


# **Bria *Android Edition*** **User Guide**

CounterPath Corporation  
Suite 300, One Bentall Centre  
505 Burrard Street, Box 95  
Vancouver, BC V7X 1M3  
Tel: 604.320.3344  
sales@counterpath.com   www.counterpath.com

© 2014 CounterPath Corporation. All rights reserved.

This document contains information proprietary to CounterPath Corporation, and shall not be used for engineering, design, procurement, or manufacture, in whole or in part, without the consent of CounterPath Corporation. The content of this publication is intended to demonstrate typical uses and capabilities of the *Bria Android Edition* application from CounterPath Corporation. CounterPath makes no warranty regarding the content of this document, including—but not limited to—implied warranties of fitness for any particular purpose. In no case will CounterPath, its employees, officers or directors be liable for any incidental, indirect or otherwise consequential damage or loss that may result after the use of this publication.

CounterPath and the  logo are trademarks of CounterPath Corporation.

This manual corresponds to *Bria Android Edition* version 3.0.0.

Google and Android are trademarks of Google Inc.

SILK is a registered trademark of Skype Inc.

The Bluetooth word mark, figure mark, and combination mark are all trademarks that are owned by the Bluetooth SIG.

All other trademarks are the trademarks of their respective owners.

# Contents

About Bria <i>Android Edition</i> .....	1
Configuring Bria .....	3
Getting Ready .....	3
Setting up .....	4
Setting up Presence and Instant Messaging .....	7
Widget.....	10
Adding Facebook Friends .....	11
Making Phone Calls.....	13
Starting and Quitting Bria.....	13
Interaction between Bria and Native Phone .....	14
Placing a Bria Call .....	15
Handling Incoming Calls .....	18
Handling One Established Call .....	19
Recording Calls.....	20
Placing a Second Bria Call .....	21
Handling Two Established Calls.....	23
Unattended (Basic) Transfer .....	24
Attended Transfer .....	26
Conference Call .....	26
History .....	27
Handling Video Calls.....	29
Accessing Voicemail .....	31
Presence and Instant Messaging .....	33
Sending an IM.....	34
Sending an SMS.....	36
Receiving an IM and SMS.....	38
Starting XMPP Group Chat .....	39
Viewing Others' Status (Adding a Buddy).....	41
Setting Your Own Status .....	44
Responding to Buddy Requests .....	45
Settings.....	47
Accounts .....	48
Preferences.....	54
Advanced Settings .....	57
Premium Features .....	62
Share .....	63
A Troubleshooting .....	65
B Dial Plans .....	66
C Glossary.....	68



# 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 your mobile data plan. In addition, you can use the mobile 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.
- Audio call recording.
- Three-way audio conference.
- Audio codecs G.711, G722, GSM, iLBC and SILK™, with an option to purchase codecs G.729a and Adaptive Multi-Rate wideband (AMR-WB).
- Ringtones and contact avatars.
- Support for DTMF: the ability to enter numbers to use an auto attendant.

## Advanced Features

- Video calls. Must be purchased separately as an in-app purchase.
- Presence and Messaging using the XMPP protocol and the SIP SIMPLE protocol. Must be purchased separately as an in-app purchase.
- NAT traversal (STUN and ICE).
- Secure call signaling (TLS).
- Audio encryption (SRTP).
- Quality of Service (QoS).
- DNS SRV record lookups.
- Call quality statistics.
- Application diagnostics (logging and log files uploading).

## Operating System

Your device must run on Android V2.3.3 or later.

## Accessories

The following accessories are supported:

- Headset with microphone (including Bluetooth™): 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



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

1. Set up Wi-Fi connection. From the main phone screen, tap Settings > Wireless & networks, and 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 the next step.
- 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.



2. Set up mobile data connection (if applicable). From the main phone screen, tap Settings > Wireless & networks, and then tap Mobile networks. Make sure:
  - Data enabled is On
  - Use only 2G networks is Off (in order to enable 3G).
3. Let Bria use mobile data when no Wi-Fi is available. To do so, launch Bria and go to Preferences and turn on “Use When Available” and “Allow VoIP Calls”.
4. Obtain account information from your VoIP service provider.
  - Your username, password and domain.
  - Your authorization name, if used by your service provider.
  - Your voicemail number, if your service provider provides this service.
5. Tap the Bria icon on the phone.

In general, Bria works in portrait mode. It also supports landscape mode for typing messages so users can take advantage of bigger keyboard.

## 2.2 Setting up

Tap

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

Tap

Account types

User-defined Generic Accounts

SIP Making Calls

XMPP Presence and IM

XMPP Providers

VoIP Providers - I

123Cloud

A1

ABRONIX

ech

Account Name

myvoipprovider

USER DETAILS

Display As

js

Username

5656

Password

\*\*\*\*\*

Domain

zippy-phone.com

VOICE MAIL

VM Number

<empty>

ACCOUNT EXTRAS

Account Specific Features

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

Accounts

myvoipprovider

Facebook Connect

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

When you have successfully registered, tap the Back key and then tap the Phone icon.

Enter a phone number and click the Call icon






Phone Ready  
myvoipprovider

1441

1 2 3  
4 5 6  
7 8 9  
\* 0 #

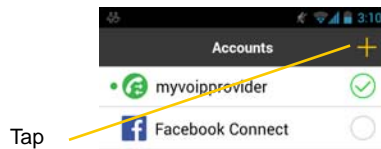
Call icon

## Account Status

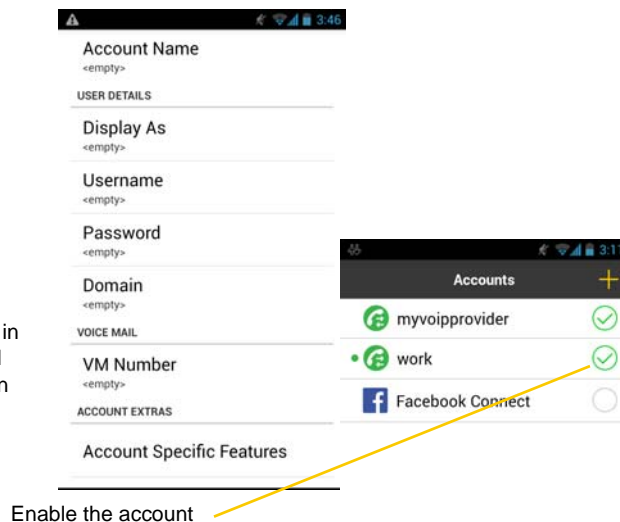
Status	Meaning
	The account is in the process of registering.
	The account is enabled and registered for incoming and outgoing calls.
	The account is enabled only for outgoing calls. (Accounts > Account Advanced > Incoming Calls is turned off.)
	The account is disabled. You can enable it; it will then 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.

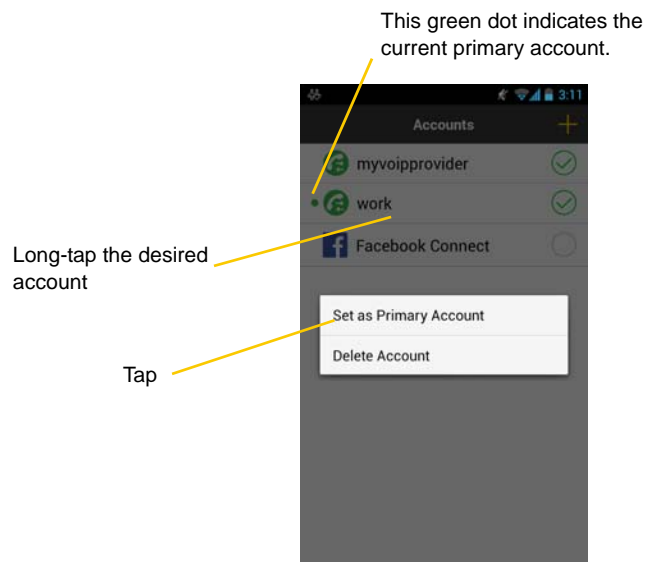


Set up the account in the usual way, and tap the Back button



## 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 16).



## 2.3 Setting up Presence and Instant Messaging

Presence and Messaging is a premium feature available as an in-app purchase. With Presence and Messaging, you can share online status with your buddies (such as Available, Away, On the phone), and exchange instant messages with them.

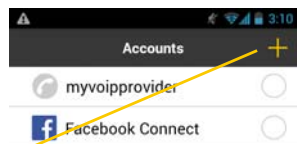
Bria supports the XMPP protocol and the SIP SIMPLE protocol. You can create an XMPP account on Bria with your Gmail or Facebook credentials to communicate with your buddies. To use a SIP account for Presence and Messaging, make sure your VoIP service provider supports this service for SIP SIMPLE. Texting (sending SMS) to PSTN phone numbers is also available if your VoIP service provider supports this service.

To use the Presence and Messaging feature for XMPP and/or SIP SIMPLE, you need to purchase the feature from Google Play. To do so, go to Settings > Premium Features, and follow the prompt (see page 62 for details). After the purchase, the Messages tab appears at the bottom of Bria. Then follow the steps below, depending on the protocol you want to use.

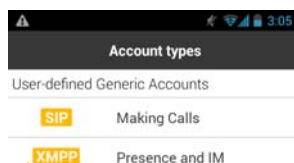
### For XMPP

To use the Presence and Messaging feature for XMPP, you need to create an XMPP account with the credentials such as Gmail or Facebook. As soon as your account is connected to an XMPP server, your buddies appear on your Buddies list.

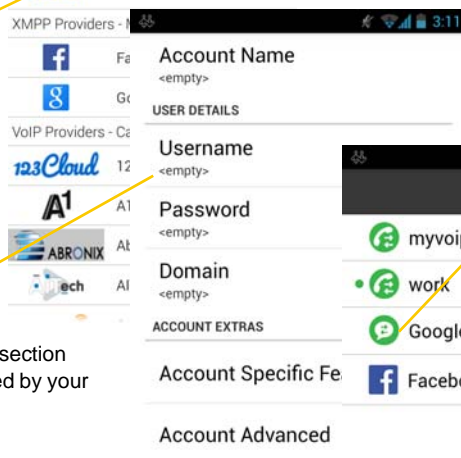
Go to  
Settings >  
Accounts.



Tap



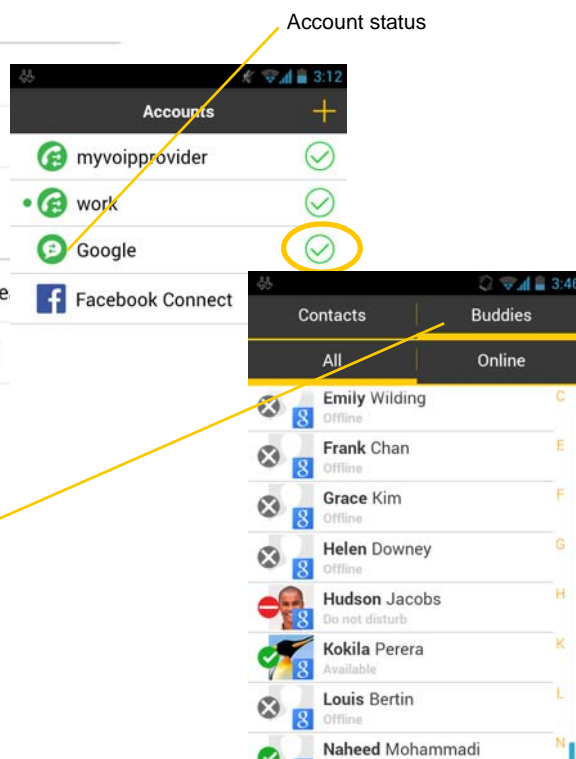
Tap XMPP



Complete the User Details section  
with the information provided by your  
service provider.

Tap the Back key. Make sure that the  
account shows a checkmark.

Tap the Back key, and tap Contacts > Buddies  
to see who is online.  
To add a new buddy, see page 41.



## Account Status

Status	Meaning
	The account is in the process of registering.
	The account is connected to an XMPP server, and can be used to send and receive instant messages.
	The account is disabled. You can open the account and enable it; it will then automatically connect.
	The account is enabled but it is not connected. To connect, tap the checkmark on the right. If you do not want to use an account, you should disable it (rather than disconnecting). If you leave the account disconnected (instead of disabled) it will automatically connect next time you start Bria.

## For SIP SIMPLE

To use the Presence and Messaging feature for SIP SIMPLE, you need to change the setting on your SIP account. Then add a new buddy to see other people's presence (see page 41). If you are new to Bria and have not set up your SIP account for making phone calls yet, it will be easier to set up Bria as a phone first (see page 4), then follow the steps below.

Tap Settings > Accounts.

Unregister your SIP account to make changes, and then tap the account.



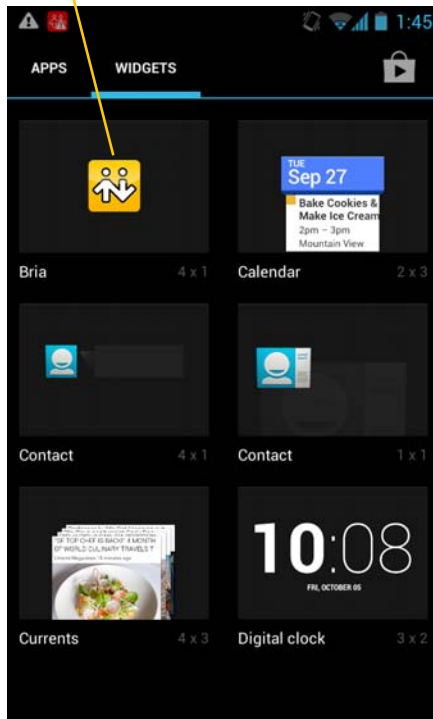
Tap Contacts, and add buddies (page 41).

## 2.4 Widget

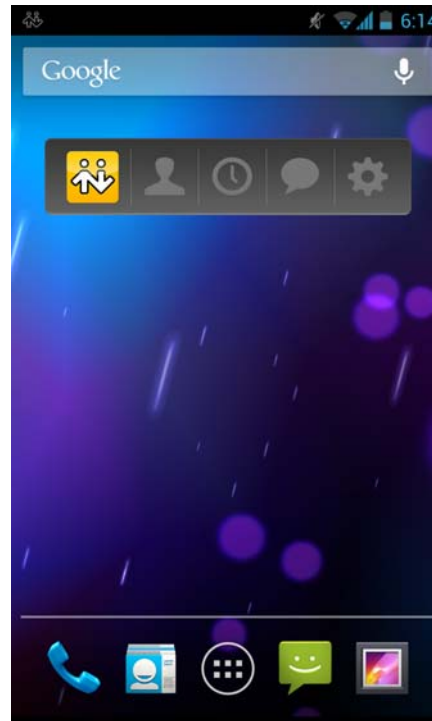
Bria has a widget which allows you a quick access to each tab of Bria such as: Dial Pad, Contacts, History, Messages and Settings. The widget does not show a badge for unread messages or missed calls.

To add the widget to the home screen, go to the widgets library on your device, look for Bria, hold down the Bria icon and drop it on to the Home screen.

Hold down the icon.



Bria widget on home screen

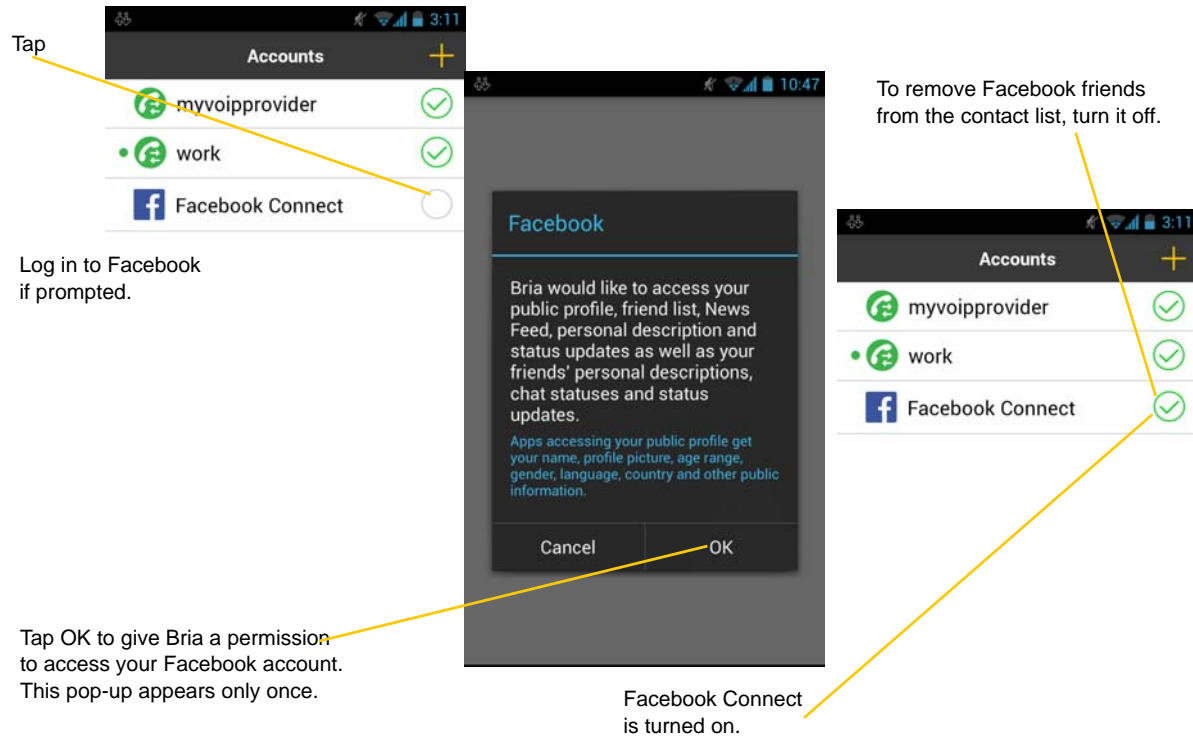


## 2.5 Adding Facebook Friends

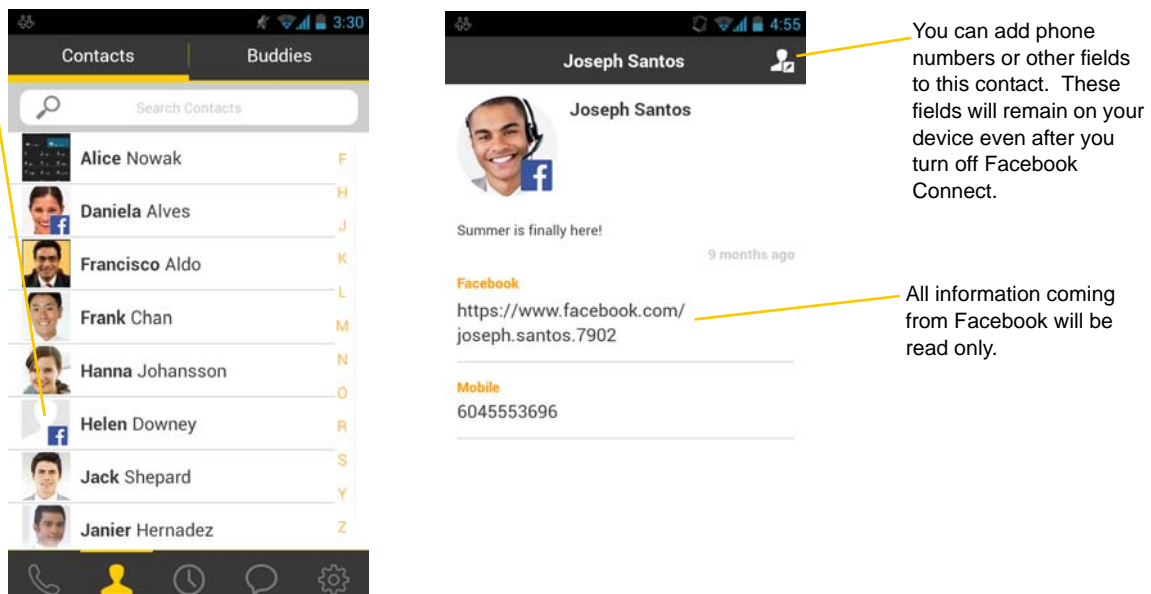
On Bria, you can merge Facebook friends in the contacts list. After the merge, Bria's contact detail page will show the latest status of your friends posted on Facebook.

