COUNTERPATH

Bria 2.4 *for Windows*

User Guide

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This manual corresponds to Bria version 2.4.

Contents

1   Introduction

Bria is a softphone from CounterPath that enables you to make VoIP phone calls, to send and receive instant messages, to share presence (availability) information, and to exchange files. Bria implements SIP-based standards for phone calls, IM and and presence, allowing you to work with a multitude of different VoIP servers and service providers. Bria also uses XMPP-based standards for instant messaging (IM) and presence.

Standard Telephone Features

The CounterPath Bria has all standard telephone features, including:

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

Enhanced Features and Functions

The CounterPath Bria also supports the following features and functions:

- IM and presence using the SIMPLE protocol or the XMPP protocol.
- IM conferencing (Group Chat) via an XMPP account.
- Managed contact list – importing and exporting contacts between Bria and other applications.
- File transfer via an XMPP account.
- Automatic detection and configuration of audio and video devices.
- Acoustic echo cancellation, automatic gain control, voice activity detection.
- Support for the following audio codecs:
  AMR Wideband (G.722.2), Broadvoice-32, Broadvoice-32 FEC, DVI4, DVI4 Wideband, G.711aLaw, G.711uLaw, G.723, G.726, G.729, GSM, iLBC, L16 PCM Wideband, Speex, Speex FEC, Speex Wideband, Speex Wideband FEC.

- Support for the following video codecs:
  H.263, H.263+ 1998, H.264.

- Automatic selection of the best codec based on the other party's capability, the available bandwidth, and network conditions. Bria switches the codec within a call in response to changing network conditions.
- SIP compliance to 3261 SIP standard.
- XMPP compliance as follows:

- RFC 3920
- RFC 3921

Supported extensions:

- XEP-0004
- XEP-0016
- XEP-0022
- XEP-0077
- XEP-0085
- XEP-0092
- XEP-0115

- STUN and ICE NAT traversal. XTunnels for firewall traversal.
- Support for DTMF (RFC 2833, inband DTMF or SIP INFO messages).
- Support for languages.

2   Installation and Setup

2.1 Getting Ready

Account Information

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

- User name
- Password
- Authorization Name (if applicable)
- Domain
- Firewall traversal and other network information; see "Configuring Accounts" on page 65.

XMPP Accounts

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

- Jabber ID: user name and domain. For example, jsantos@domainXMPP.com.
- Password
- Connection information; see "XMPP Account" on page 67.

System Requirements

Processor	Minimum: Intel Pentium III 1.3 GHz or equivalent Optimal: Pentium 4® 2.4 GHz or equivalent
Memory	512 MB RAM
Hard Disk Space	50 MB
Operating System	Windows® Vista® Windows 2000 Windows XP
Connection	IP network connection (broadband, LAN, wireless)
Sound Card	Full-duplex, 16-bit

Microsoft Internet Explorer® 6.0 or later.

Multimedia Device Requirements

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

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

Optimized Devices

Bria is optimized to work with the following:

- Actiontec Internet Phone Wizard
- GN Netcom GN 8120 USB and GN Netcom 8110 USBXP
- Plantronics CS50-USB Wireless Office Headset System
- Polycom® Communicator C100S Wideband USB Speakerphone
- TigerJet RJ11 to USB Phone Adaptor (incorporating the Tiger560C)
- TigerJet USB Phone Set (incorporating the Tiger560C)
- Yealink USB-P1K USB hand phone

Video Cameras

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

2.2 Installing Bria

Run the Bria installer (.msi or .exe file) and follow the prompts in the install wizard.

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

2.3 Configuring Bria

If Bria is not already running, start it as you would any other program: Use the **Windows Start** menu or double-click the desktop icon. Bria appears.

Setting up Accounts

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

1. From the Bria menu, choose File > Account Settings. The Account Settings window appears.
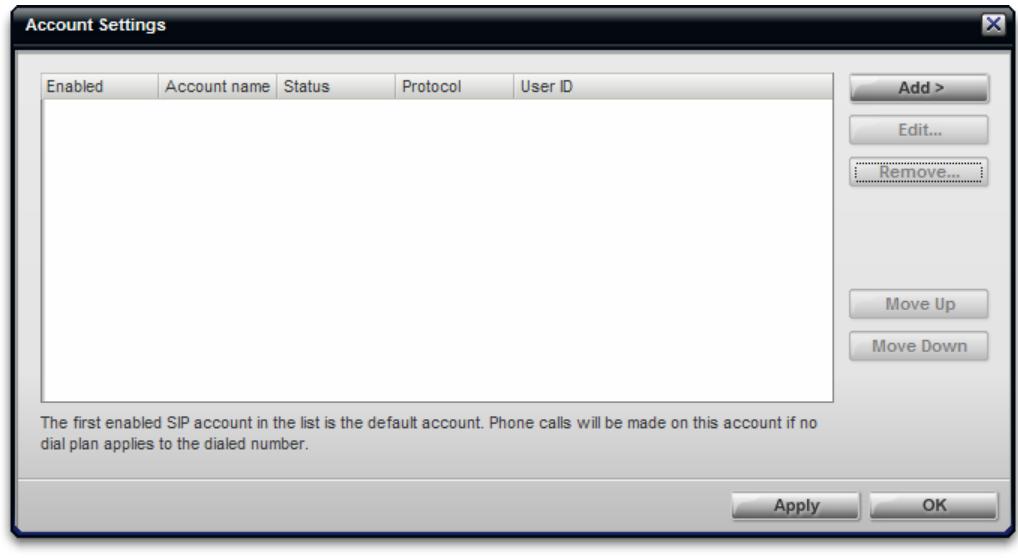
2. Click Add > New SIP Account. The SIP Account window appears.

3. In the Account tab, complete the User Details area with the information obtained from the VoIP service provider.
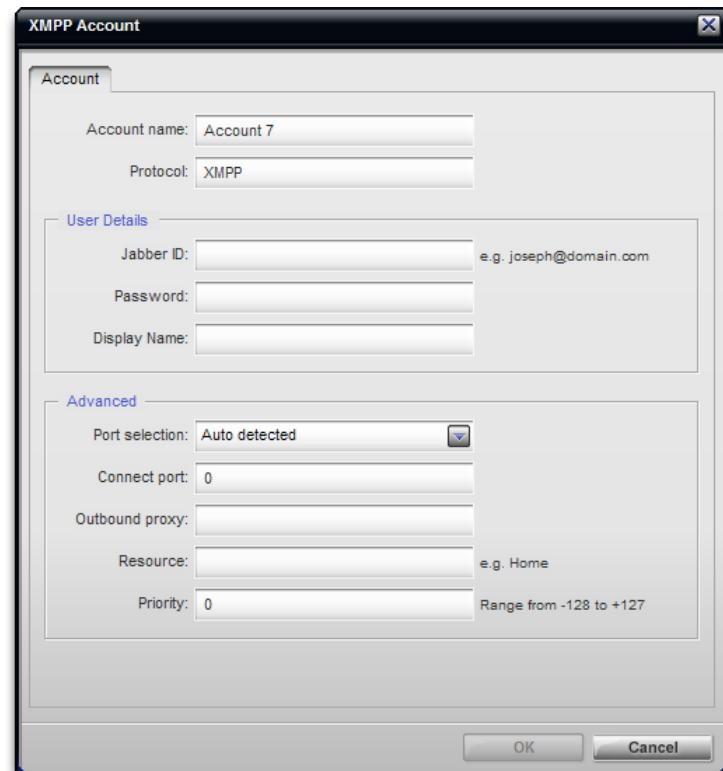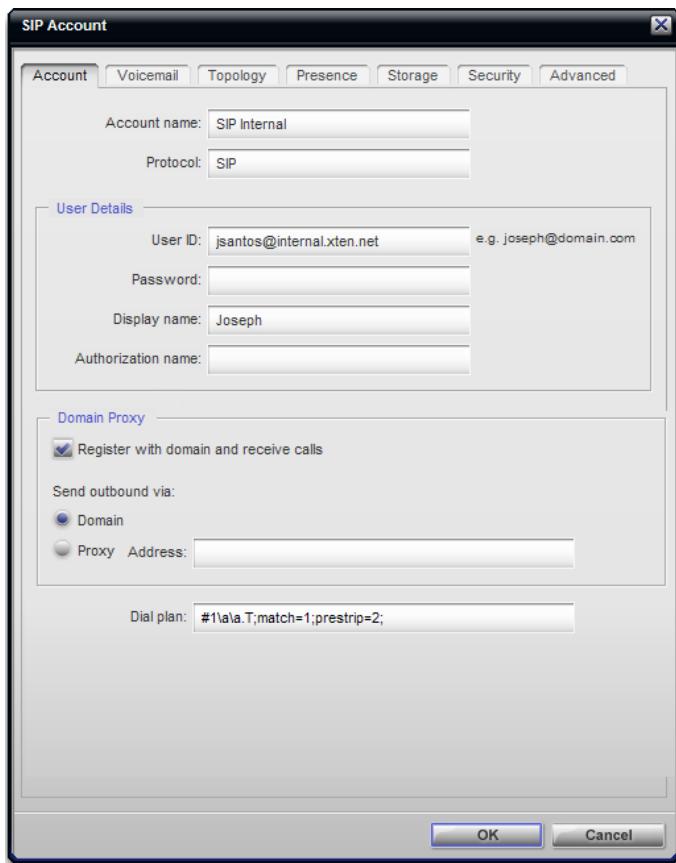
4. Complete the remaining tabs as specified by the service provider or to suit your setup. Settings that you may need to change immediately include:

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

   For more information, see "Configuring Accounts" on page 65.

5. On the Account Settings window, click Apply to register the newly added account.

6. If you are setting up an XMPP account, click Add > New XMPP Account. The XMPP Account window appears.

7. Complete the window with the information obtained from the XMPP service provider. For more information, see "Configuring Accounts" on page 65.

8. On the Account Settings window, click Apply to register the newly added account. Click Close when the Status column is "Ready".

Setting up for Voicemail

Your VoIP service provider may offer voicemail. If it does, then you can set up some voicemail features in Bria. See "SIP Account Properties – Voicemail" on page 71.

Setting up a Contact List

Typically, you will want to create contacts in order to easily make phone calls, send IMs and transfer files. You can set up contacts in several ways:

- During a call that you place or receive, you can add the other party to your contact list. See "Handling an Established Call" on page 19.
- You can add addresses to the Contact list one by one. See "Adding a Contact" on page 36.
- You can import a contact list from a file or from another application. See "Importing Contacts" on page 38.

For general information on contacts, see "Contacts Tab" on page 35.

2.4 Checking for Bria Updates

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

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

3   Using Bria

3.1 Starting Bria

If Bria is not already running, start it as you would any other program: Use the **Windows Start** menu or double-click the desktop icon. Bria appears.

