COUNTERPATH

Bria Stretto *for Windows* User Guide

COUNTERPATH

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This guide corresponds to Bria Stretto *for Windows* version 4.3.0 and later.

Rev 1

Contents

1　Introduction

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

This user guide is intended for end users in an enterprise or subscribers of a service provider who has deployed CounterPath Cloud Solutions.

Standard Telephone Features

The CounterPath Bria Stretto *for Windows* softphone has all standard enterprise telephone features, including:

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

Enhanced Features and Functions

Bria also supports the following features and functions:

- Video
- Support for several languages in addition to English: Chinese, Dutch, French, German, Italian, Japanese, Portuguese, Russian, and Spanish.
- IM and presence using the SIP SIMPLE protocol and the XMPP protocol.
- IM conferencing (group chat) via an XMPP account.
- Corporate chat rooms.
- Contact list containing the individual user's contacts.
- Directory containing names from a shared LDAP directory or Microsoft® Active Directory®.
- Access to Microsoft Outlook® contacts from within Bria.
- File transfer via an XMPP account.
- Support for DTMF (RFC 2833, SIP INFO or inband DTMF).
- Automatic detection of audio and video devices.
- Acoustic echo cancellation, automatic gain control, voice activity detection.
- Support for the following audio codecs (not all these codecs are included in the retail brands):
  G.711aLaw, G.711uLaw, G.722, G.729, OPUS, SILK narrowband, SILK wideband, SILK super-wideband, Speex, Speex Wideband.
- Support for the following video codecs:
  H.263, H.263+ 1998, H.264, VP8.
- Support for these firewall traversal solutions: STUN, TURN, or ICE.

2   Getting Started

2.1 Installing Bria

If Bria is not already installed on your computer, obtain an installer (.exe) from your system administrator. Double-click the installer and follow the prompt.

2.2 Starting Bria

Bria starts with a login screen. Enter your login credentials provided by your system administrator.

Click Log In; the softphone GUI appears.
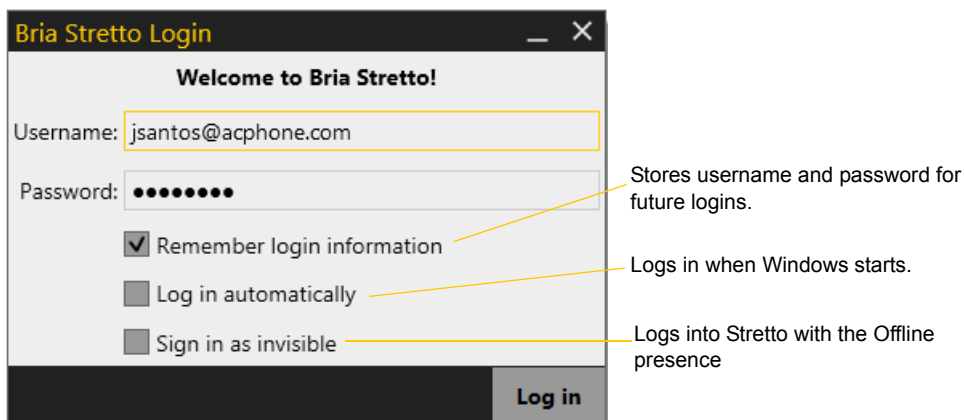
Downloading CA Certificate

The end user's computer must have the root certificate installed in order to access Stretto from the client.

To do this, end users must use Internet Explorer and navigate to https://ccs3.cloudprovisioning.com/status. This will prompt Windows to download the correct root certificate. Make sure to use Internet Explorer; using another browser will not work.

Making a First Call

Try making calls with your new phone (page 7).

Having Troubles?

Bria includes these tools for helping you troubleshoot problems. From the menu, choose Help > Troubleshooting (page 61) to access these tabs.

- You can verify that your camera is working (Preferences > Devices > Test Camera).

- Device tab: You can verify that your microphone and speakers are working and can set the volume to a comfortable level without having to actually place a phone call.
- Audio tab: You can verify that you are successfully connected to the SIP server. While you are on a phone call, you can test the quality of the audio.
- Support tab: If none of the above help you solve your problem, you can create logs of your activity and send them to customer support.

2.3 Quitting Bria

To quit Bria, choose Softphone > Exit or press Ctrl-Q.

2.4 Checking for Bria Updates

If you are in an enterprise, your system administrator should tell you about the policy for checking for and installing upgrades.

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

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

3　Making Phone Calls

3.1 The Onscreen Softphone

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

Change layout of contact list and import contacts

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

Minimize to system tray

Bria menu. See below.

Open the Messages window. See page 32

Voicemail indicator See page 23

Toolbar. See page 13.

Call entry field See page 7.

Detach the tab from the main window.

Missed calls indicator.

The Bria Menu

Softphone.

- Accounts. You will work with these settings only if advised to do so by your system administrator.
- Preferences. These settings control the way that you work with Bria and apply to all accounts. See "Configuring Preferences" on page 67.
- Log Out. To log off and minimize Bria to the system tray. If you click the Bria icon in the status bar, the Login screen appears.
- Exit. To shut down Bria. You can also exit by pressing Ctrl-Q.

View. Changes how Bria looks. Also lets you view the messages and chat rooms (if you are a member of one; see page 30).

Contacts. Lets you work with contacts.

Help. Provides access to various service-related features.
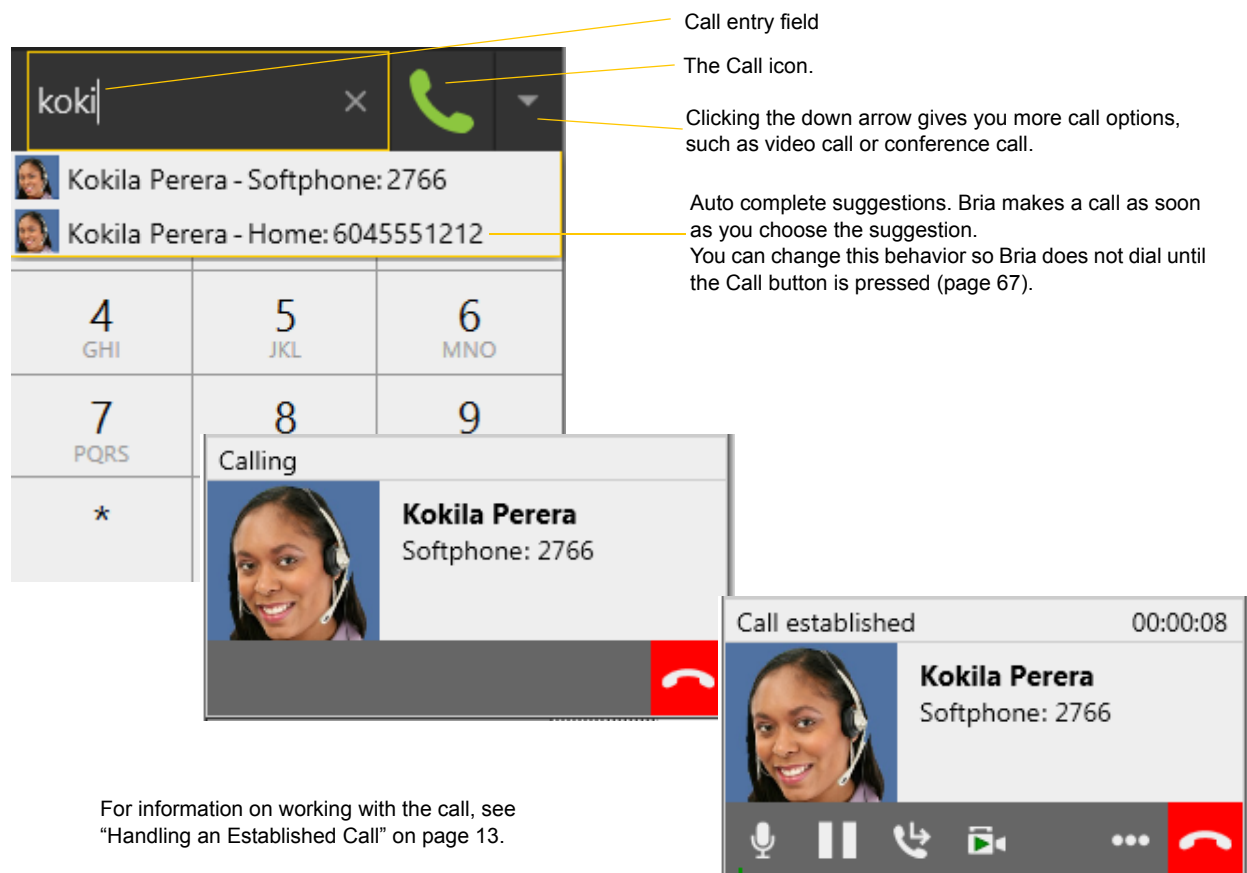
Compact View

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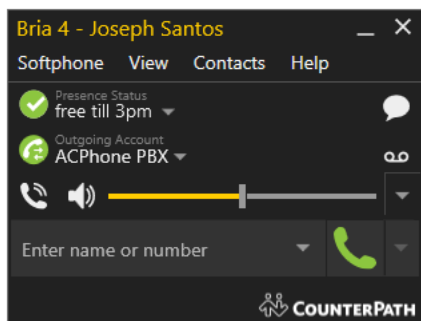
3.2 Placing a Call

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 9 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 67) 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.

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 67).

For information on working with the call, see "Handling an Established Call" on page 13.