To merge your Facebook friends to Bria's contact list, the official Facebook app must be installed on your device.

Go to Settings > Accounts.



Go to the Contact list and tap one of your Facebook friends.

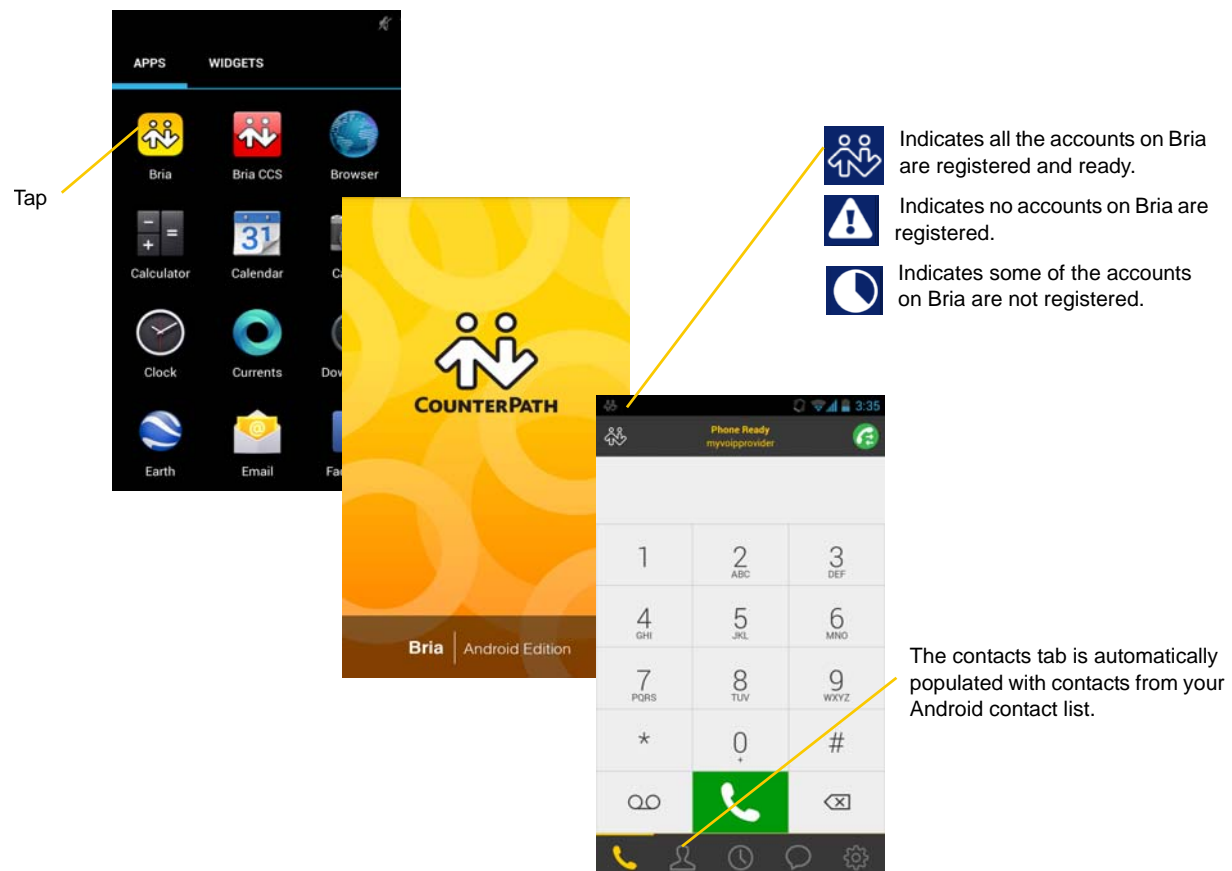




## 3 Making Phone Calls

### 3.1 Starting and Quitting Bria

Tap the Bria icon to start Bria. After a few seconds, the Bria screen appears.



To quit the Bria application:

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

## 3.2 Interaction between Bria and Native Phone

### **Contacts**

- Bria uses your contacts saved on your phone. Bria's contacts are continually synchronized with your native contacts; adding, modifying or deleting a contact from one list updates the other list.

### **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.

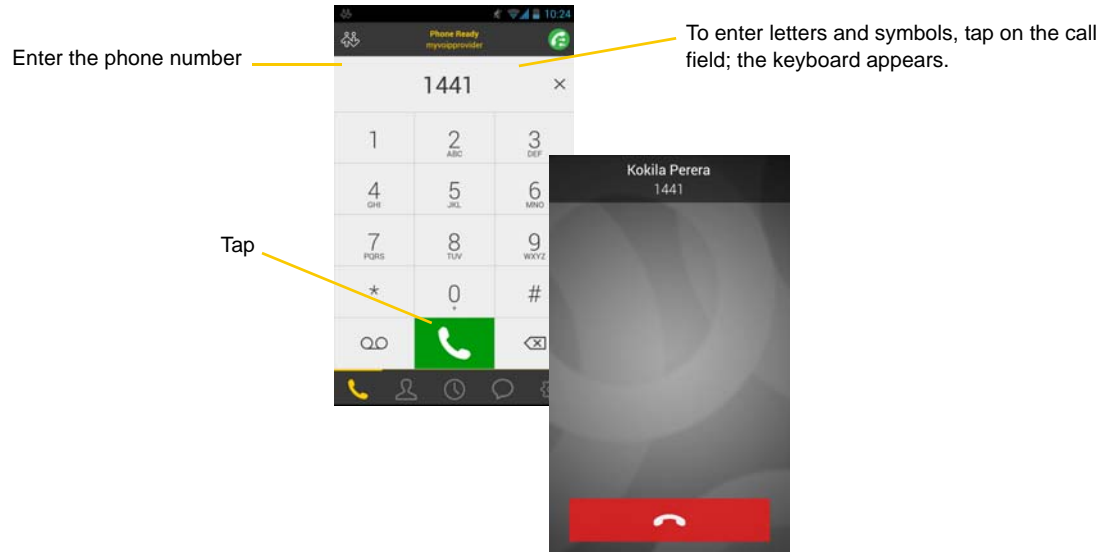
### **Established Calls**

- 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.

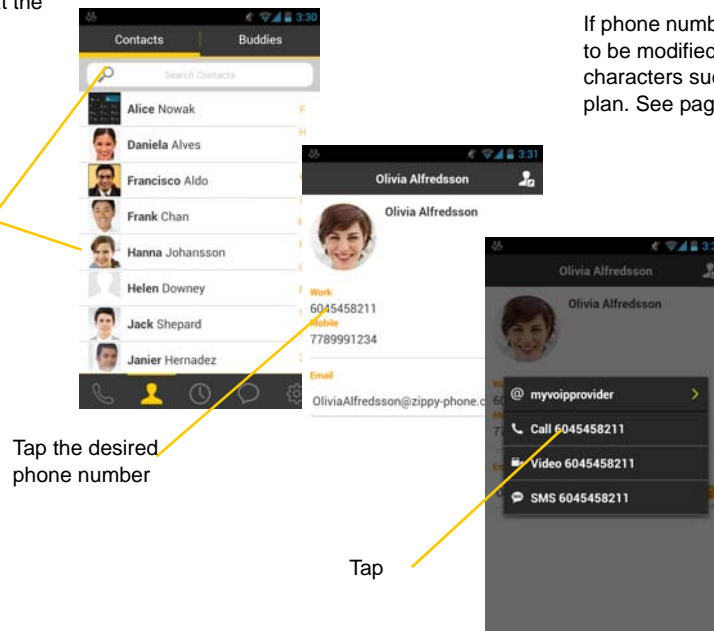
### Using the Dialpad



### From the Bria Contact List

Tap the Contacts tab at the bottom of the screen

Search for the contact and tap it



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 66.

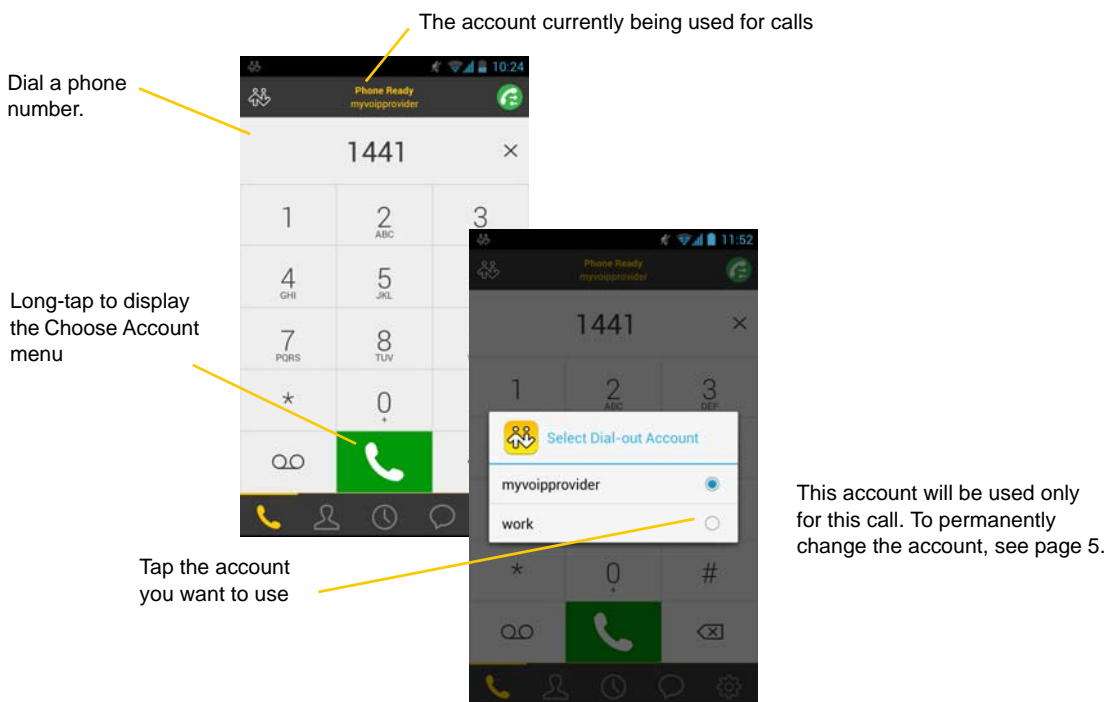
## The “Network Quality Issues” Message

This message appears if there is network congestion or a poor quality Wi-Fi signal. Try moving closer to your Wi-Fi access point.

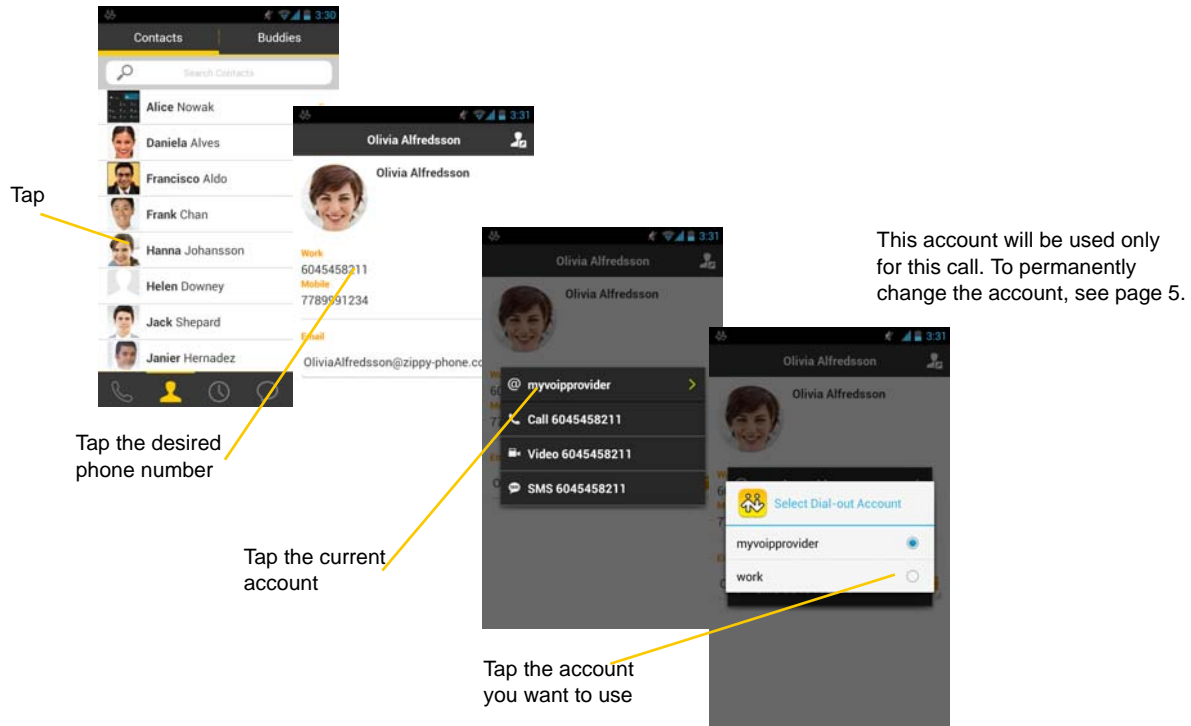


## Making a Call from another Account

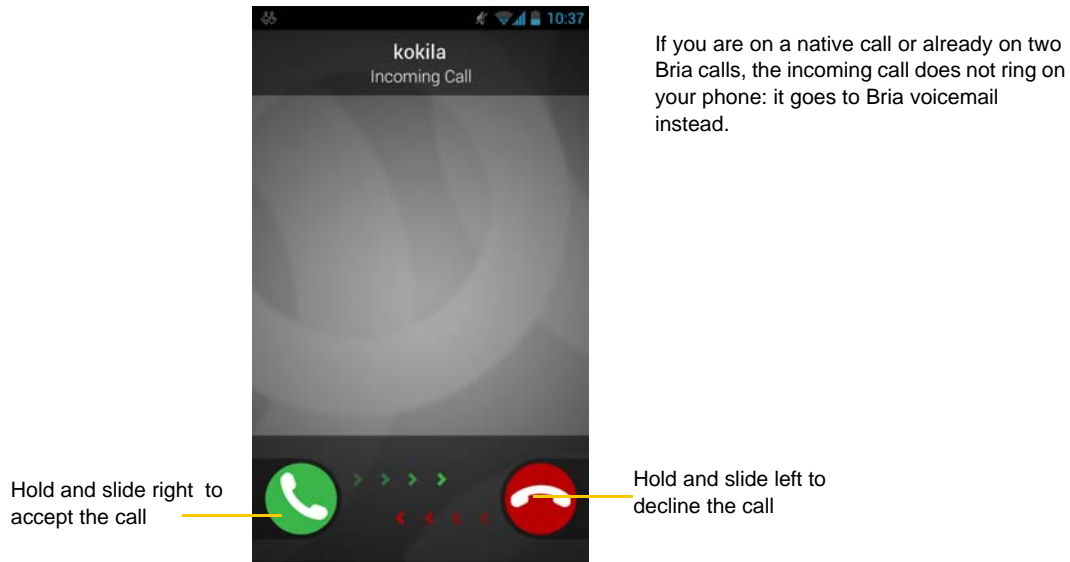
If you have more than one account enabled, you can change the account to use on a given phone call.