Receiving a Presence Request

If availability is enabled, then at any time you may get a Presence Request dialog box. For information on this request, see "Availability" on page 42.
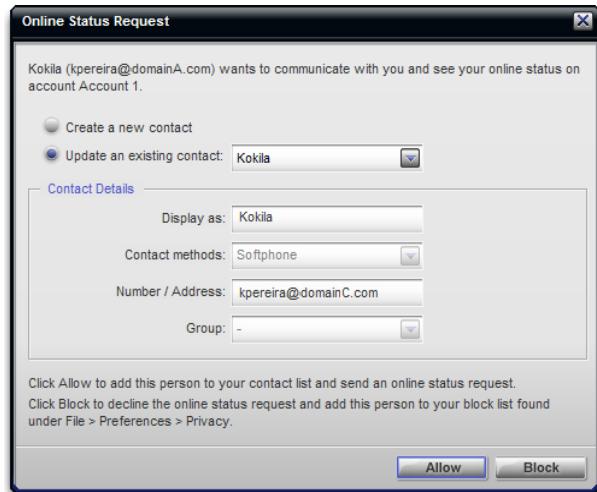
3.2 Shutting Down

To shut down Bria, click File > Exit, or press Ctrl+Q. Note that clicking the Close button (X) on the softphone minimizes Bria to the system tray; it does not exit.

3.3 The Onscreen Softphone

Bria menu. See below.

Call panel. See page 14.

Address Book panel. See page 35.
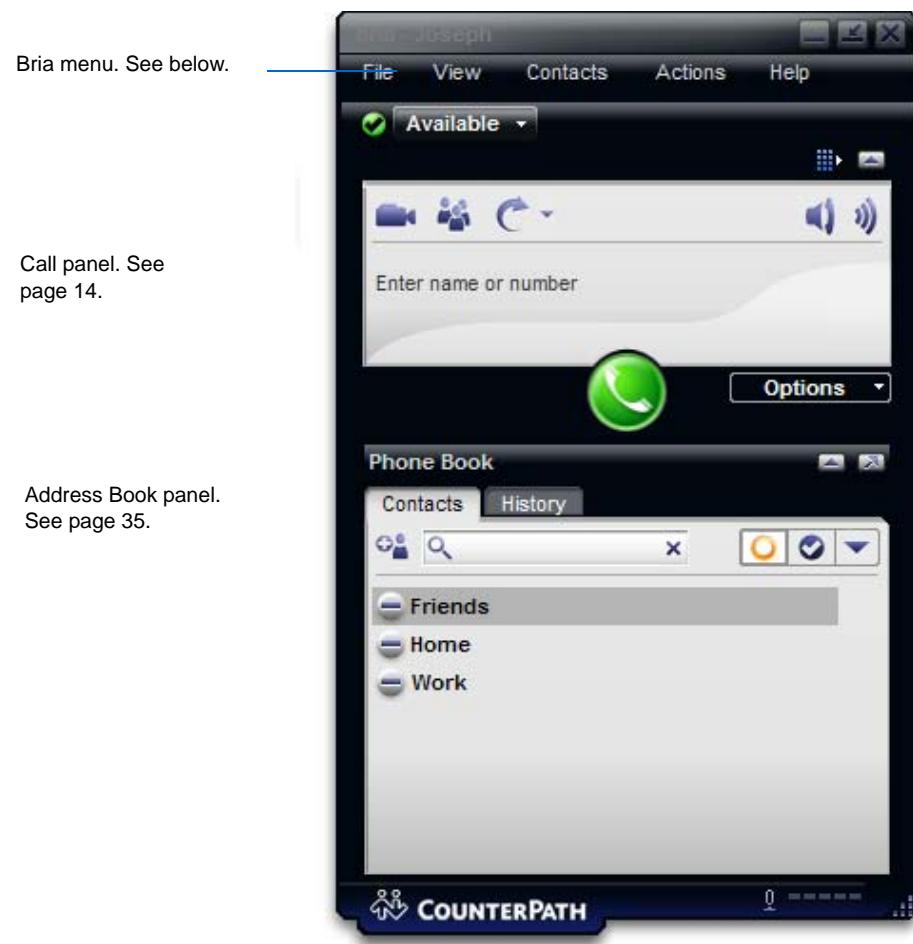
The Bria Menu

File
- My Profile. See page 49.
- Preferences. These settings control the way that you work with Bria and apply to all accounts. See page 50.
- Account Settings. These settings control how Bria interacts with your VoIP service provider, and are set individually for each account. See page 65.
- Exit. To shut down Bria. You can also exit by pressing Ctrl+Q.

View
- Change the GUI. See "Showing and Hiding Parts of the Softphone" on page 12.

Contacts

Lets you work with contacts. Everything in this menu except for import and export can also be performed directly in the Address Book panel.

For information on these actions, including import and export, see page 35.

For information on managing blocked contacts, see "Privacy" on page 47.

Actions

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

Help

Provides access to various service-related features.

Showing and Hiding Parts of the Softphone

Restore to large view

Show/hide Dial pad

Show/hide Video panel

Display as Deskbar. See page 12

Close to System Tray

Close Call panel (only Call entry field will remain). Click again to open.

Move Phone Book to a separate window

Show/hide Phone Book

Drag to resize
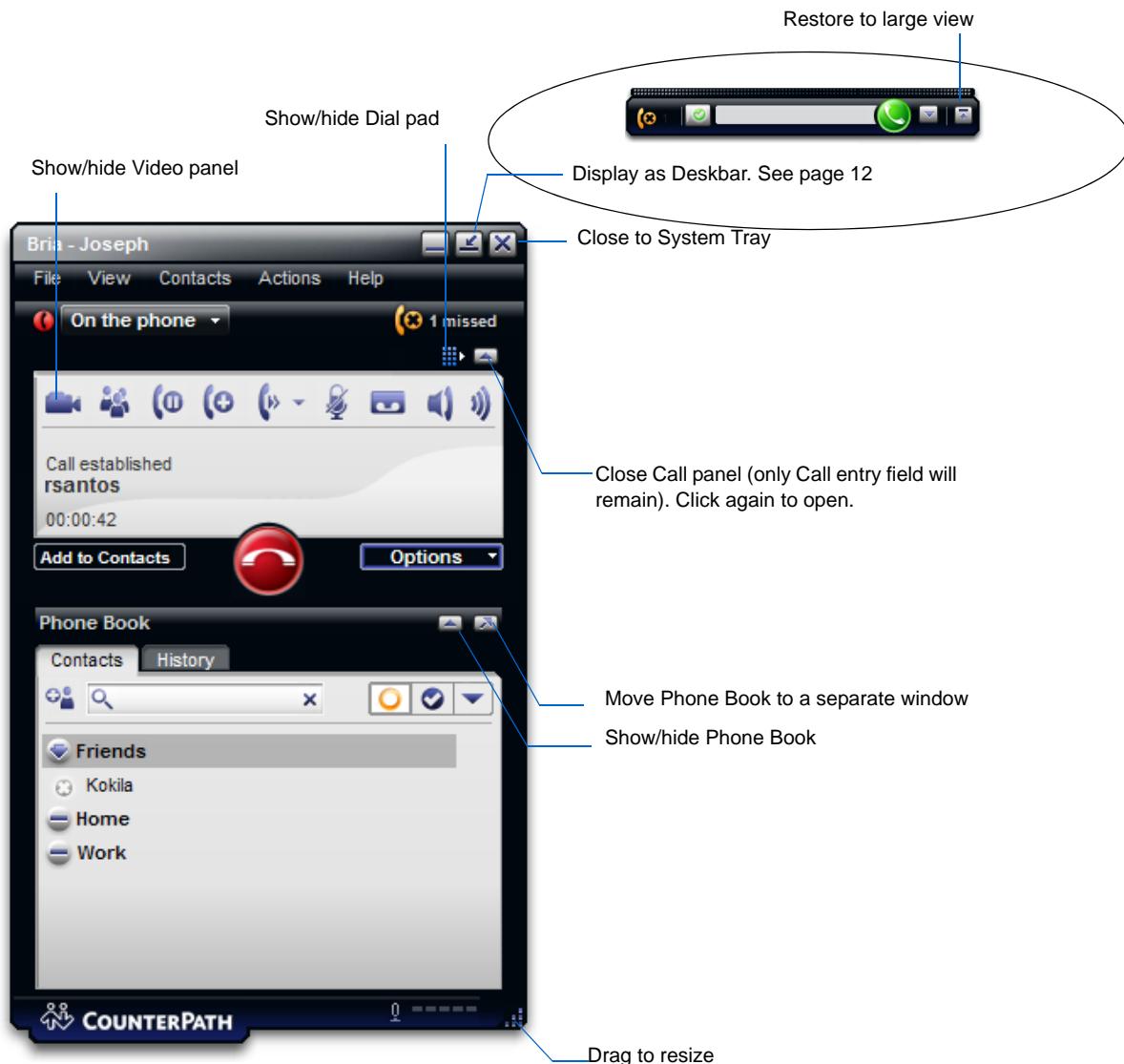
You can still receive calls when Bria is hidden or minimized.

If you exit when Bria is minimized or in Deskbar mode; Bria will start next time as minimized or in Deskbar mode.

The Deskbar

To display the softphone as a deskbar, click the Deskbar button.
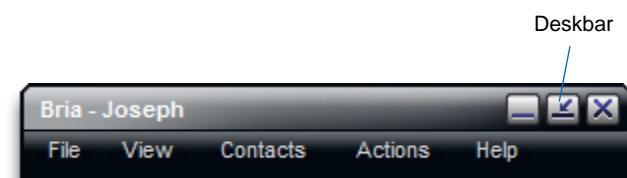
Deskbar

The Deskbar provides a compact GUI for performing many Bria actions. It is assumed that you will work in this mode after you are quite familiar with Bria and its features.

Your availability

Missed calls

Switches between Call button and End button

Entry field

Menu changes depending on whether there is an entry in the entry field

Restore to main window
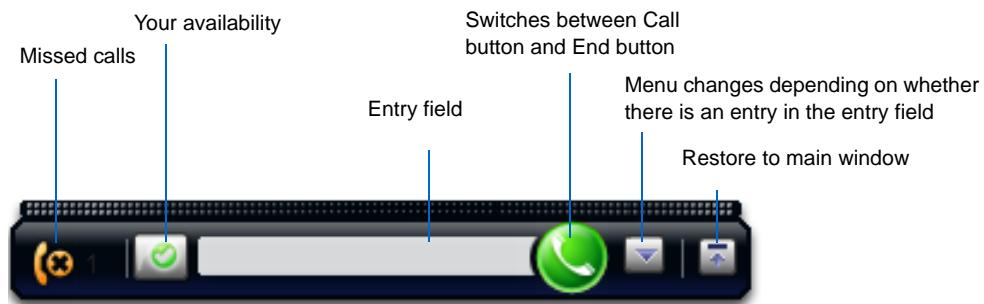
3.4 Placing a Call

You can contact someone using:

• A softphone address (for example, kpereira@domainA.com)

• A traditional phone number, if supported by your VoIP service provider.

