Bria 4 *for Windows* User Guide
Retail Deployments

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

This manual corresponds to Bria 4 *for Windows* version 4.0.0.

Rev 1

Contents

1 Introduction

Read this manual if you who are deploying Bria without the help of a system administrator. (If, on the other hand, you are working in an enterprise that has a system administrator who is deploying Bria across the enterprise, read the user guide "Using Bria 4 *for Windows* – for Enterprise Deployments".)

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

Standard Telephone Features

The CounterPath Bria softphone has all standard enterprise telephone features, including:

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

Enhanced Features and Functions

Bria also supports the following features and functions:

- Video
- Support for several languages in addition to English: Chinese, Dutch, French, German, Italian, Japanese, Portuguese, Russian, and Spanish.
- IM and presence using the SIP SIMPLE protocol and the XMPP protocol.
- IM conferencing (group chat) via an XMPP account.
- Corporate chat rooms.
- Contact list containing the individual user's contacts.
- Directory containing names from a shared LDAP directory or Microsoft® Active Directory®.
- Access to Microsoft Outlook® contacts from within Bria.
- File transfer via an XMPP account.
- File transfer via content indirection (by sending the files to a file transfer server for "pickup" by the other party).
- Support for DTMF (RFC 2833 or inband DTMF).
- Integration with a SIP deskphone, so you can use either the deskphone controls or the Bria screens to control a phone call.

- Automatic detection and configuration of audio and video devices.

- Acoustic echo cancellation, automatic gain control, voice activity detection.

- Support for the following audio codecs (not all these codecs are included in the retail brands):

  Broadvoice-32, G.711aLaw, G.711uLaw, G.722, G.729, iLBC, OPUS, SILK narrowband, SILK wideband, SILK super-wideband, Speex, Speex Wideband.

- Support for the following video codecs:

  H.263, H.263+ 1998, H.264, VP8.

- Support for these firewall traversal solutions: STUN, TURN, or ICE.

2   Installation and Setup

2.1 Getting Ready

SIP Account Information

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

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

XMPP Accounts

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

- Jabber ID: user name and domain. For example, jsantos@domainXMPP.com.
- Password
- Connection information: see "XMPP Account" on page 59.

2.2 Starting Bria

First-time Startup

If Bria is not already running, start it as you would any other program: Use the Windows Start menu or double-click the desktop icon. The Bria Login dialog appears with the Profile set to "Manually enter login server".
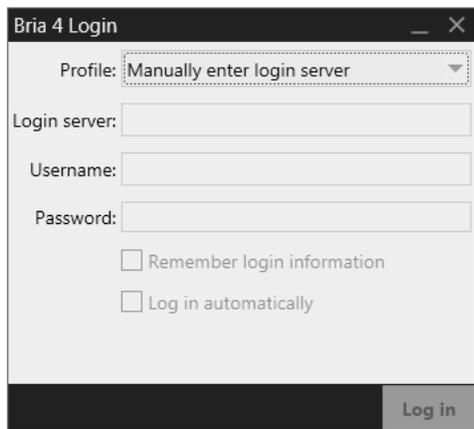
Switch the profile as "No login required" and click continue. The softphone GUI appears. (Login is used only in enterprise deployments in which a system administrator has set up a provisioning server to automatically configure Bria for you.)

Subsequent Startups

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

(If you started up the first time with "No login required" but in fact you do need to log in, go to the menu and choose Softphone > Preferences > Application and enable login. See page 76.)

2.3 Configuring Bria

Setting up Accounts

After obtaining SIP account information from your VoIP service provider, you can set up Bria accounts.

Set up the SIP Account

1. When the softphone appears, click the Go to Account Settings link. The SIP Account window appears.

2. In the Account tab, complete the User Details area with the information obtained from your VoIP service provider.

3. Complete the remaining tabs as specified by your service provider or to suit your setup. Settings that you may need to change immediately include:

    • Account tab, Domain Proxy area.
    • Topology tab, if your computer is on a network and/or behind a firewall.

    For more information, see page 61.

4. Click OK; the account is created and registered (enabled).

Set up an XMPP Account

If you already have an XMPP account independent of Bria (for example, a Gmail™ webmail service account), you can create an account in Bria and pull your contacts into the Bria contact list. You can then IM these contacts directly from Bria.

5. Choose Softphone > Account Settings again. This time the Account Settings window appears, showing the SIP account you have already set up.

6. Click Add > XMPP Account. The XMPP Account window appears.

7. Complete the window with the information obtained from your XMPP service provider. Typically you only have to complete the User Details. For more information, see page 59.

8. Click OK. The XMPP account is registered (enabled).

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

Populating your Contact List

Typically, you will want to create contacts in order to easily make phone calls, send IMs and transfer files. You can bring in contacts from other sources:

- From a file such as a vCard or comma-separated-values (CSV) file. See page 41.
- From your Microsoft® Outlook® address book. See page 74.

In addition:

- During a call that you place or receive, you can add the other party to your contact list. See "Handling an Established Call" on page 17.

- You can add addresses to the Contact list one by one. See page 43.

For general information on contacts, see page 39.

2.4 Troubleshooting

Bria includes these tools for helping you troubleshoot problems:

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

See page 87.

2.5 Checking for Bria Updates

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

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

3 Making Phone Calls

3.1 Starting and Quitting Bria

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

3.2 The Onscreen Softphone

Show/hide resources such as contacts, favorites and modules such as chat rooms and workgroup

Change layout of contact list and import contacts

Close to system tray. This icon does not shut down Bria

Minimize to system tray

Bria menu. See below.

Voicemail indicator See page 27

Missed calls indicator. Opens the History tab.

Toolbar. See page 17.

Detach the tab from the main window.

Call entry field See page 11.

The Bria Menu

Softphone.

- Accounts. These settings control how Bria interacts with your VoIP service provider and are set individually for each account. See "Configuring Accounts" on page 57.
- Preferences. These settings control the way that you work with Bria and apply to all accounts. See "Configuring Preferences" on page 76.
- Exit. To shut down Bria. You can also exit by pressing Ctrl-Q.

View. Changes how Bria looks. Also lets you view the messages, chat rooms (if you are a member of one; see page 36), and your workgroup (if you are a member of one; see page 28).

Contacts. Lets you work with contacts.

Help. Provides access to various service-related features.

Receiving an Online Status Request

If presence is enabled, then at any time you may get an Online Status Request dialog. For information on this request, see "Sharing Online Status" on page 48.
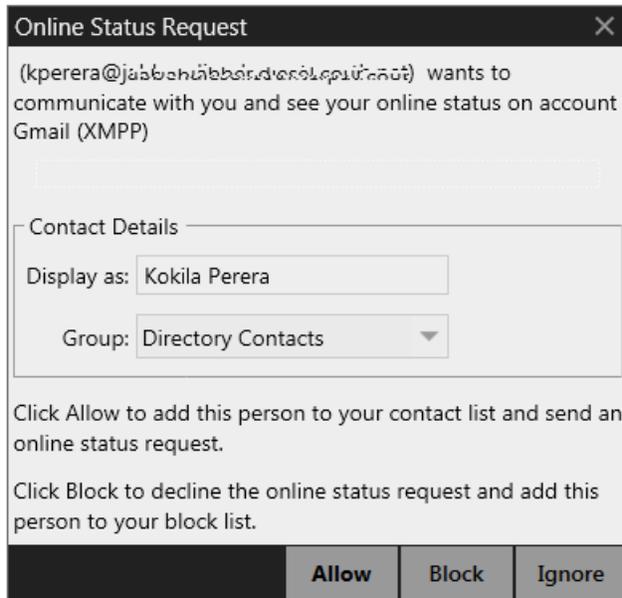
3.3 Placing a Call

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

Option	From the...	Description
Keying	Dialpad or computer keyboard	1. Enter the phone number in the call entry field using the dialpad or the computer keyboard. To turn letters to numbers, see page 13 If entering a softphone address, you can enter the entire address (6045551212@domainA.com) or just the number (6045551212). As you type, a suggestion for completing the entry may appear. Choose the suggestion by using the Up/Down key and the Tab key, or keep typing. 2. Bria makes a call as soon as you choose the suggestion. If you do not want to choose a suggestion, finish typing and click the Call button or press Enter.
Right-click a contact or previous call	Contacts or History tab	Right-click an entry from the Contacts or History tab and choose Call.
Double-click a contact	Contacts tab	Contacts have a "double-click" action (page 76) that either makes an audio phone call or starts an IM.
Single-click a contact	Contacts tab	Hover over the right side of the contact to reveal the click-to-call button. Click to place a call using the primary phone number for this contact.
Double-click a previous call	History tab	Double-click an entry. An audio call is placed.
Redial	Redial button	• When the call entry field is empty, click the Call button. • Or click the arrow in the call entry field and select a recent call. An audio call is placed.
Dialing	Dialpad	1. If the dialpad is not visible, click the Phone button at the bottom. 2. Click the numbers on the dialpad to enter the phone number. 3. Click the Call button or press Enter.
From an instant message	Messages window	Click the menu at the top of the Messages window and choose Call.

Make sure you are on the Phone tab to place a call.

Call entry field

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

Auto complete suggestions. Bria makes a call as soon as you choose the suggestion.
You can change this behavior so Bria does not dial until the Call button is pressed (page 76).

For information on working with the call, see "Handling an Established Call" on page 17.

Dealing with an Auto Attendant

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

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

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

```
6045551212PPP44;
```

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

```
6045551212PPPPPP1PP3PP2;
```

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

```
6045551212XXX44;
```

Selecting the Account to Use

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

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

The account selection options appear only if you have two or more SIP accounts that are enabled and being used for phone calls. To make an account "useable" for phone calls, choose Softphone > Account Settings, select the account and change the Allow fields on the Accounts tab (page 61).

Choose the account to use.

If you choose Auto Select, then the account to use depends on your dial plan rules (page 91). If there are no dial plan rules, then the "preferred" account (page 57) is used.

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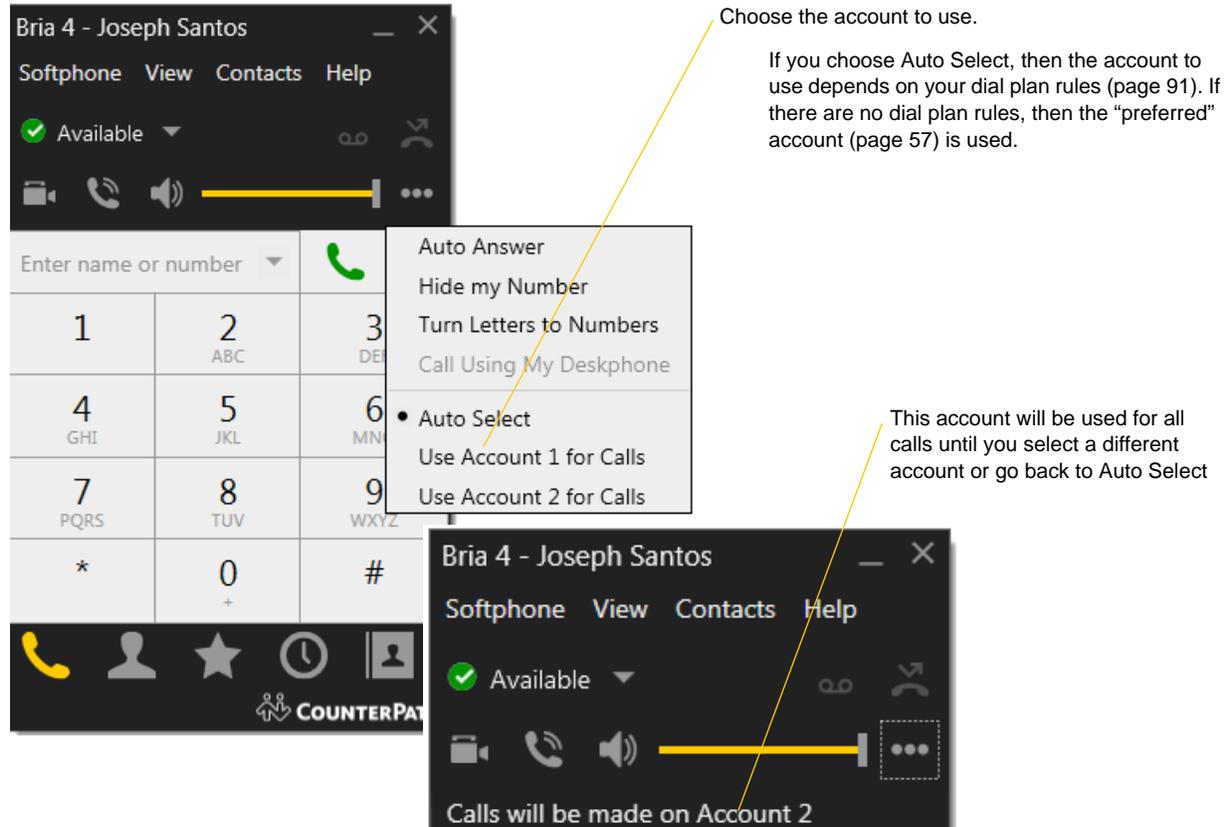
Letters to Numbers

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

Turn letter-to-numbers on or off

Type the phone number using numbers and letters, as desired

When you click Call, the call panel will open and the call will be placed. The call panel will show the phone number all in numbers.
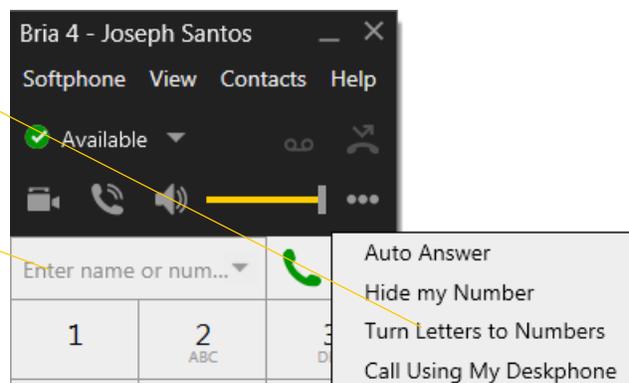
Hiding your Identity (Anonymous Calling)

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

Anonymous calling is automatically turned off when you shut down.

Turn Hide my Number on or off
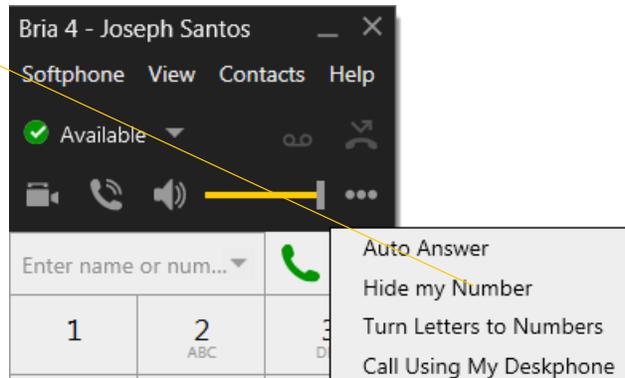
Placing another Call

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

Place the call in the usual way (see page 11)

Existing call is automatically put on hold

New outgoing call
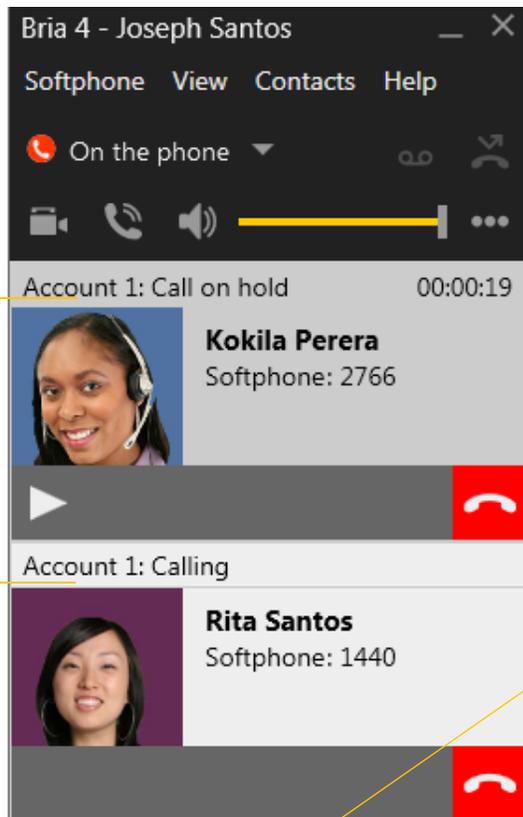
Switch between the different calls by clicking Resume on the desired call panel. That call becomes the active call and all other calls are put on hold.
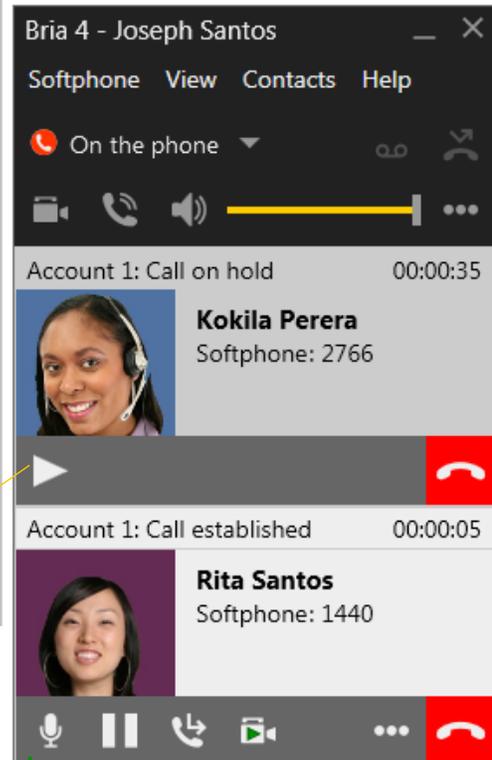
3.4 Handling Incoming Calls

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

The new call appears in its own call panel. In addition, the Call Alert box appears. For information on setting call alert preferences, see page 77.
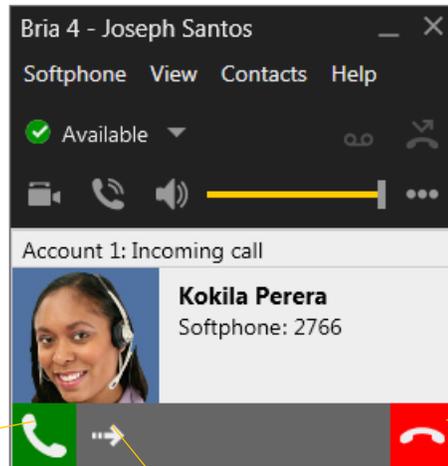
Click. If you are on another call, that first call is automatically put on hold. You are now talking to the new caller.