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;
```
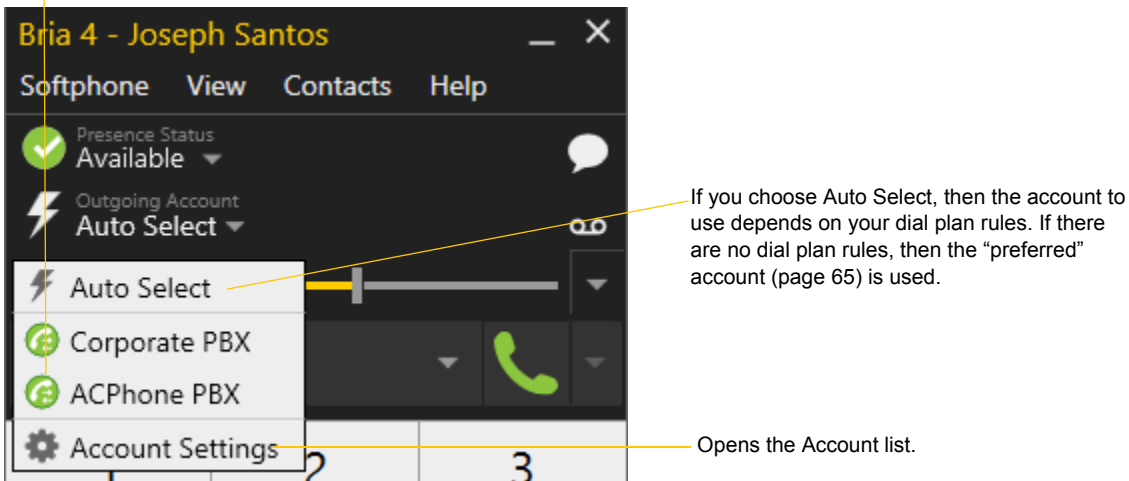
Selecting the Account to Use

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 66).

Choose the account to use.
This account will be used for all calls until you select a different account or go back to Auto Select.

If you choose Auto Select, then the account to use depends on your dial plan rules. If there are no dial plan rules, then the "preferred" account (page 65) is used.
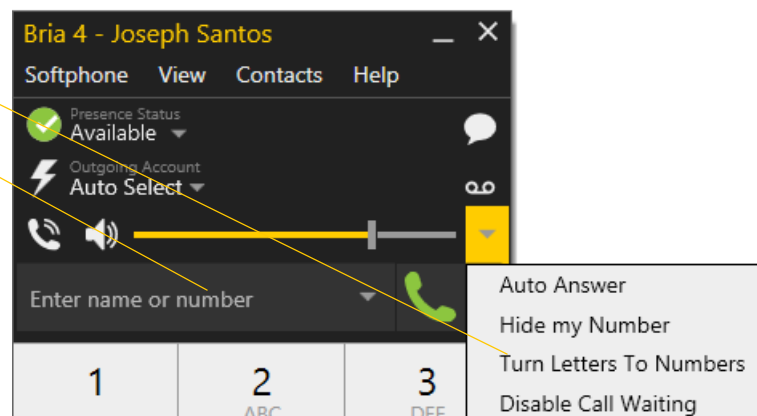
Opens the Account list.

Letters to Numbers

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

Turn letter-to-numbers on or off

Type the phone number using numbers and letters, as desired

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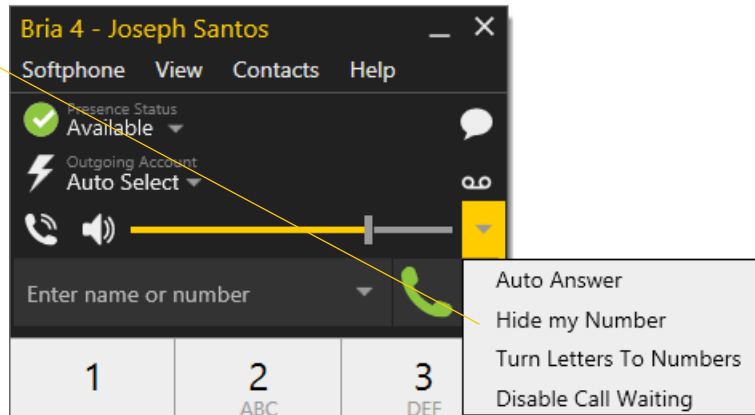
Hiding your Identity (Anonymous Calling)

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

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

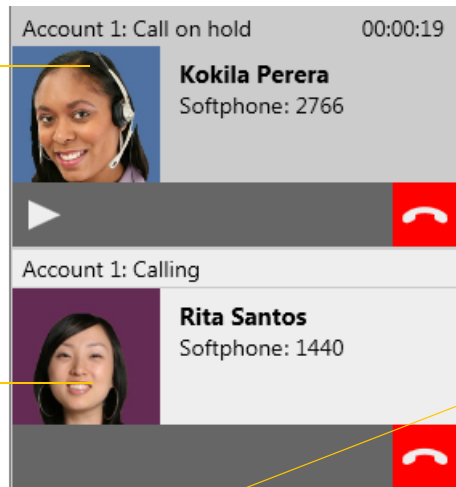Turn Hide my Number on or off

Placing another Call

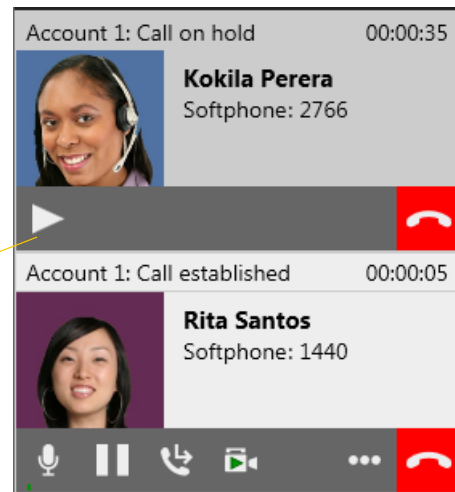You can place another call. On Bria, you can make up to five concurrent calls.

Place the call in the usual way (see page 7)

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.

3.3 Handling Incoming Calls

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

The new call appears in its own call panel. In addition, the Call Alert box appears. For information on setting call alert preferences, see page 68.
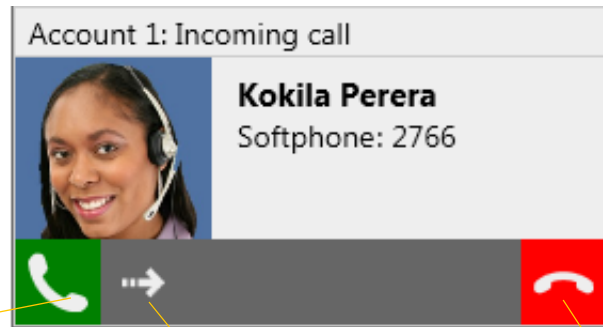

Click. If you are on another call, that first call is automatically put on hold. You are now talking to the new caller.

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

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

Windows 7 and Earlier
This is the alert for an audio-only call
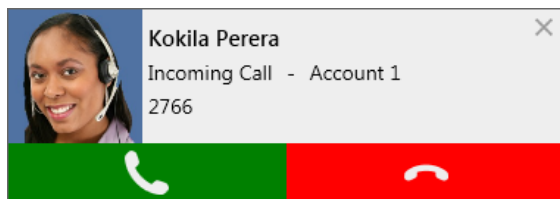
This is the alert for a video call
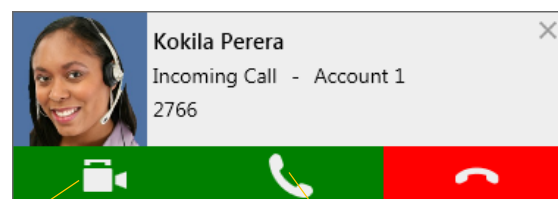
Click to answer a video call and start sending your video immediately

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

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

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

Auto Answer

Turn Auto Answer on or off

Auto answer is initially configured to auto-answer after one ring, and to send only your audio when the call is established. To change this configuration choose Softphone > Preferences > Calls.
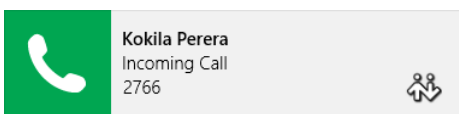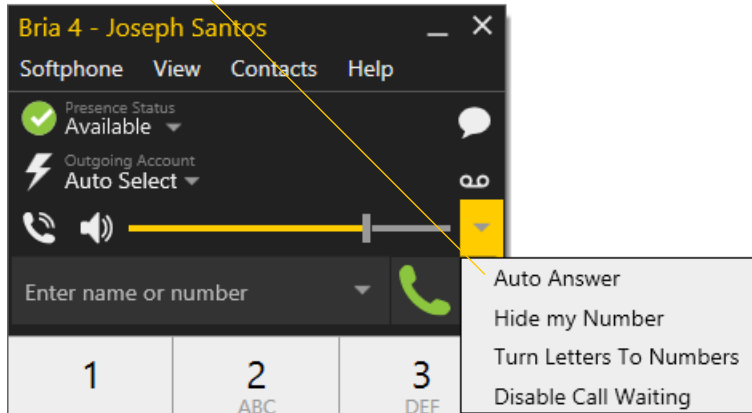
Auto answer is automatically turned off when you shut down or log off.

Disabling Call Waiting

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

You can enable this feature even during a call, and it will take effect right away. The call will appear in the Missed Calls in the History tab.

Disable Call Waiting on or off
A check mark indicates the feature is enabled (no interruption during a call).

3.4 Handling an Established Call

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

Mute speaker or adjust speaker volume by using slider

You can disable call waiting. See the previous page.

Place another call
The current call is automatically put on hold. See page 10 for more information

Conference Calls
See page 18

Instant Message
See page 25

Record the call as a WAV file (audio only). See page 22.

Start sending video
See page 16

Transfer
See page 14

Mute your voice

Hold and resume

Add as Contact
Add the current caller as a contact. See "Managing Groups" on page 48.

Encryption

The outgoing call may be encrypted, depending on your security settings.

- 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.
- 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.

3.5 Transfering a Call

Basic (Unattended) Transfer – Transfer this Call

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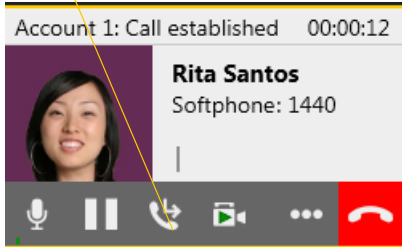
The call is put on hold and a call entry field appears.

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 67.
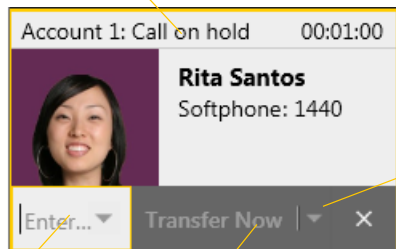
Type a name or number, or drag a contact into the field.

Then click Transfer Now.

The call may end immediately.

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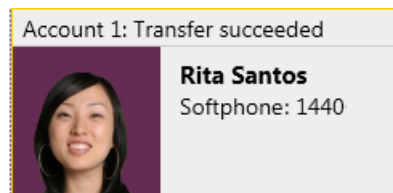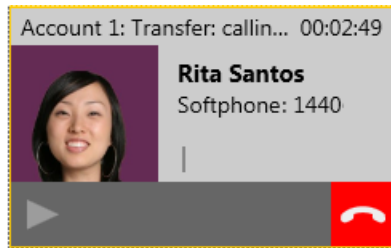
Attended Transfer – Call then Transfer

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

Click the Transfer button
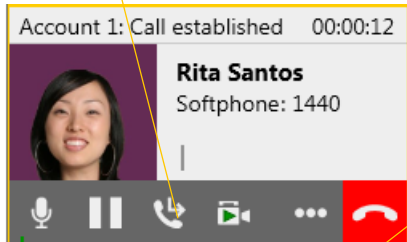
The call is put on hold and a call entry field appears
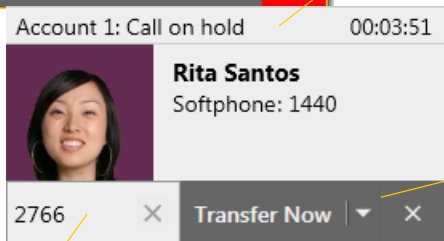
If the button does not show "Call first", click the down arrow and select Call First. You can also permanently change the option that appears on the button; see page 67.

Type a name or number, or drag a contact into the field
Then click Call First
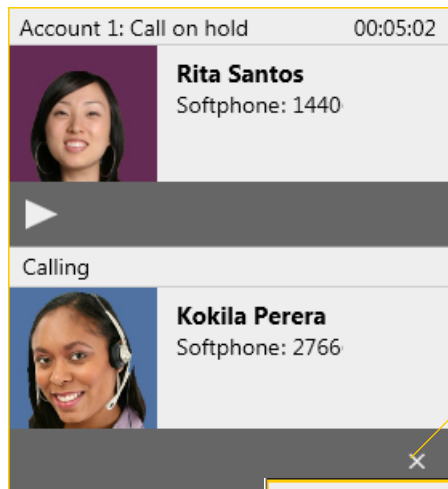
Bria phones the new person

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

When the other person answers, the Transfer Now button is enabled
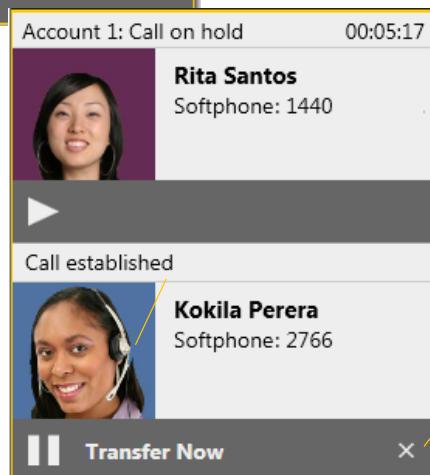
When you are ready, click Transfer Now. The call panel closes

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

3.6 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

Type an number and click the down arrow and choose Video call
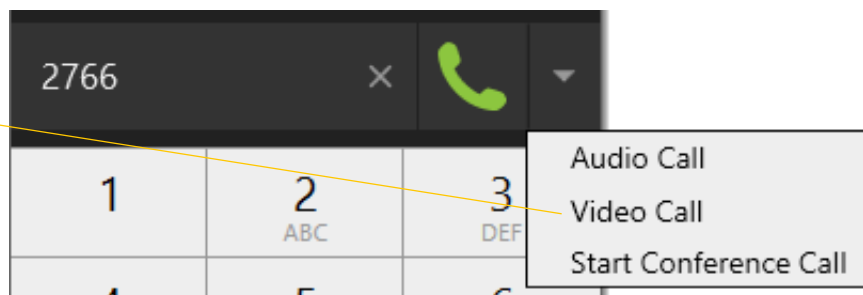
From the Contact List or History

Right-click the contact and Choose Video Call
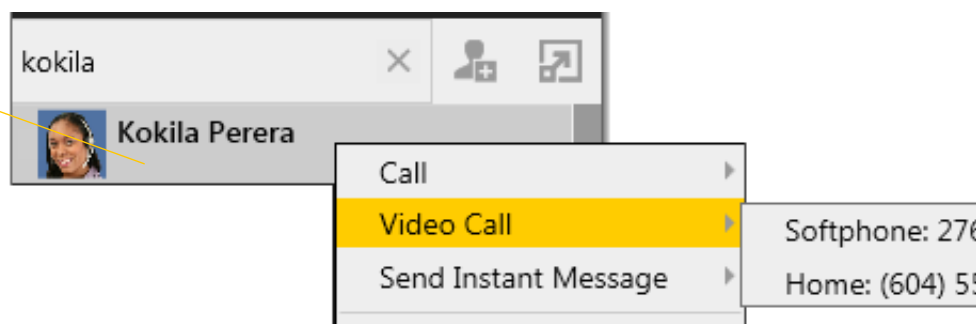
Adding Video

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.

Call established   00:00:08

Kokila Perera
Softphone: 2766
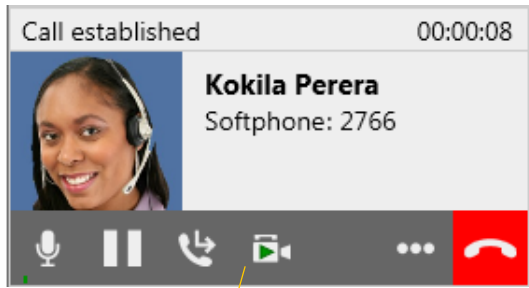
Start or Stop sending
your video

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

Status of your
video
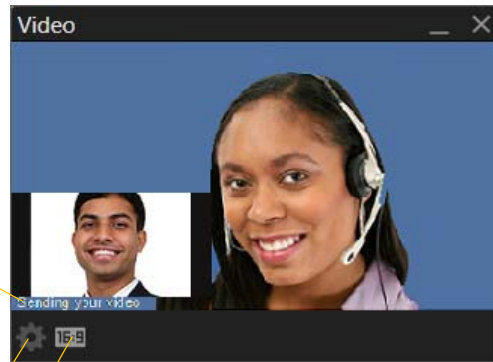
Change the aspect ratio of video

Click to configure the camera

3.7 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
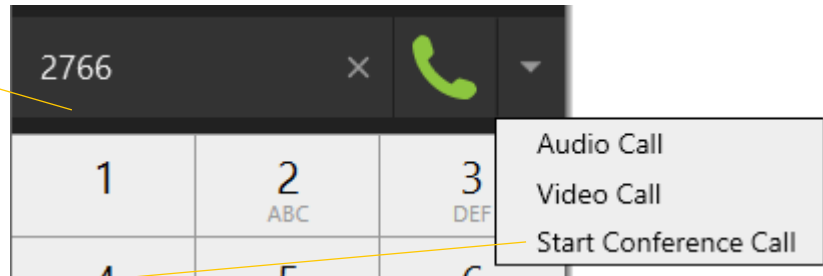
Click the down arrow and choose Start Conference Call

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

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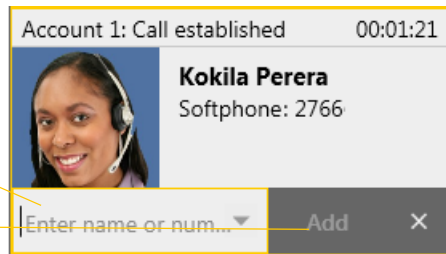
