



Bria 3 *for Windows* User Guide


Retail Deployments

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This manual corresponds to Bria version 3.1.

Revision 3

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1 Introduction

Read this manual if you who are deploying Bria without the help of a system administrator. If you are working in an enterprise that has a system administrator who is deploying Bria across the enterprise, read the user guide “Using Bria 3 for Windows – for Enterprise Deployments”.

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.

Standard Telephone Features

The CounterPath Bria softphone has all standard 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.
- Six-party audio conferencing.
- Three-party video conferencing.

Enhanced Features and Functions

Bria also supports the following features and functions:

- Video
- Support for several languages in addition to English: French, German, Italian, Portuguese, and Spanish.
- IM and presence using the SIP SIMPLE protocol or the XMPP protocol.
- IM conferencing (group chat) via an XMPP account.
- Contact list containing the individual user’s contacts.
- Directory containing names from a shared LDAP directory or Microsoft® Active Directory®.
- File transfer via an XMPP account.
- Support for DTMF (RFC 2833 or inband DTMF).
- Automatic detection and configuration 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):
AMR Wideband (G.722.2), Broadvoice-32, Broadvoice-32 FEC, DVI4, DVI4 Wideband, EVRC, G.711aLaw, G.711uLaw, G.722, G.723, G.726, G.729, GSM, iLBC, L16 PCM Wideband, Speex, Speex FEC, Speex Wideband, Speex Wideband FEC.

- Support for the following video codecs:
H.263, H.263+ 1998, H.264.
- Automatic selection of the best codec based on the other party's capability, the available bandwidth, and network conditions. Bria switches the codec within a call in response to changing network conditions.
- Compliance to 3261 SIP standard.
- XMPP compliance as follows:
 - RFC 3920
 - RFC 3921
- Supported extensions:
 - XEP-0004
 - XEP-0016
 - XEP-0022
 - XEP-0077
 - XEP-0085
 - XEP-0092
 - XEP-0115
- Support for these firewall traversal solutions: STUN, TURN, or ICE.

2 Installation and Setup

2.1 Getting Ready

SIP Account Information

After choosing a VoIP service provider, you will need the following information:

- User name and password
- Authorization Name (if applicable)
- Domain
- Firewall traversal and other network information; see “Configuring Bria” on page 49.

XMPP Accounts

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

- Jabber ID: user name and domain. For example, jsantos@domainXMPP.com.
- Password
- Connection information: see “XMPP Account” on page 52.

System Requirements

Processor	Minimum: Pentium 4@ 2.4 GHz or equivalent Optimal: Intel Core 2 Duo or equivalent; Video Card with DirectX 9.0c support Recommended to support HD video: Intel Core 2 Duo or equivalent with minimum 3.0 GHz, or a triple- or quad-core processor; Video Card with DirectX 9.0c support.
Memory	Minimum: 1 GB RAM Optimal: 2 GB RAM.
Hard Disk Space	50 MB
Operating System	Microsoft Windows XP Service Pack 2 Microsoft Windows® Vista®, 32-bits and 64-bits arch Microsoft Windows 7.
Additional	Microsoft Windows Installer 3.1 Microsoft .NET 3.5 SP1 Microsoft VC 9.0 Runtime Service Pack 1 (Note that the installer will take care of installing those if you do not have them).
Connection	Minimum: IP network connection (broadband, LAN, wireless) Recommended to support HD video: A 2.0 Mbps connection Note that Bria requires a continual internet connection.
Sound Card	Full-duplex, 16-bit or use USB headset
Web browser	Microsoft Internet Explorer® 6.0 or later.

Multimedia Device Requirements

Bria requires both speakers and a microphone to make calls. Any of the following configurations are acceptable:

- External speakers and microphone
- Built-in speakers and microphone
- Dual-jack multimedia headset
- Bluetooth® multimedia headset
- USB multimedia headset
- USB phone.

HID-compliant devices can be configured to work with Bria.

Video Cameras

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.

2.2 Installing Bria

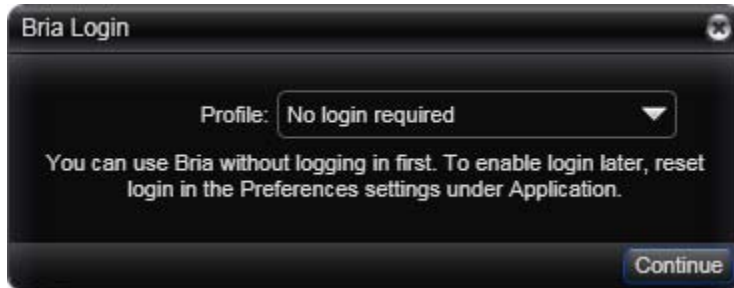
Run the Bria installer and follow the prompts in the install wizard.

If you want to configure Bria immediately, then at the final step of the wizard, select **Launch Bria**.

2.3 Starting Bria

First-time Startup

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. The Bria Login dialog appears with the Profile set to “No login required”.



Leave the profile as “No login required” and click continue. The softphone GUI appears. (Login is used only in enterprise deployments in which a system administrator has set up a provisioning server to automatically configure Bria for you.)

Subsequent Startups

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

(If you started up the first time with “No login required” but in fact you do need to log in, go to the menu and choose Softphone > Preferences and enable login. See page 64.)

2.4 Configuring Bria

Setting up Accounts

After obtaining SIP, SIMPLE, and (if applicable) XMPP account information from your VoIP service provider, you can set up Bria accounts.

1. From the Bria menu, choose Softphone > Account Settings. The SIP Account window appears.

Set up the SIP Account

2. In the Account tab, complete the User Details area with the information obtained from your VoIP service provider.
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 “Configuring Bria” on page 49.

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

Set up the XMPP Account

5. If you are setting up an XMPP account, choose Softphone > Account Settings again. This time the Account Settings window appears, showing the SIP account you have already set up.
6. Click Add > New XMPP Account. The XMPP Account window appears.
7. Complete the window with the information obtained from the XMPP service provider. For more information, see “Configuring Bria” on page 49
8. When done with XMPP account, click OK.

Enable the Accounts

9. On the Account Settings window, click Apply to register the newly added account. Click OK when the Status column is “Ready”.

SIP Account

Account Voicemail Topology Presence Storage Transport Advanced

Account name: Account 1

Protocol: SIP

Allow this account for

Call

IM / Presence

User Details

User ID: jsantos

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: #1\!a.T;match=1,prestrip=2;

OK Cancel

XMPP Account

Account

Account name: Account 2

Protocol: XMPP

User Details

User ID:

Domain:

Password:

Display Name:

Advanced

Port selection: Auto detected

Connect port: 0

Outbound proxy:

Resource:

Priority:

OK Cancel

Account Settings

Add > Edit... Remove...

Enabled	Account Name	Status	Protocol	User ID	Call	IM
<input checked="" type="checkbox"/>	Account 1	Ready	SIP	jsantos	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Apply OK

Setting up for Voicemail

Your VoIP service provider may offer voicemail. If it does, then you can set up some voicemail features in Bria. See page 55.

Setting up a Contact List

Typically, you will want to create contacts in order to easily make phone calls, send IMs and transfer files.

Selecting the Contact Storage Method

1. From the Bria menu, choose Softphone > Preferences. Display the Contact Storage panel./
2. Select the contact storage method: typically “local” or “Outlook Personal Contacts” (to use your Microsoft® Outlook® address book directly from Bria). See page 34.

Populating the Contact List

You can set up contacts in several ways:

- If you are using Outlook Personal Storage, your Bria contact list will automatically be populated with these contacts.
- If you are using local storage, you can import a contact list from a file or from another application. See page 34.

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 19.
- You can add addresses to the Contact list one by one. See page 36 (if using local storage) or page 38 (if using Outlook contacts).

For general information on contacts, see page 33.

Setting up for Presence

Presence allows your contacts to see your online status and also allows you to see their online status.

You can set up for presence if your VoIP service provider supports it; check if it is supported and if so, whether it is supported over SIP (using SIP SIMPLE) or XMPP.

Presence is handled over one of your accounts. If you only have a SIP account, you can share presence information over that account. If you have a SIP account and an XMPP account, you can share presence information over the XMPP account, not the SIP account.

Using the SIP Account

1. From the Bria menu, choose Softphone > Account Settings. Select the SIP account and click Edit.
2. On the Account panel, make sure to check Allow this account for IM/Presence.
3. On the Presence panel, set up the presence mode. Typically, the mode will be peer-to-peer (the default).

Using the XMPP Account

1. Make sure the XMPP account is enabled (Softphone > Account Settings).

Verifying your Setup

View the contact list: some or all your contacts should have a presence icon besides their name. 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.)

If none of your contacts show an icon and you expect at least one of them to show it, follow the steps in this table:

Contact Storage Method	Presence Account	A contact is “presence ready” if	If the contact is “presence ready” and the presence icon still does not show
Local	SIP	The contact has an address in the Softphone field. Verify this on the Contact Profile; see page 36.	Display the Contact Profile for the contact and make sure the “See this person’s online presence” field is checked.
Local	XMPP	The contact has an address in the Jabber field. Verify this on the Contact Profile; see page 36.	If you initially populated the contact list by importing a file, the easiest solution is to redo the import and check the correct presence option. See page 34.
Outlook	SIP	The Outlook contact has an address in the “softphone mapping” field. The “softphone mapping” field is identified in Preferences > Contact Storage in “Field to use for Softphone address”. See page 38. Bria recognizes the “softphone mapping” field as containing data that can be used for a phone call and for IM and presence.	<ul style="list-style-type: none"> On the Bria contact list, select the affected contacts, right-click, and choose Subscribe to presence. (If this menu item does not appear then none of the selected contacts have a value in the “softphone mapping” field (in Outlook) and therefore cannot be subscribed to.) If you specified the wrong “softphone mapping” field on the Preferences > Contact Storage panel, you can change it.
Outlook	XMPP	The Outlook contact has an address in the IM field. See page 38.	On the Bria contact list, select the affected contacts, right-click, and choose Subscribe to presence.

2.5 Troubleshooting

Bria includes these tools for helping you troubleshoot problems:

- You can verify that your microphone, speakers and camera are working and can set the volume to a comfortable level without having to actually place a phone call.
- You can verify that you are successfully connected to the network.
- 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).
- As a final option, you can create logs of your activity and send them to customer support.

See page 83.

2.6 Checking for Bria Updates

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, click Softphone > Exit or press Ctrl-Q.



3.2 The Onscreen Softphone



The Bria Menu

Bria. •Accounts. These settings control how Bria interacts with your VoIP service provider, and are set individually for each account. See “Configuring Accounts” on page 49.

- Preferences. These settings control the way that you work with Bria and apply to all accounts. See “Configuring Preferences” on page 64.
- Exit. To shut down Bria. You can also exit by pressing Ctrl+Q.

View. Changes how Bria looks.

Contacts. Lets you work with contacts.

Actions. Lists the actions that you can perform, depending on the current “state” of Bria. For example, if a contact is selected, it lists all the actions that can be performed on that contact.

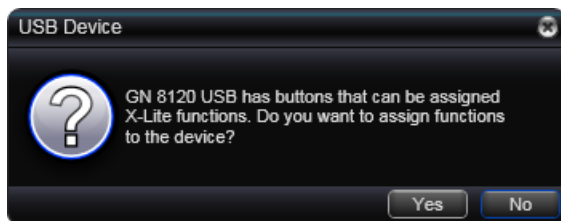
Help. Provides access to various service-related features.

USB Device Alert

If your headset is a “HID-compliant device”, the USB Device alert may appear the first time you start Bria. You can assign functions to the headset. For example, you can set the green button so that it answers an incoming call.

If you click Yes, the USB Device Button Setup window appears; see page 69.

If you click No, you can still access this window from the Softphone > Preferences > Devices panel (page 67).



3.3 Placing a Call

You can contact someone using a traditional phone number (if supported by your VoIP service provider) or a softphone address (for example, kperera@domainA.com).

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.

A call panel opens showing the call attempt, then the call established. For information on working with the call, see “Handling an Established Call” on page 19.

Option	From the...	Description
Keying	Dialpad or computer keyboard	<ol style="list-style-type: none"> 1. Enter the number or address in the call entry field using the dialpad or the computer keyboard. To turn letters to numbers, see page 15 If entering a softphone address, you can enter the entire address (kperera@domainA.com) or just the name (kperera). As you type, a suggestion for completing the entry may appear. Choose the suggestion or keep typing. 2. Click the Call button or press Enter.
Drag-and-drop contact or previous call	Contacts or History tab	Drag an entry from the Contacts or History tab. (If the tab contains lots of contacts, first search or filter the list.)
Right-click a contact or previous call	Contacts or History tab	Right-click an entry from the Contacts or History tab and choose Call. (If the tab contains lots of entries, first search or filter the list.)
Double-click a contact	Contacts tab	Contacts have a “double-click” action that either makes an audio phone call or starts an IM. Each contact can be configured separately for this action. See the table on page 43.
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 Show/Hide dialpad button. 2. Click the numbers on the dialpad to enter the phone number. 3. Click the Call button or press Enter.
From an instant message	IM window	Click the menu at the top of the IM 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:

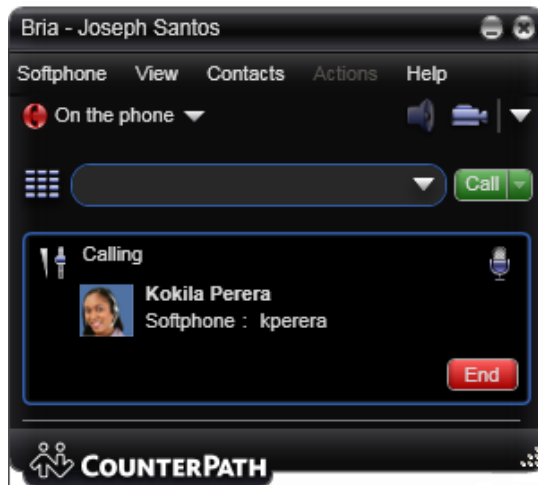
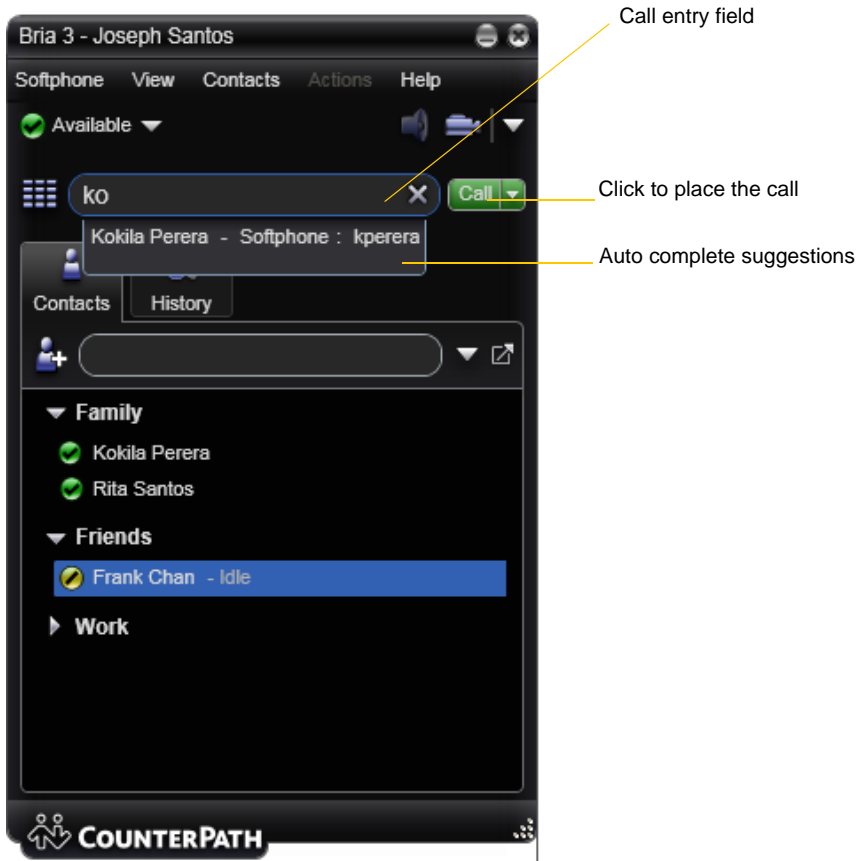
- Before the first DTMF number, include at least one capital P.
- You can include other Ps. Each P causes Bria to wait one second before sending the next character.
- At the end of the input, you must include a ; character.

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

```
604551212PPP44;
```

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

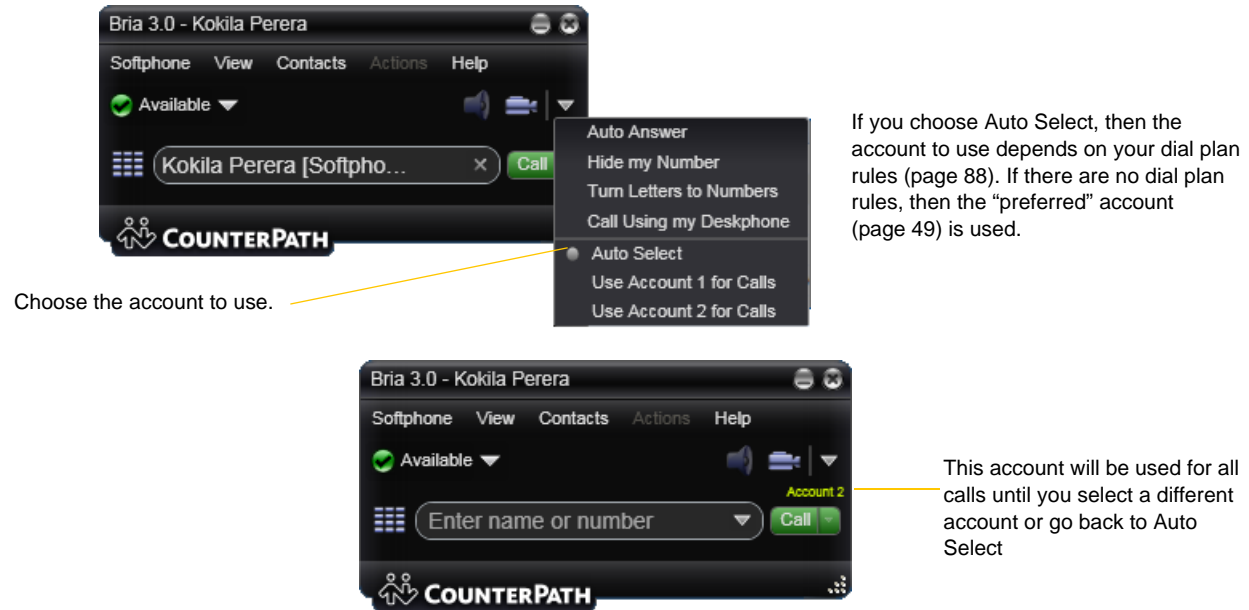
```
604551212PPPPPP1PP3PP2;
```



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 Use For fields on the Accounts tab (page 53).

Letters to Numbers

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

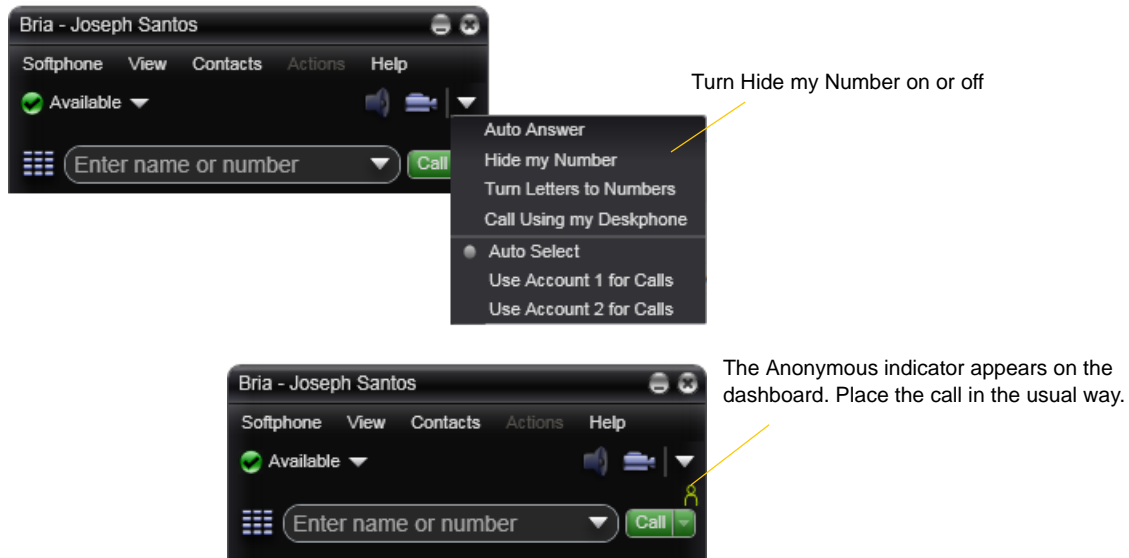


When you click Call, the call panel will open and the call will be placed. The call panel will show the phone number all in numbers.