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

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

Windows 7 and Earlier
This is the alert for an audio-only call

This is the alert for a video call
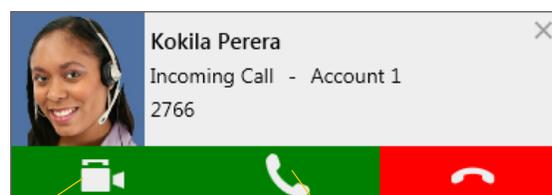
Click to answer a video call and start sending your video immediately

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

Windows 8
This is the alert for both audio and video calls

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

Auto Answer

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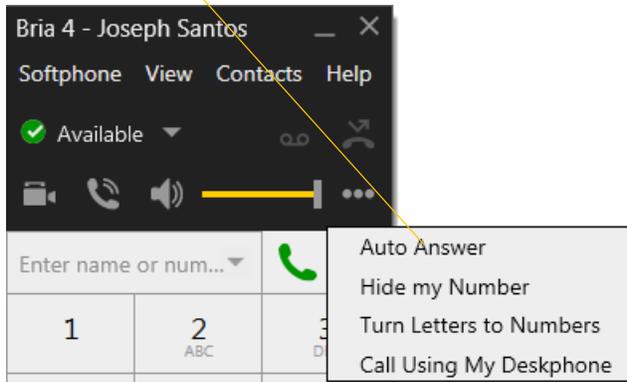
Auto answer is initially configured to auto-answer after one ring, and to send only your audio when the call is established. To change this configuration choose Softphone > Preferences > Calls.

Auto answer is automatically turned off when you shut down.

3.5 Handling an Established Call

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

Mute speaker or adjust speaker volume by using slider

Conference Calls
See page 23

Instant Message
See page 31

Record the call as a WAV file (audio only) or an AVI file (audio and video)

Mute your voice

Hold and resume

Transfer
See page 19

Start sending video
See page 21

Add as Contact
Add the current caller as a contact. See "Adding a Contact Using an Existing Address" on page 46.

Place another call
The current call is automatically put on hold. See page 14 for more information

Encryption

The outgoing call may be encrypted, depending on your security settings. For information on the current security settings, see "SIP Account Properties – Transport" on page 70.

- If an encrypted call is established, the security lock icon appears on the call display. This icon indicates that the call is guaranteed to be secure between you and your proxy, and may or may not be secure beyond that first hop. See page 70 for more details on how encryption works.
- If an unencrypted call is established, no encryption icon appears.
- If the call cannot be established with the specified security, the call will fail.

Ending a Call

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

3.6 Transfering a Call

Basic (Unattended) Transfer – Transfer this Call

Click the Transfer button
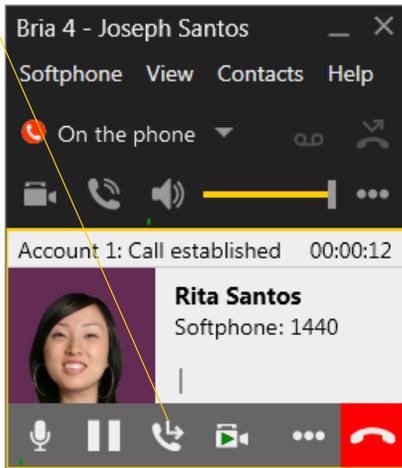
The call is put on hold and a call entry field appears.

If the button does not show "Transfer now", click the down arrow and select Transfer now. You can also permanently change the option that appears on the button; see page 76.
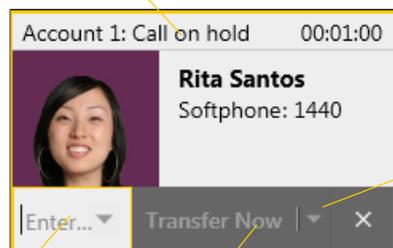
Type a name or number, or drag a contact into the field.

Then click Transfer Now.

The call may end immediately.

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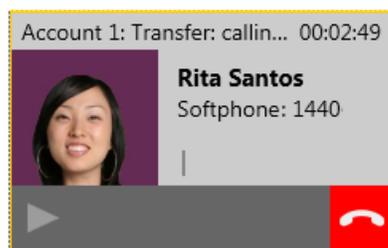
Attended Transfer – Call then Transfer

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

Click the Transfer button

Account 1: Call established   00:00:12

Rita Santos
Softphone: 1440

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

Account 1: Call on hold   00:03:51

Rita Santos
Softphone: 1440

2766   ✕   **Transfer Now** ▼ ✕

Search

Call First
Transfer Now

If the button does not show "Call first", click the down arrow and select Call First. You can also permanently change the option that appears on the button; see page 76.

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

Account 1: Call on hold   00:05:02

Rita Santos
Softphone: 1440

▶

Calling

Kokila Perera
Softphone: 2766

✕
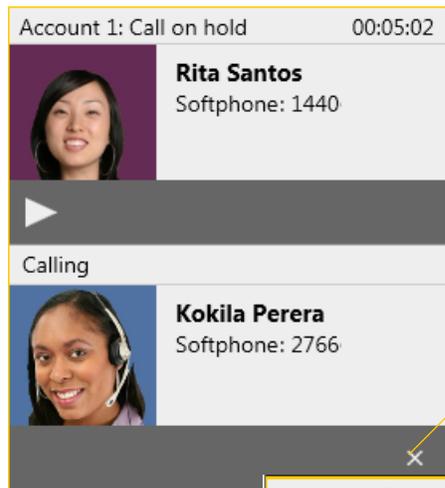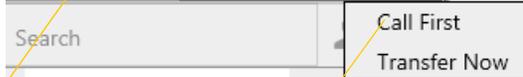
Bria phones the new person

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

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

Account 1: Call on hold   00:05:17

Rita Santos
Softphone: 1440

▶

Call established

Kokila Perera
Softphone: 2766

❚❚   **Transfer Now**   ✕

Or if the other person does not want to take the call, click Cancel and return to the first call
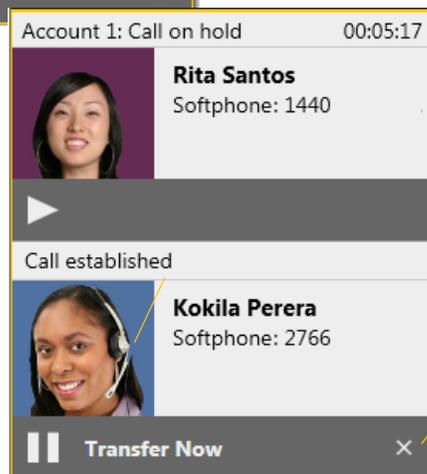
When you are ready, click Transfer Now. The call panel closes

3.7 Handling Video Calls

Placing a Video Call

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

From the Dashboard

Click the down arrow and choose Video call
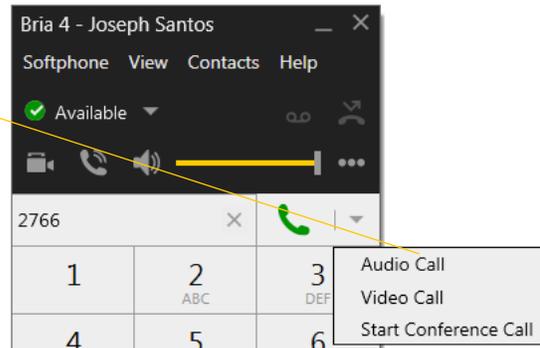
From the Contact List or History

Right-click the contact and Choose Video Call
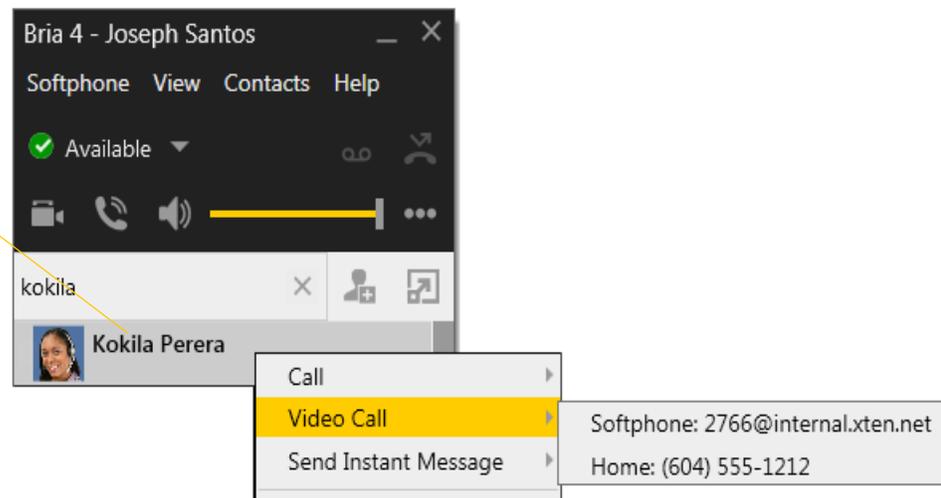
Adding Video

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

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

Other Party Adds Video

If the other party starts their video, your video window automatically opens and the video is played. You can

start sending your own video, if desired (and assuming you have a camera) by clicking Start Video(   ) in the call panel.

Pausing and Resuming Video

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

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

Show/hide video window

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

Status of your video

Start or Stop sending your video

Change the aspect ratio of video

Click to configure the camera
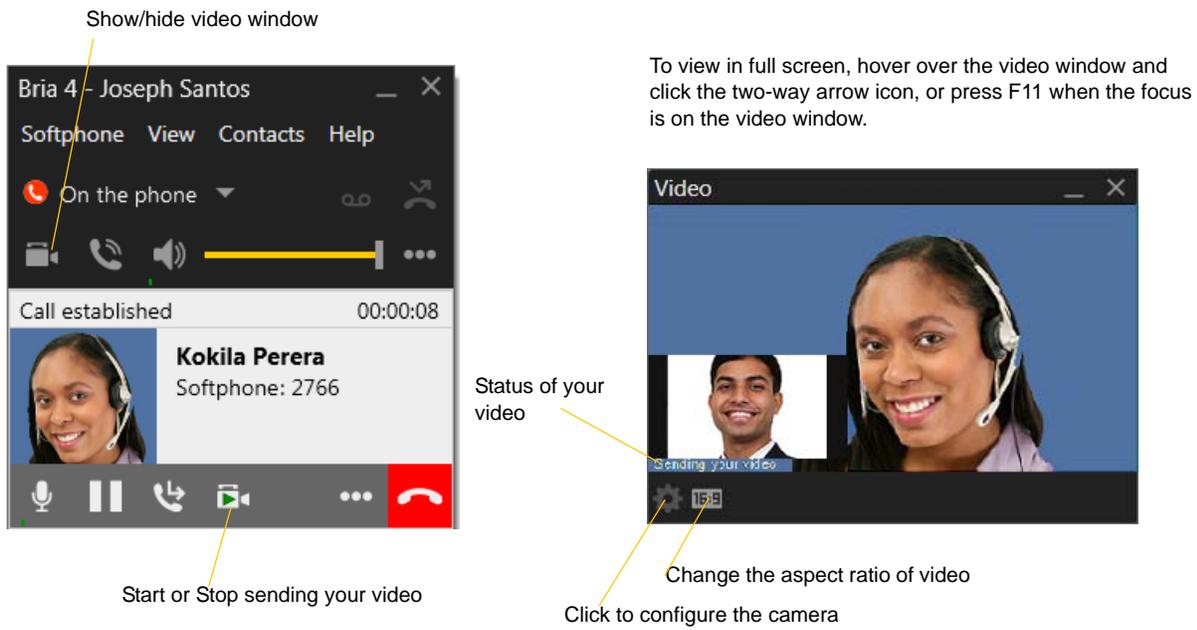
3.8 Conference Calls

Starting a Conference Call

You can start a conference call by:

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

From the Dashboard

• Enter the number or address by typing

• Or select from the redial list

Click the down arrow and choose Start Conference Call
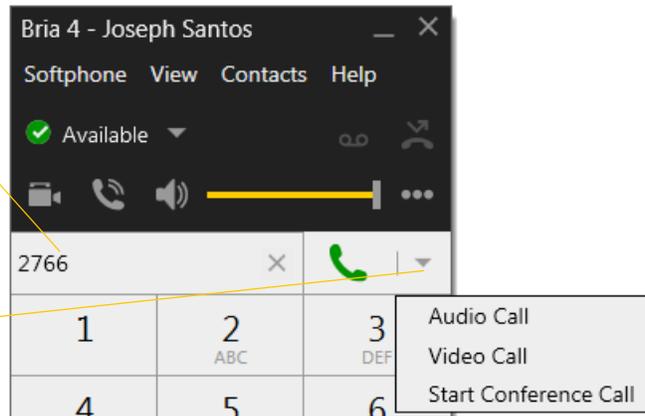
Type a name or number, or drag a contact into the field.

Click Add.
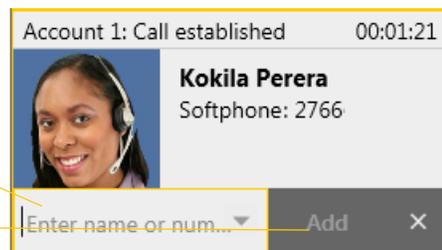
You can add more participants from here
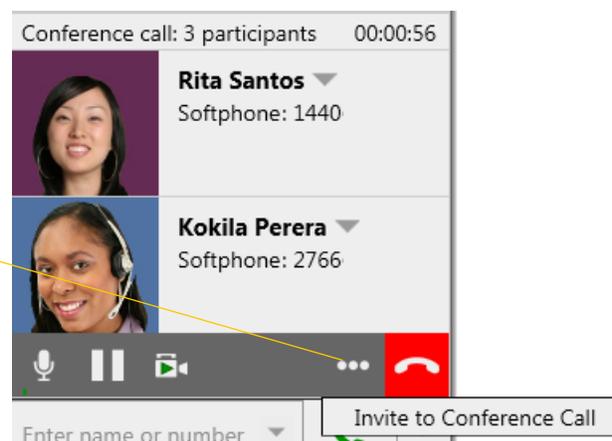
From an Existing Call

From One Established Call

You can add more participants
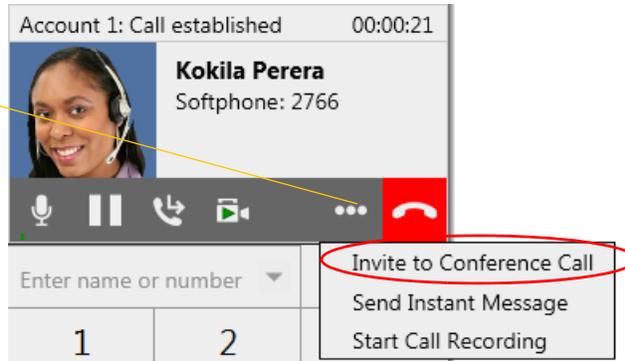
From Two Established Calls

You can merge two established calls.

"Invite to Conference Call" will allows you to add a third person to the call with Rita.

Managing the Conference

Click the arrow for Participant menu
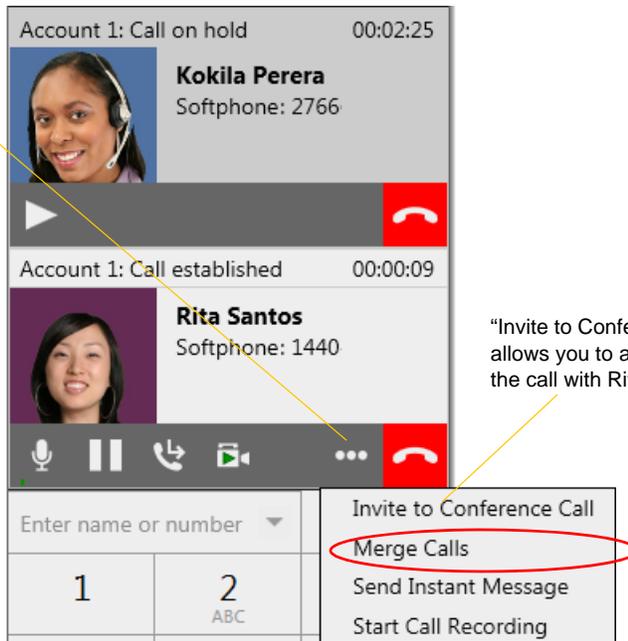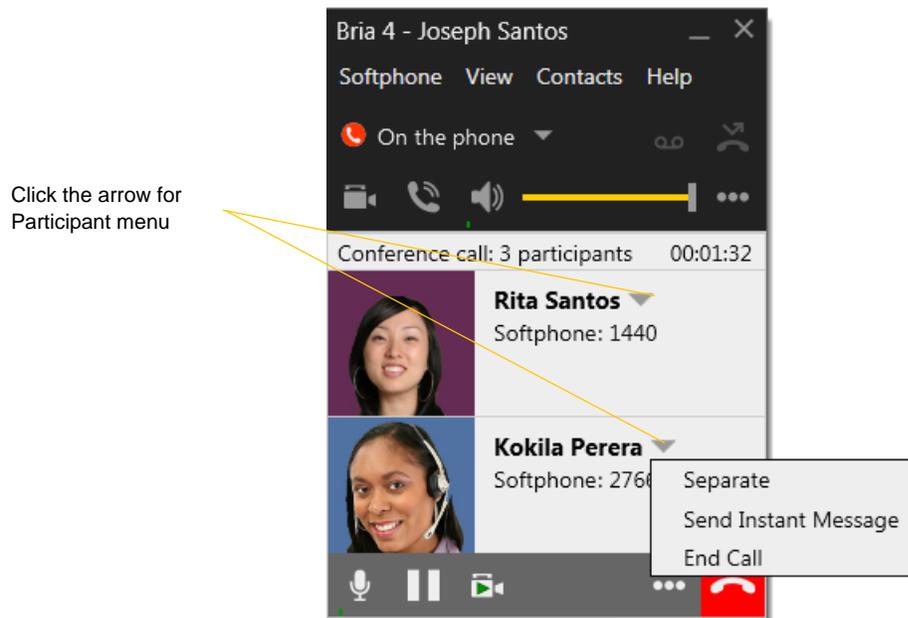
Adding More Participants

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

• Right-click on a contact or history item and choose Add to Conference Call.