You can place a call when another call is already in progress. There is no limit to the number of calls you can make, although eventually the quality of audio and video will degrade because of limitations on the computer. We recommend no more than six concurrent calls.
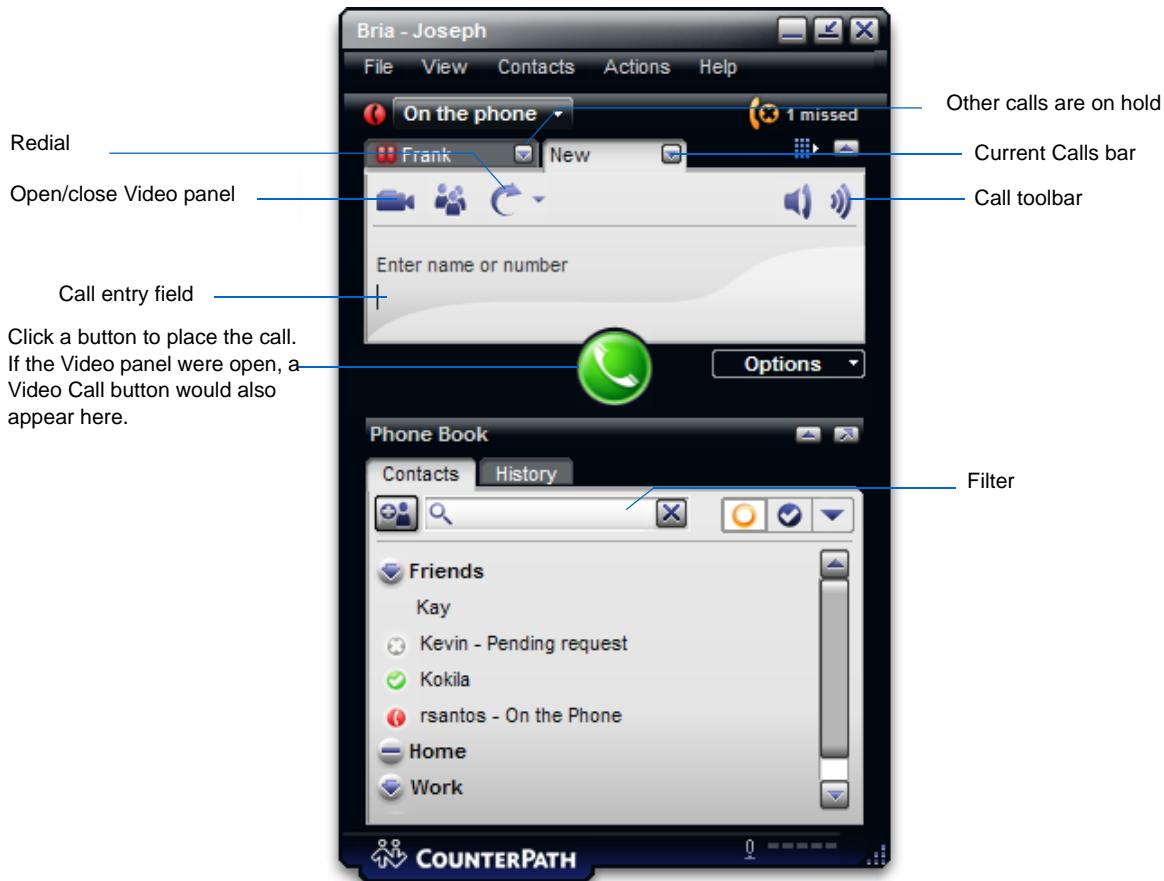
1. If you have a camera on your computer, decide how you want to handle video for this call:

   • The Video panel must be open if you want to send your video immediately. When the Video panel is opened, the Video button appears on the Call panel.

   (You always have the option of starting the call without video and then adding it later).

   • The Video panel can be opened or closed if you do not want to send video.

2. Place the call. See the table below.

   The new call is added to the Current Calls bar. You will hear a ringing tone while Bria attempts to make a connection.

3. Once the new call is established, switch between different calls by clicking the tab in the Current Calls bar.

How	From the...	Description
Keying	Dialpad or computer keyboard	1. If another call is currently in progress, click on the Call toolbar. A new Call Entry area appears. The current call is put on hold. 2. Enter the softphone address or number in the Call entry field using the dialpad or the computer keyboard. For the name, you can enter the entire softphone address (kpereira@domain.com) or just the name (kpereira). As you type, a suggestion for completing the entry may appear. Choose the suggestion or keep typing. 3. To make an audio call, click the green Call button or press Enter. Even if the Video panel is open, an audio call will be placed. 4. Or to make a video call, open the Video panel and press Video Call.
Drag-and-drop contact or previous call	Contacts or History tab in the Address Book panel	Drag an entry from the Contacts or History tab. The call is placed immediately. (If the tab contains lots of contacts, first use the field to filter the list.) • If the video panel is closed, an audio call is placed. • If the video panel is open, a video call is placed and your video will be sent as soon as the other party answers.
Right-click a contact or previous call	Contacts or History tab in the Address Book panel	Right-click an entry from the Contacts or History tab and choose Call or Video Call. The call is placed immediately. (If the tab contains lots of entries, first use the field to filter the list.)
Double-click a contact	Contacts in the Address Book panel	Contacts have a "double-click" action that either makes a phone call or starts an IM. Each contact can be configured separately for this action. See Table 1 on page 36.
Double-click a previous call	History tab in the Address Book panel	Double-click an entry. The call is placed.
Redial	Redial button	Click Options and choose Redial. Or click the Redial button. The call is placed immediately (without video, even if the Video panel is open).
From Outlook		If you have set up contacts in Microsoft® Outlook®, you can place a call to a PSTN number (but not a softphone address). 1. Double-click the contact in the contact list in Outlook. The Contact dialog box appears. 2. Click the in the top left corner and select the phone number to dial. As soon as you release, Bria will be brought to the front (or will be started) and the call will be placed. You may need to revise the dial plans for your accounts in order to support the format used in Outlook. For example, if phone numbers in Outlook all have a "+9" prefix, you must ensure the dial plans for your accounts strip out the + correctly. For details, see "Dial Plan" on page 82. For information on how Bria and Outlook contacts work together, see "Exporting Contacts" on page 39.
Dialing	Dialpad	1. If the dialpad is not visible, click the Show/Hide Dialpad button. 2. Click the numbers on the dialpad to enter the phone number. 3. Click the green Call button or press Enter.

Placing another Call

To place a new call (without hanging up on the current call), click the Start another Call button. In the Current Calls bar, a tab appears for each separate call.

Start another Call
button
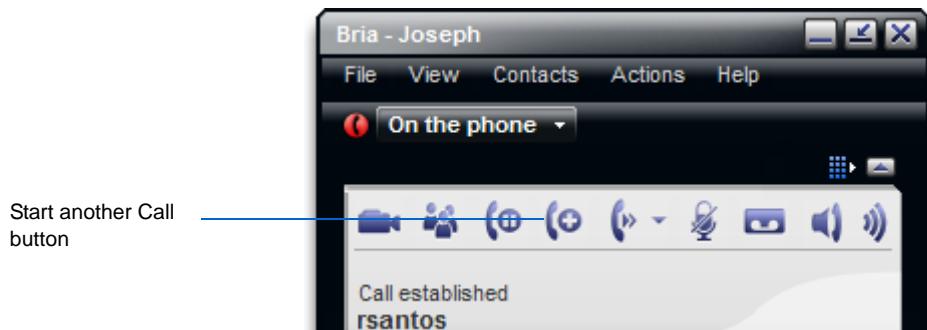
Hiding your Identity

You can hide your identity on a call, so that the other person will not see your ID on their phone.

Click Options > Hide my Number for this Call. 🔒 appears on the Call control bar for this call. Place the call in the usual way.
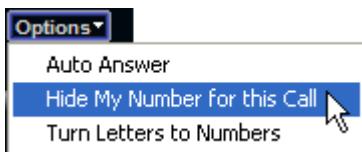
Your identity is hidden only for this call.

Which Account Is Used?

When placing an outgoing call, you can explicitly specify the account to use for that call. Click the Account Selection menu and select the desired account.
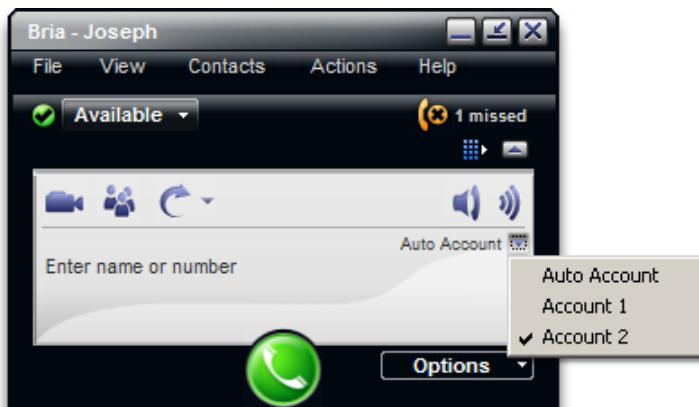
Once the call is placed, this menu always reverts back to "Auto".

If You Do not Select an Account – Auto Account

If you have more than one account enabled and if you do not select the account, Bria selects the account to use to place the call as follows:

- If a dial plan exists for any account, Bria runs through the dial plans to determine if the dialed number matches any of these plans. If a match is found, the account that the dial plan belongs to is used. See "Dial Plan" on page 82.

- If there is no match on any dial plans or if no dial plans are defined, then the default account is used. The default account is the account listed first in the Account Settings window (page 65).

Ending a Call

Click End on the Call panel. Details of the call remain on the call display. To clear the details of the call from the display, click **Clear**.

3.5 Handling an Incoming Call

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

Bria rings and information about the incoming call appears in the Call entry field. In addition, the Call Alert box appears, even if Bria is minimized. For information on call alerts, see "Preferences – Alerts & Sounds" on page 51.

The softphone address of the person calling you is displayed. The display name may also appear.