You can add more participants from here
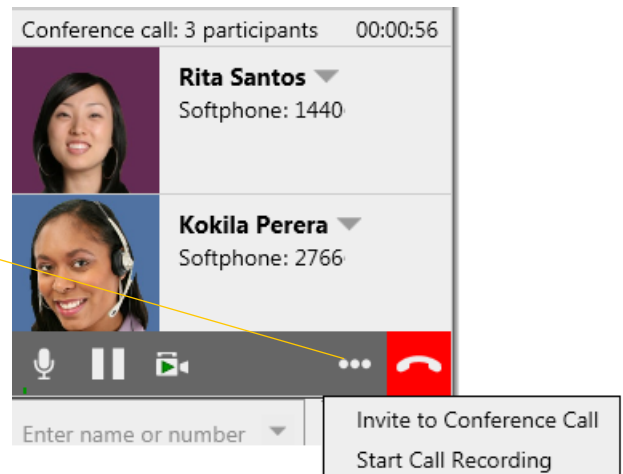
From an Existing Call

From One Established Call

You can add more participants
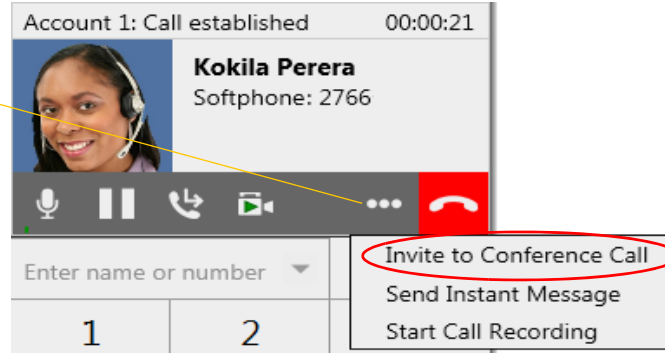
From Two Established Calls

You can merge two established calls.

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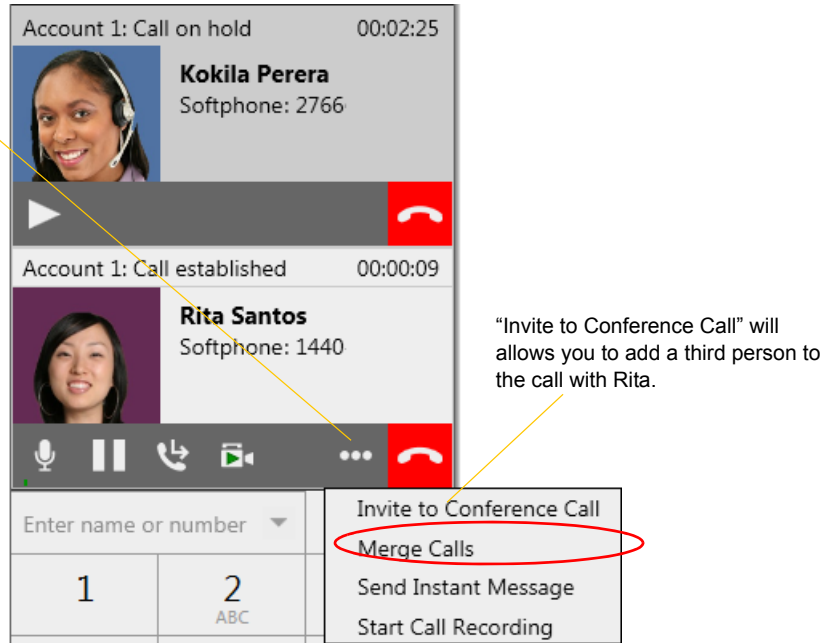
Managing the Conference

Click the arrow for Participant menu
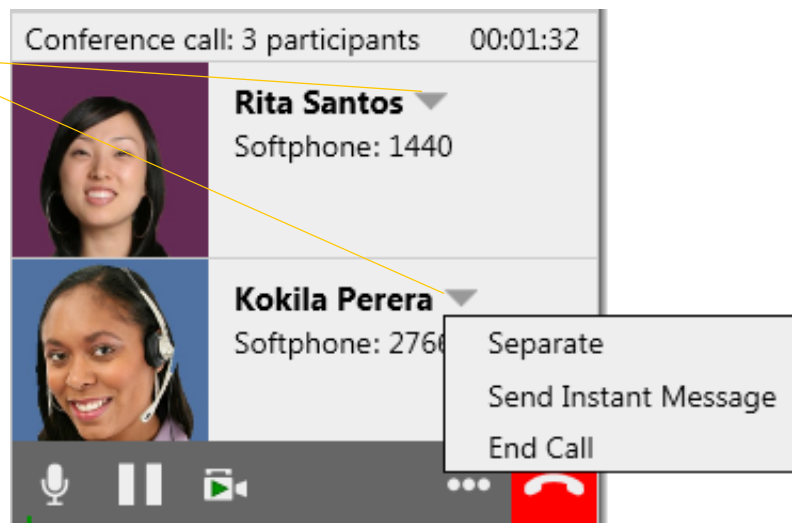
Adding More Participants

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.

Recording a Conference Call

Click the More (three dots) button to reveal the Start Call Recording menu. See page 22 for more details.

Sending an Instant Message

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

Removing a Participant

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

Ending the Conference

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

Suspending the Conference

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

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

Video Conference Calls

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

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.

3.8 Call Recording

You can record the audio portion of a one-to-one call or a conference call. The recording will be saved as a WAV file on your computer. The call recording feature must be enabled by your system administrator; you will not see the menu if the feature is disabled.

Click to start recording

The indicator starts flashing.

Recording will end when the call ends.
To stop recording but continue with the call, click the square button beside the indicator, or click More and Stop Recording Call.

The dialog notifies where the recording is saved.
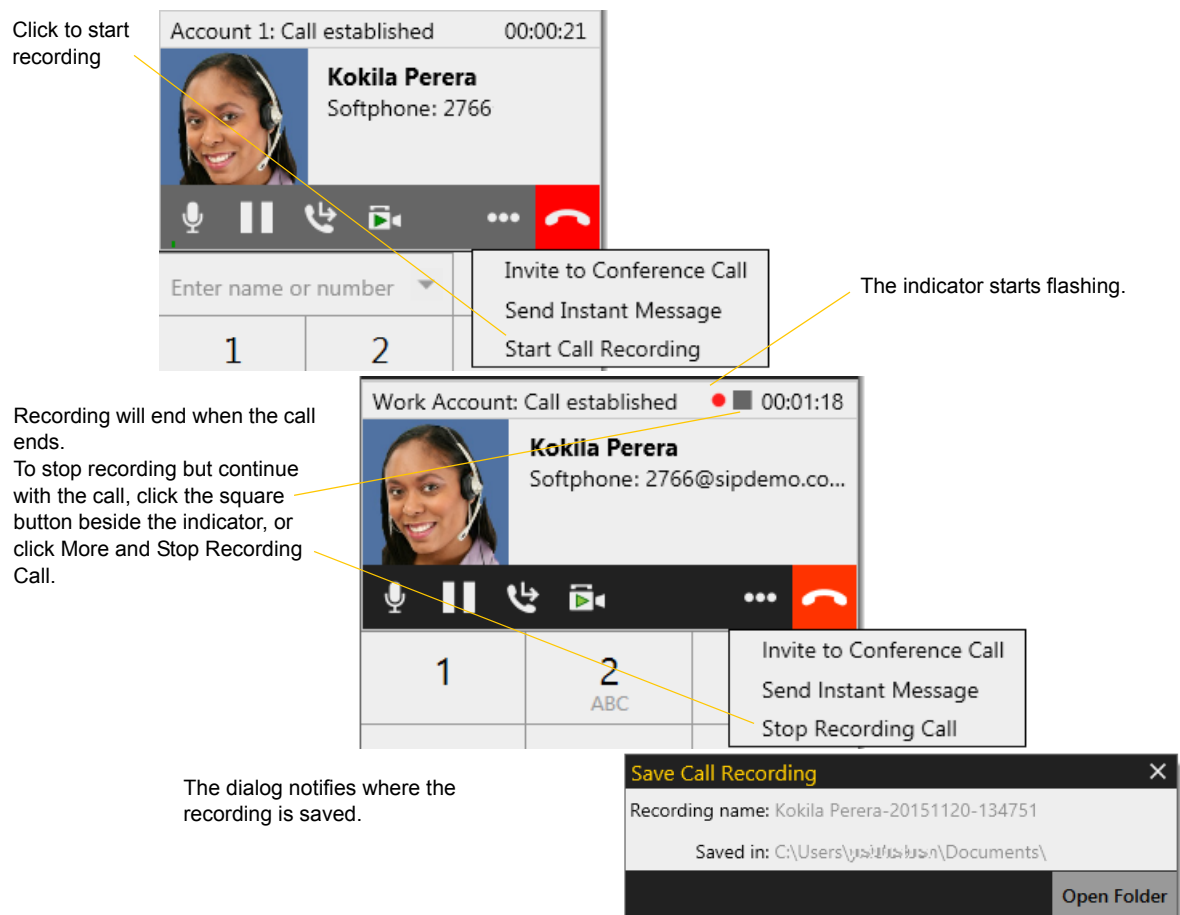
Files Created when Recording Conference Calls

Multiple files might be created depending on how and when you start recording.

If you start recording a conference call from the beginning, the recording will continue until the conference call ends. One file will be created.

If you separate a participant from a recorded conference call and eventually have a one-to-one call, the recording will continue until the one-to-one call ends. Two files will be created: one for the conference call, and the other for the one-to-one call.

If you are already recording individual calls, the following will apply:

- After merging individual calls to form a conference, all the individual recordings will be stopped and a new recording will be created for the newly formed conference.
- After merging individual calls to an existing conference call, all the individual recordings will be stopped. If the conference call is being recorded before merge, the recording of the existing conference call will continue.

For example, if you record two individual calls and merge them, three files will be created: one for the conference call, two for individual calls before merge.

3.9 Voicemail

If your service includes voicemail, you can click the icon to automatically connect to voicemail and listen to any messages.

Voicemail icon

If you have multiple SIP accounts registered, clicking the voicemail icon reveals the number of messages per account.
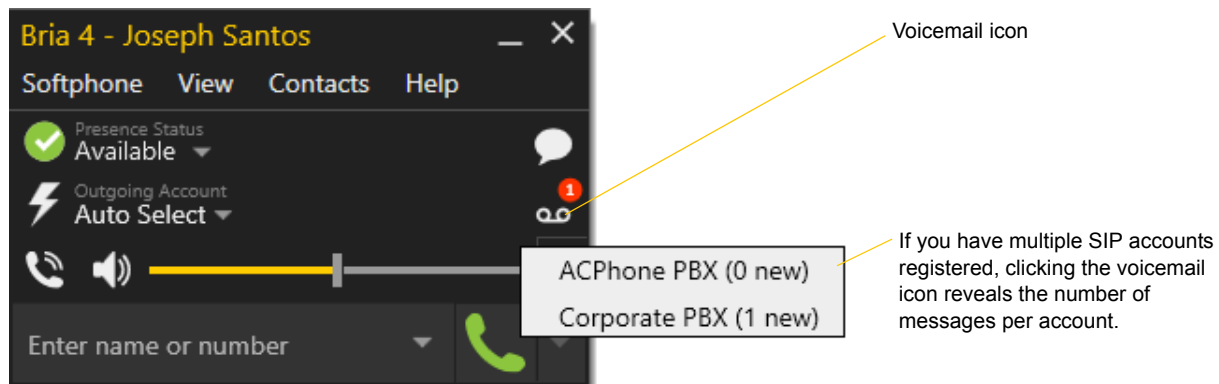
3.10 Forwarding Calls

Forwarding Calls

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

Ask your system administrator if you should set up forwarding through Bria. It is possible that your system administrator has set up this feature on the PBX, so there is no need to set it up in Bria.

You can also forward a call "on the fly".

4   Messaging

4.1 Instant Messaging

Sending an IM

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

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

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

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

3. Click the Send icon.

Click to select more actions
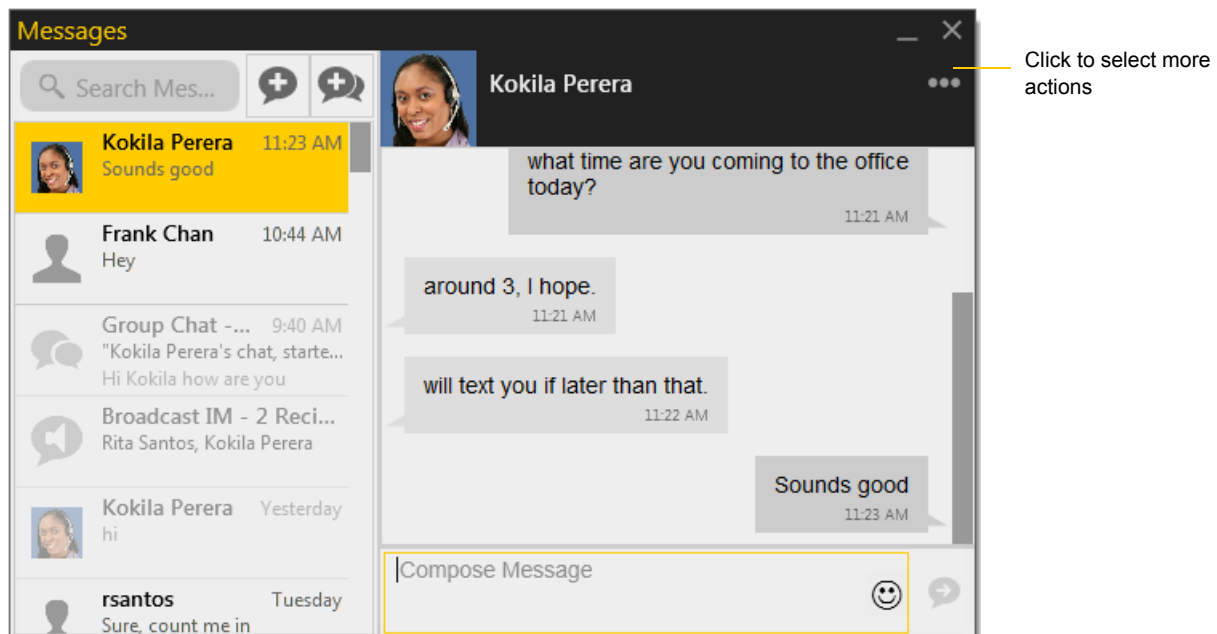
Receiving an IM

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 28.

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

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

    • Select one or more groups in the usual way.

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

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

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

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

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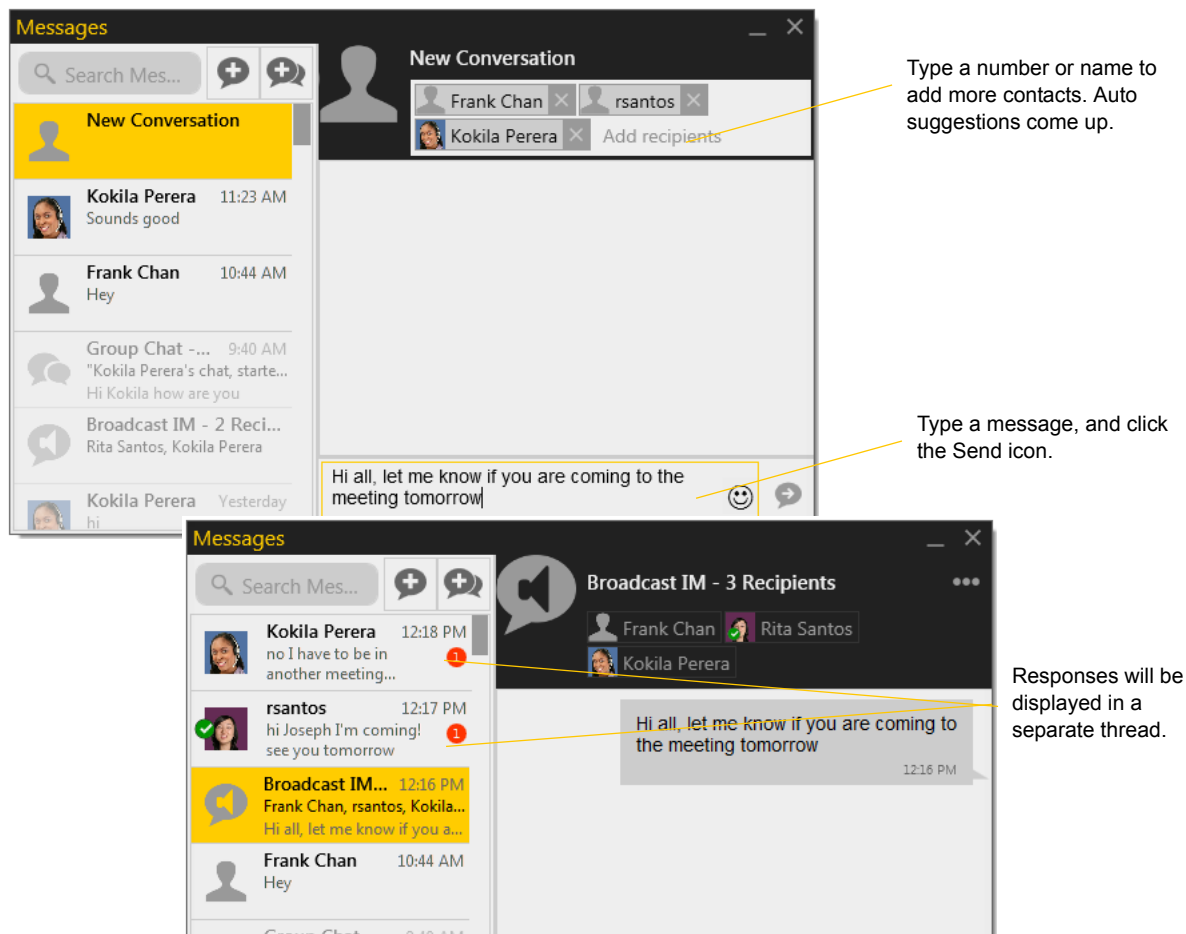
4.3 Group Chat (Conference IM)

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

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

Starting a Group Chat

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

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

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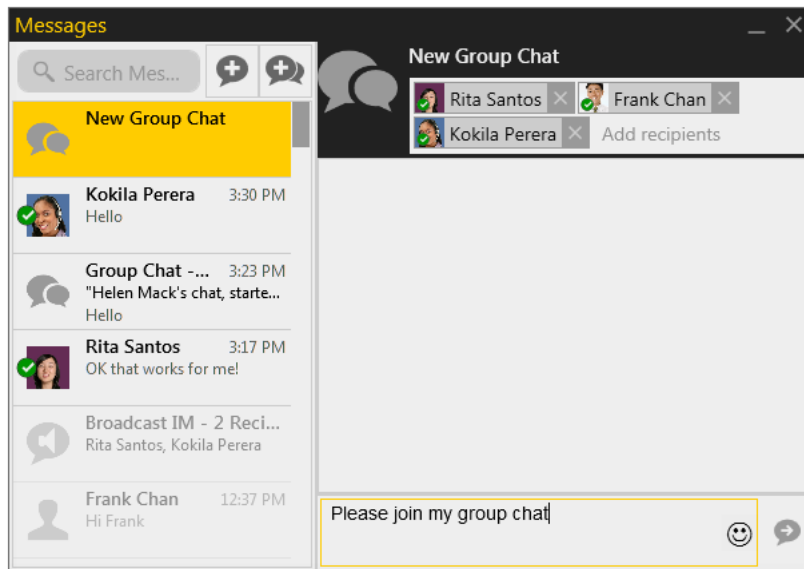
Managing a Group Chat
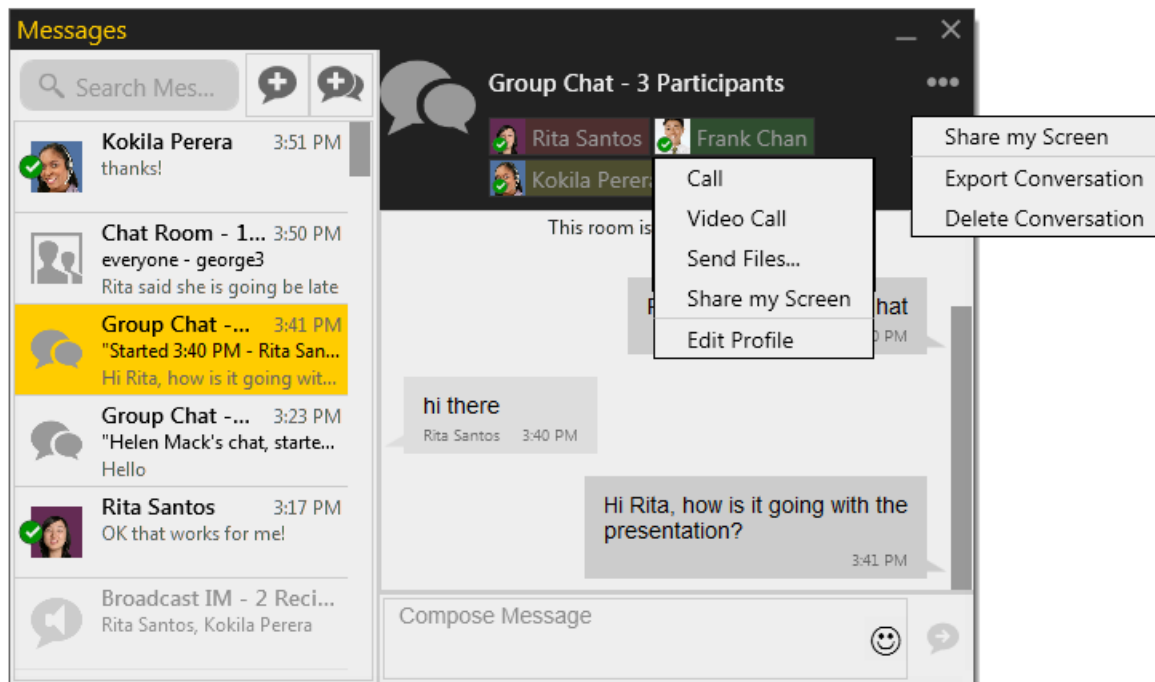
Leaving a Group Chat

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

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

4.4 Chat Rooms

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

Chat rooms are set up to allow the same group of people to have a group IM session, usually on a regular basis. For example, your system administrator may create a chat room called "Marketing" and add the marketing staff as members. Every Monday at 8:00 a.m., each member opens the chat room on Bria and joins the conference.

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

1. Obtain the following information from your system administrator:

    • The names of the chat rooms you belong to.
    • The passwords for the chat rooms (if applicable).
    • The XMPP account that must be enabled for you to use the chat room.

2. Choose View > Chat Rooms. (If the menu item does not show, make sure the appropriate XMPP account is enabled). The list of chat rooms appears.
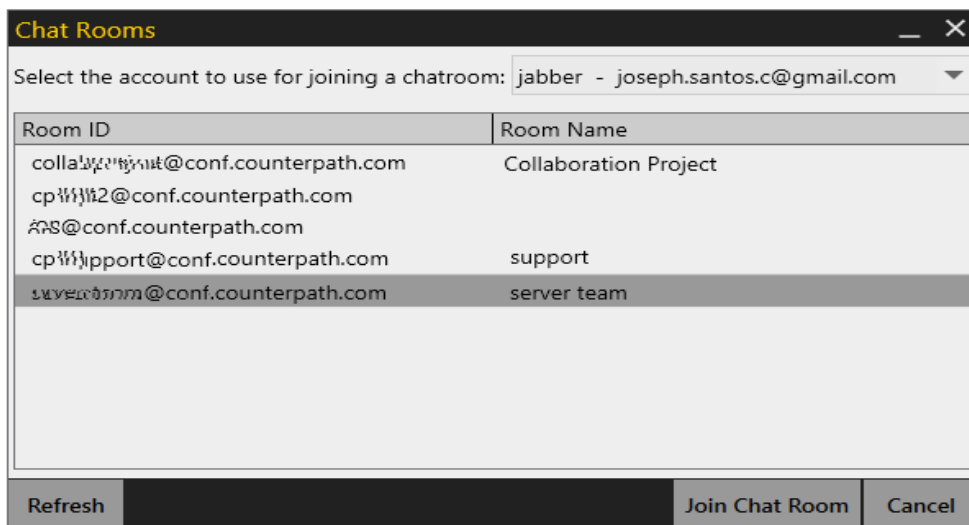
3. Select the appropriate account if you have more than one XMPP account.

4. Select the chat room and click Join Chat Room. If prompted, enter the password for the room.