• In the conference call panel, click Invite to Conference Call, enter a name and click Add.

• Add in a separate call that is not part of the conference call: In the call panel for the individual call, click the down arrow and choose Merge Calls. This call is added to the conference call.

Send an Instant Message

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

Removing a Participant

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

Ending the Conference

To hang up on everyone, choose End conference from the conference menu.

Suspending the Conference

To suspend the conference, choose Hold from the conference menu. All participants are put on hold.

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

Video Conference Calls

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


This person has video.

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

Closing the video window stops sending video.
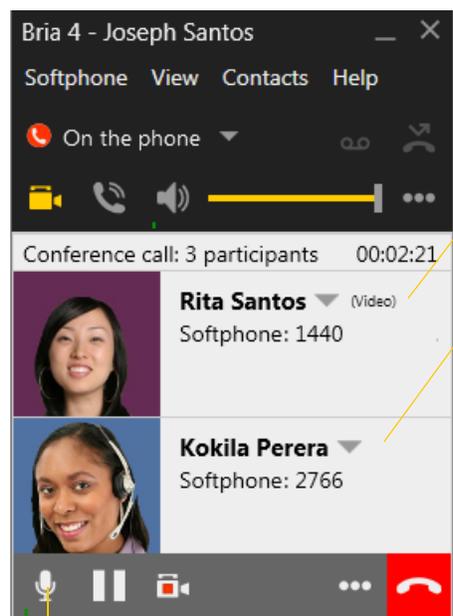
Mute. When you mute during a video call, you may also want to click Stop Video to stop the video feed.
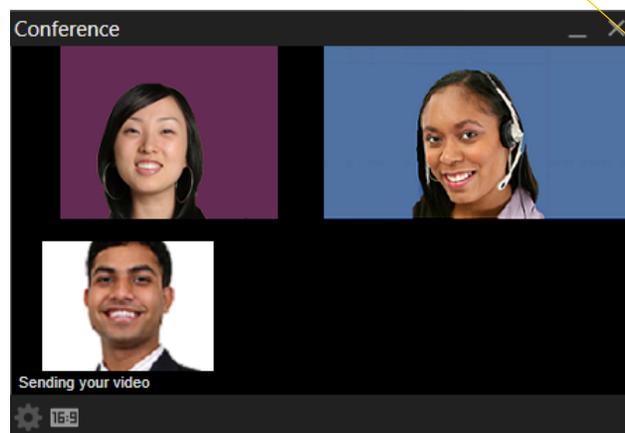
Including Video in a Conference

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

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

How Video Is Shared

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

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

3.9 Voicemail

If your service includes voicemail and you have set up voicemail options (page 63), then when you have voicemail messages, the voicemail icon appears at the top of the phone (the icon may include a number). You can click the icon to automatically connect to voicemail and listen to your messages.

Voicemail icon
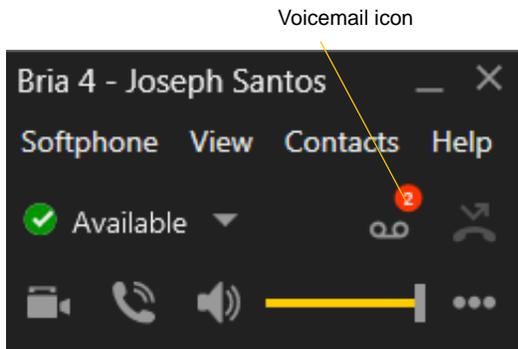
3.10 Forwarding Calls

Forwarding Calls

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

To enable forwarding through Bria, choose Softphone > Account Settings. Choose an account and click Edit, then click the Voicemail tab. For complete details, see page 63.

You can also forward a call "on the fly". See page 15.

3.11 Viewing Your Workgroup

The workgroup gives you a detailed view of phone-related activity for a team.

The workgroup feature must be set up before it can be used; see "SIP Account Properties – Presence" on page 66. Once this is done, choose View > Workgroup to view your workgroup.

The Workgroup window supports many of the same features as the contact list.

Monitor, Pick up and Join

Incoming Call

A member is receiving an incoming call

Click to pick up this call. A call panel will open on your Bria and you will immediately be connected to the caller.
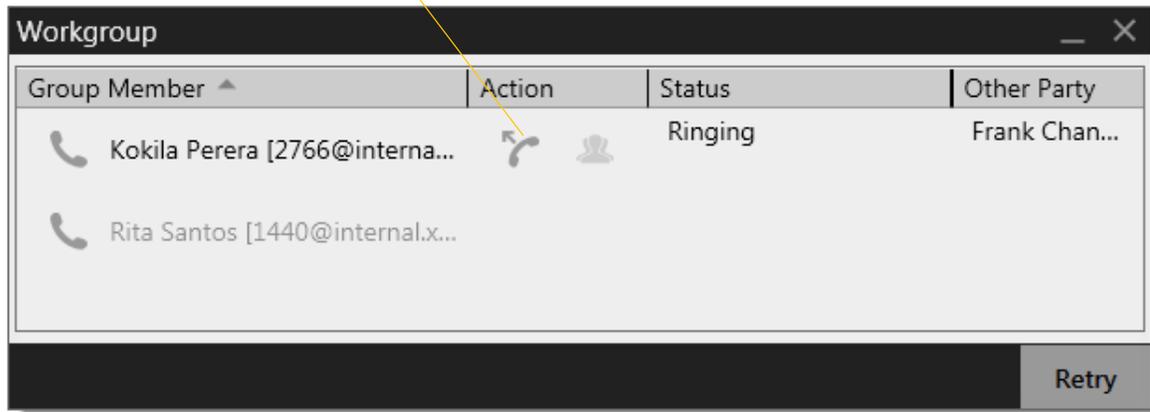
Outgoing Call

A member is making an outgoing call.
You cannot join this call until it is established
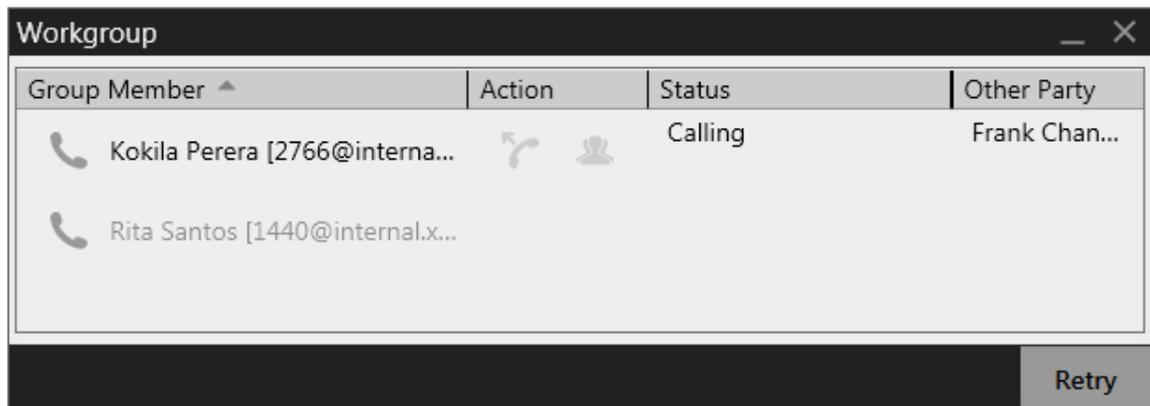
Established Call and Joining that Call

A member is on an established incoming or outgoing call

Click to join this established call. An outgoing call will be placed. If the other person accepts the request, you will immediately join the call and be talking to all the parties.
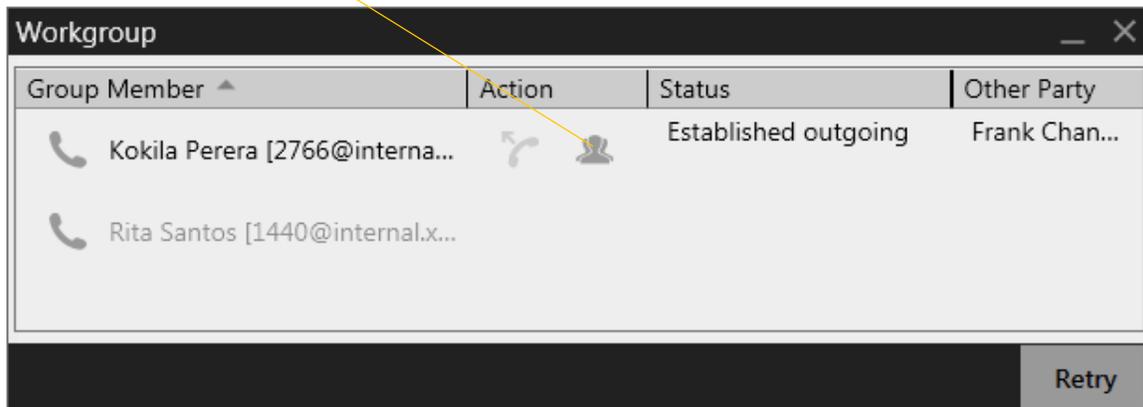
Receiving a Request to Join

Another member of your workgroup may request to join one of your phone calls. The request appears within the current call panel.
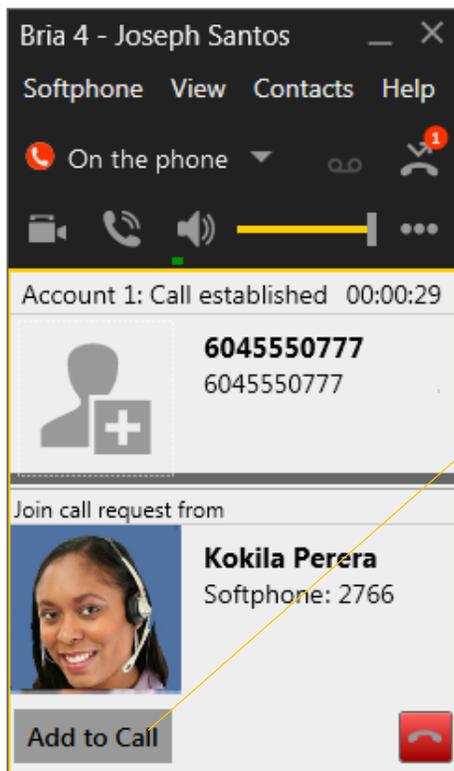
In this example, you are on a call with 604 555-0777 and Kokila (who is in your workgroup) is requesting that you let her join in.

If you click Add to Call, the other person will immediately be added to this call and be talking to all the parties.

4   Other Bria Features

4.1 Instant Messaging

Sending an IM

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

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

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

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

3. Click the Send icon.

Click to select more actions
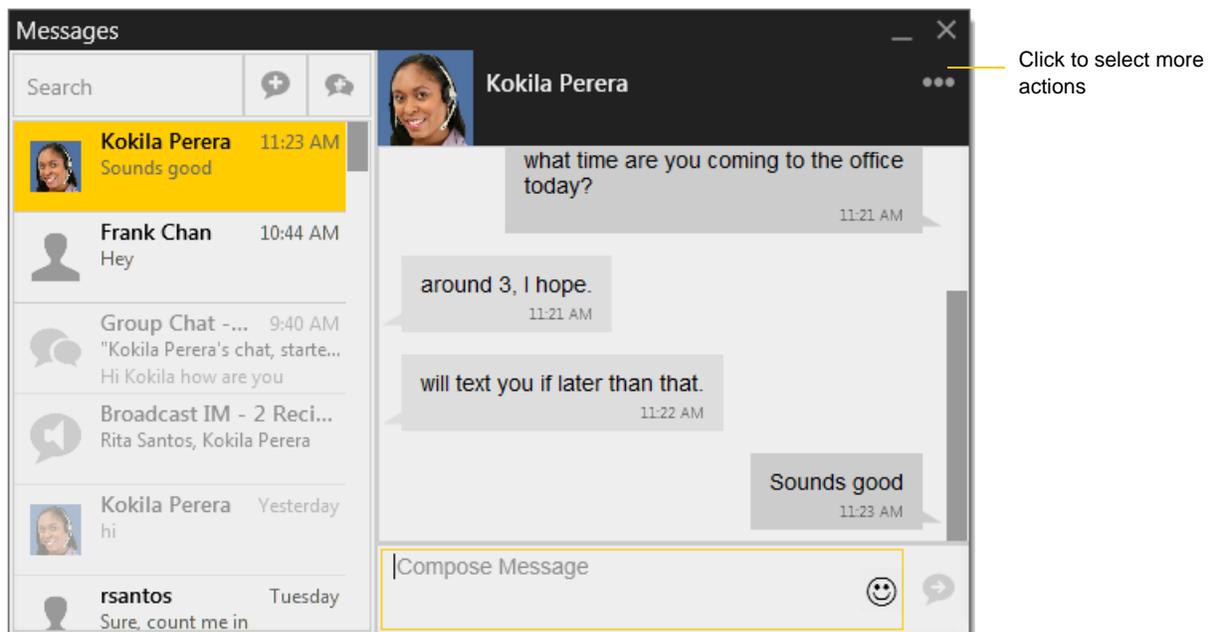
Receiving an IM

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

4.2 Sending a Broadcast IM

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

- With a broadcast IM, each recipient can reply to the IM, but only you will see these replies; the other recipients will not see these replies.
- With a group chat, all parties see everyone's messages and the messages each party sends are seen by everyone. See "Group Chat (Conference IM)" on page 34.

1. Select the parties from the Contacts tab in one or more of the following ways:

    - Select one or more contacts in the usual ways (using Shift-click or Ctrl-click and/or Shift-Ctrl-click).
    - Select one or more groups in the usual way.

2. Right-click and choose Broadcast IM. The New Conversation window appears. Contacts that do not have a softphone address will not be included in the list.

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

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

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

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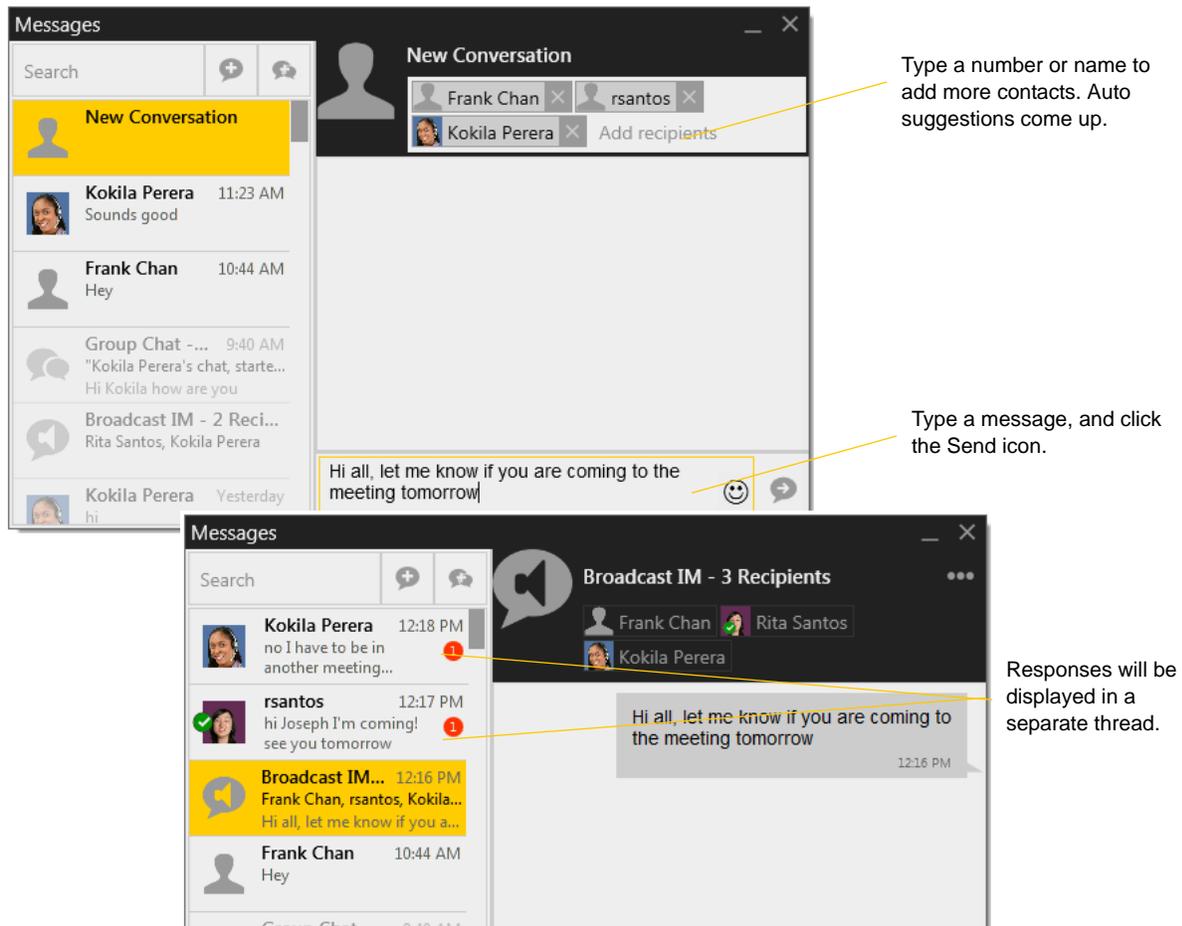
4.3 Group Chat (Conference IM)

