




Bria *Android Edition*
User Guide

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Contents

| | |
|---|----|
| About Bria <i>Android Edition</i> | 1 |
| Configuring Bria <i>Android Edition</i> | 3 |
| Getting Ready | 3 |
| Setting up | 4 |
| Making Phone Calls..... | 7 |
| Starting and Quitting Bria..... | 7 |
| Interaction between Bria and Native Phone | 8 |
| Placing a Bria Call | 9 |
| Handling Incoming Calls | 11 |
| Placing a Second Bria Call | 12 |
| Handling Established Calls | 14 |
| Unattended (Basic) Transfer | 15 |
| Attended Transfer | 16 |
| Conference Call | 16 |
| Call Log | 17 |
| Accessing Voicemail | 18 |
| Working with Contacts | 19 |
| Settings..... | 23 |
| Account Settings | 24 |
| User Preferences | 27 |
| Advanced Settings | 28 |
| Premium Features | 31 |
| A Troubleshooting | 32 |
| B Dial Plans | 33 |
| C Glossary..... | 35 |

1 About Bria *Android Edition*

Bria *Android Edition* is a SIP-based phone for an Android phone. With Bria *Android Edition* (Bria), you can use the Wi-Fi internet connection on your Android phone to make and receive calls without using cellular data. In addition, you can use the cellular data connection for phone calls when you are not in a Wi-Fi zone.

Standard Telephone Features

Bria *Android Edition* has all the standard telephone features, including:

- Call display and Voicemail indicator.
- Speakerphone, Mute and Hold.
- Call history – list of received, missed and dialed calls.
- Call transfer.
- Three-way audio conference.
- Ringtones and contact avatars.
- Support for DTMF: the ability to enter numbers to use an auto attendant.

Advanced Features

- Audio codecs G.711, iLBC, GSM and SILK™, with an option to purchase codec G.729.
- NAT traversal (STUN and ICE).
- Secure call signaling (TLS).
- Audio encryption (SRTP).
- Quality of Service (QoS).
- DNS SRV record lookups.
- Application diagnostics (logging and log files uploading).

Supported Devices

- HTC Evo™ 4G
- HTC Desire™
- HTC Desire Z™
- HTC Wildfire™
- HTC ThunderBolt™
- HTC Aria™
- Droid™ Incredible by HTC
- Nexus One™

- Samsung Epic™ 4G Android Smartphone (SPH-D700)

- Samsung Galaxy S i9000
- Samsung Galaxy S Fascinate™ 3G+ (SCH-i500)
- Samsung Galaxy S Vibrant™ (GT-i9000)
- Samsung Galaxy S Captivate™ (SGH-i896)
- Samsung Galaxy S2™

- DROID™ by Motorola
- DROID™ 2 by Motorola
- DROID™ X by Motorola
- DROID BIONIC by Motorola
- MOTOROLA ATRIX™
- MOTOROLA CHARM™
- MOTOROLA MILESTONE™

- Sony Ericsson XPERIA™ X10

Operating System

Your device must run on Android V2.1 or later.

Accessories

The following accessories are supported:

- Headset with microphone: Bria *Android Edition* uses the ear-piece and microphone on the headset.
- Headphones (no microphone): Bria *Android Edition* uses the ear-piece on the headphone and the built-in microphone on the Android phone.

2 Configuring Bria *Android Edition*



We strongly recommend that you perform your initial setup from within a “known” network, such as in your enterprise or university campus Wi-Fi zone or within range of your home network (if you have one) and not in a network such as an internet cafe.

2.1 Getting Ready

Obtain Account Information from your VoIP Service Provider

- Your username, password and domain.
- Your voicemail number, if your service provider provides this service.

Set up your Wi-Fi and 3G Connection

Make sure Wi-Fi is set up, 3G is enabled and data is enabled in your device.

1. From the main Android screen, tap Settings > Wireless & networks.
2. Look at the Wi-Fi field:
 - If it has a checkmark and a message such as “Connected to MyEnterprise”, then your phone has a Wi-Fi connection. Go to “Set up your 3G Connection”, below.
 - If it has no checkmark and the line “Turn on Wi-Fi”, then tap the field to turn on Wi-Fi and wait for the message “Connected to MyEnterprise”
 - If the message does not appear, tap Wi-Fi settings (the next field). On the Wi-Fi settings screen, tap the desired network and complete the popup that appears. The message “Connected” will appear.

You can connect to as many networks as you want. Whenever you move into range of one of these networks (and assuming you are not already connected elsewhere), you will automatically connect to that network.

Indicates that there is a Wireless connection



Set up your 3G Connection

1. From the main Android screen, tap Settings > Wireless & networks.
2. Scroll down and tap Mobile networks.
3. On the Mobile networks screen, make sure:
 - Data enabled is On
 - Use only 2G networks is Off (in order to enable 3G).

2.2 Setting up

Tap

You don't have active accounts. Please tap on Add Account.

Tap

Select your VoIP service provider, if it is on the list. Otherwise, select Generic SIP Account.

Complete the User Details section and Voice Mail section (optional) with the information provided by your service provider

When done, tap the Back key. Then tap the checkmark to register

When you have successfully registered, tap the Phone icon

Enter a phone number and click the Call icon

Troubleshooting Registration

If you cannot log in, ask your VoIP service provider if they want Bria to use STUN (to discover your public IP address). If they do not want you to use STUN, go to More > Settings > Advanced Settings > Network Traversal Strategy and choose the Server Managed profile.

For complete settings information, see page 24.

Troubleshooting Audio on a Phone Call






1. Go to More > Accounts, then tap the account. On the Accounts screen, tap the Account Advanced field and change the Global IP setting (page 25). If this doesn't help, go back to original setting.
2. If you still have a problem and you are using the Server Managed profile, speak to your VoIP service provider.

If you are using another profile, go to More > Settings > Advanced Settings > Network Traversal Strategy and take the appropriate action:

- If you are using the Default Configuration, switch to the Application Managed profile (to turn on ICE).
- If this does not solve the problem, contact your VoIP service provider to find out how they support ICE.