Hiding your Identity

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.

Hide my Number is automatically turned off when you shut down.

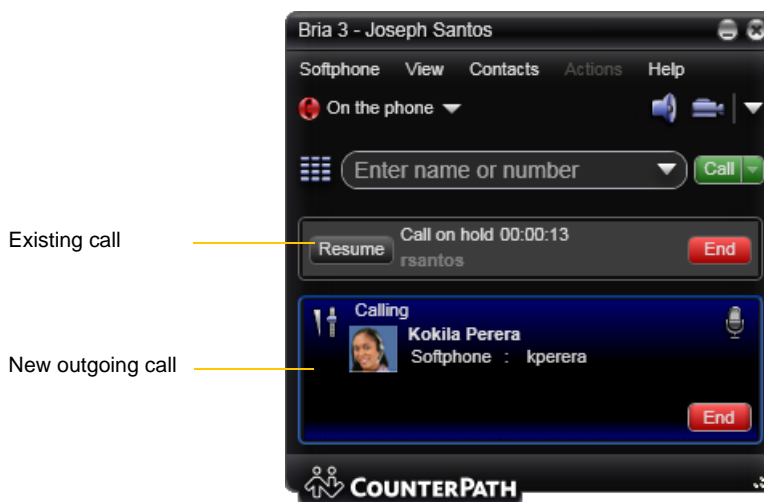


Placing another Call

To place a new call (without hanging up on the current call), simply place the call in the normal way. A second call panel opens below the current call. The first call is automatically put on hold.

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

There is no limit to the number of calls you can make, although eventually the quality of audio and video will degrade because of limitations on the computer. We recommend no more than six concurrent calls.



3.4 Handling Incoming Calls

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

As soon as an incoming call is received, a call panel appears, showing information about the call.

In addition, the Call Alert box appears, even if Bria is minimized. For information on setting call alert preferences, see page 65.



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

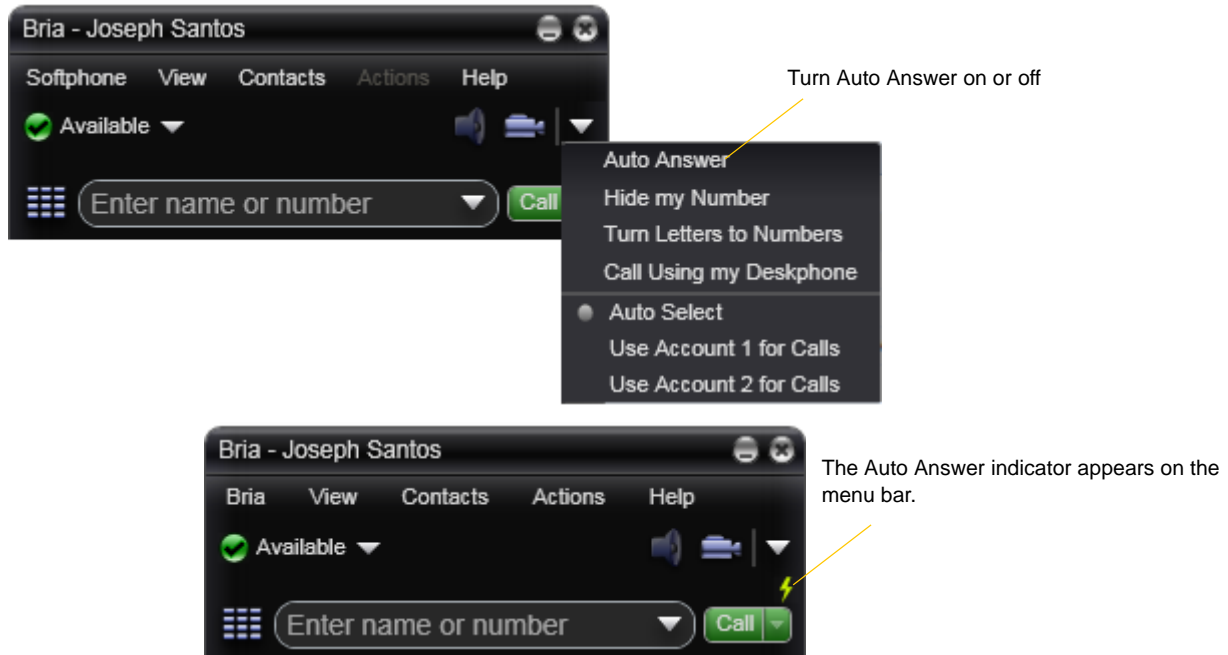
Click to answer without video; if you want (and if you have a camera), you will be able to add video later.

Action	From the...	Description
Answer	Call panel or Call Alert box	Click Answer. If you are on another call, that first call is automatically put on hold. You are now talking to the new caller.
	Call panel	Click Forward; a call entry field appears. Enter the name or number to forward to and click Forward Now.
Decline	Call panel or Call Alert box	Click Decline. There will be a busy signal. The call may be directed to voicemail (if you have this service).
Video	Call panel or Call Alert box	The caller wants to include video. Click to answer a video call and start sending your video immediately
Audio	Call panel or Call Alert box	The caller wants to include video. Click to answer without video; if you want (and if you have a camera), you will be able to add video later.

Auto Answer

You can set Bria to automatically answer all incoming calls.

To turn auto answer off and on, in the Call panel click Options > Auto Answer. The AA icon appears in the menu bar.



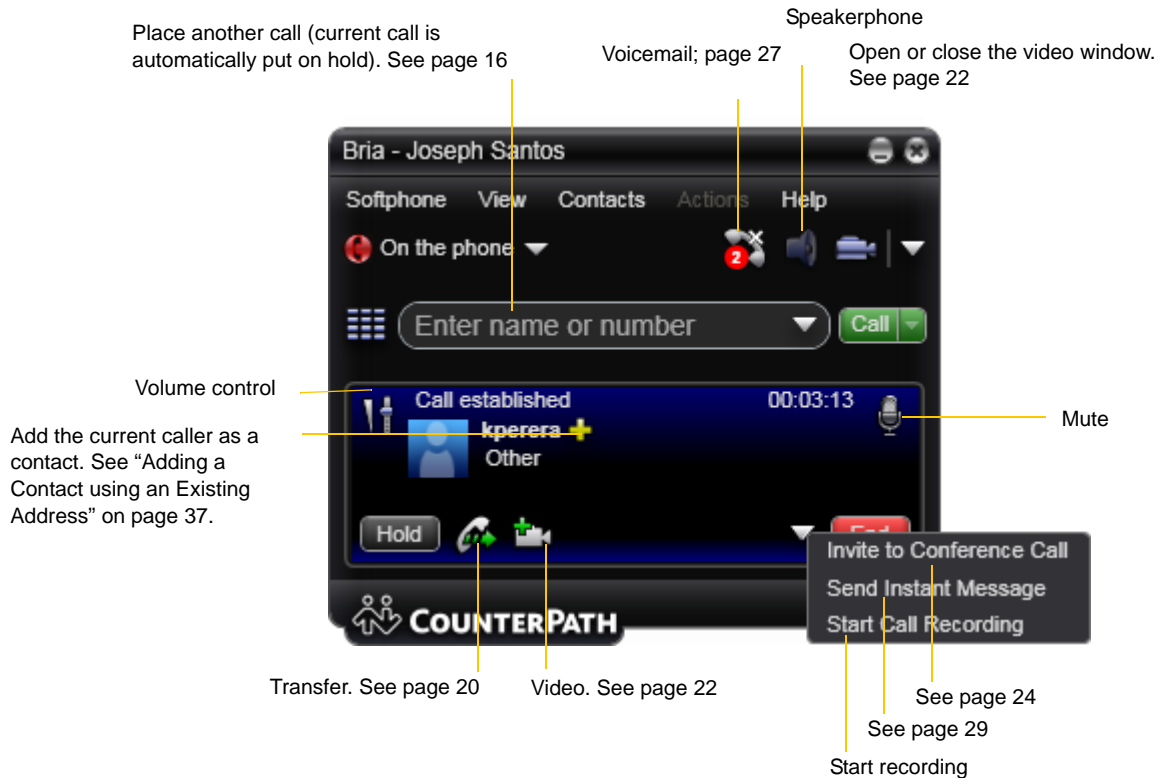
Auto answer is initially configured to auto-answer after one ring, and to send only your audio when the call is established. To change this configuration choose Softphone > Preferences > Call Automation.

Auto answer is automatically turned off when you shut down.

3.5 Handling an Established Call

While the call is in progress you can:

- Control the audio: use the speakerphone, mute the call, control volume.
- Record the call.
- Put the call on hold.
- Add the caller as a contact.
- Transfer the call. See the next page.
- Add video. Pause and resume video when video is already present. See “Handling Video Calls” on page 22



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

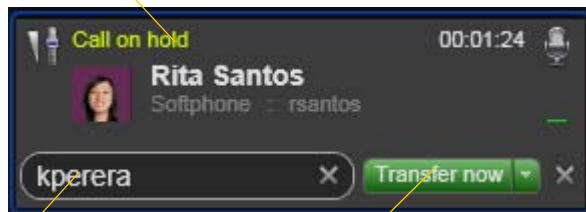
You can transfer a call to any number without first speaking to the other person. The call will be handled in one of these ways:

- If you hang up immediately and the other person does not answer, the person you are transferring will have to hang up.
- If you do not hang up immediately and the other person does not answer, the call will come back to you

Click the Transfer button



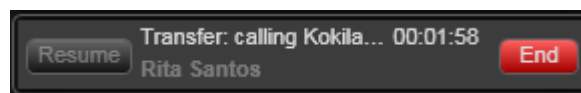
The call is put on hold and a call entry field appears.



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

Then click Transfer Now.

The call may end immediately.



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



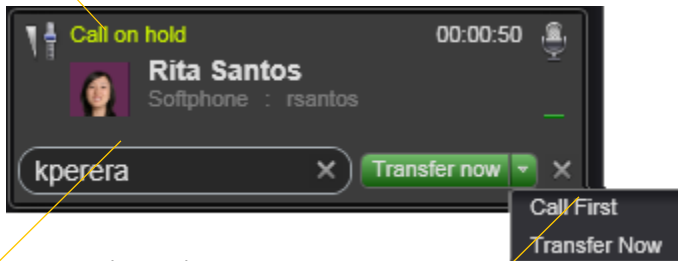
Attended Transfer – Call then Transfer

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

Click the Transfer button



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



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

Then click the down arrow and choose Call first

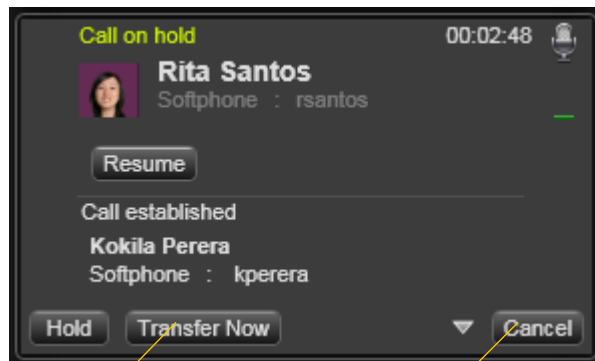
You can cancel the transfer request and return to the first call

Bria phones the new person



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

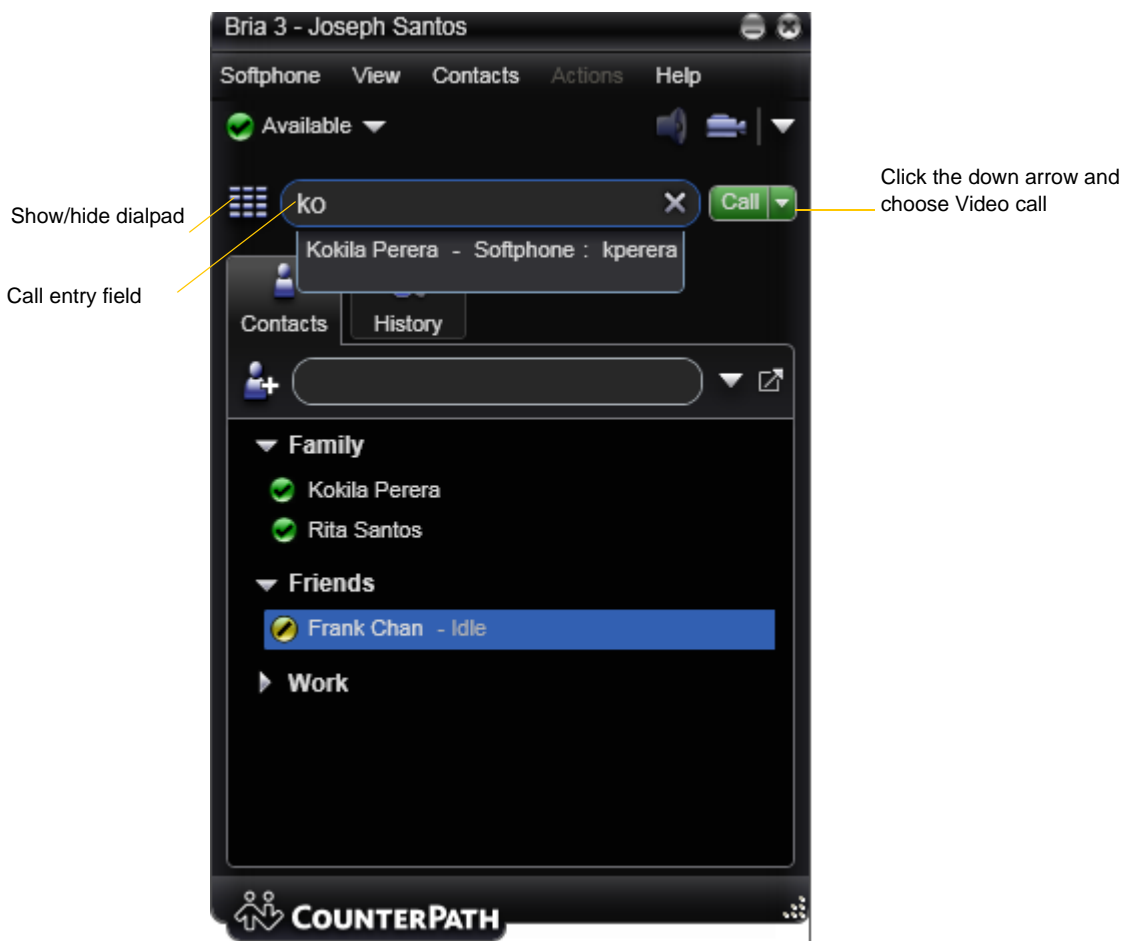
When the other person answers, the Transfer Now button is enabled



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


You can start a call with video. See the table.

How	From the...	Description
Keying	Dialpad or computer keyboard	<ol style="list-style-type: none"> 1. Enter the number or address in the call entry field using the dialpad or the computer keyboard. To turn letters to numbers, see page 15. If entering a softphone address, you can enter the entire address (kperera@domainA.com) or just the name (kperera). As you type, a suggestion for completing the entry may appear. Choose the suggestion or keep typing. 2. Click the arrow beside the Call button and choose Video call.
Right-click a contact or previous call	Contacts or History tab	<p>Right-click an entry from the Contacts or History tab and choose Video Call. (If the tab contains lots of entries, first search or filter the list.)</p>

Adding Video

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

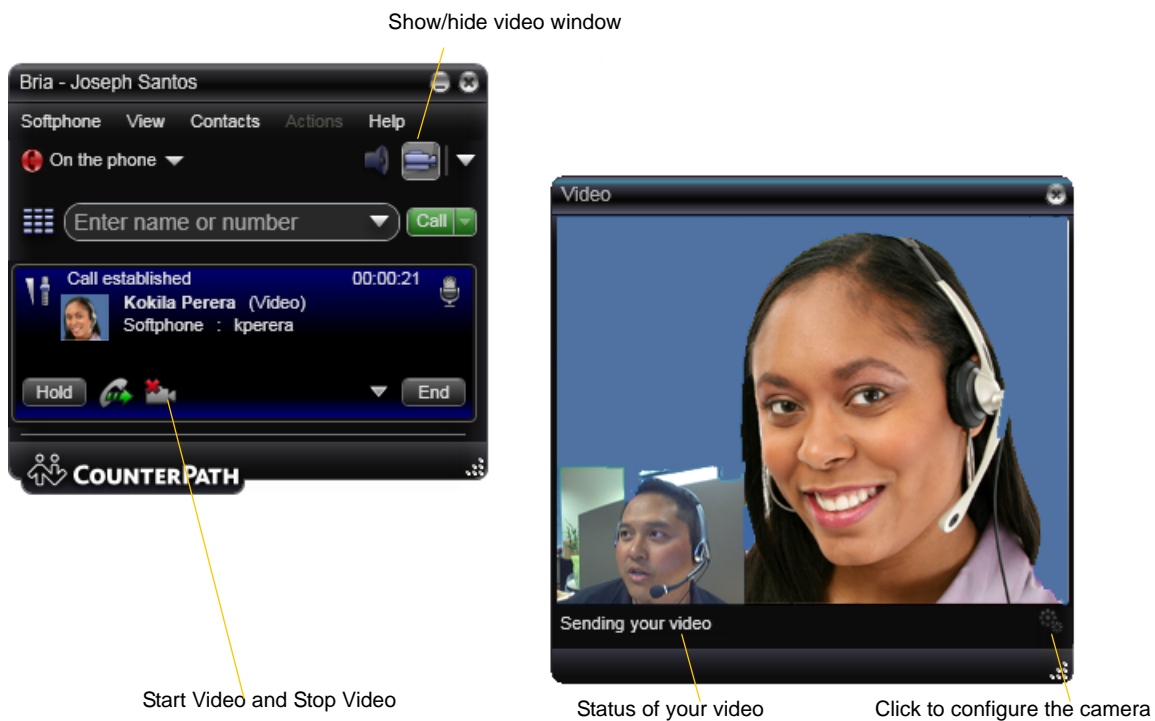
Other Party Adds Video

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.

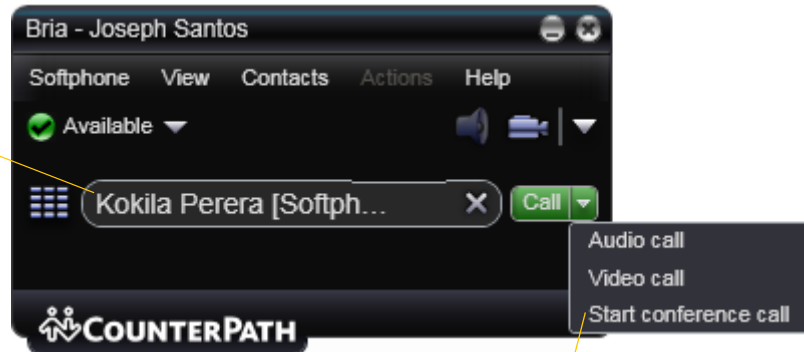


3.8 Conference Calls

Starting a Conference Call

From the Dashboard

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



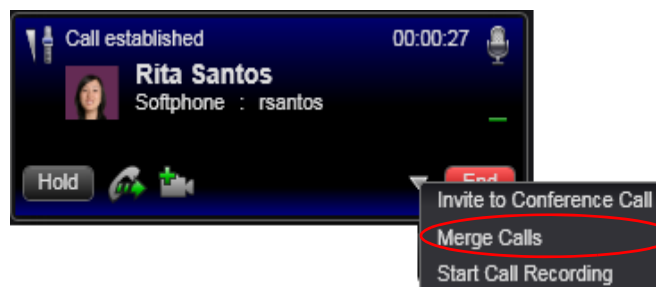
Then choose Start conference call

From an Existing Call

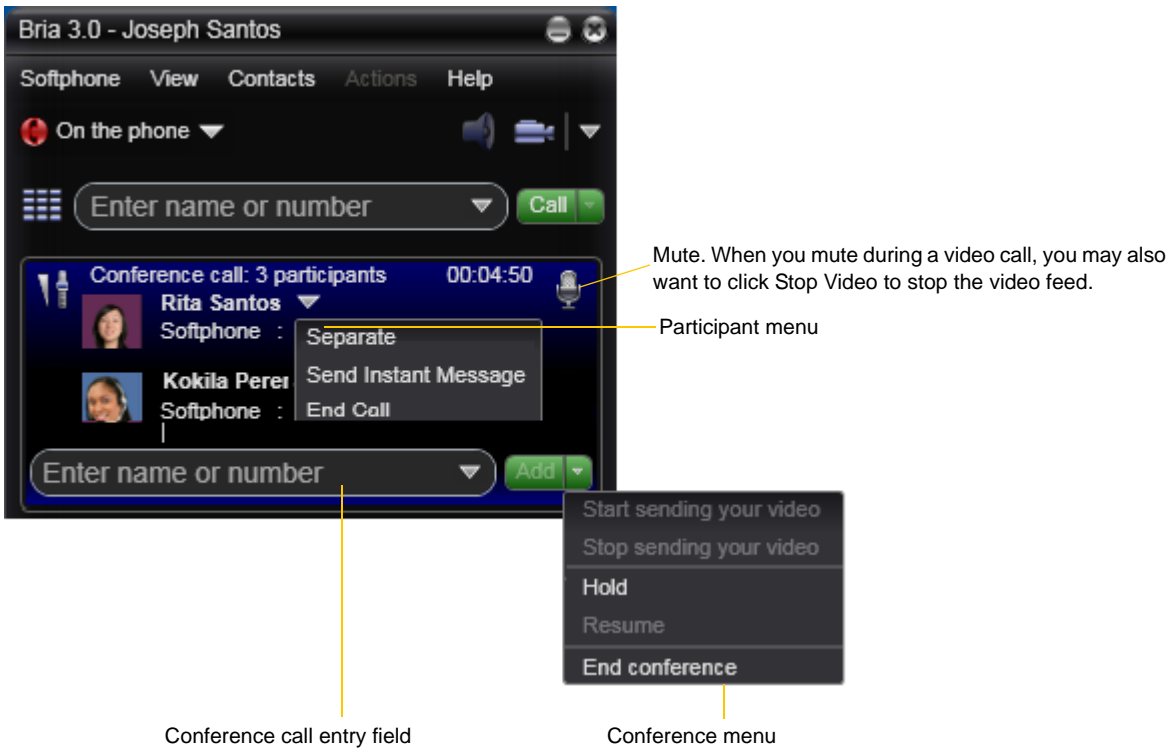
From One Established Call



From Two Established Call



Managing the Conference



Adding More Participants

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

- Right-click on a contact or history item and choose Add to Conference Call.
- In the conference call panel, enter a name in the call entry field 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.