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

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

Starting a Group Chat

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

2. Right-click the last selected contact and choose Start Group Chat. The invitation dialog appears.

3. Type a message and click the Send icon. Once a chat is started (first message has been sent), you cannot add or remove participants.
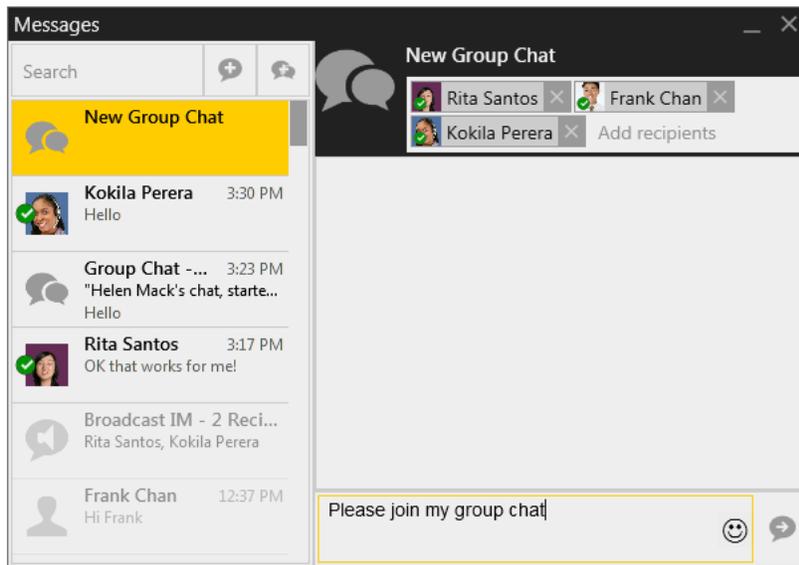
Managing a Group Chat
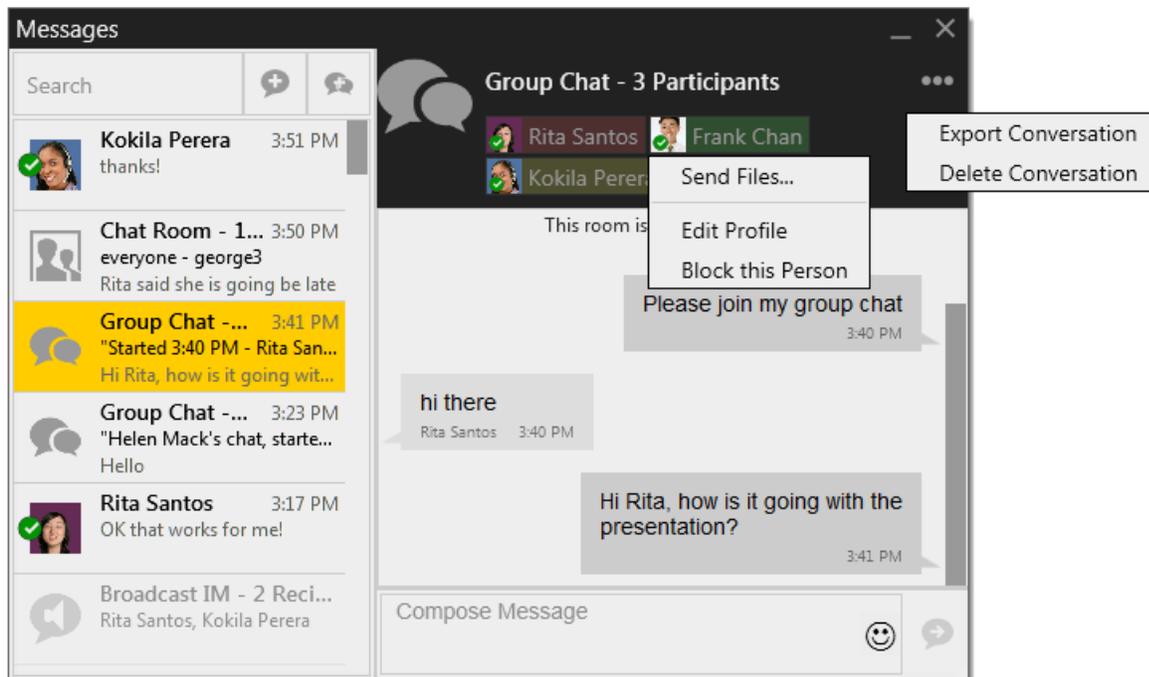
Leaving a Group Chat

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

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

4.4 Chat Rooms

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

4.5 Viewing Messages

On the menu, click View > Messages to view your recent IM activity for any contact, group chat session, or chat room session.

Search all messages   Clicking the x icon deletes the session.   You can copy the messages.

Right-click to save or delete a conversation.

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

4.6 Sending and Receiving Files

Sending Files

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

Choose one of these actions:

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

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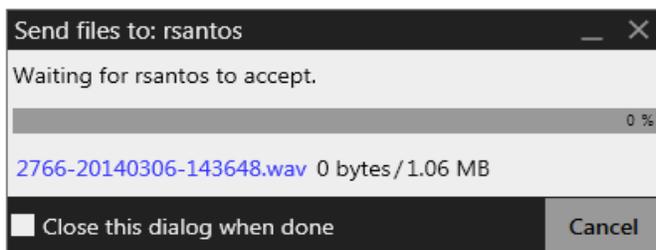
Receiving Files

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

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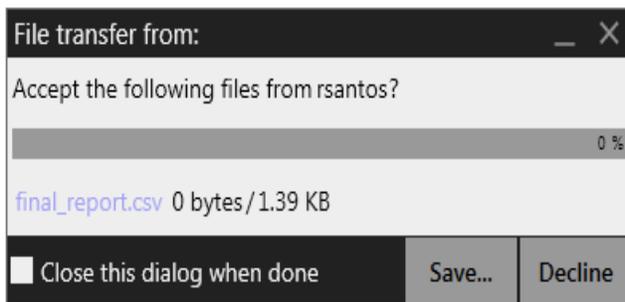
5 The Contacts Tab

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

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

Search entire contact list

Move the list back to main window

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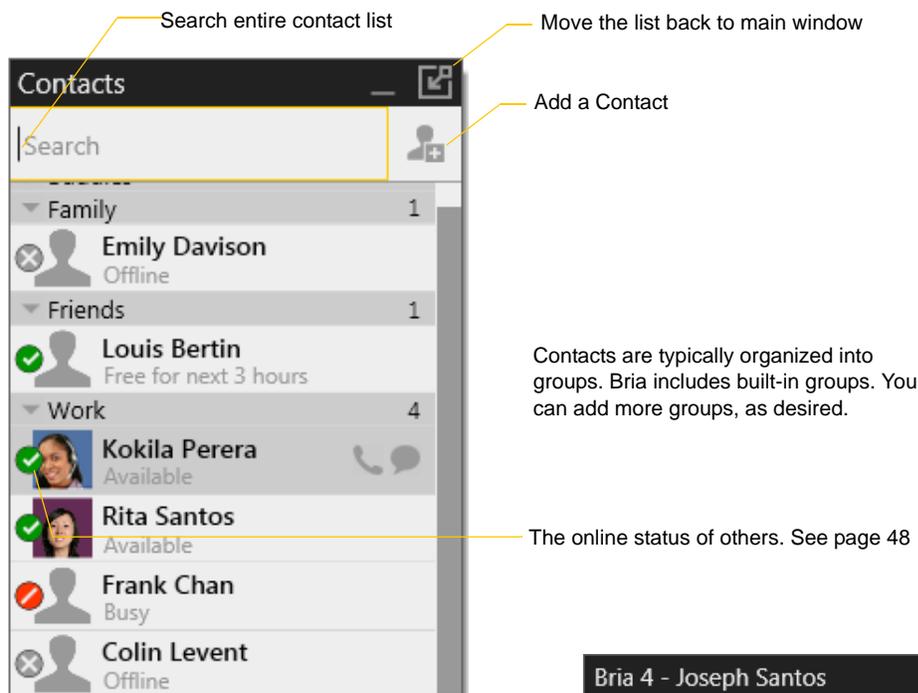
Contacts are typically organized into groups. Bria includes built-in groups. You can add more groups, as desired.

The online status of others. See page 48

You can change the detail and layout of the contact list: from the main menu choose Contacts and set the desired options
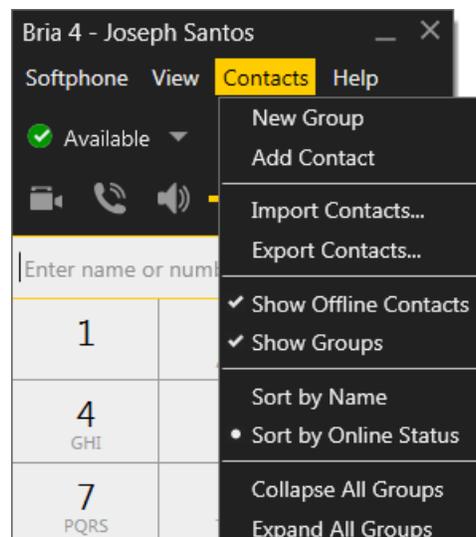
5.1 Populating the Contact List

At any time, but particularly when you first deploy Bria, you may want to populate the contact list with contacts from an external source such as a file of contacts or contacts in your Outlook address book.

Populating From the Microsoft Outlook Address Book

You can populate the Bria contact list by pulling in the contacts from your Microsoft® Outlook® contacts. Create an Outlook account: from the main menu choose Softphone > Account Settings. See page 74 for more information.

ⓘ   You can only create an Outlook account if you are using 32-bit Outlook. You cannot create an Outlook account if you are using 64-bit Outlook.

Populating by Importing Contacts

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

You can import a contact list from:

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

1. From the main menu choose Contacts > Import Contacts. The Import Contacts wizard starts.

2. As soon as you click Finish on the wizard, the Contacts tab in Bria is updated to show the imported entries.

Setting up an Excel File for Import

1. Remove any introductory text or headings from the top of the file. (You can keep text at the end of the file; it will be ignored during the import.)

2. Insert a blank row as the first row, then insert the headings that Bria will use to interpret the meaning of each column. The columns can be in any order. Key headings are:

   - sip-address. Bria recognizes a value in this column as a softphone address and considers the address as one that can be phoned and as an address that can be used for IM/presence (if SIP is being used for IM/presence).
   - xmpp-address: Bria recognizes a value in this field as a Jabber (XMPP) address and will map this field to the Jabber contact method for the contact. Bria considers a Jabber address as one that can be used for IM/presence (if XMPP is being used for IM/presence).
   - display-name, given_name, surname
   - business number
   - presence_subscription. Complete this column in one of these ways:
     - If you only want to share presence information with some of your contacts, fill in this column in the file. Enter "true" for contacts whose online presence you want to see, leave blank or enter "false" for others. During the import, you will be able to choose to share presence with only these contacts. Bria will subscribe to the presence of these "true" contacts, assuming that the user has a SIP (if using SIP for presence).
     - If you want to share presence with all your contacts (or with none), ignore this heading. During the import you will be able to choose to share with all (or none) of your contacts.

   For a complete list of headings, see page 97.

3. Save the file as *.csv.

Exporting Contacts

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

1. From the main menu choose Contacts > Export Contacts. The Export Contacts wizard starts.

2. When you click Next, the export starts. The result is:

   - For a PST export, the existing .pst file is updated to include the entries from the Bria contact list. If Outlook is open, the entries immediately appear in the Outlook contacts.

All information in the Bria contact list is exported to Microsoft Outlook. Only information that can be displayed in Outlook actually appears in the Outlook Contacts window. Typically this means that all softphone addresses are exported (and stored in custom fields) but not displayed in Outlook.

- For other formats, a new file of the specified type is created.

5.2 Managing Contacts and Groups

Adding a Contact

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

To enter a phone number, select the type, enter the number, and click Add

The new number appears in the list

Field	Description
Contact Summary	
Display as	If several display names are available, choose the one that you want to show in the contact list.
Group	Click to show the list of groups. Check each group this contact should belong to.
Primary presence	This field appears only the contact has more than one Softphone number or Instant Message address. The primary presence is used as follows: • The presence icon on the contact list shows the online status for this address. • The single-click and double-click actions for instant messaging use this address. You can still send IMs to this person at their other addresses, but you must right-click and choose from the context menu.
Primary phone number	If the contact has more than one number, select the primary number. This number will be used with single-click calling and double-click calling.
Other Sections	
Display name (required)	The display name for this source of information. For example, the display name from the XMPP contact list.
First name, Last name	Optional.
Contact Methods	Enter as many contact methods as you want. Enter a person's IM address as follows: • If you use the SIP account for IM and presence, choose Softphone. • If you use a XMPP account for IM and presence, choose Instant Message. If you have more than one account of a given type, include the domain (for example, 1440@domainA.com) to ensure that the number or address gets associated with the correct account.

Field	Description
Presence	This field is automatically populated when you enter an address in the Softphone or Instant Message field. It indicates that you are sharing online presence information using this address. The address is also shown in the list in the Primary presence field, above.

Example – Contact with a Softphone Number

This example shows how to add a contact when your VoIP service supports online availability via your SIP account.

Enter the person's phone number in any phone field

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

Example – Contact with an XMPP Address

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

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

Click Add

Click Continue to send an invite to this person

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

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

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

Adding a Contact Using an Existing Address

You can add a contact by capturing existing information:

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

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

If the contact method is Softphone or Jabber, an online status request is sent to this person. See "Sharing Online Status" on page 49.

Viewing Contact Information – the Contact Flyout

Click a contact to show the Contact flyout.

Click a contact method to perform its action
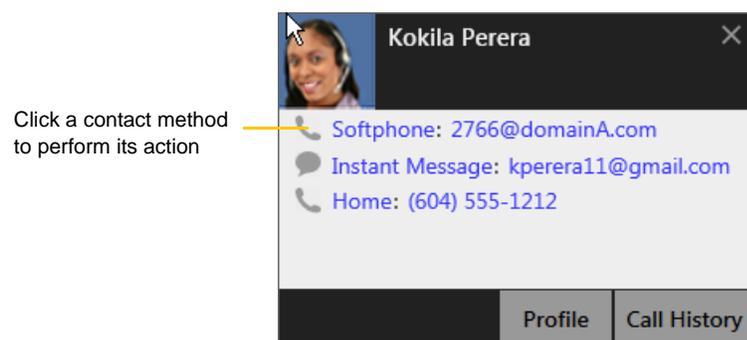
Modifying the Contact List

Changing Contact Information

To change the information for a contact, right-click the contact and choose Edit Profile. The Contact Profile dialog appears (page 43).

Moving or Deleting a Contact
- To drag one or more contacts to a different group, select them and drag to the title bar of the new group.
- To delete one or more contacts, select them, right-click, and choose Delete Contact or Delete Selected. The contacts are removed from this group. If a contact belongs to several groups, it is removed from all groups.

Adding, Deleting or Renaming Groups

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

5.3 Using Contacts

Double-click to phone or IM (depending on how double-clicking is configured in Preferences > Application).
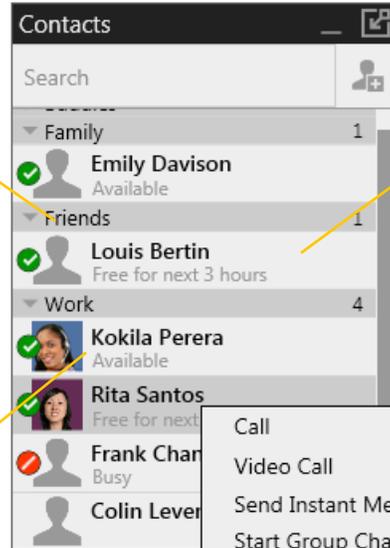
Hover to reveal icons. Click the phone icon to call using the primary phone number. Or click the IM icon to send an IM using the primary presence address for this contact.

Or right-click and choose from the menu.

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

See the table on page 51 for the meaning of the online status icons.

See "Sharing Online Status" on page 48 for information on obtaining online status information.
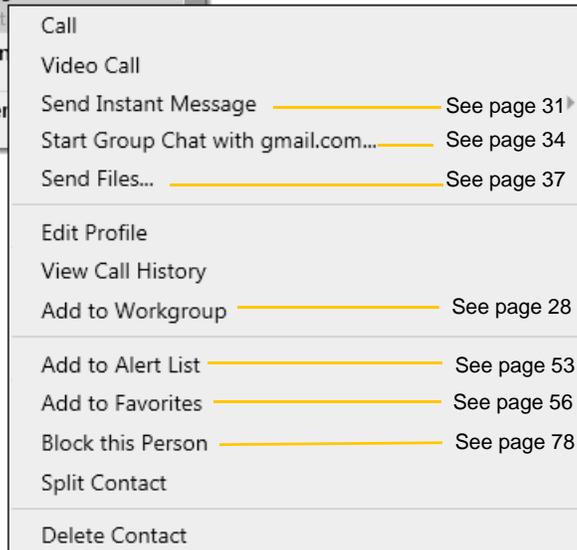
5.4 Sharing Online Status

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

Online status of other people

Your online status
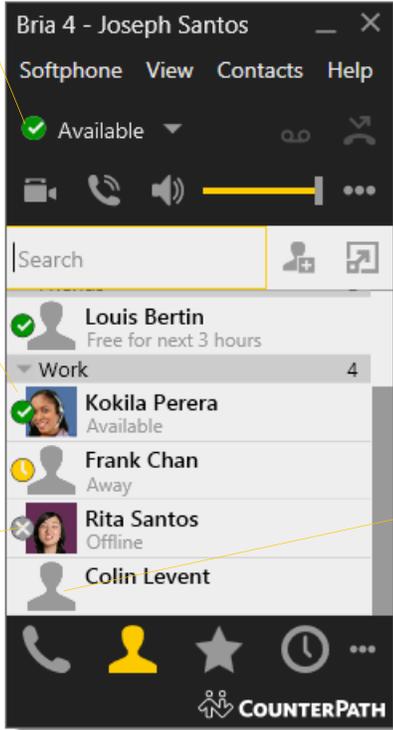
This person is either logged out or is not publishing their online status

This person has no icon because you are not subscribing to their online status

Sharing Online Status

Watching Others' Status

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

- If you create a contact via the Contact Profile and you include a SIP address in the Softphone field, Bria will automatically obtain status information for this address.
- If you create a contact via the Contact Profile and you include an XMPP address, you can click the Enable XMPP Presence button to obtain status information for this address.
- If you created contacts by importing a contact list, you can specify during the import whether you want to share presence information. See page 41.
- If you created an XMPP account in order to pull in your Gmail contacts, these contacts will already be set up to share status information.
- If you created an Outlook account in order to pull your Outlook contacts into Bria, then these contacts will be set up for presence if you set up the mapping correctly. See page 74.