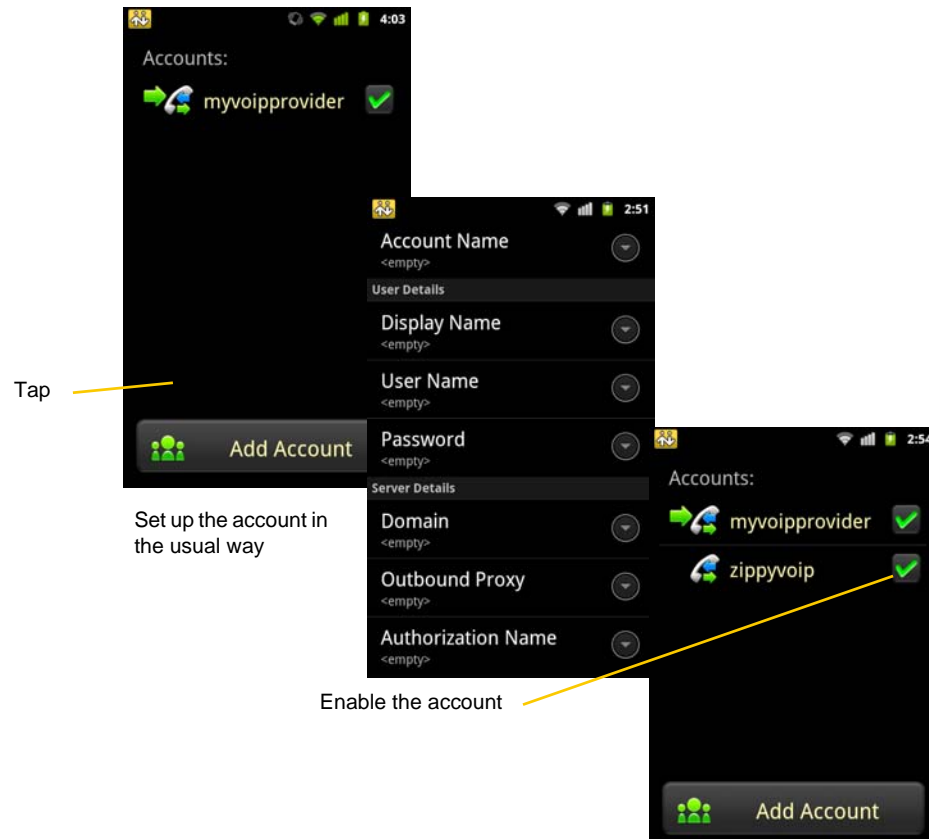
For complete settings information, see page 24.

Account Status

| Status | Meaning |
|---|--|
|  | The account is in the process of registering. |
|  | The account is enabled and registered for incoming and outgoing calls. |
|  | The account is enabled only for outgoing calls. (Account > Advanced > Incoming Calls is turned off.) |
|  | The account is disabled. You can enable it; it will then automatically register. |
|  | The account is enabled but registration failed. Check that you entered your account credentials correctly. |

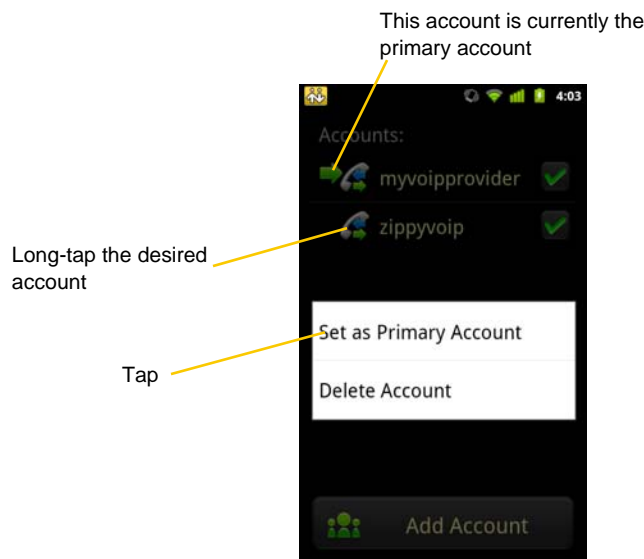
Setting up Multiple Accounts

You can set up more than one account if you have service from more than one VoIP service provider.



Setting the Primary Account

One account is always set as the primary account. This account is used by default for outgoing calls. You can change the primary account or you can override it for one call (page 10).



3 Making Phone Calls

3.1 Starting and Quitting Bria

Start Bria. After a few seconds, the Bria Phone screen appears.



To quit the Bria application:

1. Display the Phone, Contacts, or Call Log screen or the first More screen.
2. Tap the Menu button on the Android phone and choose Exit.

Troubleshooting

If you experience trouble with the application and need to restart, tap the Menu button and tap Re-Initialize.

3.2 Interaction between Bria and Native Phone

Placing Calls

- You can place a Bria call so long as you are not already on a native call or not already on two Bria calls.
- You can place a native call regardless of the state of Bria.

Incoming Calls

- An incoming Bria call rings on your phone unless you are on a native call or you are already on two Bria calls. In both these cases, the new incoming call will go to Bria voicemail instead.
- Incoming native calls: Being on a Bria call has no impact on your native phone: native calls will be received in the usual way. Therefore, you should be prepared to accept or decline a native call.

Established Calls

- If you accept an incoming native call, any live Bria call goes on hold. You will not be able to take the Bria call off hold until you end the native call.
- You can have up to two Bria calls established at the same time and switch between them.

3.3 Placing a Bria Call

You can place a Bria call unless you are already on a native call or already on two Bria calls.

Using the Dial Pad



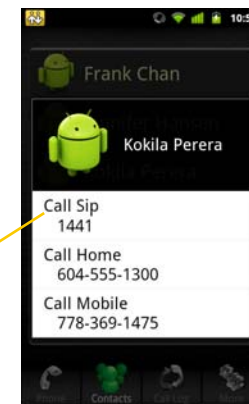
From the Bria Contact List

Tap the Contacts tab at the bottom of the screen

Search for the contact and tap it



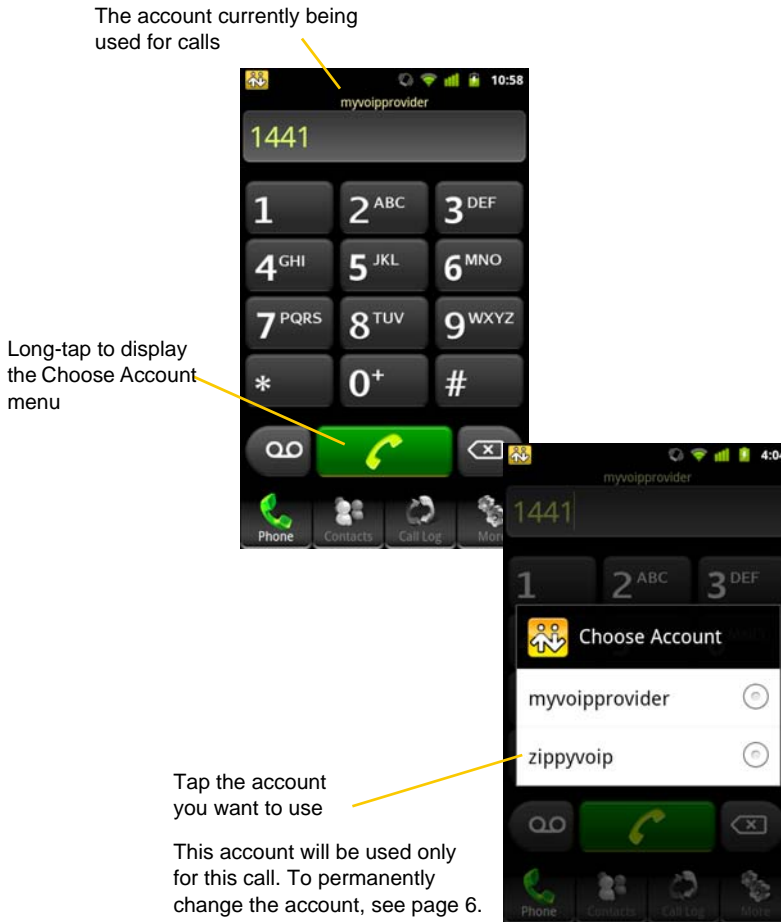
Tap the desired phone number



If phone numbers from your contact list need to be modified (for example, to remove extra characters such as +), you can set up a dial plan. See page 33.