Send 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.

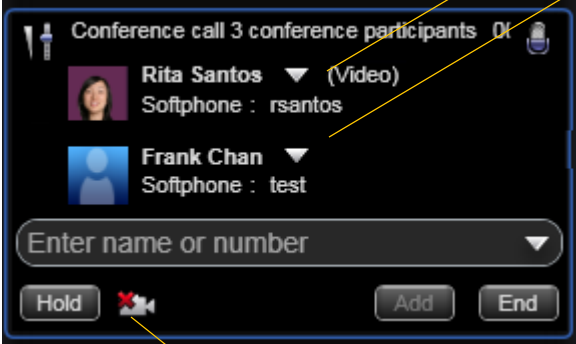
If you need to speak to one participant separately, put the conference on hold, separate the one participant from the conference, take that person off hold. When done, merge the participant back into the call.

Video Conference Calls

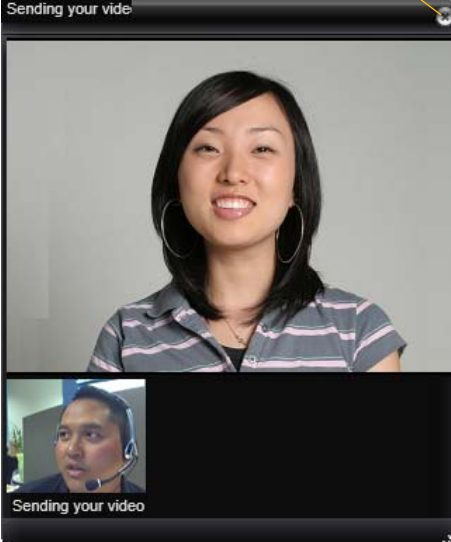
This person already has video.

This person does not have video. To remedy this situation, stop video and start it again. Video will be sent to all the current participants.

Closing the video window stops sending video.



Start and stop video



Including Video in a Conference

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

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

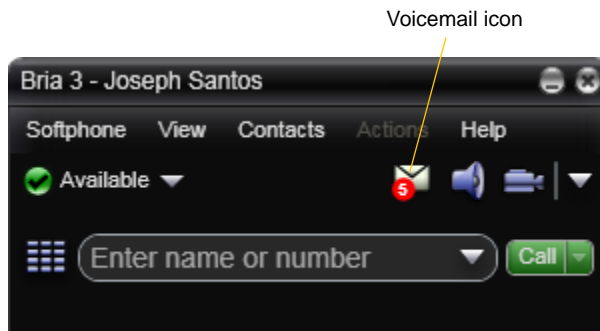
How Video Is Shared

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

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

3.9 Voicemail

If your service includes voicemail and you have set up voicemail options (page 55), then when you have voicemail messages, the voicemail icon appears at the top of the phone (the icon may include a number). You can click the icon to automatically connect to voicemail and listen to your messages.



3.10 Forwarding Calls

Forwarding Calls

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

To enable forwarding through Bria, click **Softphone > Account Settings**. Choose an account and click **Edit**, then click the **Voicemail** tab. For complete details, see page 55.

3.11 Workgroups

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

3.12 Working in Deskphone Mode

Typically, deskphone mode is used only in enterprises.



4 Other Bria Features

4.1 Instant Messaging

Sending an IM

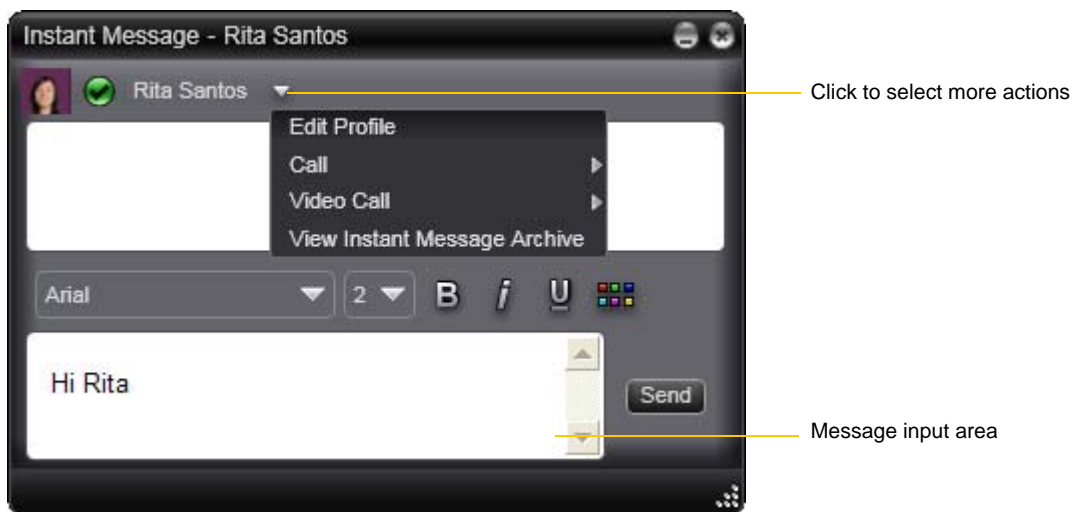
1. You can send an IM to a contact who has a softphone address.

From the Contacts tab	Right-click on the contact and choose Send Instant Message. The contact must have a softphone address.
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.

2. Type the message. Include emoticons and formatting, as desired.

To insert a return in the message, press Enter. (You can control the behavior of Enter and of Ctrl+Enter on the Softphone > Preferences > Application panel.)

3. Click Send.



Receiving an IM

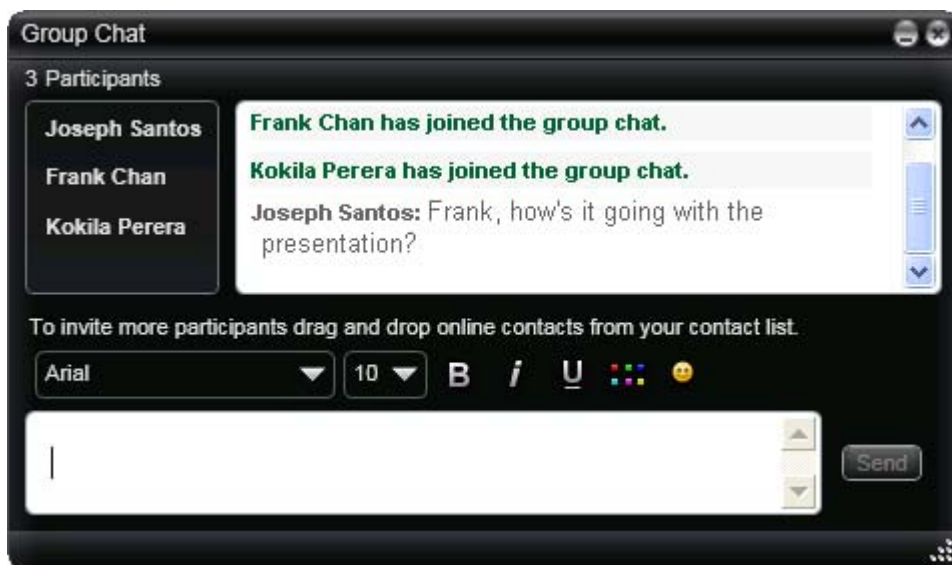
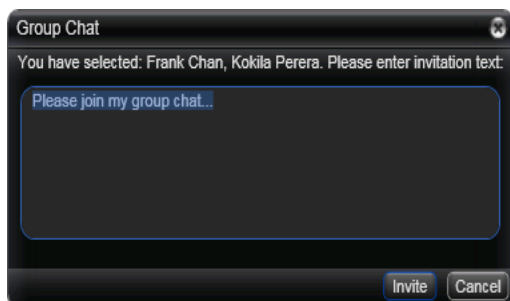
When an IM is received, either the IM window or a Call Alert pops up. (To control which window appears, choose Softphone > Preferences > Application.)

Conference IM – Group Chat

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. You can also invite more participants during a group chat session.

1. In the Address Book on 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.



Inviting More Participants

To invite more participants to a group chat, select online contacts from your Contact List and drag them to the Group Chat window. Any participant in the group chat can invite more participants.

Leaving a Group Chat

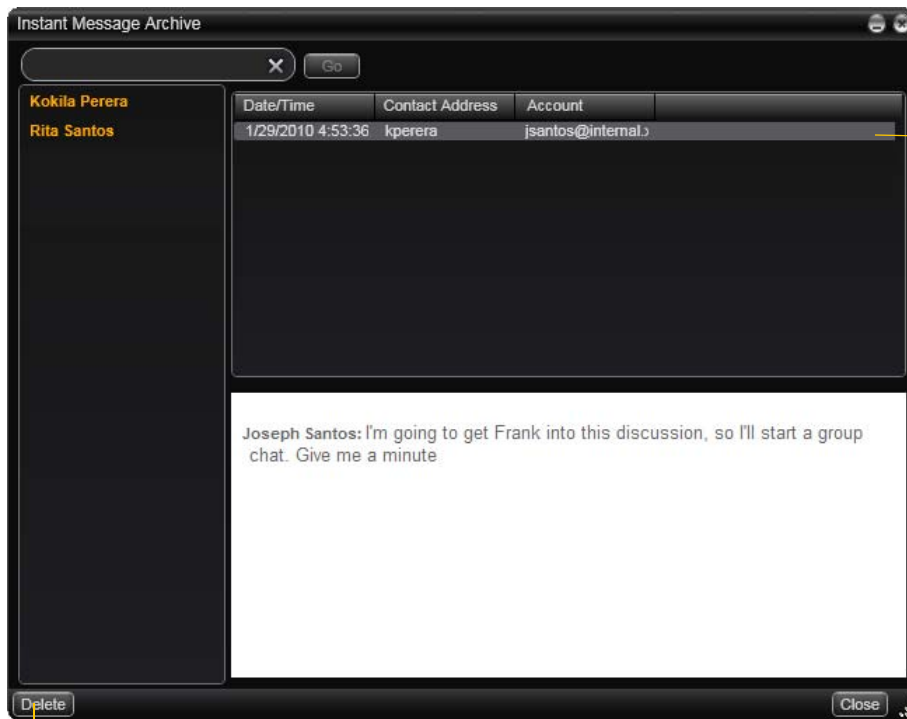
To leave group chat, close the group chat window.

If you have started the group chat and you leave the session, the session continues with the remaining participants.

Viewing the IM Archive

You can view your recent IM activity for any contact or group chat session.

On the menu, choose View > Instant Message Archive. In the Archive window, select a contact from the list.



Right-click to delete the selected conversation

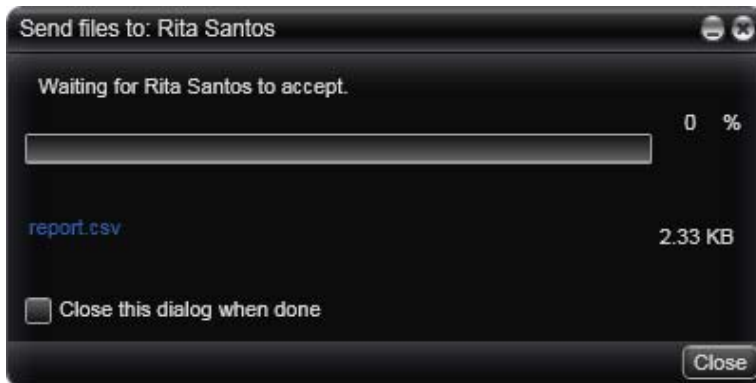
Delete all the conversations for the selected contact

4.2 Sending and Receiving Files

Sending Files

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

1. 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. The Send Files dialog appears with a “waiting” message. If you want, you can cancel the send before the other person retrieves the file.
 - Drag a file from a folder to the IM window.

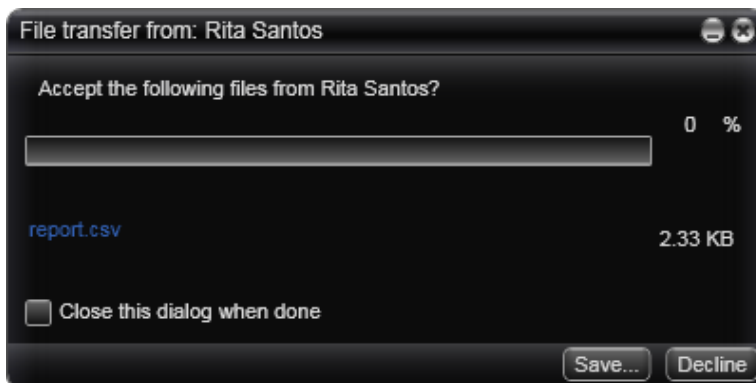


To cancel the file transfer before the other person retrieves the files, click Cancel.

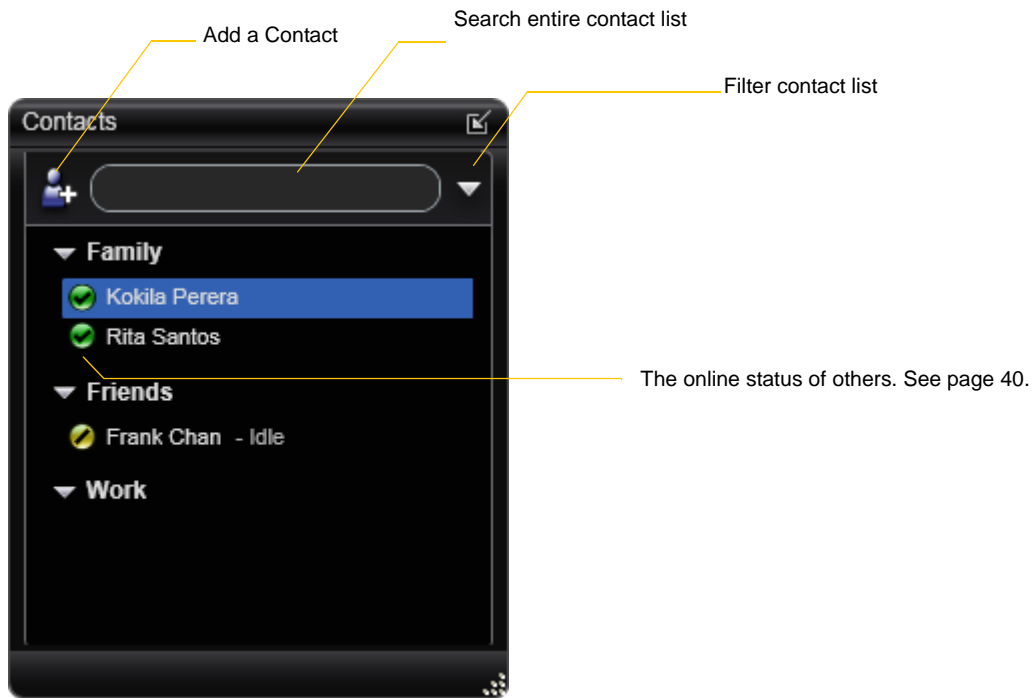
Receiving Files

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 > Advanced (page 82).



5 The Contacts Tab



The Contacts tab displays your contacts and lets you specify multiple contact methods for them, including:

- Softphone address
- Home phone number, business phone number, mobile phone number

Contacts are typically organized into groups. Bria includes built-in groups: “Family”, “Friends” and “Work”. You can add more groups, as desired.

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.

Synchronizing with Microsoft Outlook

You can populate the Bria contact list by synchronizing with your Microsoft® Outlook® contacts. In this case, you are actually using your Outlook contacts from within Bria. When you start Bria, contacts are fetched from Outlook. When you add or modify a contact in Bria, the contact is actually saved in the Outlook personal address book.

To synchronize with Outlook, set your contact list storage method to Microsoft Outlook. See page 79.

If you started using Bria with contact storage set to Local and then want to switch to Outlook, you can export the contacts currently stored locally in Bria and then import them into Outlook. Then when you switch to Outlook, these contacts will reappear along with all the other contacts from Outlook. See below for information on import and export.

Importing Contacts

You can populate the Bria contact list by importing from an external file or files. The new contacts will be added to the existing contacts.

If you are using Microsoft Outlook to store contacts, you cannot import or export; these menu items are disabled.

You can import a contact list from:

- 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.
 - A vCard file (*.vcf file). A vCard is an electronic business card that is often attached to an e-mail.
 - A Microsoft Outlook or Microsoft® Exchange contact list (a *.pst file).
1. From the main menu, click the Contacts menu and choose 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.

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:
 - uri. 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).
 - jid: 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, entry_id, given_name, surname
 - business number

- `pres_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) or an XMPP address.
 - If you want to share presence with all your contacts (or 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 95.

3. Save the file as *.csv.

Exporting Contacts

You can export a contact list to a comma-separated file, a pst file or a vcf file.

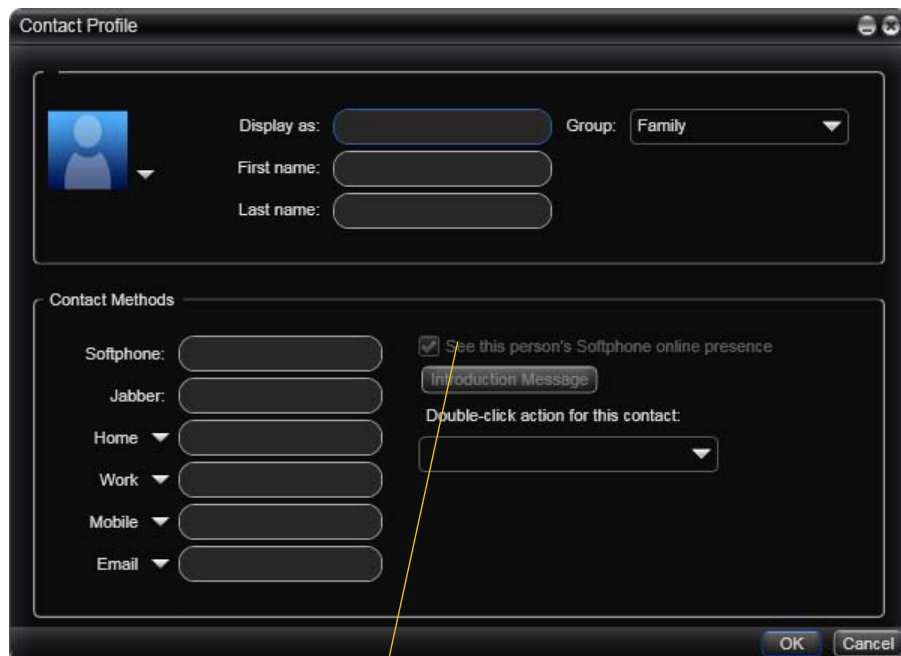
1. From the main menu, click the Contacts menu and choose Export Contacts. The Export Contacts wizard starts.
2. When you click Next, the export starts. The result is:
 - For an Outlook export, the existing .pst file is updated to include the entries from the Bria contact list. If Outlook is open, the entries immediately appear in the contact list.
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 Managing Contacts and Groups

The following information does not apply if you are using your Microsoft® Outlook® address book from within Bria. Instead, read “Managing Contacts when Using Outlook” on page 38.

Adding a Contact

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



On a new contact, this checkbox and the Introduction Message button become enabled once you enter a softphone address. On an existing contact, they become enabled if you enter another softphone address.

