




Bria 4 *for Windows* User Guide

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This guide corresponds to Bria 4 *for Windows* version 4.2.0 and later.

Rev 3

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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 by 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 Windows* 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. (hosted locally)
- Three-party video conferencing. (hosted locally)

Enhanced Features and Functions

Bria also supports the following features and functions:

- Video
- Support for several languages in addition to English: Chinese, Dutch, French, German, Italian, Japanese, Portuguese, Russian, and Spanish.
- IM and presence using the SIP SIMPLE protocol and 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 or Microsoft® Active Directory®.
- Access to Microsoft Outlook® contacts from within Bria.
- File transfer via an XMPP account.
- Support for DTMF (RFC 2833, SIP INFO 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 (not all these codecs are included in the retail brands):
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.

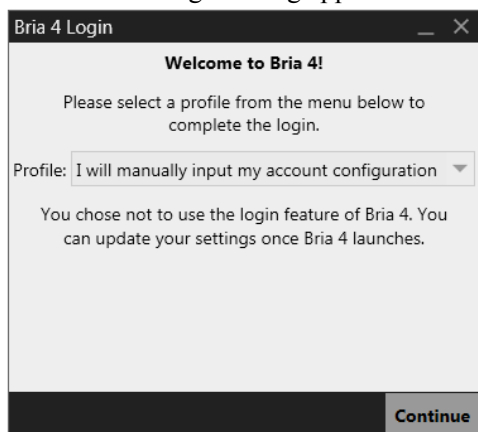
Using Bria

2 Getting Started

2.1 Starting Bria

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: Use the Windows Start menu or double-click the desktop icon. The Bria Login dialog appears.



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 67.
 - 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 Softphone > Preferences > Application and enable login. See page 85.)

Making a First Call

Try making calls with your new phone (page 10).

Having Troubles?

Bria includes these tools for helping you troubleshoot problems. From the menu, choose Help > Troubleshooting (page 63) to access these tabs.

- You can verify that your camera is working (Preferences > Devices > Test Camera).
- Device 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.
- Audio tab: You can verify that you are successfully connected to the SIP server. While you are on a phone call, you can test the quality of the audio.
- Support tab: If none of the above help you solve your problem, you can create logs of your activity and send them to customer support.

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 Microsoft® Outlook® address book. See “Populating the Contact List” on page 46 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 16.
- You can add addresses to the Contact list one by one. See page 48.

2.2 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.

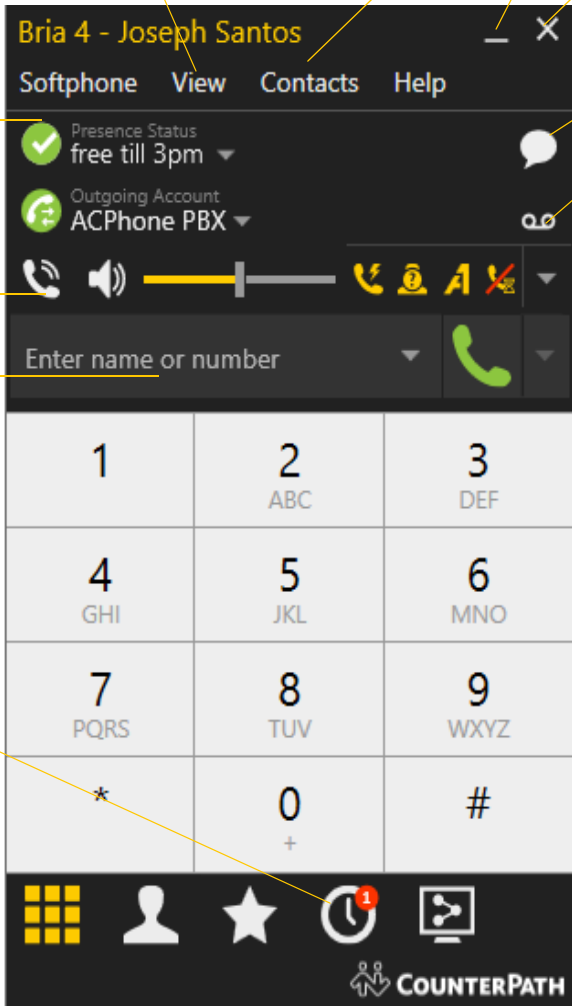
- If a new version of the software is available, you can download it from this window.
- If no newer version is available, this window informs you that your version is up to date.

3 Making Phone Calls

3.1 Starting and Quitting Bria

 If Bria is not already running, start it as you would any other program: Use the Windows Start menu or double-click the desktop icon. Bria appears. To quit Bria, choose Softphone > Exit or press Ctrl-Q.

3.2 The Onscreen Softphone



Labels for the main interface:

- Show/hide resources such as contacts, favorites and modules such as chat rooms
- Change layout of contact list and import contacts
- Close to system tray. This icon does not shut down Bria
- Minimize to system tray
- Open the Messages window. See page 34
- Voicemail indicator See page 26
- Bria menu. See below.
- Toolbar. See page 16.
- Call entry field See page 10.
- Missed calls indicator.

Labels for the detached window:

- Detach the tab from the main window.

Number	Letters	Number	Letters	Number	Letters
1		2	ABC	3	DEF
4	GHI	5	JKL	6	MNO
7	PQRS	8	TUV	9	WXYZ
*		0	+	#	

Phone Number	Contact Name	Day
7602@... .com	7602	Monday
1331@... .com	Kokila Perera	Friday
1909@sipdemo.counterp...	Erica Hong	Thursday
2400@... .com	Andrew	Thursday
7603@... .com	VMR3	Thursday

The Bria Menu

Softphone.

- **Accounts.** These settings control how Bria interacts with your VoIP service provider and are set individually for each account. See “Creating Accounts” on page 67.
- **Preferences.** These settings control the way that you work with Bria and apply to all accounts. See “Configuring Preferences” on page 85.
- **Log 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.
- **Exit.** To shut down Bria. You can also exit by pressing Ctrl-Q.

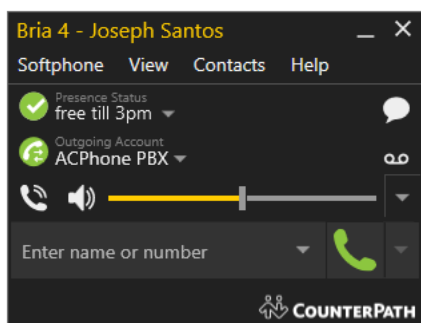
View. Changes how Bria looks. Also lets you view the messages and chat rooms (if you are a member of one; see page 32).

Contacts. Lets you work with contacts.

Help. Provides access to various service-related features.

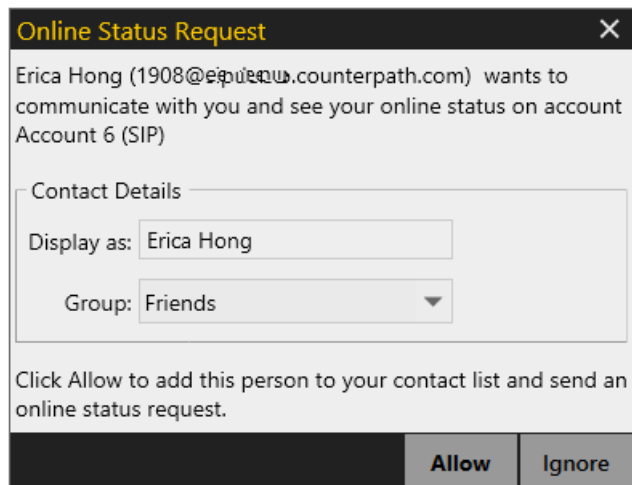
Compact View

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



Receiving an Online Status Request

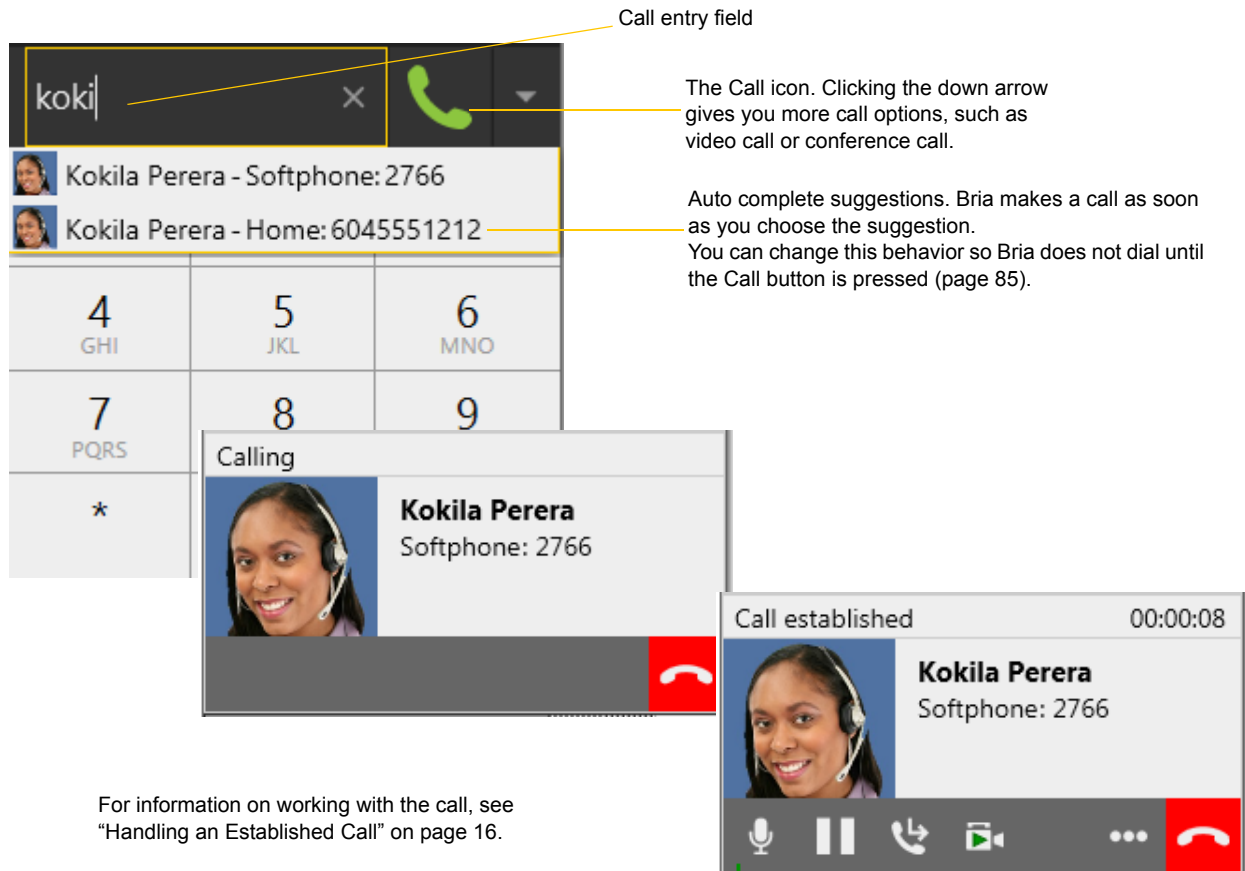
If presence is enabled, then at any time you may get an Online Status Request dialog. For information on this request, see “Sharing Online Status” on page 54.



3.3 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"> 1. Enter the phone number in the call entry field using the dialpad or the computer keyboard. To turn letters to numbers, see page 12 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 by using the Up/Down key and the Tab key, or keep typing. 2. Bria makes a call as soon as you choose the suggestion. If you do not want to choose a suggestion, finish typing and click the Call button or press Enter.
Right-click a contact or previous call	Contacts or History tab	Right-click an entry from the Contacts or History tab and choose Call.
Double-click a contact	Contacts tab	Contacts have a “double-click” action (page 85) 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.
Double-click a previous call	History tab	Double-click an entry. An audio call is placed.
Redial	Redial button	<ul style="list-style-type: none"> • When the call entry field is empty, click the Call button. • Or click the arrow in the call entry field and select a recent call. An audio call is placed.
Dialing	Dialpad	<ol style="list-style-type: none"> 1. If the dialpad is not visible, click the Phone button at the bottom. 2. Click the numbers on the dialpad to enter the phone number. 3. Click the Call button or press Enter.
From an instant message	Messages window	Click the menu at the top of the Messages window and choose Call.



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:

```
6045551212PPP44;
```

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

```
6045551212PPPPPP1PP3PP2;
```

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

```
6045551212XXX44;
```

Selecting the Account to Use

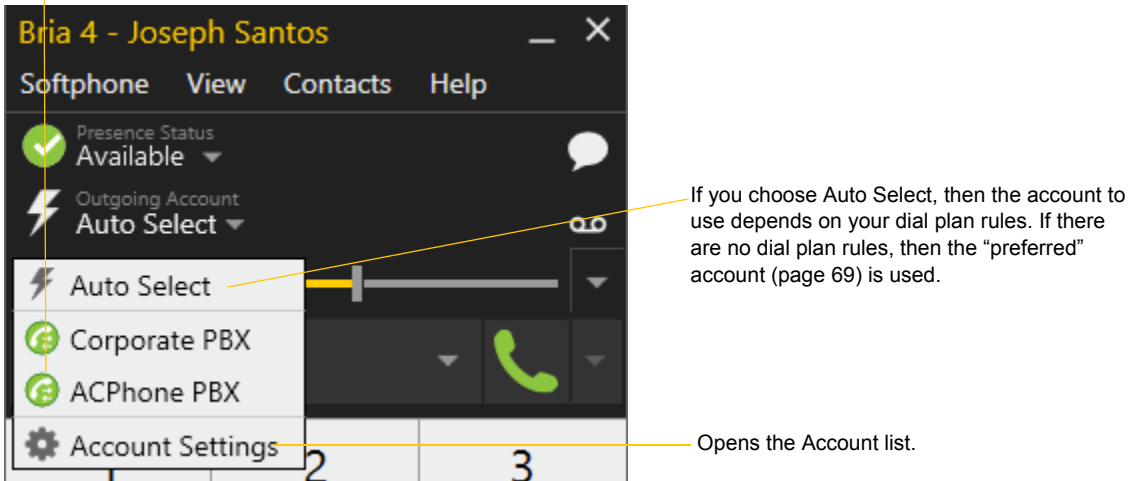
This information applies only if you have more than one SIP account set up and enabled.

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, choose Softphone > Account Settings, select the account and change the Allow fields on the Accounts tab (page 70).

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.



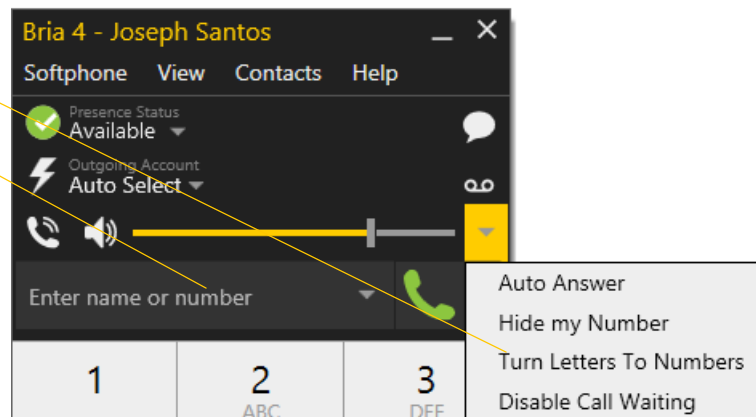
Letters to Numbers

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

Turn letter-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 numbers.

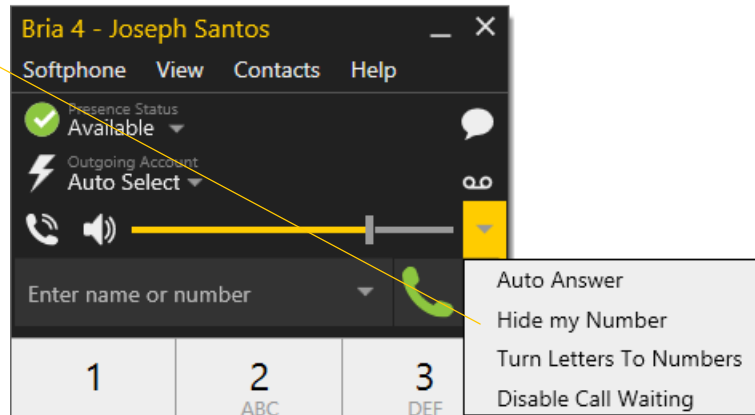


Hiding your Identity (Anonymous Calling)

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.

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

Turn Hide my Number on or off



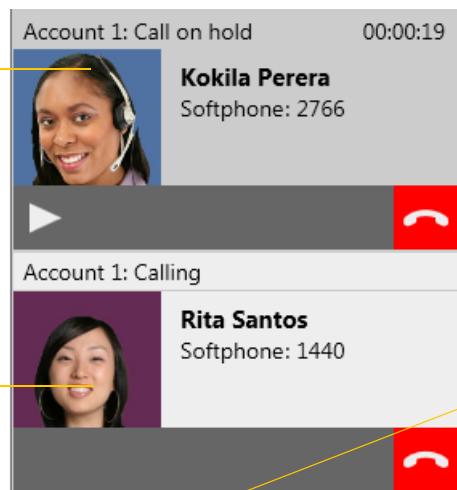
Placing another Call

You can place another call. On Bria, you can make up to five concurrent calls.

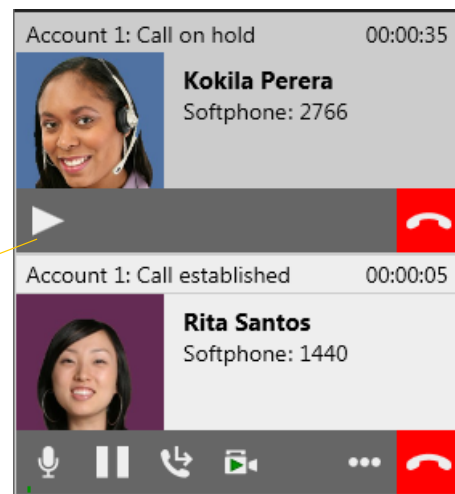
Place the call in the usual way (see page 10)

Existing call is automatically put on hold

New outgoing call



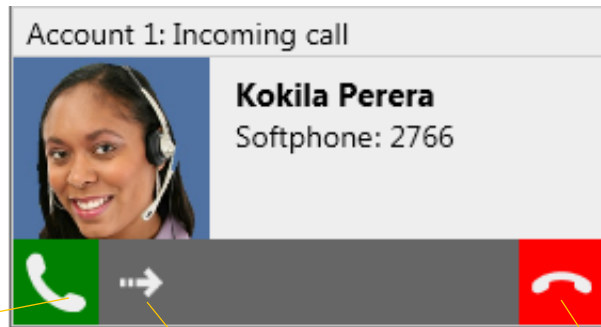
Switch between the different calls by clicking Resume on the desired call panel. That call becomes the active call and all other calls are put on hold.



3.4 Handling Incoming Calls

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

The new call appears in its own call panel. In addition, the Call Alert box appears. For information on setting call alert preferences, see page 87.



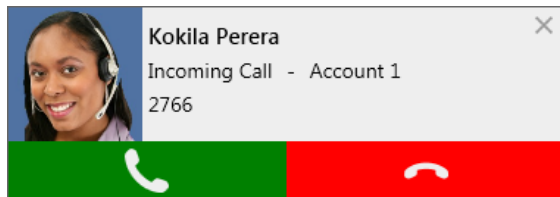
Click. If you are on another call, that first call is automatically put on hold. You are now talking to the new caller.

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

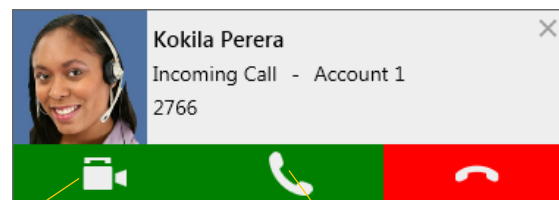
Or click. There will be a busy signal. The call may be directed to voicemail (if you have this service).

Windows 7 and Earlier

This is the alert for an audio-only call



This is the alert for a video call

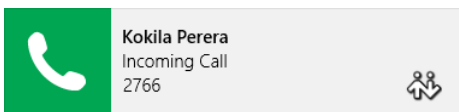


Click to answer a video call and start sending your video immediately

Click to answer without video; if you want (and if you have a camera), you will be able to add video later.