Making a Call from another Account

If you have more than one account enabled, you can change the account to use on a given phone call.



3.4 Handling Incoming Calls



If you are on a native call or already on two Bria calls, the incoming call does not ring on your phone: it goes to Bria voicemail instead.

When Bria Is in the Background

If you receive an incoming call when Bria is in the background, Bria will automatically come to the foreground so you can handle the call.

3.5 Placing a Second Bria Call

When you are already on one Bria call, you can place a second Bria call.

Using the Dialpad

Place the call on hold first, if desired

Tap add call

Dial the number of the second person

Tap add call

The second call is dialed

The live call always appears on top

When the call connects, the first call is put on hold. You are now speaking to the second person.

To switch to the other person, tap Swap

From the Contact List

Place the current call on hold first, if desired

Tap add call

Tap Contacts

Find the person and tap. (If the list is long, search for the name; see page 20)

Or tap the Phone tab to go back to the first call

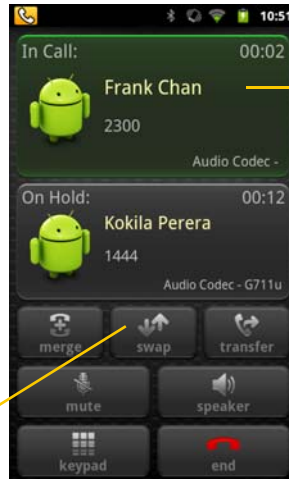
Tap. The second call is dialed

When the call connects, the first call is put on hold. You are now speaking to the second person.

To switch to the other person, tap Swap

3.6 Handling Established Calls

Handling Two Bria Calls

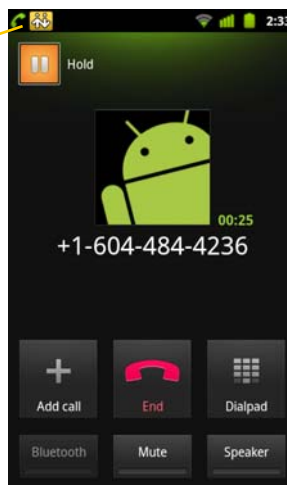


The live call always appears at the top

To switch to the other person, tap Swap

Handling a Bria Call and a Native Call

If you accept an incoming native call, any live Bria call goes on hold.



Use the Android navigation bar to switch between calls

You will not be able to take the Bria call off hold until you end the native call.

You cannot start another Bria call until you end the native call.

3.7 Unattended (Basic) Transfer

You can transfer the current Bria call to a second person without first talking to the second person.



3.8 Attended Transfer

You can speak to the second person first then transfer the first person to them.

Establish two calls (page 12)

Tap Transfer

A message appears

It does not matter which call is live and which is on hold

Both calls end on your side

3.9 Conference Call

When you have two Bria calls established, you can merge the calls into a three-way conference call.

Establish two calls (page 12)

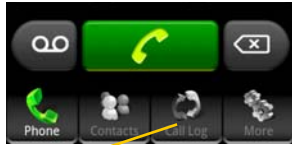
Tap Merge

The two calls are merged into a conference between you and the two other people

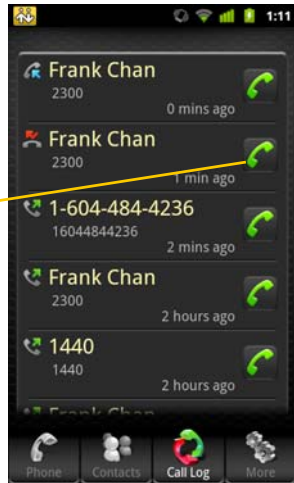
If desired, you can split the conference back into two separate calls. The top call will be the live call.

Tapping End Call ends the conference and hangs up on both calls.




3.10 Call Log



Tap the Call Log icon



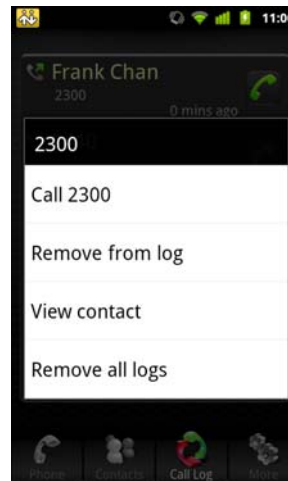
Tap to phone this person

-  Incoming call that was answered
-  Missed incoming call
-  Outgoing call

Tapping quickly displays this menu



Long-tap on a name displays this menu



3.11 Accessing Voicemail

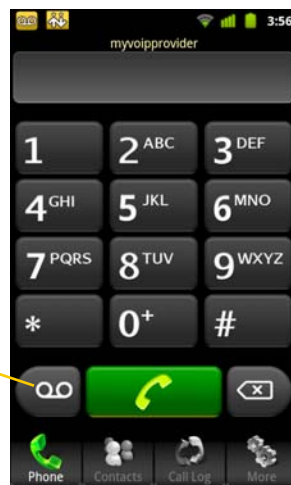
If your VoIP service provider provides a voicemail service, then incoming calls go to voicemail if:

- Bria is not running.
- You are currently on a native call.
- You already have two Bria calls established.

The voicemail indicator

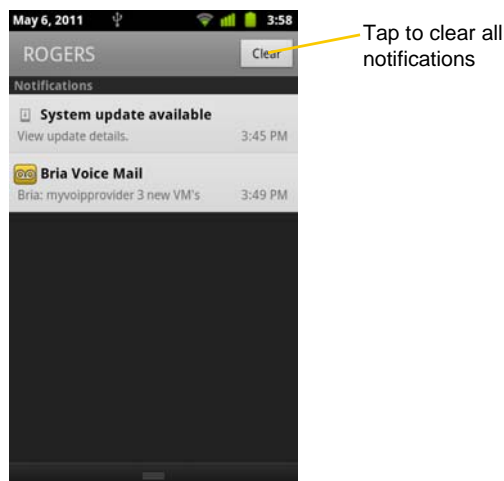


Tap the voicemail icon; the voicemail number appears in the entry field. Place the call in the regular way.