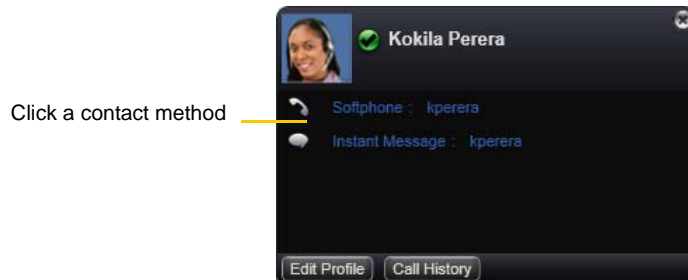
Field	Description
Display as First name Last name	Only the “Display as” name is required. This is the name that will appear in the call panel and the Call Alert when this person phones you.
Group	Click to show the list of groups and check each group to add this contact to.
Contact Methods	You must enter at least one contact method. Enter as many contact methods as you want. Softphone entries, Jabber entries and e-mail entries must have the format <name>@<domain>.
See this person’s Softphone online presence	This box becomes enabled only if you have entered a softphone or Jabber address. If you check this box, you will share your online status with this person; see page 40.
Introduction Message	This button becomes enabled only if you have entered a softphone or Jabber address. If you choose to see this person’s online status, you can enter a short message.
Double-click action	Choose the desired method. This method will be used when you double-click this contact. For example, if you choose “IM:kperera@domainA.com”, then double-clicking this contact will open an IM window using this address (rather than any of the other addresses that exist for this contact).

Sharing Online Status

Online status information is handled by the account specified in the Accounts Settings window. To see which account is currently being used for online status information, choose Softphone > Account Settings; see page 49.

Contact Flyout

Click a contact to show the Contact flyout. This flyout shows all the contact methods set up for the contact. You can click a contact method to perform its action.



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 “Sharing Online Status” on page 42.

Modifying the Contact List

Changing Contact Information

To change the information for a contact, right-click the contact and choose Edit Profile. The Contact Profile dialog appears (page 36).

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.

Adding, Deleting or Renaming Groups

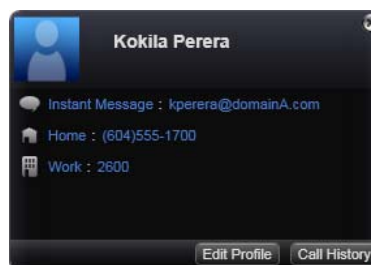
Select any group, right-click, and choose the appropriate menu item. Contacts that have no group appear under “Ungrouped Contacts.” You can delete, but not rename, this group.

5.3 Managing Contacts when Using Outlook

The following information applies only if you have set up your Microsoft® Outlook® address book as your contact storage method and are therefore using this address book from within Bria.

Viewing a Contact

The flyout is a handy way to view the information you have for a contact without opening (editing) the Outlook contact dialog. Click once on the contact; the flyout appears.



Adding a Contact

Click , or right-click a group and choose Add Contact to Group. The Outlook Contact dialog appears. Complete the fields and save the information. The new contact will automatically appear in your Bria contact list.

One of the fields in this dialog is mapped to the Softphone field in Bria; Bria will assume that the phone number you put in this dialog can be used to place phone calls, send instant messages, and shared online status information.

To check which field is mapped, choose Softphone > Preferences > Storage. See page 79.

Sharing Online Status

To share online information with a newly added contact, select the contact and right-click and choose Subscribe to presence. Online status information is handled by the account specified in the Accounts Settings window. To see which account is currently being used for online status information, choose Softphone > Account Settings; see page 49.

Adding a Contact using an Existing Address

You can add a contact by capturing existing information:

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

The Outlook contact dialog appears. Complete the dialog as desired and press OK.

Modifying the Contact List

Changing Contact Information

To change the information, right-click the contact and choose Edit Profile. The Outlook contact dialog appears.

Deleting a Contact

Delete contacts from within Outlook.

Managing Groups

Bria uses the groups that are set up in Outlook. If no groups are set up, all contacts are added to a group called “Ungrouped Contacts”. You cannot rename or delete this group.

5.4 Using Contacts

Phone or IM the person

- Double-click the contact to start a phone call or IM to the person (depending on how double-clicking is configured in the contact's profile).
- Drag the contact to the call entry field to start a phone call.

Phone the person

Right-click and choose Call. If necessary, click the desired number.

Send an IM

Right-click and choose Send Instant Message. See page 29.

You can watch the contact's online status, if the contact has a softphone address

See the table on page 43 for the meaning of the online status icons.

See "Sharing Online Status" on page 40 for information on obtaining online status information.

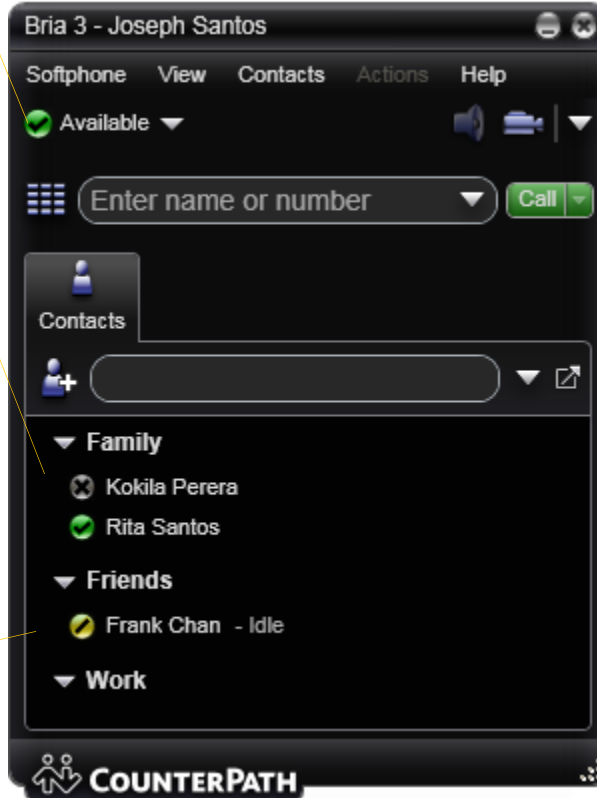
5.5 Sharing Online Status

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.

Online status of other people

Your online status

This person may be logged out



Sharing Online Status

Watching Others' Status

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

- If you create a contact by entering details in the Contact Profile, you can click the “See this person's online presence” field in order to share status information.
- If you are using Outlook as your contact storage, you can share status information by selecting one or more contacts and choosing Subscribe to presence.
- If you created a contact by importing a contact list, you can specify during the import whether you want to share presence information.

When you choose to shared 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.

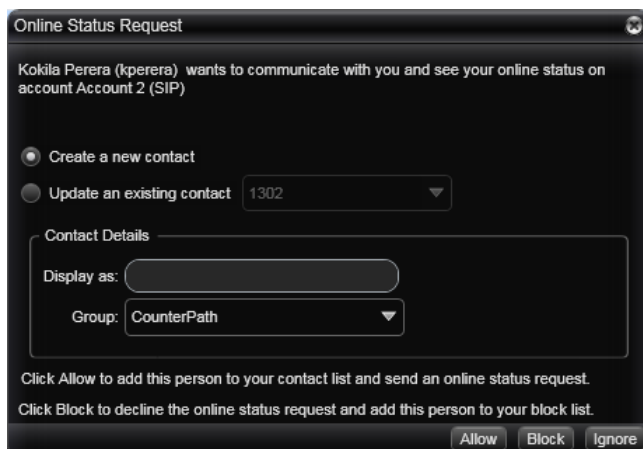
Troubleshooting: When You Cannot See the Online Status

If you have an XMPP account, online status information (presence) is always handled through that account. If you do not have an XMPP account, it is handled through one of the SIP accounts; see page 49.

If you do not have an XMPP account, you should not change the account used for presence: choose one account when you first set up your SIP accounts. If you switch accounts and then switch again, the presence subscription for some contacts will be lost and you will have to set up the subscription again for each contact individually (by checking the presence checkbox on the Contact Profile).

Receiving an Online Status Request

Someone who is not one of your contacts may add you as a contact on their end, and may include your SIP address or XMPP address. In this case, you receive an Online Status Request.



The request is handled in one of two ways:

- If you set up a privacy rule before this person has a chance to contact you, then you will never see this request. Bria will automatically reply to the request according to the rule. See page 66.
- If you do not yet have a privacy rule set up for this person or for their domain, this request appears to you as an Online Status Request. You must respond to the request:

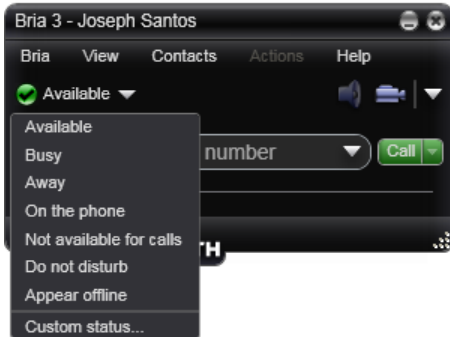
Option	Button	Comment	Result
Create a new contact	Allow	This option is selected for you if you do not currently have a contact with this SIP or XMPP address.	Allow the request and create a new contact using this address. Because you allow the request, you will no longer be bothered by requests from this person. In addition, this same request will automatically be sent from your Bria to the other person, so that you can see their online status.
Update an existing contact	Allow	This option is selected for you if you already have a contact with this SIP or XMPP address but you were not previously sharing your online status with this person.	Allow the request and add this address to an existing contact (if Bria has found an appropriate match). Because you allow the request, you will no longer be bothered by requests from this person. In addition, this same request will automatically be sent from your Bria to the other person, so that you can see their online status.
Either option	Block		Block the request. This person will not be able to contact you from this address.
Either option	Ignore		Ignore the request. The other person will not be able to see your online status. The other person will not be added to your privacy settings. The Online Status Request may appear again in this session or a future session.

(If you are using Outlook as your contact storage, clicking Allow opens the Outlook contact dialog; save and close the dialog to allow the person to see your online status.)

Setting your Online Status







Changing your Status

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



Setting up Status Indicators

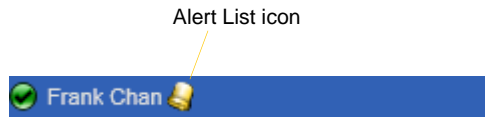
You can create a custom status indicator: click the down arrow beside the status indicator, and choose Custom Message.

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.
 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 else is not set up to share online status.
No icon	Not applicable	You are not watching the other person's status.

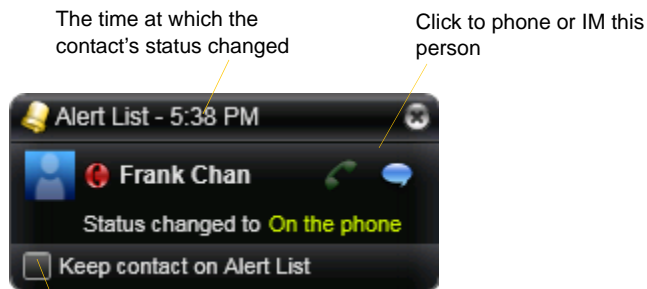
Adding Contacts to the Alert List (Buddy Pounces)

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.

5.6 Privacy

You can control how contacts and other people can contact you by phone or IM, and you can control whether your contacts can see your presence information (whether you are online, on the phone, and so on).

You can set up controls in advance or “on the fly” (as phone calls and presence requests come in).

Setting up Controls in Advance

To set up controls in advance, see page 66.

Setting up Controls “on the Fly”

Via the Online Status Request

Another party can send you a presence request, to request that they be able to see your presence, as described on page 41.

Your response has the following effect on privacy:

- If you add the person as a contact, then the ability of that person to phone or IM you is controlled by your privacy settings.
- If you allow the person without adding them as a contact, then the ability of that person to phone or IM you is controlled by your privacy settings.
- If you block the person, then that person is added to your Blocked List (Softphone > Preferences > Privacy). The person will not be able to phone or IM you, and will not see your availability information. You can change this blocking by removing the person from the Blocked List, in which case they will then be controlled by your privacy settings.

For information on privacy settings and the Blocked List, see page 66.

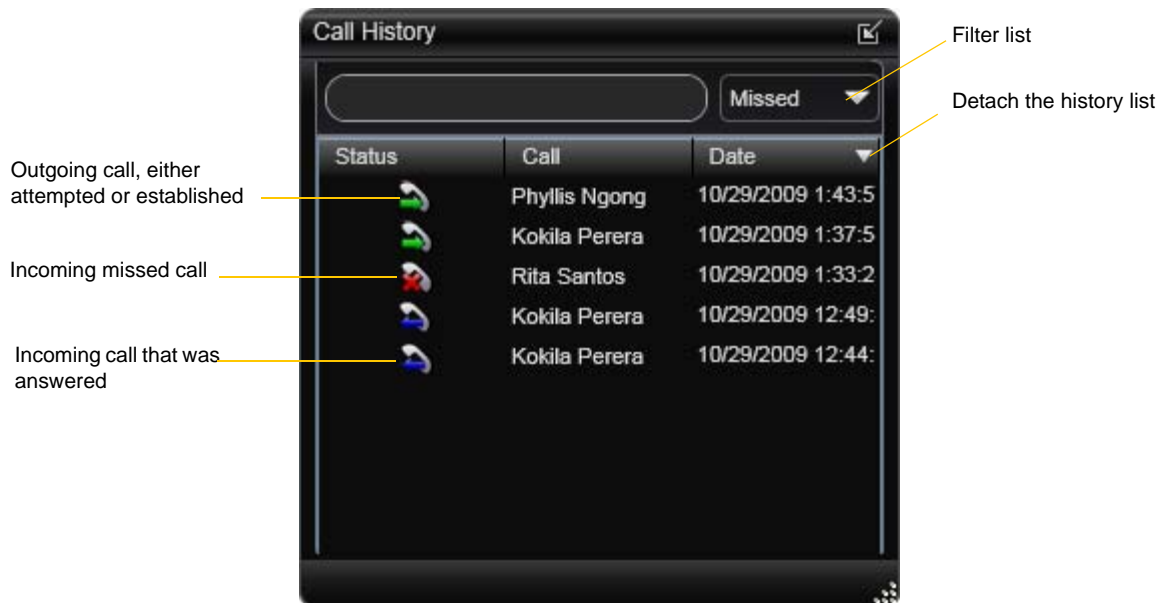
From the Contact List or History List

Right-click on the name and choose **Block this Person**. The person will be added to your Blocked List (page 66). The person will not be able to phone or IM you, and will not see your availability information.

To later unblock this person, right-click on the name and choose **Unblock this Person**.

6 Using Other Resources

6.1 History Tab



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.
- Block this person to control whether they can send you phone calls or instant messages, or see your online availability.
- Edit the profile if the entry is a contact.
- Add as contact. The Add a Contact dialog appears. For more information on this dialog, see “Adding a Contact using an Existing Address” on page 37.

Phoning from History

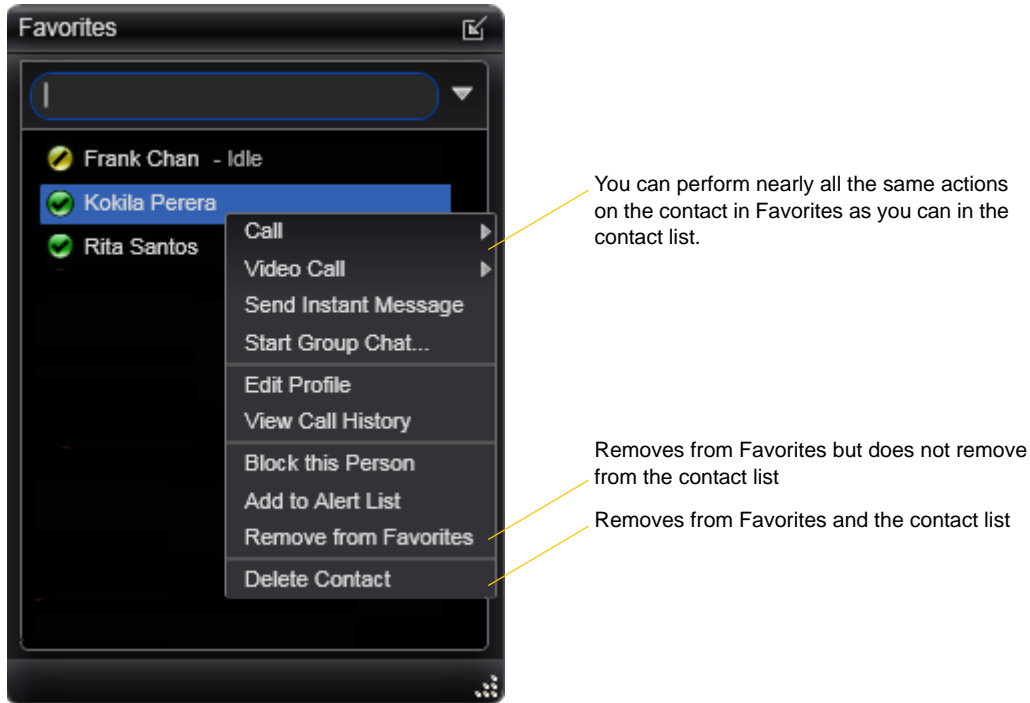
You can:

- Right-click on an entry to place a call to this person, using the contact method that was used for this call.
- You can 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 24.

6.2 Favorites Tab

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

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



7 Configuring Bria

You can configure Bria in several ways:

- Configure global behavior. See “Configuring Preferences” on page 64.
- Configure the behavior on a per-account basis. See “Configuring Accounts” on page 49.

7.1 Configuring Accounts

Accounts Settings Window

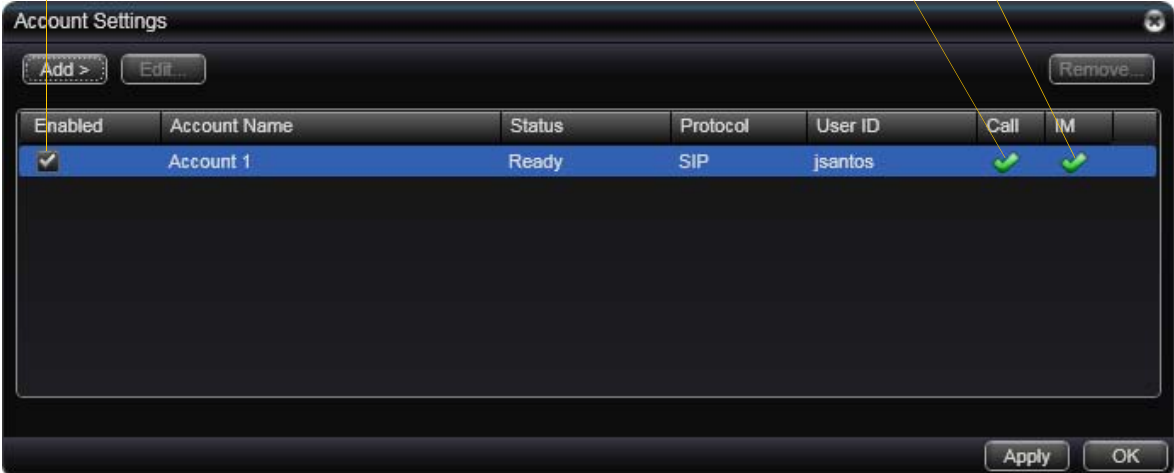
To work with accounts, choose Softphone > Account Settings from the menu. The Account Settings window appears, showing all the accounts set up.

Accounts List with One Account

Make sure the account is enabled

Indicates the account is being used for phone calls

Whether this account is used for IM and presence



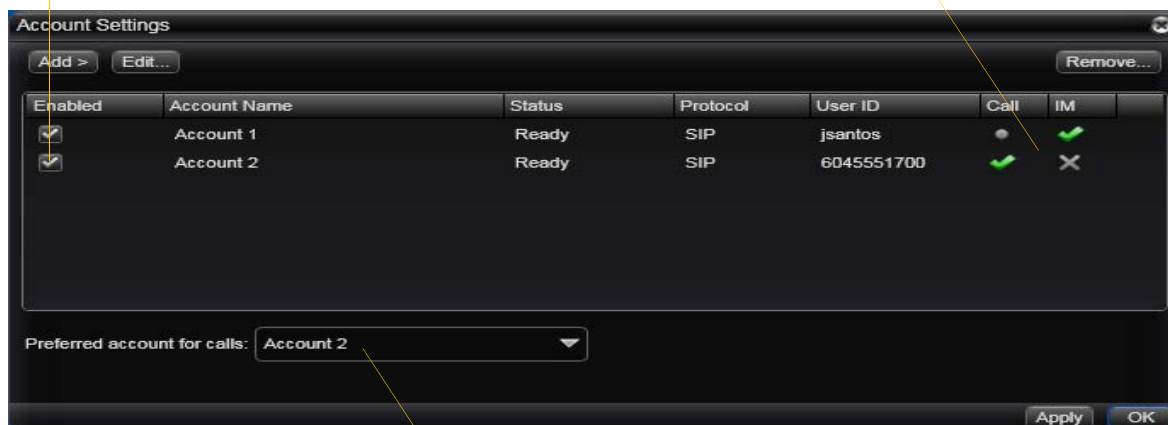
The screenshot shows the 'Account Settings' window with a table containing one account. The table has columns for 'Enabled', 'Account Name', 'Status', 'Protocol', 'User ID', 'Call', and 'IM'. The 'Enabled' column has a checked checkbox. The 'Call' and 'IM' columns have green checkmarks. The 'Account Name' is 'Account 1', 'Status' is 'Ready', 'Protocol' is 'SIP', and 'User ID' is 'jsantos'. There are 'Add >', 'Edit...', and 'Remove...' buttons at the top, and 'Apply' and 'OK' buttons at the bottom.