Windows 8 and newer

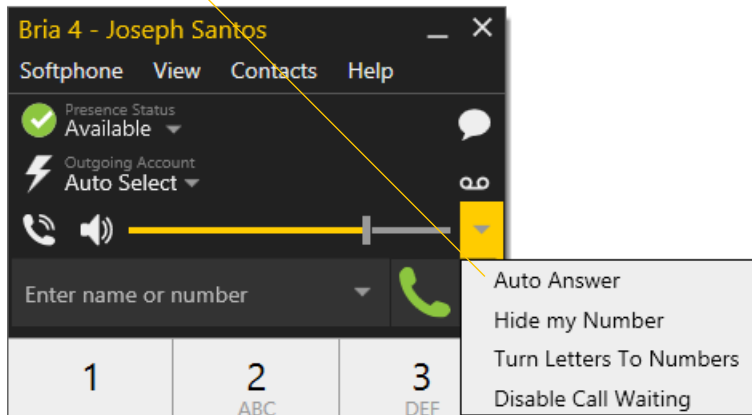
This is the alert for both audio and video calls



If the call is a video call (and if you have a camera), Bria will start sending your video upon answering. You can stop video later.

Auto Answer

Turn Auto Answer on or off



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 Softphone > Preferences > Calls.

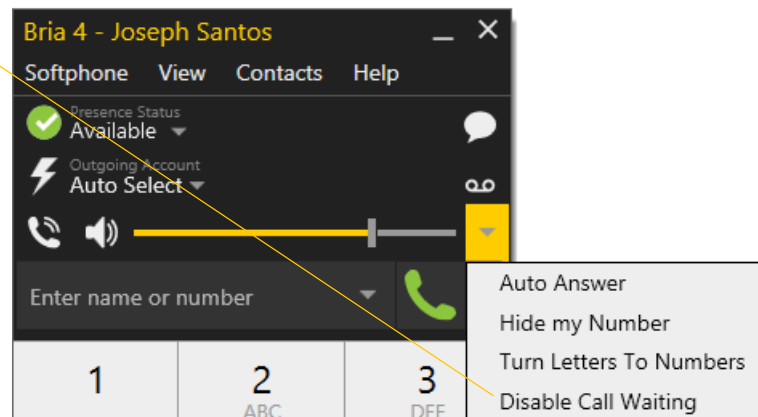
Auto answer is automatically turned off when you shut down or log off.

Disabling Call Waiting

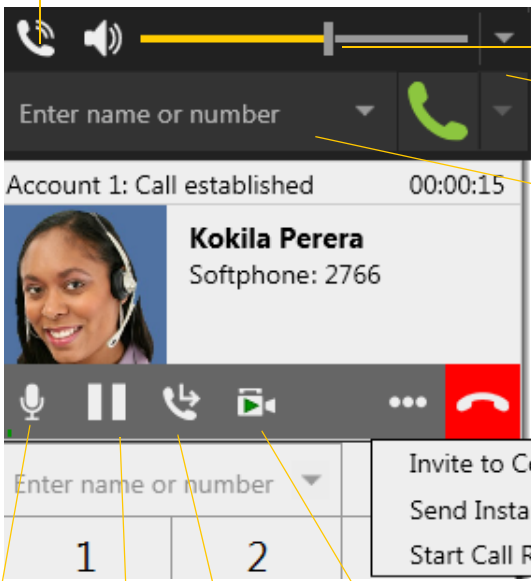
You can turn on Disable Call Waiting. If on, when you are on a call, any new incoming call will go straight to voicemail or will ring as busy (to the caller). In this way, you are not distracted by incoming calls.

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).



3.5 Handling an Established Call



Use speakerphone (when yellow) or headset (when gray)

Mute speaker or adjust speaker volume by using slider

You can disable call waiting. See the previous page.

Place another call
The current call is automatically put on hold. See page 13 for more information

Conference Calls
See page 22

Instant Message
See page 27

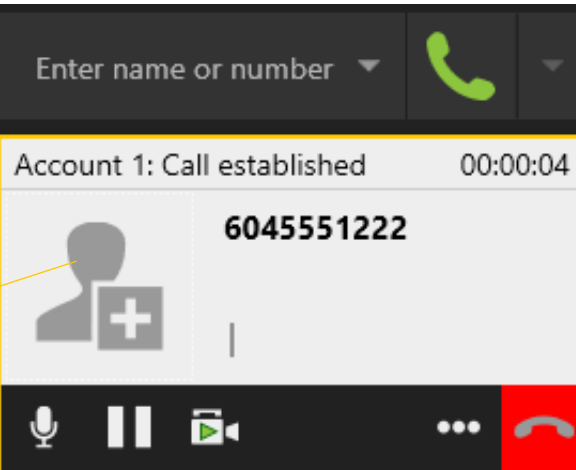
Record the call as a WAV file (audio only)

Mute your voice

Hold and resume

Transfer
See page 18

Start sending video
See page 20



Add as Contact
Add the current caller as a contact. See "Managing Groups" on page 50.

Encryption

The outgoing call may be encrypted, depending on your security settings. For information on the current security settings, see "SIP Account Properties – Transport" on page 77.

- 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 77 for more details on how encryption works.
- If an unencrypted call is established, no encryption icon appears.

- If the call cannot be established with the specified security, the call will fail.

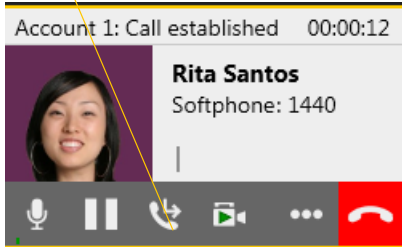
Ending a Call

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

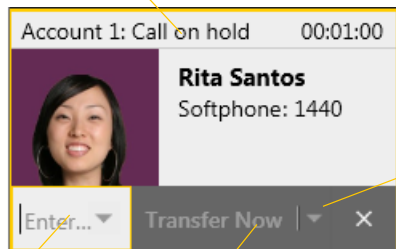
3.6 Transferring a Call

Basic (Unattended) Transfer – Transfer this Call

Click the Transfer button



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



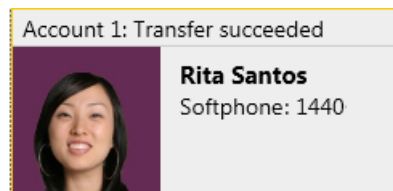
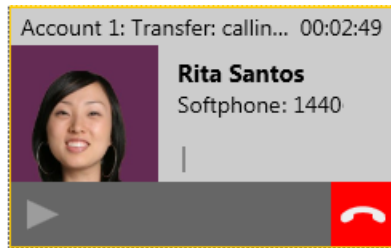
If the button does not show "Transfer now", click the down arrow and select Transfer now. You can also permanently change the option that appears on the button; see page 85.

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

Then click Transfer Now.

The call may end immediately.

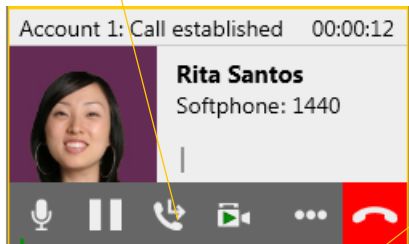
Or it may show "calling", In this case, do not hang up immediately: if the other person does not answer, the call will come back to you.



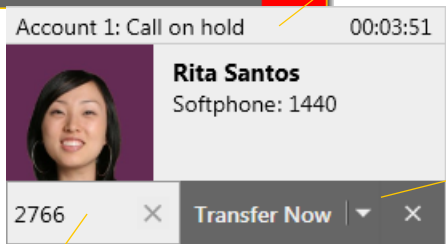
Attended Transfer – Call then Transfer

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

Click the Transfer button

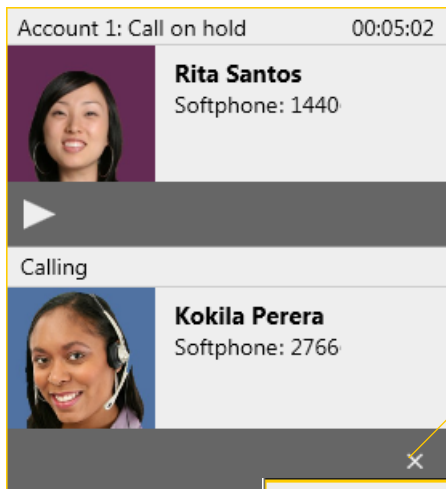
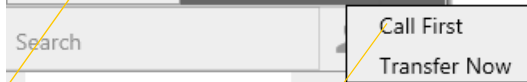


The call is put on hold and a call entry field appears



If the button does not show "Call first", click the down arrow and select Call First. You can also permanently change the option that appears on the button; see page 85.

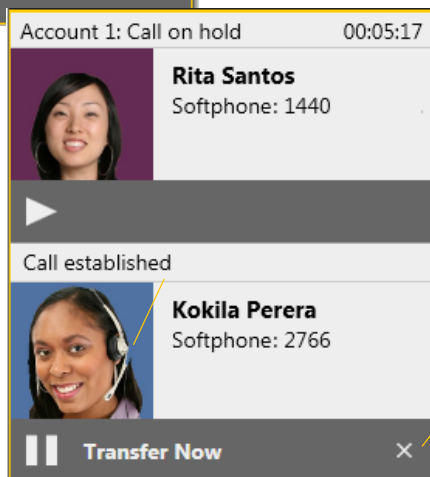
Type a name or number, or drag a contact into the field
Then click Call First



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

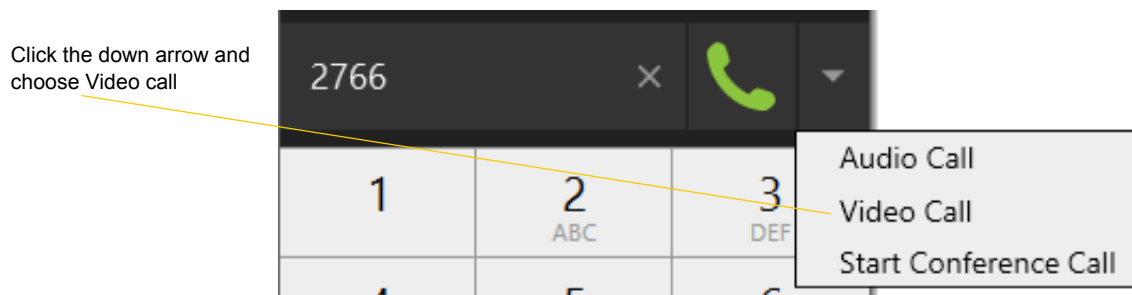
Or if the other person does not want to take the call, click Cancel and return to the first call

3.7 Handling Video Calls

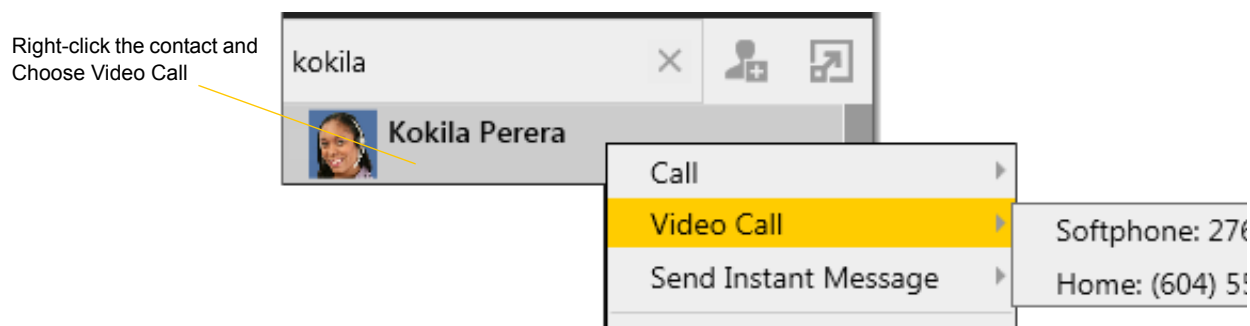
Placing a Video Call

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




From the Contact List or History




Adding Video

If you have a camera, you can add video to a call that started as an audio call.

Click Start Video () in the call panel. When you add video, the other party may (or may not) start sending their video to you.

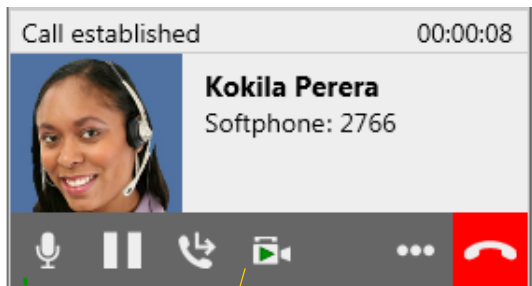
Other Party Adds Video

If the other party starts their video, your video window 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 () in the call panel.

Pausing and Resuming Video

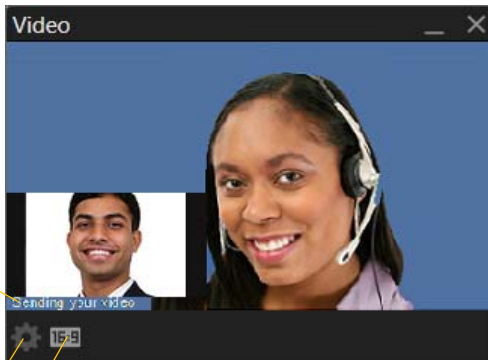
Click Stop Video in the call panel or close the video window to pause sending your video.

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



Start or Stop sending your video

To view in full screen, hover over the video window and click the two-way arrow icon, or press F11 when the focus is on the video window.



Status of your video

Change the aspect ratio of video

Click to configure the camera

3.8 Conference Calls

This section describes how to handle conference calls hosted locally.

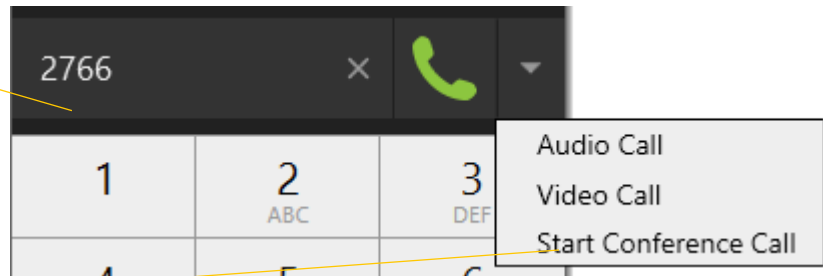
Starting a Conference Call

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

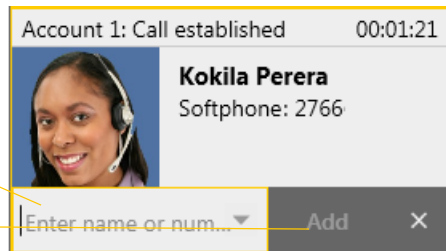
- Enter the number or address by typing
- Or select from the redial list



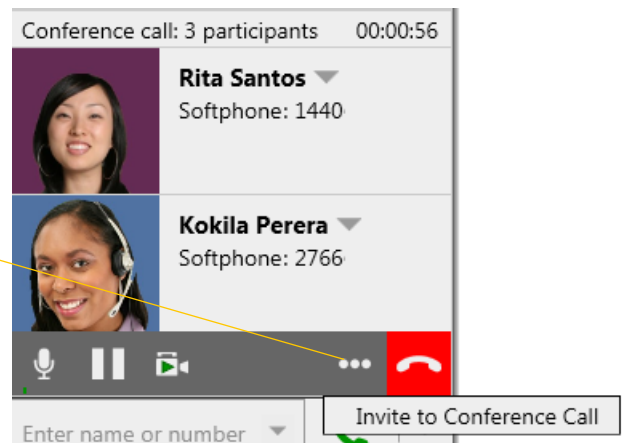
Click the down arrow and choose Start Conference Call

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

Click Add.



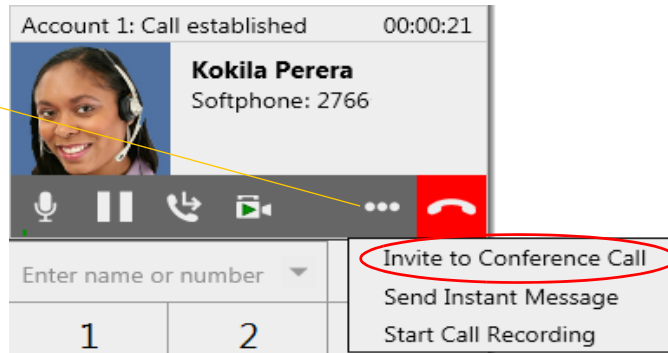
You can add more participants from here



From an Existing Call

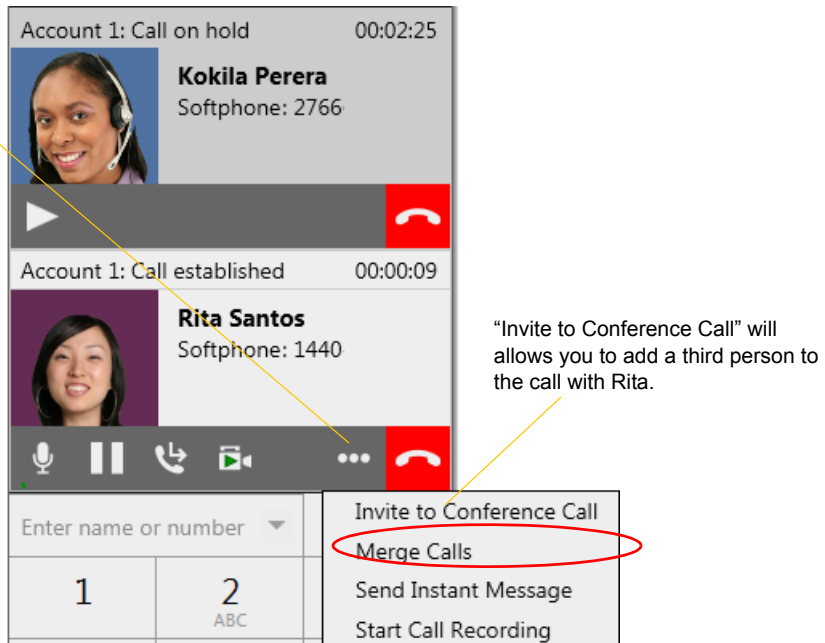
From One Established Call

You can add more participants



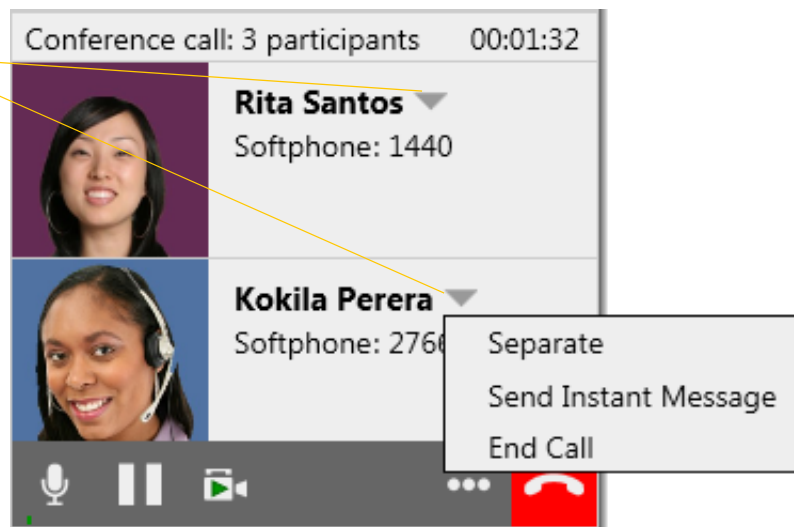
From Two Established Calls

You can merge two established calls.



Managing the Conference

Click the arrow for Participant menu



Adding More Participants

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

- Right-click on a contact or history item and choose Add to Conference Call.
- In the conference call panel, click Invite to Conference Call, enter a name and 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, choose End conference from the conference menu.