## From the Bria Contact List



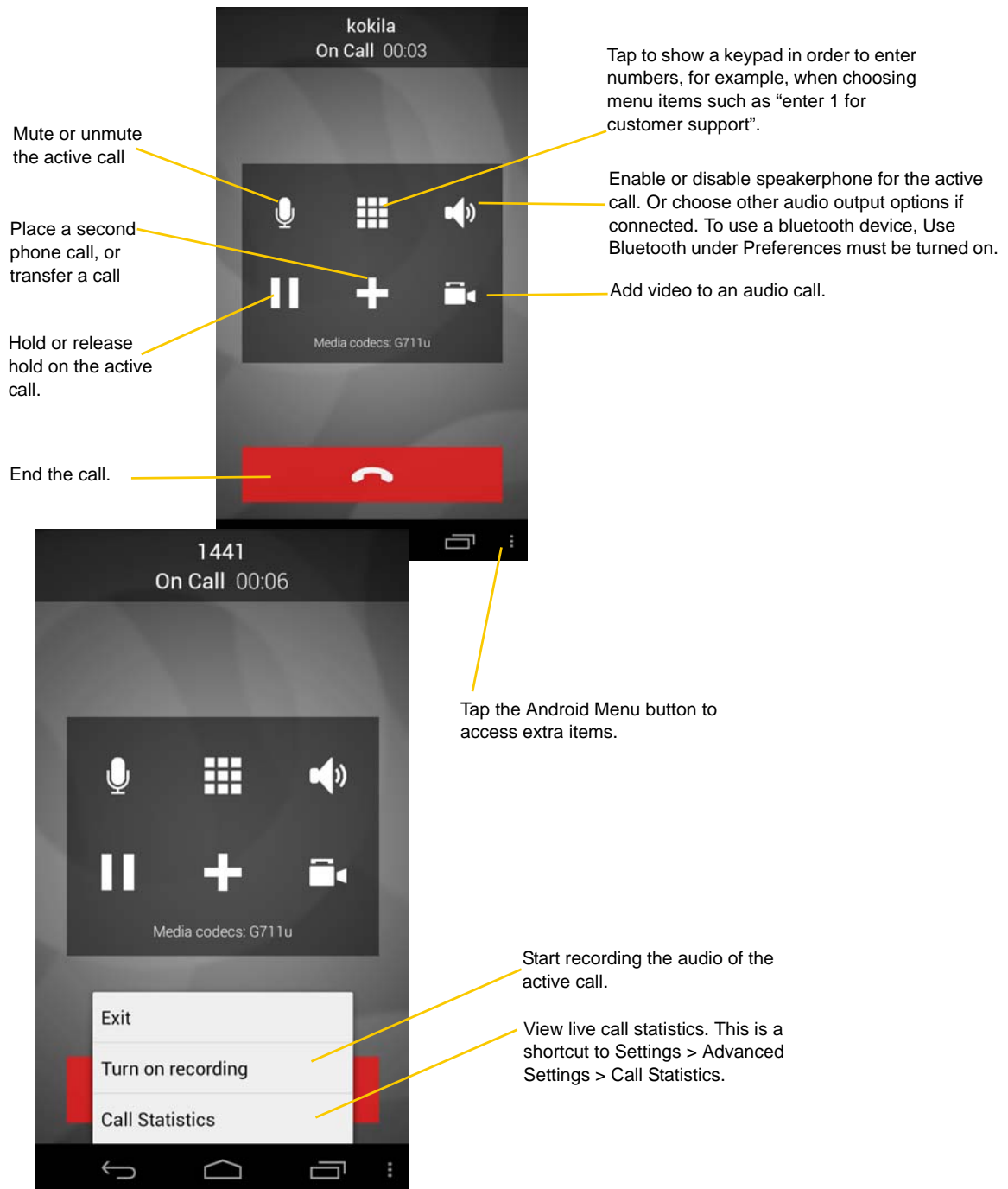
## 3.4 Handling Incoming Calls



### When Bria Is in the Background

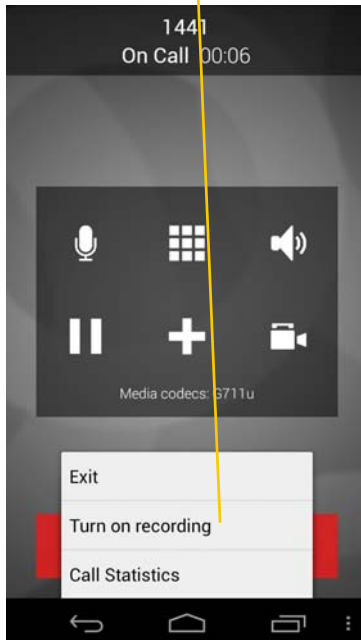
If you receive an incoming call when Bria is in the background, Bria will automatically come to the foreground so you can handle the call.

## 3.5 Handling One Established Call

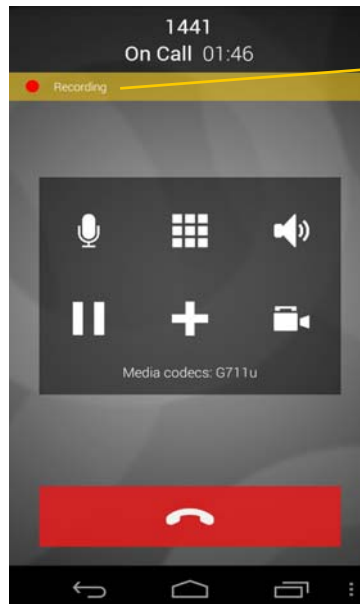


## 3.6 Recording Calls

Tap the Android menu button and then tap Turn on recording.



You can pause recording by stopping recording and then starting again. Both recording sessions are saved in one file. To stop recording, tap the Android menu button and tap Turn off recording.



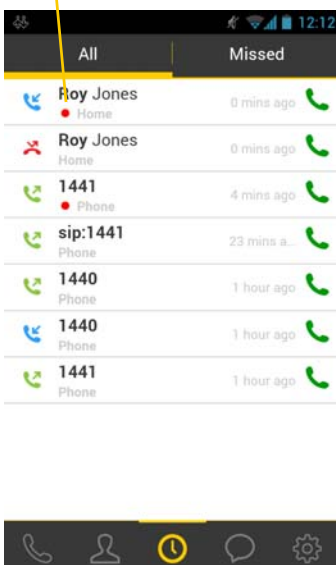
Recording Indicator

Recording also stops automatically when you end the call

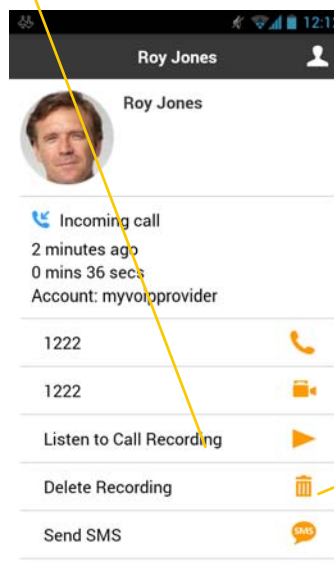
You can listen to the recording on the History screen on Bria. You can also access the recorded files using a file explorer or a file manager. The recording is saved in the WAV format under the /sdcard/Bria folder of the device.

Go to History tab.

The red dot indicates the call was recorded.



Tap to listen to the recording. Bria launches a media player on the device.

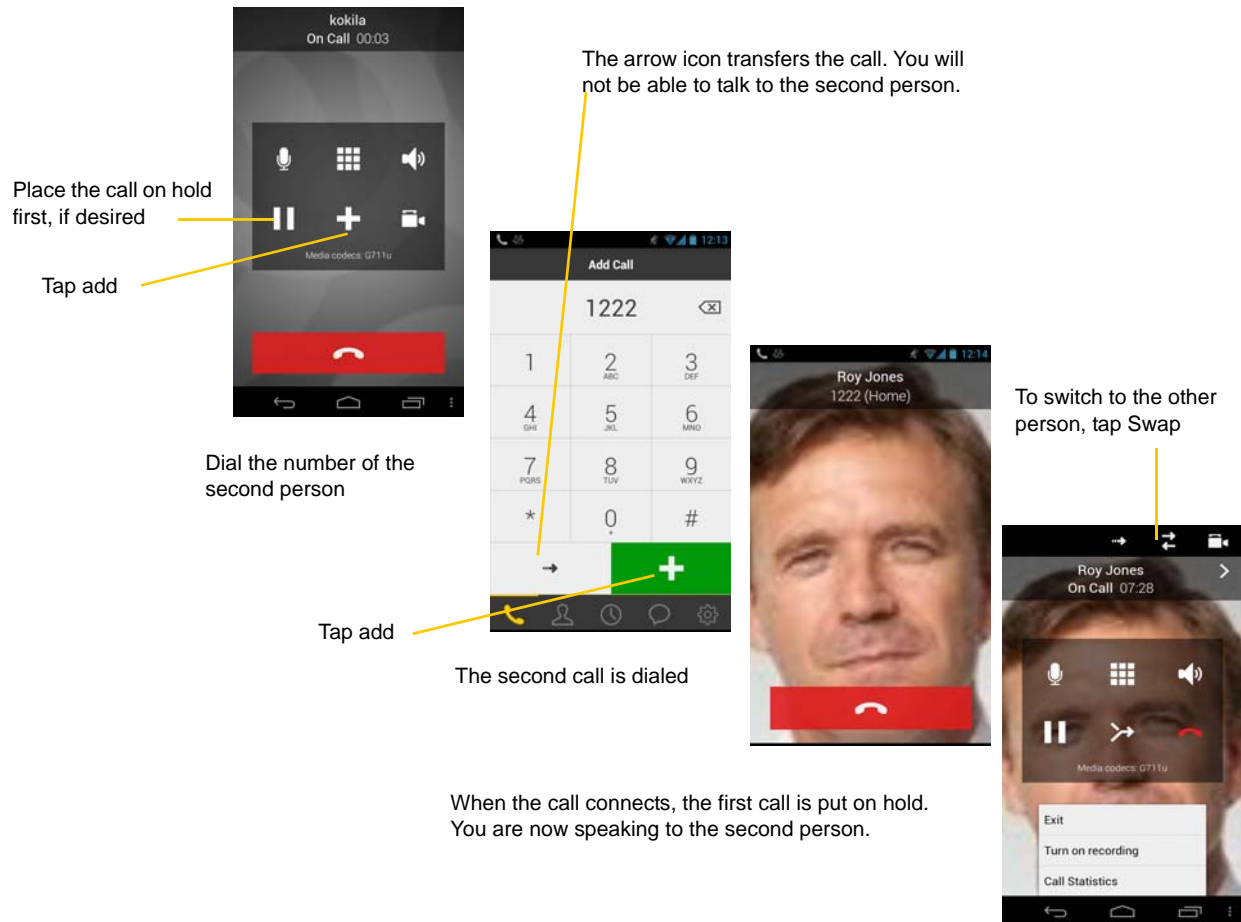


Tap to delete the recording.

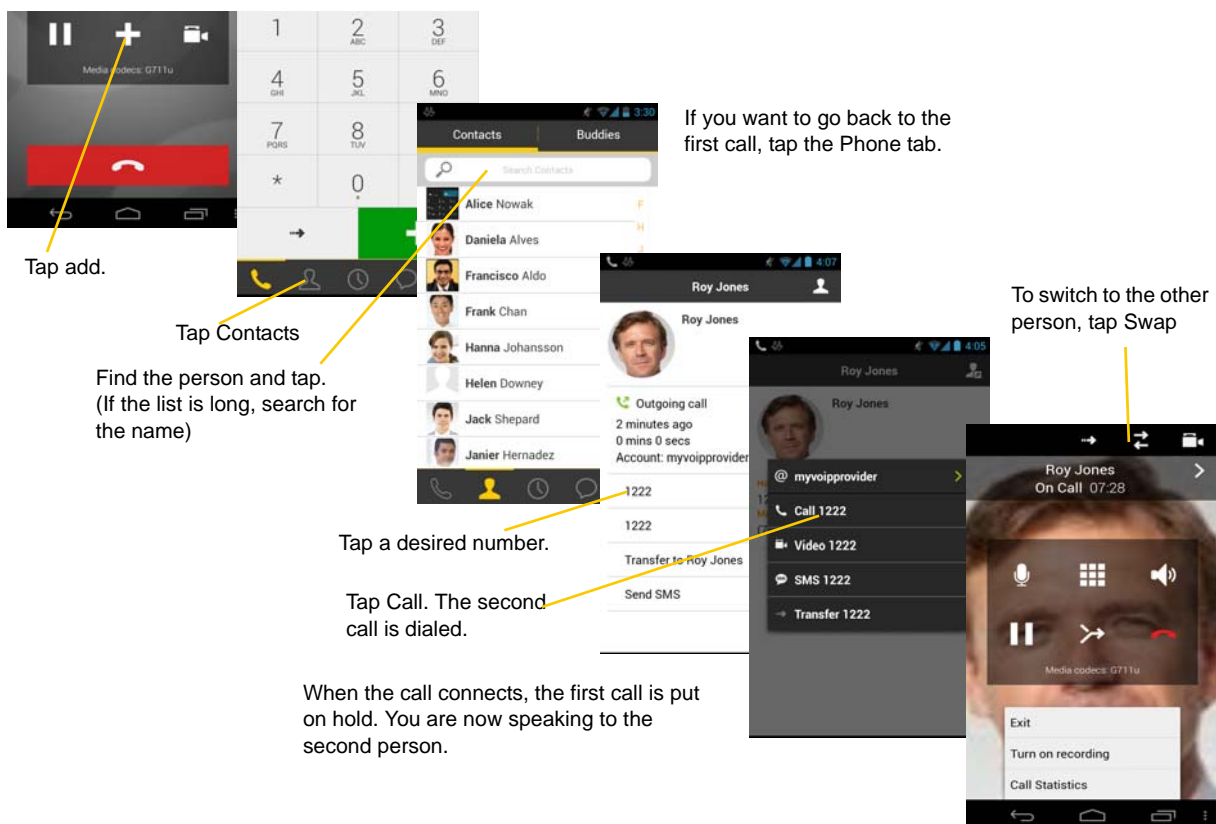
## 3.7 Placing a Second Bria Call

When you are already on one Bria call, you can place a second Bria call using the dial pad, from your Contact list, or from the History.

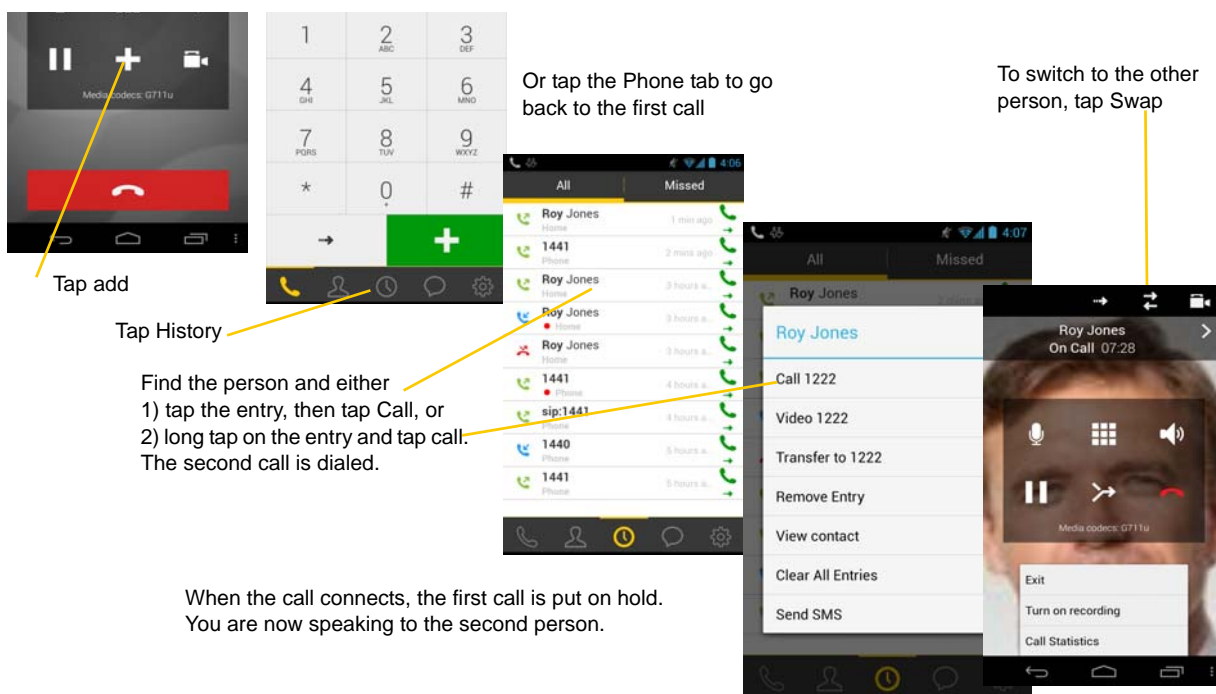
### Using the Dialpad



## From the Contact List



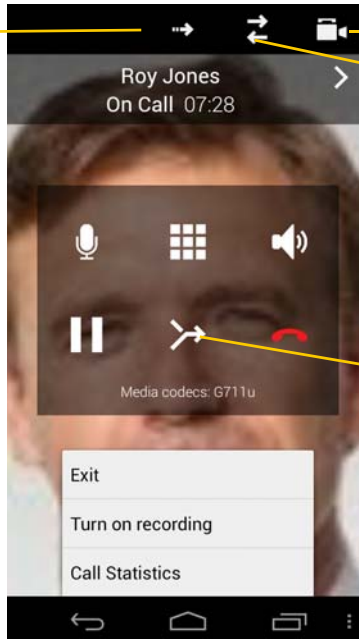
## From the History



## 3.8 Handling Two Established Calls

### Handling Two Bria Calls

Transfer the call to the other person who is on hold.



Add video to the audio call.

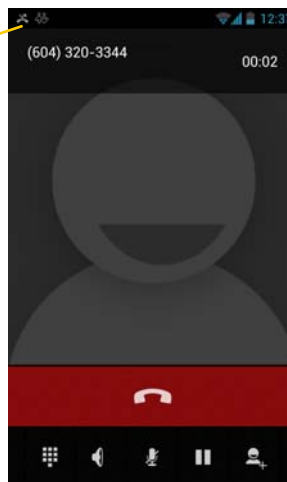
Switch to the other person.

Merge two separate calls to a conference call.

### 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



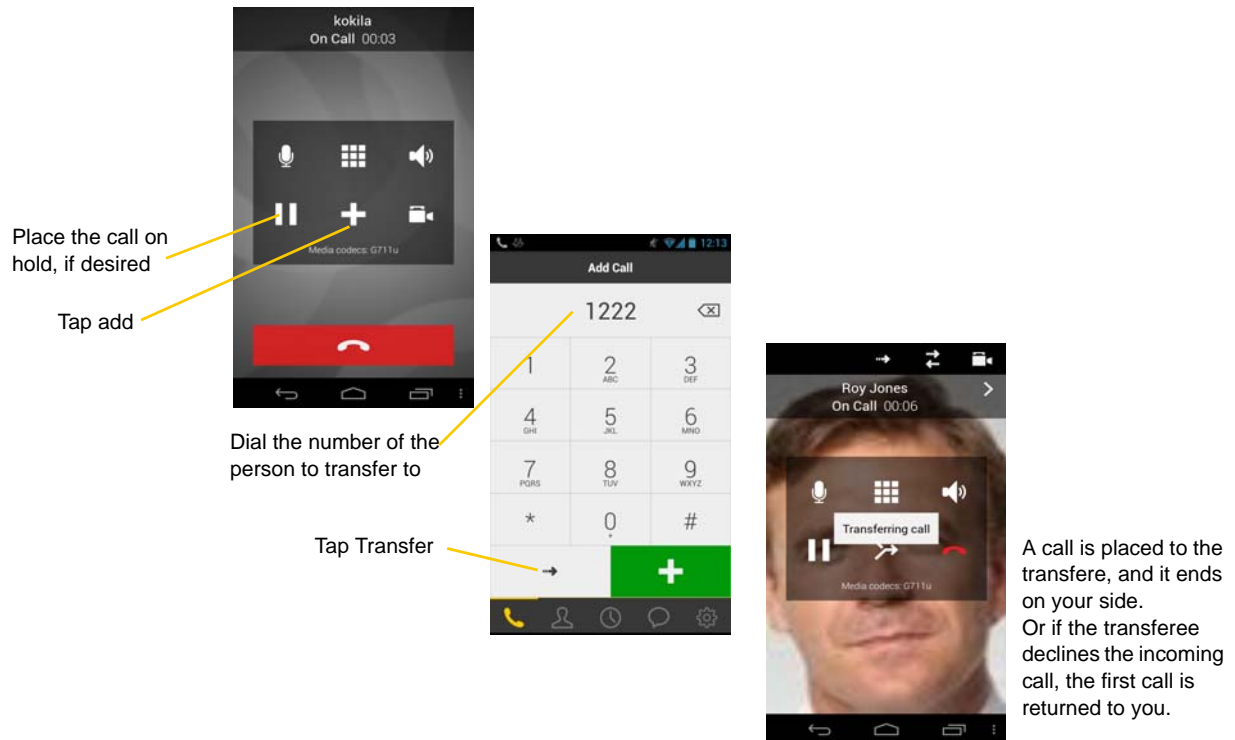
You will not be able to take the Bria call off hold until you end the native call.