Action	From the...	Description
Answer	Call panel or Call Alert box	Click Answer. If you are on another call, that first call is automatically put on hold. You are now talking to the new caller. Or press Enter (on the keyboard), if Bria is the active application.
Decline	Call panel or Call Alert box	Click Decline. There will be a busy signal. In some networks, the call will be directed to voicemail (if you have this service).
Permanently block the caller	Options menu	Click the Options button and choose Block this person.
Answer with IM	Options menu	Click Options and choose Answer with Instant Message. The phone call is declined, and instead an Instant Message window appears. Type the message and click Send. (Or close the window if you change your mind.)

Ending a Call

Click End on the Call panel. Details of the call remain on the call display. To clear the call display, click **Clear**.

3.6 Handling an Established Call

While the call is in progress you can:

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

Show/hide video panel. See page 22

Conference call. See page 24

Hold

Place another call (this one will automatically be put on hold). See page 16

Quick transfer. See page 20

Mute

Record on/off

Speakerphone (this button only appears if your computer has a speakerphone)

Volume control

Add the current caller as a contact. See "Adding a Contact using an Existing Address" on page 37.

You can do any of these even with the call in progress. Many of these actions are also buttons on the Call toolbar.

3.7 Transfering a Call

Quick Transfer

You can set up a list of phone numbers that calls can be transferred to. Then during a call, you can transfer to any of these numbers by selecting from a list.

To set up the numbers:

1. Click File > Preferences from the menu. Display the Transfer panel.

2. Enter as many numbers as you want. To enter a new number, click in an empty line. To remove an entry, click in the line and delete the number.

   Set one of the numbers as the default and click OK.

To transfer a call, click the arrow on the Transfer button and click the number to transfer to. As soon as the transfer is made (the other phone starts ringing), the call is disconnected at your end.
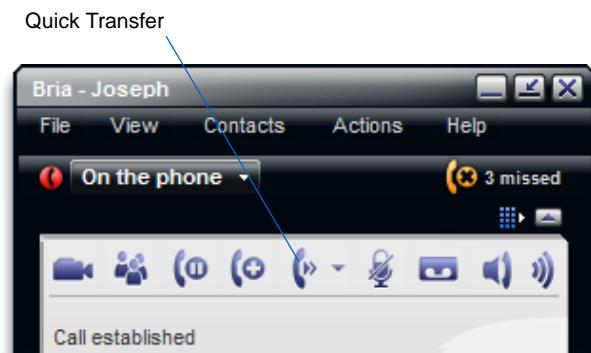
Basic (Unattended) Transfer – Transfer this Call

You can transfer a call to any number, then hang up as soon as you have entered the number.

1. Click Options > Transfer this Call. The call display prompts for the number to transfer to.

2. Call the target (the person you are transfering the call to) by keying the number.

3. Click Transfer; the message Transfer Successful appears.

   Or click Cancel to continue the current call.

Attended Transfer – Call then Transfer

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

1. Click Options > Call then Transfer. The first call is put on hold and a New call tab appears

2. Call the target in any of the normal ways.

3. When you are ready, click Transfer; the message Transfer Successful appears.
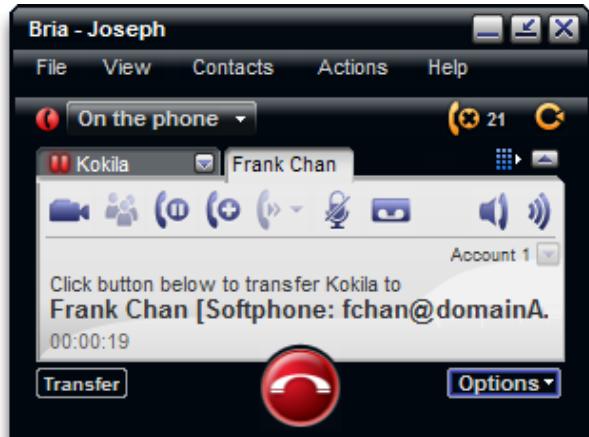
If the target does not want to take the call, simply end the call with that person. The first call is taken off hold.

3.8 Video

Show/hide video panel
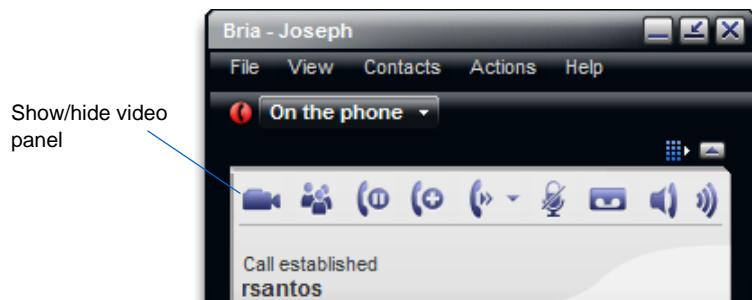
Adding Video

Either you or the other party can add video at any time.

To add video, open the Video panel and click Start My Video. When you add video, the other party may (or may not) start sending their video to you.

You can add video, even if you do not have a camera, in order to start receiving the other party's video.

Other Party Adds Video

If the other party starts their video, the Video panel 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 My Video.

Pausing and Resuming Video

If the Video panel is open and video exists in a call, the Start My Video and Stop My Video buttons appear, to let you pause and resume video.

If you close the Video panel, your video will stop being sent; you can reopen the panel and click Start My Video again.

Control video from the Call panel or the Video panel

This button only appears when video panel is open

3.9 Voicemail

If your service includes voicemail, then when you have voicemail messages, the word "new" appears beside the voicemail icon at the top of the phone. Click the icon to automatically connect to voicemail and listen to your messages.

Voicemail icon
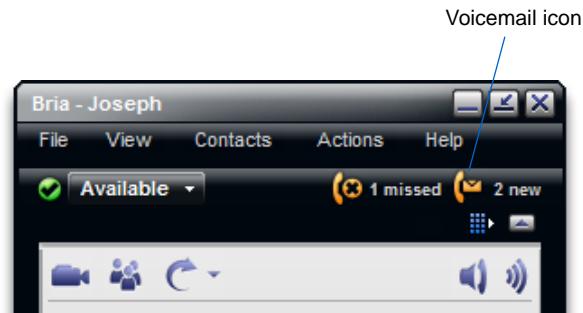
3.10 Forwarding Calls

Forwarding Calls

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

To enable forwarding, click File > Account Settings. Choose an account and click Edit, then click the Voicemail tab. For complete details, see "SIP Account Properties – Voicemail" on page 71.

3.11 Conference Calls

Starting a Conference Call

You can create a conference call starting from one existing call:

1. Click the Conference icon. Bria enters "conference mode" and "Call a conference participant" appears on the call display.

2. Place the second call in one of these ways:

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

    • Type a name or number.

    (Or to cancel the call, click the Cancel button.)

    When the second callee answers, the call will automatically be added to the conference.

Or you can start a conference call using all the existing, separate calls:

1. Establish the calls. The calls can be incoming or outgoing, and one or more calls can include video.

2. Click Conference All.

Conference icon   Enter phone number for new participant

Conference is now established

Managing the Conference

Adding More Participants

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

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

• From the tab that contains the conference, click the Conference icon. Place a call by typing a name or number. When the callee answers, the call will automatically be added to the conference.

• Place a separate outgoing call in the normal way (by clicking the New Call icon to display a new tab). When the call is established, click Conference All. All existing separate calls will be brought into the existing conference.

• Accept one or more incoming calls. A separate call will be established for each call. Click Conference All. All existing separate calls will be brought into the existing conference.

Whenever you click Conference All, all current established calls are conferenced together; you cannot keep any one call out of the conference.

Send an IM

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 Call from Conference. The call becomes a separate call.

Disbanding the Conference

To break the conference into separate calls, click Options > Disband Conference.

To hang up on everyone, click the End button.

Suspending the Conference

To suspend the conference, click the Hold button.

Audio Controls

Adjusting Volume. Use the speaker adjustment to adjust volume of the sound you are hearing.

Mute. Click 🎤 on the dialpad to prevent the other parties from hearing you. The 🎤 icon appears on the call display. When you mute, you may also want to stop video feed, if any.

Speakerphone. Click 🔊 on the dial pad to put the callers on the speaker phone. The 🔊 icon appears on the call display.

Video Conference Calls

Starting a Conference with Video

To start a conference with video, make sure that both the existing calls are video calls. Then click the Conference button.

Adding Video to an Existing Conference Call

Click Options > Start Group Video. Your video starts immediately.

Or open the Video panel and click Start my Video.

When you add video, the other party may (or may not) start sending their video to you. You can add video, even if you do not have a camera, in order to start receiving the other party's video.

How Video Is Shared

When you conference two calls together, video continues as it was before the conference call. For example, if you were sharing video with one party, and only sending your video to another party, then that is how the video will be handled when the conference call is created.

The conference host serves as the "funnel" for other video. Whatever the conference host is receiving will automatically be sent to the other parties.

Controlling Video

Once video has been added, it can be paused, resumed and stopped in the same way as on a regular conference call, by the initiator of the individual "leg" of the conference call.

The conference host does not have special control over the video, and can only add video on legs for which they were the initiator.

However, if the conference host pauses or stops video, other participants will no longer receive video, because the host is the video "funnel" as described above.

3.12 Instant Messaging

Instant messages are made using softphone addresses. Therefore, you can send or receive an instant message (IM) to:

- Any contact who has a softphone address.
- Any party who phoned you from a softphone address.
- Any party whom you phoned using a softphone address.

Sending an IM

1. There are several ways to select the person to send an IM to.

From the Contacts tab in the Address Book	Right-click on the contact and choose Send Instant Message. The contact must have a softphone address.
An active phone call	The person in the active phone call. Click Options > Send Instant Message.
A person on hold	In the Current Calls bar, click the arrow next to this call and choose Options > Send Instant Message.
From the History tab in the Address Book	Right-click on the entry and choose Send Instant Message.

   The Instant Message window appears. Or if another Instant Message session exists, a new tab is created for this IM session.

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

   To insert a return in the message, press Ctrl+Enter. (You can control the behavior of Enter and of Ctrl+Enter; see "Preferences – Application" on page 50.)

3. Press Send or Enter.

You can press Ctrl+F to search for text in the large message area.

A separate tab for each IM conversation. The active conversation appears in bold. If a message comes in on a hidden tab, the tab flashes. Click the button to close one conversation.

Click to perform one of these actions for the active conversation.