Enabled	Account Name	Status	Protocol	User ID	Call	IM
<input checked="" type="checkbox"/>	Account 1	Ready	SIP	jsantos	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Accounts List with Multiple Accounts

Typically, set up accounts as instructed by your VoIP service provider and enable them all

The functions this account is being used for. See below.



This account will be used for calls if Auto Select is used (page 15) and there are no dial plan rules for selecting the account

You can:

- Add or remove an account. (You can only add one XMPP account; you can add multiple SIP accounts.)
- Enable one or more accounts. See below for details.
- Set or change account properties. Select the account and click Edit. See the following pages for details.

Setting up Accounts for Phone Calls

If you have more than one SIP account, set up for phone calls as follows:

1. Set up the “use for” information: Open the Accounts tab for each SIP account and check the Use For Call field if you want to use the account for phone calls.
2. Back on the accounts list, enable the accounts you currently want to use for phone calls. The following rules apply:
 - When multiple accounts are enabled, you will be able to receive calls on all those accounts.
 - You can never place a call on a disabled account. If you place a call that is only valid on the disabled account, it will fail with a “Not found” message.
 - You can never receive a call on a disabled account. If another party phones you on a number that is only known to a disabled account, the call will never appear on your Bria.
3. Set the Preferred account for calls. Only currently enabled accounts are displayed in the dropdown list.
4. Click Apply. The icons in the Call column are updated:



The account is the “preferred account”.



The account can be used for phone calls by selecting it on the dashboard (page 15)



The account cannot be used for phone calls.

Setting the IM/Presence Account

If you have more than one SIP account, set up for IM and presence as follows:

1. Set up the “use for” information:
 - If you do not have an XMPP account: Open the Accounts tab for the one SIP account you want to use for IM and online status (presence) and check the Use for IM/Presence field.
 - If you do have an XMPP account: Do nothing; the Use for IM field is ignored because you will use XMPP for IMs and online status (presence).

You should not change the account used for presence: choose one account when you first set up your accounts. If you do change the account after initial deployment, see “Troubleshooting: When You Cannot See the Online Status” on page 41.

2. Back on the accounts list, make sure you enable the account you want to use for IM and online status.
3. Click Apply. The icons in the IM columns are updated:



You are using the account for IM and online status. Only one account can have this icon.



The account is not being used for IMs and online status.

XMPP Account

Fields with a red asterisk are required

Table 1: XMPP 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 XMPP.
User Details	
User ID	Typically the account number for the softphone account. For example, kperera. 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 will 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”
Outbound proxy	The value in User ID and in this setting may be used by Bria to compose a valid jid: <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	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.
Priority	The priority, as per RFC 3921. The default is 0.

SIP Account Properties – Account

The screenshot shows the 'SIP Account' dialog box with the 'Account' tab selected. The 'Account name' is 'Account 1' and the 'Protocol' is 'SIP'. Under 'Allow this account for', both 'Call' and 'IM / Presence' are checked. In the 'User Details' section, 'User ID' is 'jsantos' and 'Domain' is 'domainA.com', both with red asterisks indicating they are required. 'Password' is empty, 'Display name' is 'Joseph Santos', and 'Authorization name' is empty. In the 'Domain Proxy' section, 'Register with domain and receive calls' is checked, and 'Send outbound via' is set to 'Domain'. The 'Dial plan' is '#1\|a.T;match=1;prestrip=2;'. 'OK' and 'Cancel' buttons are at the bottom.

Fields with a red asterisk are required

Table 2: 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. Only one SIP account can have this field checked; if you check it for one account it will become unchecked for the currently checked account.
User Details	
User ID	Typically the account number for the softphone account. For example, kperera. Provided by your VoIP service provider.
Domain	For example, domainA.com. Provided by your VoIP service provider.
Password	Provided by your VoIP service provider.
Display name	This name is displayed in the Bria title bar. Other people will see you as this name.
Authorization name	May not be required. If it is required, it will be provided by your VoIP service provider.

Table 2: SIP Account Properties – Account

Field	Description
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 may be left unchecked when, for example, your level of service does not include the ability to receive incoming calls. In that case, turning this field on may cause registration to fail (when you close the Account Properties window), meaning that your Bria cannot register with your VoIP service provider.</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 Address: If your VoIP service provider has an outbound proxy address and requires that you provide the address to Bria. For the address enter a domain name (for example, domain.com) or an IP address (for example, 123.456.789.012). <p>If you are using Bria in a test lab, it is possible that neither of these settings is suitable; see page 63 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>For information on determining whether you need to modify the default dial plan, see page 88.</p>

SIP Account Properties – Voicemail



These settings let you set up to interact with your VoIP service provider’s voicemail service. They also let you configure Bria to forward calls in several situations, independent of your VoIP service provider’s voicemail service.

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

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

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

Table 3: SIP Account Properties – Voicemail

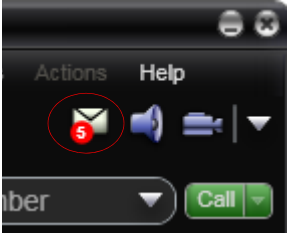
Field	Description
Check for voicemail	<p>Set the checkbox in one of these ways:</p> <ul style="list-style-type: none"> • Check the box if Bria must subscribe to be notified when there is a voicemail for you. In other words, to configure for “subscribe for message waiting”. • Clear the checkbox if the 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 for the correct configuration.</p> <p>Voicemail is offered by your VoIP service provider; it is not part of Bria. Contact your service provider for information on using voicemail.</p>
Number to dial for checking voicemail	<p>Optional, but complete this field only if your VoIP service includes voicemail.</p> <ul style="list-style-type: none"> • 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 or SIP address provided by your VoIP service provider.</p> 

Table 3: SIP Account Properties – Voicemail

Field	Description
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.</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

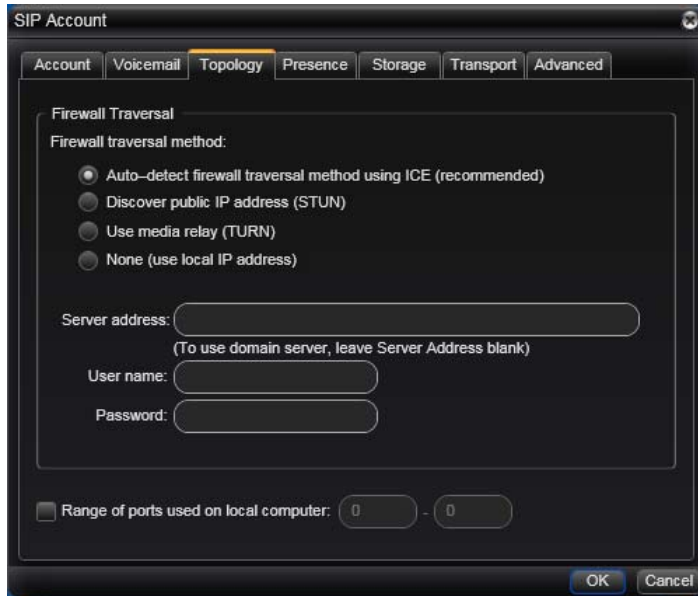
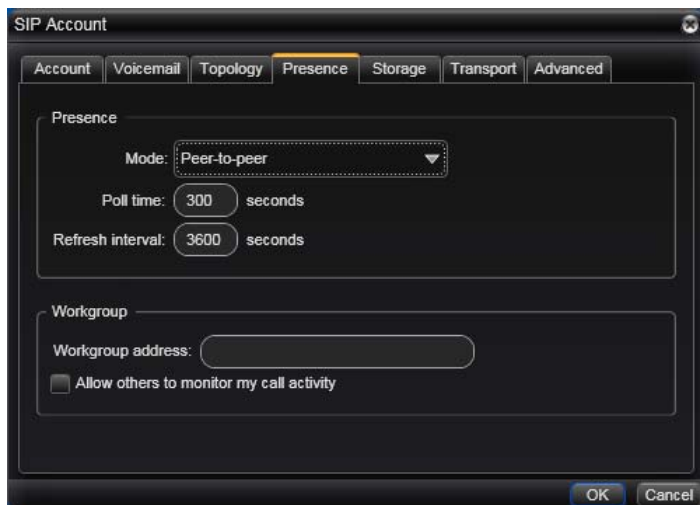


Table 4: SIP Account Properties – Topology

Field	Description
Firewall traversal mode	Leave the default. Or if you have problems making phone calls, contact your VoIP service provider for information on their firewall traversal solution.
Range of ports used on local computer	<p>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



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

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

Table 5: SIP Account Properties – Presence

Field	Description
Presence	
Mode	Choose the setting specified by your VoIP service provider: <ul style="list-style-type: none"> • Disabled: Presence is not supported. • Presence agent. • 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.
Workgroup	
Workgroup address	Typically, workgroups are used only in enterprises and are set up by the system administrator.

SIP Account Properties – Storage



These settings let you set up a remote storage system for the buddy list for this SIP account. (Note that the buddy list for an XMPP account is always stored on the XMPP server; no configuration is required).

If you plan to use your Microsoft Outlook address book from within Bria (page 79), your buddy list must be stored locally.

Table 6: SIP Account Properties – Storage

Field	Description
Storage method	The storage method to be used for the buddy list and presence rules. The file can be stored locally or both locally and on a remote computer.
Server Settings (not used for “Local”)	
Use SIP credentials	Check this box to use the username and password from your SIP account in order to log into the storage server. Otherwise, uncheck this box and complete the Username and Password fields.
Use alternative server credentials	Check this box to use specific credentials. Enter data for connecting to the server.

SIP Account Properties – Transport



Table 7: SIP Account Properties – Security

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.

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 8: 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

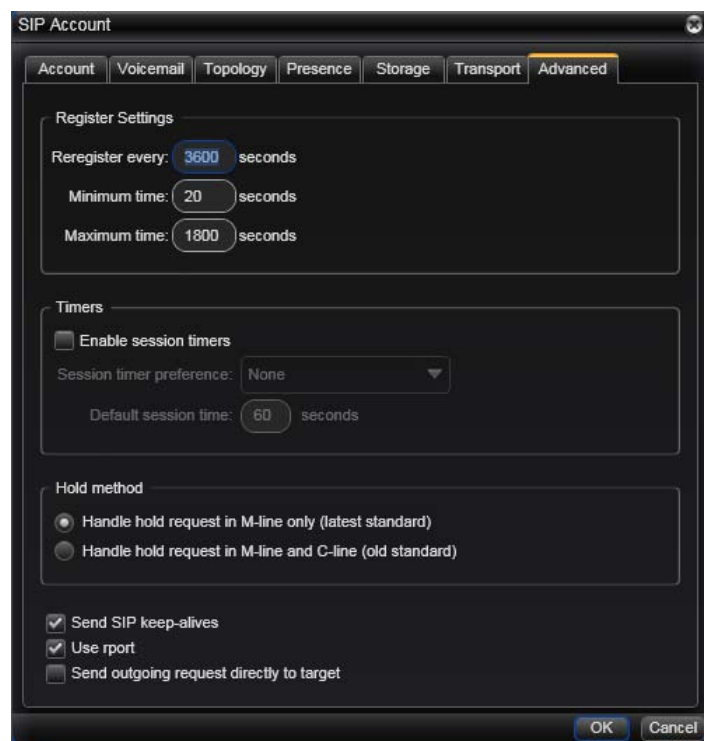


Table 9: SIP Account Properties – Advanced

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.
Maximum time	This is the maximum wait time between attempts to reregister. Once this maximum is reached, Bria will wait this time for all subsequent attempts. For example, the min. time is 20 secs, the maximum time is 120 secs. Bria will attempt to reregister as follows: <ul style="list-style-type: none"> • Wait 20 secs. • Attempt to connect. • If fail, wait 40 secs. • Attempt to connect. • If fail, wait 80 secs. • Attempt to connect. • If fail, wait 120 secs (the maximum) • Attempt to connect. • If fail, wait 120 secs, and so on.

Table 9: SIP Account Properties – Advanced

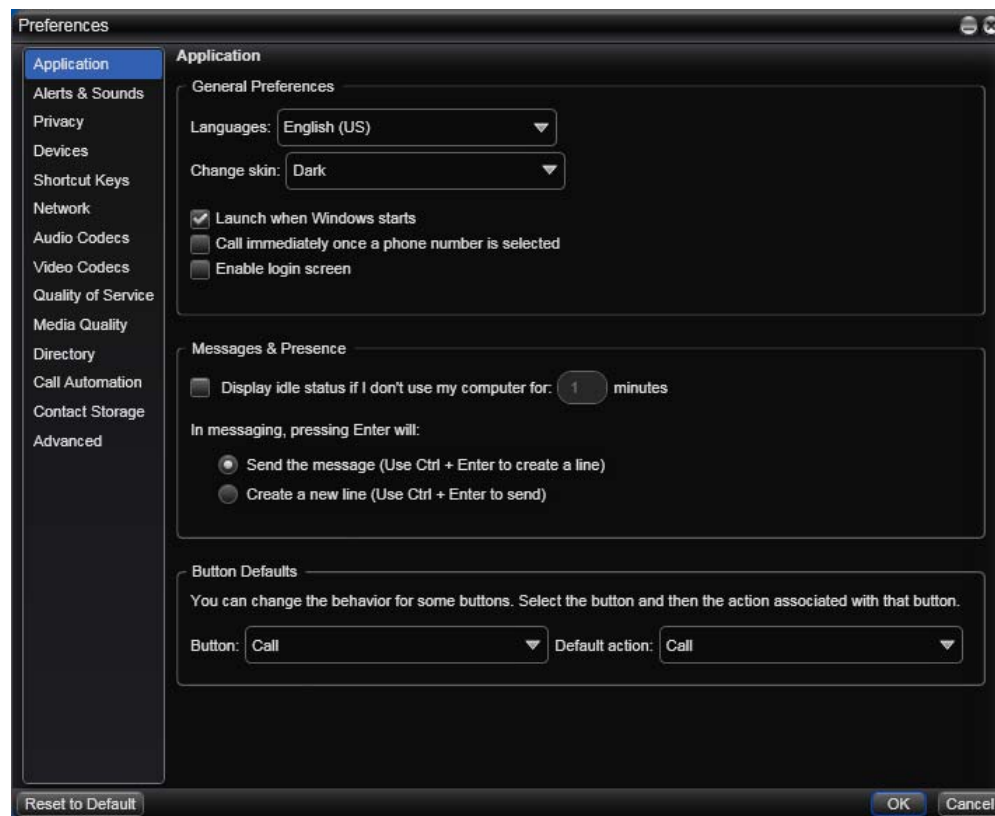
Field	Description
Timers	
Enable session timers Default session time	<p>A session timer is a mechanism to detect whether a call session is still active from the signaling point of view. When the timer expires, a refresh is sent from one party to the other. The timer is then reset.</p> <ul style="list-style-type: 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	<p>This field specifies your preference for which party should send the refresh. The preference is not a guarantee that the refresh will be performed by the specified party. The choices are:</p> <ul style="list-style-type: none"> • None: No preference. • Local refreshes: Your computer sends. • Remote refreshes: The other party sends. • UAC refreshes: The user agent client (the party that initiated establishment of the communications) sends. • UAS refreshes: The user agent server (the other party) sends.
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.
Send outgoing request directly to target	<p>When checked, requests with a complete URI (user@ABC.com) go to ABC.com and the “Send outbound via” field on the Account tab (page 52) is ignored.</p> <p>If you check this field, make sure you also set “Send outbound via” (on Accounts > Account) to “Domain”.</p> <p>Typically off. This field is intended for test labs and may cause problems in a NAT environment.</p>

7.2 Configuring Preferences

Choose Softphone > Preferences. The Preferences window appears.

The Preferences panels let you control the way that you work with Bria.

Preferences – Application



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

Login Options

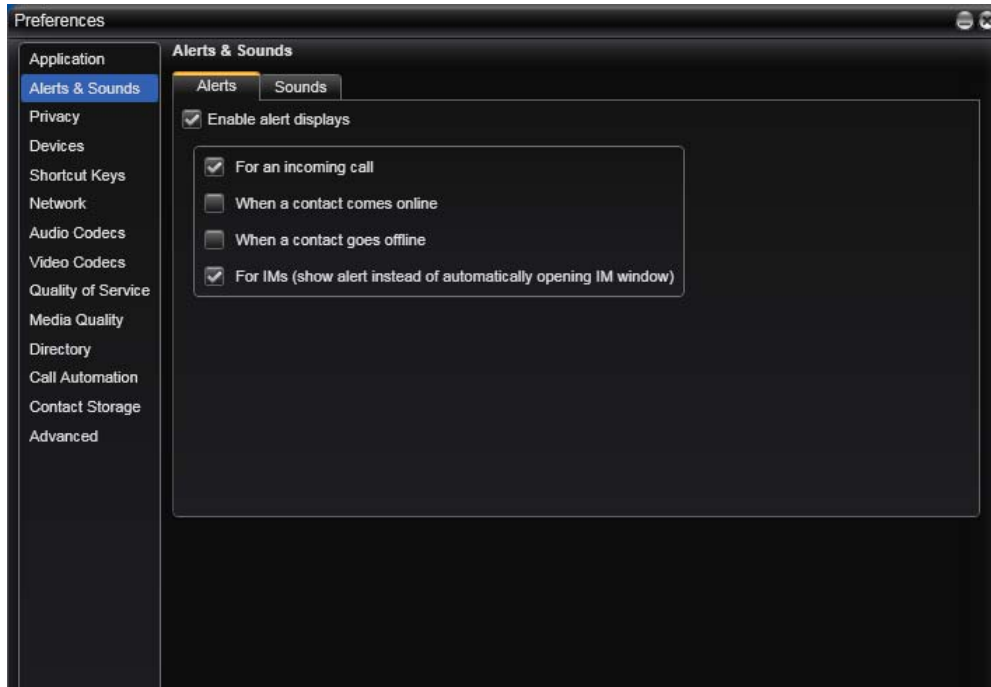
Login is typically used only in enterprises. You should not enable login.

Button Defaults

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 (call 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 IM window itself.



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 – Privacy

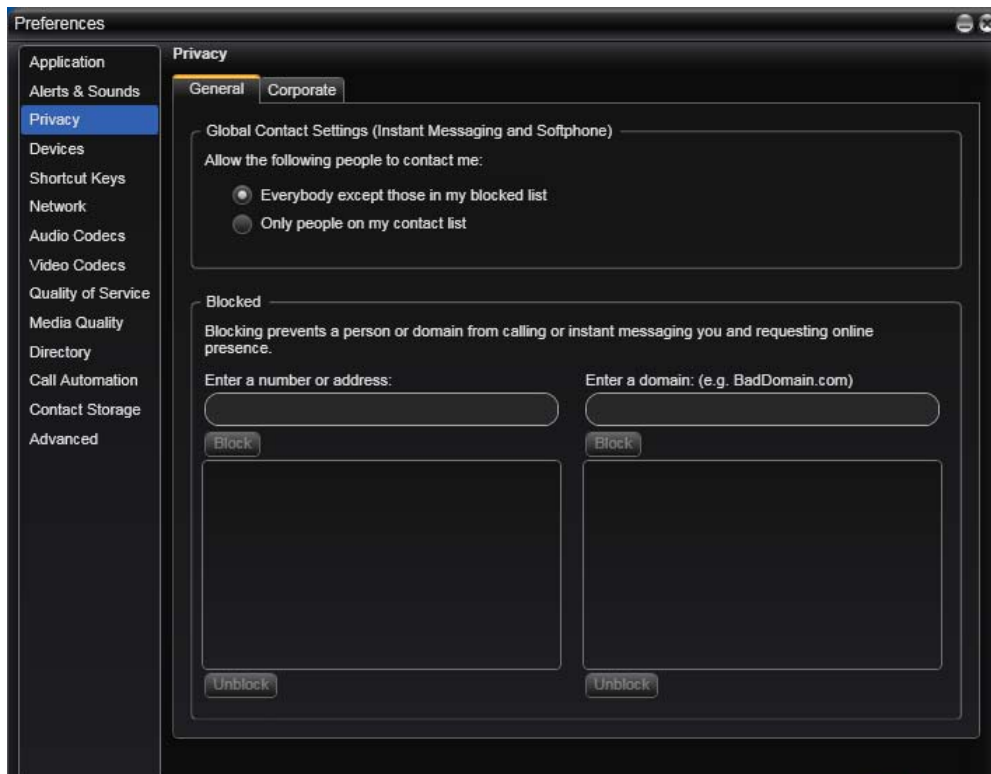
You can control how contacts and other people can contact you by phone or IM, and you can control whether your contacts can see your presence information (whether you are online, on the phone, and so on).