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

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

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

Receiving an Online Status Request

Someone who is not one of your contacts may add you as a contact on their end, and may include your softphone number or XMPP address. In this case, Bria receives an online status request. The request is handled in one of two ways:

- If you set up a privacy rule before this person has a chance to contact you, then you will never see this request. Bria will automatically reply to the request according to the rule. See page 78.
- If you do not yet have a privacy rule set up for this person or for their domain, this request appears to you as an Online Status Request.
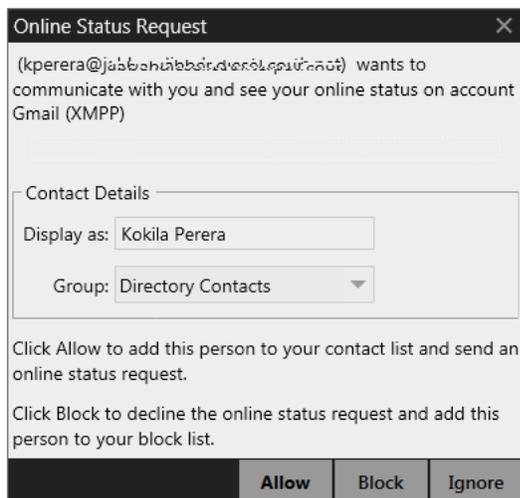
You must respond to the request:

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

Setting your Online Status

Changing your Status

Click the down arrow beside the online status indicator on Bria, and select the desired online status.
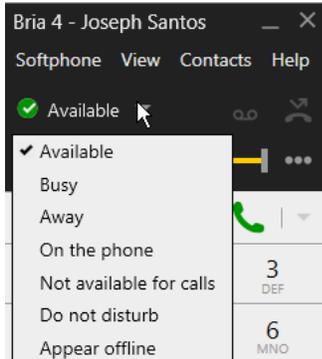
Setting up Status Indicators

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

Status Indicators

Indicator	Meaning for your Status	Meaning for Others' Status
Available	Either: • You have set your status to this value. • Bria has determined that you are logged on but not on the phone or idle. When you have this status, Bria will automatically detect when you are idle or on the phone, and change the status to match.	You can contact this person.
Busy	You have set your status to this value. Bria will never automatically switch you out of this status; you must switch yourself.	You can contact this person.
Away	You have set your status to this value. Bria will never automatically switch you out of this status; you must switch yourself.	You can contact this person.
On the phone	Either: • You have set your status to this value. In this case, Bria will never automatically switch you out of this status; you must switch yourself. • You started a phone call when your status was "Available". When your call finishes, your status reverts to "Available".	You can contact this person.
Do not disturb	You have set your status to this value. Bria will never automatically switch you out of this status; you must switch yourself.	You cannot contact this person.
Not available for calls	You have set your status to this value. Bria will never automatically switch you out of this status; you must switch yourself.	You cannot contact this person.
Idle	You have not moved or clicked the mouse or pressed a keyboard key for the Idle period. To set the Idle period see Softphone > Preferences > Application. As soon as you click the mouse or keyboard, your status changes to "Available".	You can contact this person.

Indicator	Meaning for your Status	Meaning for Others' Status
Appear offline	You have set your status to this value. The other person sees you as offline, even though you are actually online. The other person cannot tell the difference between this status and you really being offline.	The contact is either not logged on or does not want to share online status.
No icon	Not applicable	You are not watching the other person's status.

Adding Contacts to the Alert List (Buddy Pounce)

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

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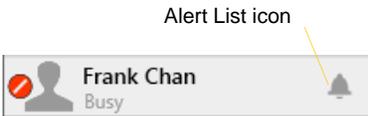
Alert List icon

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

The time at which the contact's status changed

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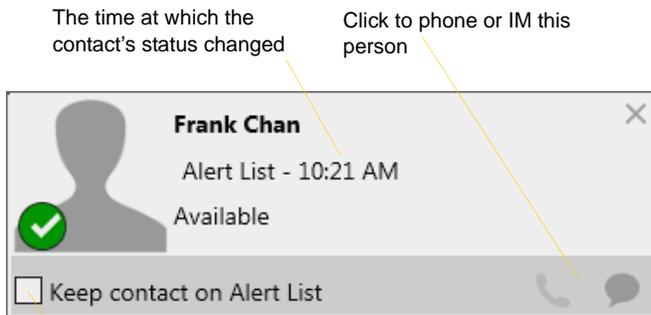
Click to keep the contact on the alert list; the next time the contact's status changes, another notification will appear. Or leave unchecked to stop receiving notifications.

5.5 Privacy

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

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

Setting up Controls ahead of Time

To set up controls ahead of time, see page 78.

Setting up Controls "on the Fly"

Via the Online Status Request

Another party can send you a presence request, to request that they be able to see your presence, as described on page 49.

Your response has the following effect on privacy:

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

For information on privacy settings and the Blocked List, see page 78.

From the Contact List or History List

Right-click on the name and choose Block this Person. The person will be added to your Blocked List (page 78). The person will not be able to phone or IM you, and will not see your availability information.

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

6 Using Other Resources

6.1 History Tab

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

Managing the Lists of Calls

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

- Delete the entry.
- Delete all entries in the list.
- Block this person so they cannot send you phone calls or instant messages, or see your online availability.
- Edit the profile if the entry is a contact.
- Add as contact. The Contact Profile appears (page 43).

Phoning from History

You can:

- Right-click on an entry to place a call to this person, using the contact method that was used for this call.
- Double-click to place an audio call.
- Place a call to this person and add them to a conference call that is in progress. For more information on conference calls, see page 23.

6.2 Favorites Tab

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

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

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

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

Removes from Favorites but does not remove from the contact list

Removes from Favorites and the contact list
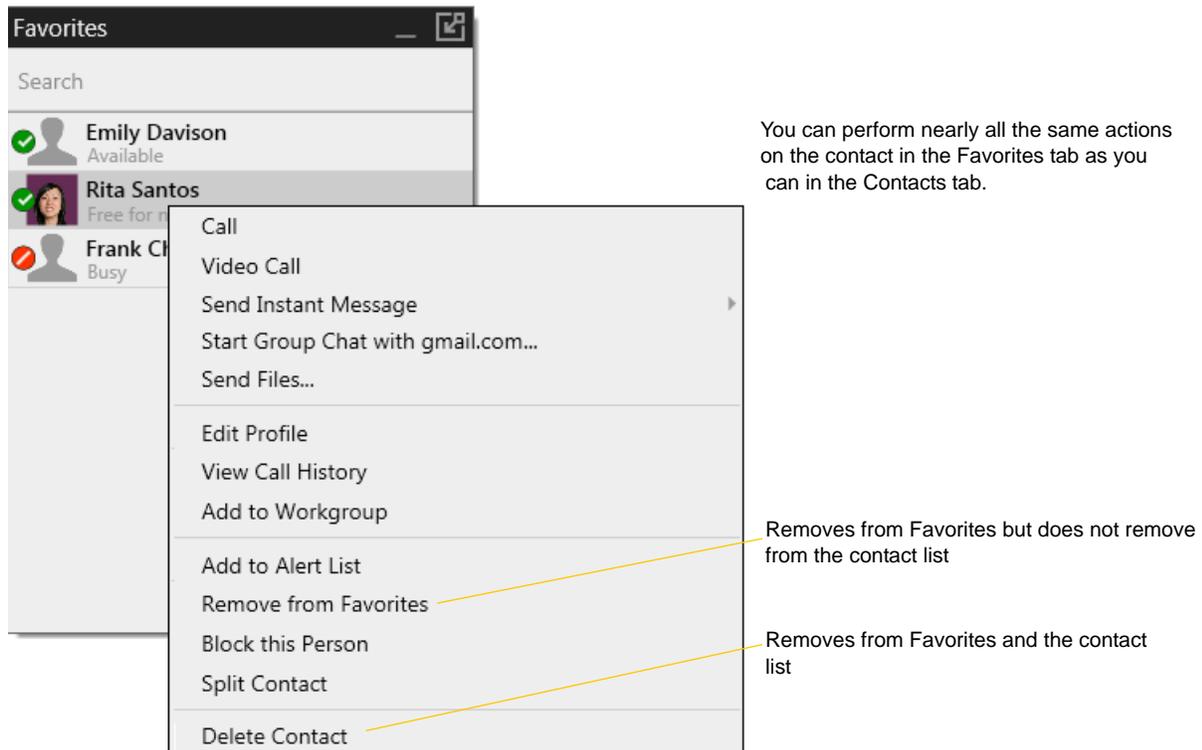
7 Configuring Bria

7.1 Configuring Accounts

Accounts Settings Window

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

Here is a typical setup

Your main SIP account

Another SIP account

Your own Gmail account

An Outlook account. This account is automatically created for you in some situations; see page 74.

Enabl...	Account Name	Status	Protocol	User ID	Call
☑	Account 1	Ready	SIP	1331	✔
☐	Account 2	Disabled	SIP	1132	•
☑	Gmail	Ready	XMPP	joseph.santos.c	✖
☐	Outlook	Disabled	Outlook	Outlook	✖

Preferred account for calls: Account 1

Preferred account for workgroup: Account 1

This account will be used for calls if Auto Select is used (page 13) and there are no dial plan rules for selecting the account

Account 1 has been set up to support Workgroup (page 66)

You can:

- Create a SIP account. Follow the instructions you obtained from your VoIP service provider. See page 61 and following.
- Create an XMPP account, if appropriate. For example, if you already have an XMPP account independent of Bria (for example, a Gmail account), you can create an account in Bria and pull your contacts into the

Bria contact list. You can then IM these contacts directly from Bria. To create an XMPP account, see page 59.

- For information on the Outlook account, see page 74.

| | The account is the "preferred account". |

| | The account can be used for phone calls by selecting it on the dashboard (page 13) if the account is enabled/registered. |

| | The account cannot be used for phone calls because it is either a non-SIP account or a SIP account with calling disabled. |

XMPP Account

You create an XMPP account if, for example, you already have an XMPP account independent of Bria (for example, a Gmail account).

Fields with a red asterisk are required

Table 1: XMPP Account Properties – Account

Field	Description
Account name	If desired, change the account name to something that is meaningful to you. For example, the type of XMPP account such as "Gmail account".
Protocol	Read-only. Always specifies XMPP.
User Details	
User ID	The XMPP (Jabber) user ID. For example, jsantos. Provided by the XMPP service provider.
Domain	For example, domainXMPP.com. Provided by the XMPP service provider.
Password	Provided by the XMPP service provider.
Display name	This name is displayed in the Bria display. Other parties may see this name when they are connected to you.
Advanced	
Port selection	Configures the port to use. If you choose "User selected", complete the Connect port field.
Connect port	Complete only if Port selection is set to "User selected"
Outbound proxy	The value in User ID and in this setting may be used by Bria to compose a valid jid: • If User ID=bob@ABC.com and Outbound proxy is empty, jid=User ID: bob@ABC.com • If User ID=bob@ABC.com/home and Outbound proxy is empty, jid=User ID: bob@ABC.com • If User ID=bob@ABC.com and Outbound proxy=XYZ.com, ignore the Outbound proxy; User ID=bob@ABC.com • If User ID=bob@ABC.com and Outbound proxy=IP address or host address, jid=User ID. (IP address is used as the outbound proxy). • If User ID=bob and Outbound proxy=ABC.com, jid=bob@ABC.com.

Table 1: XMPP Account Properties – Account

Field	Description
Resource	Optional resource, as specified in RFC 3920. For example "/home". If this setting is blank and the User ID includes a resource, the value from that ID is used. If both are specified, the value from this Resource field is used. If no resource is specified, the XMPP server will assign a temporary resource.
Priority	The priority, as per RFC 3921. The default is 0.

SIP Account Properties – Account

Fields with a red asterisk are required

Table 2: SIP Account Properties – Account

Field	Description
Account name	If desired, change the account name to something that is meaningful to you. For example, the name of the VoIP service provider.
Protocol	Read-only. Always specifies SIP.
Use for Call	If checked, this account is eligible to be used for phone calls. If unchecked, this account will never be used for placing phone calls.
Use for IM/Presence	If checked, this account is eligible to be used for IM and online status (presence). If unchecked, this account will never be used for IM and online status.
User Details	
User ID	Typically the account number for the softphone account. For example, 6045551212 or 2766. Provided by your VoIP service provider.
Domain	For example, domainA.com. Provided by your VoIP service provider.
Password	Provided by your VoIP service provider.
Display name	This name is displayed in the Bria title bar. Other people will see you as this name.
Authorization name	May not be required. If it is required, it will be provided by your VoIP service provider.

Table 2: SIP Account Properties – Account

Field	Description
Domain Proxy	
Register with domain and receive calls	Check this box if you want to register with your VoIP service provider, so that you can receive incoming calls. Typically, this field is checked. This field must be left unchecked if, for example, your level of service does not include the ability to receive incoming calls. (In that case, turning this field on may cause the account to fail to be enabled).
Send outbound via	Choose the setting specified by your VoIP service provider: • Domain: If your VoIP service provider requires that traffic be directed to proxies that are discovered via the domain. • Proxy: If your VoIP service provider has an outbound proxy address and requires that you provide the address to Bria. For the address, enter a domain name (for example, domain.com) or an IP address (for example, 123.456.789.012). If you are using Bria in a test lab, it is possible that neither of these settings is suitable; see page 73 for a third way to direct traffic.
Dial Plan	Information about the syntax of the numbers used by this VoIP service provider. Provided by the service provider. The default plan is: #1\a\a.T;match=1;prestrip=2; For information on determining whether you need to modify the default dial plan, see page 91.

SIP Account Properties – Voicemail

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

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

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

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

Table 3: SIP Account Properties – Voicemail

Field	Description
Check for voicemail	Set the checkbox in one of these ways: • Check the box if Bria must subscribe to be notified when there is a voicemail for you. In other words, to configure for "subscribe for message waiting". • Clear the checkbox if the service provider's voicemail server sends notifications without Bria subscribing. In other words, to configure for "implicit subscription". • Clear the checkbox if the service provider does not support voicemail. Check with your VoIP service provider for the correct configuration. Voicemail is offered by your VoIP service provider; it is not part of Bria. Contact your service provider for information on using voicemail.
Number to dial for checking voicemail	Optional, but complete this field only if your VoIP service includes voicemail. • Completing this field activates the voicemail icon on the softphone. When you click this icon, Bria will dial this number. You will be connected to your service provider's voicemail and can listen to your messages. • If you leave this field empty, then this icon will not work; you will have to manually dial this number in order to connect to voicemail. Enter the number provided by your VoIP service provider.

Table 3: SIP Account Properties – Voicemail

Field	Description
Number for sending calls to voicemail	Complete only if your VoIP service includes voicemail. Optional, but you must complete it if you check "Send calls to voicemail if unanswered".
	This is the number that incoming calls will be forwarded to if they are unanswered after the specified interval (below).
	If you leave this field empty, then Bria will never forward calls to your service providers' voicemail. However, most VoIP service providers have their own mechanism for sending unanswered phone calls to voicemail. So leaving this field blank does not mean that forward-to-voicemail does not work.
	Enter the number provided by your VoIP service provider.
Send calls to voicemail if unanswered	Complete only if your VoIP service includes voicemail.
	To send to voicemail after the specified number of seconds.
	Your service provider may also provide a similar feature that is set up outside of Bria. If so, make sure you do not enter competing information in Bria and in the service provider's user interface. For example, if you turn off this field, make sure the same feature at your service provider is also turned off. Otherwise, all your calls will continue to be forwarded.
Always forward to this address	You can use this feature even if your VoIP service does not include voicemail.
	To always forward phone calls, click the box and enter the address to forward to. Phone calls received on other accounts (if you have them) are not affected by enabling this field.
	Always forward works only when Bria is running and only if your VoIP service provider supports redirect.
When on the phone, forward to	You can use this feature even if your VoIP service does not include voicemail.
	To forward only when you are on another phone call, click the box and enter the address to forward to. Phone calls received on other accounts (if you have them) are not affected by enabling this field.
	Always forward works only when Bria is running and only if your VoIP service provider supports redirect.
	Your service provider may provide a similar feature that is set up outside of Bria. If so, make sure you do not enter competing information in Bria and in the service provider's user interface. For example, if you turn off this field, make sure the same feature at your service provider is also turned off.

SIP Account Properties – Topology

Table 4: SIP Account Properties – Topology

Field	Description

Firewall traversal mode	Choose the setting recommended by your VoIP service provider:
	
	• Auto detect using ICE: Automatically determine the contact address for signaling traffic.
	
	  Advertise the local IP, public IP (discovered via STUN, if available) and media relay IP and use these to automatically determine the best route for media traffic during calls.
	
	• Discover public IP address: Advertise the public IP address (discovered via STUN) for the contact address for signaling traffic, and for the connection address for media traffic.
	
	• Use media relay (TURN): Advertise the public IP address (discovered via STUN) for the contact address for signaling traffic.
	
	  Advertise the address of a media relay server (discovered via TURN) for the connection address for media traffic.
	
	• None: Advertise the local IP address only for both signaling and media traffic.

Server address	• Empty: Discover the address of the firewall traversal server (the STUN or TURN server), if available, using DNS SRV. • Specified: Use the firewall traversal server specified as either an IP address or a fully qualified hostname.
Range of ports	You can set a range of ports used for SIP signaling, RTP audio and video. The appropriate setting depends on your computer setup: • Checked: If your computer is behind a restrictive firewall that only allows specific port ranges to be used. Enter the range of ports to use for your SIP account. (You must also open those ports on your firewall; refer to applicable firewall documentation for information.) • Unchecked: If your computer is not behind a restrictive firewall.

SIP Account Properties – Presence

This tab lets you configure presence and workgroups.

Presence

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

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

Once you have configured presence on this page, you can set up rules for which people are allowed to see you;"Preferences – Privacy" on page 78.

Table 5: SIP Account Properties – Presence

Field	Description
Presence	
Mode	Choose the setting specified by your VoIP service provider: • Disabled: Presence is not supported. • Presence agent. • Peer-to-peer.
Poll time	Enter the value specified by your VoIP service provider.
Refresh interval	Enter the value specified by your VoIP service provider.
Workgroup	
Enable workgroup	If desired, you can create a workgroup of people you work with frequently. The workgroup gives you a detailed view of phone-related activity for that team. Typically, if you are setting up a workgroup yourself (rather than having a system administrator set it up) you will set up in peer-to-peer mode.

Setting up Workgroups in Peer-to-Peer Mode

In this mode, you add people who you want to share with. Typically, everyone in a group will informally agree to add each other to their group so that everyone's setup contains the same workgroup members.

1. Set the Mode to Peer-to-peer.

2. Select the monitoring method:

    • Allow anyone to monitor my call activity: if you want everyone in the workgroup to monitor you. Normally, you choose this mode.
    • I will choose who can monitor me: if you do not want to let everyone in the workgroup to monitor you. (for example, if you are a supervisor; see below for details). Or if you only want one person to monitor you.