Clearing the Voicemail Indicator

After you have checked your voicemail, you can clear the voicemail indicator to stop the notification. (If you clear the indicator while you still have unchecked messages, the indicator will appear again!)



4 Working with Contacts

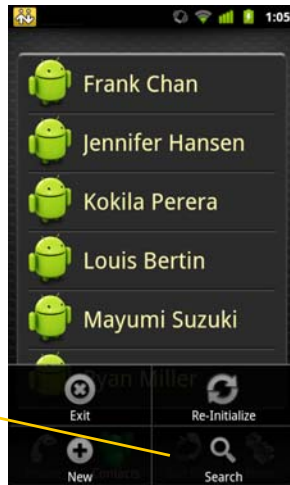
The contacts tab is automatically populated with contacts from your Android contact list.



Searching the Contact List

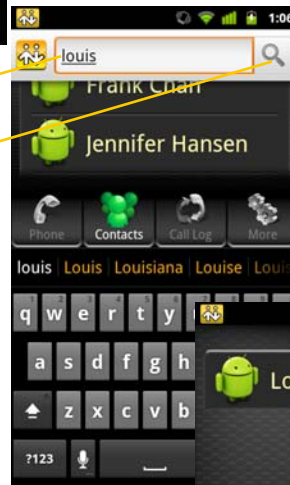
Tap the Android Menu icon. The bottom menu appears.