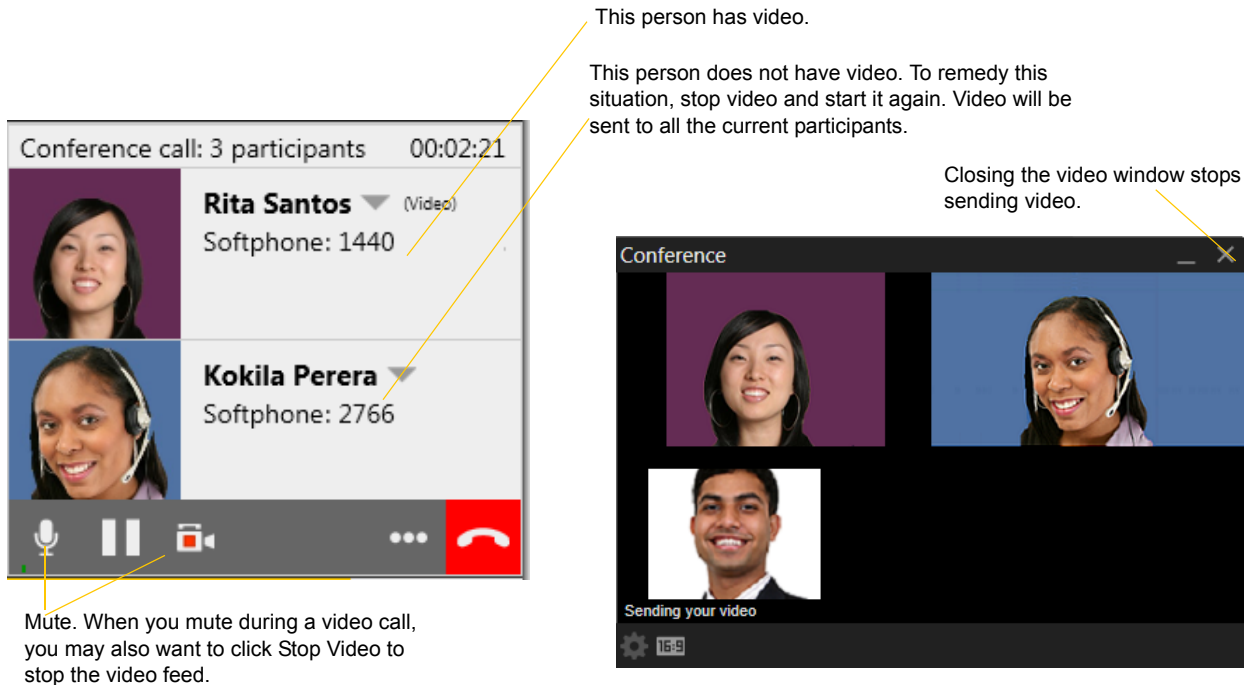
Suspending the Conference

To suspend the conference, choose Hold from the conference menu. 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

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.



Including Video in a Conference

When you start a conference from established calls, video is automatically included if at least one of the calls already includes video and 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.

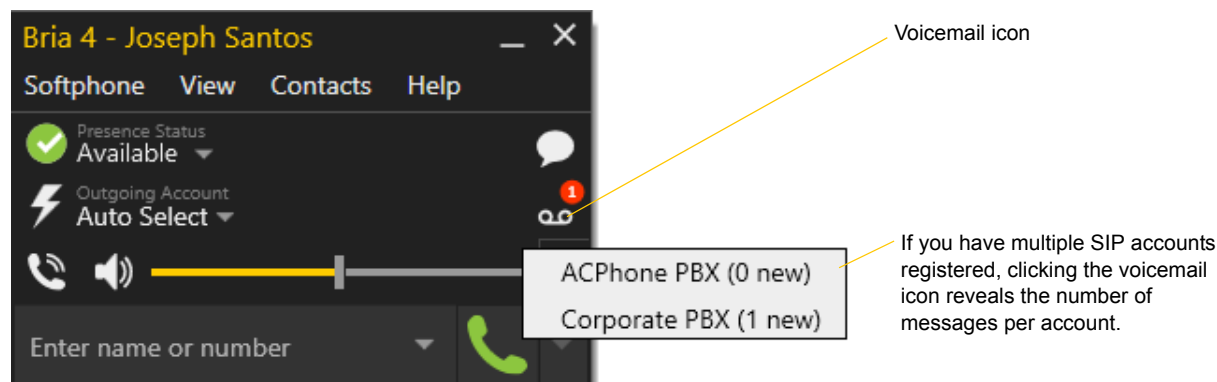
How Video Is Shared

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.

3.9 Voicemail

If your service includes voicemail and you have set up voicemail options (page 72), you can click the icon to automatically connect to voicemail and listen to any messages.



3.10 Forwarding Calls

Forwarding Calls

You can enable or disable forwarding so that calls will be automatically 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 through Bria, choose Softphone > Account Settings. Choose an account and click Edit, then click the Voicemail tab. For complete details, see page 72.

You can also forward a call “on the fly”. See page 14.

4 Presence and Instant Messaging

4.1 Instant Messaging

Sending an IM

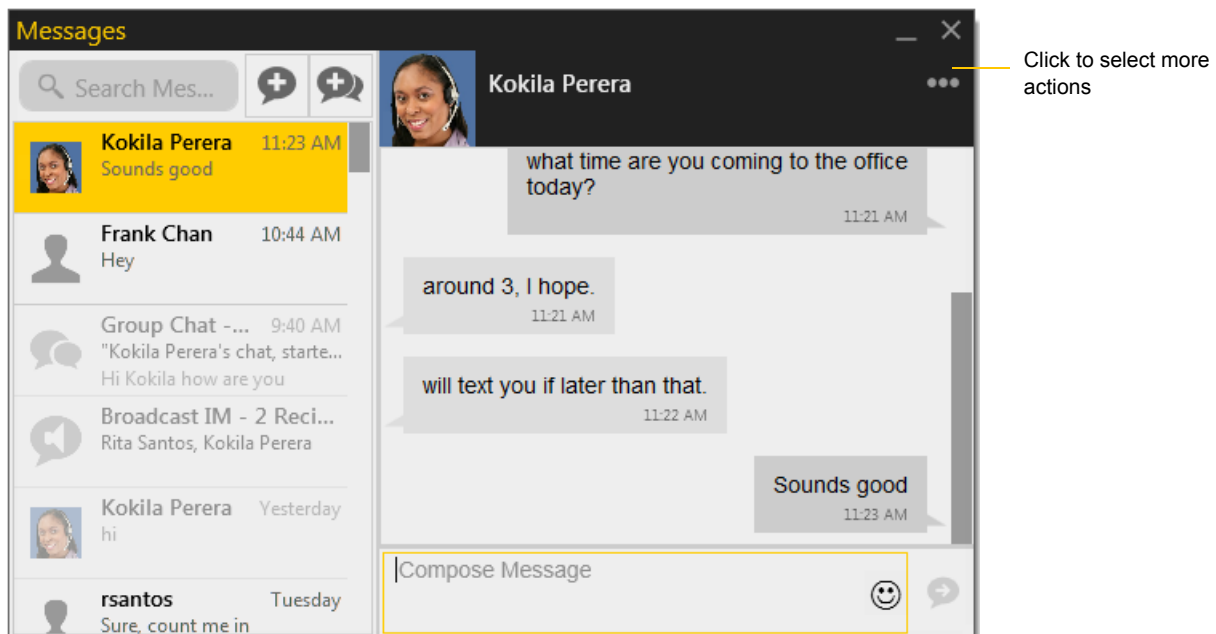
1. You can send an IM to a contact who has a softphone or XMPP address.

From the Contacts tab	Right-click on the contact and choose Send Instant Message. 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 Shift+Enter. You can control the behavior of Enter and Shift+Enter on the Softphone > Preferences > Application panel.

3. Click the Send icon.



Receiving an IM

When an IM is received, either the Messages window or a Call Alert pops up. (To control which window appears, choose Softphone > 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 group chat:

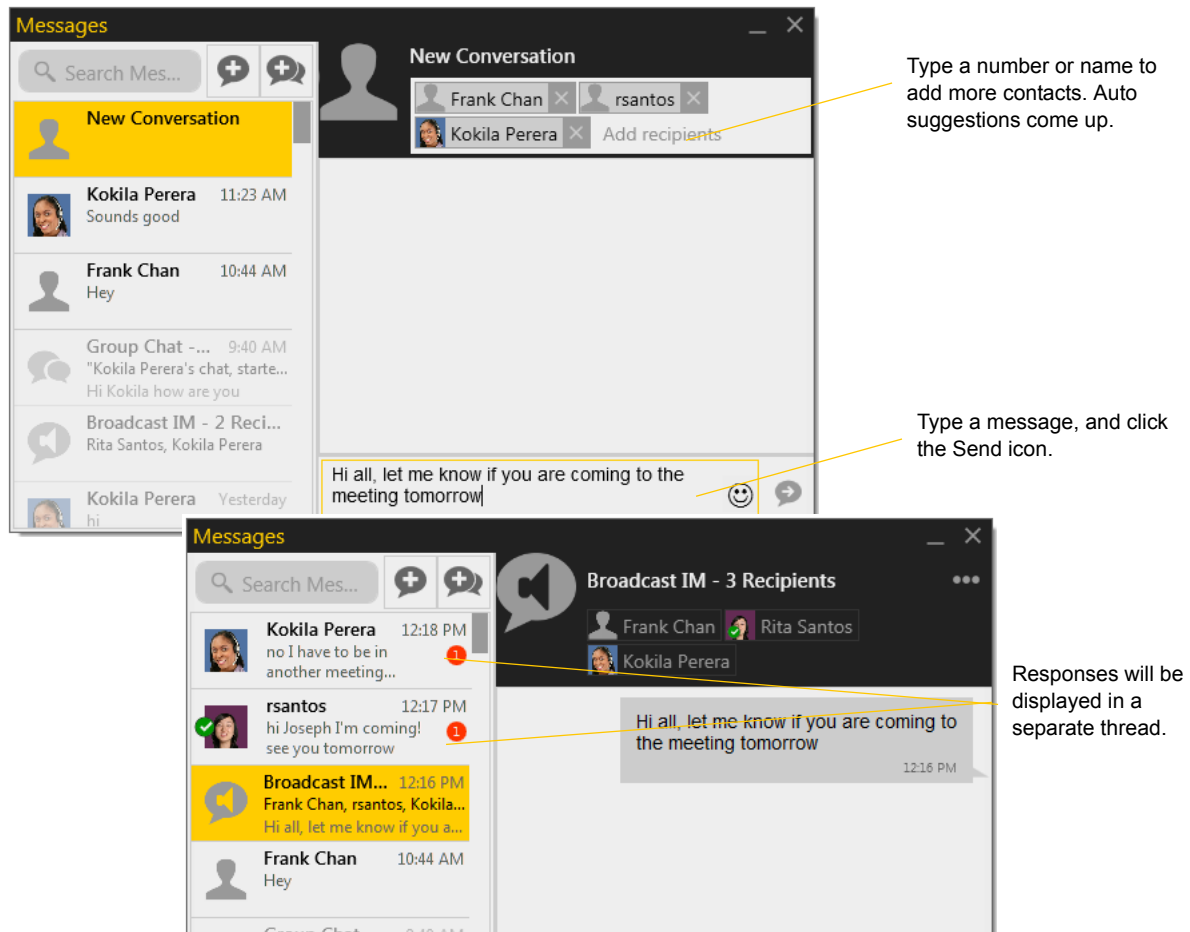
- With a broadcast IM, each recipient can reply to the IM, but only you will see these replies; the other recipients will not see these replies.
- With a group chat, all parties see everyone's messages and the messages each party sends are seen by everyone. See "Group Chat (Conference IM)" on page 30.

1. Select the parties from the Contacts tab in one or more of the following ways:
 - Select one or more contacts in the usual ways (using Shift-click or Ctrl-click and/or Shift-Ctrl-click).
 - Select one or more groups in the usual way.
2. Right-click and choose Broadcast IM. The New Conversation window appears. Contacts that do not have a softphone address will not be included in the list.
3. Type the message. Include emoticons and formatting (Ctrl+B, Ctrl+I, Ctrl+U), as desired.

To insert a return in the message, press Shift-Enter. (You can control the behavior of Enter and of Shift+Enter; see Softphone > Preferences > Application.)

4. Click the Send icon or press Enter. The IM is sent.

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



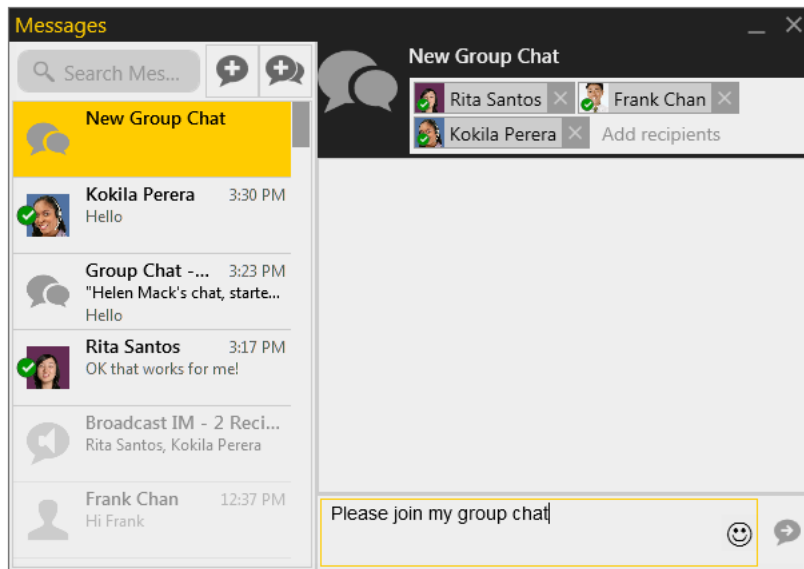
4.3 Group Chat (Conference IM)

Group chat allows you to exchange instant messages with a group of people in the same session. All people must have XMPP accounts configured in order to participate in group chat.

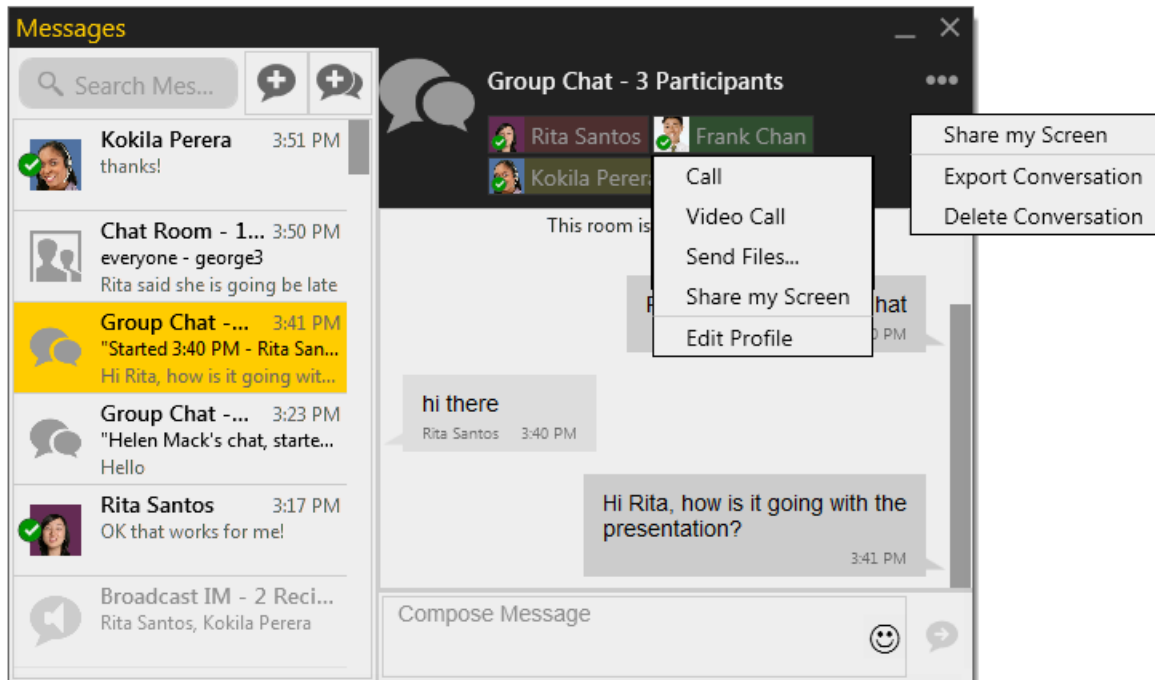
There is no limit to the number of participants in a group chat session.

Starting a Group Chat

1. In the Contacts tab, select the desired contacts. Contacts must be online.
2. Right-click the last selected contact and choose Start Group Chat. The invitation dialog appears.
3. Type a message and click the Send icon. 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.

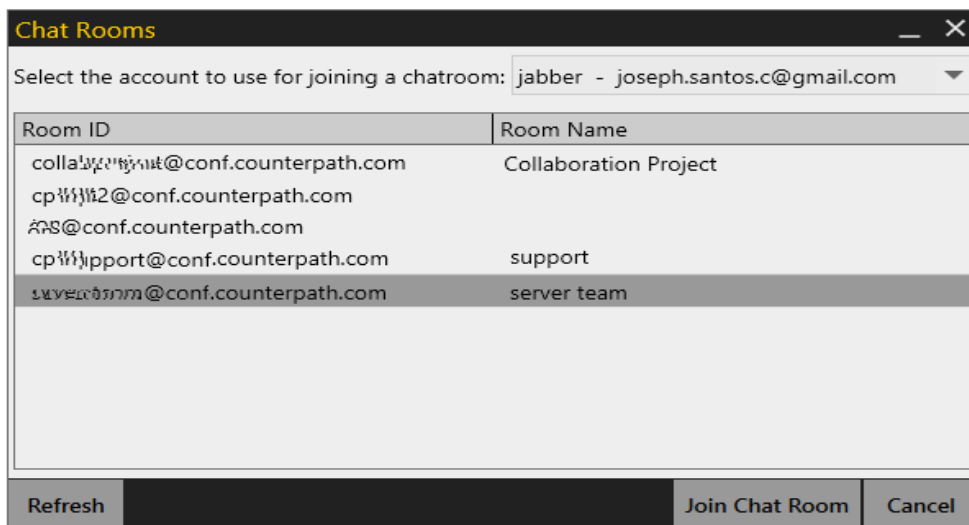
4.4 Chat Rooms

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.

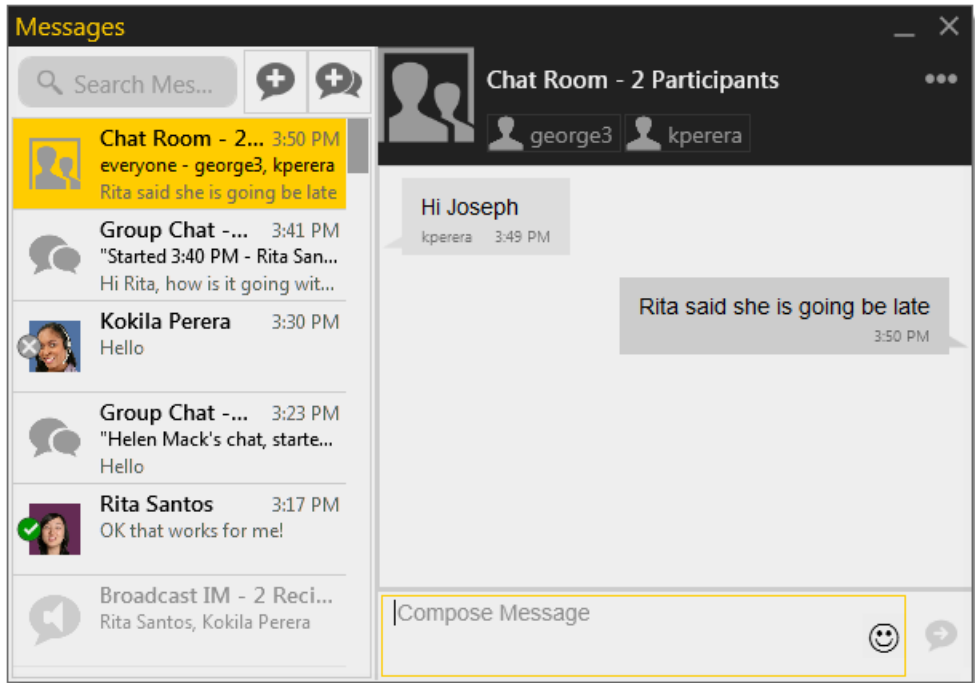
You can only use chat rooms if your system administrator has set up chat rooms and added you as a member. Chat rooms are only available on XMPP accounts.

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 > Chat Rooms. (If the menu item does not show, make sure the appropriate XMPP account is enabled). The list of chat rooms 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.

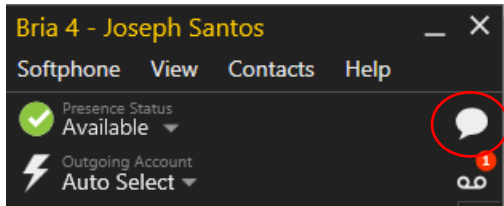
The Messages window appears showing you and other people who have already joined to the chat room session.



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 + Ctrl +M.
- On the menu, click View > Messages.

Search all messages

Clicking the x icon deletes the session.

You can copy the messages.

Right-click to save or delete a conversation.

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

 A screenshot of the "Messages" window. The window title is "Messages". At the top left is a search bar labeled "Search Mes...". To the right of the search bar are two plus icons. The main area is split into two panes. The left pane shows a list of message sessions:

- Kokila Perera** 11:23 AM: Sounds good (highlighted in yellow)
- Frank Chan** 10:44 AM: Hey
- Group Chat - ...** 9:40 AM: "Kokila Perera's chat, starte... Hi Kokila how are you" (grayed out)
- Broadcast IM - 2 Reci...** Rita Santos, Kokila Perera
- Kokila Perera** Yesterday: hi
- rsantos** Tuesday: Sure, count me in

 The right pane shows a detailed view of the selected message from Kokila Perera. The header shows her name and profile picture. The message content is:

- what time are you coming to the office today? (11:21 AM)
- around 3, I hope. (11:21 AM)
- will text you if later than that. (11:22 AM)
- Sounds good (11:23 AM)

 At the bottom of the right pane is a "Compose Message" input field with a smiley face icon and a send icon.

