with the records from the database (restricted by the Max records field. When the user types in the filter field in the Directory tab, the local contents are filtered (a new retrieve is not performed).</li> </ul>
Search timeout	A search of the database will stop if it has not succeeded by this timeout.
Max results	<p>Optional, to restrict the number of records returned.</p> <ul style="list-style-type: none"> <li>When “Search on demand” is chosen, this field can be used to prevent the user retrieving too many records (and slowing down the system).</li> <li>When “Type to filter” is chosen, make sure this number is at least equal to the number of records in your database, otherwise records at the end of the database will never be retrieved.</li> </ul> <p>0 means no maximum number of records.</p>
Update interval	When “Type to filter” is chosen, the database is retrieved with this frequency. If the user has filtered the Directory contents, then when this timer expires, the filter is lost and the entire database is displayed again.
<b>Attribute Mapping</b>	
All fields	<p>The Attribute Mapping panel is used to map the attributes that are in your directory to the corresponding fields in Bria. The panel shows the Bria fields that appear in the Contact Profile. Enter the attribute names that are in your directory; for example, if your directory stores mobile numbers as the “cell” attribute, enter cell in the Mobile number field.</p> <p>Be careful with this mapping because when users create a contact from a directory entry, Bria will allow/disallow certain functions (such as sending an IM) based on whether a given "contact method" is populated. Specifically:</p> <ul style="list-style-type: none"> <li>Softphone: Bria recognizes a value in this field as a softphone address and will map this field to the Softphone contact method for the contact. Bria considers a Softphone address as one that can be phoned and (if SIP is being used for IM/presence) as one that can be used for IM/presence.</li> <li>Jabber: Bria recognizes a value in this field as a Jabber (XMPP) address and will map this field to the Jabber contact method for the contact. Bria considers a Jabber address as one that can be used for IM/presence (if XMPP is being used for IM/presence).</li> </ul>

## 9.8 Preferences – Advanced

The screenshot shows the 'Preferences' window with the 'Advanced' tab selected. The 'Call Recording' section has a 'Recording folder' field containing '/Users/counterpath/Library/Caches/TemporaryItems' and buttons for 'Browse...' and 'Open Folder'. The 'File Transfer' section has a 'Transfer folder' field with the same path and similar buttons. The 'Web Page Tabs' section is a table with two columns: 'Web address' and 'Name'. It contains three rows, each with a checkbox on the left side of the 'Web address' column.

Field	Description
Recording folder	The folder where files for recording of phone calls will be saved.
Transfer folder	The folder where received files will be saved.
Web Page Tabs	You can set up a web page as a new tab in the Resources panel; it will appear alongside Contacts, History and so on. Enter the web address and a name (this name will be appear in the tab). Enter a checkbox to create the tab. At any time, you can clear the checkbox to remove the tab from the Resources panel.



# 10 Administrator Tasks

## 10.1 Setting up Chat Rooms

If you support XMPP accounts, you can set up persistent chat rooms on your XMPP server. Users with accounts on that XMPP server can then join any chat room (View > Chat Rooms).

Chat rooms are set up to allow the same group of people to have a group IM session, usually on a regular basis. The chat room feature involves persistent groups, while the group chat feature creates ad-hoc groups.

Bria supports the following features:

- Open chat rooms: users can join without being already set up as a member of the group.
- Members-only chat rooms: users can join only if already set up as a member.
- Password-protected (confidential) chat rooms: users must enter the password to join.

On your XMPP server, create the chat room. Add members if desired and if supported by your XMPP server. Assign passwords if desired and if supported by your XMPP server.

## 10.2 Managing Licenses

When you obtain Bria, you purchase a license with a specified number of seats. Each time a user enters the license key, the license count is drawn down on the CounterPath license database. When the count is drawn down to 0, then the next time the key is entered, an error message appears for that user.

You can either increase your license count or revoke unused seats. To revoke seats, go to [www.counterpath.com](http://www.counterpath.com), click the Store link, click the Your Account link, and log in.

Currently, a license count can be shared by users on the same computer if the users are using the Windows administrator or regular user accounts. However, a user who uses this computer with the Windows guest account and starts Bria will automatically draw down the license count (assuming that a license key has already been entered).

Therefore, if you seem to have drawn down more license counts than expected, the problem may be that one or more guests have used seats. You can request that CounterPath revoke these licenses in order to reinstate the number of seats actually in use.

## Setting up for the Licensing Server

Periodically, Bria connects to CounterPath's license server in order to verify that a valid license is being used. Therefore, at all times, Bria will need to have an internet connection.

Bria connects to <https://secure.counterpath.com> via port 443; make sure your firewall allows this HTTPS traffic to this URL. In addition, if you have explicitly set a web proxy (Start > Control Panel > Internet Options > Connections) then Bria will use this proxy; make sure the proxy allows this traffic.

## Distributing License Keys to End Users

End users can import and export multiple license keys to Bria. You, as an administrator, can create a csv file with multiple license keys and send the file to end users to activate Bria.