Tap Search



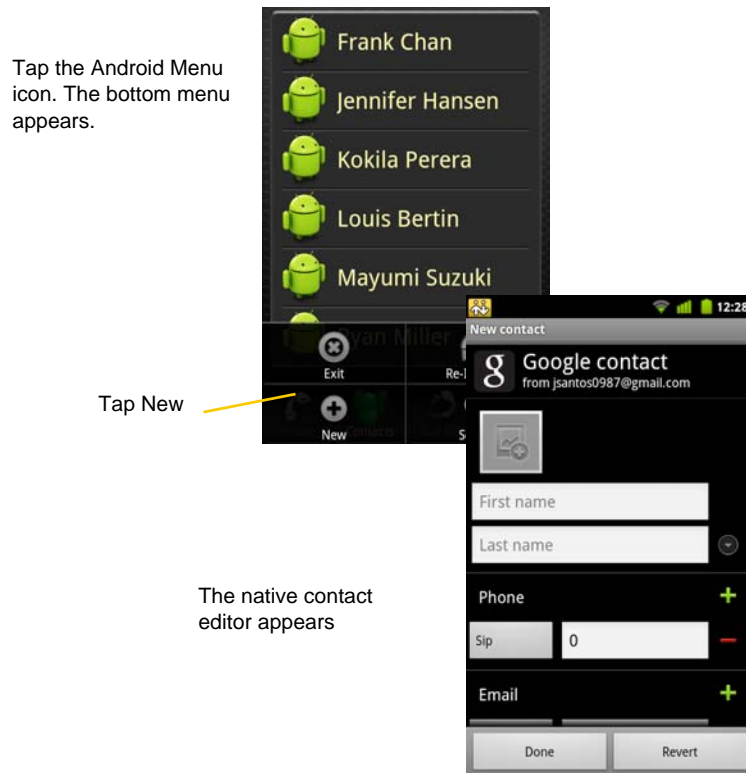
Type the name to look for

Then tap here

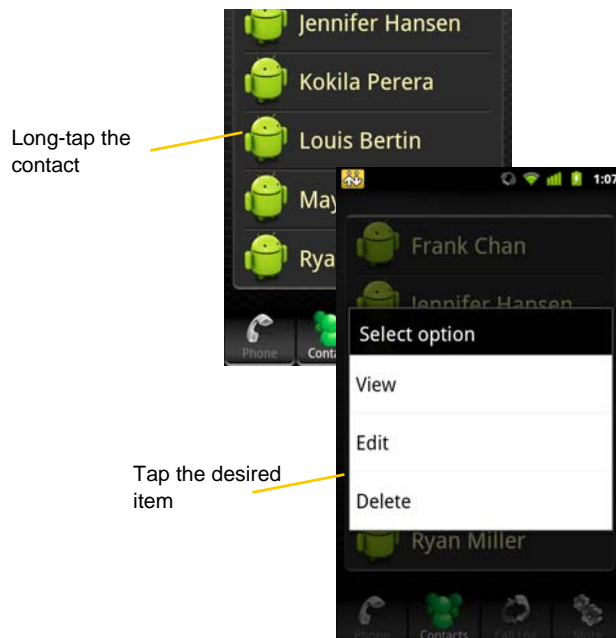


Manually Adding a Contact in Bria

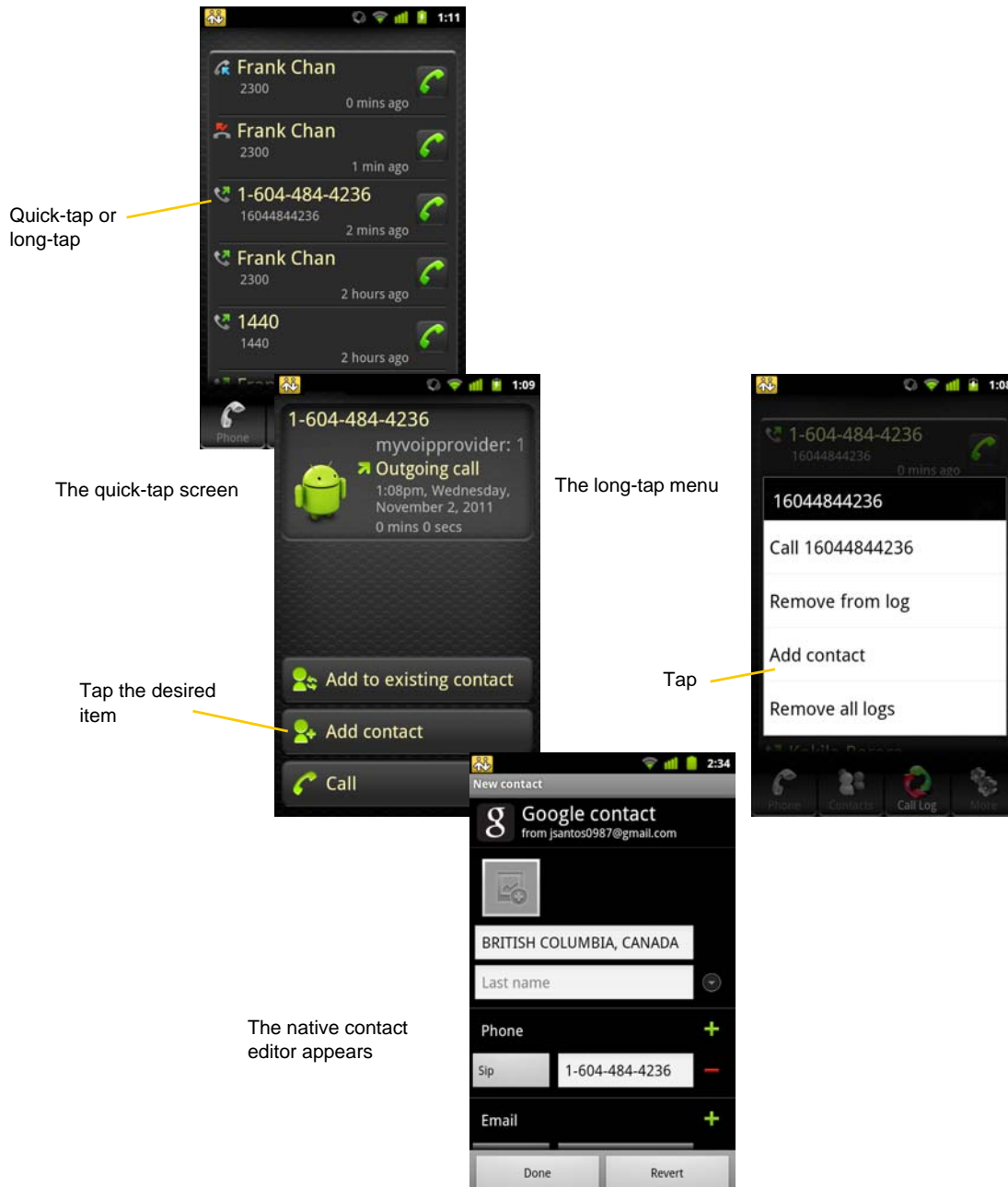
The Bria and Android contact lists are continually synchronized: adding, modifying or deleting a contact from one list updates the other list.



Modifying or Deleting a Contact

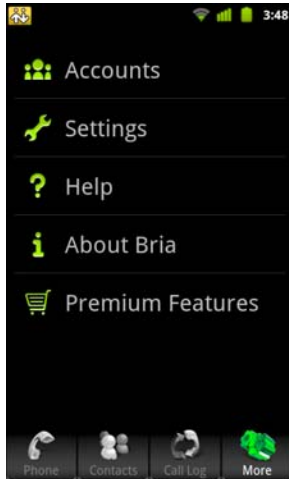


Adding a Contact from the Call Log

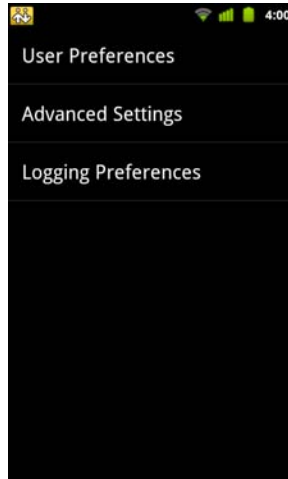


5 Settings

Tap More at the bottom of the screen.



More screen

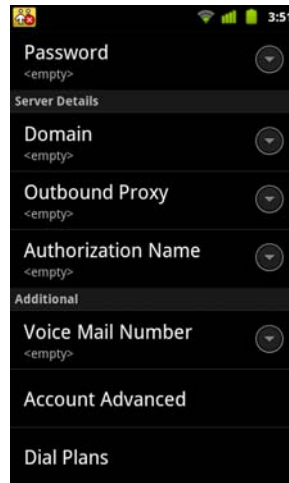
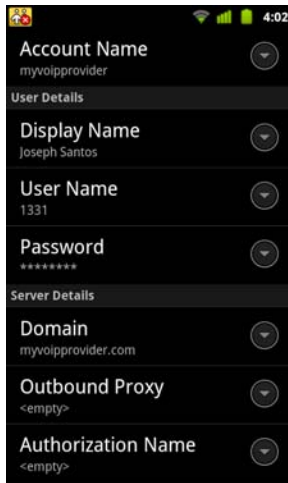


Settings Screen

- Accounts: See page 24.
- Settings > User Preferences: See page 27.
- Settings > Advanced Settings: See page 28.
- Settings > Logging Preferences. See “Troubleshooting” on page 32.
- Premium Features: See page 31.

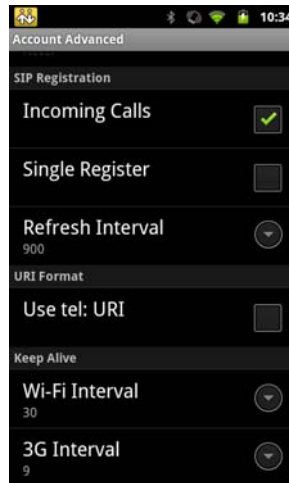
5.1 Account Settings

All the information for the fields on this screen must be supplied by your VoIP service provider.



| Field | Description |
|--------------------|---|
| Account Name | Change the name as desired. For example, “business account” |
| Display Name | Your name. Other people may see this as the caller ID (or they may see just your phone number). |
| User Name | Typically the account number (phone number) for the account. Provided by your VoIP service provider. For example, if your account is 6045551212@myVoipProvider.com, the username is “6045551212” |
| Password | Provided by your VoIP service provider. |
| Domain | Provided by your VoIP service provider. For example, if your account is 6045551212@myVoipProvider.com, the domain is “myVoipProvider.com” |
| Outbound Proxy | If your VoIP service provider has an outbound proxy and requires that you provide that address to Bria, enter the domain name or the IP address obtained from your provider. |
| Authorization Name | May not be required. But if it is required, it will be provided by your VoIP service provider. |
| Voice Mail Number | The number to dial to connect to voicemail and check messages. Provided by your VoIP service provider. If there is a number in this field, tapping the VM icon on the phone will connect to voicemail, page 12. |
| Account Advanced | See below. |
| Dial Plans | See page 33. |