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

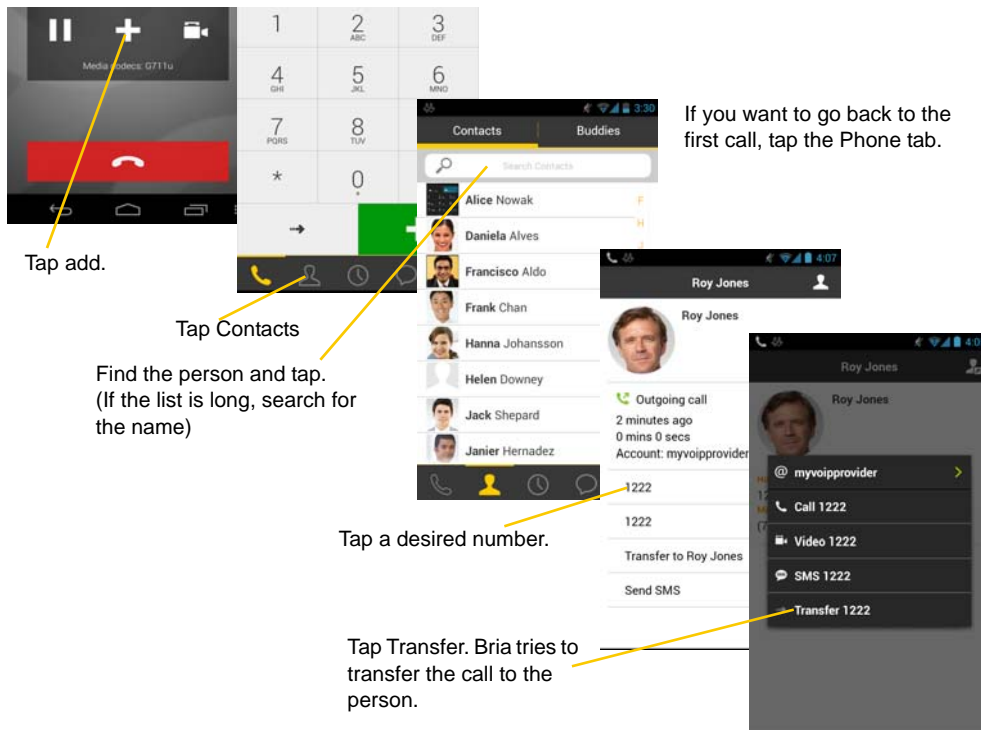
## 3.9 Unattended (Basic) Transfer

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

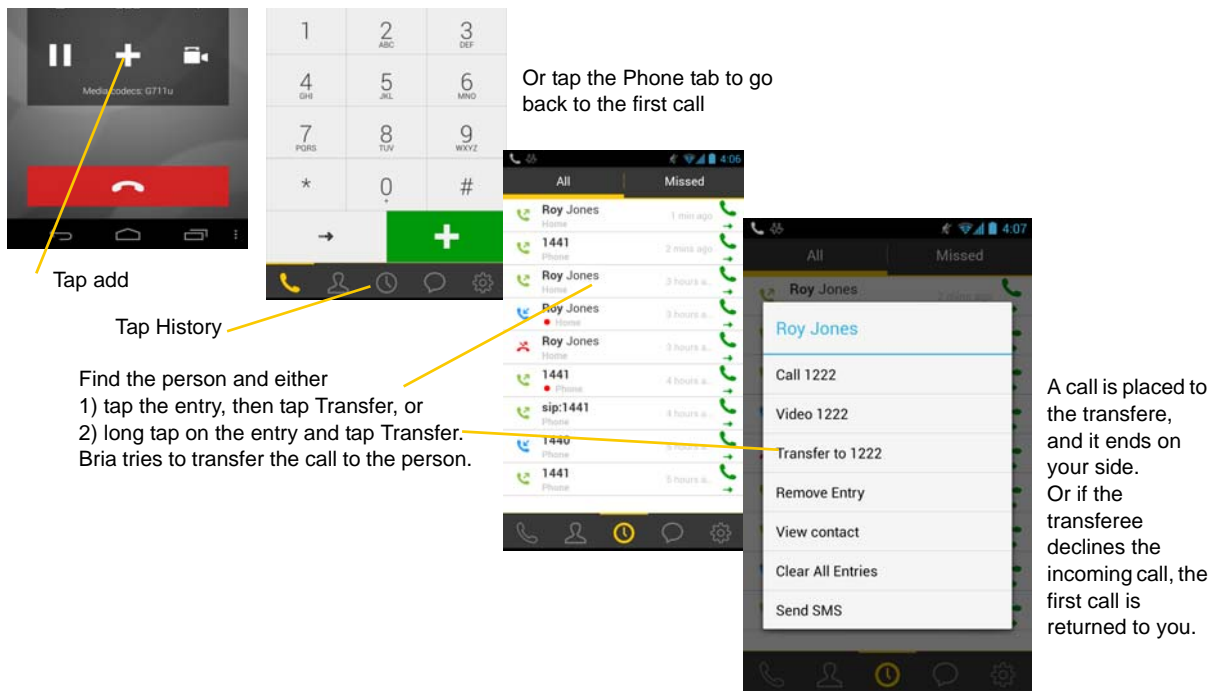
### Using the Dialpad



## From the Contact List



## From the History

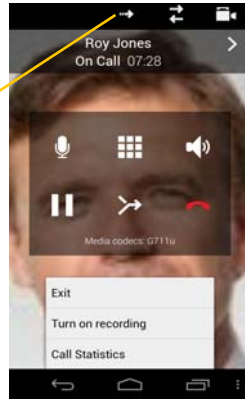


## 3.10 Attended Transfer

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

Establish two calls  
(page 21)

Tap Transfer



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

A message appears

Both calls end on your side

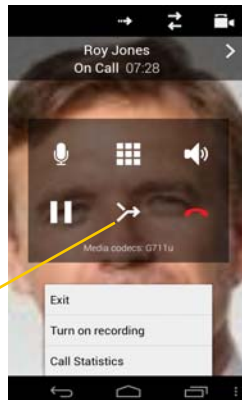


## 3.11 Conference Call

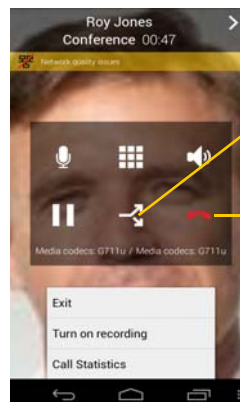
When you have two Bria calls established, you can merge the calls into a three-way conference call.

Establish two calls  
(page 21)

Tap Merge



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



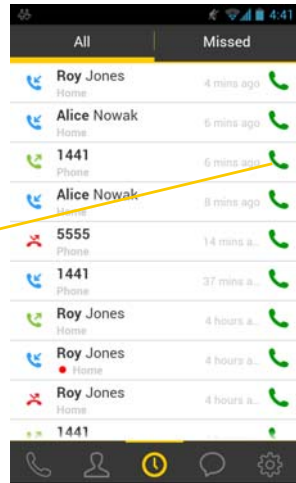
If desired, you can split the conference  
back into two separate calls. The top  
call will be the live call.

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

## 3.12 History



Tap the History tab.



Tap to phone this person



Incoming call that was answered

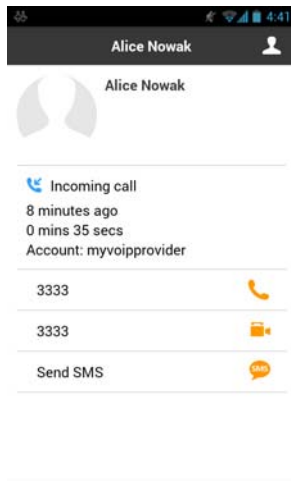


Missed incoming call

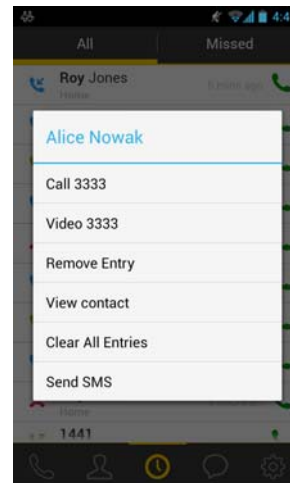


Outgoing call

Tapping quickly displays this menu



Long-tap on a name displays this menu



## Adding a Contact from the History

Quick-tap or long-tap

The quick-tap screen

The long-tap menu

Tap the desired item; the icon on the top right corner creates a new contact.

Tap

Tap DONE. The contact is saved on your native contacts as well.

The contact detail screen appears.

The screenshots show the following steps:

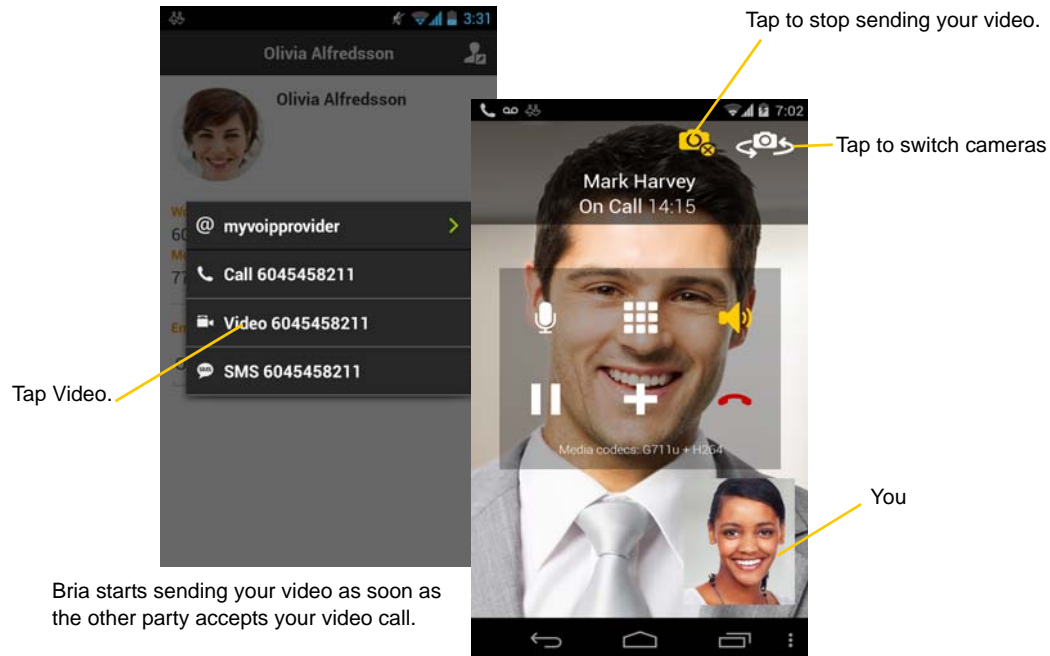
- Call History:** A list of missed calls. The entry for '1441' is highlighted.
- Quick-Tap Screen:** After tapping '1441', a screen shows call details (Outgoing call, 7 minutes ago, Account: myvoipprovider) and an 'Add to Existing Contact' button.
- Long-Tap Menu:** After long-tapping '1441', a menu appears with options: 'Call 1441', 'Video 1441', 'Remove Entry', 'Create New Contact', 'Add to Existing Contact', 'Clear All Entries', and 'Send SMS'. 'Create New Contact' is selected.
- Contact Detail Form:** A form to create a new contact. Fields include 'Given name', 'Family name', 'Company', 'E-Mail Address', 'Main' (checkbox), 'Phone' (checkbox), 'Presence and IM', and 'Sip Address'. The 'DONE' button is highlighted.
- Contact Detail Screen:** The final screen showing the contact details for '1441'.

## 3.13 Handling Video Calls

To use video on Bria, the Video Calls premium feature must be purchased (see page 62).

### Placing a Video Call

Go to Contacts, and tap a softphone number.



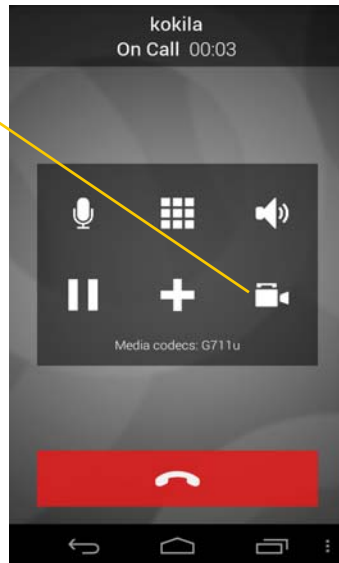
Bria starts sending your video as soon as the other party accepts your video call.

### Adding Video during an Audio Call

When you place a call using Dialpad, Bria makes an audio call. You can add video to the audio call by tapping the Video icon.

During an Audio Call

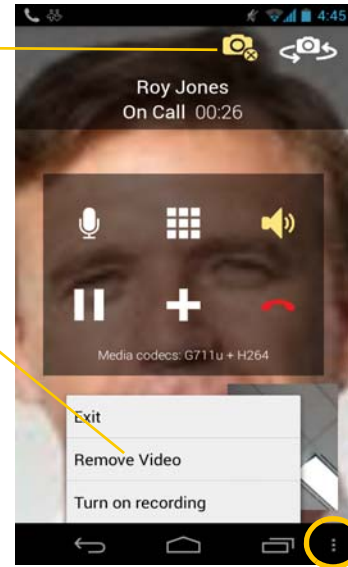
Tap the video icon to add video



Offering Video to the other party

Tap the video icon to stop sending video. You will still be able to see the other party's video when ready.

To remove video from both ways, tap the Android menu button and Remove Video. The call goes back to an audio call.



## Receiving a Video Call

When the other party places a video call, you will see their video on Bria after you answer the call.

- You can start sending your video if desired by tapping the Video icon on the top right corner.
- If you do not want to receive the other party's video during a call, tap the Android menu button and tap Remove Video. The call will be switched to an audio call.

## During a Video Call

During a video call, you can:

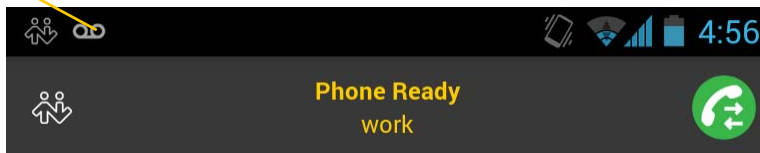
- transfer a video call. The transferred call will be placed as an audio call, and then both parties can add video to the audio call.
- establish two video calls and merge them into an audio conference call (no video conference call supported yet).
- record only audio of video calls.

## 3.14 Accessing Voicemail

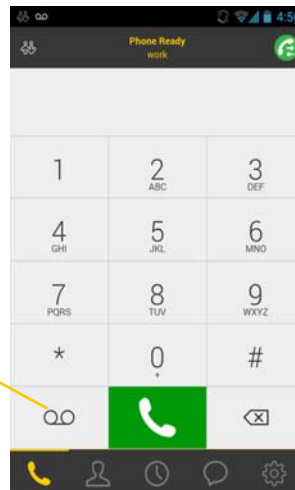
If your VoIP service provider provides a voicemail service, then incoming calls go to voicemail if:

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

The voicemail indicator



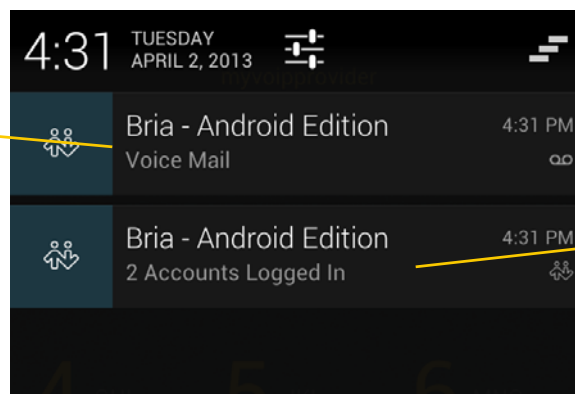
Tap the voicemail icon to connect to voicemail.  
To set up a voicemail number, go to Settings > Accounts.



### 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!)

Swipe right to clear the notifications.



Tap to launch Bria. This notification remains in the status bar all the time to inform the registratopm status.



## 4 Presence and Instant Messaging

With Presence and Messaging, you can share your online status (presence) and exchange instant messages with the contacts who have a softphone number or an XMPP address. You can also send an SMS from a SIP account to PSTN mobile phone numbers if your VoIP service provider supports this feature.

Presence and Messaging is available as an in-app purchase. Make sure your VoIP service provider supports SIP SIMPLE before purchasing this option if you plan to use this feature over SIP SIMPLE. To purchase this option and set up your Bria, see page 7.

### Using Emoticons

Bria Android Edition displays the following set of emoticons.

Icon	Typing	Meaning
	:)	Happy
	:))	Laughing
	:-D	Big grin
	:-O	Surprised
	:-(	Sad
	:'(	Crying
	:-@	Evil
	X-(	Angry
	;-(	Winking
	8-)	Cool
	:-P	Tongue out
	:-S	Worried
	:-	Speechless

## 4.1 Sending an IM

You can send an instant message to your buddy. If you have no buddies, add someone as a buddy first (page 41).

Tap the Messages tab.

Tap a conversation.