Click to show recent messages

Message input area
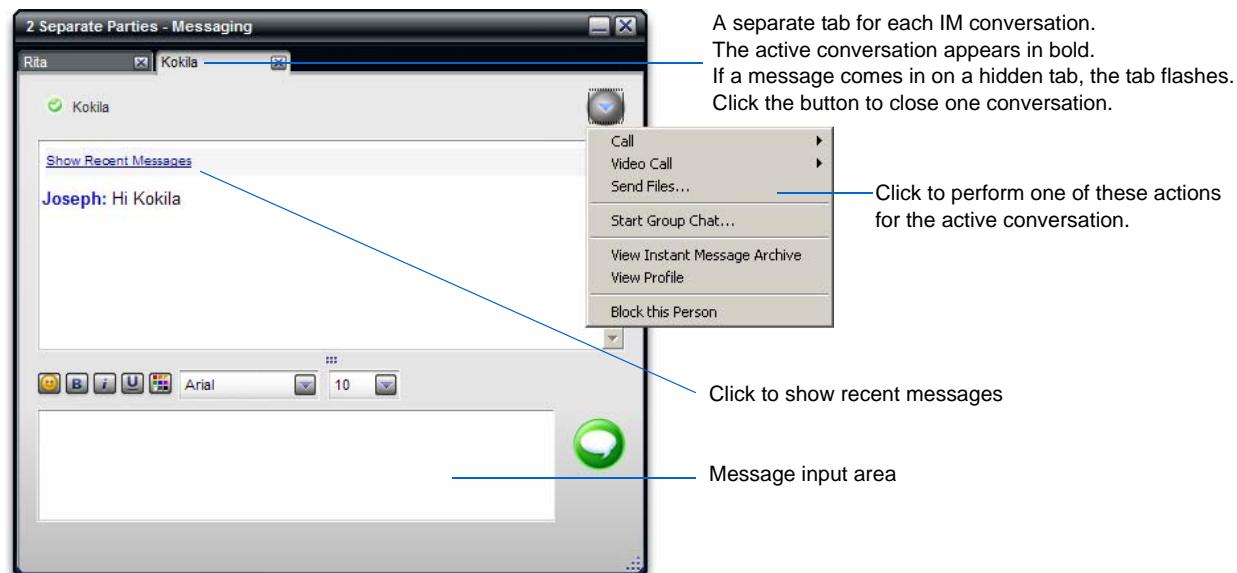
Receiving an IM

When an IM is received, either the IM window or a Call Alert pops up. (To control which window appears, see "Preferences – Application" on page 50.)

If the IM window is already displayed with an IM session with another person, the message from the new person appears in another tab in that window. (You can set up Bria so that each person has their own IM window; see "Preferences – Application" on page 50.)

Sending a Broadcast IM

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

- 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 conference IM, all parties see everyone's messages and the messages each party sends are seen by everyone. See "Conference IM—Group Chat" on page 30.

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).
    - Select one or more groups in the usual way.

2. Right-click and choose Send Broadcast Instant Message. The Send Broadcast Instant Message window appears.
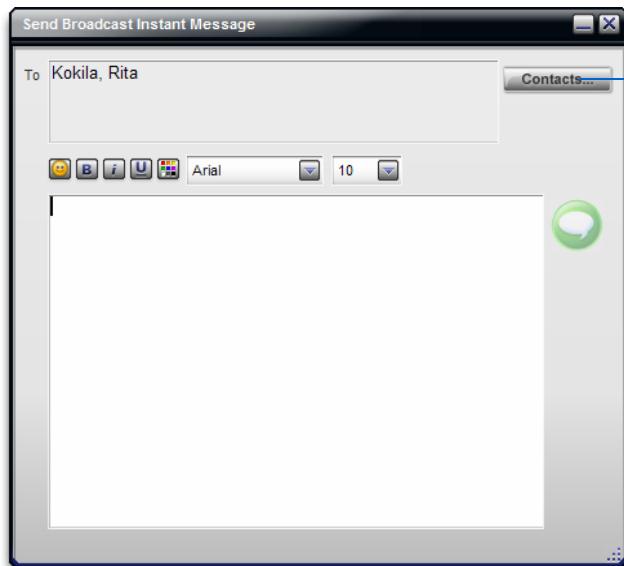
Click to add more contacts. Shows the display names of all the selected contacts and the individual display names of all the contacts in any selected groups. Contacts that do not have a softphone address are not included in the list.

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

    To insert a return in the message, press Ctrl+Enter. (You can control the behavior of Enter and of Ctrl+Enter; see "Preferences – Application" on page 50.)

4. Press Send or Enter. The IM is sent and the window closes.

    A recipient may send you a response, which will be displayed to you in a regular Instant Message window; you will then be in a regular IM with that one party.

You can press Ctrl+F to search for text in the large message area.

Conference IM—Group Chat

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

Group chat differs from a broadcast IM in that all parties see everyone's messages, and the messages each party sends are seen by everyone else. In a broadcast IM, each recipient can reply to the IM, but only the person who sent the broadcast IM will see these replies; the other recipients will not see these replies.

There is no limit to the number of participants in a group chat. You can also invite more participants during a group chat session.

Starting a Group Chat

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

2. Right-click the last selected contact and choose Start Group Chat.

Managing a Group Chat

Right-click a name to:
- Start a private conversation
- Remove a participant (if you started the group chat)

David's room

Chat Participants (3):
David (me)
Kokila
Joseph

Start Private Conversation
Remove Participant

You have invited Kokila to the Group Chat.
Kokila has joined the Group Chat.
...vited Joseph to the Group Chat.
Joseph has joined the Group Chat.
David (me): hi, thanks for meeting with me today.
David (me): how is the project going?
Joseph: which one - the Cypress project?
David (me): yes -- how is progress towards gate 1?
Joseph: Kokila has the info
Kokila: The requirements were signed off in the BPT last week

Arial   10

To invite more participants, drag and drop an online contact from your Contact List.

Inviting More Participants

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

Leaving a Group Chat

To leave group chat, close the group chat window.

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

Viewing the IM Archive

You can view your recent IM activity for any contact or group chat session. Do one of the following:

*   Right-click a contact and choose **View Instant Message Archive**.
*   On the menu, click View > Instant Message Archive. In the Archive window, click the desired contact under **Conversations With**.

Right-click to delete all chat history for a person.

Right-click to delete the selected conversation or conversations.
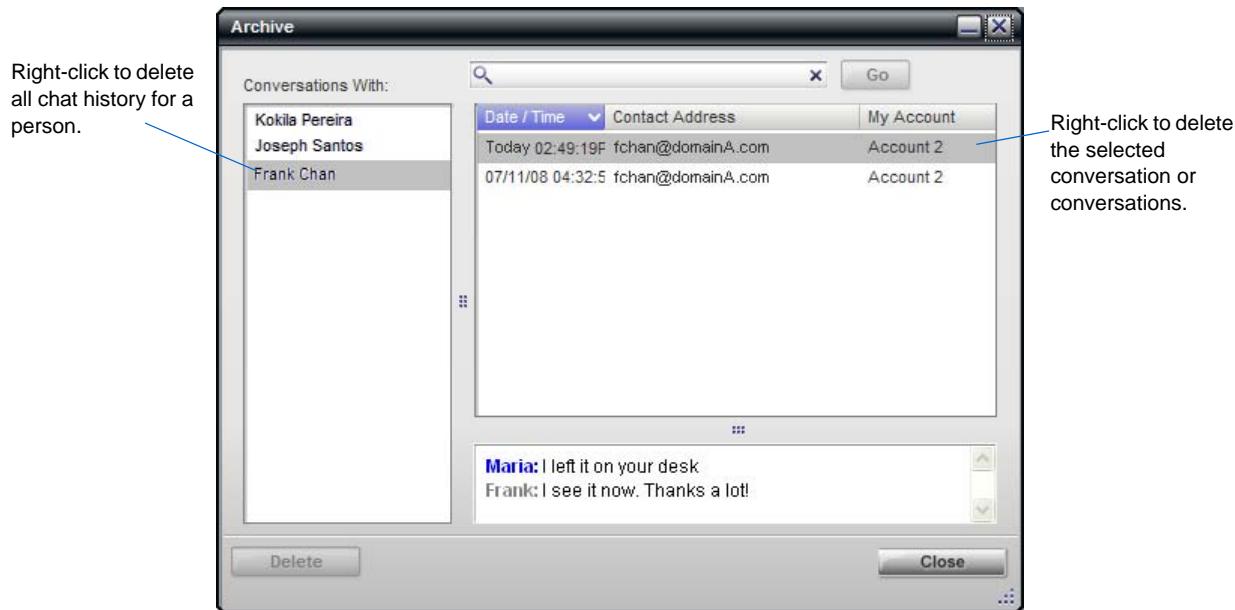
3.13 Sending and Receiving Files

Sending Files

If you have an XMPP account, you can send files to any contact who also has an XMPP account.

1. From the Contacts tab, right-click a contact and choose Send Files. (If the contact does not have an XMPP address, then this menu does not appear).

    Or from an existing IM window, choose Send a File. (If the contact does not have an XMPP address or if you are not using the contact's XMPP address for this IM session, then this menu does not appear).
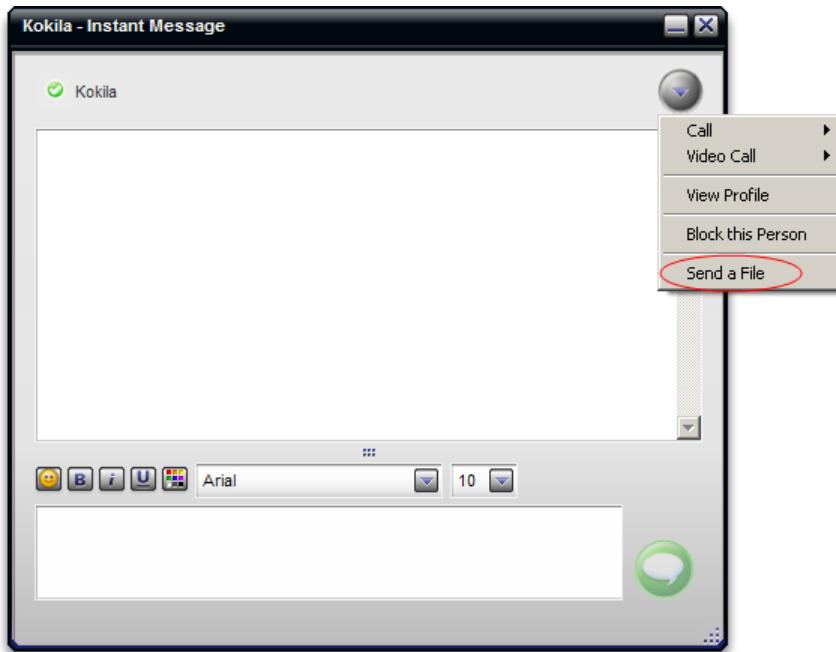
2. A standard Select Files to Send dialog box opens. Select the files to send and press Open. The Send Files dialog appears, with a "waiting" message. If you want, you can cancel the send before the other person retrieves them.
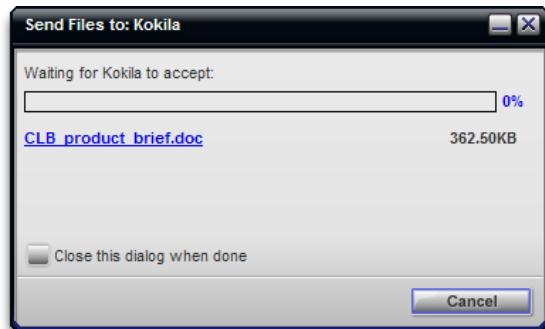
Receiving Files

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.
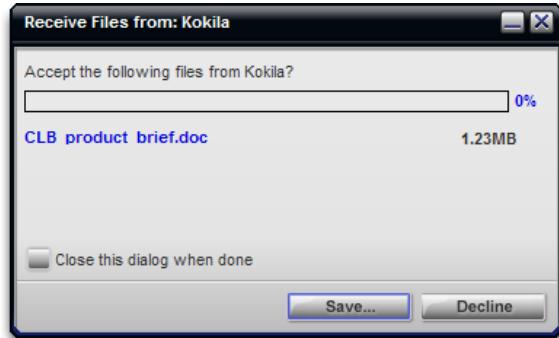
3.14 Email

You can send an email to one or more contacts, or to all the contacts in a group.