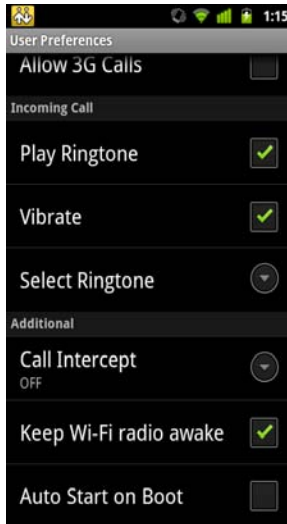
Account Advanced



| Field | Description |
|------------------|---|
| Global IP | <ul style="list-style-type: none"> On (checked): Bria will publish its public IP address at the signaling level. The public address may not work with some NATs or firewalls. Off: Bria will publish its private IPs at the signaling level. Typically, you turn this field off only if instructed to do so by your VoIP service provider or system administrator. |
| Global IP 3G | This setting has the same function as Global IP, but applies only when you are connected over 3G. If you set this setting to On, you must also set Global IP to On. |
| SIP Transport | Tap to display the choices. Contact your VoIP service provider to identify the types of transport that are supported. <ul style="list-style-type: none"> UDP and TCP do not support signal encryption. TLS does support signal encryption. You may need to install a certificate on your Android phone; speak to your VoIP service provider. |
| Encrypt Audio | You can encrypt a phone call at the media (audio) level: <ul style="list-style-type: none"> Never: Audio is not encrypted. If Possible: On a given call, audio will be encrypted if the other person supports and is also using audio encryption. If not, audio will not be encrypted. Always: Audio will always be encrypted. The call will fail if the other person cannot accept encrypted calls. |
| Incoming Calls | Typically On (which means you can receive calls on Bria). If Off, you will not be able to receive calls. |
| Single Register | Applies only if Global IP is on. <ul style="list-style-type: none"> On (checked): Bria will register using a single register request. OFF (default): Bria will register using an unregister and a register. Only turn on if advised by your VoIP service provider. |
| Refresh Interval | The timer interval between Bria's attempts to register in order to refresh the account registration. Range 30-900. This value is placed in the "Expires" header field of the SIP REGISTER message. Change this value only if advised to do so by your VoIP service provider. |
| URI Format | Change this value only if advised to do so by your VoIP service provider. <ul style="list-style-type: none"> On: Prefix SIP URIs with tel:// Off (default): Prefix SIP URIs with sip:// |

| Field | Description |
|-----------------------------|--|
| Keep Alive - Wi-Fi Interval | A “keep alive” message is a mechanism for maintaining a “pinhole” through your firewall so that phone calls proceed smoothly. The interval specifies how often the message is sent (in seconds). If you are experiencing problems during a Wi-Fi call (a call made over the Wi-Fi internet connection), try setting this interval to a lower number such as 20. |
| Keep Alive - 3G Interval | Same as above, except the interval applies to calls made over the 3G network. |

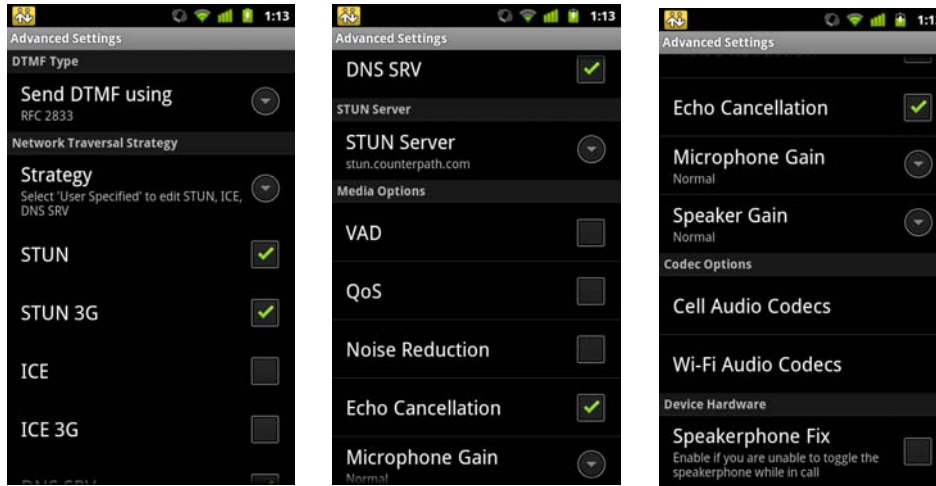
5.2 User Preferences



| Field | Description |
|------------------------|---|
| Allow 3G Calls | <ul style="list-style-type: none"> On (checked): When a Wi-Fi connection is not available, Bria will attempt to place calls using the cellular data channel. Data charges with your mobile carrier will apply. If you turn this setting on, we recommend you purchase the G.729 codec (page 31) because it provides better audio quality on 3G calls. Off: When a Wi-Fi connection is not available, you will not be able to place or receive calls. |
| Play Ringtone | On to hear the ringtone. |
| Vibrate | On to vibrate when you receive a call. |
| Select Ringtone | Set to the desired ringtone. |
| Call Intercept | <ul style="list-style-type: none"> On: When you make a call using the native Android phone, the call will be intercepted by Bria and placed using Bria. Off: Calls made from the native phone are placed using the native phone. Calls made from the Bria screens are placed using Bria. Prompt: Each time you make a call using the native Android phone, you will be asked whether you want to place the call via Bria or the native phone. |
| Keep Wi-Fi radio awake | <p>Controls whether the Wi-Fi radio stays on when the screen goes dark (phone gets auto locked).</p> <ul style="list-style-type: none"> On (checked): The Wi-Fi radio stays on, so that when the screen goes dark (1) you stay logged on via Wi-Fi (as long as you are in your Wi-Fi network) and (2) incoming calls will use Wi-Fi instead of cellular data. Radio On uses more battery power. Perhaps choose On if you have a limited data plan. Off: The Wi-Fi radio is turned off, so that when the screen goes dark (1) Bria will re-log in via the cellular data channel and (2) incoming calls will use the cellular data channel. (Unless 3G is not enabled on your phone and/or in Bria, in which case Bria logs out and you will not receive calls as long as the phone is dark.) Radio Off uses less battery power. Perhaps choose Off if you have an unlimited data plan. |
| Auto Start on Boot | On to automatically start and log into Bria when you start your Android device. Even if Bria was logged out when you powered off the phone, Bria will start and log in when the phone starts. |

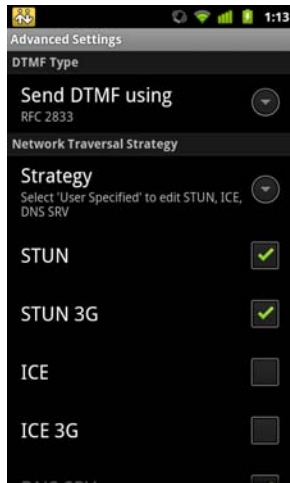
5.3 Advanced Settings

When you changed an advanced setting, you may be prompted to apply the changes. In order to apply the changes, Bria will automatically unregister and reregister all enabled accounts. This may take a few seconds.