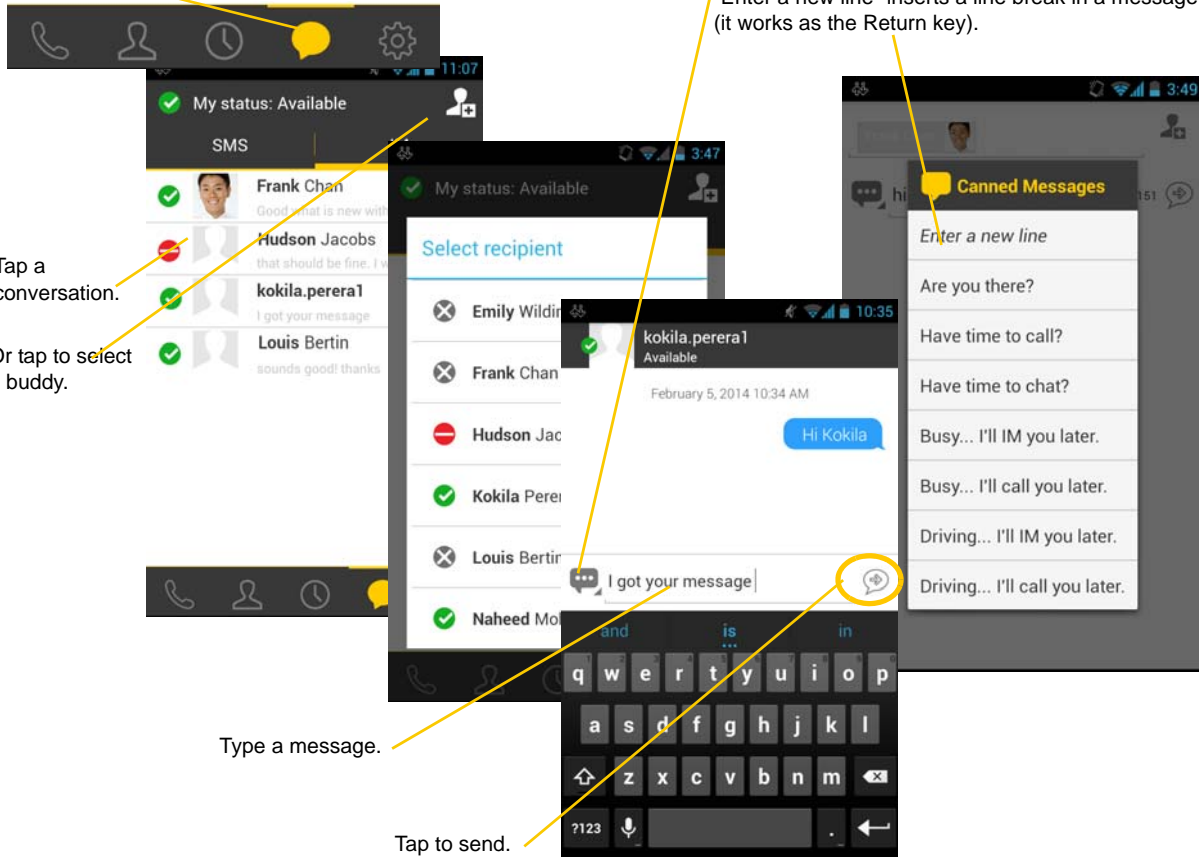
Or tap to select a buddy.

Tap to choose a canned message.

"Enter a new line" inserts a line break in a message (it works as the Return key).

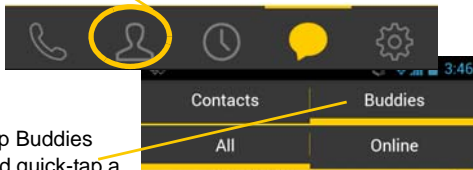
Type a message.

Tap to send.

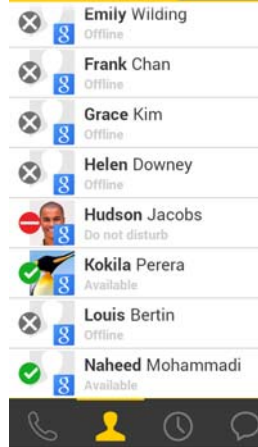


## By Selecting a Contact

Tap Contacts.

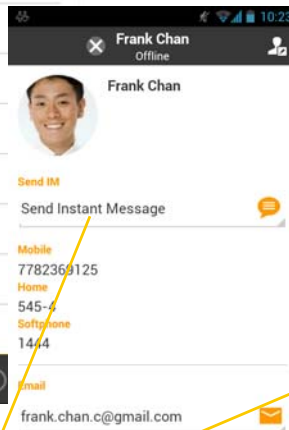


Tap Buddies and quick-tap a buddy.

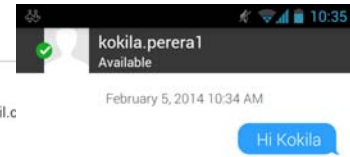
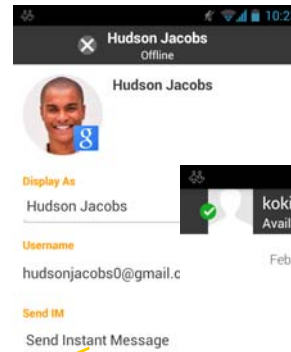


Or long-tap a buddy then you will see "Send IM".

An XMPP account



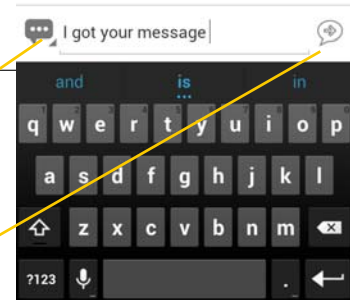
A SIP account



Tap to send an IM.

Type a message.

Tap to send.



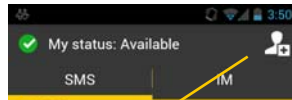
## 4.2 Sending an SMS

You can send an SMS from your SIP account to mobile phone numbers if your VoIP service provider supports this feature. Before sending an SMS, make sure SMS is enabled (ON) on Preferences and on your SIP account.

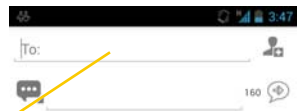
Tap the Messages tab.



Tap SMS tab.



Then tap to select a buddy.

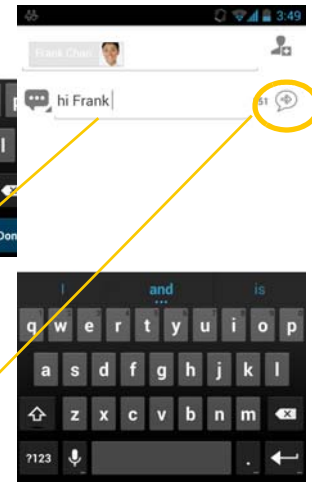


Start typing the name or number to which you want to send SMS. Bria will show the local contacts that match entered texts. On older devices, you will see the + icon on the top right corner that allows you to choose from the contacts.



Type a message.

Tap to send.

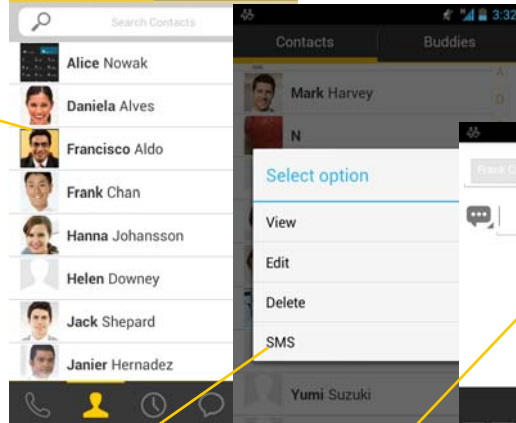


## By Selecting a Contact

Tap Contacts.

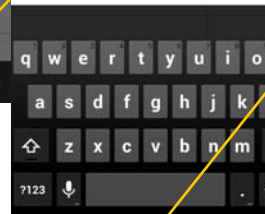


Search for and long-tap the contact.

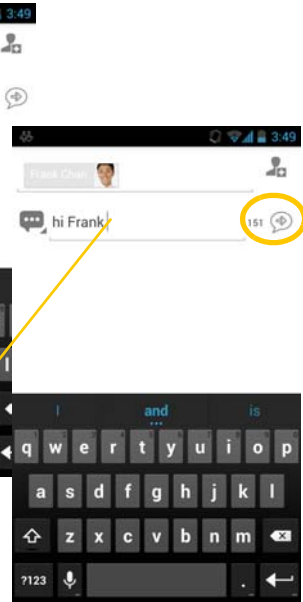


Tap SMS.

Choose a different number if desired.

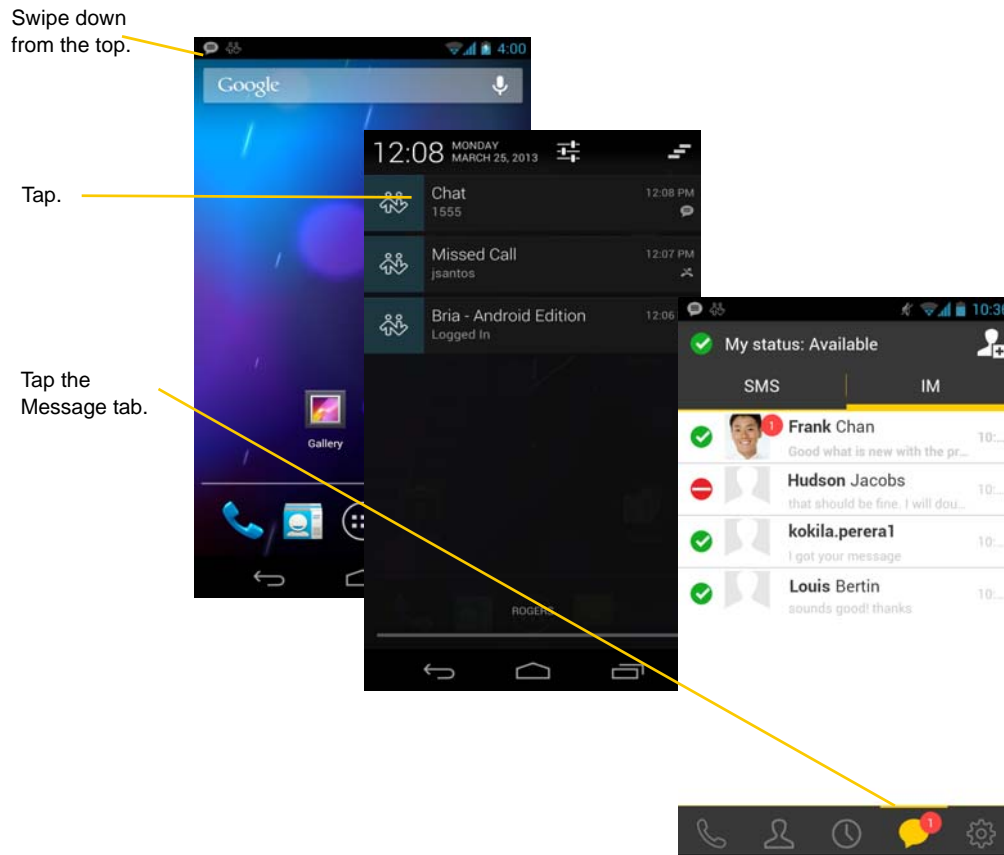


Type a message, and tap the icon to send.



## 4.3 Receiving an IM and SMS

An alert comes up when you receive an IM or SMS.



## 4.4 Starting XMPP Group Chat

You can host a group chat using your XMPP account on Bria when the following requirements are met:

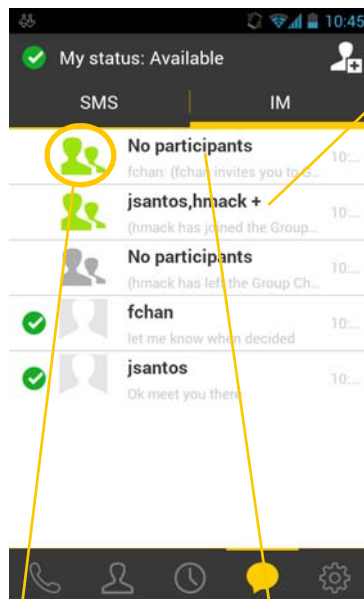
- Your XMPP server must support Multi User Chat extension as defined in XEP-0045.
- All the clients must support XEP-0045. For example, users with the previous version of the app cannot join a group chat.
- All the users must connect to the same XMPP server; in other words their XMPP accounts must have the same domain.

### How it Works

In a group chat, multiple participants can share messages. When a host starts a group chat, an invitation message is sent to all the selected buddies. The buddies join the chat either automatically or after accepting the invitation depending on the client they are using. If a buddy is offline or declines the invitation, the buddy will not be placed into the group chat.

Once a group chat becomes available, the chat remains active until everyone leaves the chat. The participants including the host can leave the chat and come back later if the chat is still active. If there are undelivered messages, Bria will download the messages from the XMPP server and display them in chat history. The chat history will be saved locally on Bria so that the user can look at it even when the XMPP account is unregistered.

Tap the Messages tab, then tap IM.



The green chat icon indicates the group chat session is active.

If a session appears with No Participants and a green icon, that means you are the last person in the chat; the session will be closed when you leave.

Tap a conversation to send messages and see chat history.

Names of current participants.



Your messages appear on the right.

You can copy a message to the device's clipboard by a long-tap on a message.

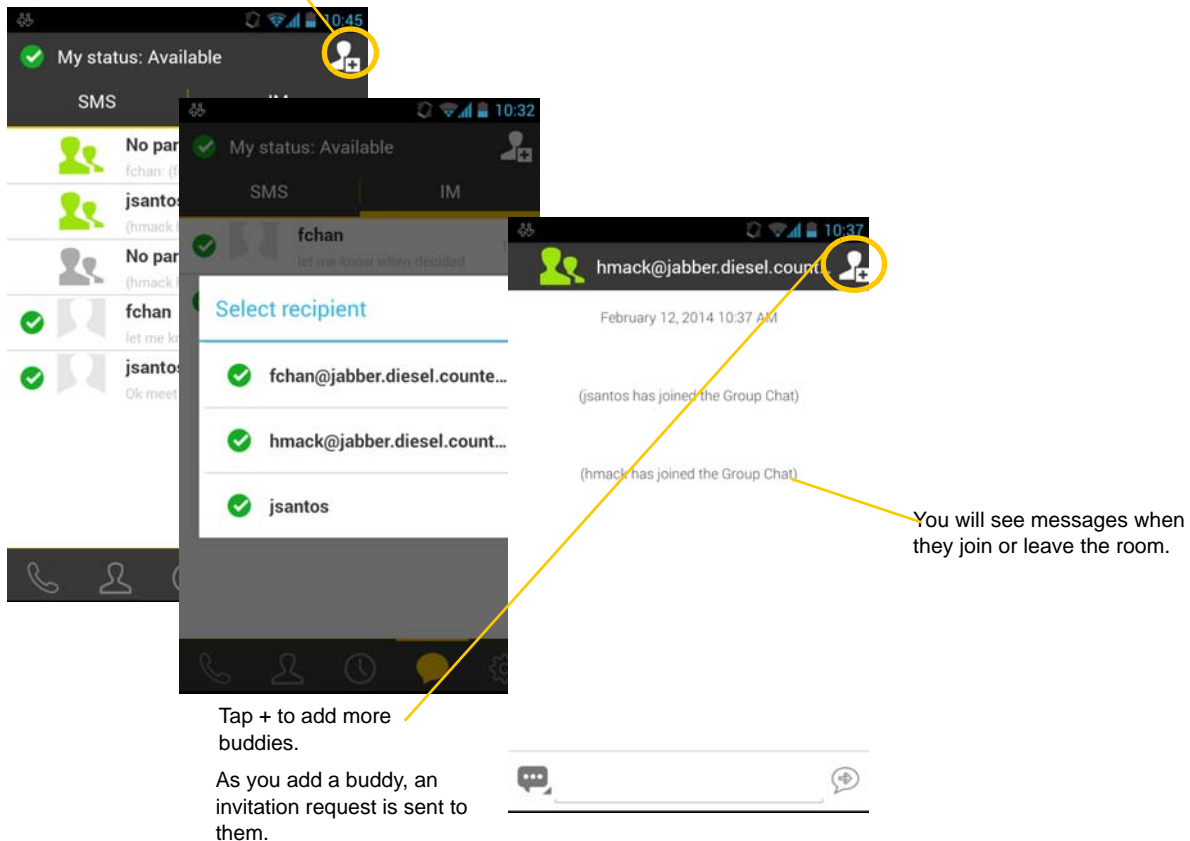
## Starting a Group Chat

You can invite up to 10 XMPP buddies; 11 people maximum in one chat including you.

- Buddies must be online (registered to the XMPP server); if their accounts are unregistered, they will not receive your invitation and therefore cannot join the group chat.
- Once a group chat is held with participants, you cannot remove some of the participants.

Tap the Messages tab, then IM.

Tap the icon to select a buddy.



## Joining a Group Chat

You might get invited to a group chat. On Bria, the invitation message will come in to your XMPP account as a regular message. As soon as you receive the message, you are automatically placed into the group chat.

## Leaving a Group Chat

Unregistering your XMPP account lets you leave all the active group chats.

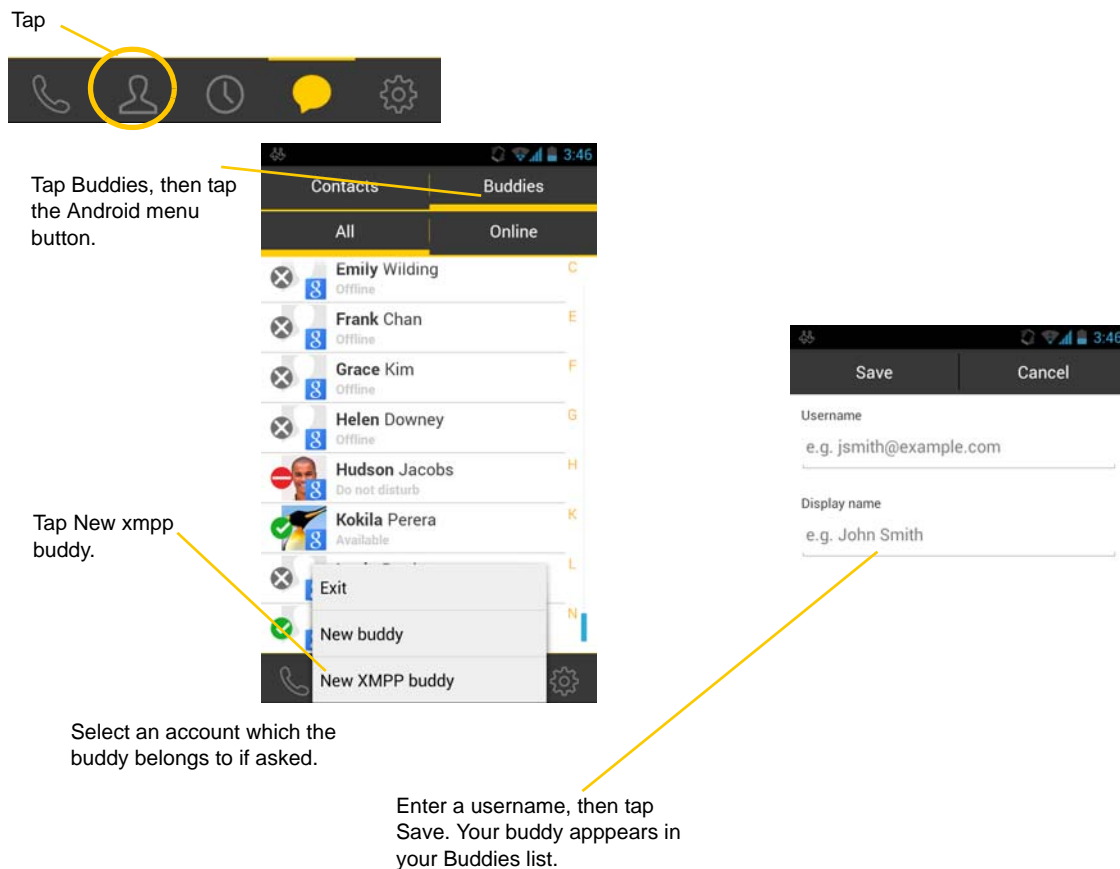
Deleting a group chat on the Messages tab also lets you leave the chat, but you will not be able to come back to the chat or view the chat history.