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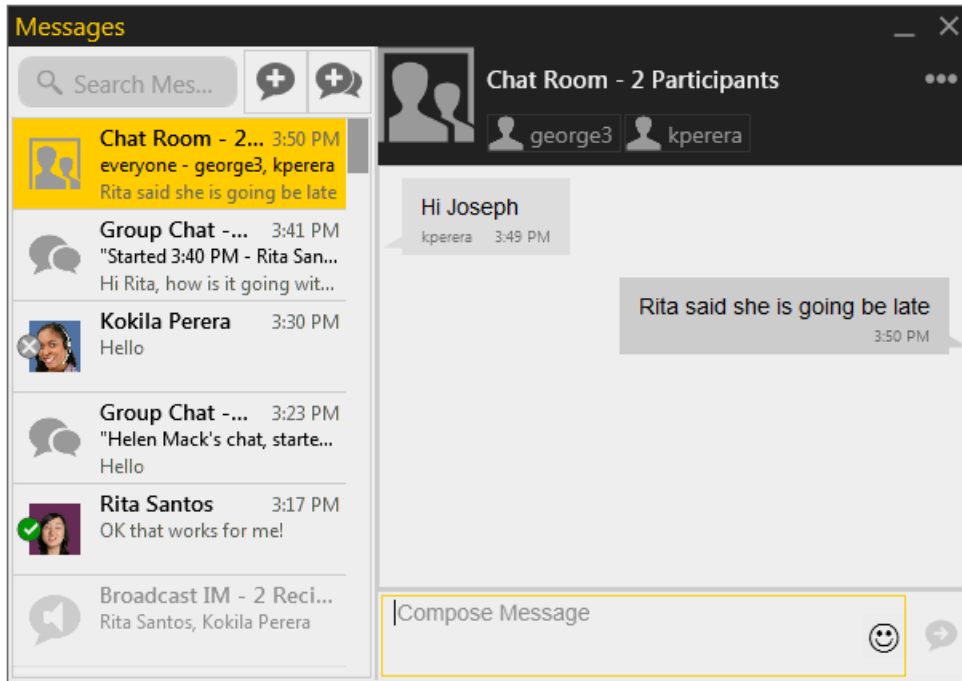
4.5 Viewing Messages

To view your recent IM activity for any contact, group chat session, or chat room session, perform one of these actions:

- Click the Messages window icon:
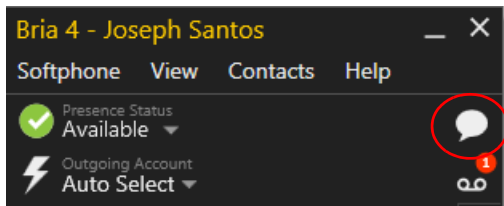
- Click Shift + Ctrl +M.
- On the menu, click View > Messages.

Search all messages

Clicking the x icon deletes the session.

You can copy the messages.

Right-click to save or delete a conversation.

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

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). You must subscribe to the recipient's presence, and the recipient must be enabled for XMPP file transfer.

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.
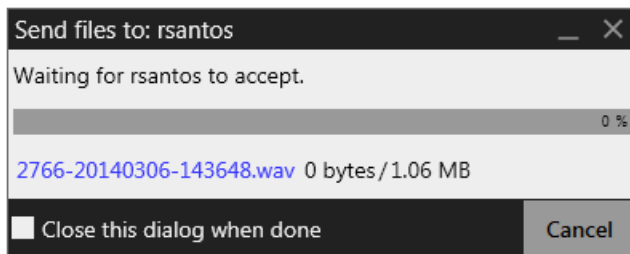
Receiving Files

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.
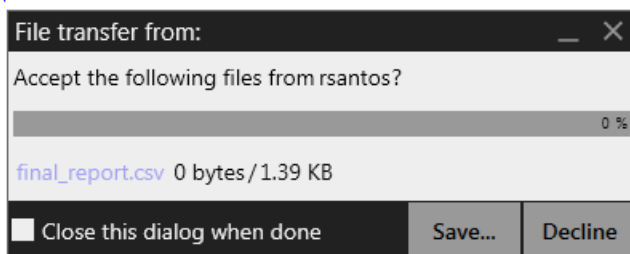
How Files are Transfered

XMPP file transfer is direct if a peer-to-peer connection exists between the two sides. If such a connection is not possible, then the transfer is sent via the XMPP proxy that the XMPP service provides.

4.7 Sharing your Screen

The Screen Share Add-in lets you share your screen with other people, both other Bria users and people who are not Bria users. Your system administrator must enable screenshare for you in order to host a screenshare session. You do not need it if you are just viewing someone else's screen.

The screen share sessions do not contain audio, so you will likely need one audio call as well as a screen share session for complete experience.

If you have screenshare enabled, you will see the extra tab in Bria. Choose View > Show Screen Share. The Screen Share tab appears.

Invite; see below

Start sharing; see below
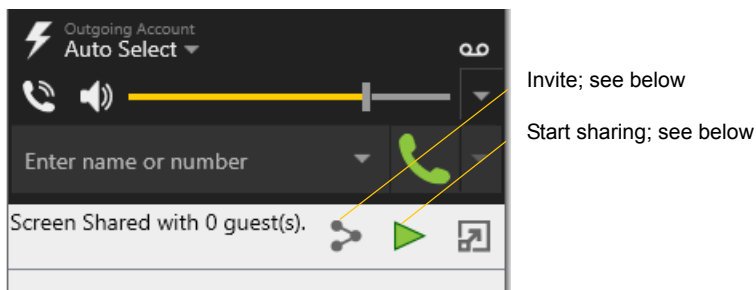
Inviting Participants

There are several ways to invite participants. Whichever method you use, people who you invited by IM and who are Bria users will receive the invitation as an IM in the Messages window; see page 41. Other users will receive a screen share link that they can click or can paste into a web browser in order to join the session.

Inviting by Selecting Contacts

You can invite people by selecting contacts from Contacts or Favorites. The contacts do not have to be Bria users but they must have an address that is IM-able, so either a softphone number or a SIP or XMPP IM address. With this method, the screen share session starts as soon as you invite someone.

If you want to share your screen with many people, you can use a contact group or group chat.

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

Select one or more contacts

Right-click and choose Share my Screen

Choose a monitor to share, then click Start Sharing

The screen share session starts immediately; see page 39

The invitees appear in the Screen Share tab
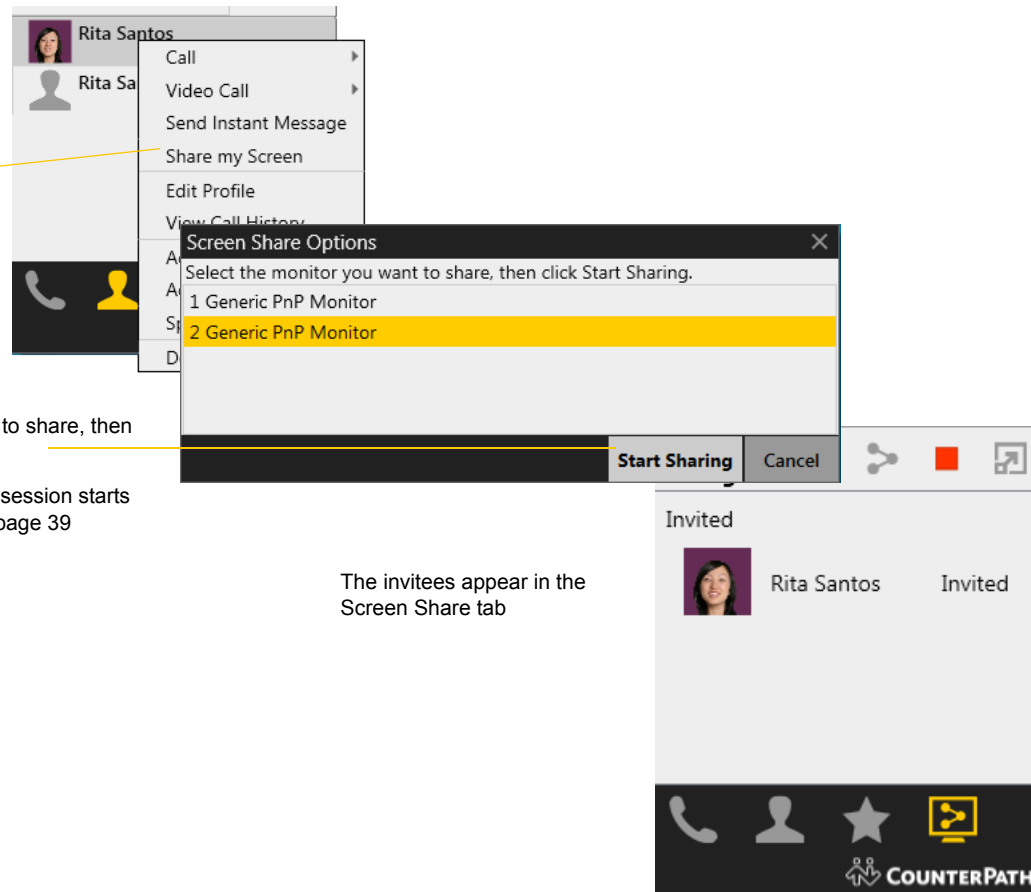
Inviting by Sending an Email

You can invite any participants by email. The invitees do not need to be Bria users and do not need to be contacts.

With this method, the screen share session does not start immediately, which means you can use this method to publish your screen share link for future use. See page 40 for more information.

Click Invite

Click email
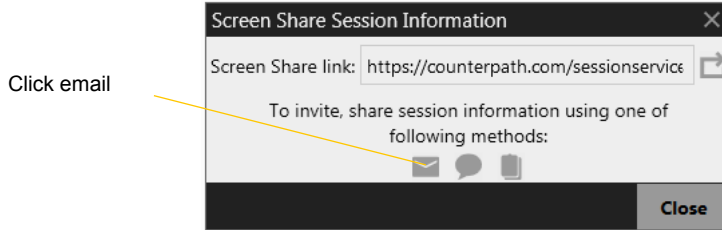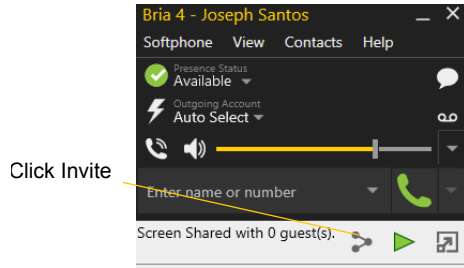
The Send Email dialog for your email editor appears.

Enter the email addresses of the participants and send the email.

The email is pre-populated with a message. You can modify this message, but do not delete the blue screen share link!

When ready, send the email

The screen share session does not start immediately; you must start it manually, see page 39.
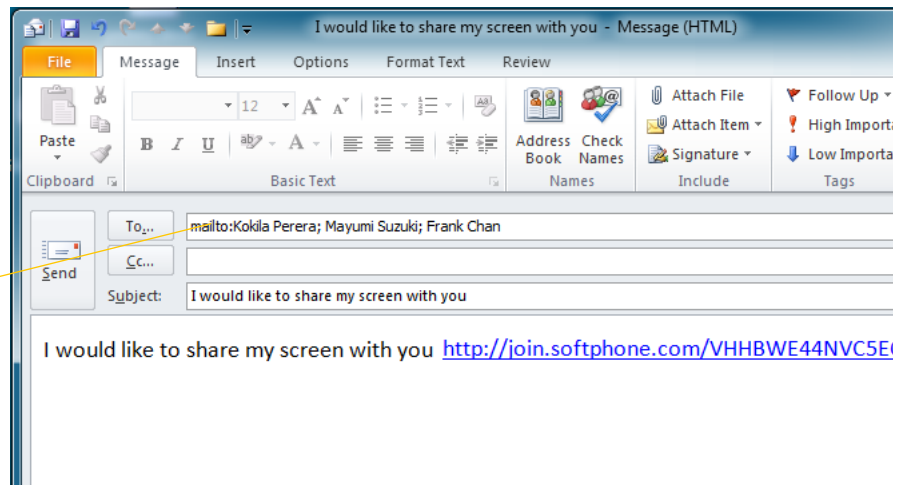
Inviting by Sending an IM to Contacts

You can invite any participants by sending an IM to contacts you specify on the invitation. The invitees do not need to be Bria users. They do not need to be contacts but they must have an address that is IM-able, so either a softphone number or a SIP or XMPP IM address.

With this method, the screen share session does not start immediately, which means you can use this method to publish your screen share link for future use. See page 40 for more information.

Click Invite

Click IM

The Messages dialog appears.

Enter one or more addresses

The new message area is pre-populated with a message. You can modify this message, but do not delete the blue screen share link!

When ready, click

The invitation

The screen share session does not start immediately; you must start it manually, see page 39

Inviting by Copying and Manually Pasting the Screen Share Link

You can copy the screen share link to the clipboard and then send the link to invitees using whatever method you want. The invitees do not need to be Bria users.

With this method, the screen share session does not start immediately, which means you can use this method to publish your screen share link for future use. See page 40 for more information.

Click Invite

Click clipboard
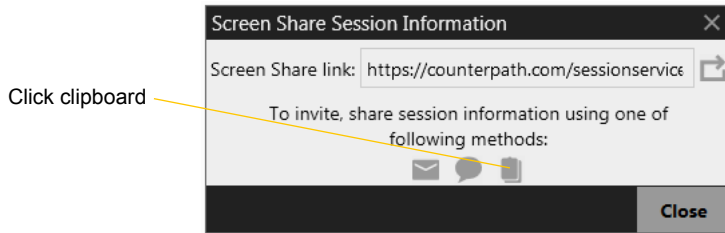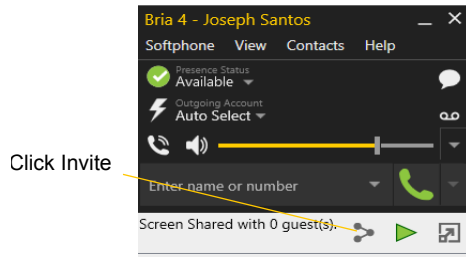
The Messages dialog appears.
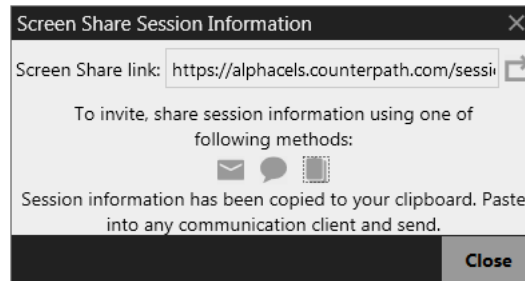
Combining Methods

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

Starting a Session

If you invite people and choose not to start the session immediately, you can start it whenever you are ready by clicking the Start button. Participants will see your screen as soon as they open a browser to the Screen Share link that you provided to them.
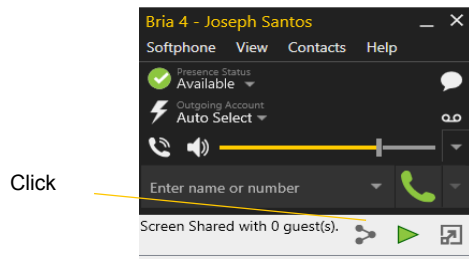
Click
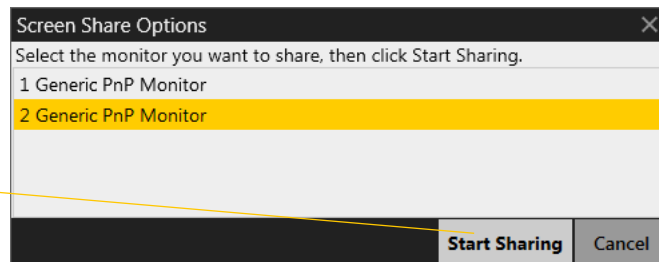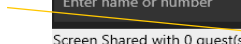
Choose a monitor to share, then click Start Sharing

The screen that is being shared is outlined in yellow
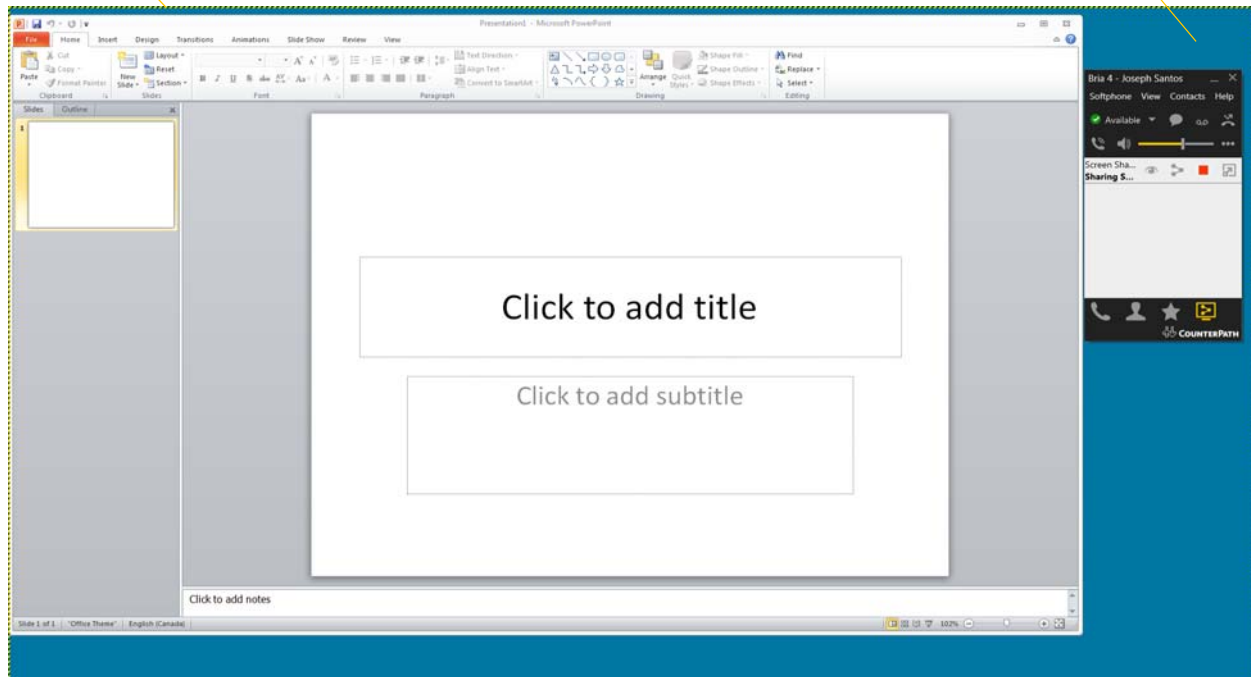
The background color of the shared screen might change for the best screen share performance. It will go back to the original color after the session is over.
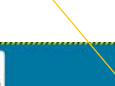
Managing a Session