General Tab

In “Global Contact Settings”, choose one option. If you choose “Allow only”, then all contacts will be able to contact you unless they or their domain are in the Blocked list (below).

The “Blocked” section is optional. It lets you enter addresses and domains that will be prevented contacting you.

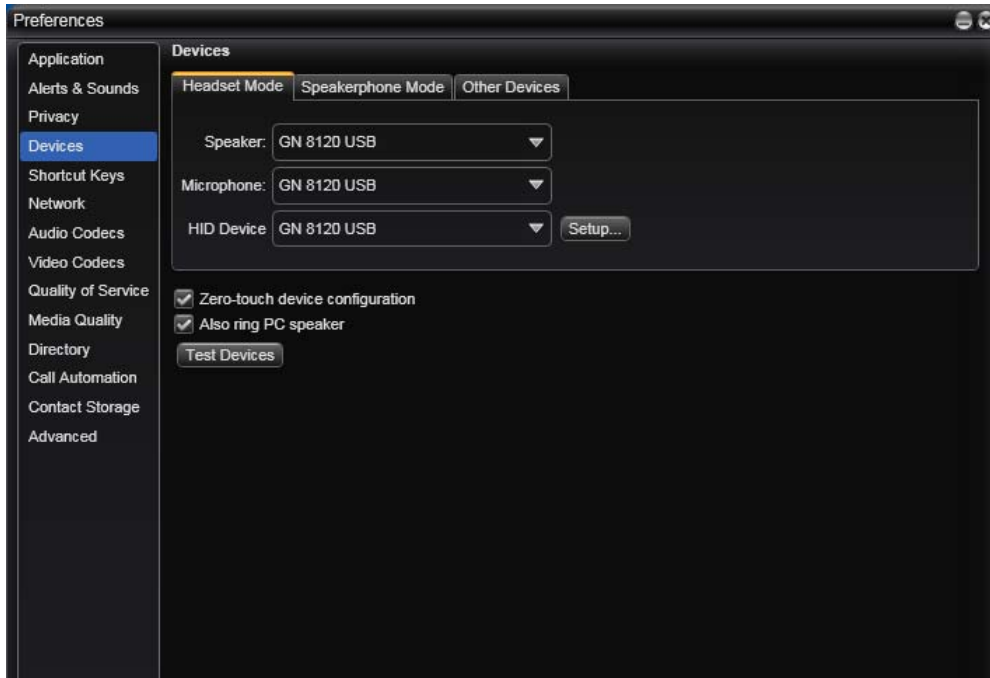
You can add and remove entries from the blocked lists. In addition, entries are automatically added to this list when you block someone “on the fly” (page 45).



Corporate Tab

If you enter a domain in this list, people in that domain will automatically be allowed to see your online status. You will no longer see Presence Request dialogs from these people in this domain.

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
Headset Mode	
Speaker Microphone	<p>Change these fields only if you want to override the devices that Bria automatically selected.</p> <p>In both these fields, select the headset you are using.</p> <p>The headset is the device that is usually used for audio out (the sound you hear) and audio in (recording your voice). The only situation in which the headset is not used is when the Speaker Phone button on the dialpad is pressed.</p> <p>Therefore, unless you will always be using Bria in speakerphone mode, you must make a selection here.</p> <p>Select the headset in both the Speaker device field and Microphone device field.</p>
HID Device	<p>If the selected headset device is a HID-compliant device, this field specifies that device. You can click Setup in order to assign functions to the device. For example, you can set the green button so that it answers an incoming call.</p>
Zero-touch device configuration	<p>Typically, leave on. When device configuration is on, if you change your audio or video device, Bria will automatically detect the new device and start using it.</p>
Also ring PC speaker	<p>Click on or off, to suit your preference.</p>
Test Devices	<p>For information on the Test Devices button, see page 83.</p>

Table 10: Preferences – Devices

Field	Description
Speakerphone Mode	
Speaker	<p>Change this field only if you want to override the devices that Bria automatically selected.</p> <p>Make the appropriate choice:</p> <ul style="list-style-type: none"> • Select the device that you want to use for audio out (the sound you hear) when the Speaker Phone button is pressed. Make sure you select a speaker device (not the headset). • Select None if you do not have a speaker phone. The Speaker Phone button on the dialpad is disabled.
Microphone	<p>Change this field only if you want to override the devices that Bria automatically selected.</p> <p>Make the appropriate choice:</p> <ul style="list-style-type: none"> • Select the device that you want to use for audio in (recording your voice) when the Speaker Phone button is pressed. <p>It can be any microphone: it does not have to be the microphone on the device you specified as the speaker device. For example, it can be the microphone on your camera.</p> <ul style="list-style-type: none"> • Select None if you do not have a speaker phone. The Speaker Phone button on the dialpad is disabled.
HID Device	<p>If the selected speakerphone device is a HID-compliant device, this field specifies that device. You can click Setup in order to assign functions to the device. For example, you can set the green button so that it answers an incoming call.</p> <p>See below for details.</p> <p>(If the speakerphone device is the same as the headset device and you have already configured the device, there is no need to click Setup again.)</p>
Other Device	
Ring On	<p>Change this field only if you want to override the devices that Bria automatically selected.</p> <p>The device where you want to hear the phone ringing: the headset, the speakerphone, or none.</p>
Camera	<p>This field appears only on versions of Bria that include video functionality.</p> <p>Change this field only if you want to override the devices that Bria automatically selected.</p> <p>Select the camera model.</p>
Deskphone	<p>If you are set up with a deskphone, click to configure the URI of your deskphone, in order to work in deskphone mode. See page 27.</p>

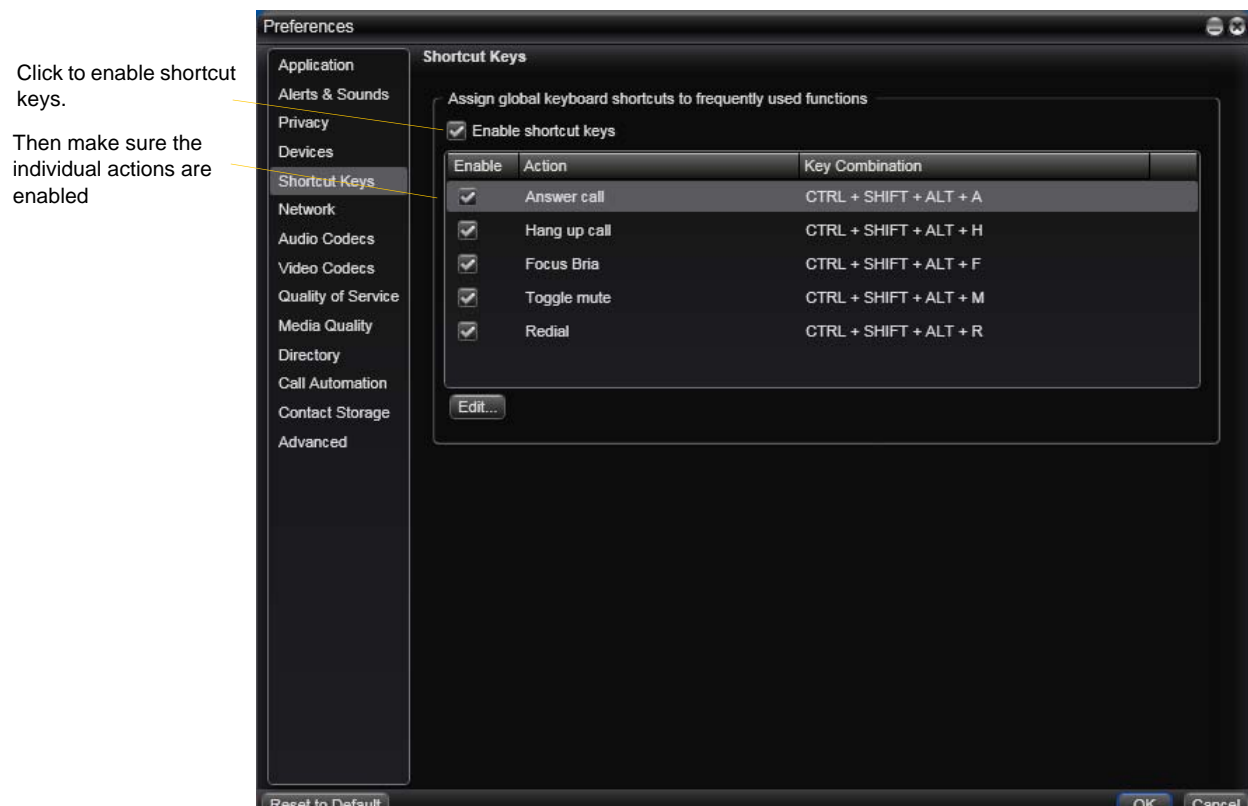
HID Devices: USB Device Button Setup

You can assign functions to a HID-compliant device. For example, you can set the green button so that it answers an incoming call.



Preferences – Shortcut Keys

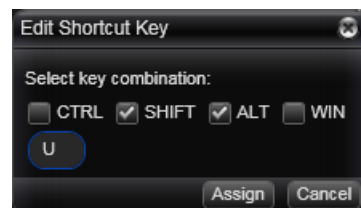
You can enable shortcut keys to several functions.



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 check 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 – Network

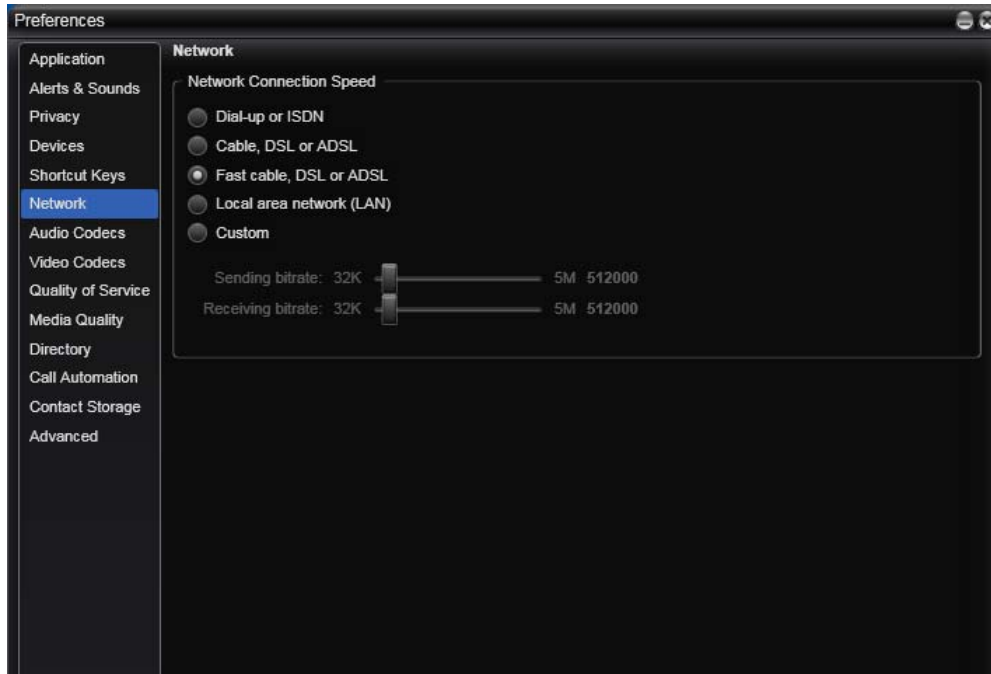


Table 11: Preferences – Network

Field	Description
Network Connection Speed	<p>Select the type of network connection for your computer.</p> <p>The sliders move to show the bitrate that will be used for sending and receiving. These rates are typical rates for the selected configuration.</p> <p>If you know that your computer and network can handle a faster sending speed, click Custom and move the slider.</p> <p>It is recommended that you not change the receiving speed.</p> <p>You will know that you have set the sending speed too high if:</p> <ul style="list-style-type: none"> • The remote video shows black areas or is slow or jerky. • The remote audio is garbled. <p>You will know that you have set the sending speed too low if the audio is good but the video is of poor quality (grainy).</p>

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 automatically chooses the best codec based on the other party's capability, the available bandwidth, and network conditions.

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:

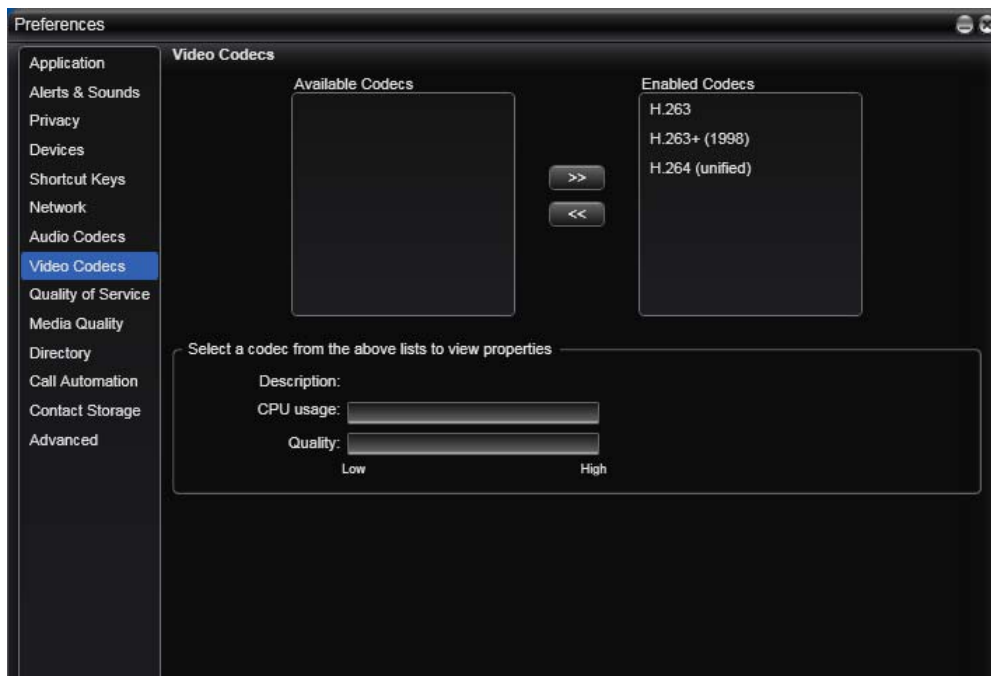
- Narrowband codecs work with low bandwidth such as a dialup internet connection. These codecs have a sampling rate of 8 kHz.
- Wideband codecs work with high bandwidths and result in better audio quality. However, they do not work with PSTN. These codecs have a sampling rate of 16 kHz.

Supported Codecs

Codec	Narrowband	Wideband	Royalty-bearing	Included in Bria
AMR Wideband (G.722.2)		✓	✓	
Broadvoice-32		✓		✓
Broadvoice-32 FEC		✓		✓
DVI4	✓			✓
DVI4 Wideband		✓		✓
EVRC	✓		✓	
G.711aLaw *	✓			✓
G.711uLaw *	✓			✓
G.722		✓		✓
G.723	✓		✓	
G.726	✓		✓	
G.729 *	✓		✓	✓
GSM	✓			✓
iLBC	✓			✓
L16 PCM Wideband		✓		✓
Speex	✓			✓
Speex FEC	✓			✓
Speex Wideband		✓		✓
Speex Wideband FEC		✓		✓

* Generally, at least one of these codecs must be enabled in order to place a PSTN (land line) call.

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.

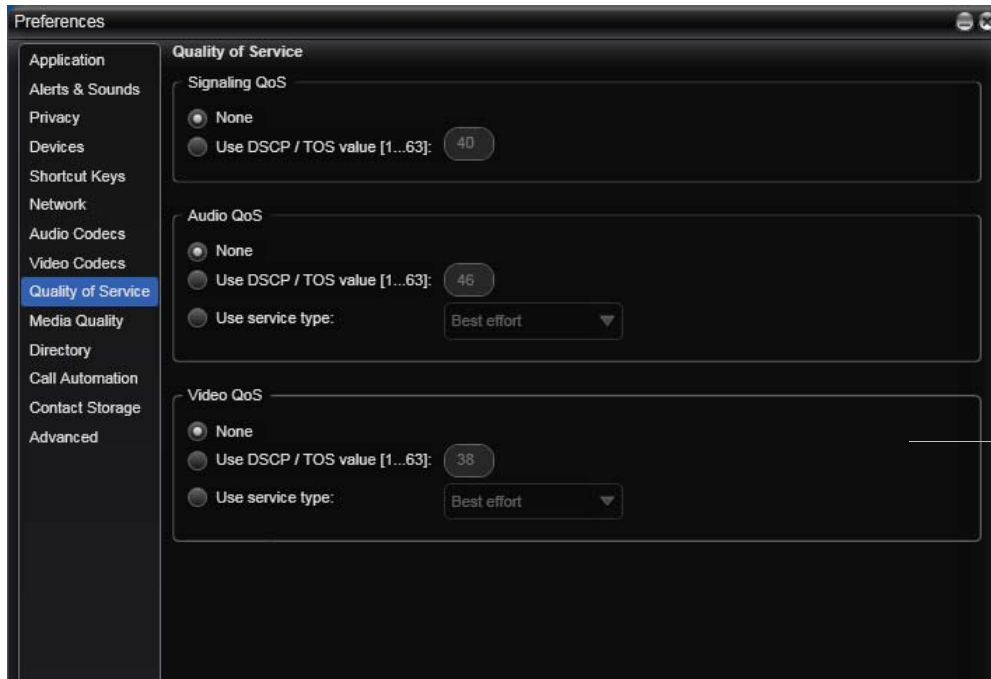
With only one codec enabled, all calls made will use that particular compression format. With more than one codec enabled, Bria automatically chooses the best codec based on the other party's capability, the available bandwidth, and network conditions.

You cannot change the properties of any codecs.

Supported Codecs

Codec	Royalty-bearing	Included in Bria
H.263		✓
H.263+ 1998		✓
H.264 (unified)	✓	✓

Preferences – Quality of Service



These fields appear only on versions of Bria that include video.

The Quality of Service panel lets you request a specific transport service for audio, video and signaling traffic. This service is through DSCP (also known as ToS). In a network that has the default configuration, the recommended value for audio is 46, because “46” is the standard marking for audio.

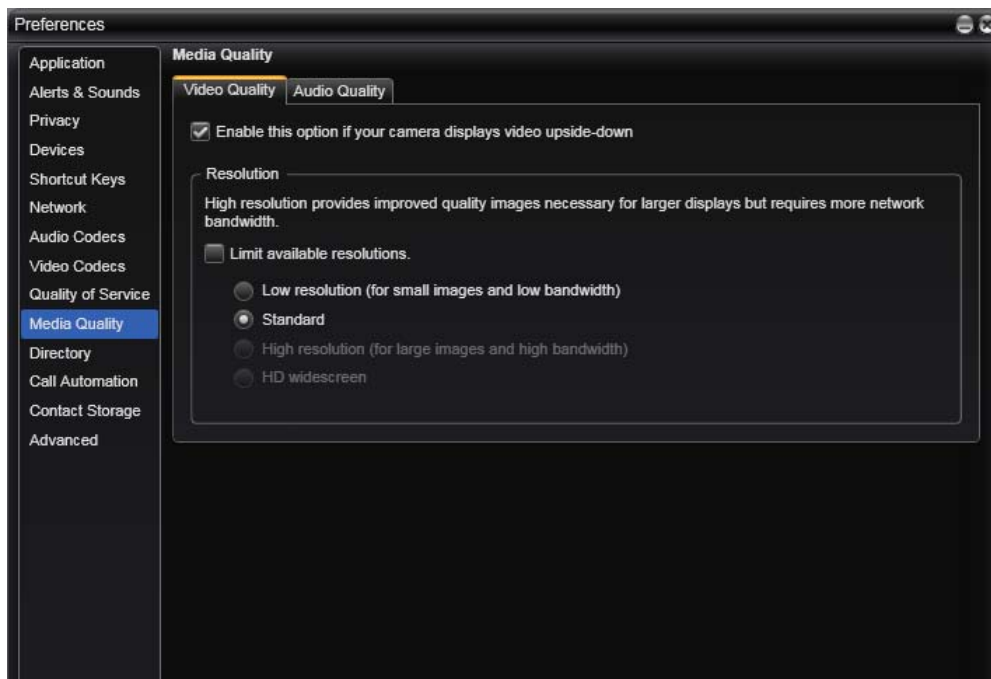
There are two types of services. The service to use depends on what your internet service provider supports:

- GQoS, which is available for audio and video.
- DSCP (also known as ToS), which is available for audio, video and signaling.

In a network that has the default configuration, the recommended value for audio is 46, because “46” is the standard marking for audio.