4.6 Sending and Receiving Files

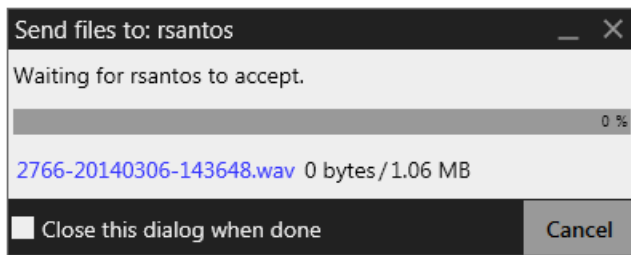
Sending Files

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).

Choose one of these actions:

- Right-click a contact and choose Send Files; a standard Open dialog box opens. Select the files to send and click Open.
- Drag a file from a folder to the IM session of the Messages window.

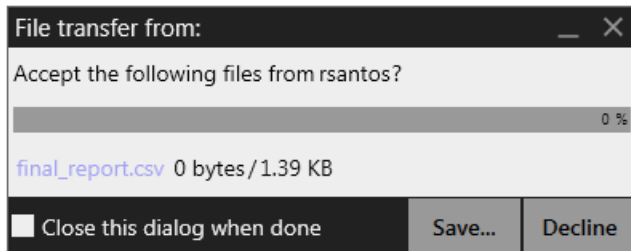
The Send Files dialog appears with a “waiting” message. To cancel the file transfer before the other person retrieves the files, click Cancel.



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.

The file is saved to the location specified in Preferences > Files & Webs Tabs.

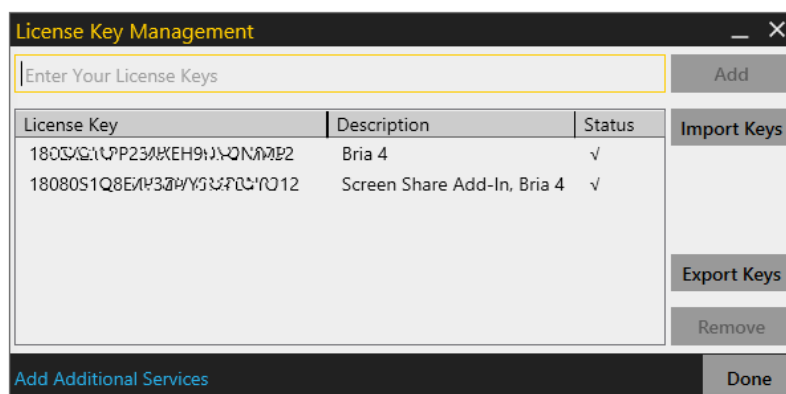


4.7 Sharing your Screen

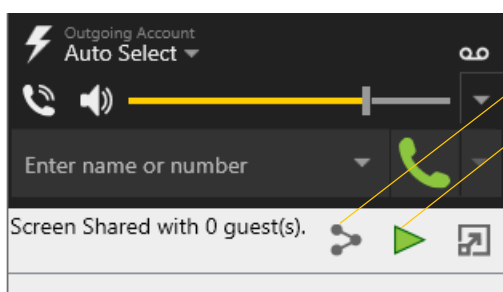
The Screen Share Add-in lets you share your screen with other people, both other Bria users and people who are not Bria users. You do not need to obtain the Screen Share Add-in in order to view someone else's screen; you only need it if you want to share your screen.

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, use this shortcut to go to your CounterPath Store account: On Bria, choose Help > Add Features. The Add-in page of the 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.



Invite; see below

Start sharing; see below

Inviting Participants

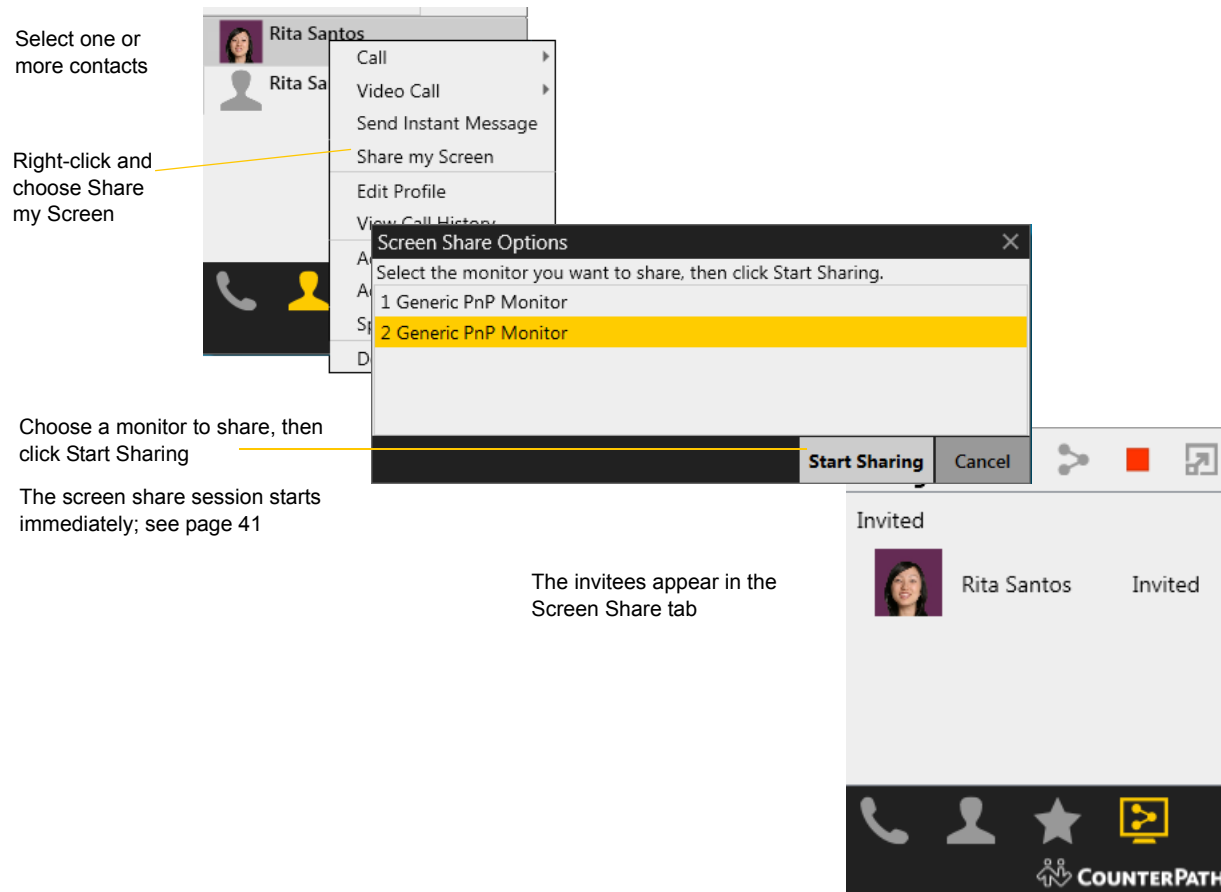
There are several ways to invite participants. Whichever method you use, people who you invited by IM and who are Bria users will receive the invitation as an IM in the Messages window; see page 43. Other users will receive a screen share link that they can click or can paste into a web browser in order 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.

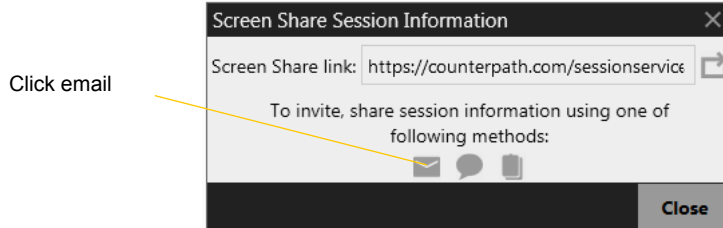
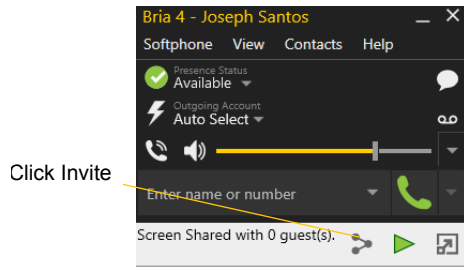
- To invite everyone in a contact group, right-click the contact group and click Share my screen.
- To invite everyone in a group chat, click the More button in the top right corner, and select Share my screen.



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 42 for more information.



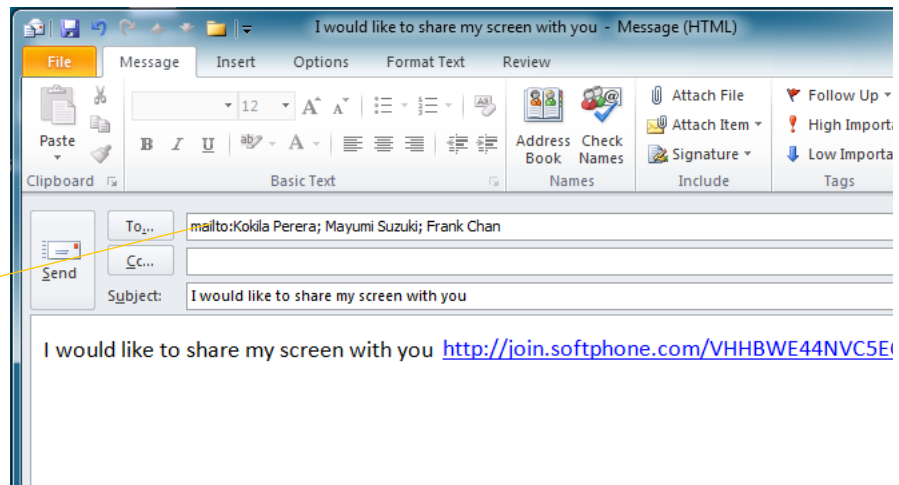
The Send Email dialog for your email editor appears.

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 41.



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 42 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

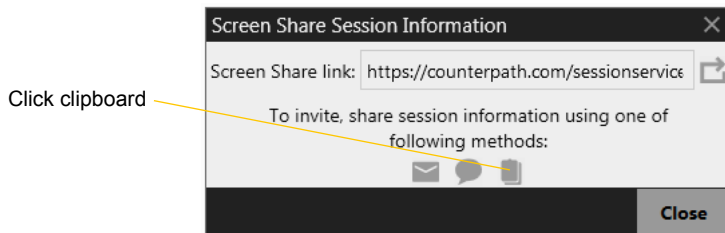
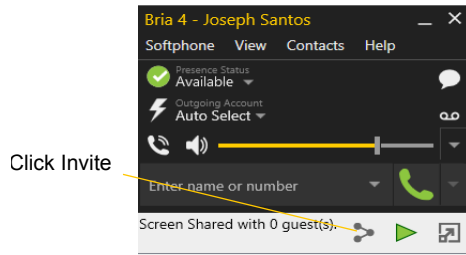
The invitation

The screen share session does not start immediately; you must start it manually, see page 41

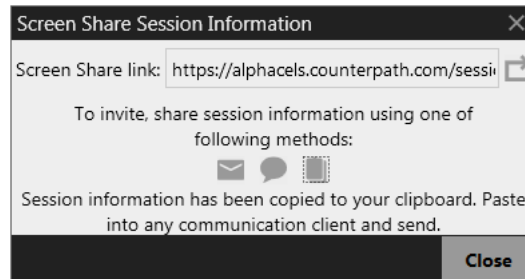
Inviting by Copying and Manually Pasting the Screen Share Link

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 42 for more information.



The Messages dialog appears.

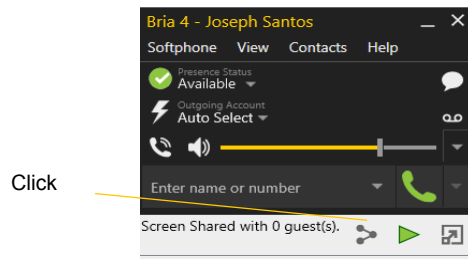


Combining Methods

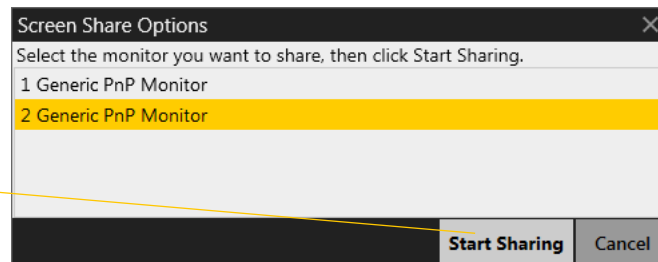
You can combine these invitation methods. For example, you could invite some people by email. Then you could invite more people by selecting from your Contacts list.

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.



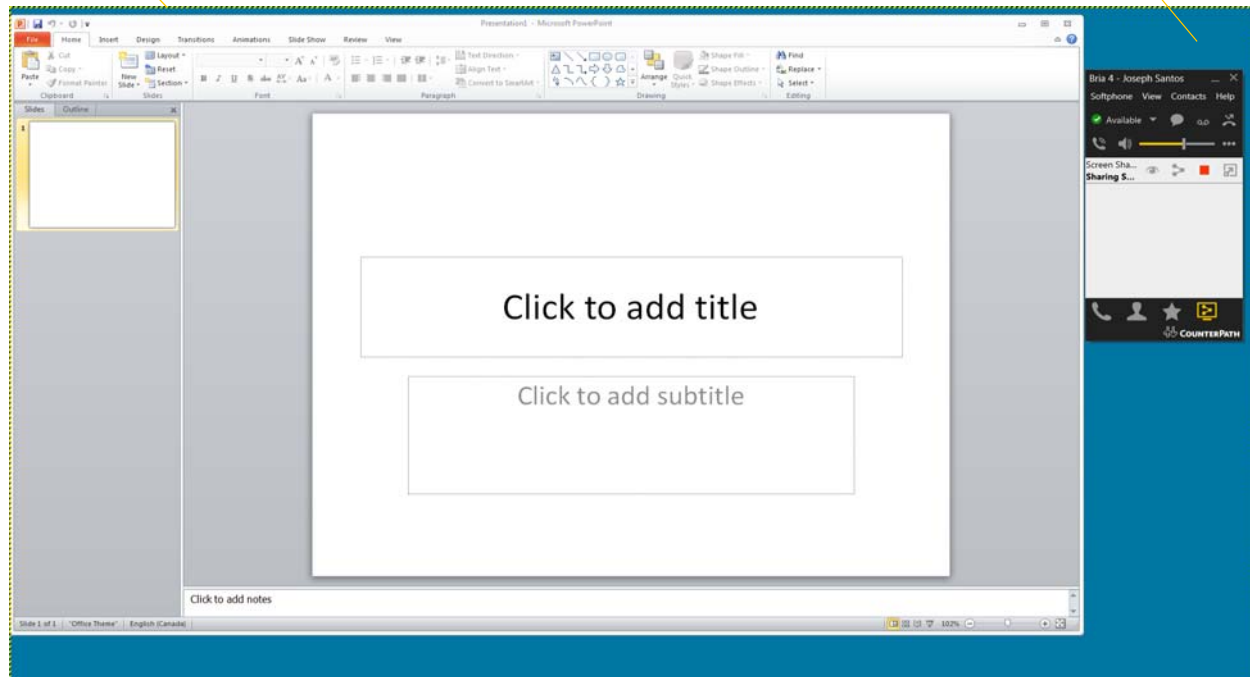
Click



Choose a monitor to share, then click Start Sharing

The screen that is being shared is outlined in yellow

The background color of the shared screen might change for the best screen share performance. It will go back to the original color after the session is over.

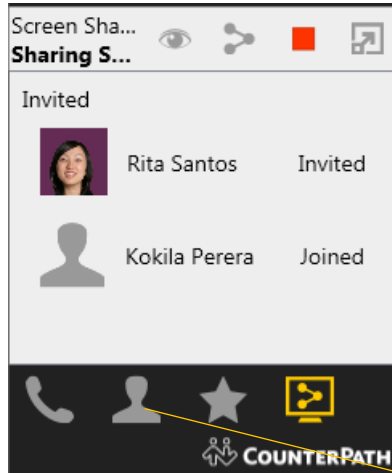


Managing a Session

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

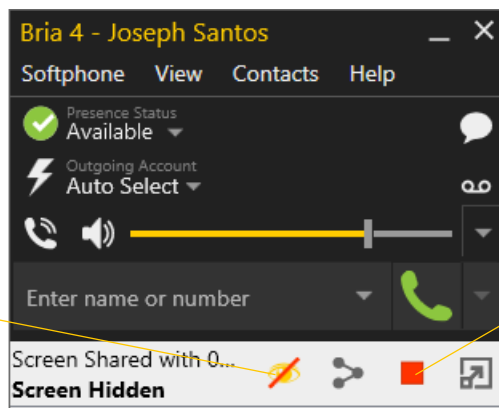
A person you invited in one of the other ways appears only after they accept the invitation. The name that appears is the name they enter in the join dialog.



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.

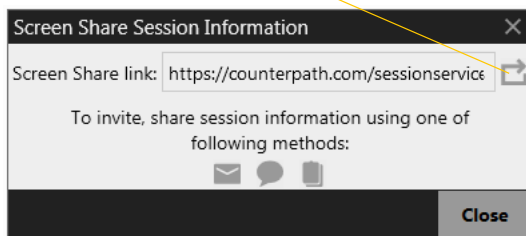
This means that you can, for example, send an invitation (using one of the methods that does not start a session immediately) as a future or semi-permanent invitation.

Generating a New Session ID

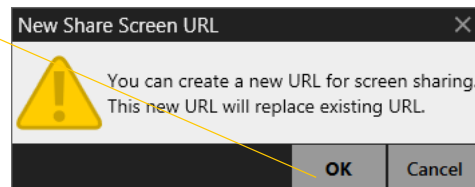
Sometimes you will invite someone “outside your circle” – for example, a customer in another organization – and you may not want that person to be able to join future screen share sessions. In this case, you can generate a new link with a new session ID either at the end of the session that has the participant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

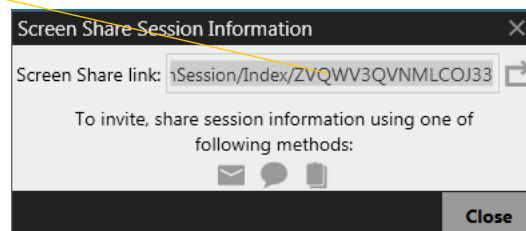
Then click Generate to create a new screen share link



Click OK to confirm



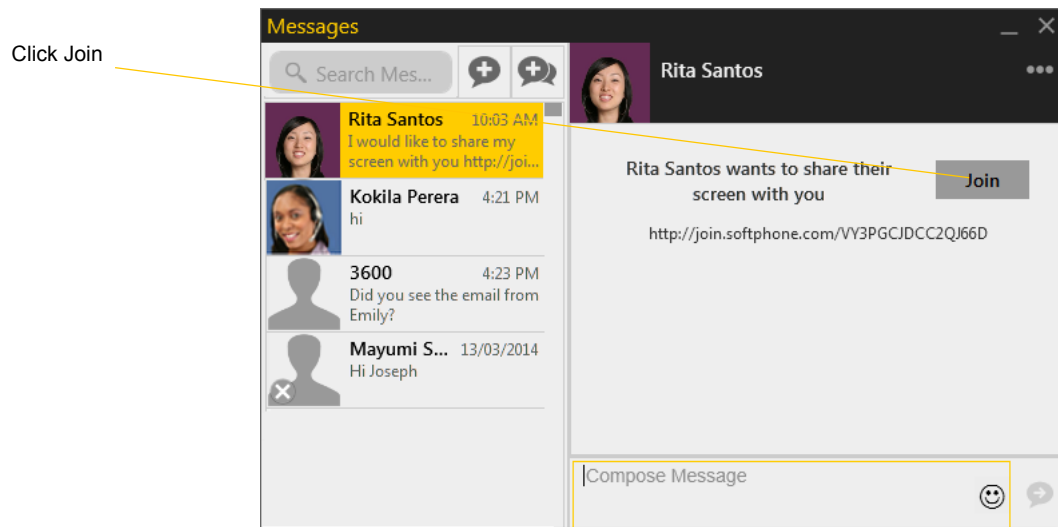
A new session ID. The old ID no longer lets other people view your screen share



Receiving an Invitation

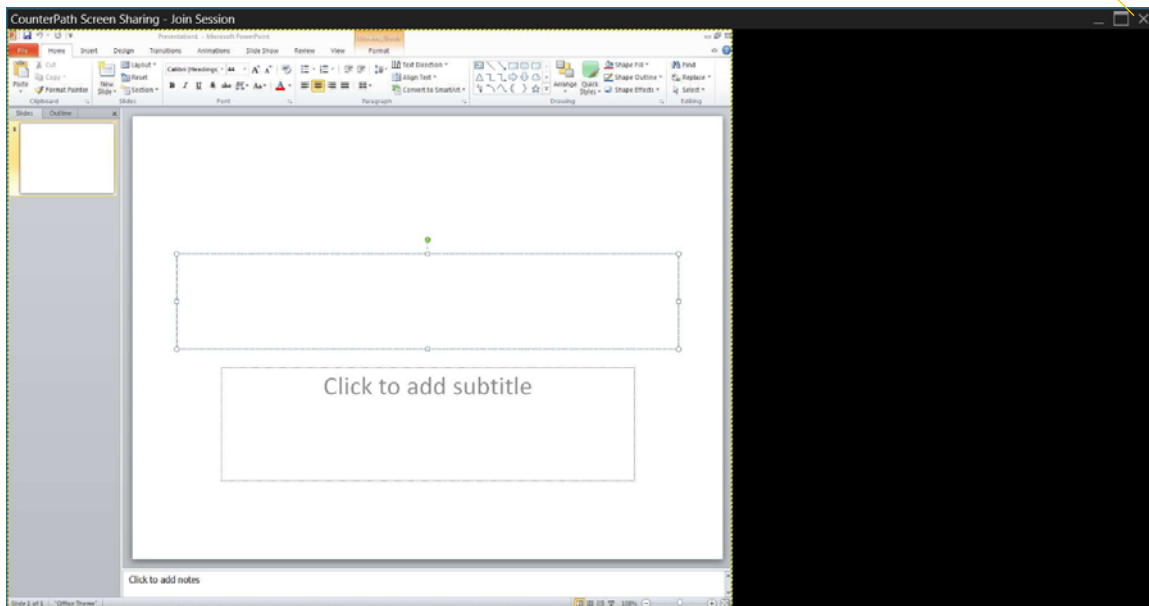
If you are a Bria user, you can receive an invitation to join a screen share from another Bria user who has the Screen Share Add-in. You do not need to have the Add-in in order to receive an invitation.