| Field | Description |
|--|---|
| DTMF Type | The method used for DTMF, sent when you press a number key when dealing with an auto attendant (such as “press 1 for customer service”). Enter the value specified by your VoIP service provider: DTMF 2833 or SIP Info. With both these methods, inband DTMF is always sent as a fallback. If DTMF tones are not being recognized, trying the other method may resolve the issue. If DTMF is still not working, contact your VoIP service provider for information about DTMF and IVR. |
| Network Traversal Strategy | Tap to display the choices; see page 29. |
| STUN, STUN 3G, ICE, ICE 3G, DNS SRV, STUN server | See “Network Traversal Strategy”, below. |
| VAD | <ul style="list-style-type: none"> On (default): audio is not transmitted when no one is speaking. Turning this feature on may reduce bandwidth usage. Off: audio is transmitted when no one is speaking. |
| QoS | If desired, ask your VoIP service provider if QoS is supported. QoS (Quality of Service) can allow your phone calls to be given a higher priority on the network. Turning QoS on has no effect if your provider does not support it. |
| Noise Reduction | When on, Bria attempts to reduce background noise. Typically on when you are not using a headset, typically off when you are using a headset. |
| Echo Cancellation | Try turning on this setting if you or the person you are talking to is hearing an echo. If the other person still hears an echo, turn this setting back to Off. |
| Microphone Gain | Changing this setting may improve audio quality if your voice is loud and distorted for the person you are talking. There are five options; the default is Normal (100%). |
| Speaker Gain | Changing this setting may improve audio quality if your voice is loud and distorted for the person you are talking. There are five options; the default is Normal (100%). |
| Codec Options | See page 30. |
| Speakerphone Fix | If the speakerphone is always turned on in Bria, turn on this setting and see if that forces the speakerphone to turn off. If the speakerphone is still on, turn this setting off again. |

Network Traversal Strategy



Speak to your VoIP service provider about the strategy to use. Or leave the default and just change the STUN Server field.

Select a profile to set a specific combination of STUN, ICE, and DNS SRV:

- **Default Configuration: STUN On, ICE Off, DNS SRV On.**
Bria will use the specified STUN server to discover the public address of your device. It will present that public address for SIP signaling and when negotiating media routing.
- **Application Managed: STUN On, ICE On, DNS SRV On.**
Bria will use the specified STUN server to discover the public address of your device. It will present your public address for SIP signaling and both your public and private addresses when negotiating media routing.
- **Server Managed: STUN Off, ICE Off, DNS SRV On.**
Bria will present your device's private address for SIP signaling and when negotiating media routing. Choose this option if your VoIP service provider advises you that it has implemented a network-hosted NAT traversal (or far-end NAT traversal) technology such as a session border controller (SBC), media proxy or RTP relay.
- **User Specified: Set the settings as desired.**

| Field | Description |
|-------------|--|
| STUN | <ul style="list-style-type: none"> • On (checked): Bria will use a STUN server to discover your public IP address. • Off: Bria does not discover your public IP address. Therefore, only the private IP address will be used. Typically in this case, Global IP should be turned off. |
| STUN 3G | This setting has the same function as STUN, but applies only when you are connected over 3G. |
| ICE | <p>ICE is involved only in media routing (it is not involved in SIP signaling).</p> <ul style="list-style-type: none"> • On (checked): Bria will use ICE to discover addresses for media packets. ICE provides a good guarantee of two-way audio. However, to use ICE successfully, both endpoints in a call must use ICE and specifically must use draft 19 of the ICE standard. • Off: Try turning ICE off if you are not using Bria behind a firewall or NAT. |
| ICE 3G | This setting has the same function as ICE, but applies only when you are connected over 3G. |
| DNS SRV | <ul style="list-style-type: none"> • On (checked): Bria will use DNS SRV to discover the network addresses for your VoIP service provider's VoIP-related services such as a STUN server, if any. • Off: Bria will not use DNS SRV for discovery. Only turn this setting off if your system administrator advises you to do so. |
| STUN Server | Used only if STUN is on. The default is <code>stun.counterpath.com</code> but we recommend that you change this to an address provided by your VoIP service provider. CounterPath cannot guarantee the availability of their STUN server. |

Audio Codecs Selection

Codecs are programs in Bria involved in transmitting audio; each codec has different characteristics and therefore each works better in some situations than in others.

Novice and Non-technical Users

We recommend you enable all codecs and let Bria select the best codec to use in a given situation.

Technically Savvy Users

You may choose to enable one, some or all codecs. If only one codec is enabled, all calls will be made with that codec. If more than one is enabled, Bria negotiates the codec to use (from among the enabled codecs) with the other person. If no codecs are enabled, Bria uses G.711u.

G.722 and SILK-HD are wideband codecs. All other codecs are narrowband. When a wideband codec is used, data usage will be higher and audio quality will generally be better. When a narrowband codec is used, data usage may be lower but audio quality may be affected.

Data usage for the codecs with a fixed bit rate, from high to low usage, is: G.722, G.711, iLBC, GSM, G.729a. SILK-HD and SILK-NB have a variable bit rate; the data usage will fluctuate depending on the network conditions. The optional G.729a codec will provide you the best performance (audio quality and bandwidth usage/cost) when using cellular (3G) for phone calls.

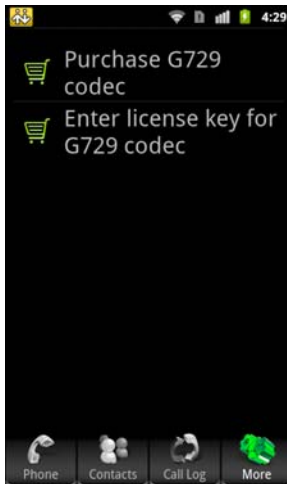
If you turn on the Higher Priority field, then when a narrowband codec is available, it will be given a higher priority in the media negotiation with the other person, which may result in that codec being used. If you leave this field off, a narrowband codec will not be given a higher priority in the negotiation.

5.4 Premium Features

Premium Features offers items that you can purchase to use on Bria.

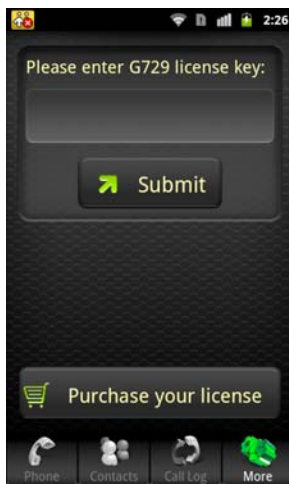
G.729 is a narrowband codec that is intended for low bandwidth use. It is particularly recommended if you will be making calls over 3G because it provides better audio quality on your cellular data connection. How to purchase the G.729 codec differs depending on where you originally purchased Bria.

If You Purchased Bria from the Android Market



1. Go to More > Premium Features. The screen shown on the left appears.
2. Tap "Purchase G729 codec" to go to the Android Market. Follow the prompts to purchase the codec.
3. Go to More > Settings > Advanced Settings > Cell Audio Codecs.
4. Tap G729 to enable it. Make sure Narrow-Band Codecs Higher Priority is also enabled. Once you purchase the codec, you will not see Premium Features on the menu.