## 4.5 Viewing Others' Status (Adding a Buddy)

To view someone's online status, you need to add this person as a buddy. A buddy must have an XMPP address or a softphone number. An XMPP address and a softphone number are typically a username. For XMPP accounts, your buddies are stored in an XMPP server, not in your local Android phone contacts. This means the name and presence of your buddies appear in your Buddies list (not in All Contacts) while your XMPP account is connected. For SIP accounts, your buddies are stored in your local Android phone contacts.

### XMPP Accounts

Make sure your XMPP account is ON (connected to an XMPP server).

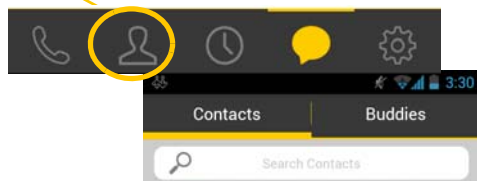


## SIP Accounts

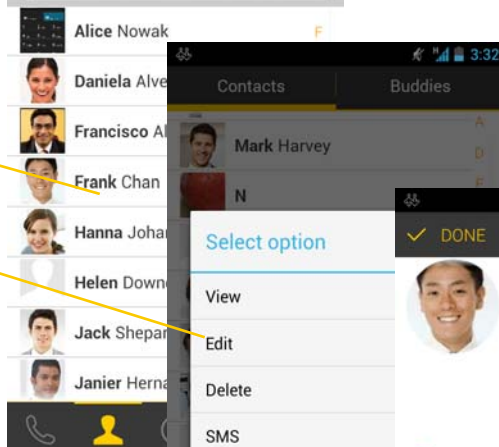
To see someone's online status, you can either add a new contact as a buddy, or edit an existing contact.

### Editing an existing contact to see online status

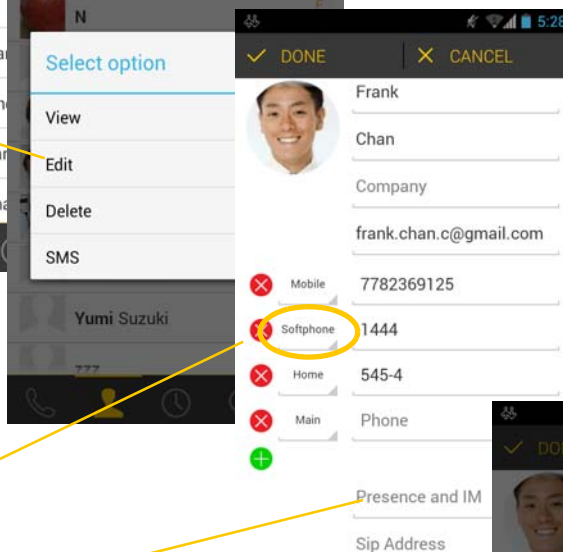
Tap.



Search for the contact and long-tap the entry.



Tap Edit.

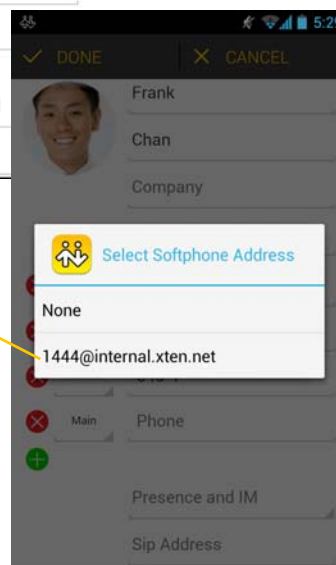


Change the phone type to Softphone.

Tap Presence and IM.

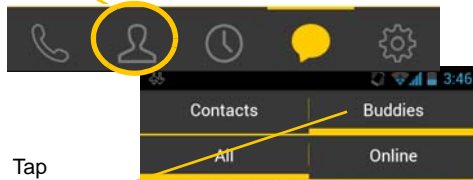
Tap a softphone number, and tap DONE. The domain is automatically populated.

The person appears both in your Contacts and Buddies lists.



## Adding a new contact as a buddy

Tap.



Tap Buddies, and tap Android Menu button.

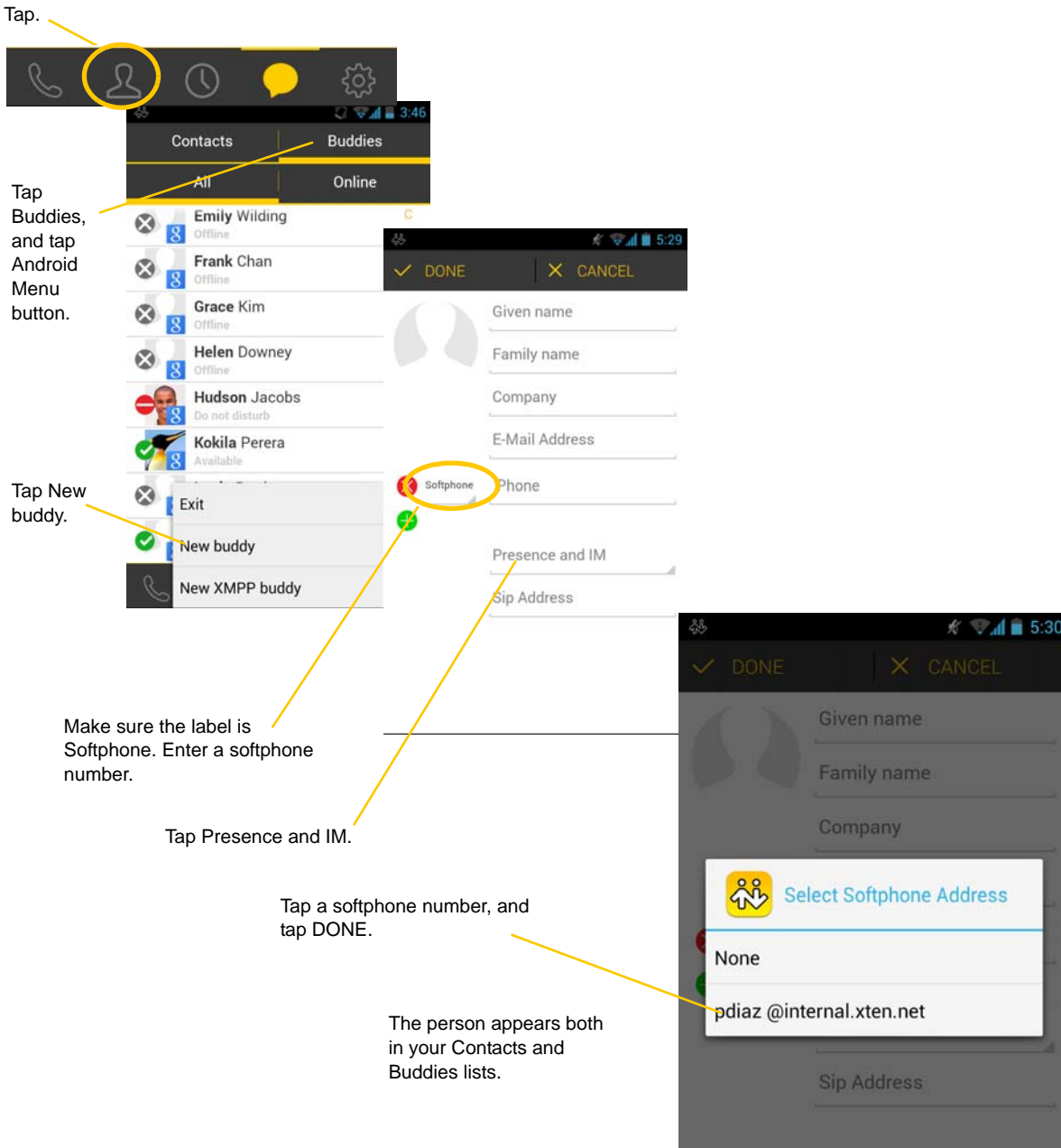
Tap New buddy.

Make sure the label is Softphone. Enter a softphone number.

Tap Presence and IM.

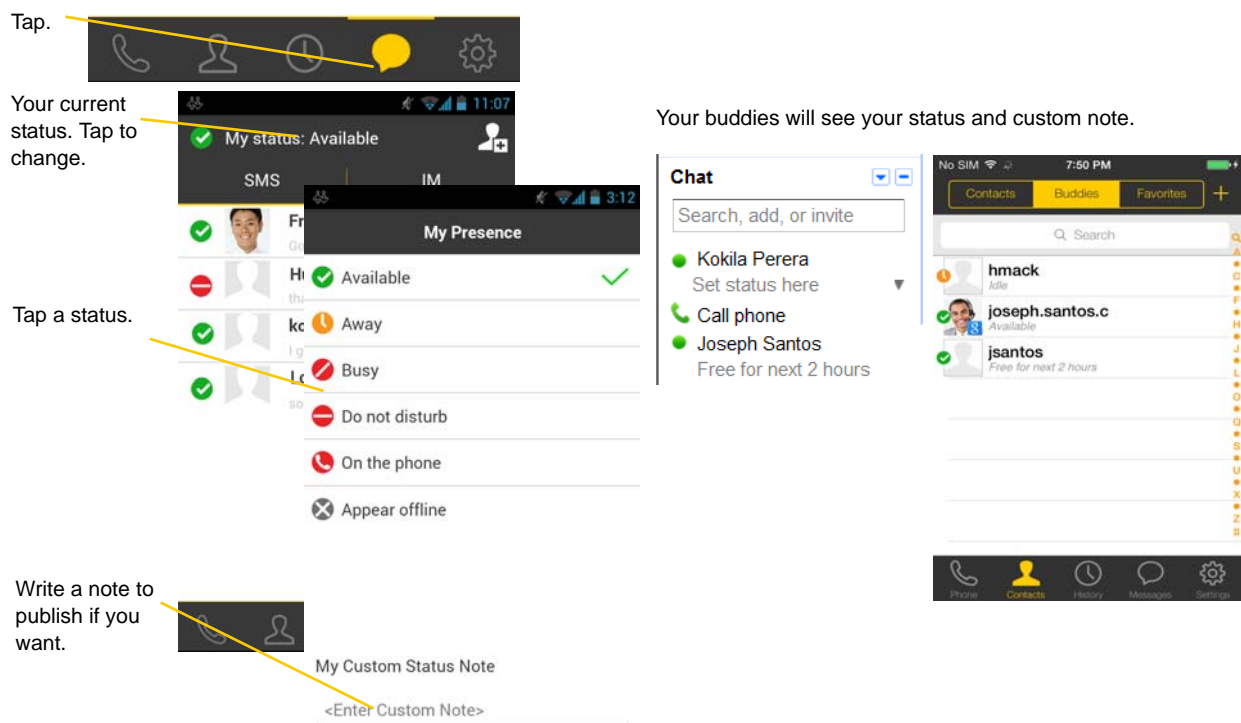
Tap a softphone number, and tap DONE.

The person appears both in your Contacts and Buddies lists.



## 4.6 Setting Your Own Status

When you start Bria, your online status becomes “Available”. When you make or receive a phone call, Bria automatically updates your status to “On The Phone” if your online status is “Available” and no custom status note is specified. You can change your status from “Available” to other statuses such as “Busy” or “Away”. Once you change your status from “Available” or specify a custom status note, your status will remain as specified until you switch yourself.



### Presence

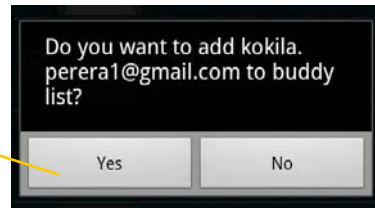
Status	Meaning
Available	People can call you and send you an IM. If no custom status note is specified, Bria automatically switches “Available” to “On The Phone” when you make or receive calls.
Away	People can call you and send you an IM.
Busy	People can call you and send you an IM.
Do Not Disturb	No one can call you; the call fails and your call history shows a missed call. Your buddies can send you IM; an alert comes up on the Messages/IM tab.
On The Phone	When you make or receive phone calls, Bria automatically updates your status to “On The Phone” if your status is “Available” and no custom note is specified. When your call finishes, your status goes back to “Available”. While you are on the phone, you can still send and receive IMs.
Appear Offline	You are able to see presence of your buddies, but your buddies see you as offline. You will actually receive phone calls and IMs if your buddies do contact you; they are unlikely to do so because your buddies cannot tell the difference between “Appear Offline” and you really being offline.

## 4.7 Responding to Buddy Requests

When using an XMPP account, you may receive a buddy request. You must respond to the request.

A pop-up message comes up when someone adds you as a buddy .

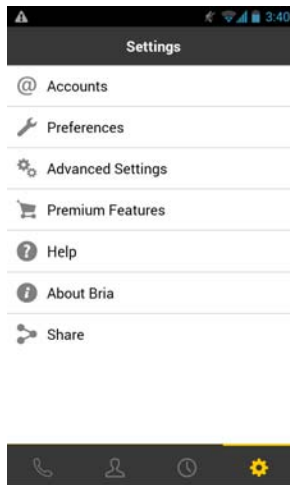
Tap a desired option.



When using a SIP account for presence, you will not receive a buddy request. As soon as the person on the other end registers your softphone number on the client, the person will see your presence without your acceptance. Similarly, you will see someone's presence right away without having to wait for the person's response.



## 5 Settings



- Accounts: See page 48.
- Preferences: See page 54.
- Advanced Settings: See page 57.
- Premium Features: See page 62.
- Share feature: See page 63.

## 5.1 Accounts

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

To change these fields on an existing account, you must first unregister the account.

### SIP Accounts

Account Name  
myvoipprovider

USER DETAILS

Display As  
js

Username  
5656

Password  
\*\*\*\*\*

Domain  
zippy-phone.com

VOICE MAIL

VM Number  
<empty>

ACCOUNT EXTRAS

Account Specific Features

Display As  
js

Username  
5656

Password  
\*\*\*\*\*

Domain  
zippy-phone.com

VOICE MAIL

VM Number  
<empty>

ACCOUNT EXTRAS

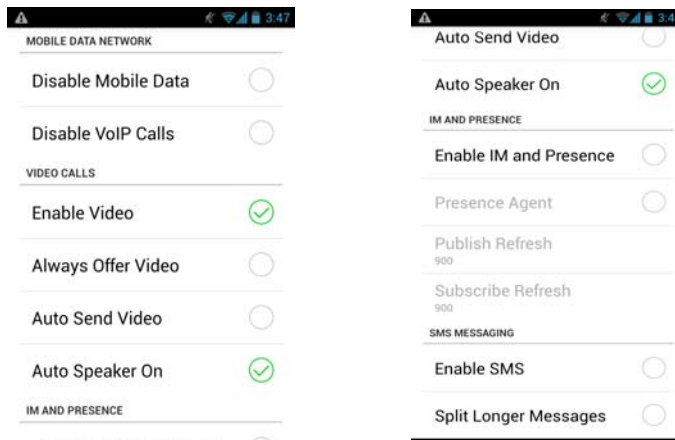
Account Specific Features

Account Advanced

Dial Plan (Number Prefixes)

Field	Description
Account Name	Change the name as desired. For example, “business account”
Display As	Your name. Other people may see this as the caller ID (or they may see just your phone number).
Username	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”
VM 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 tab will connect to voicemail; see page 31.
Account Specific Features	See below.
Account Advanced	See page 50.
Dial Plan	See page 66.

## Account Specific Features (SIP)



Field	Description
Disable Mobile Data	<p>If you have multiple accounts and want to use mobile data only on some of the accounts, turn this setting on for the account you <i>do not</i> want to use data. This setting appears only when “Use When Available” is enabled under Preferences.</p> <ul style="list-style-type: none"> <li>When ON, no mobile data will be used; this account does not register with SIP service when Bria is in the mobile network. You will get no messages or notifications on this SIP account when Wi-Fi is not available. You also will not be able to place or receive calls without Wi-Fi.</li> <li>When OFF, Bria will attempt to connect to SIP service using mobile data.</li> </ul>
Disable VoIP Calls	<p>If you have multiple SIP accounts and want to allow VoIP Calls over the mobile network only on some of the accounts, turn this setting on for the account you <i>do not</i> want to allow VoIP calls. This setting appears only when “Allow VoIP calls” is enabled under Preferences and “Disable Mobile Data” is OFF (You need to allow Bria to use mobile data in order to place/receive VoIP calls).</p> <ul style="list-style-type: none"> <li>When ON, no VoIP calls will be made on this SIP account when Wi-Fi is not available.</li> <li>When OFF, VoIP calls will be made on this SIP account.</li> </ul>
Enable Video	ON to make video calls on this SIP account. To use this feature, you must purchase “Video Calls”, and enable video on Preferences . See page 62 for purchasing the feature.
Always Offer Video	ON to always dial a number with video offer. Whether you use the keypad, the Contacts tab, or the History tab, all the outgoing calls will offer video to the other party. The default is Off.
Auto Send Video	When On, Bria automatically starts sending video when you receive video calls. When Off, video does not start until you tap the video icon. The default is Off.
Auto Speaker On	<p>Usually ON. While headsets are connected to Bria, the sound always comes from the headsets regardless of this setting.</p> <p>This setting could solve a problem that audio calls are treated as video calls (thus the speaker comes on automatically). Turning this setting off allows you to hear the sound from the earpiece.</p>
Enable IM and Presence	ON to share your online status with and send instant messages to your buddies. To use this feature, you must purchase “Presence and Messaging”. See page 62.
Presence Agent	Turn ON if your VoIP service provider supports Presence Agent for SIP SIMPLE. The default is Off.
Publish Refresh	Interval for publishing your status over SIP SIMPLE. Value in seconds. Minimum 30, default 900.
Subscribe Refresh	Interval for subscribing your buddy’s status over SIP SIMPLE. Value in seconds. Minimum 30, default 900.
Enable SMS	ON to send an SMS to PSTN cell phone numbers by using the SIP SIMPLE protocol. Turn ON if your VoIP service provider supports this feature. The purchase of “Presence and Messaging” is required to use this feature.