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



The other person's screen appears

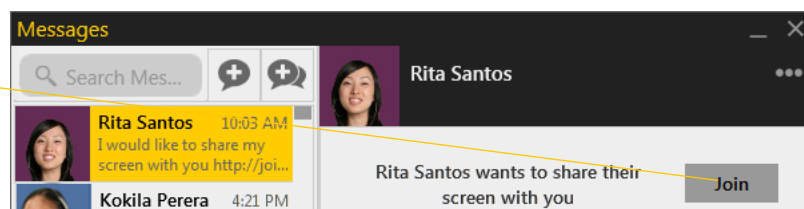
To leave the session, close the window



If the screen share window moves behind other screens, click Ctrl-Shift-Alt-S to bring it to the front and in focus.

You can change this shortcut key; see page 90.

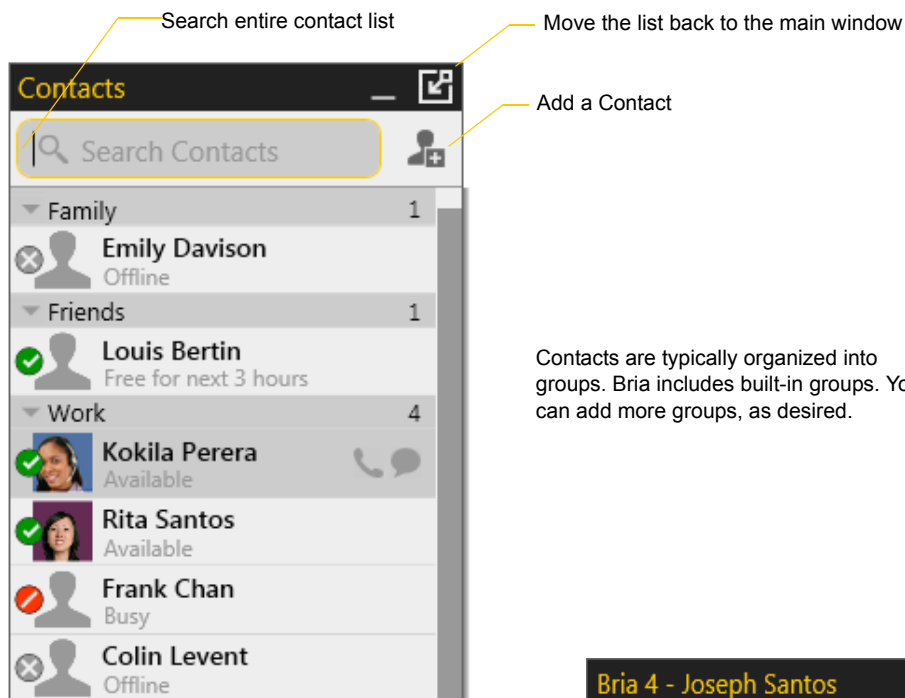
To rejoin the session (while it is in progress), click the link again



5 Contacts

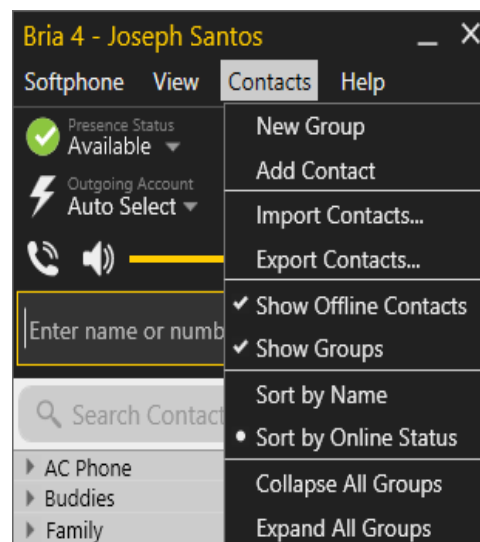
The Contacts tab displays your contacts. Each contact is shown with presence information and icons for single-click phoning and IMing.

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



Contacts are typically organized into groups. Bria includes built-in groups. You can add more groups, as desired.

You can change the detail and layout of the contact list: from the main menu 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 such as a file of contacts or contacts in your Outlook address book.

Ways to populate Bria's contact list:

- By importing contacts. See below for configuration.
- From the Microsoft Outlook Address Book. It must be 32-bit; 64-bit is not supported. See “Outlook Account” on page 83 for configuration.
- From an XMPP account. See “XMPP Account” on page 81 for configuration.
- From an LDAP or Active Directory. See “Preferences – Directory” on page 93 for configuration, and see “Directory Tab” on page 61 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.
- PST. A Microsoft Outlook or Microsoft® Exchange contact list (a *.pst file).

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 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).
 - 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 page 104.

3. Save the file as *.csv.

Importing Contacts

1. From the main menu choose Contacts > Import Contacts. The Import Contacts wizard starts.
2. As soon as you click Finish on the wizard, the Contacts tab in Bria is updated to show the imported entries.

Exporting Contacts

You can export a contact list to a CSV, vCard or PST file.

1. From the main menu choose Contacts > Export Contacts. The Export Contacts wizard starts.
2. When you click Next, the export starts. The result is:
 - For a PST export, the existing .pst file is updated to include the entries from the Bria contact list. If Outlook is open, the entries immediately appear in the Outlook contacts.
All information in the Bria contact list is exported to Microsoft Outlook. Only information that can be displayed in Outlook actually appears in the Outlook Contacts window. Typically this means that all softphone addresses are exported (and stored in custom fields) but not displayed in Outlook.
 - For other formats, a new 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:

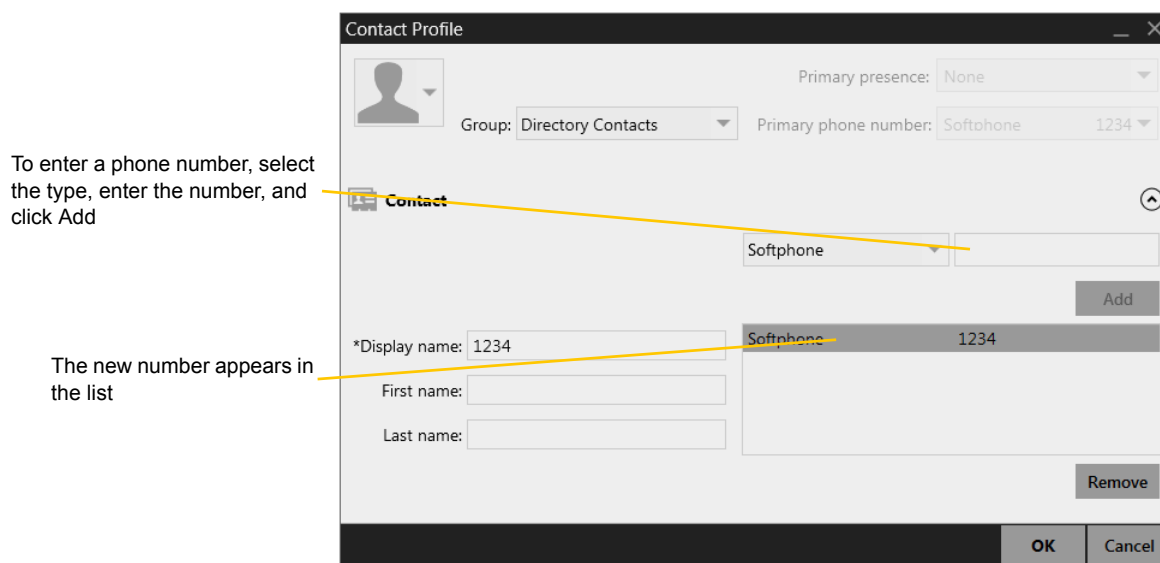
- If you are on a phone call with a non-contact, click the Add to Contacts button in the call panel.
- On the History tab, select an entry that is not a contact. Right-click and choose Add as Contact.

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

If the contact method is Softphone or Jabber, an online status request is sent to this person. See “Watching Others’ Status” on page 54.

Manually Adding a Contact

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



Field	Description
Contact Summary	
Display as	If several display names are available, choose the one that you want to show in the contact list.
Group	Click to show the list of groups. Check each group this contact should belong to.
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"> • The presence icon on the contact list shows the online status for this address. • The single-click and double-click actions for instant messaging use this address. You can still send IMs to this person at their other addresses, but you must right-click and choose from the context menu.
Primary phone number	If the contact has more than one number, select the primary number. This number will be used with single-click calling and double-click calling.
Other Sections	

Field	Description
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"> • If you use the SIP account for IM and presence, choose Softphone. • If you use a XMPP account for IM and presence, choose Instant Message. 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.

Changing Contact Information

To change the information for a contact, right-click the contact and choose Edit Profile. The Contact Profile dialog appears (page 48).

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.

Moving or Deleting a Contact

- To drag one or more contacts to a different group, select them and drag to the title bar of the new group.
- To delete one or more contacts, select them, right-click, and choose Delete Contact or Delete Selected. 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, right-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 > Application).
- Click a contact to view the flyout
- Right-click to show the menu, or
- Hover over a contact to reveal icons for single-click phoning or IMing.

The screenshot shows the 'Contacts' application window. At the top is a search bar labeled 'Search Contacts'. Below it are three categories: 'Family' (1 contact), 'Friends' (1 contact), and 'Work' (4 contacts). The 'Family' category is expanded, showing three contacts: Emily Davison (Available), Louis Bertin (Free for next 3 hours), and Kokila Perera (Available). The 'Friends' category shows Louis Bertin (Free for next 3 hours). The 'Work' category shows Kokila Perera (Available), Rita Santos (Free for next 3 hours), Frank Char... (Busy), and Colin Lever... (Busy). A flyout menu is open for Kokila Perera, listing actions: Call, Video Call, Send Instant Message (See page 27), Start Group Chat with counterpath.com... (See page 30), Start Group Chat with gmail.com... (See page 30), Send Files... (See page 35), Share my Screen (See page 36), Send E-mail..., Edit Profile, View Call History, Add to Alert List (See page 57), Add to Favorites (See page 60), and Delete Contact.

Click a contact to view the flyout.

Hover to reveal icons. Click the phone icon to call using the primary phone number. Or click the IM icon to send an IM using the primary presence address for this contact.

Or right-click and choose from the menu.

Click a contact method to perform its action

You can watch the contact's online status, if the contact has a softphone or IM address. See the table on page 56 for the meaning of the online status icons. See "Sharing Online Status" on page 54 for information on obtaining online status information.

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"> Make sure the SIP account is enabled.
XMPP	The contact has a Jabber address in the Instant Message field. Verify this on the Contact Profile.	<ul style="list-style-type: none"> Make sure the XMPP account is enabled 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.
Outlook	The Outlook contact has an address in the "softphone mapping" field. The "softphone mapping" field is identified in the Outlook Account window in "Field to use for Softphone address". Bria recognizes the "softphone mapping" 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"> Make sure the SIP account is enabled. If you specified the wrong "softphone mapping" field, you can change it later from Account Settings > Your Outlook account.

Example – Contact with a Softphone Number

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

Enter the person's phone number in Softphone field

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 screenshot shows the 'Contact Profile' dialog box. At the top, there is a 'Primary presence' dropdown set to '1541@internal.xten.net' and a 'Primary phone number' dropdown set to 'Home (604) 555-1212'. Below this is the 'Contact' section with a 'Softphone' dropdown menu and an empty text input field. An 'Add' button is next to the input field. Below the input field, the 'Softphone' field is populated with '2766@domainA.com' and the 'Home' phone number '(604) 555-1212' is listed below it. There is a 'Remove' button next to the 'Softphone' field. At the bottom of the dialog, there are 'OK' and 'Cancel' buttons. The 'Presence' dropdown at the bottom is set to '2766@domainA.com'.

Example – Contact with an XMPP Address

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

Enter the XMPP address in the Instant Message field. Include the domain (e.g. @gmail.com)

Click Add

Click Continue to send an invite to this person

Or if you accidentally clear in the invite dialog, select the Instant Message entry and click Enable XMPP 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 Gmail list)

Finally, add the person's phone numbers and other information by selecting the appropriate field and entering the number

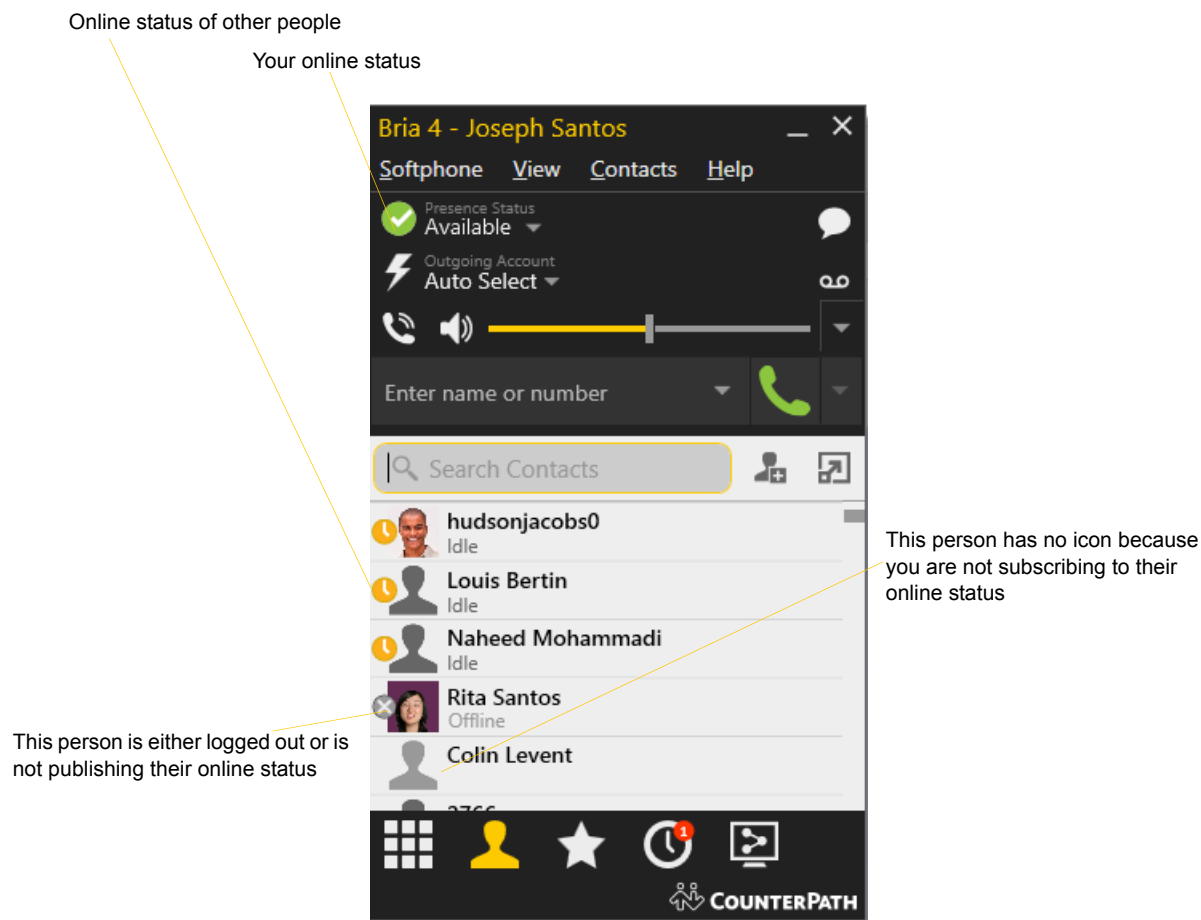
Or if you accidentally clear in the invite dialog, select the Instant Message entry and click Enable XMPP Presence

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 Gmail list)

Finally, add the person's phone numbers and other information by selecting the appropriate field and entering the number

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.



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 46.
- 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 created an Outlook account in order to pull your Outlook contacts into Bria, then these contacts will be set up for presence if you set up the mapping correctly. See page 81.

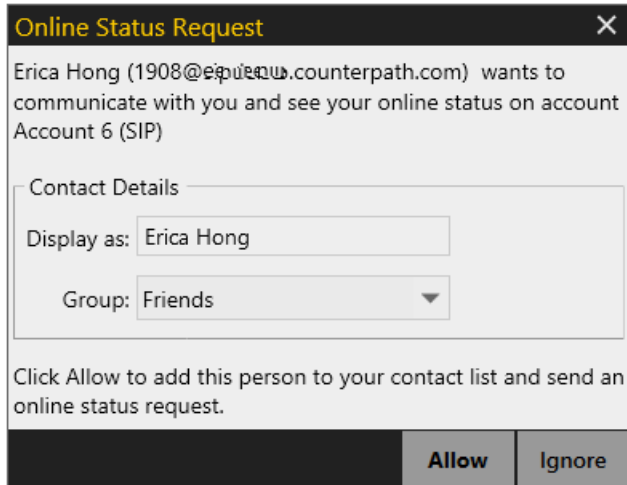
When you choose to share presence information, Bria sends the contact a notification request. The request asks that you be able to see that person's status. If the person allows this request, then the icon beside their name (in your Contacts) becomes color coded to specify their status.

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 your status. 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 softphone number or XMPP address. In this case, Bria receives an online status request.



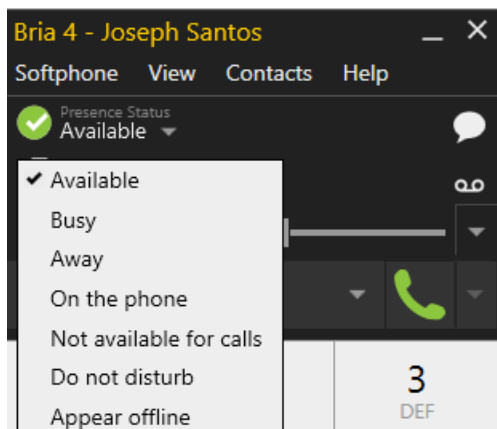
You must respond to the request:

- **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 online status.





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

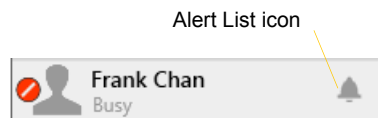
Indicator	Meaning for your Status	Meaning for Others' Status
 Available	Either: <ul style="list-style-type: none"> You have set your status to this value. Bria has determined that you are logged on but not on the phone or idle. When you have this status, Bria will automatically detect when you are idle or on the phone, and change the status to match.	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	Either: <ul style="list-style-type: none"> 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. You started a phone call when your status was "Available". When your call finishes, your status reverts to "Available". 	You can contact this person.
 Do not disturb	You have set your status to this value. Bria will never automatically switch you out of this status; you must switch yourself.	You cannot contact this person.
 Not available for calls	You have set your status to this value. Bria will never automatically switch you out of this status; you must switch yourself.	You cannot contact this person.