If You Purchased Bria from the CounterPath Store



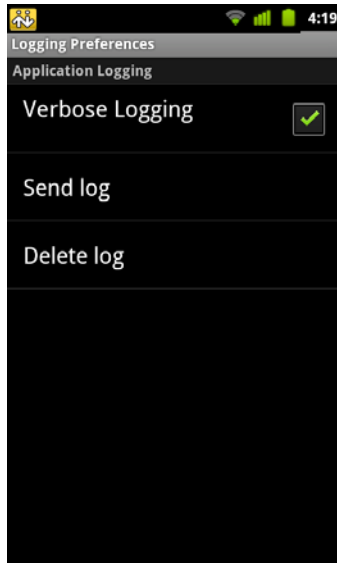
1. Go to More > Premium Features. The screen shown on the left appears.
2. Tap "Purchase your license" to go to the "Mobile - G.729 Upgrade" on the CounterPath store. Follow the prompts to purchase the license. Once you have purchased the codec license, the license key for the codec will be sent to you by e-mail.
3. Open the email from CounterPath and copy the license key.
4. Go to More > Premium Features. Enter the license key and tap Submit.
5. Go to More > Settings > Advanced Settings > Cell Audio Codecs.
6. Tap G729 to enable it. Make sure Narrow-Band Codecs Higher Priority is also enabled. Once you purchase the codec, you will not see Premium Features on the menu.

A Troubleshooting

More Information

- You can view Frequently Asked Questions at <https://support.counterpath.com/default.asp?W546>.
- You can visit the *Bria Android Edition* forum at forums.counterpath.com > Bria Android Edition.

Using Bria Diagnostics



When you have a problem with Bria, customer support may ask you to turn on diagnostics in order to capture information.

1. Go to More > Settings > Logging Preferences and turn on Verbose Logging.
2. Reproduce the problem.
3. When done, go to More > Settings > Logging Preferences and tap Send Log. Once the file has been sent, you will see a Sending Log Success notification; this notification includes a reference number.
4. Send an email to support@counterpath.com with the details of your issue and the reference number.

If sending the file fails, check your Wi-Fi and/or cellular data connectivity.

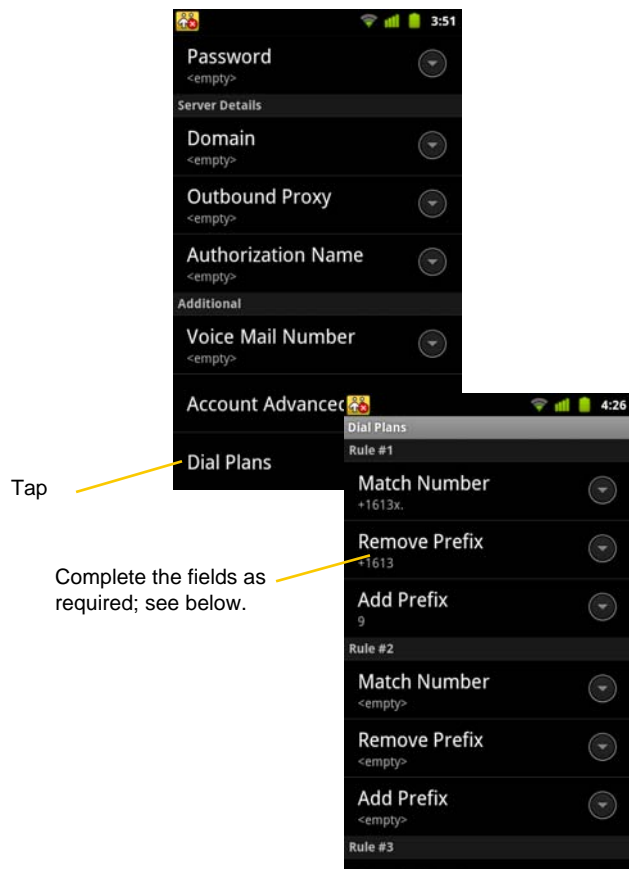
B Dial Plans

You can create a dial plan in order to modify a phone number used in a phone call (the “input”), in order to ensure the call is placed successfully. For example, you could create a dial plan to change any number that starts with “+1613” to just “613”.

Setting up Dial Plans

You can create up to three dial plans for an account. Dial plans are account-specific, so make sure you set up a plan for each account that needs one. Bria goes through the dial plans in the order in which they appear on the screen.

Go to More > Accounts > tap the account. Scroll down.



Designing the Dial Plan

A dial plan has two parts:

- A pattern (the match number) that the phone number (the input) must match.
- The modification to make if the input matches that pattern: removing a prefix, adding a prefix, or removing one prefix and adding another one.

Example 1

Match number: +1613x. Remove Prefix: +1613 Add Prefix: 9

If the input starts with “+1613”, then remove the “+1613” then add “9” and dial the number. So +16135550012 is dialed as 95550012.

Example 2

Match number: [2-9]xxxxxxxx Add Prefix: 1

If the input is a 10-digit number starting with a number other than 1, then add “1” and dial the number. So 6045550012 is dialed as 16045550012.

The Pattern

The pattern can be made up of any combination of the following:

| Element | Description |
|---------|---|
| 0 to 9 | Any digit |
| x | A single wildcard |
| * # + | These keyboard symbols |
| [] | A collection that can include a range. For example [6-9] means 6 7 8 9. Or [136-9] means 1 3 6 7 8 9. |
| . | Repeat the last element 0 or more times. For example, with the pattern “12.” the following input will match: 1 (The “2” is repeated zero times) 12 122 1222 and so on |

The Modification

The modification can add or remove characters and can be made up of digits, wildcards or symbols.

C Glossary

| | |
|----------------------|---|
| Android icon | The Android Menu icon, Back icon, Home icon and Search icon are icons (buttons) that are part of the Android device and may have a different appearance and location on different Android devices. |
| Bria call | A call made using the Bria screen. Compare to “native call”. |
| 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 dial pad or keyboard. |
| ICE | Interactive Connectivity Establishment. A method for traversing a firewall. |
| IP address | A unique number that identifies a computer. Computers on a network use the IP address communicate with each other. |
| IVR | Interactive Voice Response. IVRs use DTMF. |
| Media | The audio portion of a call. Compare to “Signaling”. |
| Native call | A call made using the phone service that comes with the Android phone. |
| Native phone service | The cellular phone service that comes with the Android phone. |
| Signaling | 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. |
| 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. |
| STUN | Simple Traversal of UDP through a firewall or NAT. |
| Wi-Fi call | A call made over the Wi-Fi internet. To make a Wi-Fi call, you must be in a Wi-Fi zone. |
| 3G call | A call made over the 3G cellular network. If you start (or receive) a call with an Android phone when you are not in a Wi-Fi zone, the call will be a 3G call. |