Field	Description
Split Longer Messages	<p>This setting controls who will split a long SMS - either the client side or the server side. You can type long messages on Bria regardless of this setting. The default is off (server side). Turn this on if your SIP server does not accept/split long SMS.</p> <ul style="list-style-type: none"> <li>when on, Bria splits a long message to multiple SMS (140 characters per one SMS), and sends them to the SIP server.</li> <li>when off, Bria sends a long message to the server and lets the server split it to multiple SMS.</li> </ul>

## Account Advanced (SIP)

Field	Description
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.
Send DTMF using	<p>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”).</p> <p>Enter the value specified by your VoIP service provider: RFC 2833, SIP Info, or Inband DTMF. If Bria recognizes the chosen method (RFC 2833 or SIP Info) fails, it sends Inband DTMF instead.</p> <p>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.</p>
Suppress STUN Wi-Fi	<p>Allows you to control the use of STUN per account.</p> <ul style="list-style-type: none"> <li>On: No STUN is used on this particular account. This setting overrides the STUN Wi-Fi setting under Advanced Settings (which applies to all accounts); when Suppress STUN Wi-Fi is ON, no STUN is used on this particular account even if STUN is enabled under Advanced Settings.</li> <li>Off (default): the app decides whether to use STUN depending on the STUN Wi-Fi setting under Advanced Settings.</li> </ul>
Suppress STUN Mobile	This setting has the same functionality as Suppress STUN Wi-Fi, but applies only when you are connected over the mobile network.
Use ICE Wi-Fi	<p>ICE is involved only in media routing (it is not involved in SIP signaling).</p> <p>ON: 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.</p> <p>OFF: Try turning ICE off if you are not using Android phone behind a firewall or NAT.</p>

Field	Description
Use ICE Mobile	This setting has the same function as ICE Wi-Fi, but applies only when you are connected over the mobile network.
Global IP Wi-Fi	<ul style="list-style-type: none"> <li>On (checked): Bria will publish its public IP address at the signaling level. The public address may not work with some NATs or firewalls.</li> <li>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.</li> </ul>
Global IP Mobile	<p>This setting has the same function as Global IP Wi-Fi, but applies only when you are connected over mobile network.</p> <p>If you set this setting to On, you must also set Global IP Wi-Fi to On.</p>
SIP Transport	<p>Tap to display the choices. Contact your VoIP service provider to identify the types of transport that are supported.</p> <ul style="list-style-type: none"> <li>UDP and TCP do not support signal encryption.</li> <li>TLS does support signal encryption. You may need to install a certificate on your Android phone; speak to your VoIP service provider.</li> </ul>
Encrypt Audio	<p>You can encrypt a phone call at the media (audio) level:</p> <ul style="list-style-type: none"> <li>Never: Audio is not encrypted.</li> <li>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.</li> <li>Always: Audio will always be encrypted. The call will fail if the other person cannot accept encrypted calls.</li> </ul>
Incoming Calls	Typically On (which means you can receive calls on Bria). If Off, you will not be able to receive calls.
Wi-Fi Refresh Interval	<p>The timer interval between Bria's attempts to register in order to refresh the account registration. Range 30-900 in seconds. This value is placed in the "Expires" header field of the SIP REGISTER message.</p> <p>Change this value only if advised to do so by your VoIP service provider.</p>
Mobile Refresh Interval	This setting has the same functionality as Refresh Interval, but applies only when you are connected over the mobile network.
Use Tel Uri	<p>Change this value only if advised to do so by your VoIP service provider.</p> <ul style="list-style-type: none"> <li>On: Prefix SIP URIs with tel://</li> <li>Off (default): Prefix SIP URIs with sip://</li> </ul>
Single Register	<ul style="list-style-type: none"> <li>On (checked): Bria will register using a single register request.</li> <li>OFF: Bria will register using an unregister and a register.</li> </ul> <p>Only turn on if advised by your VoIP service provider.</p>
Connection Reuse	<ul style="list-style-type: none"> <li>ON: Bria uses existing connections by including an "ob" parameter in a header as defined in RFC5626.</li> <li>OFF: Bria does not reuse existing connections.</li> </ul> <p>Changing this setting might solve problems with dropping or holding calls. The default is On.</p>
Passive Session Timer	<p>Controls the use of session timers on SIP accounts. The session timer is used to determine if the call is still active. Only choose Off if advised by your VoIP service provider.</p> <ul style="list-style-type: none"> <li>ON (default): Bria will not use session timers in any session, except it is explicitly required by the remote party.</li> <li>OFF: Bria will use session timers in all sessions whenever the remote party supports and uses it.</li> </ul>
Enable IMS	When ON, Bria supports the IP Multimedia Subsystem. The default is Off. Subject to VoIP service provider. Only choose ON if advised by your VoIP service provider.

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 - Mobile Interval	Same as above, except the interval applies to calls made over the mobile network.

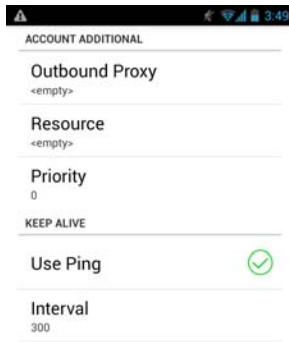
## XMPP Accounts

Field	Description
Account Name	Change the name as desired. For example, “Gmail”.
Username	The XMPP user ID.
Password	Password for the XMPP user ID.
Domain	Domain of the XMPP service. For example, “gmail.com”.
Account Specific Features	See below.
Account Advanced	See below.

### Account Specific Feature (XMPP)

Field	Description
Disable Mobile Data	<p>If you have multiple accounts and want to use mobile data on only some of the accounts, turn this setting on for the account you <i>do not</i> want to use data. This setting appears only when “Use When Available” is enabled under Preferences.</p> <ul style="list-style-type: none"> <li>When ON, no mobile data will be used; therefore you will get no messages or notifications on this XMPP account when Wi-Fi is not available.</li> <li>When OFF, mobile data will be used for this XMPP account when Wi-Fi is not available.</li> </ul>

## Account Advanced (XMPP)



ACCOUNT ADDITIONAL

Outbound Proxy  
<empty>

Resource  
<empty>

Priority  
0

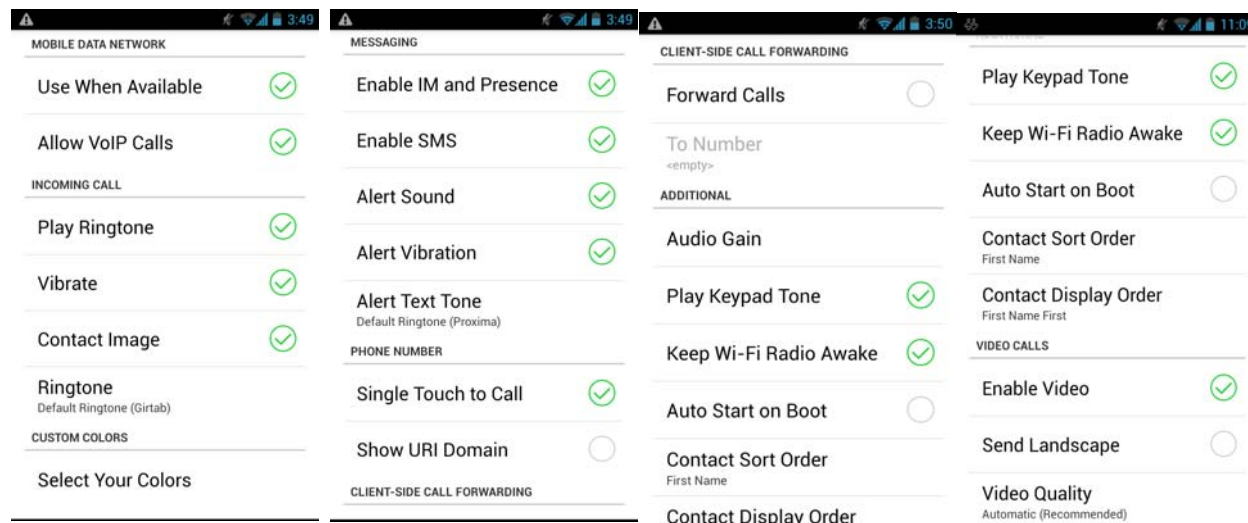
KEEP ALIVE

Use Ping ☒

Interval  
300

Field	Description
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.
Resource	Used to identify an XMPP session when you log in to multiple clients with this XMPP account (for example, /work or /home).
Priority	The priority of the resource. The range is from -128 to 127.
Use Ping	ON to send ping messages to the XMPP server to indicate that the connection is active.
Interval	Specifies how often a ping message is sent to the XMPP server (in seconds). The default is 300.

## 5.2 Preferences



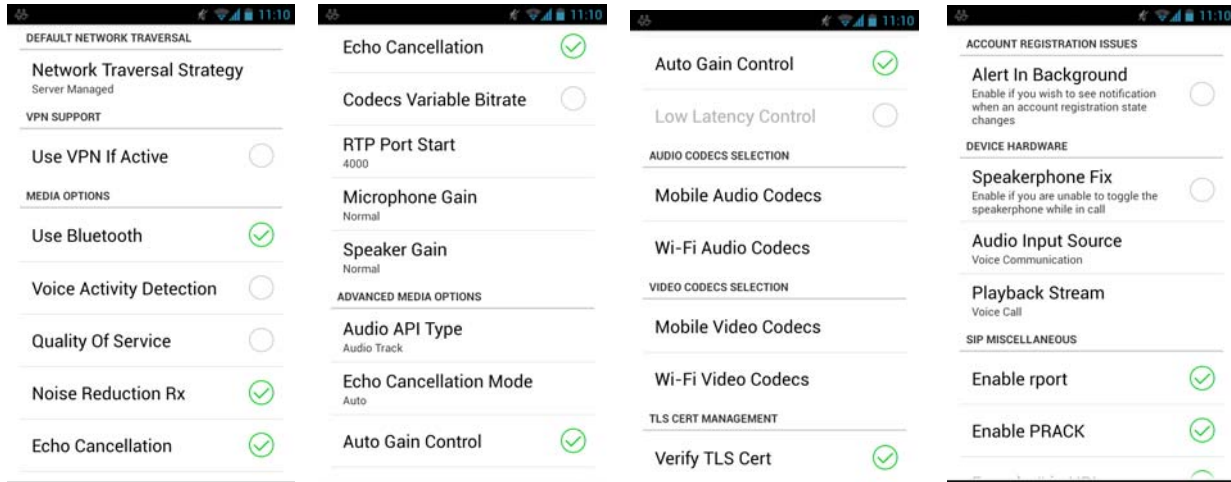
Field	Description
Use When Available	Appears only on the devices with mobile data connectivity. <ul style="list-style-type: none"> <li>On (checked): When a Wi-Fi connection is not available, Bria will attempt to connect to SIP/XMPP services using the mobile data network. Data charges with your mobile carrier will apply. You will be able to receive messages and voice mail notifications when Bria is in the mobile data network. You will also have a choice to allow/disallow VoIP calls using a separate setting "Allow VoIP Calls".</li> <li>Off: When a Wi-Fi connection is not available, SIP and XMPP services will be unregistered; you will get no messages or notifications. "Allow VoIP Calls" is OFF; you will not be able to place or receive calls either.</li> </ul>
Allow VoIP Calls	Appears only on the devices with mobile data connectivity. "Use When Available" must be On to use this setting. <ul style="list-style-type: none"> <li>On (checked): When a Wi-Fi connection is not available, Bria will attempt to place calls using the mobile data network. Data charges with your mobile carrier will apply. If you turn this setting on, we recommend you purchase the G.729 codec (page 62) because it provides better audio quality on 3G/4G calls.</li> <li>Off: When a Wi-Fi connection is not available, you will not be able to place or receive calls.</li> </ul>
Play Ringtone	On to hear the ringtone.
Vibrate	On to vibrate when you receive a call.
Contact Image	ON to display the image of your contact while receiving or making calls. Use the Android native app to save photos of contacts.
Ringtone	Set to the desired ringtone.
Enable IM and Presence	On to enable IM and Presence on Bria.
Enable SMS	On to enable SMS on Bria.
Alert Sound	ON to play a ringtone when you receive a new message.
Alert Vibration	ON to vibrate when you receive a new message.
Alert Text Tone	The ringtone for incoming messages.
Custom Colors	You can change the default color of Bria.

Field	Description
Single Touch to Call	<ul style="list-style-type: none"> <li>When On, tapping a phone number on the Contacts or History tab will immediately make a call. However, if SMS and/or video is enabled on the account, user will get a prompt to choose call/sms/video.</li> <li>When Off, user will see a confirmation prompt.</li> </ul>
Show URI Domain	<ul style="list-style-type: none"> <li>On: The phone number displayed for an incoming, outgoing or established call will include the domain name (for example, 1234@myVoipProvider.com).</li> <li>Off (default): The domain name is not included in the display.</li> </ul>
Forward Calls	On to send all incoming calls to a specific number. So long as Bria is enabled and registered and Keep Awake (above) is on, incoming calls will be forwarded to this phone number.
To Number	The number to forward calls to, when Forward Calls is on.
Play Keypad Tone	On to hear a tone when you tap the dialpad.
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"> <li>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 mobile data. Radio On uses more battery power. Perhaps choose On if you have a limited data plan.</li> <li>Off: The Wi-Fi radio is turned off, so that when the screen goes dark (1) Bria will re-log in via the mobile data network and (2) incoming calls will use your mobile data plan. (Unless mobile data 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.</li> </ul>
Auto Start on Boot	On to automatically start and log into Bria when you start your Android phone. Even if Bria was logged out when you powered off the phone, Bria will start and log in when the phone starts.
Contact Sort Order	<p>Changes the sort order of the Contacts tab. This setting does not apply to the Buddies tab, which is always sorted and displayed by first name.</p> <p>This setting becomes available/changeable when Bria cannot access the preferences on the Android OS. If this setting is read-only in Bria, go to the OS settings (such as Contacts app) and change the sort preference on the OS. This will change the sort order of the contact list within Bria.</p>
Contact Display Order	<p>Changes how to display someone's name in your Contacts list.</p> <ul style="list-style-type: none"> <li>"First name first" displays a contact name as John Smith.</li> <li>"Last name first" displays as Smith, John.</li> </ul> <p>This setting does not apply to the Buddies tab, which is always displayed with first name first.</p> <p>This setting becomes available/changeable when Bria cannot access the preferences on the Android OS. If this setting is read-only in Bria, go to the OS settings (such as Contacts app) and change the display preference on the OS. This will change the display order of each contact within Bria.</p>
Enable Video	ON to make video calls on Bria. Appears only after the "Video Calls" feature is purchased.
Send Landscape	When ON, your video will be forcibly sent in the landscape orientation. This is a compatibility mode for older devices that cannot render video in the portrait orientation. Use as an exception. The default is "Off".

Field	Description
Video Quality	<ul style="list-style-type: none"><li>• Automatic: Recommended. Let Bria select the best quality to use in a given situation.</li><li>• Lower (QCIF): Quarter Common Intermediate Format uses 176 horizontal pixels and 144 vertical lines. QCIF transfers one fourth the amount of data; therefore it consumes less memory than CIF.</li><li>• Higher (CIF): Common Intermediate Format uses 352 horizontal pixels and 288 vertical lines.</li><li>• Extra High Decode (CIF): Choose this setting when the other party requires a different version of CIF (H.264 Baseline level 1.3), for example, Cisco hard phones.</li></ul>

## 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.

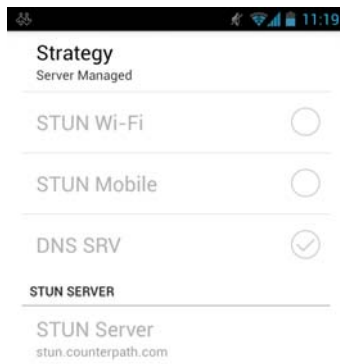


Field	Description
Network Traversal Strategy	Tap to display the choices; see page 59.
STUN Wi-Fi, STUN Mobile, DNS SRV, STUN server	See “Network Traversal Strategy”, below.
Use VPN If Active	If you are using Bria with a VPN connection to your network, turn this field on, to force Bria to select the VPN network interface. If you are not using a VPN, turn this field off. Do not turn on this field when you not using a VPN connection: the wrong network interface may be selected, resulting in registration problems.
Use Bluetooth	On to enable Bluetooth support on Bria. Since there are many known issues regarding Bluetooth support on Android devices, we recommend that you keep this setting off unless you understand the risks of using Bluetooth on Bria on Android devices.
Voice Activity Detection	<ul style="list-style-type: none"> <li>On: audio is not transmitted when no one is speaking. Turning this feature on may reduce bandwidth usage.</li> <li>Off: audio is transmitted when no one is speaking.</li> </ul>
Quality of Service	If desired, ask your VoIP service provider if Quality of Service(QoS) is supported. QoS 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 Tx	When on, Bria attempts to reduce background noise on audio you are transmitting (sending to the other person). This setting appears on the device that has not have native noise reduction support.
Noise Reduction Rx	When on, Bria attempts to reduce background noise on audio you are receiving from the other person.
Echo Cancellation	Try turning on this setting if you or the person you are talking to is hearing an echo. When you turn this on, you can also choose the echo cancellation mode. If the other person still hears an echo, turn this setting back to Off.