Some invitees and all participants appear in the Screen Share tab.

A person you invited by selecting from the Contacts or Favorites appears in this list as soon as you invite them. When they accept the invitation, their status changes from Invited to Joined

A person you invited in one of the other ways appears only after they accept the invitation. The name that appears is the name they enter in the join dialog.
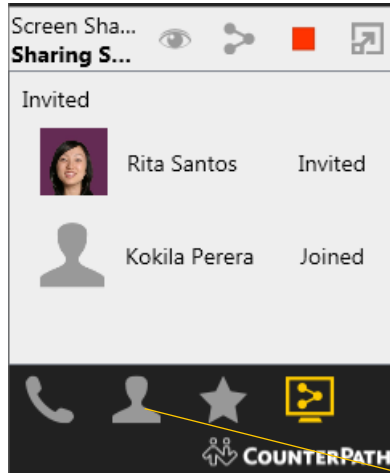
Clicking a different tab does *not* end the session

To temporarily stop sharing your screen, click Show/Hide
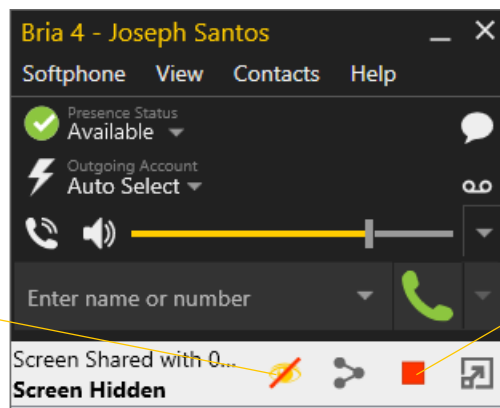
To end the session, click Stop

Managing the Screen Share Link

When you send an invitation, Bria generates a Screen Share link that includes a session ID:

`http://join.softphone.com/ABCDEFGHIJKLM`

The session ID portion of the link (ABCDEFGHIJKLM in the above example) is unique to you as a user. Each time you send an invitation, this session ID will be used. A new session ID will not be generated.

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

Generating a New Session ID

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

On the Screen Share tab, click Invite to show the Information dialog

Then click Generate to create a new screen share link
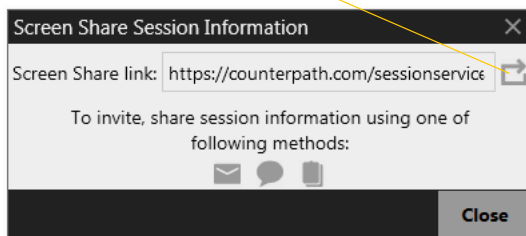
Click OK to confirm
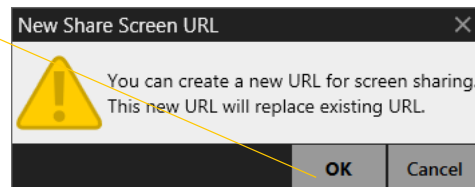
A new session ID. The old ID no longer lets other people view your screen share
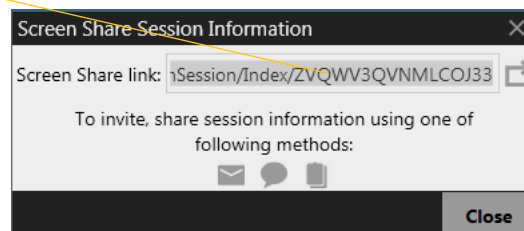
Receiving an Invitation

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

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

Click Join
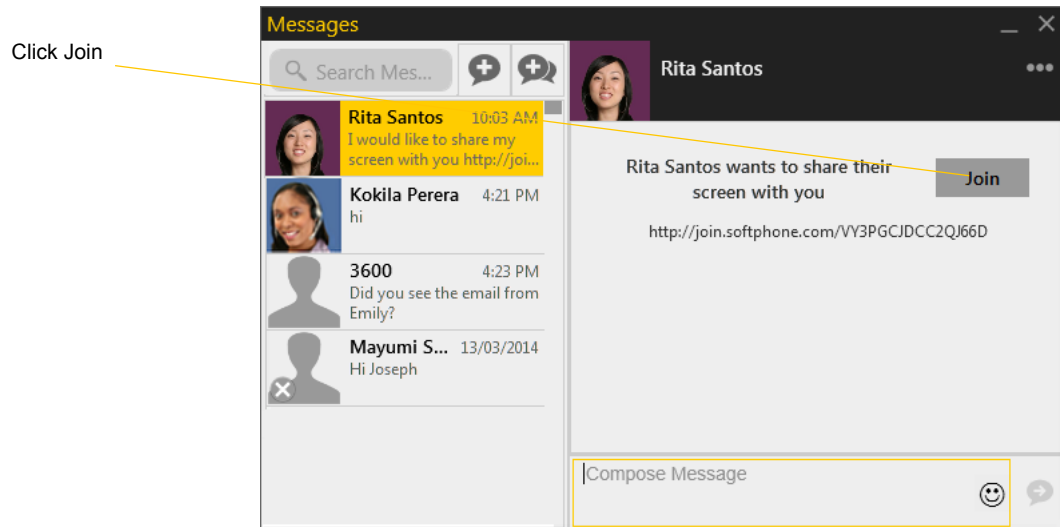
The other person's screen appears   To leave the session, close the window
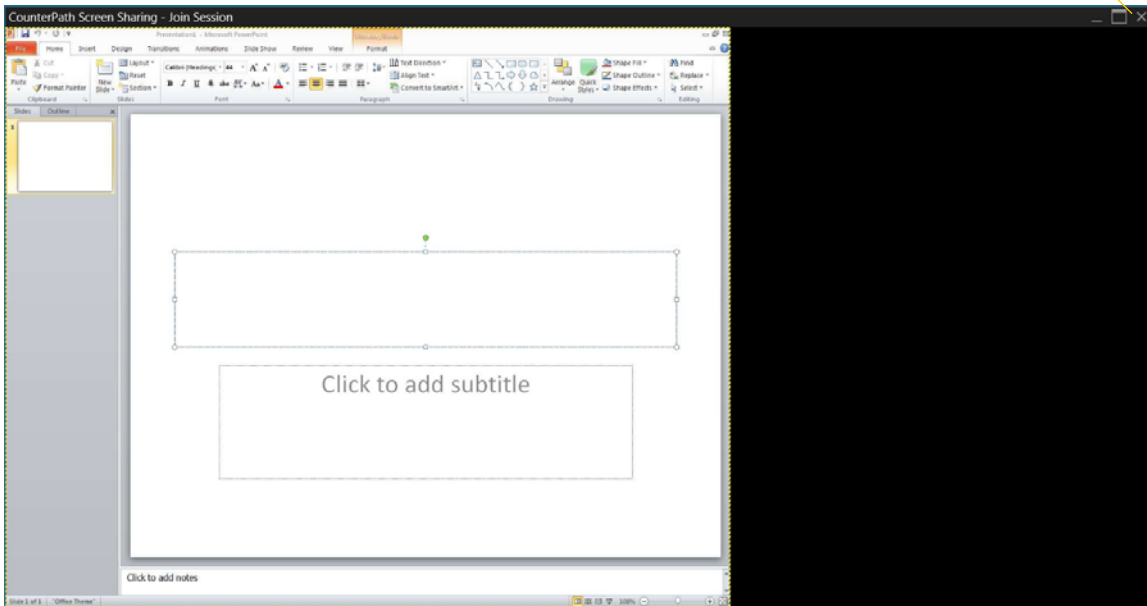
If the screen share window moves behind other screens, click Ctrl-Shift-Alt-S to bring it to
the front and in focus.
You can change this shortcut key; see page 71.

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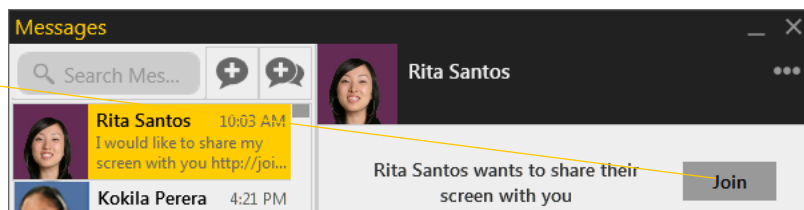
5 Contacts

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

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

Search entire contact list

Move the list back to the main window

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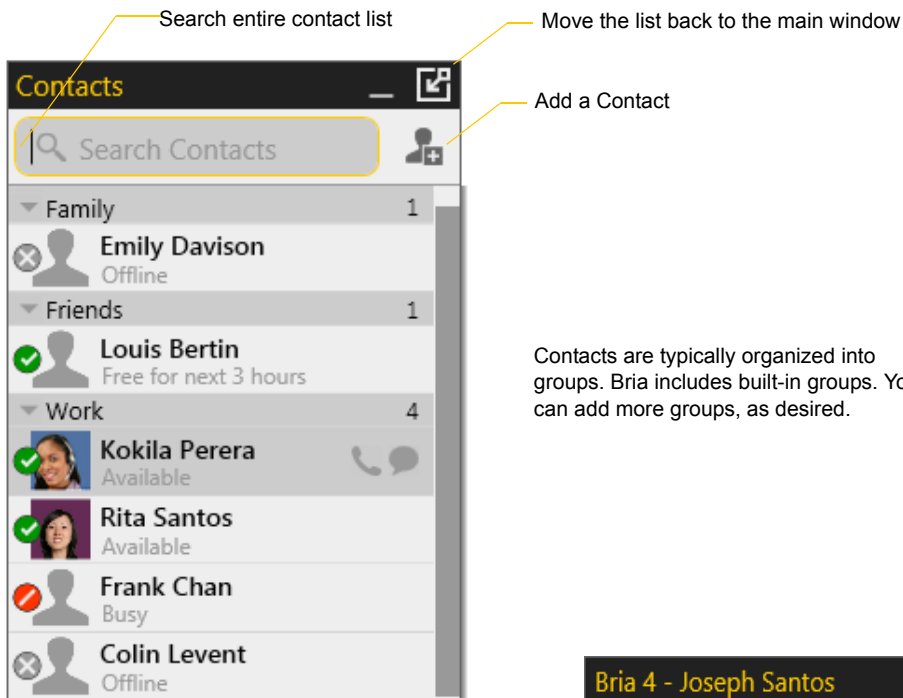
Contacts are typically organized into groups. Bria includes built-in groups. You can add more groups, as desired.

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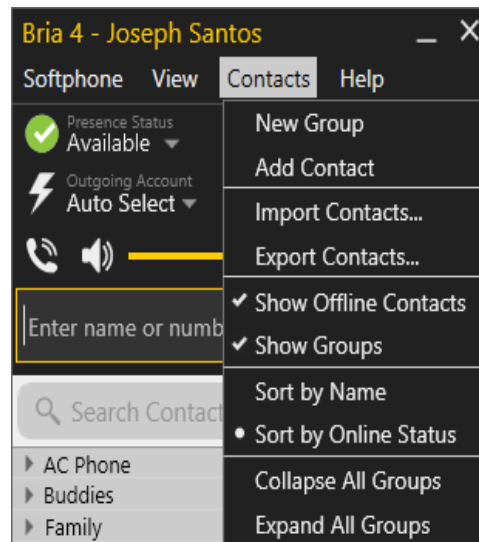
5.1 Populating the Contact List

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

Ways to populate Bria's contact list:

- By importing contacts. See below for configuration.
- From the Microsoft Outlook Address Book. See "Outlook Account" on page 66 for configuration.
- From an XMPP account.
- From an LDAP or Active Directory. See "Directory Tab" on page 59 for how to use it.

Populating by Importing Contacts

You can populate the Bria contact list by importing from an external file or files. Your system administrator may have placed a file on a server for you to import. You can also import your own file or files, as many as required. The new contacts will be added to the existing contacts.

You can import a contact list from:

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

Setting up an Excel File for Import

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

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

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

   For a complete list of headings, see page 76.

3. Save the file as *.csv.

Importing Contacts

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

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

Exporting Contacts

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

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

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

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

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

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

5.2 Adding a Contact

Adding a Contact Using an Existing Address

You can add a contact by capturing existing information:

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

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

If the contact method is Softphone or Jabber, an online status request is sent to this person. See "Watching Others' Status" on page 52.

Manually 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	

Field	Description
Display name (required)	The display name for this source of information. For example, the display name from the XMPP contact list.
First name, Last name	Optional.
Contact Methods	Enter as many contact methods as you want. Enter a person's IM address as follows: • If you use the SIP account for IM and presence, choose Softphone. • If you use a XMPP account for IM and presence, choose Instant Message. If you have more than one account of a given type, include the domain (for example, 1440@domainA.com) to ensure that the number or address gets associated with the correct account.
Presence	This field is automatically populated when you enter an address in the Softphone or Instant Message field. It indicates that you are sharing online presence information using this address. The address is also shown in the list in the Primary presence field, above.

Changing Contact Information

To change the information for a contact, right-click the contact and choose Edit Profile. The Contact Profile dialog appears (page 46).

Merging and Splitting Contacts

To merge contacts, select contacts and right-click to reveal the menu. Or you can drag one or more contacts to a contact. The dialog appears confirming that you want to merge contacts.

Moving or Deleting a Contact

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

5.3 Managing Groups

Bria has built-in groups. A contact must belong to at least one group.

You can perform the following actions to the group:

- Send Broadcast IM
- Start group chat
- Screenshare
- Add to Alert list
- Add to Favorites

Adding, Deleting or Renaming Groups