3. Click Edit Members. On the Workgroup Members window click Add. In the Add Workgroup member window, enter a person's SIP address as shown. Repeat for all the members of the workgroup.
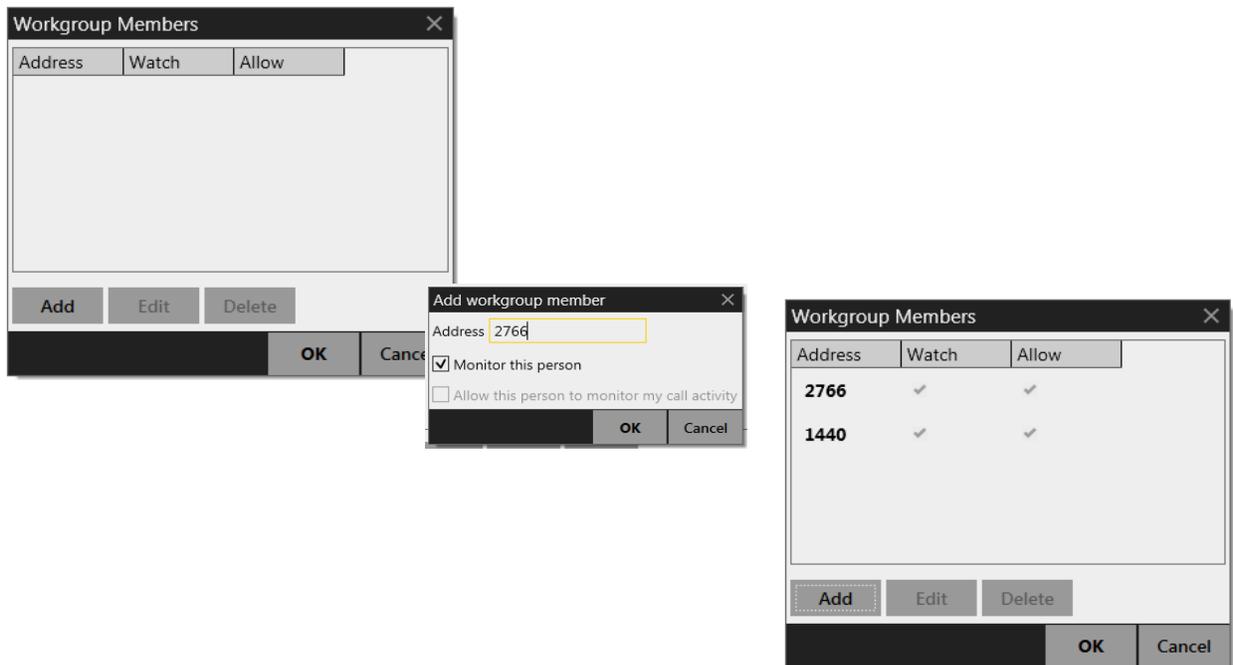
When you display the Workgroup (View > Workgroup from the main menu), the members will appear.

This person is in your group and you are in her
group. You are watching each other

This person is shaded out. Either she is not currently logged on, or
she has not yet added you to her workgroup list, or
she has added you but with "Allow this person to monitor my activity" turned off
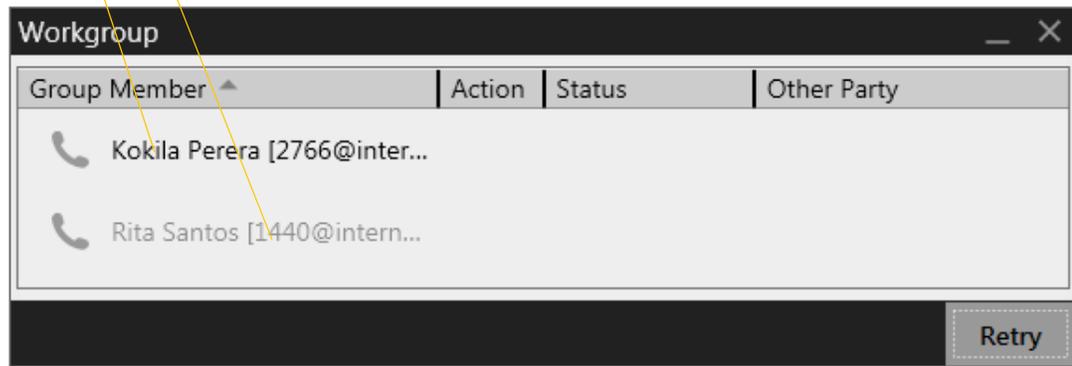
When You Are a Supervisor

If you are the supervisor of a workgroup (meaning that you want to monitor others but do not want them to monitor you):

1. Set the Mode to Peer-to-peer and select "I will choose who can monitor me".

2. Click Edit Members. On the Workgroup Members window click Add. In the Add Workgroup member window, enter a person's SIP address as shown. Repeat for all the members of the workgroup.
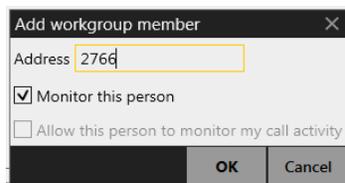
The Workgroup Members window will look like this:
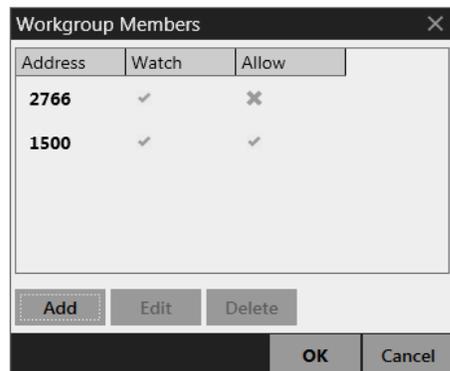
3. When done, close the Workgroup Members window. When you display the Workgroup (View > Workgroup from the main menu), the members will appear.

SIP Account Properties – Storage
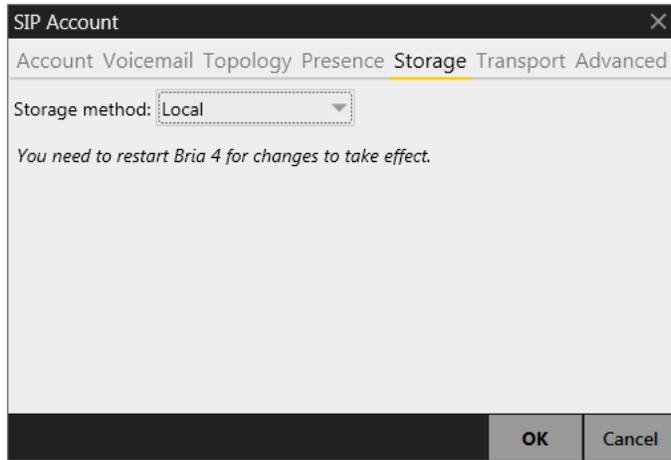
Typically, you leave the storage method as Local. However, if your VoIP service provider provides access to an XCap or WebDav server, you can choose to store some contact data on that server. The following contact data gets stored on the server:

- Softphone numbers and display names from contacts created manually or from a corporate directory or by importing from a file. Other data from these contacts does not get stored on this server.
- Softphone numbers from contacts pulled in from Outlook, when the number has a domain (e.g. "myEnterprise.com") that matches the domain of this SIP account. Other data from these contacts does not get stored on this server.

XMPP contact data does not get stored on this server.

Table 6: SIP Account Properties – Storage

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

SIP Account Properties – Transport
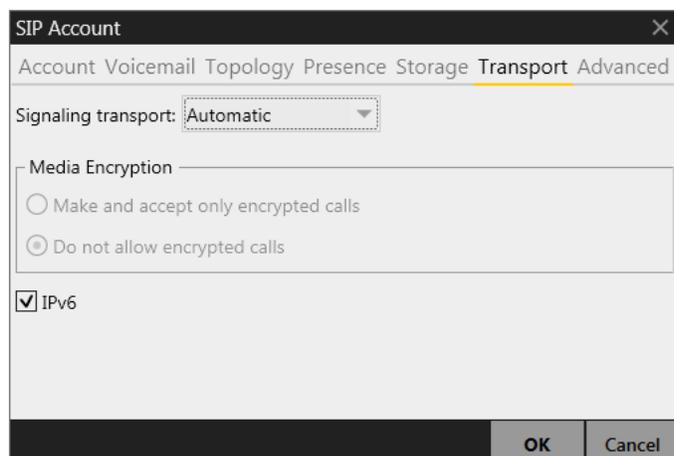
Table 7: SIP Account Properties – Transport

Field	Description
Signaling Transport	Contact your VoIP service provider to identify the types of transport that are supported. Then choose a supported transport: • Automatic: Bria sets up the transport based on the capabilities of the network and the Bria computer. Choose this option if you do not care which transport is used. • TCP: This transport provides no signaling security. • UDP: This transport provides no signaling security. • TLS: Choose this option to request signaling encryption or both signaling and media encryption.
Encryption	See the description below for more information.
Enable IPv6	Generally, leave this enabled. Disable it only if advised to do so by your VoIP service provider.

Encryption

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

Bria supports:

• Signaling encryption using TLS
• Media encryption using SRTP.

Setting up for Security outside of Bria

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

Setting up the root certificate on your computer ensures that the connection to the proxy is TLS secure (the first hop). Any proxy in the chain (between you and the caller) that does not support TLS may cause an insecure link in the chain. Therefore, if the other party is outside your domain, you cannot be completely sure that the call is secured at the signaling level, which means that you cannot be sure that it is secured at the media level.

Setting up for Security within Bria

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

Table 8: Security Options

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

SIP Account Properties – Advanced

Table 9: SIP Account Properties – Advanced

Field	Description
Register Settings	
Reregister every	The time interval between Bria's attempts to reregister in order to refresh the account registration with the VoIP service provider for this account. A value of zero means not to reregister after the initial registration.
	This value is placed in the "Expires" header field of the REGISTER message.
Minimum time	If the reregistration fails, Bria will wait this amount of time, then attempt to reregister. If the second attempt fails, Bria will wait twice this time and try again, then four times this time, and so on, until reregistration succeeds.
Maximum time	This is the maximum wait time between attempts to reregister. Once this maximum is reached, Bria will wait this time for all subsequent attempts.
	For example, the min. time is 20 secs, the maximum time is 120 secs. Bria will attempt to reregister as follows:
	• Wait 20 secs.
	• Attempt to connect.
	• If fail, wait 40 secs.
	• Attempt to connect.
	• If fail, wait 80 secs.
	• Attempt to connect.
	• If fail, wait 120 secs (the maximum)
	• Attempt to connect.
	• If fail, wait 120 secs, and so on.
Timers	
Enable session timers Default session time	A session timer is a mechanism to detect whether a call session is still active from the signaling point of view. When the timer expires, a refresh is sent from one party to the other. The timer is then reset.
	• Turn on to enable session timer. Enter a value in Default session time.
	• Turn off to disable session timer; refreshes will never be sent.

Table 9: SIP Account Properties – Advanced

Field	Description
Session timer preference	This field specifies your preference for which party should send the refresh. The preference is not a guarantee that the refresh will be performed by the specified party. The choices are: • None: No preference. • Local refreshes: Your computer sends. • Remote refreshes: The other party sends. • UAC refreshes: The user agent client (the party that initiated establishment of the communications) sends. • UAS refreshes: The user agent server (the other party) sends.
Hold Method	Change this setting only if your VoIP service provider advises you to do so.
Send SIP keep-alives	Typically on, to instruct Bria to send SIP keep-alive messages in order to maintain a "pinhole" through your firewall for SIP messaging.
Use rport	Typically on.
Send outgoing request directly to target	When checked, requests with a complete URI (user@ABC.com) go to ABC.com and the "Send outbound via" field on the Account tab (page 61) is ignored. If you check this field, make sure you also set "Send outbound via" (on SIP Account > Account) to "Domain". Typically off. This field is intended for test labs and may cause problems in a NAT environment.

Outlook Account

Bria automatically creates an Outlook account if it detects Outlook on your computer.

If you are using 32-bit Outlook, you can enable the Outlook account to provide Bria with access to the contacts in your Outlook address book. When the account is enabled, your Outlook contacts will be automatically pulled into your Bria contact list so that you can easily phone and IM them.

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

If you are using 32-bit Outlook and get this error message, make sure that your Outlook is configured correctly:
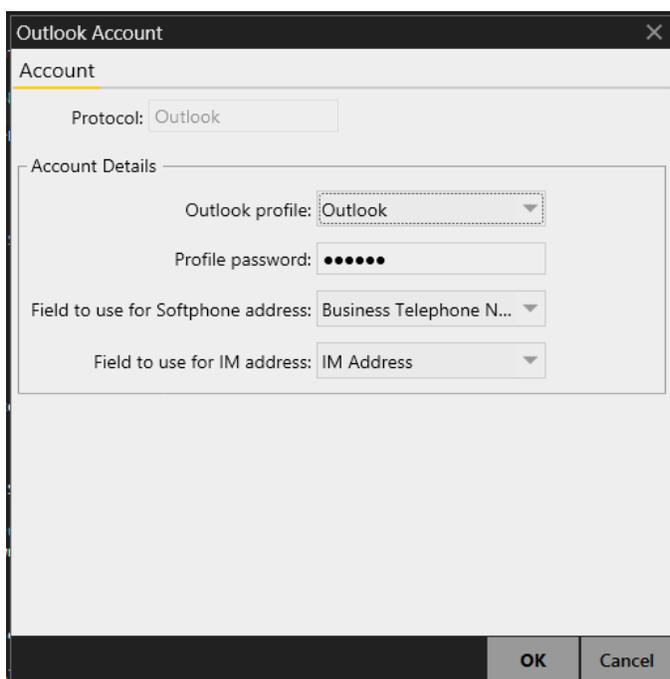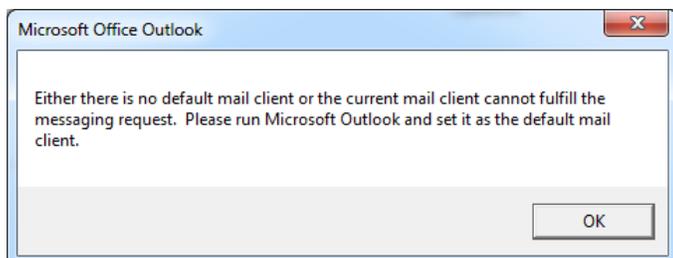
Table 10: Outlook Account Properties – Account

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

Table 10: Outlook Account Properties – Account

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

7.2 Configuring Preferences

Choose Softphone > Preferences. The Preferences window appears.

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

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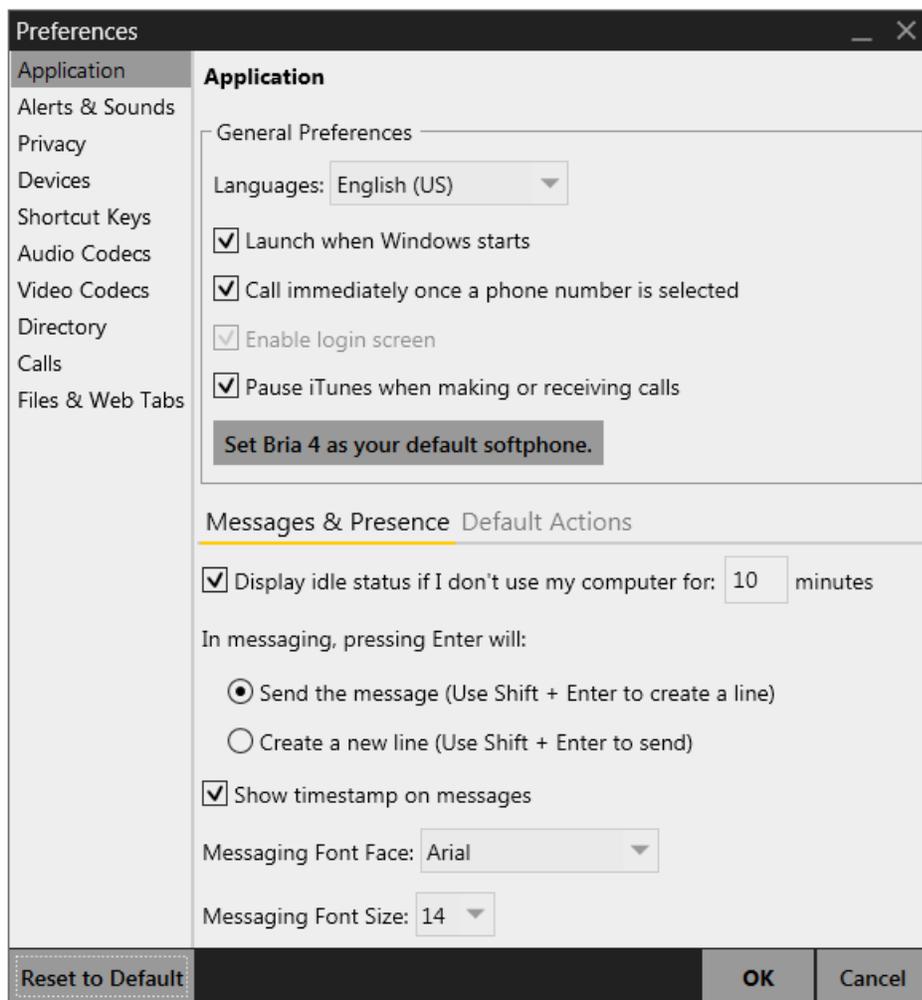
This panel lets you set your preferences for general GUI behavior and lets you set up for login.

Login Options

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

Default Actions

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

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

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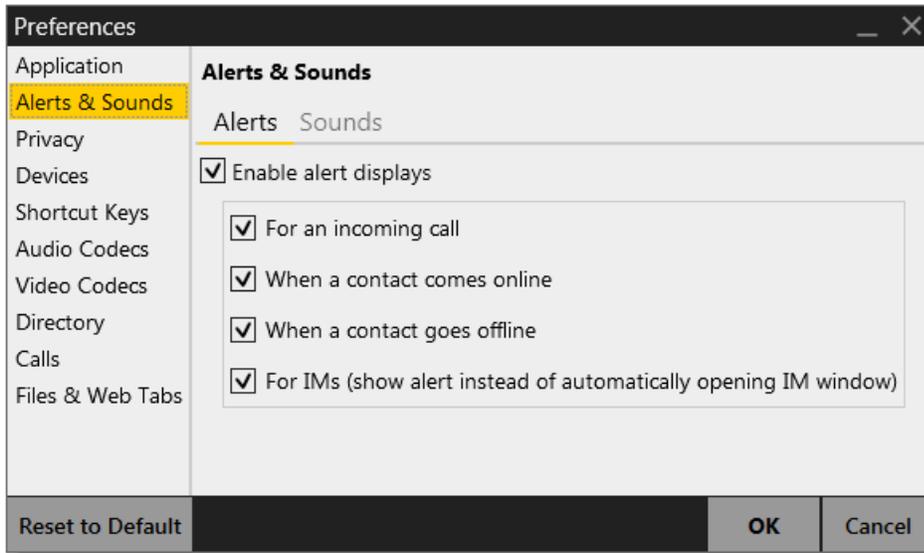
The tabs on this panel let you control the Call Alerts box and lets you assign sounds.