Select the contact, contacts or group, right-click and choose Send E-mail. An email window opens in your default email application, with the "to" line populated with all those contacts who have email addresses (in their Contact Profiles).

4   Using the Address Book

The Address Book panel, which is divided into tabs, provides access to the following:

- Contacts.
- Call history. See page 41.
- Contact availability (presence). See page 42.

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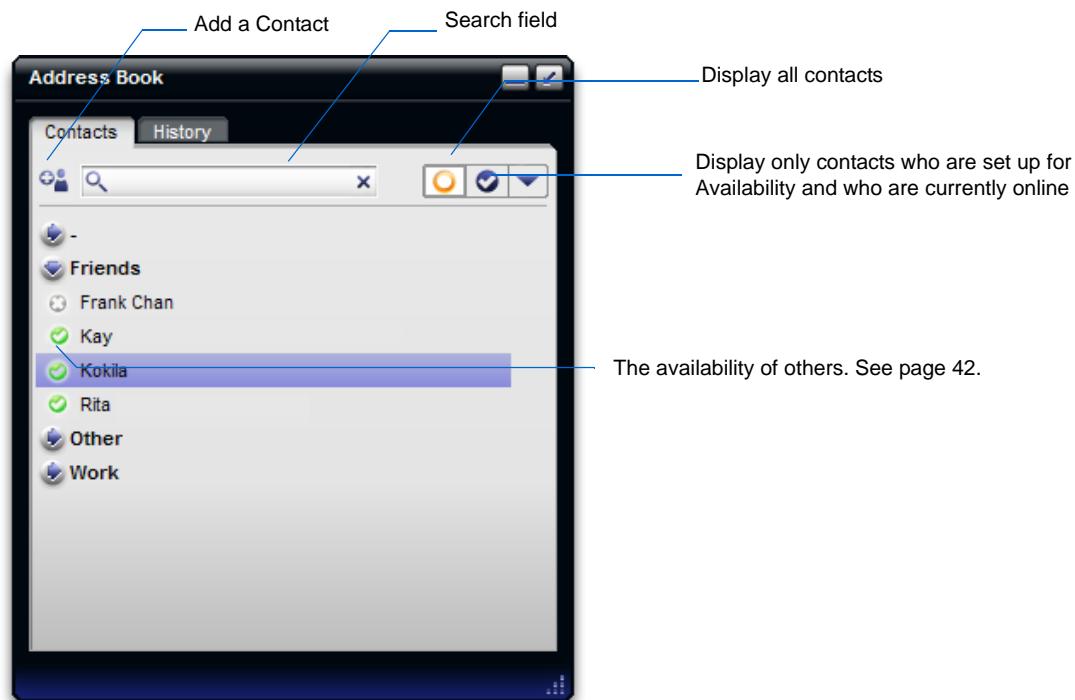
The Contacts tab displays your contacts and lets you specify multiple contact methods for them, including:

- Softphone address
- Home phone number, business phone number, cellphone number
- Fax number (this is provided for convenience; Bria does not have any fax capability).
- Email

You can identify one of these contacts as the primary contact method.

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

Setting up Contacts

Adding a Contact

Click ![icon], or right-click a group and choose Add Contact to Group. The Contact Profile dialog box appears. See the table on page 39.

This button is always displayed for a new contact. It also appears once you enter a new address for an existing contact.
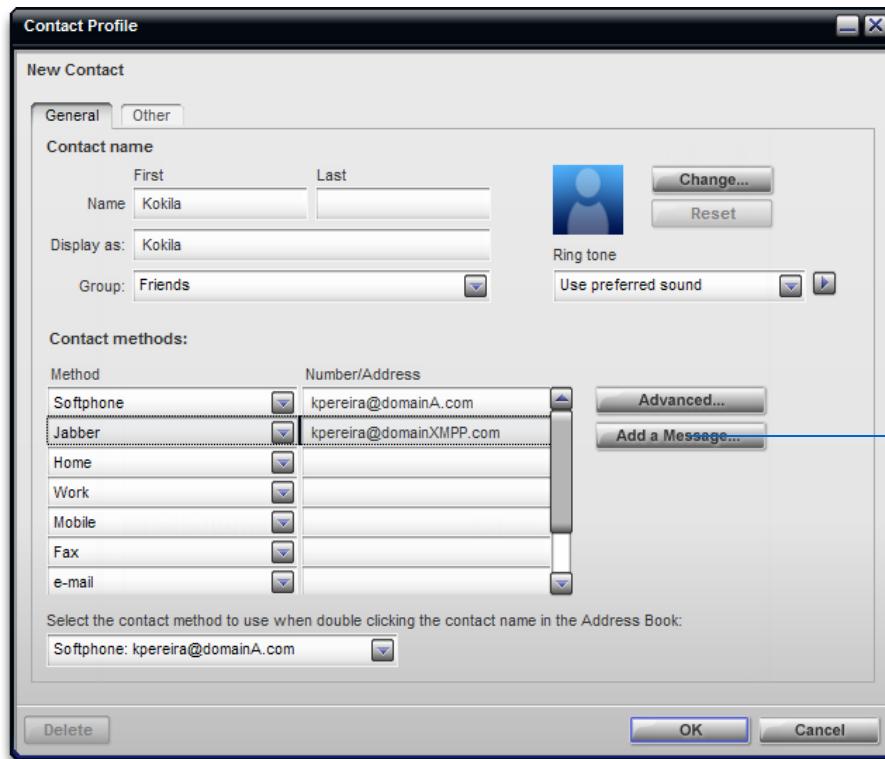
Table 1: Contact Profile Fields

| Field	Description
Contact name	Only the display name is required. This is the name that will appear in the call display and the Call Alert when this person phones you.
Group	Either: • Choose one group. • Click **More** and select several groups. The new contact will be added to each group.
Ring tone	Choose a ring tone for this contact, or use the preferred sound (which is defined in Preferences > Alerts). Click the arrow to play the currently selected ring tone.
Contact Methods	Enter as many contact methods as you want. Email and softphone entries must have the format <name>@<domain>
Advanced	The Advanced dialog appears, showing all the addresses for the contact. See below.
Double-click action	Choose the desired method. This method will be used when you double-click this contact. For example, if you choose "IM:kpereira@domainA.com", then double-clicking this contact will open an IM window using this address (rather than any of the other addresses that exist for this contact).
Other fields	Complete as desired.

Contact Profile — Advanced Dialog

This dialog lets you fine tune the presence sharing information for this contact and change the account that each address is associated with.
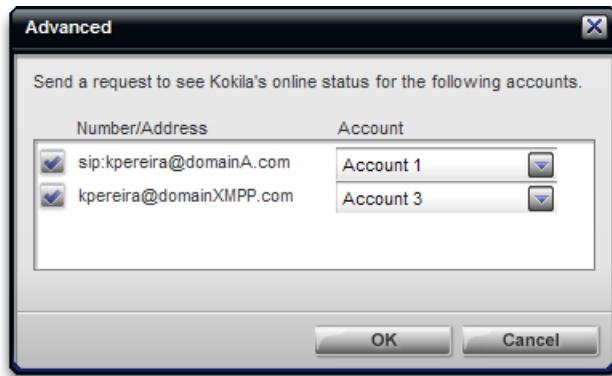
Presence Sharing

You can configure which accounts will be used for presence sharing: none, some or all.

• If you disable all items, this contact will not have an availability icon beside its name in the Contact list.
• If you enable at least one item, the availability icon will be gray; later its color will change to indicate the current availability.

Associated Account

You can change the account that an address is associated with.

The associated account will be used for sending IMs, for sharing presence information, and for file transfers (XMPP accounts only). This means that the associated account must be enabled in order to use the address for IM, presence sharing and file transfers.

The associated account will not be used for placing phone calls; phone calls select the account using a different rule; see "Which Account Is Used?" on page 16.

The associated account must be an enabled account of the correct protocol (a SIP account for an address in a softphone slot, an XMPP account for an address in a Jabber slot). Bria makes the initial association by trying to match the domains. If that fails, it will select the first enabled account of the appropriate protocol. If no appropriate account is enabled, the association will not be made (the Account will show as "Unavailable").

Adding a Contact using an Existing Address

You can add a contact by capturing existing information:

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

The Add a Contact dialog appears.

If the user portion of the address matches the user portion of an existing address, the Update option is automatically selected. For example, if the address is kpereira@domainB.com and there is an existing contact an address of kpereira@domainA.com. Otherwise, the Create option is automatically selected.

Take the appropriate action:

- Create a new contact: Click Create. Change the display name, contact method, and group if desired. Click OK.
- Update an existing contact. Click Update. Choose a different contact, if necessary. Change the contact method and group, if desired. Click OK.

If the contact method is Softphone or Jabber, an online status request is sent to this person.
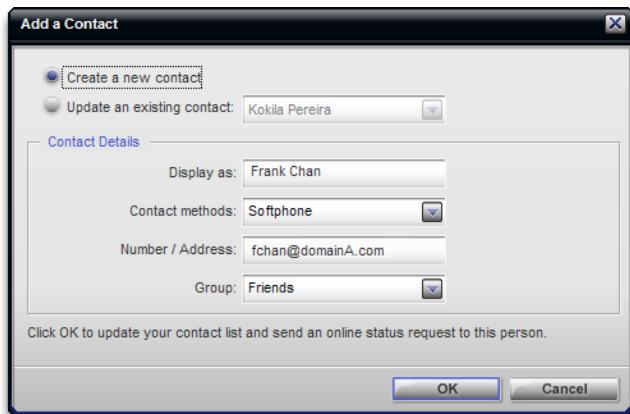
Importing Contacts

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

You can import a contact list from:

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

1. From the main menu, click the Contacts menu and choose **Import Contacts**. The Import Contacts wizard starts.

2. As soon as you click **Finish** on the wizard, the Contacts tab in Bria is updated to show the imported entries. Note that none of the entries are set up with availability turned on; in order to view availability of contacts, you must modify the appropriate entries by viewing the contact's Profile and clicking the Advanced button. See "Contact Profile — Advanced Dialog" on page 37 for details.