Field	Description
Codecs Variable Bitrate	<p>This setting applies when the negotiated codec is AMR-WB, SILK, Opus or H.264 (for video call).</p> <p>When this setting is turned on, Bria dynamically adjusts the bitrate throughout the call, based on the current network conditions. For example, when Bria detects many packets are lost, it tries to lower the bitrate (within the range of a bitrate supported by a specific codec), in order to ensure the best possible quality under the circumstance.</p> <p>We recommend that you leave this setting ON, especially when AMR-WB, SILK, Opus or H.264 is enabled.</p> <p>If you notice degradation in audio or video quality when your data connection is stable, you can turn this setting off to see if it makes a difference.</p>
RTP Port Start	<p>Change this value only if advised to do so by your VoIP service provider.</p> <p>This indicates the start of the ports range used for RTP and RTCP sessions. The range is 100 ports wide. The range is not observed if ICE is used. The default is 4000.</p>
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%).
Audio API Type	You can change the audio API used in Bria. Try changing to the other if you experience poor audio.
Echo Cancellation Mode	<p>Applies only when the “Echo Cancellation” setting is turned on.</p> <ul style="list-style-type: none"> <li>• Auto: Lets Bria choose either software or hardware for echo cancellation.</li> <li>• Hardware: You will see this choice only when your device supports this feature.</li> <li>• Software</li> </ul>
Auto Gain Control	On to automatically adjust the gain. Appears only when this functionality is supported on the device. Typically on.
Low Latency Control	Appears only if the functionality is supported on the device (running Android OS 4.2 or higher). This setting becomes changeable when "Audio API Type" is OpenSL ES. When On, Bria tries to reduce latency.
Codec Options	See page 61.
Verify TLS Cert	<p>Applies only if you use TLS as the transport.</p> <ul style="list-style-type: none"> <li>• On (default): Bria attempts to verify the certificate, sent by the SIP server, to see if it is trusted. For the certificate to be trusted, a corresponding CA certificate, provided by your VoIP provider, must be installed on your device.</li> <li>• Off: Bria accepts the certificate without attempting to verify it.</li> </ul>
Alert In Background	<ul style="list-style-type: none"> <li>• On: Bria sends notifications when an account fails to register. Bria also notifies the user after the account is successfully re-registered.</li> <li>• Off (default): Bria does not send notifications regarding account registration errors.</li> </ul>
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.
Audio Input Source	This setting controls how the device processes the audio input from Bria. If the person you are talking to is receiving poor audio, try changing the audio source.
Playback Stream	This setting controls how the device processes the audio receiving from the other party. If you are receiving poor audio, try changing the playback stream.
Enable rport	<ul style="list-style-type: none"> <li>• On: the outgoing INVITE message will have an rport parameter inside the Via header, which indicates that Bria supports RFC 3581. If the server also support RFC 3581, the server should respond with the rport parameter set to the incoming public IP port and the received parameter set to the public IP address. This is the default behavior in previous Bria versions.</li> <li>• Off: Bria does not have the rport parameter in the Via header.</li> </ul>

Field	Description
Enable PRACK	<ul style="list-style-type: none"> <li>On: Bria advertises that it supports “100rel” and allows PRACK, as defined in RFC 3262. The outgoing INVITE message will have “100rel” in the Supported header and “PRACK” in the Allow header. This is the default behavior in previous Bria versions.</li> <li>Off: Bria will not advertise these features; there will be no “100rel” in the Supported header.</li> </ul>
Encode # in URI	<ul style="list-style-type: none"> <li>On (default): Bria escapes a hash character (#) used in the user part of SIP URI, as required by RFC 3261.</li> <li>Off: Bria does not escape a hash character and sends it as is. Turn this setting off if you are having trouble making outgoing calls to a number with a hash character.</li> </ul>
Verbose Logging	Leave this setting OFF unless customer support instructs you to turn it ON in order to troubleshoot a problem you are having on your device. See page 65.
Send Log	Tap to upload the current log to customer support. See page 65.
Call Statistics	<p>To show detailed information about the current/last call. For example, the number of packets lost.</p> <p>For an ongoing call, you can refresh the statistics information by either tapping the Refresh button or enabling Auto Refresh on the Call Statistics screen. When Auto Refresh is enabled, the information will get updated every second.</p>

## Network Traversal Strategy



Speak to your VoIP service provider about the strategy to use. Make sure that you change the STUN Server field.

•Application Managed: STUN On and 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. When negotiating media routing, it will present both your public and private addresses or just your public address depending on the ICE settings under Account Advanced.

•Server Managed: STUN Off and 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.

•Custom Configuration: Set the settings as desired.

Field	Description
STUN Wi-Fi	<ul style="list-style-type: none"> <li>On (checked): Bria will use a STUN server to discover your public IP address.</li> <li>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.</li> </ul>
STUN Mobile	This setting has the same function as STUN, but applies only when you are connected over mobile network.
DNS SRV	<ul style="list-style-type: none"> <li>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.</li> <li>Off: Bria will not use DNS SRV for discovery. Only turn this setting off if your system administrator advises you to do so.</li> </ul>

<b>Field</b>	<b>Description</b>
STUN Server	Used only if STUN is on. The default is stun.counterpath.com 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.

## 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.

In general, it is desirable to have several codecs enabled. Make sure that there are common codecs between you and the remote peer, otherwise your call will fail with a 488 error.

SILK-SuperWideband (24k) and Opus-Fullband (48k) are available only in devices with 1.2 GHz dual core CPU or higher. These codecs will be disabled on any slower devices.

### Novice and Non-technical Users

We recommend you use the default setting/priority 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.

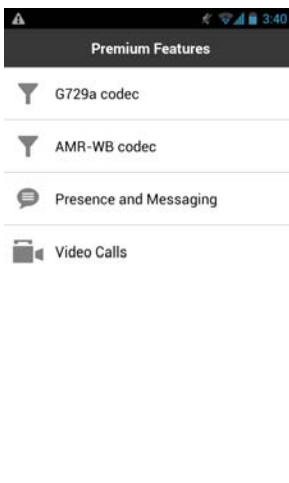
You can prioritize codecs by tapping the Up or Down icon in the list. Codecs higher in the list are given a higher priority in the offer, when negotiating codecs with the other party. Therefore, moving a codec higher should improve its chances of being chosen.

G.722, AMR-WB, SILK-WB, SILK-SWB (24kHz), and Opus-Full HD (48kHz) 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. AMR-WB, SILK and OPUS 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 mobile network for phone calls.

## 5.4 Premium Features

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



•**G.729a codec** is a narrowband audio codec that is intended for low bandwidth use. It is particularly recommended if you will be making calls over mobile network because it provides better audio quality on your mobile data connection.

•**AMR-WB codec** is a wideband codec that provides superior sound quality due to a wider speech bandwidth.

•**Presence and Messaging** allows you to send instant messages to your buddies and share your online status (presence) with them. You can use this feature on XMPP accounts (such as Gmail or Facebook) and/or SIP accounts, depending on whether your VoIP service provider supports this feature for SIP SIMPLE. With SIP accounts, you can also send SMS to PSTN phone numbers if your VoIP service provider supports this feature.

•**Video Calls** allows you to make video calls to softphone numbers over Wi-Fi and mobile data network. The H.264 codec and the VP8 codec are supported. Make sure that your VoIP service provider supports video calls before the purchase.

### Purchasing G.729a or AMR-WB Codec

1. Go to Settings> Premium Features.
2. Tap the desired codec to go to Google Play. Follow the prompts to purchase the codec.
3. Go to Settings > Advanced Settings > Mobile Audio Codecs.
4. Tap the codec to enable it.

### Purchasing Presence and Messaging

1. Go to Settings > Premium Features.
2. Tap “Presence and Messaging” to go to Google Play. Follow the prompt to purchase the feature. When the purchase is complete, you will see an additional tab on your Bria.
3. Go to Accounts. Enable the feature on your SIP account, and/or create an XMPP account. See page 7 for details.

### Purchasing Video Calls

1. Go to Settings > Premium Features.
2. Tap “Video Calls” to go to Google Play. Follow the prompt to purchase the feature.
3. Go to Settings > Preferences and scroll down to the bottom. Make sure the video option is enabled.
4. Go to Accounts > Account Specific Features. Enable the feature on your SIP account. Then you will see an option to make video calls on the Contacts or History tab.

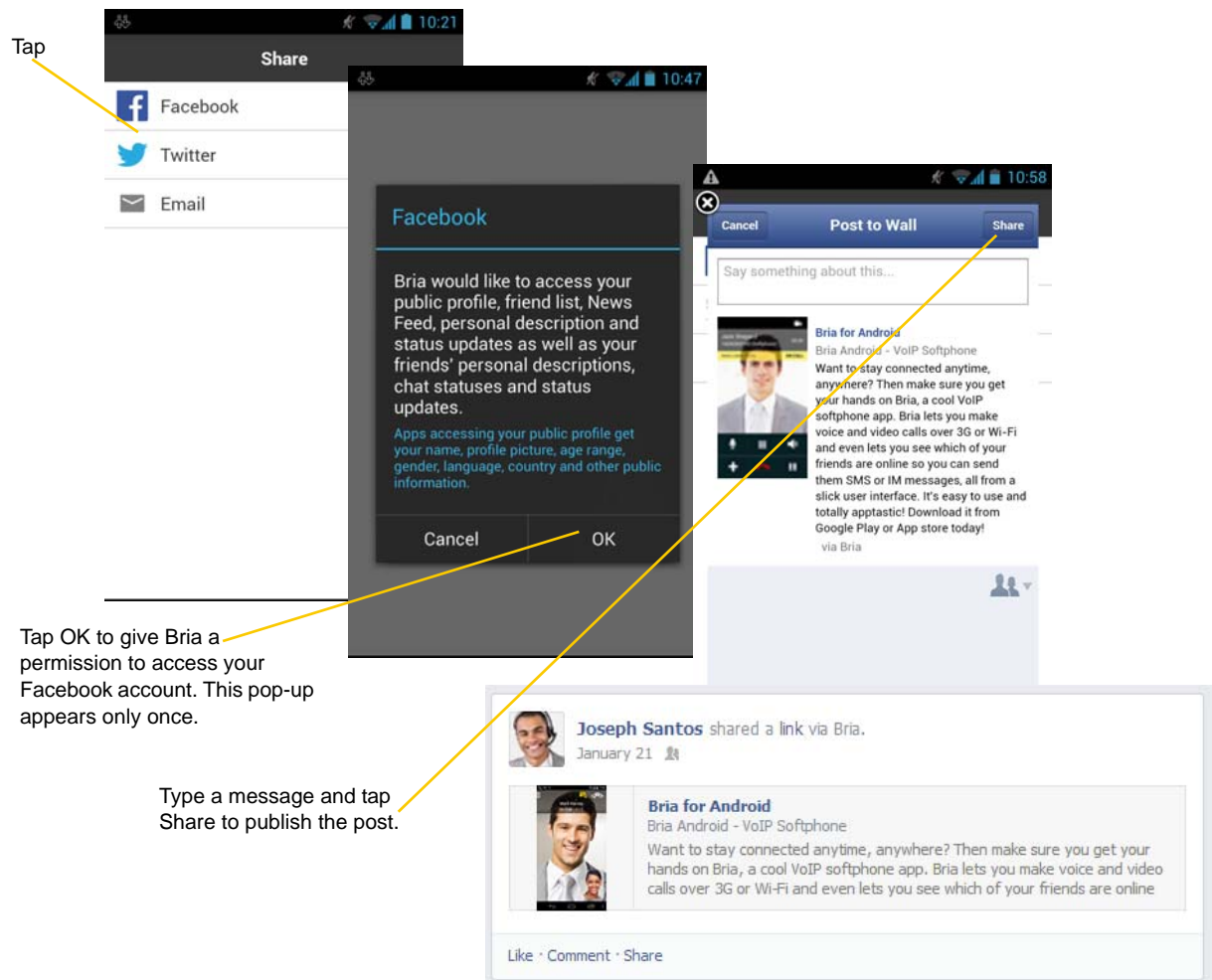
## 5.5 Share

You can share Bria with your friends via Facebook, Twitter, and Email. Bria will publish a post on your Facebook or Twitter page on your behalf, with a link to the Bria's app page.

Make sure you have the official Facebook or Twitter app installed on your device and already logged into the sites. For email, make sure you have an email account set up on OS.

Open Bria, and go to Settings > Share, then choose how you want to share Bria.

### Facebook

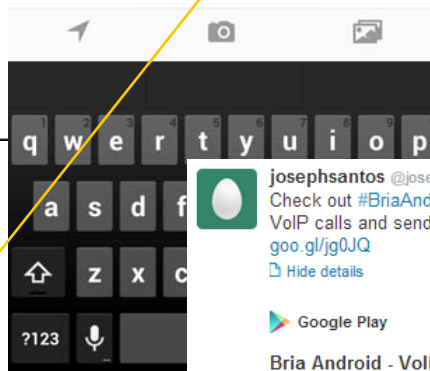


## Twitter

Tap



josephsantos  
@josephs25008853  
Check out #BriaAndroid, a cool softphone app that lets you make VoIP calls and send messages anytime, anywhere! Check <http://goo.gl/jg0JQ>



Type a message and tap Share to publish the post.



Google Play

Bria Android - VoIP Softphone  
3.5/5.0 stars – 1,094 ratings

\$7.99

Bria Android Smartphone Edition is an award-winning SIP-based softphone – brought to you by CounterPath Corporation, the market leader of VoIP software products and solutions. \*\*IMPORTANT NOTE: Bria...

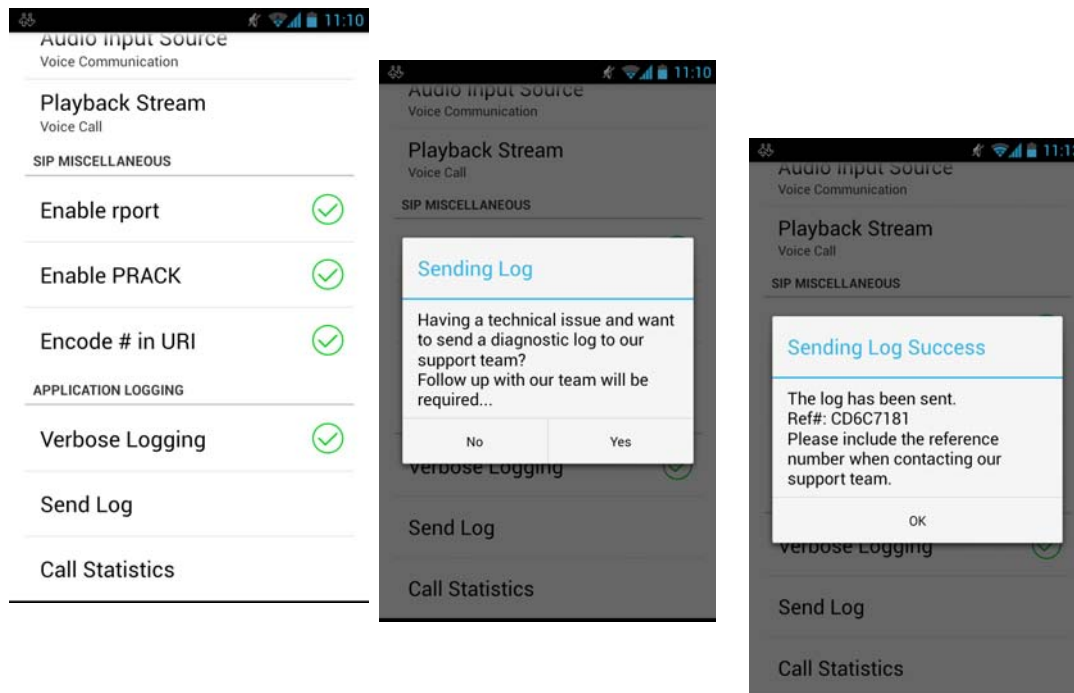
[View on web](#)

# A Troubleshooting

## More Information

- You can view Frequently Asked Questions at <https://support.counterpath.com/knowledge-base/bria-android-android-tablet-edition>.
- You can send us comments from <http://support.counterpath.com>.

## 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 Settings > Advanced Settings and scroll down to the bottom.
2. Turn on Verbose Logging.
3. Reproduce the problem.
4. When done, go to Settings > Advanced Settings and tap Send Log. Once the file has been sent, you will see a Sending Log Success notification; this notification includes a reference number.
5. Send an email to [support@counterpath.com](mailto:support@counterpath.com) with the details of your issue and the reference number.
6. If sending the file fails, check your Wi-Fi and/or mobile data connectivity.

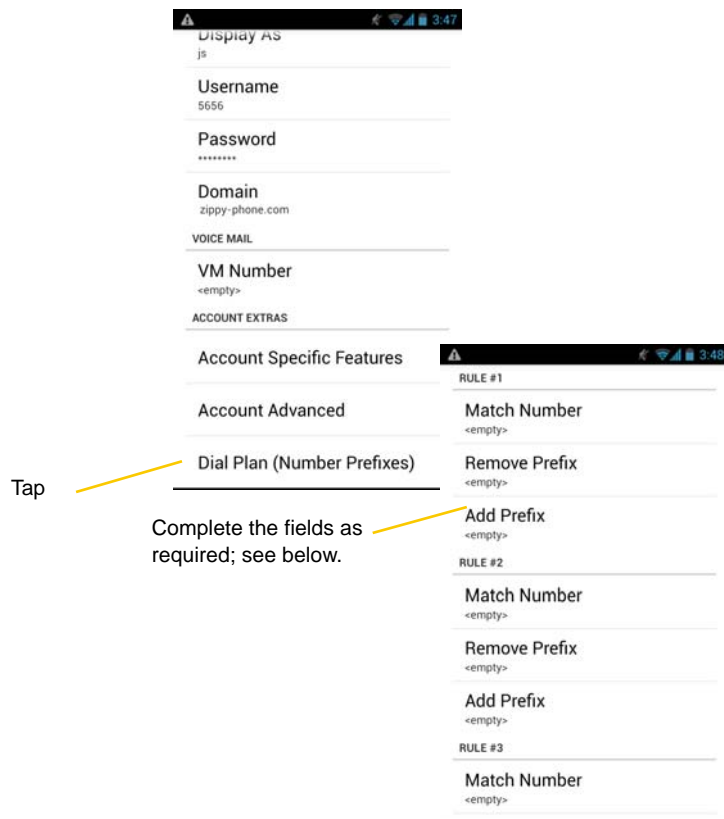
# B Dial Plans

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 eight 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 Settings > Accounts. Unregister the account and tap the account to see details. 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

phone icon	The phone Menu icon, Back icon, Home icon and Search icon are icons (buttons) that are part of the phone device and may have a different appearance and location on different phone 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.
IM	Instant Messaging. A technology that lets users send text messages for near instantaneous delivery and display on each others’ devices.
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 (and the video portion if any) 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 mobile phone service that comes with the Android phone.
PSTN	Public Switch Telephone Network. The traditional land-line phone network.
Presence	An instant messaging feature that allows users to share information about their online status.
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.
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.
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.
XMPP account	An account that provides the user with the ability to send IMs and view other people’s presence.
3G/4G call	A call made over the 3G/4G 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/4G call.