Alerts

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

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

Windows 7 and Earlier

Windows 8

Sounds

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

1. Select the Enable sounds check box and select the check boxes for each desired event, or clear the Enable sounds check box to disable all sounds.

2. You can change the sound for each event: select the individual event. The value in Sound preference will change. Select the desired sound.

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

Preferences – Privacy

You can control how contacts and other people can contact you by phone or IM, and you can control whether your contacts can see your online status.

General Tab

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

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

You can add and remove entries from the blocked lists. In addition, entries are automatically added to this list when you block someone "on the fly" (page 54).
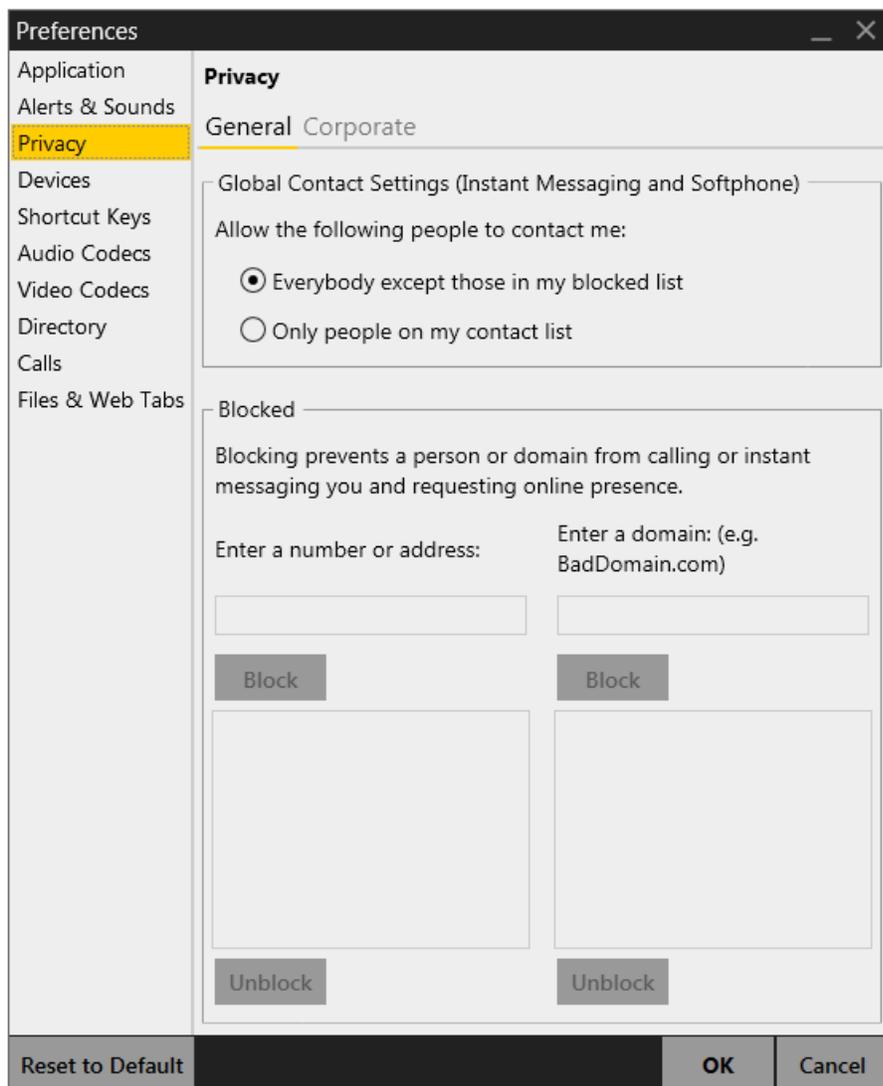
Corporate Tab

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

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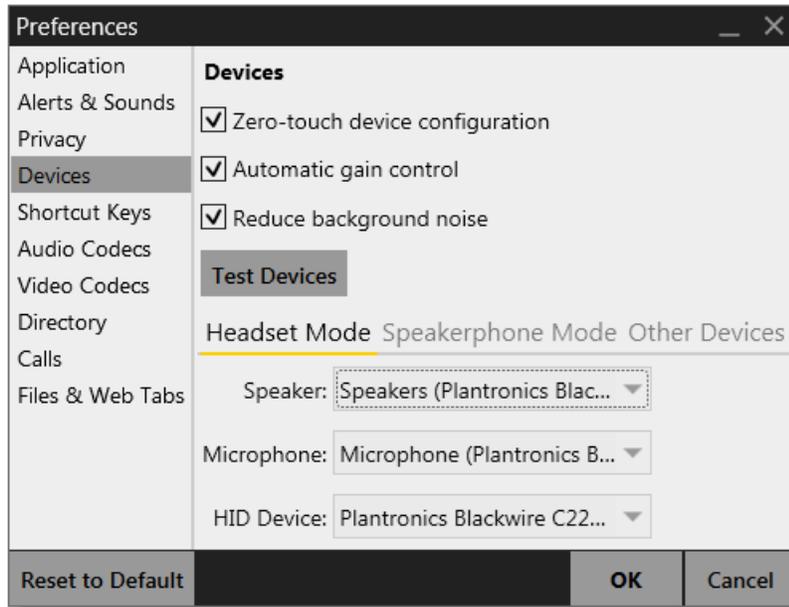
Bria automatically detects devices at each startup, and selects the most appropriate device for each purpose. If you do not like this selection, you can override it on this panel.

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

Table 11: Preferences – Devices

Field	Description
Zero-touch device configuration	Typically, leave on. When device configuration is on, if you change your audio or video device, Bria will automatically detect the new device and start using it.
Automatic gain control	This feature is typically on.
Reduce background noise	Automatically attempts to remove background noise. Typically on for the speakerphone.
Test Devices	For information on the Test Devices button, see page 87.
Headset Mode	
Speaker Microphone	Change these fields only if you want to override the devices that Bria automatically selected. In both these fields, select the headset you are using. The headset is the device that is usually used for the speaker (the sound you hear) and microphone (recording your voice). The only situation in which the headset is not used is when the Speaker Phone button on the dialpad is pressed. Therefore, unless you will always be using Bria in speakerphone mode, you must make a selection here. Select the headset in both the Speaker device field and Microphone device field.
HID Device	If the selected headset device is a HID-compliant device, this field specifies that device.

Table 11: Preferences – Devices

Field	Description
Speakerphone Mode	
Speaker Microphone	Same as headset mode, but for the device to use when speakerphone is one (on the toolbar). Select None if you do not have a speaker phone. The Speaker Phone button on the dialpad will be disabled. You can set different devices for the speaker and microphone: for example, you can set the speaker to the speakerphone and set the microphone to your headset.
HID Device	Same as headset mode.
Also ring PC speaker	Click on or off, to suit your preference.
Reduce echos	Turning this feature on improves sound quality. This feature is typically on.
Other Device	
Ring On	Change this field only if you want to override the devices that Bria automatically selected. The device where you want to hear the phone ringing: the headset, the speakerphone, or none.
Camera	This field appears only on versions of Bria that include video functionality. Change this field only if you want to override the devices that Bria automatically selected. Select the camera model.

Max Resolution	Leave at standard, or change the size as follows:
	
	• Set it to high if you have a good camera and a computer with a fast CPU. You will know that you have set the size too large if:
	
	  Your computer slows down (the video is using too much CPU)
	
	  The video shows black areas or is slow or jerky.
	
	• Typically set it to low only in special situations, for example, when using wi-fi in a hotel. You will know that you have set the size too small if the video is fuzzy.

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

Preferences – Shortcut Keys

You can enable shortcut keys to several functions.

Click to enable shortcut keys.

Then make sure the individual actions are enabled
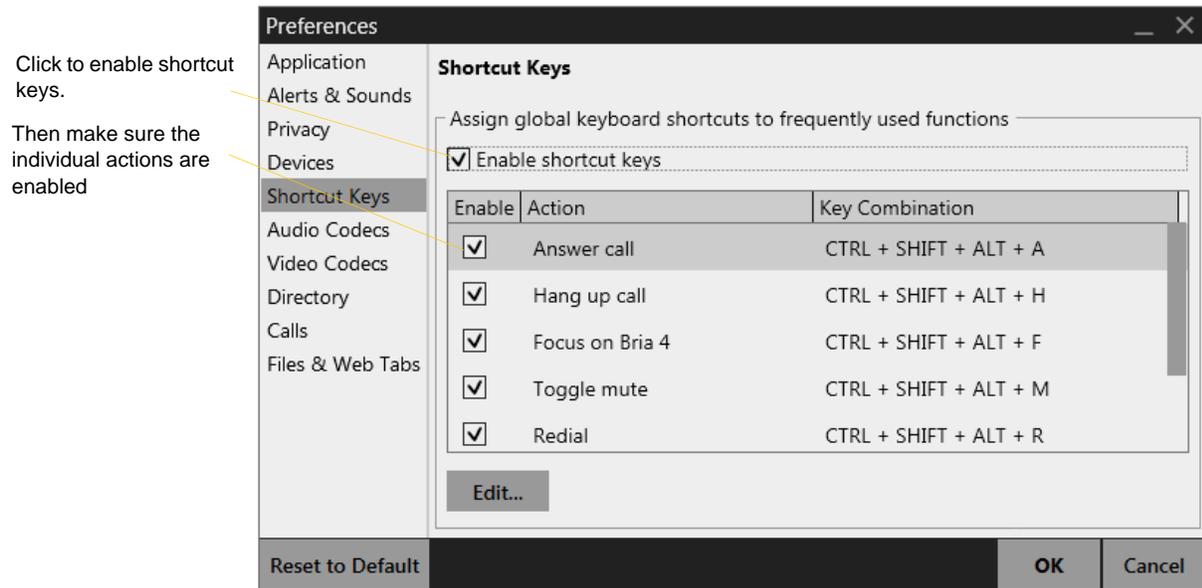
Customizing the Shortcut Key Combinations

You can change the default key combinations.

1. Make sure Enable shortcut keys is checked and the action you want to change is enabled.

2. Select an Action and click Edit. The Edit Shortcut Key dialog appears.

3. Make sure there is a checkmark in the keys you want to use. You must turn on at least two keys.

4. Type the desired letter or number in the field. For example, the following creates the shortcut combination Shift-Alt-U.
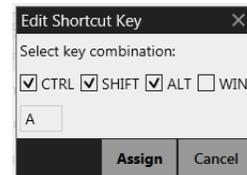
The following rules apply:

• You cannot override standard Microsoft Windows combinations such as Ctrl-Alt-Delete.

• The shortcut applies when Bria is running, regardless of the application that is in focus. For example, if Bria is running but another application has focus, pressing Ctrl-Alt-Shift-A will answer an incoming call.

• If another application has the same shortcut combination, then which application was started *later* has control over that combination.

• If the shortcut is not valid at a particular moment, then it has no effect. For example, pressing Ctrl-Alt-Shift-A has no effect if there is no incoming call in Bria.

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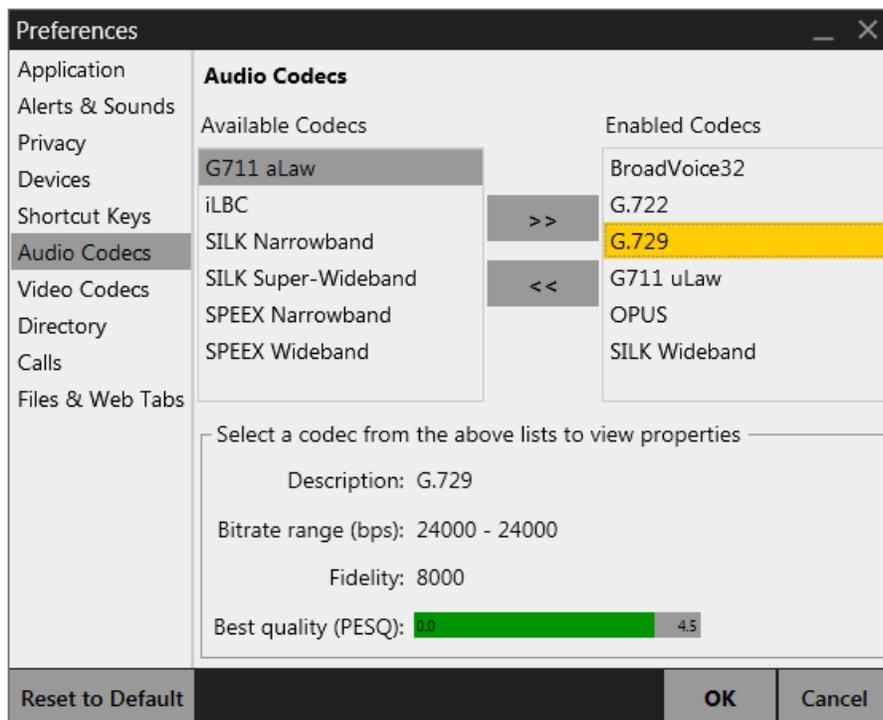
This panel shows all the codecs that are included in the retail version of Bria. You can enable or disable codecs as desired. With only one codec enabled, all calls made will use that codec. With more than one codec enabled, Bria offers the enabled codecs and negotiates a common codec with the other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

You cannot change the properties of any codecs.

About Codecs

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

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

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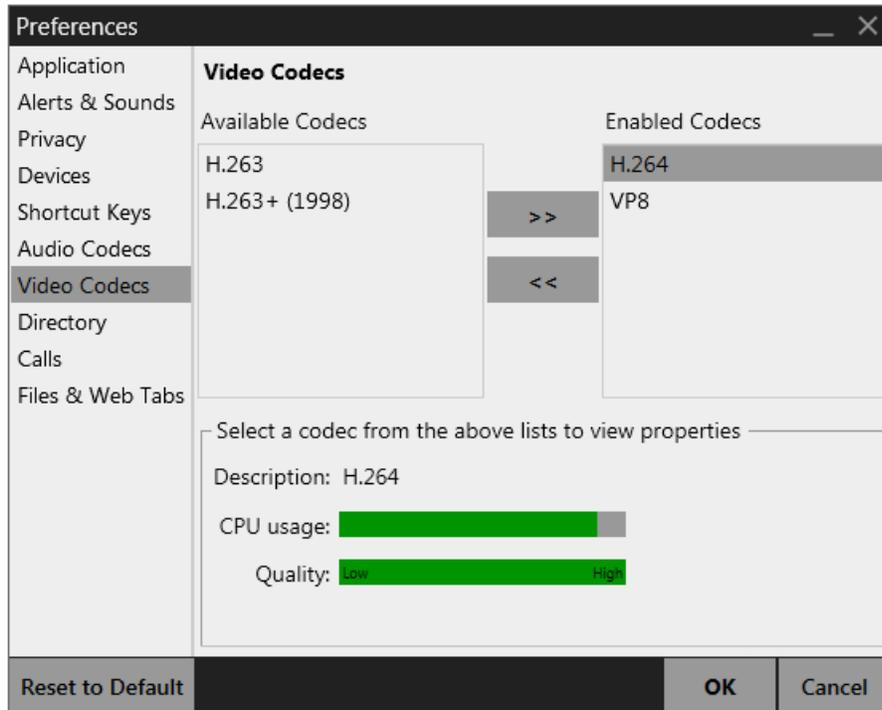
Video codecs describe the format by which video streams are compressed for transmission over networks. Some codecs require less bandwidth than others, but may result in lower video quality.

You can enable or disable codecs as desired. You may decide to disable a codec even though your VoIP service provider supports it.

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

You cannot change the properties of any codecs.

Preferences – Directory

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

Preferences – Calls
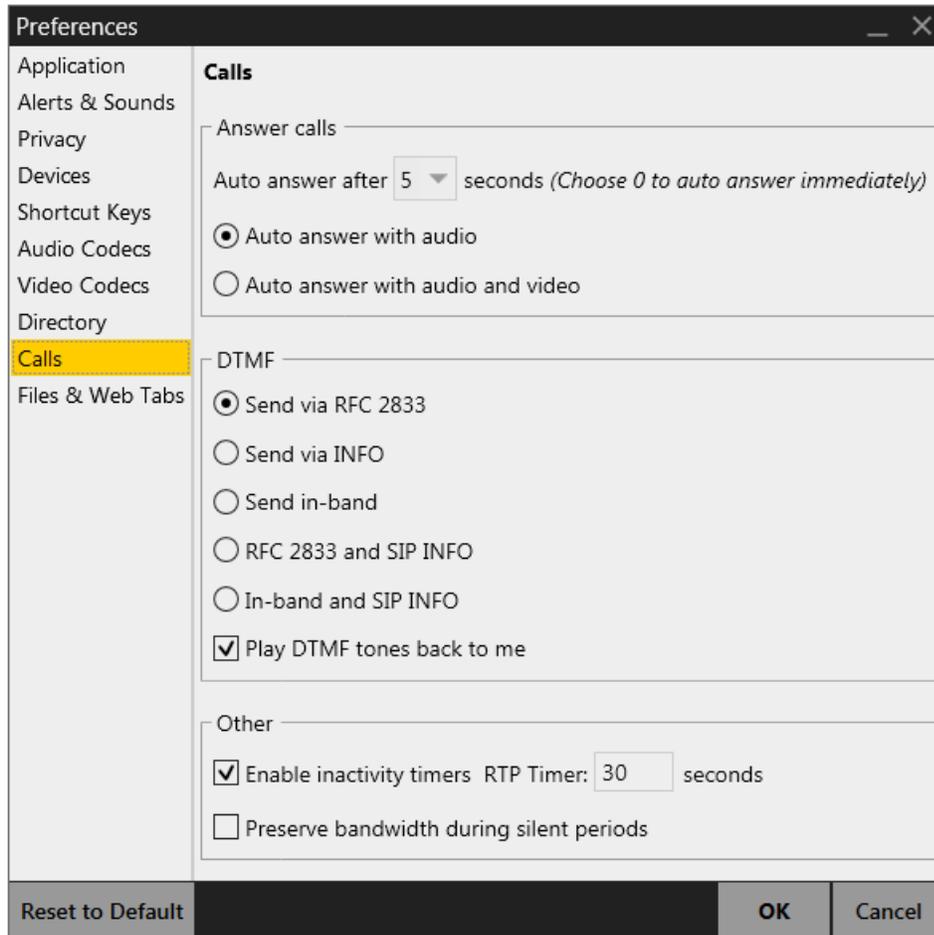
Table 12: Preferences – Calls

Field	Description
Calls	These settings let you configure how you want auto answer to handle incoming calls, when Auto Answer is enabled. (To enable Auto Answer, see page 16)
DTMF	You may need to change the DTMF configuration if you cannot interact with interactive voice response systems (auto attendants, voice-activated menus, and so on).
	Contact your VoIP service provider for the correct setting.
RTP	This timer controls how calls are disconnected when Bria determines that there is a problem with the call and the other party has probably disappeared (assuming that you have not yourself detected the problem and hung up manually).
	Typically, the timer is enabled. It is recommended that you not disable it.
	You can change the length of the timer, but do not set it to less than 30 seconds.
Preserve bandwidth	When this feature is on, Bria stops sending audio when you are not talking.
	When this feature is off, Bria always sends audio, which uses more bandwidth but may result in better call quality.
	Typically off. However, if you are using a slow (dial-up or ISDN) connection, you may want to turn it on.