Indicator	Meaning for your Status	Meaning for Others' Status
 Idle	You have not moved or clicked the mouse or pressed a keyboard key for the Idle period. To set the Idle period see Softphone > Preferences > Application. As soon as you click the mouse or keyboard, your status changes to "Available".	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 actually online. 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.
No icon	Not applicable	You are not watching the other person's status.

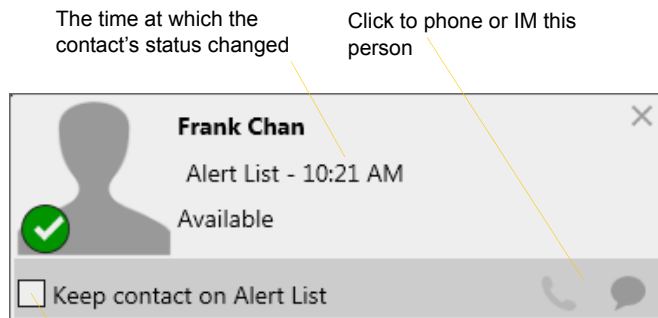
5.7 Adding Contacts to the Alert List (Buddy Pounce)

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

Right-click the contact or contacts and choose Add to Alert List. The Alert List icon appears beside the contact:



When the contact's status changes, a notification appears.

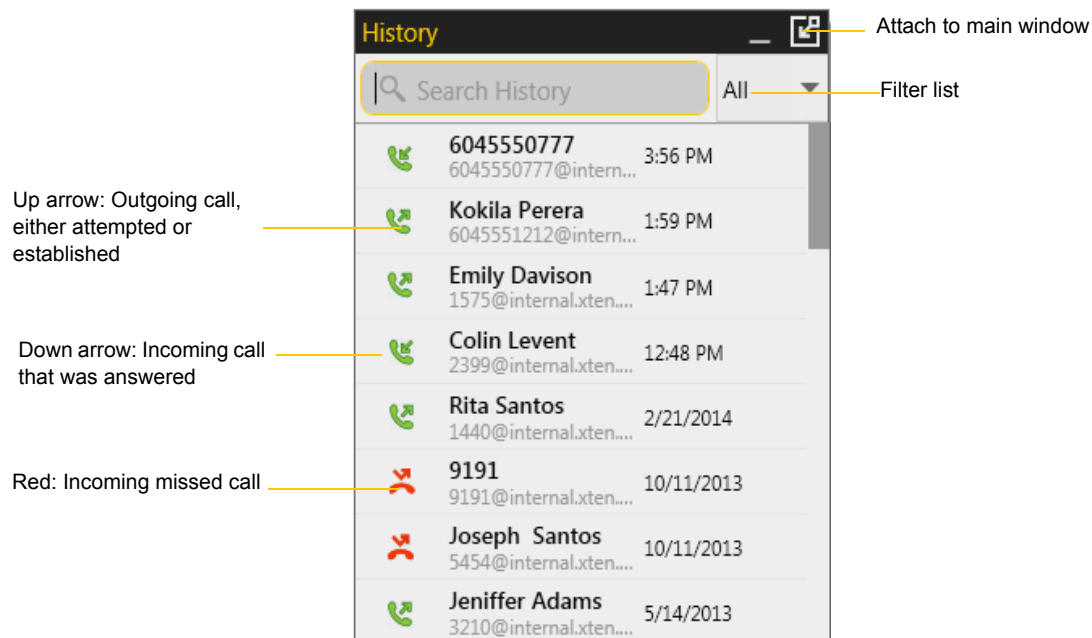


Click to keep the contact on the alert list; the next time the contact's status changes, another notification will appear. Or leave unchecked to stop receiving notifications.

6 Using Other Resources

6.1 History Tab

To view the History tab, go to the main menu and choose View > Show History.



Managing the Lists of Calls

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

- Delete the entry.
- Delete all entries in the list.
- Edit the profile if the entry is a contact.
- Add as contact. The Contact Profile appears (page 48).

Phoning from History

You can:

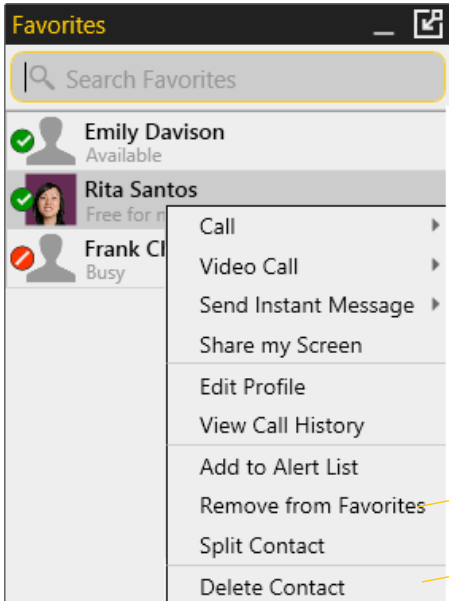
- Right-click on an entry to place a call to this person, using the contact method that was used for this call.
- Double-click to place an audio call.
- Place a call to this person and add them to a conference call that is in progress. For more information on conference calls, see page 22.

6.2 Favorites Tab

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

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

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



You can perform nearly all the same actions on the contact in the Favorites tab as you can in the Contacts tab.

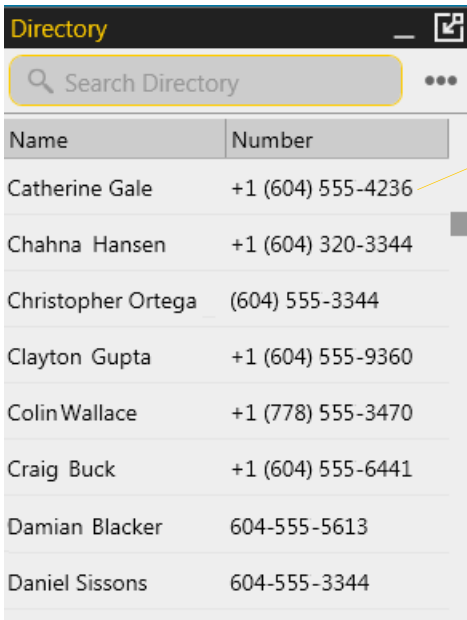
Removes from Favorites but does not remove from the contact list

Removes from Favorites and the contact list

6.3 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 main menu and choose View > Show Directory.



The screenshot shows a window titled "Directory" with a search bar labeled "Search Directory". Below the search bar is a table with two columns: "Name" and "Number". The table contains the following entries:

Name	Number
Catherine Gale	+1 (604) 555-4236
Chahna Hansen	+1 (604) 320-3344
Christopher Ortega	(604) 555-3344
Clayton Gupta	+1 (604) 555-9360
Colin Wallace	+1 (778) 555-3470
Craig Buck	+1 (604) 555-6441
Damian Blacker	604-555-5613
Daniel Sissons	604-555-3344

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

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

Create a Contact

Right-click an entry and choose Add as Contact. 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.

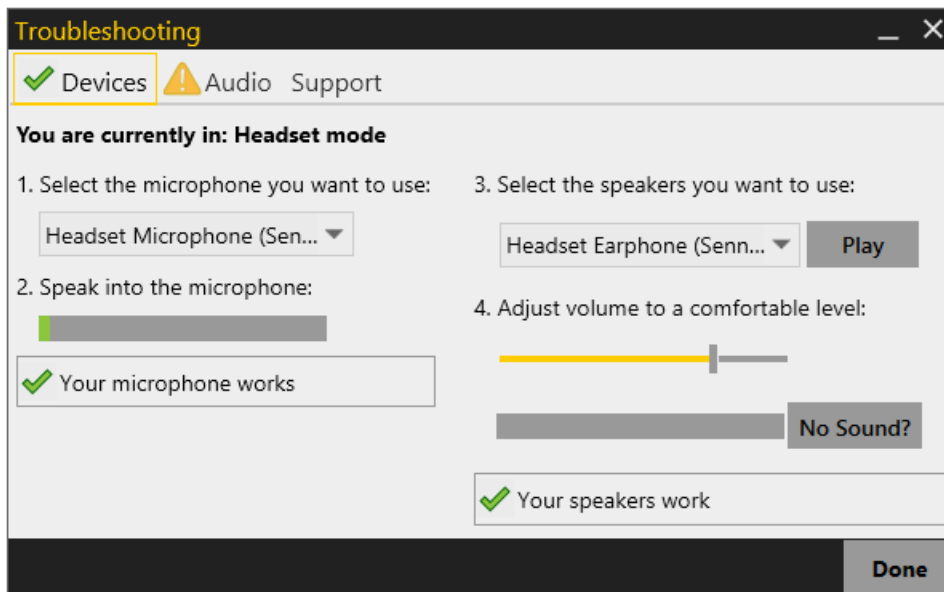
You can delete the contact. Only the contact is deleted; nothing happens to the entry in the directory.

7 Troubleshooting

Choose Help > Troubleshooting to display the Troubleshooting window.

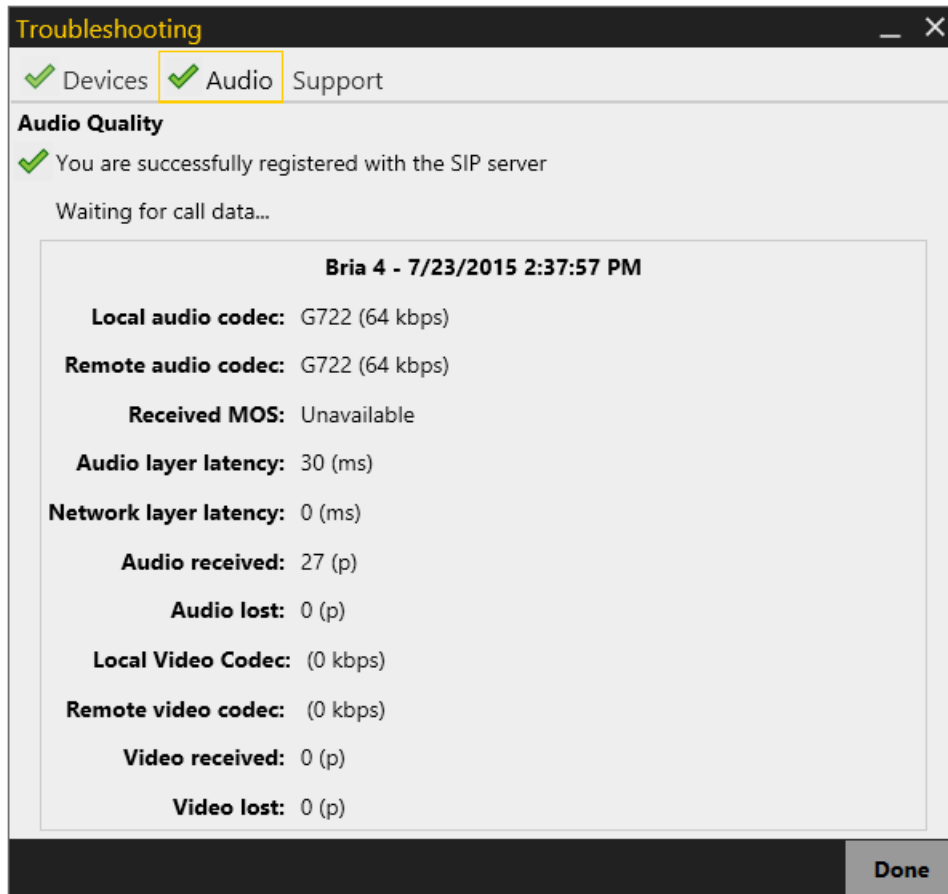
7.1 Testing Audio Devices

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.



7.2 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).



7.3 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.

4. Provide a description.

5. Click to send.

Troubleshooting

✓ Devices ✓ Audio **Support**

Still having problems?

For support information go to: [CounterPath Support FAQ](#)

Logging

You can send us a log report and we can try to help troubleshoot your problem. To improve our ability to troubleshoot, set the logging level to Verbose before reproducing your problem and sending us the log report.

Send Log Log Level

Standard Verbose Debug

View Log

Previous Log Reports

2ECE1B2C 7/21/2015 11:35:40 AM

Done

Send Log Report

Enter a brief description of the problem to help track down the problem, or click "Send Log" now to send without a description.

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

Cancel **Send Log**

- You can also view the latest log by clicking the View 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: account settings and preferences. The Account Settings window lets you configure features that apply on a per-account basis. The Preferences window, on the other hand, lets you configure features that apply across all accounts.

There are three 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.
- Outlook account - for pulling Outlook contacts into Bria.

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 page 74.

Create SIP Account

1. When the softphone appears, click the Go to Account Settings link. The SIP Account window appears.
2. In the Account tab, complete all the User Details fields.
3. Complete the remaining tabs as specified by your service provider or to suit your setup. Settings that you may need to change immediately include:
 - Account tab, Domain Proxy area.
 - Topology tab, if your computer is on a network and/or behind a firewall.

For more information, see page 70.

4. When done with the SIP account, click OK; the account is created and registered (enabled).

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.

Each user requires the following information:

- Jabber ID: user name and domain. For example, jsantos@domainXMPP.com.
- Password
- Connection information; see “XMPP Account” on page 81.

Create XMPP Account

1. Choose Softphone > Account Settings. The Account Settings window appears.
2. Click Add > XMPP Account. The XMPP Account window appears.
3. Complete the window and click OK.
4. On the Account Settings window, click Apply to register the account. Click OK when the Status column is “Ready”. 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:

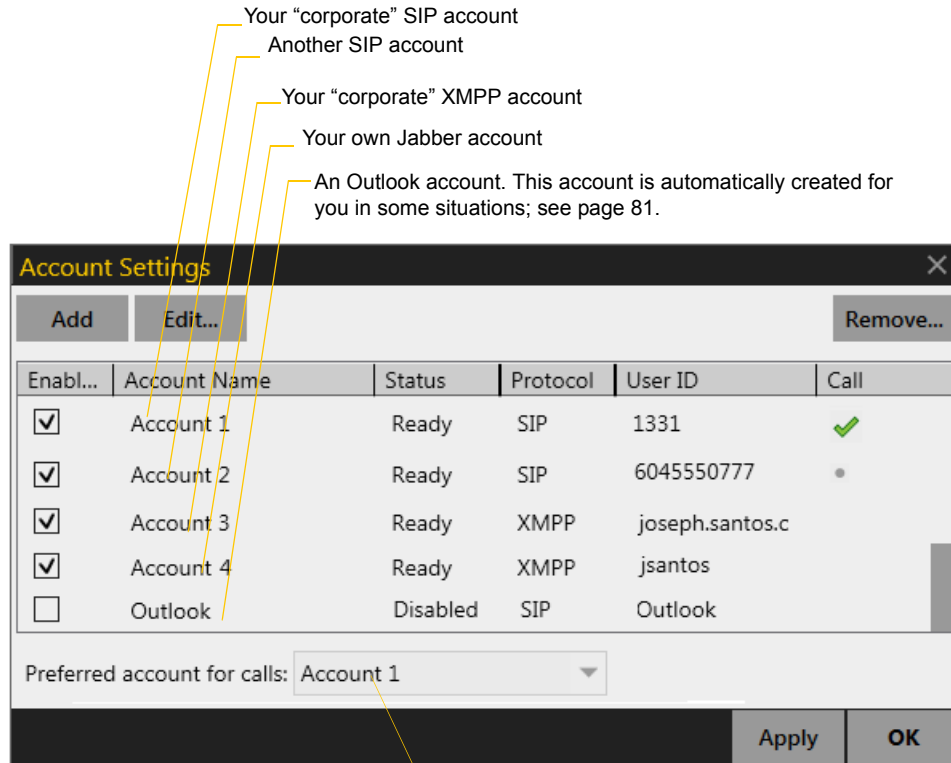
- Dial plan decides: The dial plans must be designed so that they select the appropriate account, based on the phone number being dialed. You can still designate one account as the “preferred” account; this account will only be used if none of the dial plan rules apply to a given phone number.
- User 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 Accounts Settings Window

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

Here is a typical setup



This account will be used for calls if Auto Select is used (page 12) and there are no dial plan rules for selecting the account

The Call column indicates how the account is use for phone calls:



The account is the "preferred account".



The account can be used for phone calls by selecting it on the dashboard (page 12) if the account is enabled/registered.

Empty

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 Account Properties – Account

SIP Account

Account Voicemail Topology Presence Transport Advanced

Account name: Account 1

Protocol: SIP

Allow this account for

Call

IM / Presence

User Details

* User ID: 1331

* Domain: domainA.com

Password: ●●●●●●

Display name: Joseph Santos

Authorization name:

Domain Proxy

Register with domain and receive calls

Send outbound via:

Domain

Proxy Address:

Dial plan: #8\|a.T;match=1;prestrip=2

OK Cancel

Fields with a red asterisk are required

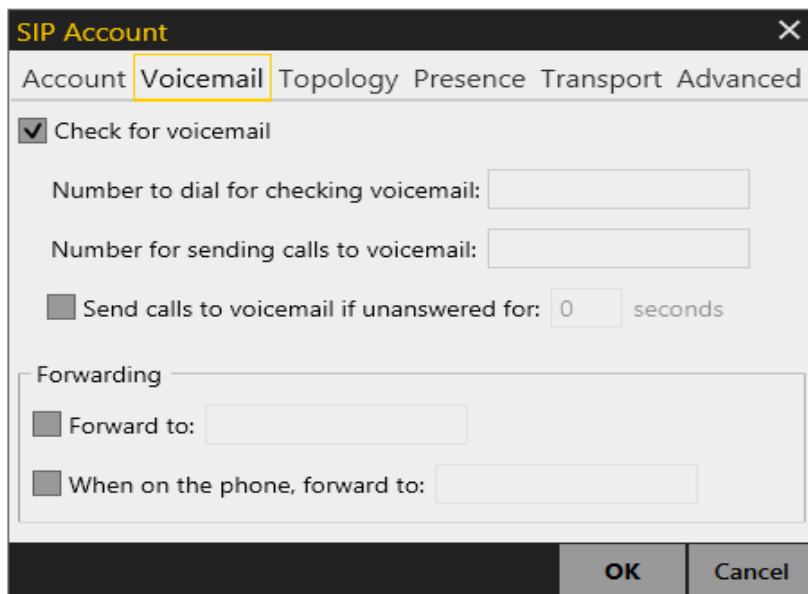
Table 1: SIP Account Properties – Account

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.
User Details	
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.

Table 1: SIP Account Properties – Account

Field	Description
Authorization name	<p>May not be required. If it is required, it will be provided by your VoIP service provider.</p> <p>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.</p>
Domain Proxy	
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 if, for example, your level of service does not include the ability to receive incoming calls. (In that case, turning this field on may cause the account to fail to be enabled).</p>
Send outbound via	<p>Choose the setting specified by your VoIP service provider:</p> <ul style="list-style-type: none"> • Domain: If your VoIP service provider requires that traffic be directed to proxies that are discovered via the domain. • Proxy: 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). <p>If neither of these settings is suitable, see page 79 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> <pre>#1\a\a.T;match=1;prestrip=2;</pre> <p>You do not need to change the default dial plan if:</p> <ul style="list-style-type: none"> • You have only one SIP account. • You have multiple SIP accounts, but you will always manually select the account to use for calls. • The default dial plan is acceptable. <p>See the Bria Dial Plan Guide on how to configure dial plans.</p>

SIP Account Properties – Voicemail



The screenshot shows a dialog box titled "SIP Account" with a close button (X) in the top right corner. The "Voicemail" tab is selected and highlighted with a yellow border. The dialog contains the following settings:

- 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:

At the bottom right of the dialog are "OK" and "Cancel" buttons.

This panel lets you configure client-side voicemail and client-side call forwarding. You can set up Bria to interact with your VoIP service provider's voicemail service. You also can configure Bria to forward calls in several situations, independent of your VoIP service provider's voicemail service.

If you have a Subscription from a VoIP Service Provider

Your VoIP service provider may provide the ability to set up for voicemail outside of Bria (server-side handling), 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: SIP Account Properties – Voicemail

Field	Description
Check for voicemail	<p>Set the checkbox in one of these ways:</p> <ul style="list-style-type: none"> • 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”. • Clear the checkbox if the service provider’s voicemail server sends notifications without Bria subscribing. In other words, to configure for “implicit subscription”. • Clear the checkbox if the service provider does not support voicemail. <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. This is the number that will be called when a user clicks the Check for voicemail icon on the softphone, in order to connect to voicemail and listen to messages.</p> <ul style="list-style-type: none"> • Completing this field activates the voicemail icon on the softphone. 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. • 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. <p>Enter the number 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 Account Properties – Topology

Table 3: SIP Account Properties – Topology

Field	Description
Firewall traversal mode	<p>Choose the setting recommended by your VoIP service provider:</p> <ul style="list-style-type: none"> • 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. • 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. • 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. • None: Advertise the local IP address only for both signaling and media traffic.
Server address	<ul style="list-style-type: none"> • Empty: Discover the address of the firewall traversal server (the STUN or TURN server), if available, using DNS SRV. • Specified: Use the firewall traversal server specified as either an IP address or a fully qualified hostname. <p>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.</p>

Table 3: SIP Account Properties – Topology

Field	Description
Port Ranges	<p>You can set a range of ports on local computer for SIP signaling, RTP audio and video. The appropriate setting depends on your computer setup:</p> <ul style="list-style-type: none">• 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.)• Unchecked: If your computer is not behind a restrictive firewall.