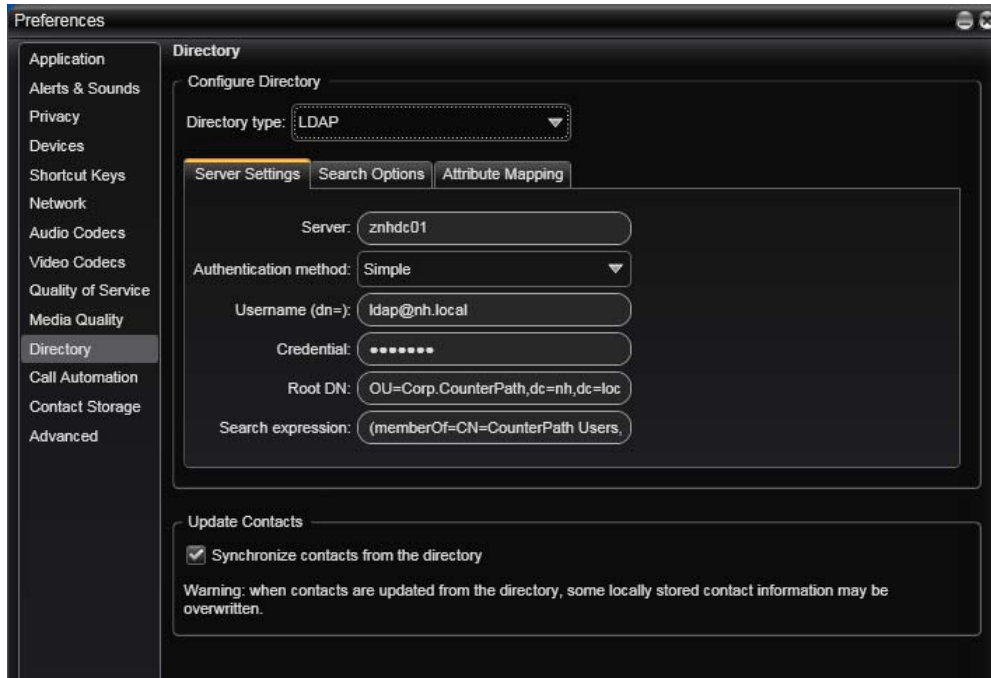
Bria supports 802.1p QoS packet tagging. If you set up for QoS, Bria will include the specified information in the packets that it sends to the network provider. Whether the packet is delivered with the specified service depends on whether your broadband router and the network provider between you and the other party supports multiple transport services. In other words, whether each network provider reads the QoS information and prioritizes packet delivery based on the requested service.

Preferences – Media Quality



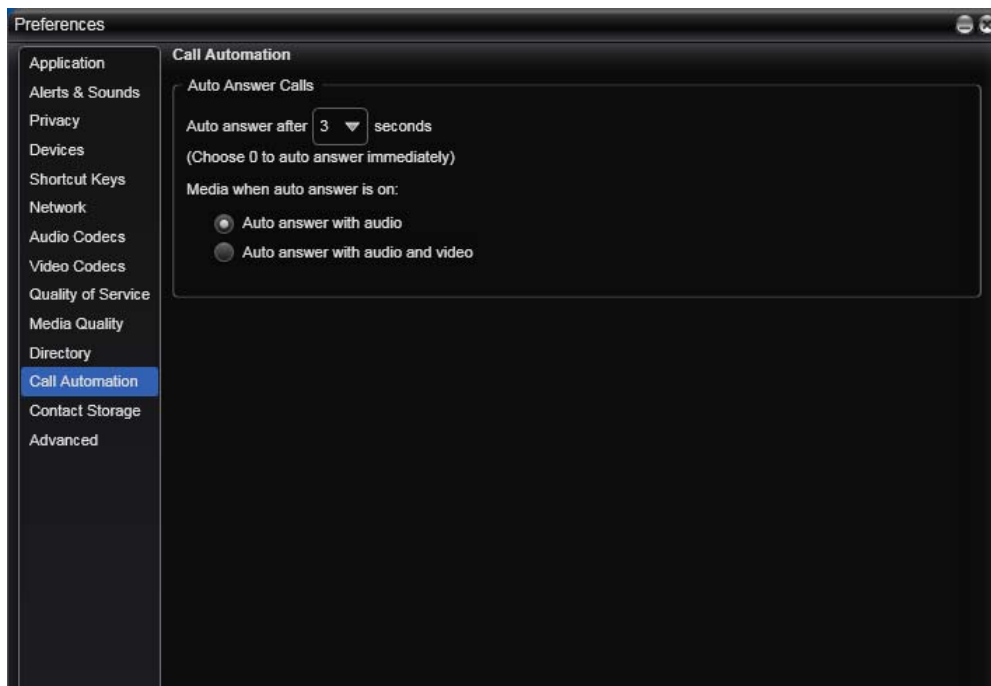
Video Quality	
Enable this option	Check or uncheck to flip the video image.
Resolution – Limit available resolution	If you enable this field, Bria will determine the maximum quality that your computer can handle and will disable unapplicable options in the list of possible resolutions
Resolution	<p>Leave at standard, or change the size as follows:</p> <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.
Audio Quality	
Reduce echos	Turning this feature on improves sound quality. This feature is typically on.
Reduce background noise	Automatically attempts to remove background noise. Typically on for the speakerphone.
Automatic gain control	This feature is typically on.
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>
Volume Control	Choose the setting that suits your setup.

Preferences – Directory



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

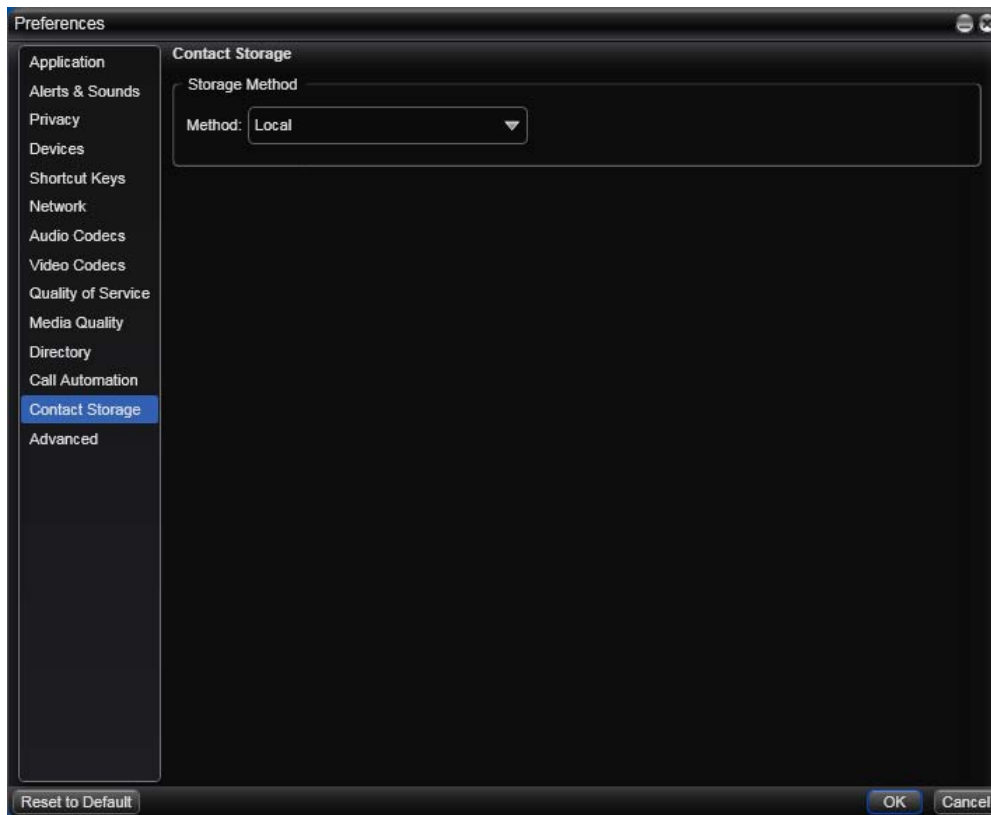
Preferences – Call Automation



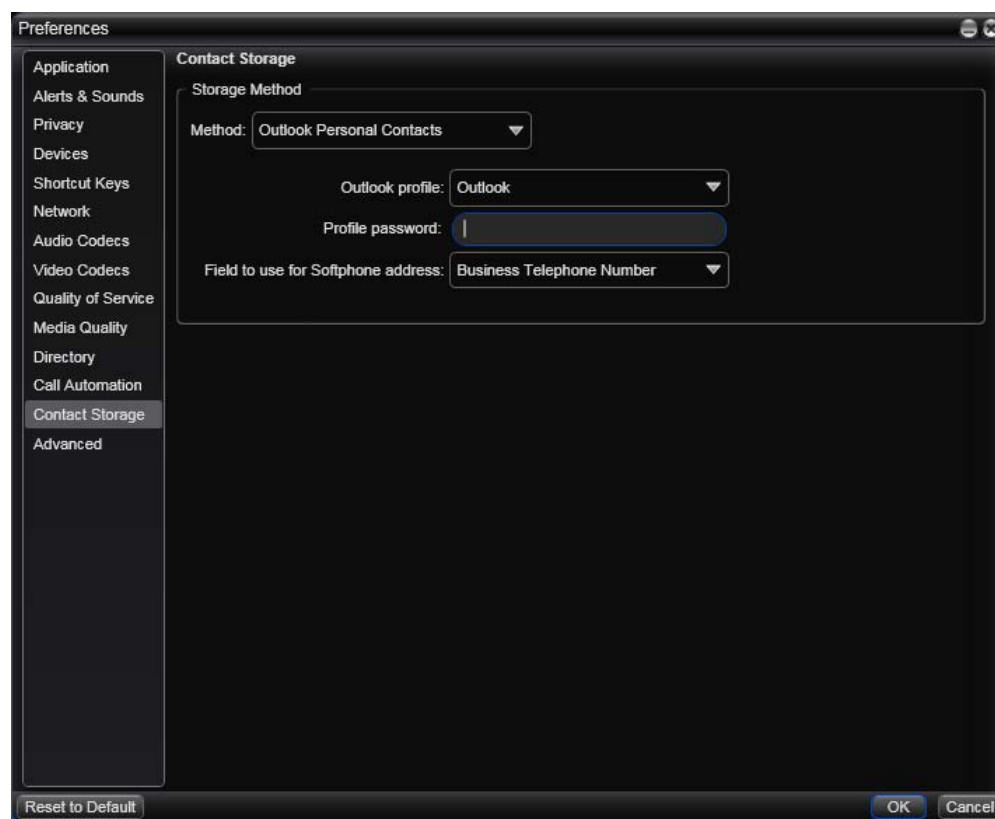
These settings let you configure how you want auto answer to handle incoming calls, when Auto Answer is enabled. (To enable Auto Answer, see page 18).

Preferences – Contact Storage

Fields when “Local” Is Selected



Fields when “Outlook Personal Contacts” Is Selected



These settings let you set up a remote storage system for your contact list. The contact list holds general information for contacts and is automatically loaded at startup, even if no accounts are enabled.

Remote storage can be via WebDAV, XCAP or Microsoft Outlook.

- If you set storage to Local, the contact list is stored only on your computer.
- If you set storage to WebDAV or XCAP, the contact list is stored remotely via the specified method and is also stored locally, on your computer.
- If you set storage to Outlook Personal Contacts, the contact list is not stored locally. Instead, you are actually using your Outlook contacts from within Bria. When you start Bria, contacts are fetched from Outlook. When you add (including adding by importing) or modify a contact in Bria, the contact is actually saved in Outlook.

Table 12: SIP Account Properties – Storage

Field	Description
Storage method	The storage method to be used for the Contact list file. The choices are: <ul style="list-style-type: none"> • Local • WebDAV • XCAP • Outlook. If you choose an option other than Local, you must provide more information.
WebDAV Settings	
Username and password	The user name and password to log into the storage server.
Root URL	URL of an appropriate root folder on the remote server. The factory setting is https://webdav.\$domain\$/webdav/\$username\$/
WebDAV poll time	The time that elapses between polling for new contact data from the remote server. The factory setting is 600.

Table 12: SIP Account Properties – Storage

Field	Description
XCAP Settings	
Username and password	The user name and password to log into the storage server.
Root URL	URL of an appropriate root folder on the remote server. The factory setting is https://xcap.\$domain\$/xcap/\$username\$/
Outlook Settings	
Outlook profile	The profile to use
Profile password	The password for the selected profile
Field to use	<p>The field where softphone addresses are stored in Outlook contacts. This mapping is used as follows:</p> <ul style="list-style-type: none"> • If you use a SIP account for IM and presence, then when a Bria contact is created from the Outlook contact, the Bria Softphone fields and IM fields (viewable on the contact flyout) will be populated with the data from the mapped Outlook field. Bria will assume that this data is a SIP address and can be used to place phone calls and send IMs and that it could be subscribed to for online status information. • If you use an XMPP account for IM and presence, then when a Bria contact is created from the Outlook contact, the Bria Softphone field (viewable on the contact flyout) will be populated with the data from the mapped Outlook field. Bria will assume that this data is a SIP address and can be used to place phone calls.

Preferences – Advanced

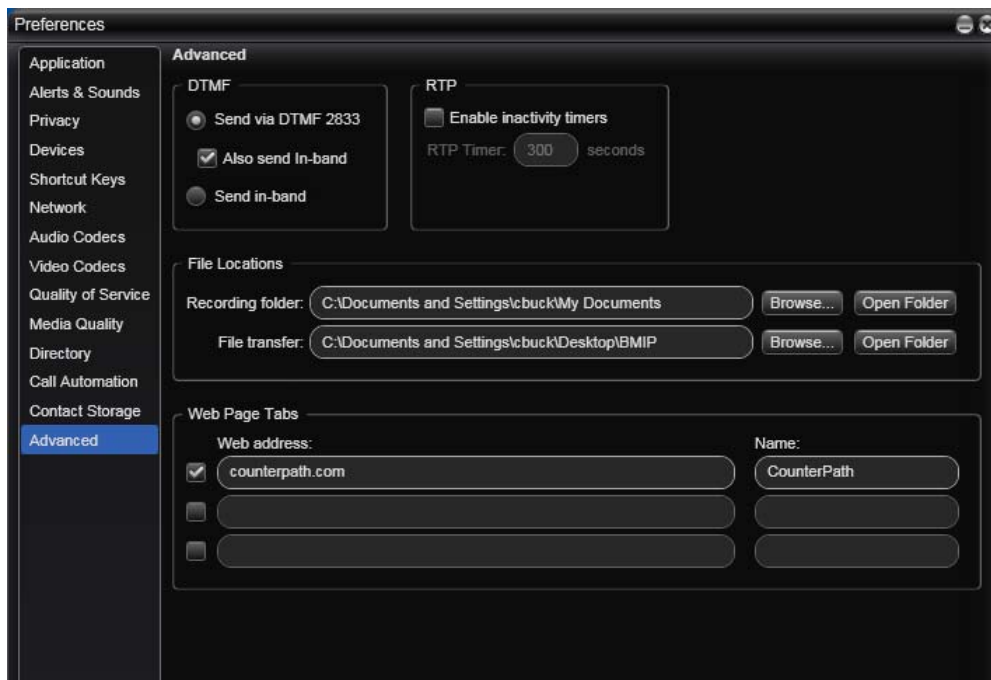


Table 13: Preferences – Advanced

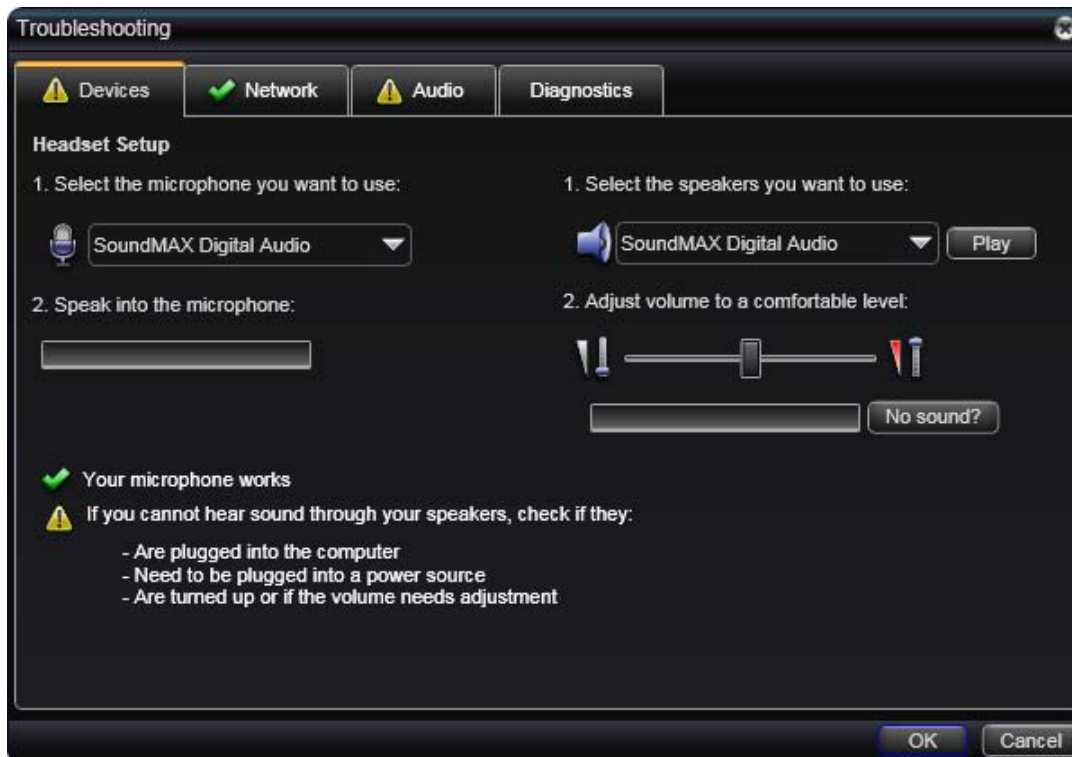
Field	Description
DTMF	You may need to change the DTMF configuration if you cannot interact with interactive voice response systems (auto attendants, voice-activated menus, and so on). Contact your VoIP service provider for the correct setting.
RTP	This timer controls how calls are disconnected when Bria determines that there is a problem with the call and the other party has probably disappeared (assuming that you have not yourself detected the problem and hung up manually). Typically, the timer is enabled. It is recommended that you not disable it. You can change the length of the timer, but do not set it to less than 30 seconds.
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	You can set up a web page as a new tab in the Resources panel; it will appear alongside Contacts, History and so on. Enter the web address and a name (this name will be appear in the tab). Enter a checkbox to create the tab. At any time, you can clear the checkbox to remove the tab from the Resources panel. You can also simply show or hide the tab from the View menu in the Bria menu.

A Troubleshooting

Choose Help > Troubleshooting to display the Troubleshooting window.

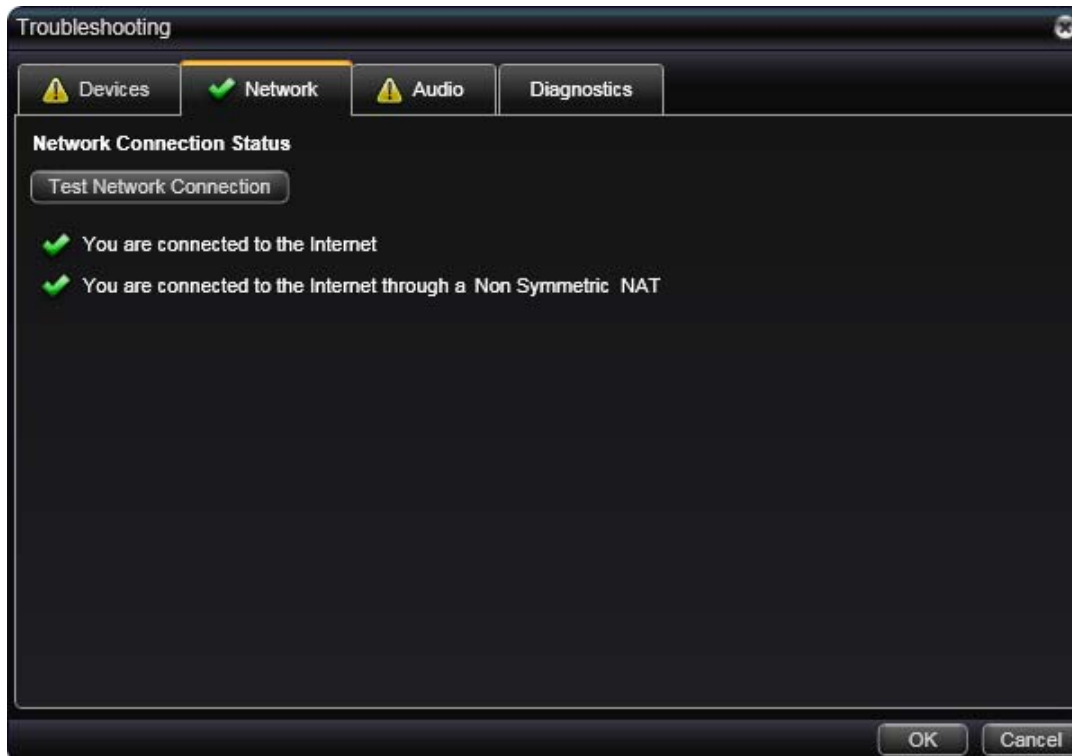
Testing Audio and Video Devices

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



Testing the Network Connection

You can verify that you are successfully connected to the network.