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

5.4 Using Contacts

In the Contacts tab, you can:

- Double-click a contact to phone or IM (depending on how double-clicking is configured in Preferences > Application).
- Click a contact to view the flyout
- Right-click to show the menu, or
- Hover over a contact to revel icons for single-click phoning or IMing.

Click a contact to view the flyout.

Click a contact method to perform its action

You can watch the contact's online status, if the contact has a softphone or IM address.
See the table on page 54 for the meaning of the online status icons.
See "Sharing Online Status" on page 52 for information on obtaining online status information.

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.

See page 25

See page 28

See page 33

See page 34

See page 55

See page 58

5.5 Setting up Contacts for Presence

To see someone's presence, you need to set up the contact information in the certain field in the Contact Profile.

In order for a contact to include a presence icon, it must be "presence-ready" and you must be subscribing to the contact. ("Presence-ready" means that the contact has an address that allows for presence data to be shared.)

To use presence on a SIP account, make sure that your VoIP service provider supports this service over SIP.

Source of Contact	A contact is "presence ready" if	If the contact is "presence ready" and the presence icon still does not show
Manually entered or from File Import	The contact has an address in the Softphone field. Verify this on the Contact Profile. If SIP addresses are not appearing in the Softphone field and you initially populated the contact list by importing a file, the easiest solution is to fix the file and redo the import.	• Make sure the SIP account is enabled.
XMPP	The contact has a Jabber address in the Instant Message field. Verify this on the Contact Profile.	• Make sure the XMPP account is enabled • Make sure you clicked the Enable XMPP Presence button on the Contact Profile. When you click this button, the Instant Message address appears in the Presence field. See below.
Outlook	The Outlook contact has an address in the "softphone mapping" field. The "softphone mapping" field is identified in the Outlook Account window in "Field to use for Softphone address". Bria recognizes the "softphone mapping" field as containing a SIP address: an address that can be used for a phone call and for IM and presence via a SIP account.	• Make sure the SIP account is enabled. • If you specified the wrong "softphone mapping" field, you can change it later from Account Settings > Your Outlook account.

Example – Contact with a Softphone Number

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

Enter the person's phone number in Softphone field

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

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

5.6 Sharing Online Status

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

Online status of other people

Your online status

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

This person is either logged out or is not publishing their online status
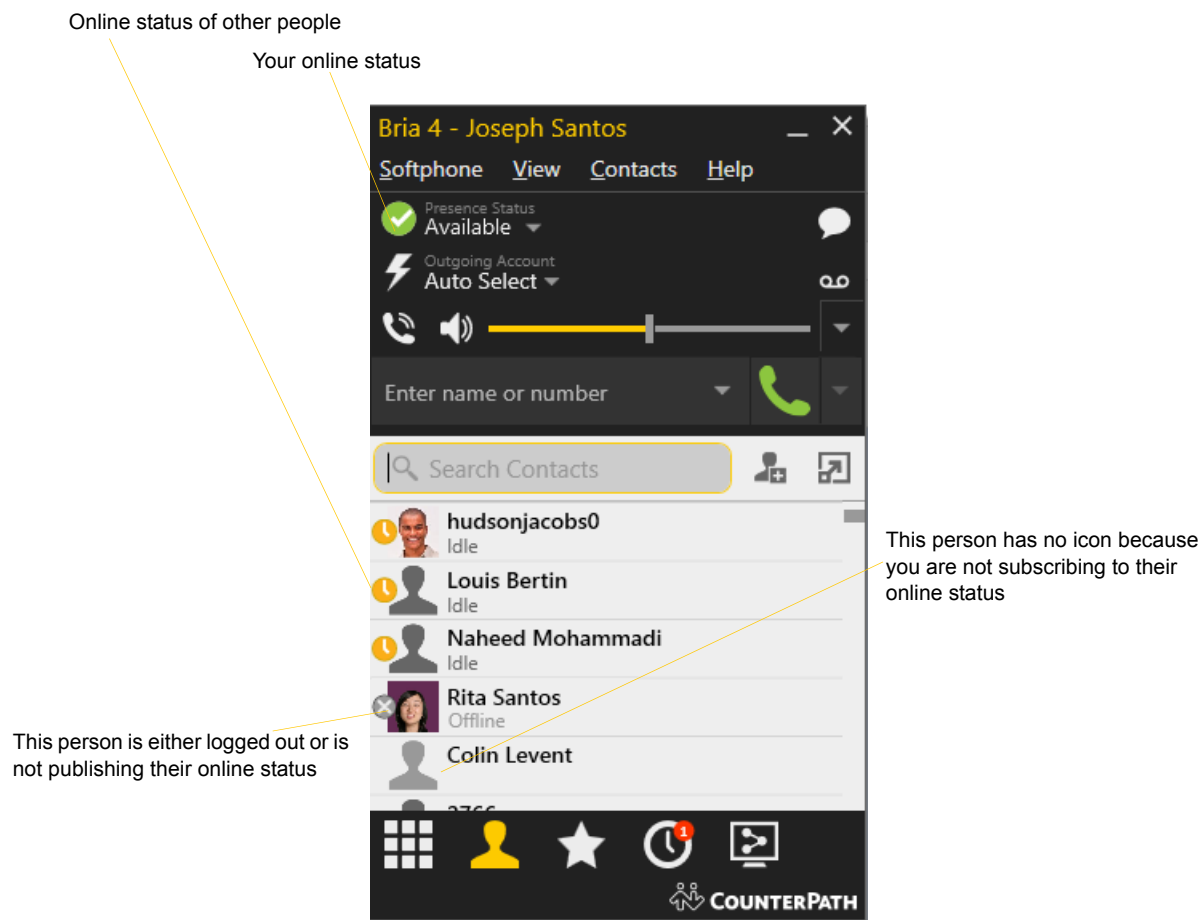
Watching Others' Status

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 44.
- 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 66.

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

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

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

Receiving an Online Status Request

Someone who is not one of your contacts may add you as a contact on their end, and may include your softphone number or XMPP address. In this case, Bria receives an online status request.
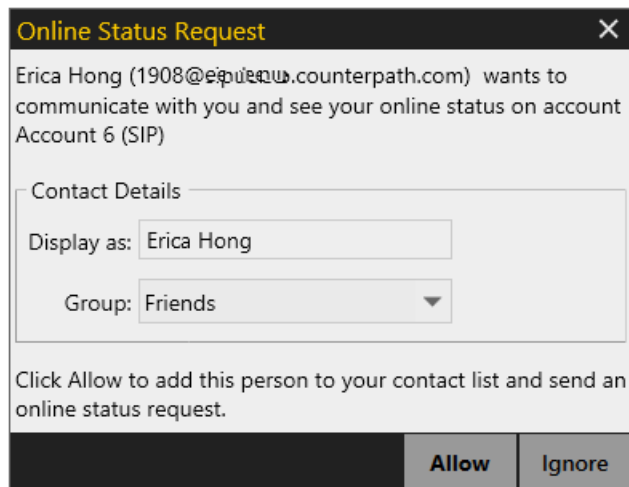
You must respond to the request:

- Allow: This person will be added to your contact list. You can change the display name and the contact group for the person. This same request will automatically be sent from your Bria to the other person, so that you can see their online status. Because you allow the request, you will no longer be bothered by requests from this person.
- Ignore: The other person will not be able to see your online status. The Online Status Request may appear again in this session or a future session.

Setting your Online Status

Changing your Status

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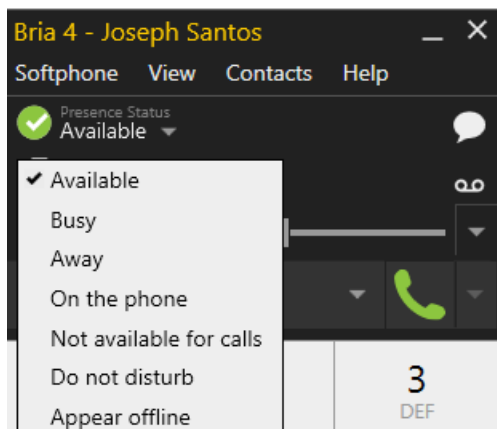
Setting up Status Indicators

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

Status Indicators

Indicator	Meaning for your Status	Meaning for Others' Status
Available	Either: • 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.

Indicator	Meaning for your Status	Meaning for Others' Status
Idle	You have not moved or clicked the mouse or pressed a keyboard key for the Idle period. To set the Idle period see Softphone > Preferences > Application. As soon as you click the mouse or keyboard, your status changes to "Available".	You can contact this person.
Appear offline	You have set your status to this value. The other person sees you as offline, even though you are actually online. The other person cannot tell the difference between this status and you really being offline.	The contact is either not logged on or does not want to share online status.
No icon	Not applicable	You are not watching the other person's status.

5.7 Adding Contacts to the Alert List (Buddy Pounce)

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

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

Alert List icon

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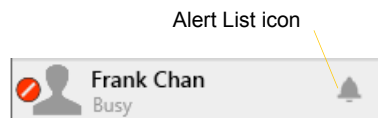
When the contact's status changes, a notification appears.

Windows 7

The time at which the contact's status changed

Click to phone or IM this person

Frank Chan
Alert List - 10:21 AM
Available

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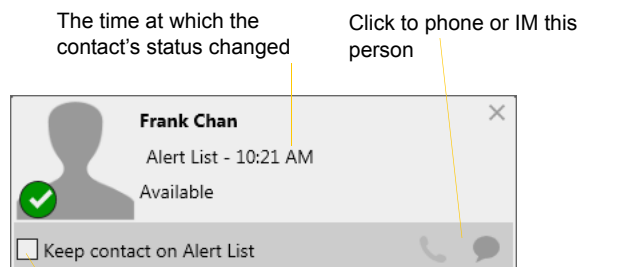
Click to keep the contact on the alert list; the next time the contact's status changes, another notification will appear. Or leave unchecked to stop receiving notifications.