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. The most popular headings are:

   - display-name
   - entry_id
   - given_name
   - surname
   - postal_address.

   For a complete list of headings, see "Contact List Headings" on page 88.

3.   Save the file as *.csv.

External Storage of the Contact List

Each time Bria is started, the contact list is retrieved from the external storage. Each time a contact is added to the contact list, it is immediately copied to external storage.

The list is always stored on the local computer. In addition, if you have access to a remote storage server, you can configure Bria so that the contact list is also stored remotely using XCap or WebDAV.

To set up for remote storage, see "Preferences – Contact Storage" on page 62.

Exporting Contacts

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

1.   From the main menu, click the Contacts menu and choose **Export Contacts**. The Export Contacts wizard starts.

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

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

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

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

Managing Contacts

Changing Contact Information

To change the information for a contact, right-click the contact and choose **View Profile**. The Contact Profile dialog box appears (see page 36). Some of the changes you can make are:

•   Change any contact details.
•   Add, delete or change a contact method.
•   Move a contact to another group by selecting a different group.
•   Add an existing contact to more groups by selecting one or more extra groups.
•   Display the Advanced dialog to enable or disable availability information for this contact; see "Contact Profile — Advanced Dialog" on page 37.

Moving or Deleting a Contact
•   To drag one or more contacts to a different group, select them and drag to the new group.
•   To delete one or more contacts, select them, right-click, and choose **Delete**. The contacts are removed from this group.

Adding, Deleting or Renaming Groups

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

Contacts that have no group appear under "Ungrouped Contacts." You can delete, but not rename, this group.

Using Contacts

Phone or IM the person	• Double-click the contact to start a phone call or IM to the person (depending on how double-clicking is configured in the contact's profile). • Drag the contact to the call display to start a phone call.
Phone the person	Right-click and choose **Call**, then click the desired number.
Send an IM	Right-click and choose Instant Message. See page 28.
Call a contact and include video	Right-click the contact and choose Video Call. The Video panel opens, and the call is placed. As soon as the other party answers, Bria starts sending your video.
Email a contact who has an email address	Right-click and choose Send E-mail.
You can watch the contact's availability, if the contact has a softphone address	See Table 2 on page 45 for the meaning of the availability icons. See "Availability" on page 42 for information on obtaining availability information.

Contact Flyout

Left-click on a contact to show the Contact flyout. This flyout shows all the contact methods set up for the contact and has icons you can click to perform an action that is valid for that contact method.

This contact is online on their domainA account but offline on their domainXMPP account

Click an icon to perform the action.

Finding a Contact

If the contact list is long, use the ⌕ field to filter the contacts that are displayed. To clear the filter and display all contacts again, click ☒ .

4.2 History Tab

Display all calls

Missed calls

Received calls

Dialed calls

Canceled outgoing

Answered call (incoming or outgoing)

Missed or blocked incoming
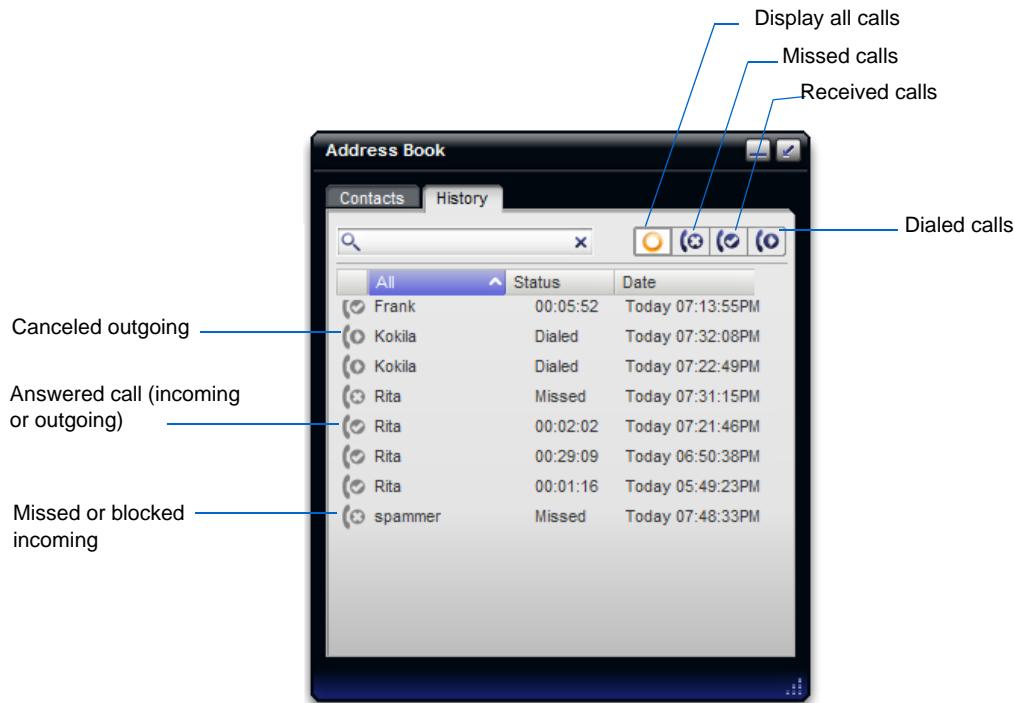
Managing the Lists of Calls

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

- Delete the call.
- Delete all entries in this list.
- Block this person to control whether they can send you phone calls or instant messages, or see your online availability. You can change these privacy settings at any time; see page 52.
- View their profile if the entry is a contact.
- Add to contacts. Select Add as Contact to display the Add a Contact dialog box. Complete the dialog box and click OK. For more information on the fields, see "Adding a Contact using an Existing Address" on page 37.

Phoning and Sending IM from a List

You can right-click on an entry in the Received or Dialed list to:

- Place a call to this person, using the contact method that was used for this call. You can also double-click to place a 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 "Conference Calls" on page 24.
- Send an instant message, if the call was made with a softphone address. For details, see page 28.

4.3 Availability

Availability refers to the ability to see whether a person is available or not: online, on phone, busy, and so on. Your availability information is displayed below on the main menu. The availability of others is displayed in the Contacts tab.

You can publish your availability to contacts who have softphone address, and you can set up Bria to view the availability of other contacts.

Availability of other people

Your availability

This person may be logged out
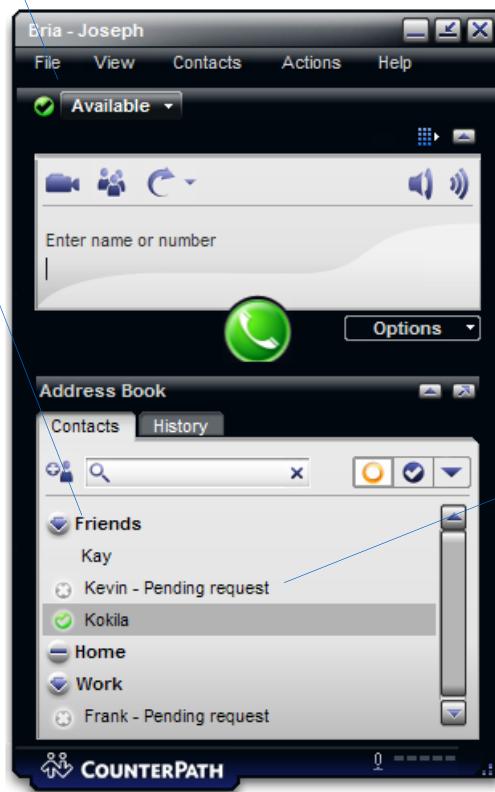
If the contact has several addresses, you can look at their profile for information on which addresses are currently online:

This contact is currently online on their domainA account. This account supports phone and IM.

The contact is not online on their domainXMPP account. This account supports IM but not phone.

Sharing Availability

Watching Others' Availability

When you create a contact by entering details in the Contact Profile, the contact is automatically set up so that you share availability. If you created a contact by importing a contact list, it is not automatically set up to shared. You must display the Contact Profile and click the Advanced button. See "Contact Profile — Advanced Dialog" on page 37.

As soon as the person is set up in this way in your Contacts, Bria sends them a notification request. The request asks that you be able to see that person's availability. If the person allows this request, then the icon beside their name (in your Contacts) becomes color coded, so you can determine their availability.

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

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 you. You can reply to this request to complete the sharing loop.

Troubleshooting: When You Cannot See Availability

If you have multiple accounts set up, icons may remain gray when you expect them to be color coded. For information on how this can happen, see "SIP Account Properties – Presence" on page 75.

The following chart illustrates how the sharing of availability occurs.
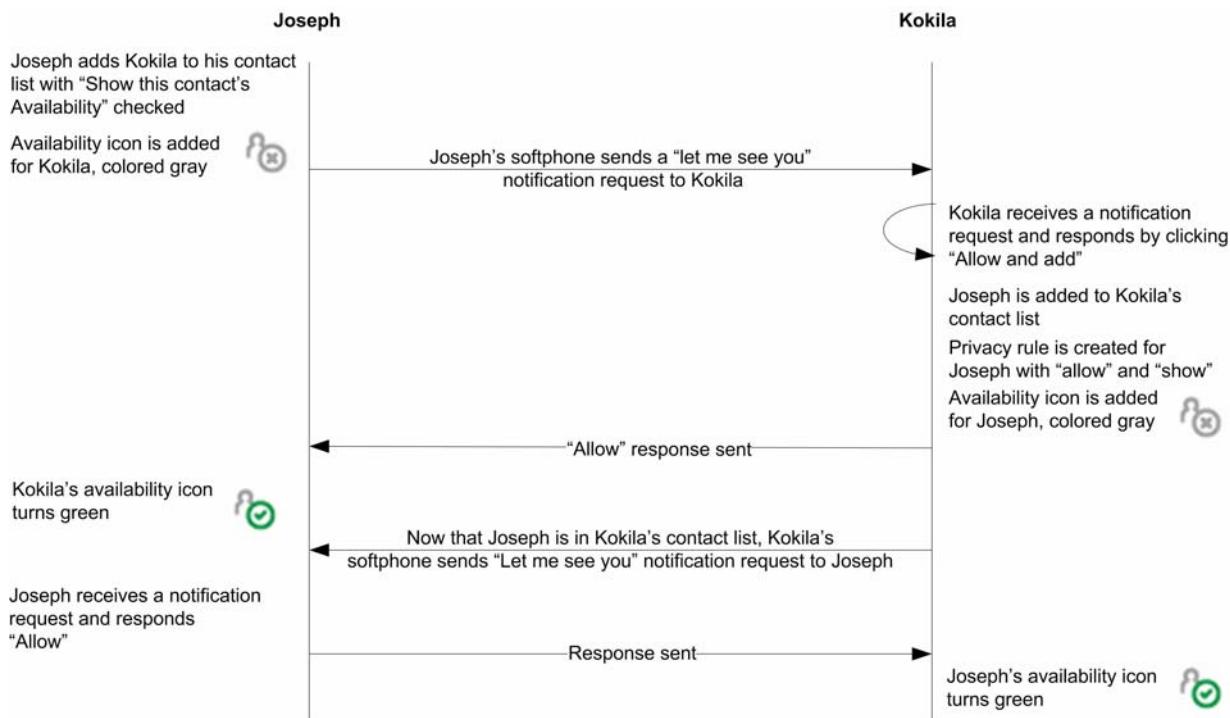
Receiving a Presence Request

Your Bria receives a new contact request when you add a contact to your list or when another person adds you as a contact at their end.