SIP Account Properties – Presence

The screenshot shows a dialog box titled "SIP Account" with a close button (X) in the top right corner. Below the title bar are several tabs: "Account", "Voicemail", "Topology", "Presence", "Transport", and "Advanced". The "Presence" tab is selected and highlighted with a yellow border. Inside the "Presence" tab, there are three settings: "Mode" is a dropdown menu set to "Peer-to-peer"; "Poll time" is a text input field containing "300" followed by the text "seconds"; and "Refresh interval" is a text input field containing "3600" followed by the text "seconds". At the bottom of the dialog are two buttons: "OK" and "Cancel".

This tab lets you configure presence.

Presence

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

This tab lets you configure how online status is handled for contacts who have a softphone number on your SIP account. (Note that you do not have to configure online status for XMPP accounts; it always works the same way with these accounts.)

Table 4: SIP Account Properties – Presence

Field	Description
Presence	
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 Account Properties – Transport

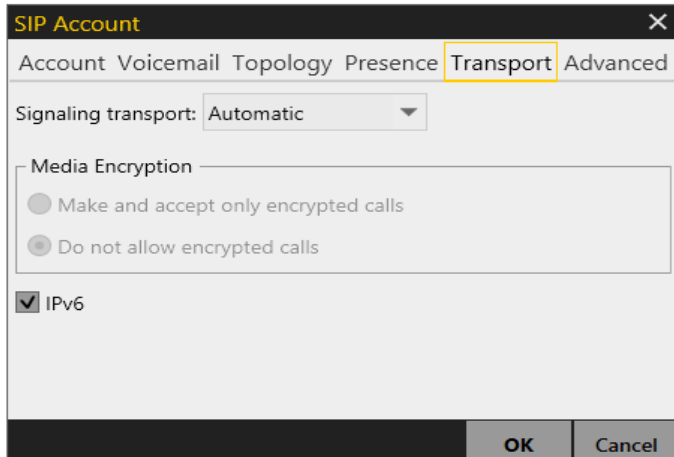


Table 5: SIP Account Properties – Transport

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"> • 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. • TCP: This transport provides no signaling security. • UDP: This transport provides no signaling security. • TLS: Choose this option to request signaling encryption or both signaling and media encryption.
Encryption	See the description below for more information.
Enable IPv6	Generally, leave this enabled. Disable it only if advised to do so by your VoIP service provider or your system administrator.

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 Account Properties – Advanced

The screenshot shows the 'SIP Account' dialog box with the 'Advanced' tab selected. The 'Register Settings' section includes 'Reregister every: 3600 seconds' and 'Minimum time: 20 seconds'. The 'Timers' section has 'Enable session timers' checked, 'Session timer preference' set to 'Optional', and 'Default session time: 60 seconds'. The 'Hold method' section has 'Handle hold request in M-line only (latest standard)' selected. There are also checkboxes for 'Send SIP keep-alives', 'Use rport', and 'Use outbound'.

Table 7: SIP Account Properties – Advanced

Field	Description
Register Settings	
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.
Timers	
Enable session timers Default session time	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"> • Turn on to enable session timer. Enter a value in Default session time. • Turn off to disable session timer; refreshes will never be sent.
Session timer preference	This field specifies how Bria uses session timers. The choices are: <ul style="list-style-type: none"> • Inactive. Session timers will not be used in any session, except when it is explicitly required in the remote request. • Optional. Session timers will be used in all sessions whenever the remote party supports and uses it. • Required. Session timers support will be a requirement for the remote party to be able to establish a session. • Always. Session timers will always be used in all sessions, regardless of whether or not the remote party supports/uses it.
Hold Method	Change this setting only if your VoIP service provider advises you to do so.
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.

Table 7: SIP Account Properties – Advanced

Field	Description
Use outbound	<p>When checked, requests always go to the outbound proxy configured in the “Send outbound via” field on the Account tab (page 70); in other words, Bria never sends the invite directly to the endpoint.</p> <p>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, “Corporate account”.
Protocol	Read-only. Always specifies XMPP.
User Details	
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.
Advanced	
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

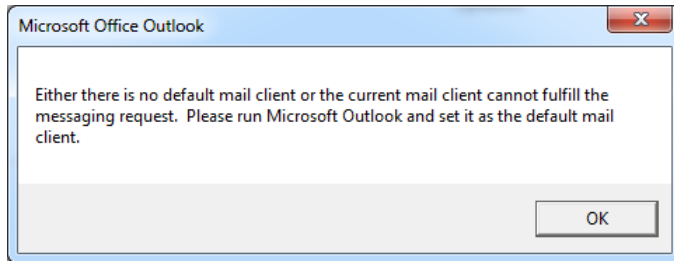
Field	Description
Outbound proxy	<p>The value in User ID and in this setting may be used by Bria to compose a valid jid:</p> <ul style="list-style-type: none"> • If User ID=bob@ABC.com and Outbound proxy is empty, jid=User ID: bob@ABC.com • If User ID=bob@ABC.com/home and Outbound proxy is empty, jid=User ID: bob@ABC.com • If User ID=bob@ABC.com and Outbound proxy=XYZ.com, ignore the Outbound proxy; User ID=bob@ABC.com • 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). • If User ID=bob and Outbound proxy=ABC.com, jid=bob@ABC.com.
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 Outlook Account

Bria automatically creates an Outlook account if it detects 32-bit Outlook on the user's computer. The account is disabled by default. If the account becomes enabled, the contacts from that Outlook address book will be pulled into Bria. Enabling this account is therefore a mechanism for populating the contact list.

-  The Outlook account is supported only with 32-bit Outlook. You can enable the Outlook account if you are using 32-bit Outlook. If you are using 64-bit Outlook, you will see the Outlook account grayed out and will not be able to enable it.

If you are using 32-bit Outlook and get this error message, make sure that your Outlook is configured correctly:



The user can enable the Outlook account to provide Bria with access to the contacts in their address book. Furthermore, the user can map contact addresses to Bria contact fields in order to make the addresses “phone-able” or “IM-able”: contact mappings can be created in the Outlook Account dialog.

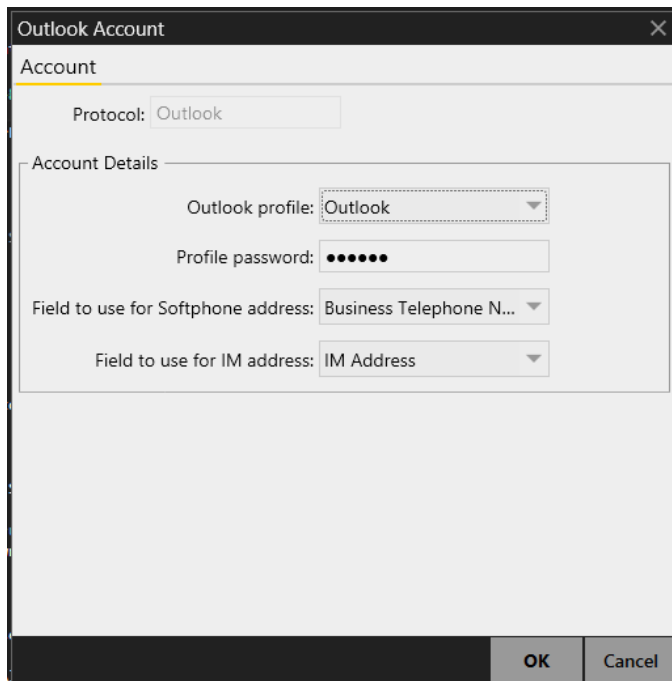


Table 9: Outlook Account Properties – Account

Field	Description
Outlook profile	Typically, you only have one profile, which Bria detects. However, if your Outlook is set up on this computer with more than one profile, select the profile whose contacts you want to access.
Profile password	The password for the selected Outlook profile.

Table 9: Outlook Account Properties – Account

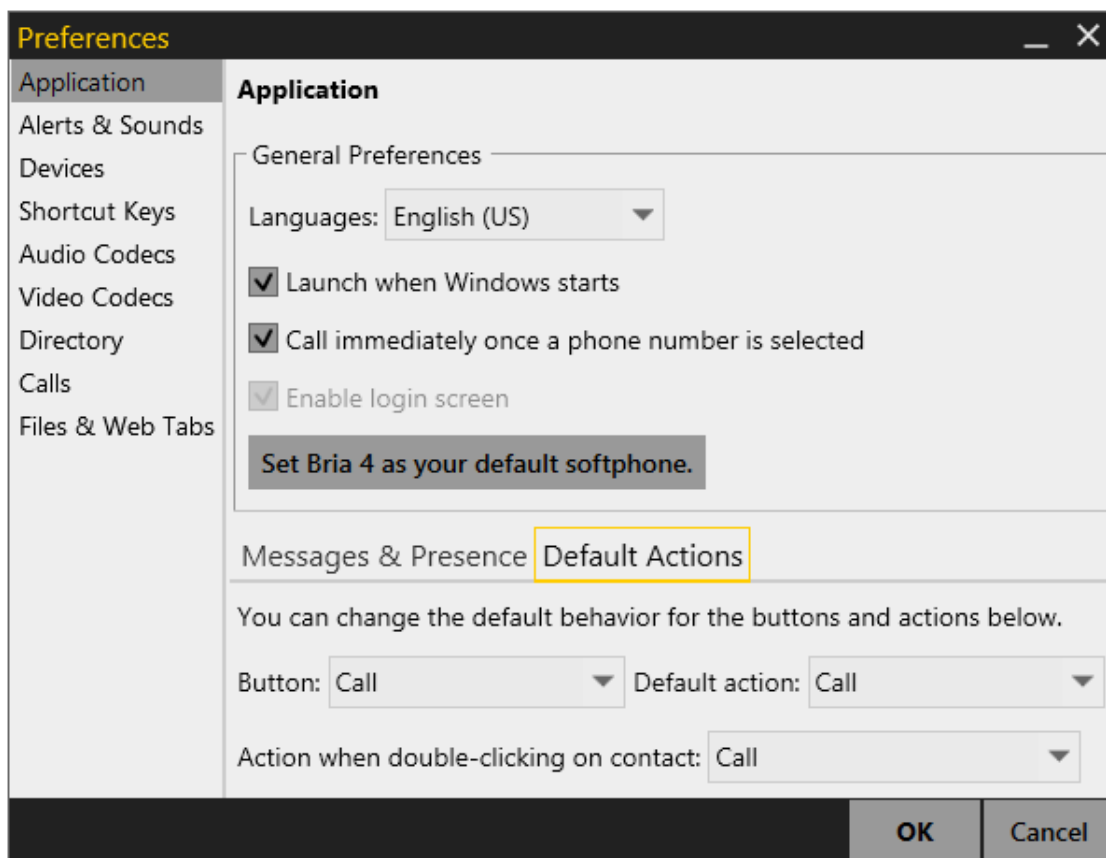
Field	Description
Field to use for Softphone address	<p>Bria can be set up to treat one of the contact fields as a SIP address that can be subscribed to, assuming that you are using your SIP account for presence.</p> <p>For example, if you select “Business Telephone Number” in this field, then when contacts are pulled into Bria, any Business Telephone Number fields that have a value will be copied to the Softphone field in the Bria contact and Bria will subscribe to the online status of that contact via your SIP account.</p> <p>For example, if an Outlook contact has “2766” in its Business Telephone Number field and your SIP account is domainA.com, then Bria will subscribe to 2766@domainA.com.</p>
Field to use for IM address	<p>Bria can be set up to treat one of the contact fields as an XMPP address that can be subscribed to, assuming that you have an XMPP account set up in Bria.</p> <p>For example, if you select “IM address” in this field, then when contacts are pulled into Bria, any IM Address fields that have a value will be copied to the Instant Message field in the Bria contact. Bria will subscribe to the online status of that contact via your XMPP account.</p> <p>For example, if an Outlook contact has “kperera11@gmail.com” in its Instant Message field and you have a Gmail account set up in Bria, then Bria will subscribe to kperera11@gmail.com</p>

9 Configuring Preferences

Choose Softphone > Preferences. The Preferences window appears.

The Preferences panels let you control the way that you work with Bria. It also contains fields to configure features that apply globally, rather than on a per-account basis.

Preferences – Application



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

Login Options

Login is typically used only in enterprises, and requires a login/provisioning server.

The “Enable login screen” field is used *only* when you started up Bria with the “No login required” profile (page 3) but in fact you do need to log in. To recover from this mistake:

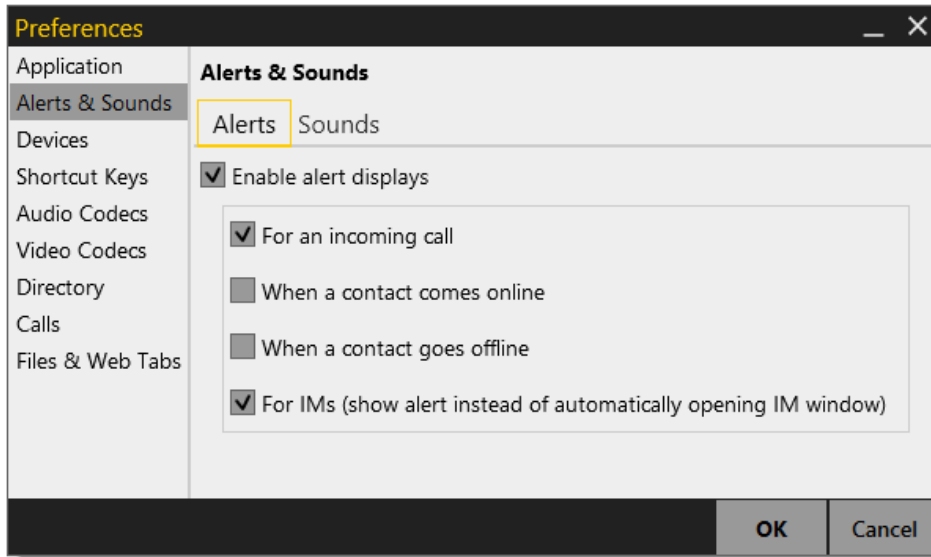
- Check this field and shut down Bria
- Start Bria again. The Bria Login dialog will appear. Select the correct option and log in.

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.

Preferences – Alerts & Sounds



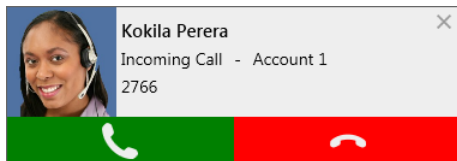
The tabs on this panel let you control the Call Alerts box and lets you assign sounds.

Alerts

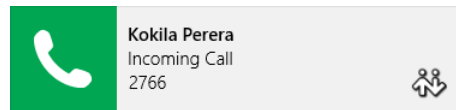
You can control whether the Call Alert box is displayed in different situations.

You can also control how you are alerted to an incoming IM: either with a small IM Alert box or with the Messages window itself.

Windows 7



Windows 8 and 10



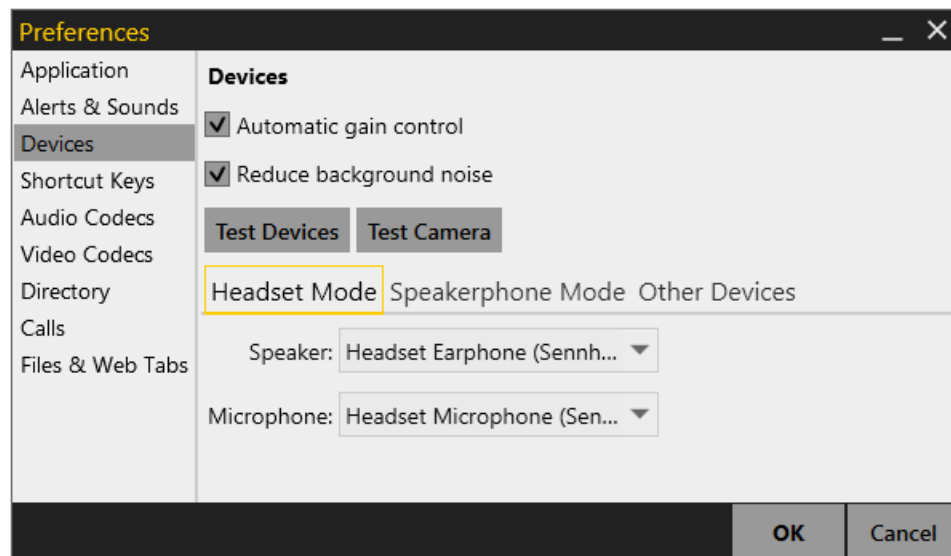
Sounds

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

1. 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.
2. 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.

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.

Table 10: Preferences – Devices

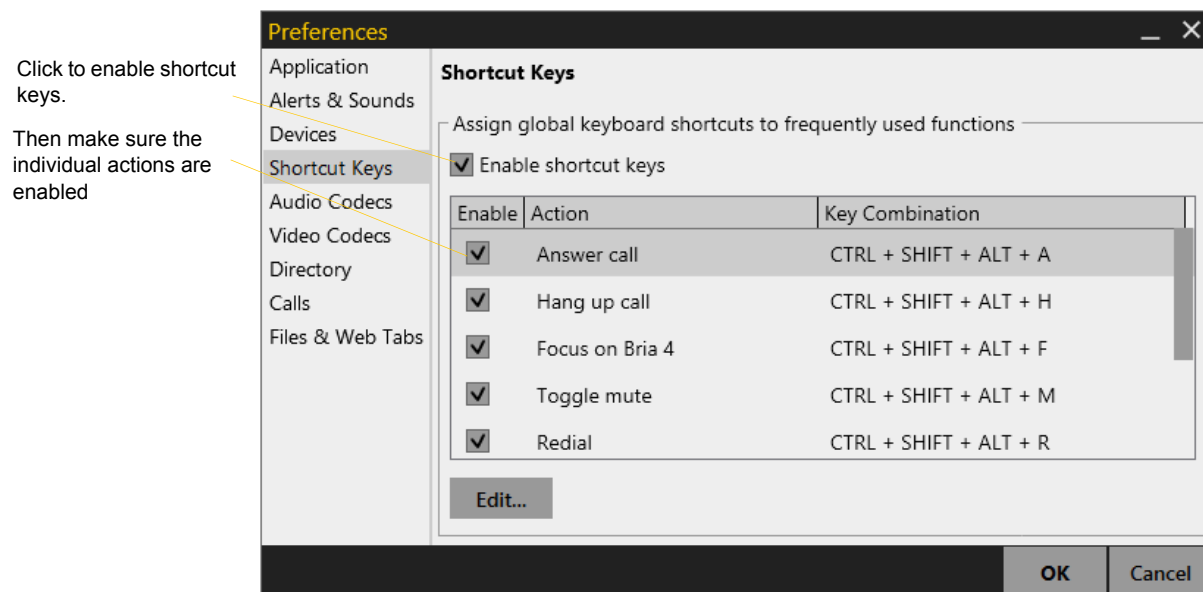
Field	Description
Automatic gain control	On to automatically adjust the audio gain.
Reduce background noise	Automatically attempts to remove background noise. Typically on for the speakerphone.
Test Devices	For information on the Test Devices button, see page 63.
Test Camera	Click to check if Bria can use your camera. The video window opens, and shows a message.
Headset Mode	
Speaker Microphone	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.
Speakerphone Mode	
Speaker Microphone	Same as headset mode, but for the device to use when speakerphone is one (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 echos	Turning this feature on improves sound quality. This feature is typically on.

Table 10: Preferences – Devices

Field	Description
Other Device	
Ring On	Change this field only if you want to override the devices that Bria automatically selected. The device where you want to hear the phone ringing: the headset, the speakerphone, or none.
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.
Max Resolution	Leave at standard, or change the size as follows: <ul style="list-style-type: none"> • 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"> Your computer slows down (the video is using too much CPU) The video shows black areas or is slow or jerky. • 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.

Preferences – Shortcut Keys

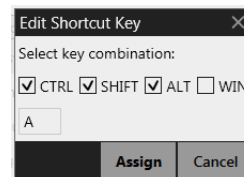
You can enable shortcut keys to several functions.



Customizing the Shortcut Key Combinations

You can change the default key combinations.