Windows 8 or later

The popup does not allow you to take any action.

joseph.santos.c
Alert List
Available
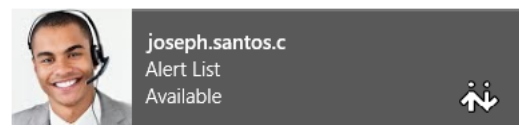
6   Using Other Resources

6.1 History Tab

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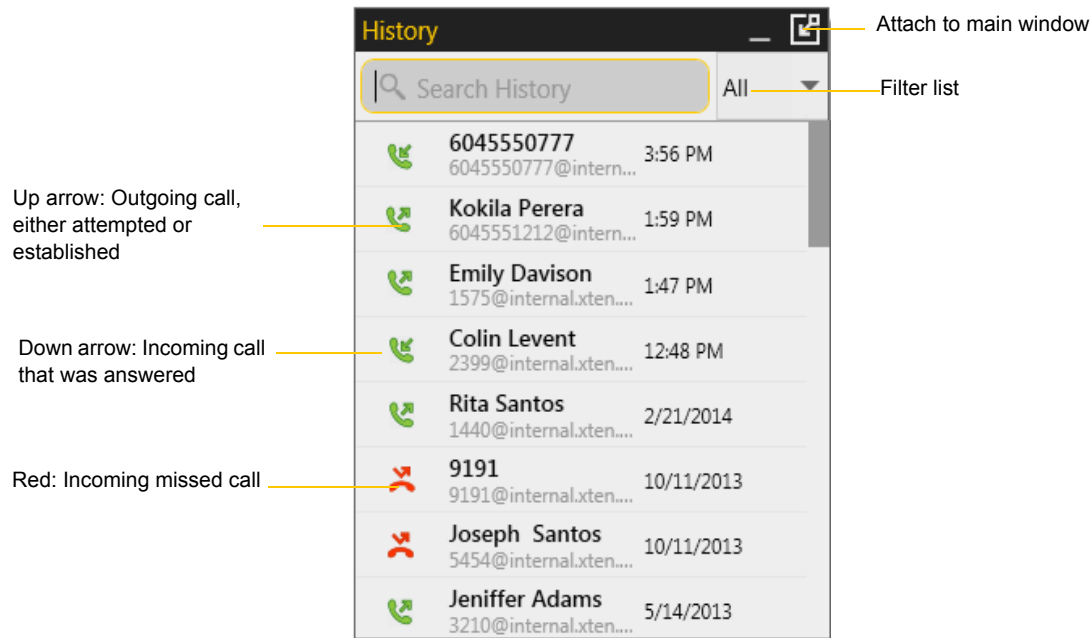
Managing the Lists of Calls

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

- Delete the entry.
- Delete all entries in the list.
- Edit the profile if the entry is a contact.
- Add as contact. The Contact Profile appears (page 46).

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 18.

6.2 Favorites Tab

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

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

To view the Favorites tab, go to the main menu and choose View > Show Favorites.
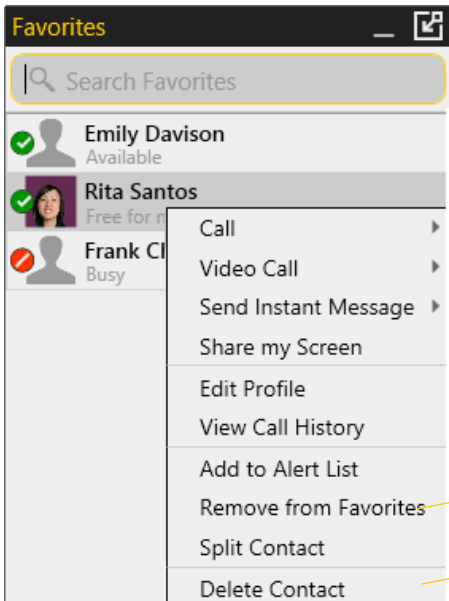
You can perform nearly all the same actions on the contact in the Favorites tab as you can in the Contacts tab.
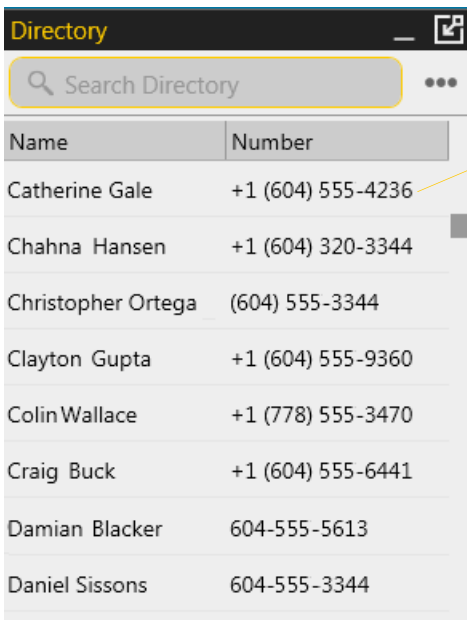
Removes from Favorites but does not remove from the contact list

Removes from Favorites and the contact list

6.3 Directory Tab

The Directory tab is available only if your system administrator has set up Bria to access a corporate directory.

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

Only one number appears for each entry. There may be other numbers that will show if you try to call this person.

Phone a Person

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

Create a Contact

Right-click an entry and choose Add as Contact. The Contact Profile window appears, populated with all the information from the directory (not only the information displayed in the tab).

Complete the window with any missing information that you want to record and press OK.

When you have "contacts created from directory", the contacts are:

- Automatically updated whenever the corresponding directory entry changes.
- Automatically deleted if the corresponding entry is deleted from the directory.

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

7   Troubleshooting

Choose Help > Troubleshooting to display the Troubleshooting window.

7.1 Testing Audio Devices

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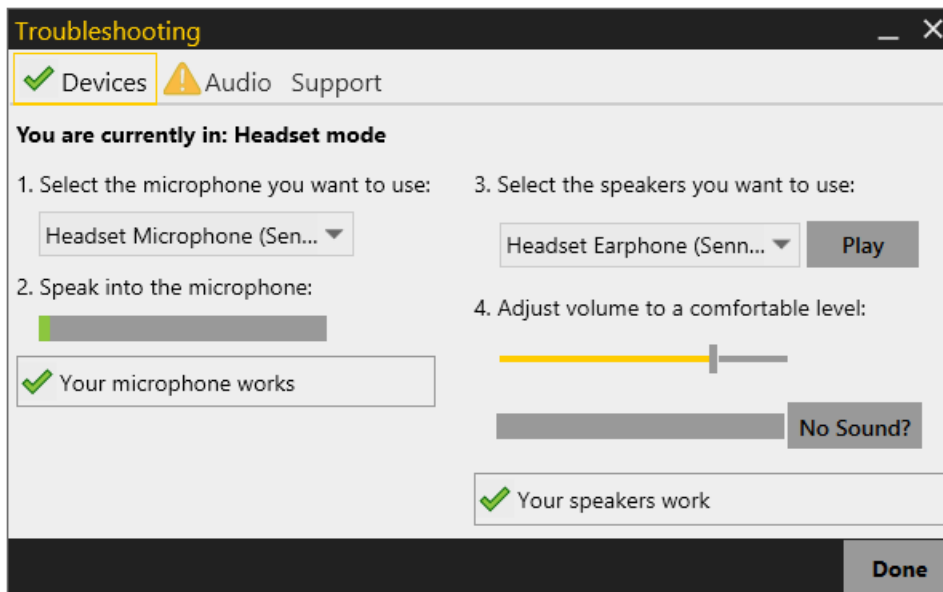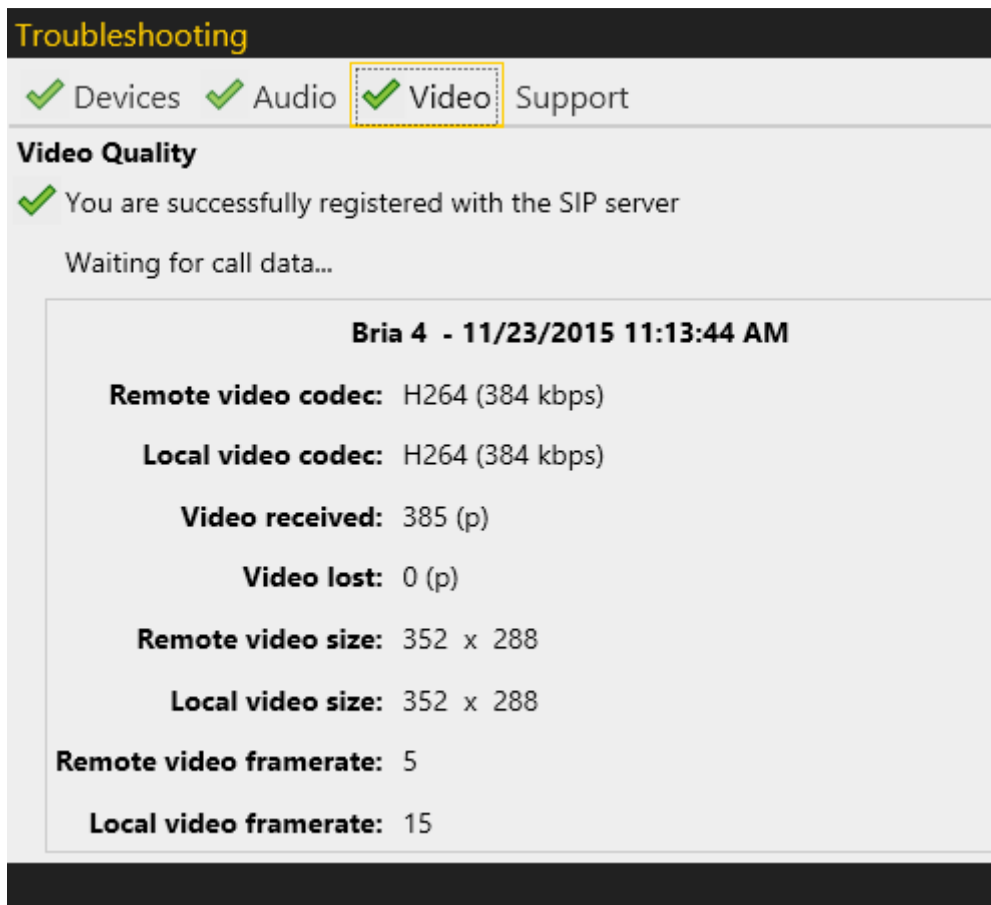
7.2 Testing Audio Quality

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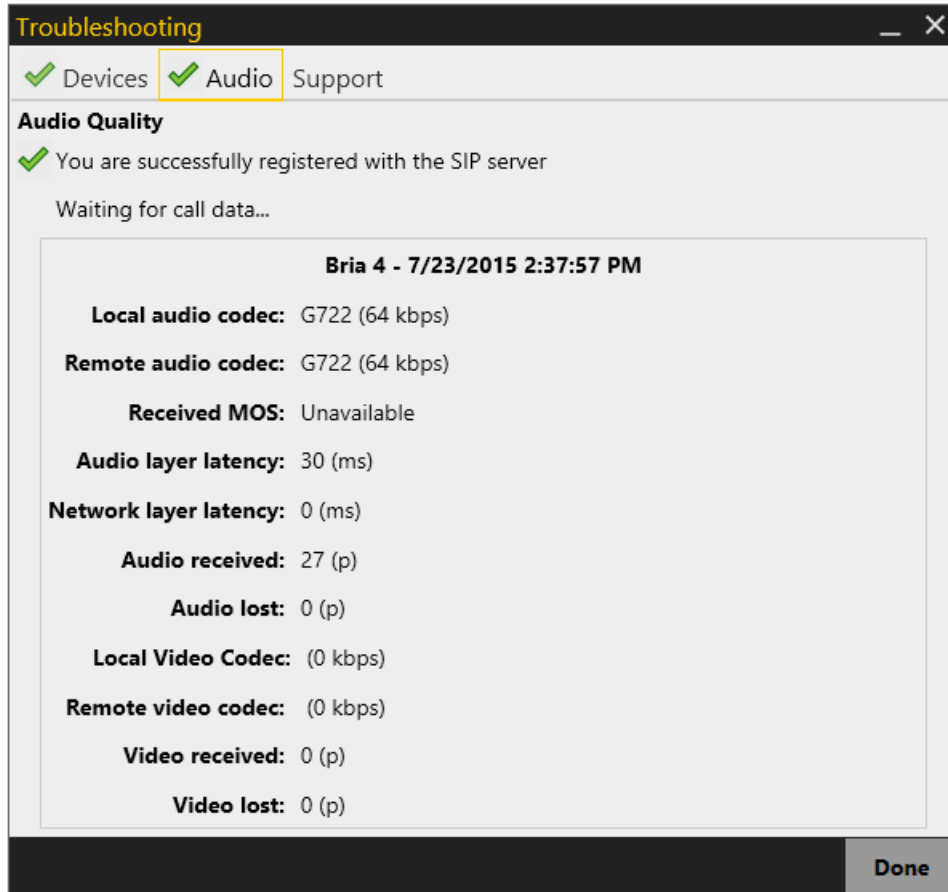
7.3 Testing Video Quality

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

7.4 Support - Sending a Diagnostic Log

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

1. Change the log level to Verbose

2. Perform the actions you want to capture. For example, if you have an one-way audio, make a call in the same way as you experienced the issue.

3. Send a log.

Troubleshooting

✔ Devices ✔ Audio Support

Still having problems?

For support information go to: CounterPath Support FAQ

Logging

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

Send Log Log Level

View Log Standard   Verbose   Debug

Previous Log Reports

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

Done

4. Provide a description.

5. Click to send.

Send Log Report

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

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

Cancel   Send Log

- You can also view the latest log by clicking the View Log button.
- Bria displays reference numbers of previous logs. This could be helpful when you talk to Customer Support. Although you cannot view these previous logs from Bria, the customer support representative can view them on the log server by using the reference numbers.

8   Configuring Accounts

Bria has two configuration parts: account settings and preferences. This chapter describes account settings.

Account settings will be configured by your system administrator, except for the Outlook account.

8.1 Accounts Settings Window

Choose Softphone > Account Settings from the menu. The Account Settings window appears, showing all the accounts currently set up. From this window, you can enable or disable an account.

Here is a typical setup

Your "corporate" SIP account

Your "corporate" XMPP account

An Outlook account. This account is automatically created for you in some situations; see page 66.

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

✓	The account is the "preferred account". Appears if you have multiple SIP accounts configured.
●	The account can be used for phone calls by selecting it on the dashboard (page 9) if the account is enabled/registered.
Empty	The account cannot be used for phone calls because it is either a non-SIP account or a SIP account with calling disabled.

8.2 Outlook Account

You can integrate Outlook contacts with Bria. Bria offers two ways: via contact import or using the Outlook account. The difference is that contacts are synchronized if you integrate using the Outlook account, while via contact import, contacts are imported once and not kept in sync. This section describes how to integrate Outlook contacts and remain in sync.

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

Table 1: Outlook Account Properties – Account

Field	Description
Outlook profile	The default Outlook profile detected by Bria.
	If your Outlook is set up with more than one profile, and you want to use a different profile other than the default, you need to change the default profile using Outlook. After you configure Outlook, Bria will detect the default profile you changed to.
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

9 Configuring Preferences

Choose Softphone > Preferences. The Preferences window appears.

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

9.1 Preferences – Application
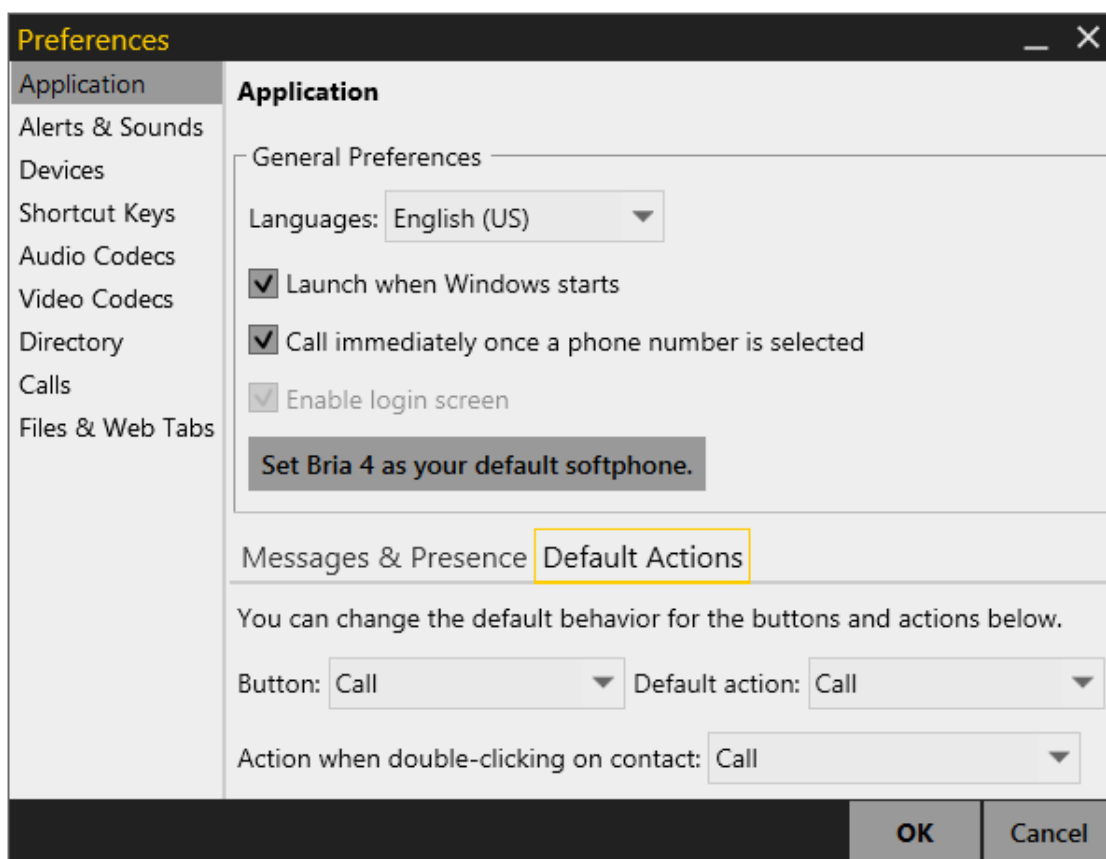
This panel lets you set your preferences for general GUI behavior.

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.

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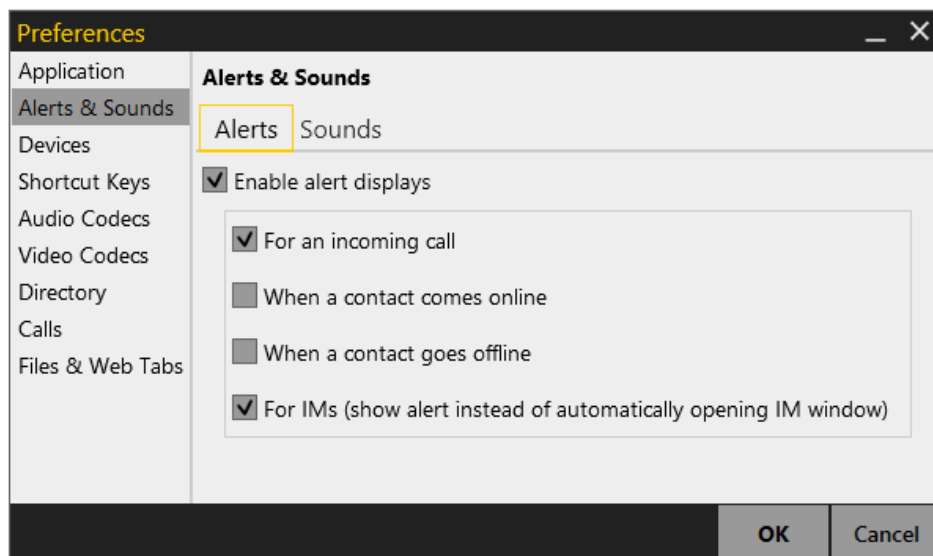
The tabs on this panel let you control the Call Alerts box and lets you assign sounds.

Alerts