The file format is very simple: just separate keys with a comma, such as:

```
key1 , key2 , key3
```

### Instructions for your Users

1. Obtain a license key file from your administrator.
2. Start Bria, and choose Help > Enter License Key. The License Key Management window appears.
3. Click Import Keys.
4. Choose the license key file provided by your administrator. The keys appear in the window.
5. Click Done.

# A Application Hot Keys

Category	Function	Keyboard Shortcut
Making or answering a call	Answer an incoming call	Ctrl + N
	Decline an incoming call	Ctrl + D
	Place an audio call	Ctrl + P
	Redial the last dialed number	Ctrl + R or Ctrl + R then Enter
	End the call End the conference call (hang up on all participants)	Ctrl + E
During a call	Mute your voice during a call	Ctrl + M
	Hold or resume the call when the focus is on this call panel	Ctrl + H
	Transfer an established call when the focus is on this call panel	Ctrl + T
Opening a window	Open the Messages window	Shift + Apple key + M
	Open the Preferences window	Apple key + , (comma)
	Open the Test Devices window	Ctrl + 9
	Open the Video window	Shift + Apple key + V
Text Handling	Select all	Apple key + A
	Copy text	Apple key + C
	Paste text	Apple key + V
	Cut text	Apple key + X
Hiding	Hide Bria	Apple key + H
Exiting	Quit Bria	Apple key + Q

# B Contact List Headings

Following is a list of all the headings that are used in the Bria contact list. This list can be useful when formatting a contact list in order to import it into Bria. For details, see “Populating by Importing Contacts” on page 44.

Heading	Description
business_number	
business_numbern, where n is 2 to 6	
categories	Maps to Bria groups
default_address	Maps to the Presence field
default_address_comm	Always specifies IM, if default_address is specified. This heading does not map to a Contact Profile field
default_address_type	Specifies SIP or XMPP
display-name	
email_address	
email_addressn, where n is 2 to 6	
fax_number	
fax_numbern, where n is 2 to 6	
given_name	
home_number	
home_numbern, where n is 2 to 6	
mobile_number	
mobile_numbern, where n is 2 to 6	
other_address	
other_addressn, where n is 2 to 6	
postal_address	
presence_subscription	TRUE or FALSE
sip_address	Maps to the Softphone field.
sip_addressn, where n is 2 to 6	
surname	
web_page	
web_pagen, where n is 2 to 6	
xmpp_address	Maps to the Instant Message field. This field must always specify an XMPP address
xmpp_addressn, where n is 2 to 6	

# C Other Ways to Run Bria

## C.1 From a Hyperlink

You can attach a hyperlink to a phone number or softphone address that, when clicked, starts Bria and dials the number. Bria supports three protocols: sip, tel, and callto.

Attach a hyperlink with this format:

```
<a href="sip:address_or_number">dial address_or_number</a>
```

For example:

```
<a href="sip:kperera@domainA.com">dial kperera@domainA.com</a>
```

# D Glossary

Broadband	Broad or wide bandwidth. In data transmission, the wider the band, the more data it is possible to transmit in a given time span. A cable, DSL and ADSL connection to the network provide broadband for data transmission. A dialup or ISDN connection typically provide a narrow bandwidth for data transmission.
Codec	The format by which audio or video streams are compressed for transmission over networks.
Dial plan	The rules that Bria follows in order to interpret the softphone address or phone number that the user has entered and to modify the number or address, as required, to ensure that the call will be placed successfully.
DTMF	Dual-tone multi frequency. DTMF is the system that is used in interactive voice-response menu systems such as the menu system for accessing voicemail messages. The DTMF system allows the user to interact with the menu by pressing keys on a dialpad or keyboard.
Firewall	A technology that prevents unauthorized people connecting to your computer and to the applications running on the computer.
IM	Instant Messaging. A technology that lets users send text message and files for near instantaneous delivery and display on each others' computers.
MWI	Message Waiting Indicator. An indicator that there is a voicemail message for the owner of an account.
Narrowband	In data transmission, the wider the band, the more data it is possible to transmit in a given time span. A cable, DSL and ADSL connection to the network provide broadband for data transmission. A dialup or ISDN connection typically provide a narrow bandwidth for data transmission.
Presence	An instant messaging feature that allows users to share information about their online status.
PSTN	Public Switch Telephone Network. The traditional land-line phone network.
SIP account	An account that provides the user the ability to make VoIP phone calls. The account encapsulates the rules and functions the user can access.
Softphone address	The address used to connect to a SIP endpoint. In other words, the "phone number" used in a VoIP phone call. For example, sip:joseph@domainA.com.
USB device	Universal Serial Bus device. A device that follows a specific communications VoIP Voice over Internet Protocol. A variation of IP used for sending voice data over the internet, in other words, used for making phone calls over the internet.
vCard	An electronic business card that is often attached to an e-mail. It often appears as a "signature block" that identifies the person, their title, and their business.
VoIP service provider	A business that provides a VoIP service, allowing a user to connect to the internet in order to make VoIP phone calls using Bria. The VoIP service provider sets up a SIP account for the user.