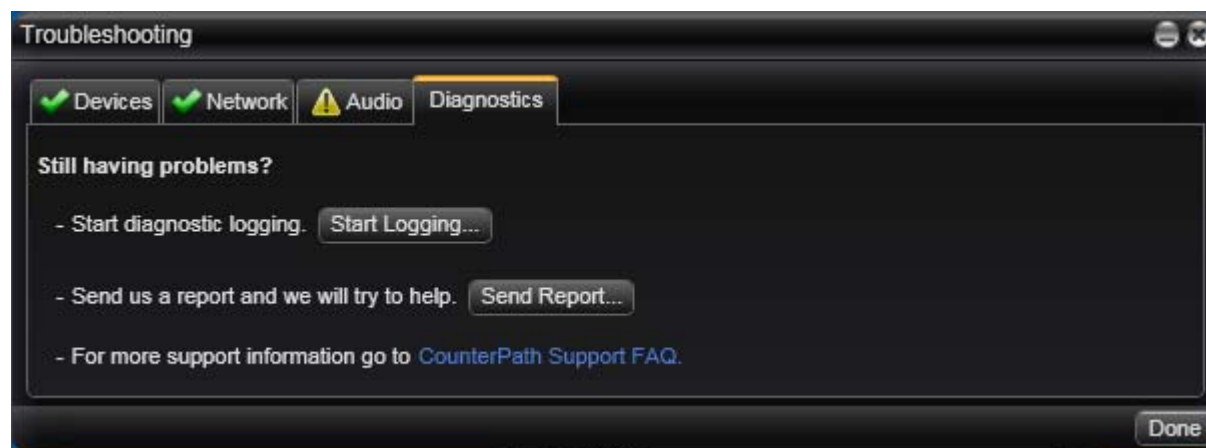
Testing Audio Quality

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).



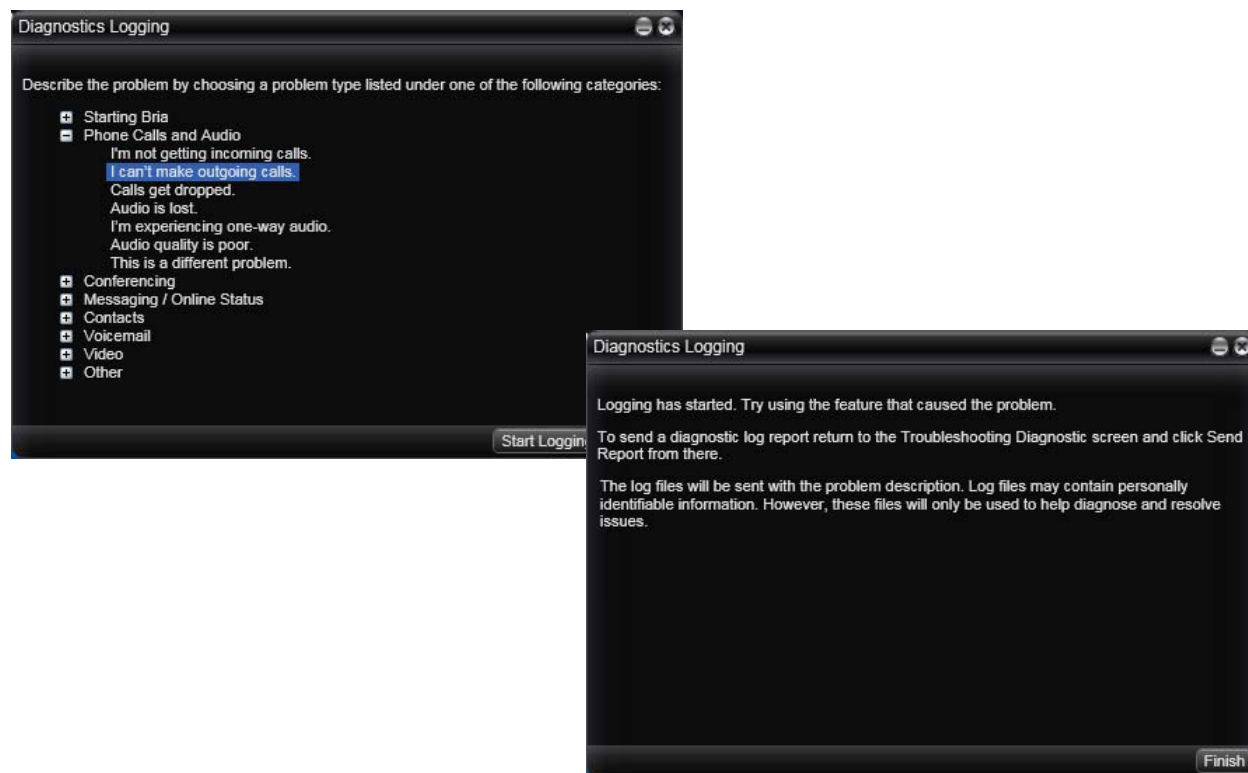
Diagnostics

Only use this panel if instructed to do so by your support representative at your VoIP service provider.



To start logging Bria activity and send a logging report to customer support:

1. Click Start Logging. The first Diagnostics Logging window appears.
2. Select the problem you are experiencing and click Start Logging.
3. On the second Diagnostics Logging screen, click Finish. Logging will start.
4. Perform the actions you want to capture; for example, attempt to make a phone call.
5. When done, choose Help > Troubleshooting > Diagnostics again and click Send Report. Select the report and send it.
6. When the report has been sent, click Stop Logging. Click Done to close the Troubleshooting window.



B Application Hot Keys

Function	Keyboard Shortcut
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
Hold or resume the call when the focus is on this call panel	Ctrl - H
Mute when the focus is on this call panel	Ctrl - M

C Dial Plan

When a call attempt is made, the call input (what you type, select or drag onto the call entry field) is processed to select the SIP account to use and to modify the input if that is required to ensure that the call gets placed successfully. This ability to select an account and modify the input relies on the existence of a “dial plan” for each account.

Do You Need to Read this Information?

You do not have to read this dial plan information if the default dial plan behavior (below) is acceptable.

If you want to be able to place calls on a specific account without including the account prefix, then you must create a dial plan for one or more accounts.

The default dial plan is:

```
#n\a\a.T;match=1;prestrip=2;
```

where #n is the account prefix (#1 for the first account in the list (proxy0), #2 for the second account (proxy1), and so on).

If the input is the account prefix and the number, then the Account for this dial plan is selected. The account prefixed is stripped from the number before the call is placed.

If all Accounts use this dial plan, then the behavior is as follows: if the input includes the account, then that account is used. In other words, you can force selection of a specific account by including the account prefix. If the input does not include #n, then the default account is used.

Processing of Phone Numbers when a Call is Placed

When a phone call is placed, the input (the phone number or SIP address) is processed as follows:

- **Cleanup:** Input is cleaned up by removing spaces, dashes, open brackets, and close brackets.
- **Matching:** The input is compared to the patterns defined by the dial plan for each enabled account. Each account has one dial plan, and each dial plan has one or more patterns.

When a match is found between the input and the pattern, the account that this pattern belongs to is selected and the transformation for this pattern is performed.

If no match is found, the default account is selected and no transformation is performed.

For details on matching see “How the Input Is Processed” on page 91.

- **Transformation:** The selected transformation is performed.
- Then the call is placed using the transformed input.

C.1 Dial Plan Syntax

In Bria, the dial plan establishes the expected patterns of characters for a telephone number or softphone address, and allows for modification (transformation) of input based on the match to a pattern. The dial plan has the following syntax:

```
pattern[ |pattern];match=1;<transformation>=<value>;[match=2;
<transformation>=<value>;]
```

Where:

- Items in [] are optional.
- Pattern: the pattern that will be matched. One or more patterns. Each pattern is separated by a | pipe. The pipe is optional after the last pattern. Each pattern is implicitly numbered, starting from 1.
- Match; Transformation: A pair that identifies the pattern number to compare with the input, and the transformation to perform on the input when a match is obtained. The transformation is optional (meaning that if there is no transformation for a pattern, then the input that matches this pattern is not transformed). One or more pairs.

“match=” is a literal. “n” identifies the pattern. “transformation=” is replaced by a keyword, see below. “value” is replaced by a value.

Spaces are allowed only in the <value> items.

Example

```
\a\a.T|xxxxxxxxxx;match=1;prestrip=2;match=2;pre=8;
```

where:

- \a\a.T is the first pattern.
- xxxxxxxxxxxx; is the second pattern.
- match=1;prestrip=2; is the first match-transformation pair.
- match=2;pre=8; is the second match-transformation pair.

Pattern

Valid Content

The content for a pattern follows the digit map rules of RFC 2705, supplemented by the rules for regular expressions. Where there is an overlap between the digit map and regular expression rules, the digit map rules apply. For this reason, there are some special cases, included in the table below.

The following table describes the most common elements. As mentioned, all regular expression elements are supported.

Some elements use the back slash \ character. If you are defining pattern a via remote provisioning (that is, in an HTTP response), you must enter two backslashes, because the Bria provisioning software interprets one backslash as an escape key.

Element	Origin	Description
0 1 2 3 4 5 6 7 8 9	Literals	Literal digits, used as is.
# * a to z	Literals	Literal characters, used as is. Special cases: <ul style="list-style-type: none"> The literal x character is represented by \x. The literal t character is represented by \t.
x	Digit map rules	Wildcard for any single digit, 0 to 9.
\a	Regular expression rules	Wildcard for any single alphanumeric character.
[digit-digit]	Regular expression rules	A digit within the specified range.
[character-character]	Regular expression rules	A character within the specified range.
[digit1, digit2, digit3]	Regular expression rules	One of the characters in the collection.
.	Digit map rules	Repeat the last element 0 or more times. For example, xxxx. means repeat the last x 0 or more times, which means this pattern matches three or more digits (not four or more digits)! Use of this element results in a pattern with “minimum requirements”.
T	Digit map rules	A timeout period will take place before automatic dialing starts. The T timer forces Bria to wait after a match is made. This timer should always be included in these situations: <ul style="list-style-type: none"> Any pattern that uses the . (dot). For example, if the pattern is xxxx. then adding a timer lets you type three or more digits. If there is no timer, then as soon as you type three digits, Bria makes the match as soon as you type three digits. Any dial plan that has two patterns that are similar in elements but different in length. For example, if one pattern is xxx and the other pattern is xxxxxxx, then adding the timer lets you continue typing past three digits, in order to get a match on the second pattern. In this situation, the T timer should be included in the shorter pattern.

Timers

There are two timers:

- T timer is 4 seconds.
- The long timer is 20 seconds.

These timers are used in input comparison, as described in “How the Input Is Processed” on page 91.

Transformation Keywords

Keyword	Description
prestrip	Strip the first n characters from the input before placing the call.
poststrip	Remove n number of characters from the end of the input before placing the call.
pre	Add the specified account prefix to the input before placing the call.
post	Attach the specified postfix to the input before placing the call.
replace	Replaces the input with the specified string before placing the call.

Order of Transformations

These transformations are always performed in the following order (the order in which the transformations are entered in the dial plan is not significant):

prestrip > poststrip > pre > post > replace

C.2 How the Input Is Processed

Comparing Input to the Dial Plan Patterns

The input is compared to each dial plan in turn, starting with the first listed account. The process is slightly different depending on how the call is placed:

- If the input was dragged or selected, then the entire input is compared to each dial plan. If a complete match is found, then that account is selected and the associated transformation is performed. If no match is found, the default account is selected and no transformation is performed.
- If you are typing the input, the digits are compared one by one as they are entered. The comparison will result in one of the types of matches described in the table below.

It is possible for the same input to get matched to different dial plans depending on whether the input is entered on the fly or dragged. It is important to keep this in mind when designing dial plan patterns.

Results of the Comparison

Type of Match	Conditions	Result if You Press Enter or Dial	Result if You Stop Typing
Partial match	The characters typed so far follow the pattern but there are not yet enough characters for a pending or complete match.	The default account is selected. No transformation is performed.	If you stop typing for the long timer length (20 seconds), then the default account is selected. No transformation is performed on the characters typed so far.

Type of Match	Conditions	Result if You Press Enter or Dial	Result if You Stop Typing
Pending match	<ul style="list-style-type: none"> • The pattern has no . (dot) but does have the T timer. There is a perfect match. • The pattern has a . (dot) and the T timer. The minimum requirements are met. 	This pattern's account is selected and the transformation is performed.	If the T timer expires, this pattern's account is selected and the transformation is performed.
Complete match	<ul style="list-style-type: none"> • The pattern has no . (dot) and no T timer. There is a perfect match. • The pattern has a . (dot) but does not have the T timer. The minimum requirements are met. 	This pattern's account is selected and the associated transformation is performed.	This pattern's account is selected and the associated transformation is performed.
No match	The characters typed do not match the patterns for any dial plan.	The default account is selected and no transformation is performed.	Nothing happens even after the T timer and long timer have expired.

C.3 Examples

Example 1

```
\a\a.T|xxxxxxx.T;match=2;pre="9"
```

This simple example shows how to differentiate between a PSTN number and a softphone address, and how to add a “9” dialing prefix only to the PSTN number.

Example 2

```
3xxT|1xxxxxxxxxx|[2-9]xxxxxxxxxx|+x.T;match=2;pre="9";  
match=3;pre="91";match=4;prestrip=1;pre="9011"
```

3xxT	The first pattern is any three-digit number beginning with 3. No transformation. The assumption is that this is an internal extension. The timer forces Bria to wait after detecting a three-digit number beginning with 3, in case you are actually dialing a local call starting with 3.
1xxxxxxxxxx	The second pattern is any eleven-digit number beginning with 1. Prefix with 9 and dial as is. The assumption is that this is a long-distance PSTN call within North America (within North America, all long-distance calls start with 1).
[2-9]xxxxxxxxxx	The third pattern is any ten-digit number beginning with a number other than 1. The assumption is that this is a local PSTN call within a ten-digit dialing zone.
+x.T;	The fourth pattern is a number of any length that begins with +, to indicate an international PSTN call from North America. Delete the +, prefix with 9011 (011 is the number to access an international line from North America).
match=2;pre="9";	For the second pattern, prefix 9 to access an outside line.
match=3;pre="91";	For the third pattern, prefix 9 and 1 to access an outside line and enter the long-distance code.
match=4;prestrip=1;pre="9011"	For the fourth pattern, remove the + and prefix 9011 to access an outside line and enter the international code.

Example 3

```
#1xxxxxxxxT|#19xxxxxxxx|xxxxxxxT|9xxxxxxx|;match=1;prestrip=2;pre=9;match=2;  
prestrip=2;match=3;pre=9;
```

#1xxxxxxxxT	The pattern is an account prefix followed by seven digits. The timer forces Bria to wait to allow a match to the second pattern. The #1 is stripped off and 9 is prepended to access an outside line.
#19xxxxxxxx	The pattern is an account prefix followed by a 9 and seven digits. The #1 is stripped off.
xxxxxxxT	The pattern is seven digits. The timer forces Bria to wait to allow matching to the fourth pattern. 9 is prepended to access an outside line.
9xxxxxxx	The pattern is a 9 and seven digits. The input is not transformed.

This example assumes that the dial plan belongs to the first account.

The dial plan is slightly trivial, because it does not cover all the situations that a dial plan should be designed for (local calls, long-distance calls, international calls, and so on for the locale).

However, the example does illustrate two ideas:

- Handling of the account prefix (#1), if you are upgrading from Bria 1.1 and are accustomed to entering the account number.
Use of # to identify the account is now deprecated. The dial plan should be capable of determining the account to use for this number. However, since users may still be in the habit of entering the account prefix, you may want to include this pattern to handle such a scenario.
- Distinguishing between a local seven-digit call in which 9 is not dialed (to access an outside line) and one in which 9 is dialed to access an outside line.

D 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 “Importing Contacts” on page 34

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

uri

display-name

entry_id

given_name

surname

email_address

email_addressn, where n is 2 to 6

sip_address

sip_addressn, where n is 2 to 6

business_number

business_numbern, where n is 2 to 6

mobile_number

mobile_numbern, where n is 2 to 6

home_number

home_numbern, where n is 2 to 6

fax_number

fax_numbern, where n is 2 to 6

groups

comment

postal_address

default_address

default_address_type

sms_addresses

custom_fields

custom_fieldsn, where n is 2 to 4

E Other Ways to Run Bria

E.1 From a Hyperlink

You can attach a hyperlink to a phone number or softphone address that, when clicked, starts Bria and dials the number. 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>
```

E.2 From the Command Line

You can start Bria from a DOS prompt. You may need to add Bria.exe to the PATH. Then type:

```
Bria30.exe
```

You can also run these action commands:

```
Bria 3.0>Bria30.exe -action=<action>=<input>
```

where action and input are:

call?to the remote URI

im?to the remote URI

add?contact the contact URI

quit

F Glossary

AEC	Acoustic echo cancellation. Processing of the audio or video signal to reduce the echo effect that can arise with a speakerphone or that can arise if the sound from the speakerphone or headphone leaks into the microphone.
AGC	Automatic gain control. Processing of the audio or video signal to adjust the microphone volume level so that the other party does not hear the distortion that might be caused by too high a microphone input or too low volume (due to too low input level).
AVI	Audio Video Interleave. A multimedia container format. AVI files contain both audio and video data in a standard container that allows simultaneous playback.
Broadband	Broad or wide bandwidth. In data transmission, the wider the band, the more data it is possible to transmit in a given time span. A cable, DSL and ADSL connection to the network provide broadband for data transmission. A dialup or ISDN connection typically provide a narrow bandwidth for data transmission.
Codec	The format by which audio or video streams are compressed for transmission over networks.
Dial plan	The rules that Bria follows in order to interpret the softphone address or phone number that the user has entered and to modify the number or address, as required, to ensure that the call will be placed successfully.
DTMF	Dual-tone multi frequency. DTMF is the system that is used in interactive voice-response menu systems such as the menu system for accessing voicemail messages. The DTMF system allows the user to interact with the menu by pressing keys on a dialpad or keyboard.
HID	Human interface device. In Bria, if the headset is HID-compliant, the user can configure the buttons on the device to invoke functions on Bria such as answering an incoming call.
IM	Instant Messaging. A technology that lets users send text message and files for near instantaneous delivery and display on each others' computers.
IP	Internet Protocol. A data-oriented protocol used for communicating data across a network. IP is the most common protocol used on the internet.
IP address	A unique number that devices use in order to identify and communicate with each other on a computer network using the IP standard.
Media	In a VoIP phone call, the audio and video portion of the information in a call. Compare to "Signaling".
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.
Proxy	See SIP account.
PSTN	Public Switch Telephone Network. The traditional land-line phone network.

RFC	Request for Comment. A document that describes an aspect of an internet technology. An RFC may be a proposed, draft or full internet standard.
RTP	Real-time Transport Protocol. A protocol for delivering the media portion of a data transmission over an IP network. SRTP is another media protocol.
Signaling	In a VoIP phone call, the information in a call that deals with establishing and controlling the connection, and managing the network. The non-signaling portion of the call is the Media.
SIMPLE protocol	Session Initiation Protocol for Instant Messaging and Presence Leveraging Extensions. The instant messaging (IM) protocol followed by Bria. It encapsulate the rules for exchanging instant messages.
SIP	Session Initiation Protocol. The signaling protocol followed by Bria for handling phone calls.
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.
SRTP	Secure Real-time Transport Protocol. A protocol for delivering the media portion of a data transmission over an IP network. SRTP is a secure protocol, which means that the media is encrypted. RTP is another media protocol.
TCP	Transmission Control Protocol. A transport protocol for delivering data over an IP network. Other transport protocols are TLS and UDP.
TLS	Transport Layer Security. A transport protocol for delivering data over an IP network. TLS is a secure transport protocol, which means that all the data being transmitted (signaling and media) is encrypted. Other transport protocols are TCP and UDP.
UDP	User Datagram Protocol. A transport protocol for delivering data over an IP network. Other transport protocols are TCP and TLS.
URI	Uniform Resource Identifier. A name or address that identifies a location on the world wide web. A softphone address is a type of URI.
URL	Uniform Resource Locator. A URI that both identifies a name or address and indicates how to locate it.
USB device	Universal Serial Bus device. A device that follows a specific communications standard. A headset may be a “USB type” of headset.
VAD	Voice Activity Detection. A technology that detects if audio is a human voice or background noise. Bria includes a feature (Preserve bandwidth on the Network panel of the Preferences window) that controls whether audio is transmitted when VAD determines that no one is actually speaking.
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.
WAV	Or WAVE. A file format standard for storing audio on PCs.