Preferences – Files & Web Tabs
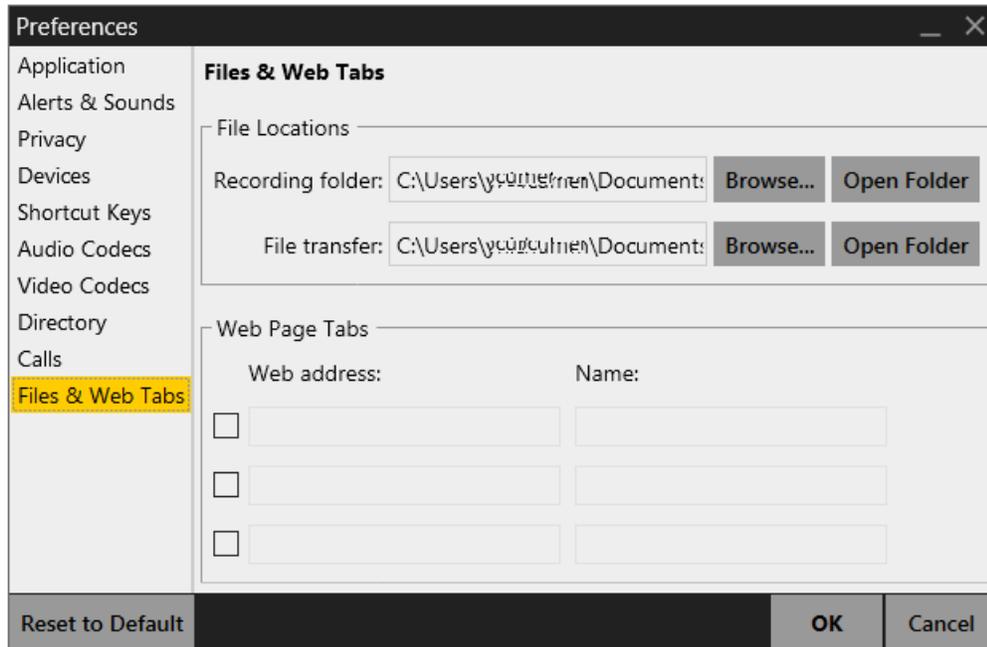
Table 13: Preferences – Files & Web Tabs

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

A Troubleshooting

Choose Help > Troubleshooting to display the Troubleshooting window.

Testing Audio Devices

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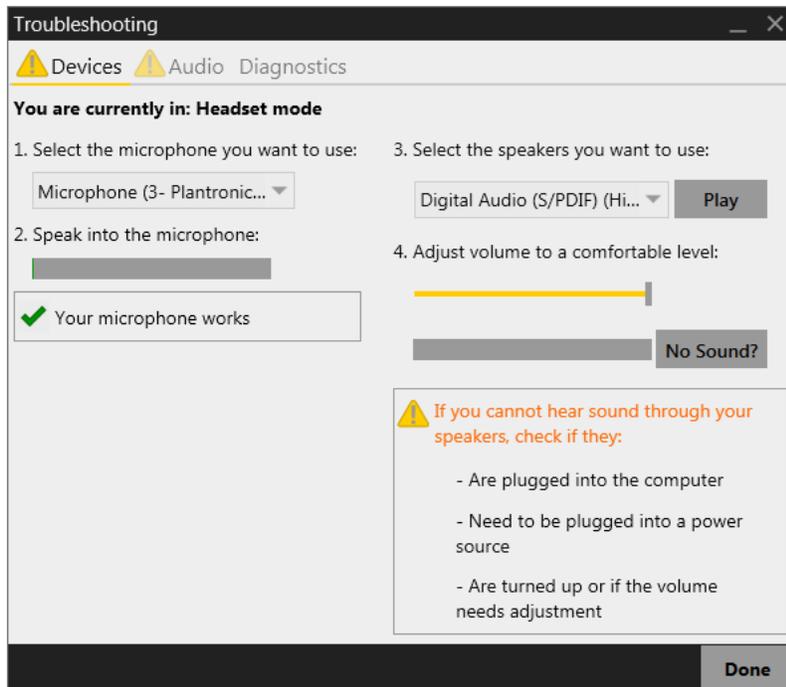
Testing Audio Quality

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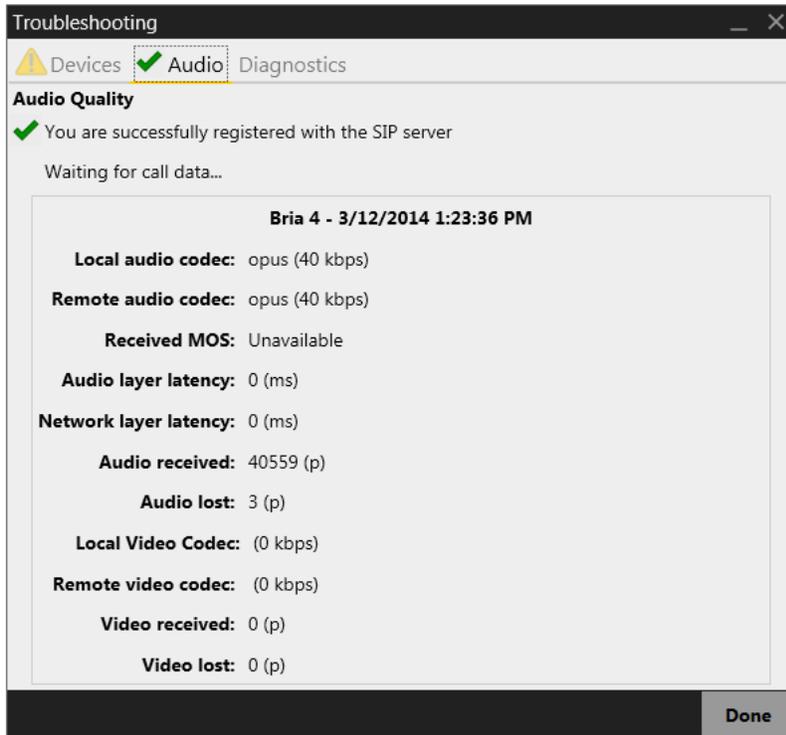
Diagnostics

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

Click

Troubleshooting

✔ Devices ✔ Audio **Diagnostics**

Still having problems?

For support information go to: CounterPath Support FAQ

You can send us a log report and we can try and help. Click on Advanced Logging when collaborating with CounterPath Support.

Advanced Logging

Advanced Logging

Advanced Logging is used when instructed by CounterPath Support. Choose the statement that best describes the problem you are having and Start Advanced Logging to collect more detailed information.

▷ Starting Bria 4

▽ Phone Calls and Audio

    I'm not getting incoming calls.

    I can't make outgoing calls.

Select the problem you are experiencing

    Calls get dropped.

    Audio is lost.

    I'm experiencing one-way audio.

    Audio quality is poor.

    This is a different problem.

▷ Conferencing

▷ Messaging / Online Status

▷ Contacts

▷ Voicemail

▷ Video

▷ Other

Click to start logging

Start Advanced Logging | Send Advanced Log... | Close

Advanced Logging

Try repeating the actions that caused the problem then return to Advanced Logging screen and Click Send Advanced Report.

Log files may contain personally identifiable information, but these files will be used only to help diagnose and resolve issues and no other purposes.

It is recommended that you Stop Advanced Logging after you have sent the report.

Click to close.

Perform the actions you want to capture

When done, click Advanced Logging again.

Close

Advanced Logging

Advanced Logging is used when instructed by CounterPath Support. Choose the statement that best describes the problem you are having and Start Advanced Logging to collect more detailed information.

▷ Starting Bria 4

▷ Phone Calls and Audio

▷ Conferencing

▷ Messaging / Online Status

▷ Contacts

▷ Voicemail

▷ Video

▷ Other

Click to stop logging

Then click to send a log file.

Stop Advanced Logging | Send Advanced Log... | Close

Advanced Logging

⚠ The advanced log file has been sent. Thank you.

Click

Close

B Application Hot Keys

Function	Keyboard Shortcut
Answer an incoming call	Ctrl + N
Decline an incoming call	Ctrl + D
Redial the last dialed number	Ctrl + R or Ctrl + R then Enter
End the call End the conference call (hang up on all participants)	Ctrl + E
Mute your voice during a call	Ctrl + M
Hold or resume the call when the focus is on this call panel	Ctrl + H
Transfer an established call when the focus is on this call panel	Ctrl + T
Turn volume up when the focus is on this call panel	Up key
Turn volume down when the focus is on this call panel	Down key
Display in full screen when the focus is on the video window	F11
Open Preferences window	F8
Open Troubleshooting Diagnostics	Ctrl + F9
Open Help in a browser	F1
Quit Bria	Ctrl + Q

C Dial Plan

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

Do You Need to Read this Information?

You do not have to read this dial plan information if one of the following applies:

- You only have one SIP account.
- You have more than one SIP account but you will always manually select the account to use for calls (page 13).
- The default dial plan behavior (below) is acceptable.

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

Example

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

where:

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

Pattern

Valid Content

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

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

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

Element	Origin	Description
0 1 2 3 4 5 6 7 8 9	Literals	Literal digits, used as is.
# * a to z	Literals	Literal characters, used as is. Special cases: • The literal x character is represented by \x. • The literal t character is represented by \t.
x	Digit map rules	Wildcard for any single digit, 0 to 9.
\a	Regular expression rules	Wildcard for any single alphanumeric character.
[digit-digit]	Regular expression rules	A digit within the specified range.
[character-character]	Regular expression rules	A character within the specified range.
[digit1, digit2, digit3]	Regular expression rules	One of the characters in the collection.
.	Digit map rules	Repeat the last element 0 or more times. For example, xxxx. means repeat the last x 0 or more times, which means this pattern matches three or more digits (not four or more digits)! Use of this element results in a pattern with "minimum requirements".
T	Digit map rules	A timeout period will take place before automatic dialing starts. The T timer forces Bria to wait after a match is made. This timer should always be included in these situations: • Any pattern that uses the . (dot). For example, if the pattern is xxxx. then adding a timer lets you type three or more digits. If there is no timer, then as soon as you type three digits, Bria makes the match as soon as you type three digits. • Any dial plan that has two patterns that are similar in elements but different in length. For example, if one pattern is xxx and the other pattern is xxxxxxx, then adding the timer lets you continue typing past three digits, in order to get a match on the second pattern. In this situation, the T timer should be included in the shorter pattern.

Timers

There are two timers:

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

These timers are used in input comparison, as described in "How the Input Is Processed" on page 94.

Transformation Keywords

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

Order of Transformations

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

prestrip > poststrip > pre > post > replace

C.1 How the Input Is Processed

Comparing Input to the Dial Plan Patterns

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

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

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

Results of the Comparison

Type of Match	Conditions	Result if You Press Enter or Dial	Result if You Stop Typing
Partial match	The characters typed so far follow the pattern but there are not yet enough characters for a pending or complete match.	The default account is selected. No transformation is performed.	If you stop typing for the long timer length (20 seconds), then the default account is selected. No transformation is performed on the characters typed so far.
Pending match	• The pattern has no . (dot) but does have the T timer. There is a perfect match. • The pattern has a . (dot) and the T timer. The minimum requirements are met.	This pattern's account is selected and the transformation is performed.	If the T timer expires, this pattern's account is selected and the transformation is performed.
Complete match	• The pattern has no . (dot) and no T timer. There is a perfect match. • The pattern has a . (dot) but does not have the T timer. The minimum requirements are met.	This pattern's account is selected and the associated transformation is performed.	This pattern's account is selected and the associated transformation is performed.
No match	The characters typed do not match the patterns for any dial plan.	The default account is selected and no transformation is performed.	Nothing happens even after the T timer and long timer have expired.

C.2 Examples

Example 1

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

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

Example 2

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

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

Example 3

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

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

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

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

However, the example does illustrate two ideas:

- Handling of the account prefix (#1), if you are upgrading from Bria 1.1 and are accustomed to entering the account number.

  Use of # to identify the account is now deprecated. The dial plan should be capable of determining the account to use for this number. However, since users may still be in the habit of entering the account prefix, you may want to include this pattern to handle such a scenario.

- Distinguishing between a local seven-digit call in which 9 is not dialed (to access an outside line) and one in which 9 is dialed to access an outside line.

D Contact List Headings

Following is a list of all the headings that are used in the Bria contact list. This list can be useful when formatting a contact list in order to import it into Bria. For details, see "Populating by Importing Contacts" on page 41.

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

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

E Other Ways to Run Bria

E.1 From a Hyperlink

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

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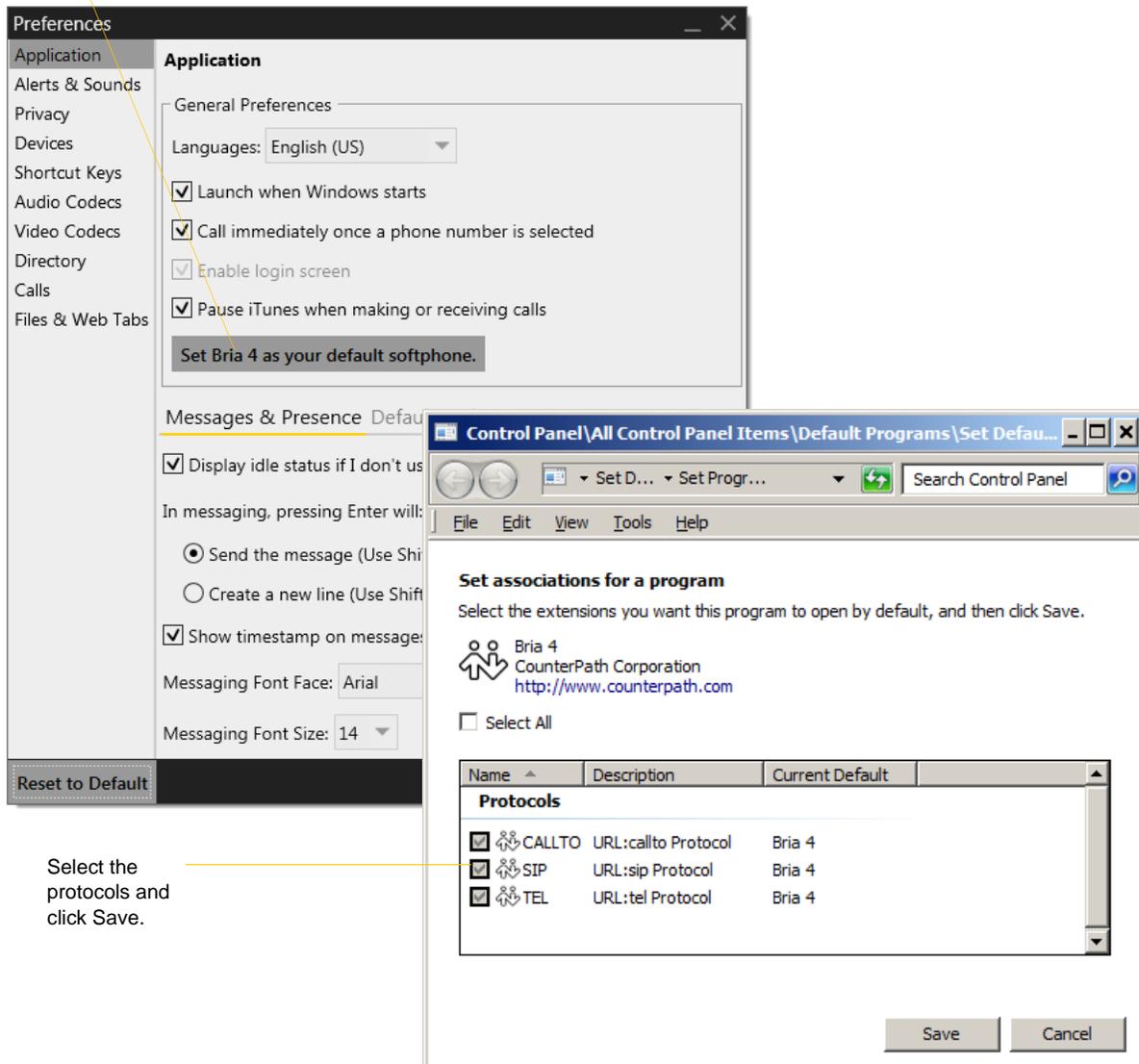
For example:

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

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

Click

Select the
protocols and
click Save.

E.2 From the Command Line

You can start Bria from a DOS prompt. You may need to add the install directory (typically c:\program files\counterpath\bria 3) to the PATH. Then type:

`bria4.exe`

You can also run these action commands:

`bria 4 >bria4.exe -action=<action>=<input>`

where action and input are:

call?to   the remote URI

im?to   the remote URI

add?contact   the contact URI

quit

For example:

`C:\>bria4.exe -action=call?to=1331`

or

`C:\>bria4.exe -action=call?to=1331@domainA.com`

F Glossary

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