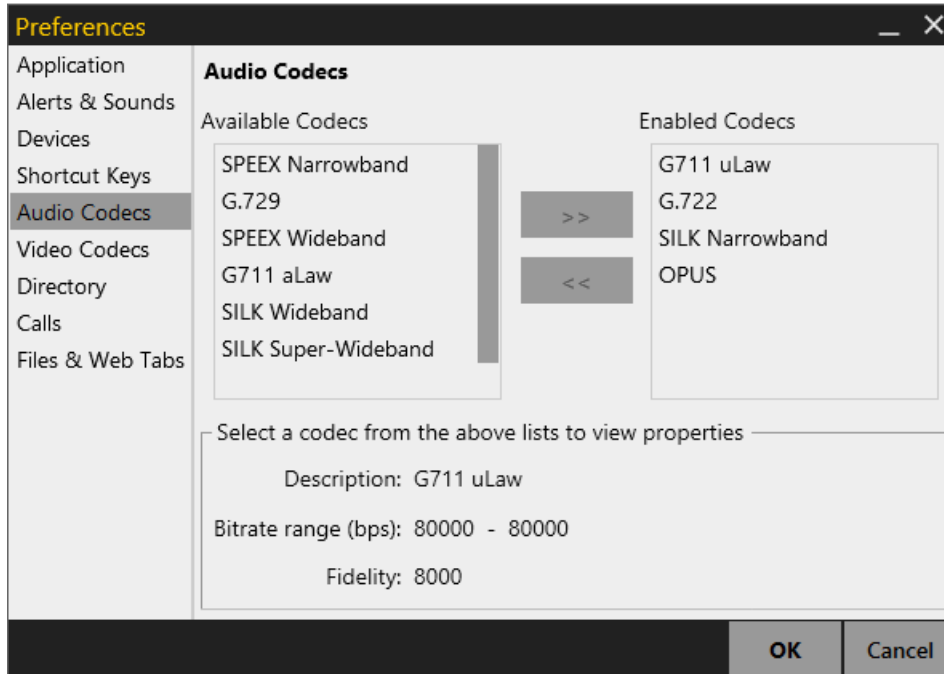
1. Make sure Enable shortcut keys is checked and the action you want to change is enabled.
2. Select an Action and click Edit. The Edit Shortcut Key dialog appears.
3. Make sure there is a checkmark in the keys you want to use. You must turn on at least two keys.
4. Type the desired letter or number in the field. For example, the following creates the shortcut combination Shift-Alt-U.



The following rules apply:

- You cannot override standard Microsoft Windows combinations such as Ctrl-Alt-Delete.
- The shortcut applies when Bria is running, regardless of the application that is in focus. For example, if Bria is running but another application has focus, pressing Ctrl-Alt-Shift-A will answer an incoming call.
- If another application has the same shortcut combination, then which application was started *later* has control over that combination.
- If the shortcut is not valid at a particular moment, then it has no effect. For example, pressing Ctrl-Alt-Shift-A has no effect if there is no incoming call in Bria.

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.

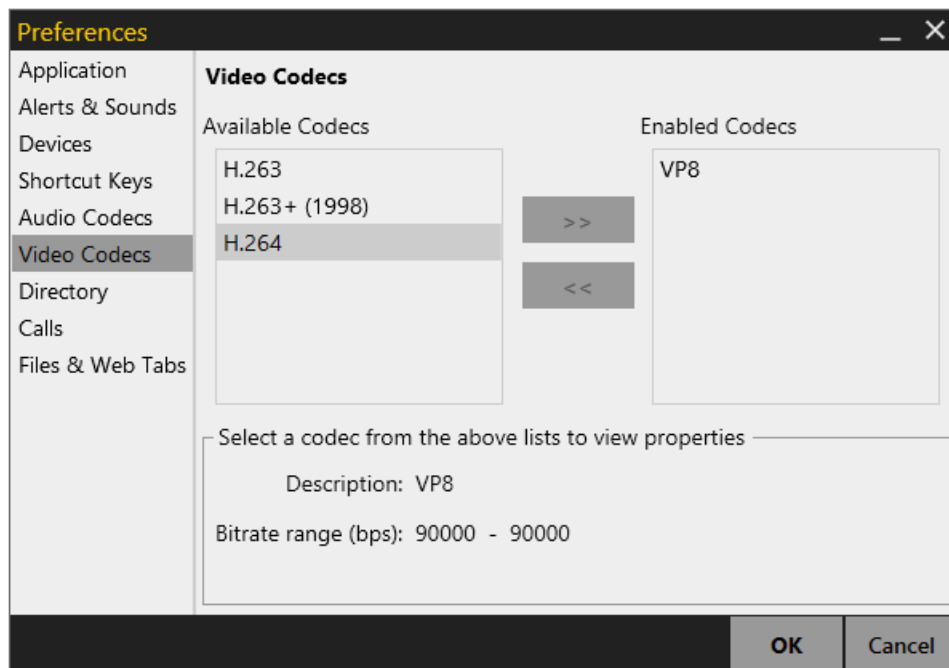
You cannot change the properties of any codecs.

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.

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.

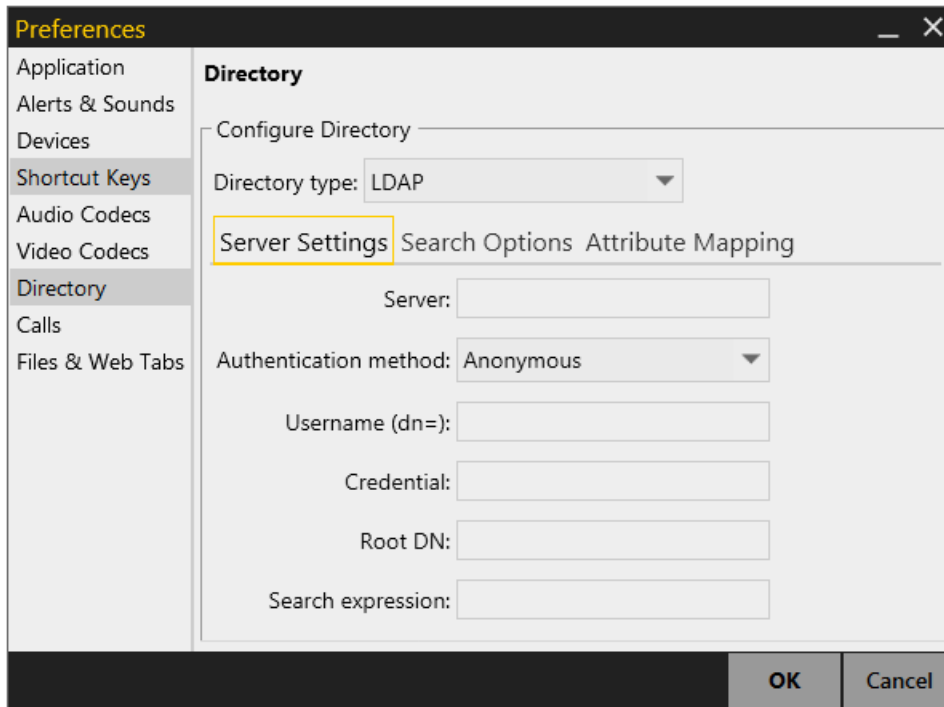
With only one codec enabled, all calls made will use that particular compression format. With more than one codec enabled, Bria offers the enabled codecs and negotiates a common codec with the other party.

You cannot change the properties of any codecs.

Preferences – Directory

If your organization has an LDAP or Active Directory 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).

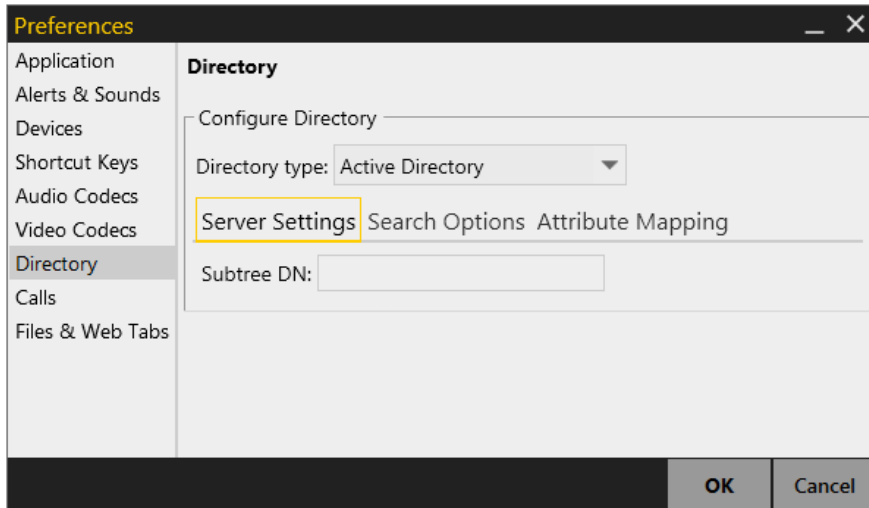
LDAP



LDAP Settings	
Field	Description
Server Settings	
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
Search Options	
Type	<ul style="list-style-type: none"> 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. 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).
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"> When “Search on demand” is chosen, this field can be used to prevent the user retrieving too many records (and slowing down the system). 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. <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.
Attribute Mapping	
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"> 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. 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).

Active Directory



ADSI (Active Directory) Settings	
Field	Description
Server Settings	
Subtree DN	The Active Directory subdirectory to restrict the search to.
Search Options	
Type	<ul style="list-style-type: none"> 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. 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).
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"> When “Search on demand” is chosen, this field can be used to prevent the user retrieving too many records (and slowing down the system). 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. <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.

ADSI (Active Directory) Settings	
Field	Description
Attribute Mapping	
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">• 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.• 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).

Preferences – Calls

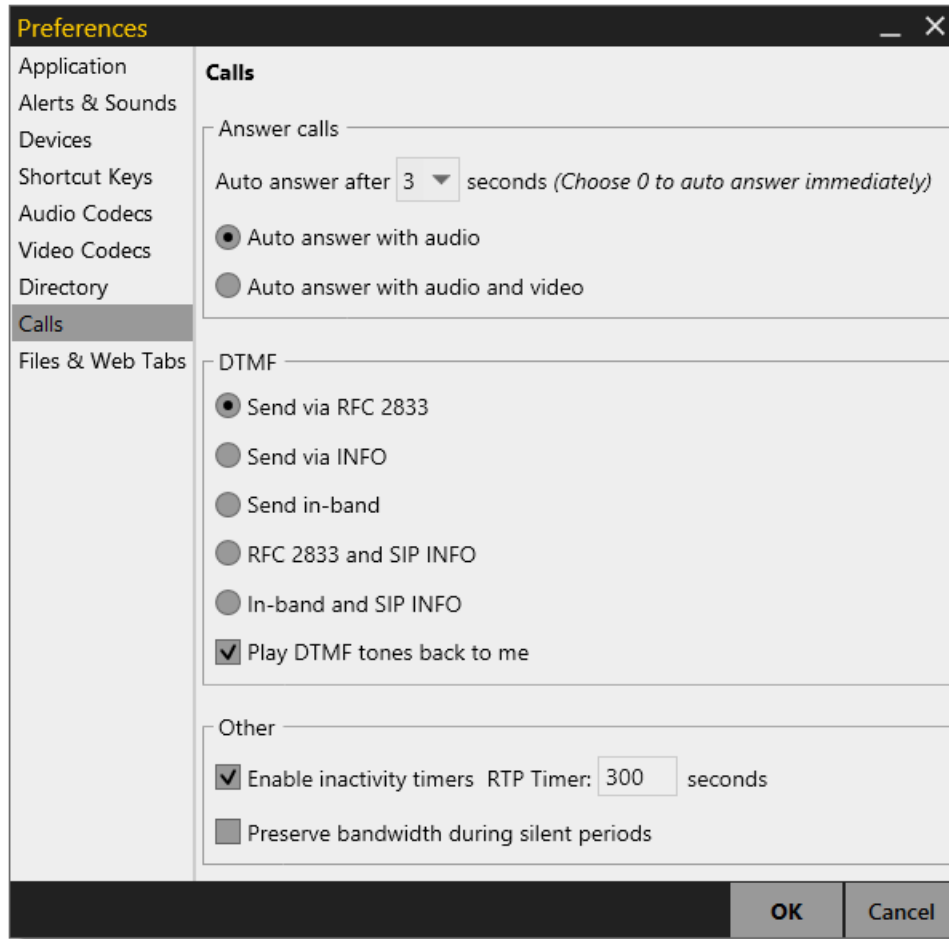


Table 11: Preferences – Calls

Field	Description
Answer 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 15)
DTMF	<p>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 your system administrator for the correct setting.</p> <p>In-band means that Bria will encode the DTMF signals in the audio stream as regular sound. Typically, DTMF is not sent in-band; in-band is only used in specific situations. One scenario in which it might be advisable to send in-band is if you own your gateways and:</p> <ul style="list-style-type: none"> • One or more of these gateways does not support RFC 2833 or does not handle it well, and • Your gateway is using codes that reproduce DTMF tones well. <p>In this case, sending in-band will ensure that DTMF tones get through (because the DTMF tones will bypass the gateway) and that they reproduce accurately at the receiving end.</p>
RTP	<p>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).</p> <ul style="list-style-type: none"> • 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.

Table 11: Preferences – Calls

Field	Description
Preserve bandwidth	<p>When this feature is on, Bria stops sending audio when you are not talking.</p> <p>When this feature is off, Bria always sends audio, which uses more bandwidth but may result in better call quality.</p> <p>Typically off. However, if you are using a slow (dial-up or ISDN) connection, you may want to turn it on.</p>

Preferences – Files & Web Tabs

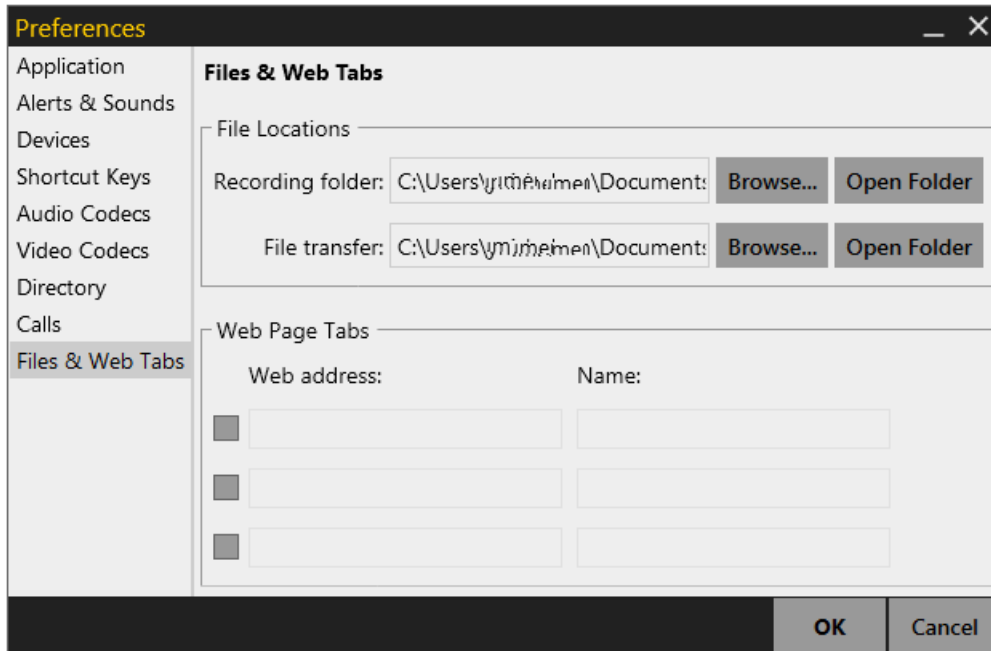


Table 12: Preferences – Files & Web Tabs

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

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, 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
	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
	Turn volume up when the focus is on this call panel	Up key
	Turn volume down when the focus is on this call panel	Down key
	Display in full screen when the focus is on the video window	F11
During a screen share session	Bring the screen share window to the front and in focus	Shift + Ctrl + Alt + S
Opening a window	Open the Messages window	Shift + Ctrl + M
	Open the Preferences window	F8
	Open Troubleshooting Diagnostics	Ctrl + F9
	Open Help in a browser	F1
Exiting	Quit Bria	Ctrl + 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 46.

The same headings are used for both *Bria for Mac* and *Bria for Windows*.

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

You can attach a hyperlink to a phone number or softphone address that, when clicked, starts Bria and dials the number. Attach a hyperlink with this format:

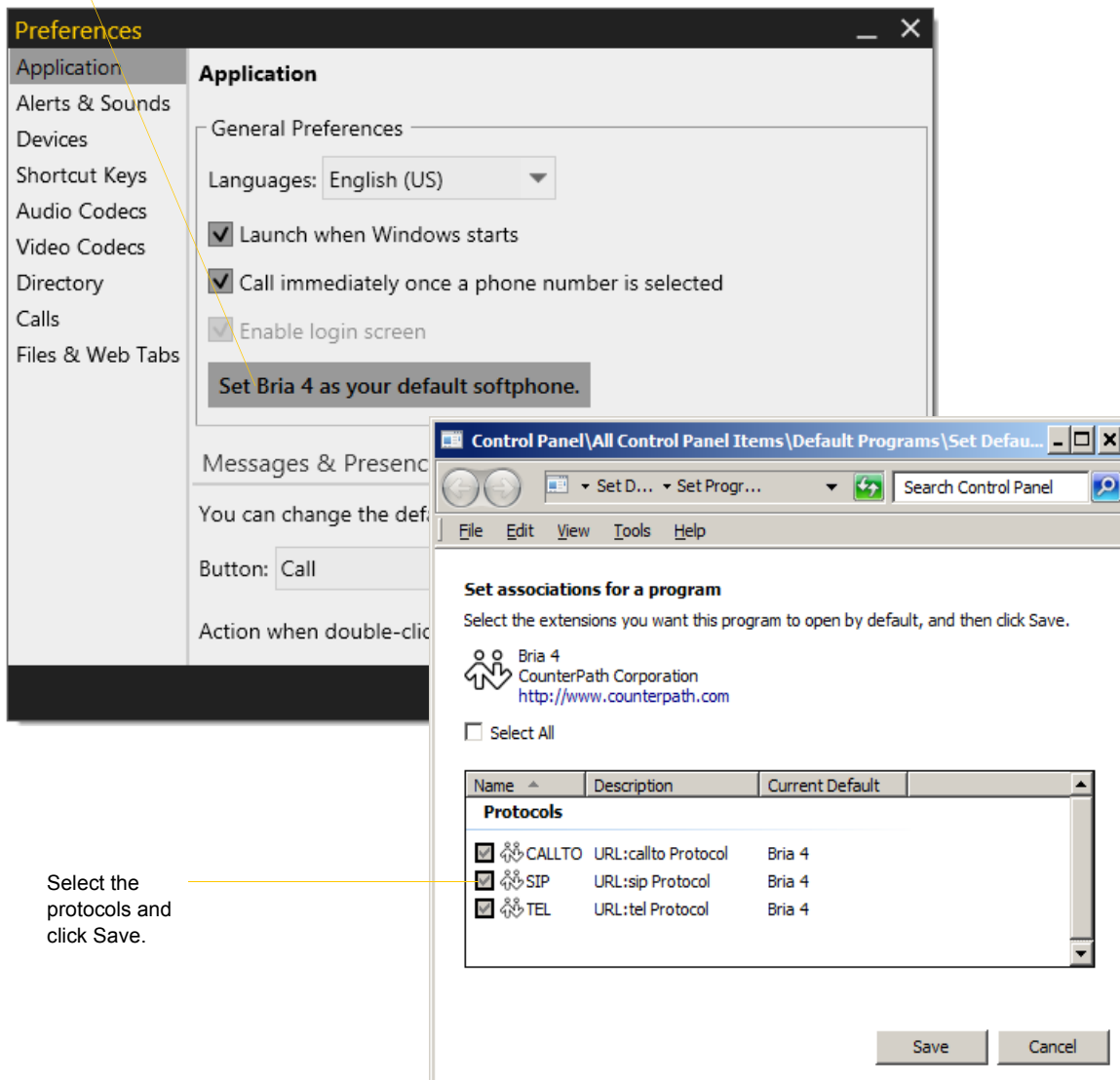
```
<a href="sip:address_or_number">dial address_or_number</a>
```

For example:

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

Bria supports three protocols: sip, tel, and callto. For Bria to start dialing when a user clicks such links, the user must configure Bria as their default phone via Bria's Preferences, and then associate the protocols to Bria.

Click



Select the protocols and click Save.

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	Codecs are programs in Bria involved in transmitting audio; each codec has different characteristics and therefore each works better in some situations than in others
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 standard. A headset may be a "USB type" of headset.
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	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.
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.
XMPP account	An account that provides the user with the ability to send IMs and view other people's presence.