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

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

Windows 7
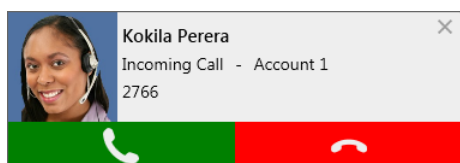
Windows 8 and 10
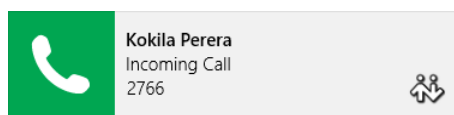
Sounds

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

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

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

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

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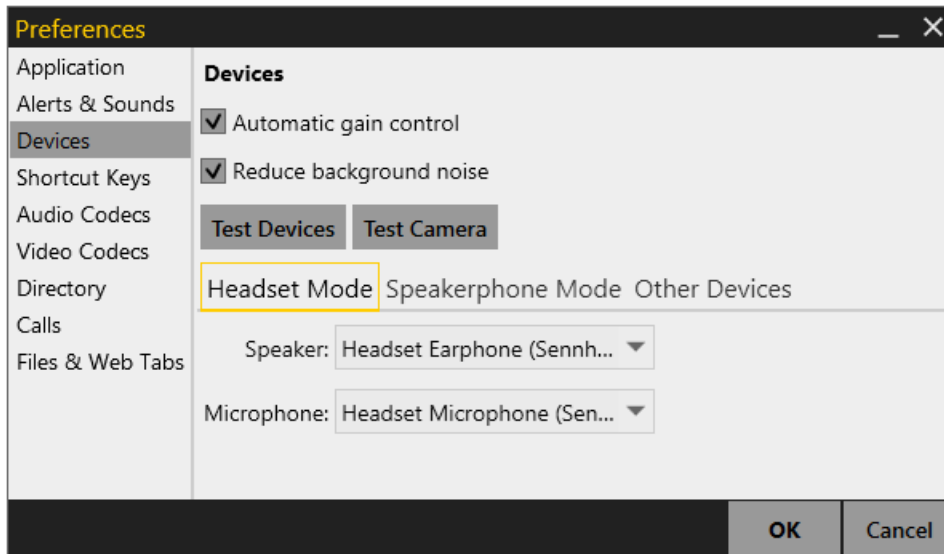
Bria automatically detects devices at each startup, and selects the most appropriate device for each purpose. If you do not like this selection, you can override it on this panel.

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 2: Preferences – Devices

Field	Description
Automatic gain control	On to automatically adjust the audio gain.
Reduce background noise	Automatically attempts to remove background noise. Typically on for the speakerphone.
Test Devices	For information on the Test Devices button, see page 61.
Test Camera	Click to check if Bria can use your camera. The video window opens, and shows a message.
Headset Mode	
Speaker Microphone	Change these fields only if you want to override the devices that Bria automatically selected. In both these fields, select the headset you are using. The headset is the device that is usually used for the speaker (the sound you hear) and microphone (recording your voice). The only situation in which the headset is not used is when the Speaker Phone button on the dialpad is pressed. Therefore, unless you will always be using Bria in speakerphone mode, you must make a selection here. Select the headset in both the Speaker device field and Microphone device field.
Speakerphone Mode	
Speaker Microphone	Same as headset mode, but for the device to use when speakerphone is one (on the toolbar). Select None if you do not have a speaker phone. The Speaker Phone button on the dialpad will be disabled. You can set different devices for the speaker and microphone: for example, you can set the speaker to the speakerphone and set the microphone to your headset.
Reduce echos	Turning this feature on improves sound quality. This feature is typically on.

Table 2: Preferences – Devices

Field	Description
Other Device	
Ring On	Change this field only if you want to override the devices that Bria automatically selected.
	The device where you want to hear the phone ringing: the headset, the speakerphone, or none.
Camera	This field appears only on versions of Bria that include video functionality.
	Change this field only if you want to override the devices that Bria automatically selected.
	Select the camera model.
Max Resolution	Leave at standard, or change the size as follows:
	• 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.

9.4 Preferences – Shortcut Keys

You can enable shortcut keys to several functions.

Click to enable shortcut keys.

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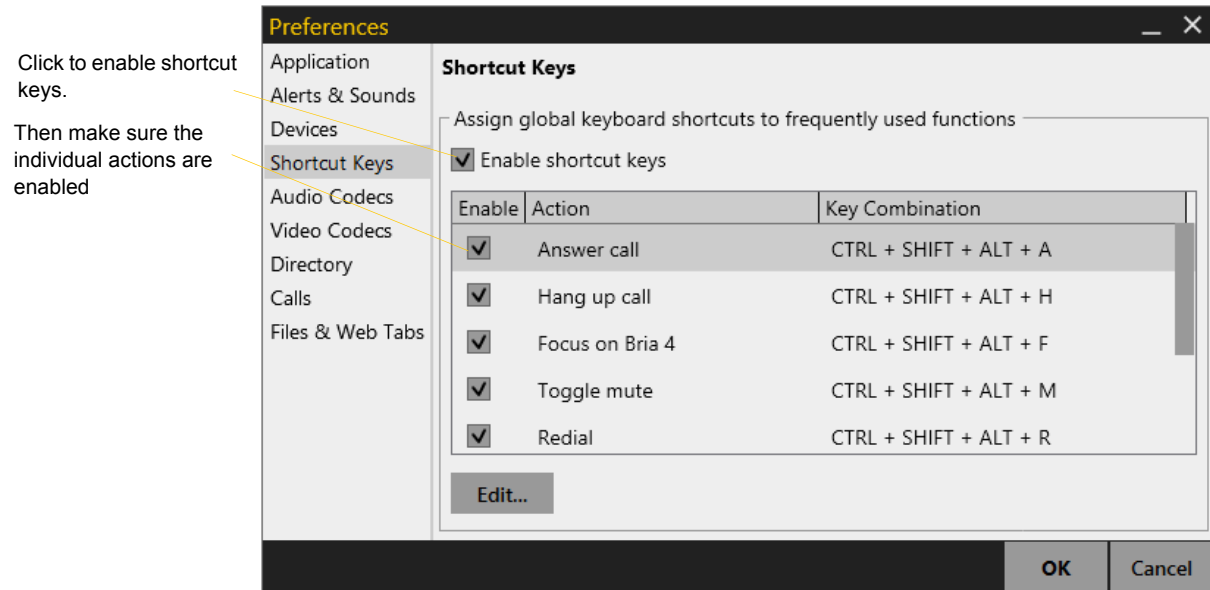
Customizing the Shortcut Key Combinations

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.
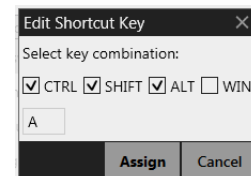
The following rules apply:

• 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.

9.5 Preferences – Calls

Table 3: Preferences – Calls

Field	Description
Answer Calls	These settings let you configure how you want auto answer to handle incoming calls, when Auto Answer is enabled. (To enable Auto Answer, see page 12)
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 or your system administrator for the correct setting.
	In-band means that Bria will encode the DTMF signals in the audio stream as regular sound. Typically, DTMF is not sent in-band; in-band is only used in specific situations.
	One scenario in which it might be advisable to send in-band is if you own your gateways and:
	• One or more of these gateways does not support RFC 2833 or does not handle it well, and
	• Your gateway is using codes that reproduce DTMF tones well.
	In this case, sending in-band will ensure that DTMF tones get through (because the DTMF tones will bypass the gateway) and that they reproduce accurately at the receiving end.
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.

Table 3: Preferences – Calls

Field	Description
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.

A Application Hot Keys

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

B Contact List Headings

Following is a list of all the headings that are used in the Bria contact list. This list can be useful when formatting a contact list in order to import it into Bria. For details, see "Populating by Importing Contacts" on page 44.

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

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

C Other Ways to Run Bria

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

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

For example:

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

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

Click

Preferences — ☐ ✕

Application	**Application**
Alerts & Sounds	
Devices	┌ General Preferences
Shortcut Keys	Languages: English (US) ▼
Audio Codecs	☑ Launch when Windows starts
Video Codecs	☑ Call immediately once a phone number is selected
Directory	☑ Enable login screen
Calls	
Files & Web Tabs	**Set Bria 4 as your default softphone.**

Messages & Presenc

You can change the def

Button: Call

Action when double-clic

Control Panel\All Control Panel Items\Default Programs\Set Defau... – ☐ ✕

◄ ► | ▼ Set D... ▼ Set Progr... ▼ | ↻ | Search Control Panel 🔍

File   Edit   View   Tools   Help

Set associations for a program
Select the extensions you want this program to open by default, and then click Save.

Bria 4
CounterPath Corporation
http://www.counterpath.com

☐ Select All

Name ▲	Description	Current Default	
Protocols			
☑ CALLTO	URL:callto Protocol	Bria 4	
☑ SIP	URL:sip Protocol	Bria 4	
☑ TEL	URL:tel Protocol	Bria 4	

Select the protocols and click Save.

Save   Cancel

D Glossary

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