The request is handled in one of two ways:

- If you set up a privacy rule before this person has a chance to contact you, then you will never see this request. Bria will automatically reply to the request according to the rule. See "Preferences – Privacy" on page 52.
- If you do not yet have a privacy rule set up for this person or for their domain, this request appears to you as a Presence Request. You must respond to the request:
  - Block the request. This person will not be able to contact you from this address.
  - Allow the request and create a new contact using this address.
  - Allow the request and add this address to an existing contact (if Bria has found an appropriate match).
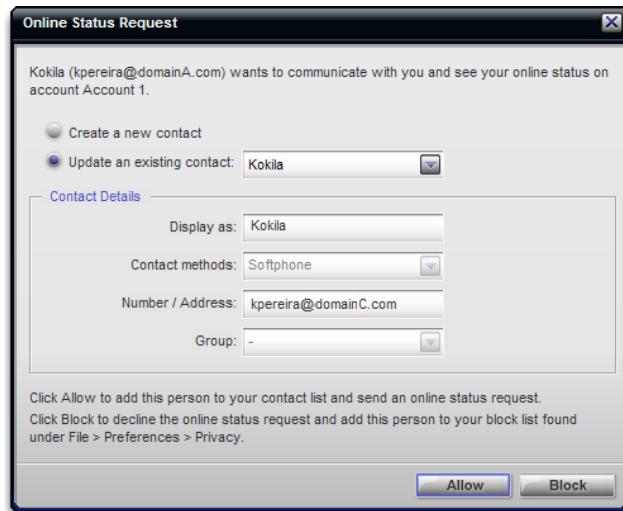
| Button	Next Action	Result
Allow and Add to Contacts	This button appears only if the other person is not already on your contact list. When you click this button, the Add a Contact dialog box appears. Complete the dialog box and press OK. For more information on the fields, see "Managing Contacts" on page 39.	The other person will: • Be able to see your availability. • Be added to your Contacts. In the future, you will not receive this request from this person. In addition, this same request will be sent to the other person, so that you can see their availability.
Allow		The other person will: • Be able to see your availability, but for this session only. Because you have not set up the person as a contact, a Presence Request will appear for this person each time you start Bria.
Block		The other person will: • Not be able to see your availability. • Not be able to phone or IM you. • Be added to your Blocked List. See "Preferences – Privacy" on page 52.
Close the window		The other person will not be able to see your availability. The other person will not be added to your privacy settings. The Presence Request may appear again in this session or a future session

For important information on how privacy affects availability, see "Privacy" on page 47.

Setting your Availability

Changing your Availability

Click the down arrow beside the availability indicator on Bria, and select the desired availability. See Table 2, below.
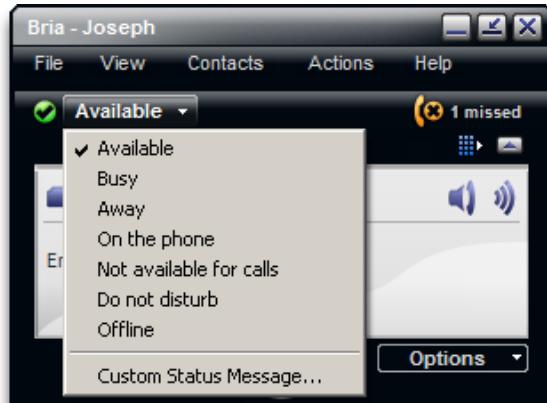
When your availability changes, the new availability is sent to everyone who has permission to see your availability, according to the Privacy Settings (see "Preferences – Privacy" on page 52).

Setting up Availability Indicators

You can create custom availability indicators, or edit or delete custom or built-in indicators: click the down arrow beside the availability indicator, and choose Custom Message.

Table 2: Availability Indicators

Indicator		Meaning for your Availability	Meaning for Others' Availability
	Available	Either: • You have set your availability to this status. • Bria has determined that you are logged on but not on the phone or idle. When you have this availability, Bria will automatically detect when you are idle or on the phone, and change the availability to match.	You can contact this person.
	Busy	You have set your availability to this status. 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 availability to this status. In this case, Bria will never automatically switch you out of this status; you must switch yourself. • Bria has detected that you are on a call. When your call finishes, your availability reverts to the last availability.	You can contact this person.
	Not available for calls	You have set your availability to this status. Bria will never automatically switch you out of this status; you must switch yourself. Incoming phone calls will be directed to voicemail.	Your phone calls to this person will be directed to voicemail. You can IM this person.

Table 2: Availability Indicators

	Indicator	Meaning for your Availability	Meaning for Others' Availability
	Do not disturb	You have set your availability to this status. Bria will never automatically switch you out of this status; you must switch yourself. Both incoming phone calls and incoming IMs will be directed to voicemail. However, you can still make phone calls and IMs. When the other person responds, your availability will remain as Do not disturb.	You cannot make phone calls or IMs to this person.
	Idle	You have not moved or clicked the mouse or pressed a keyboard key for the Idle period. To set the Idle period see "Preferences – Application" on page 50. As soon as you click the mouse or keyboard, your status changes to Available.	You can contact this person.
	Away	You have set your availability to this status. Bria will never automatically switch you out of this status; you must switch yourself.	You can contact this person.
	Offline	Not applicable	The contact is either not logged on or else is not set up for availability.

4.4 Privacy

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

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

Setting up Controls in Advance

To set up controls in advance, see "Preferences – Privacy" on page 52.

Setting up Controls "on the Fly"

On an Incoming Call

To block someone when they are phoning you, choose Options > Block this Person.
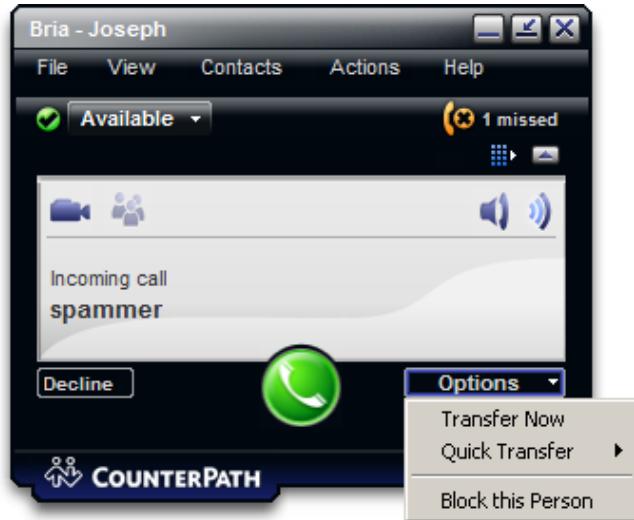
The call is declined, and this person is added to your Blocked List (see page 52). In addition, if the person is a contact, then "blocked" appears beside their name in the contact list.

You will no longer see incoming calls or instant messages from this person; they will automatically be declined.

To later unblock this person, remove them from your Blocked List. Or, if the person is a contact, right-click their name on the contact list and choose Unblock this Person.

On an Incoming IM

To block who sends an IM, choose Options > Block this Person on the Instant Message window. Then close the window.
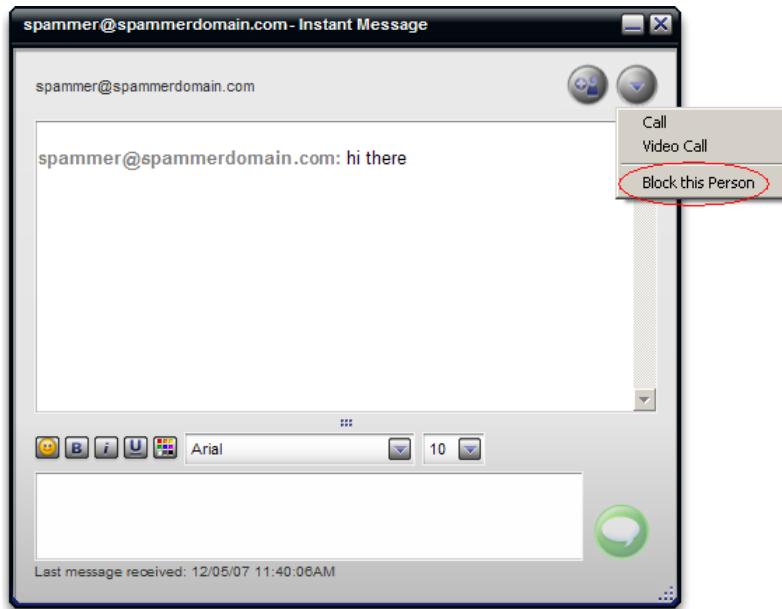
The other person gets a message that their instant message has been declined.

This person is added to your Blocked List (see page 52). In addition, if the person is a contact, then "blocked" appears beside their name in the contact list.

You will no longer see incoming calls or instant messages from this person; they will automatically be declined.

To later unblock this person, remove them from your Blocked List. Or, if the person is a contact, right-click their name on the contact list and choose Unblock this Person.

Via the Presence Request Dialog Box

Another party can send you a presence request, to request that they be able to see your availability, as described on page 42.

Your response has the following effect on privacy:

- If you add the person as a contact, then the ability of that person to phone or IM you is controlled by your privacy settings; see "Preferences – Privacy" on page 52.
- If you allow the person without adding them as a contact, then the ability of that person to phone or IM you is controlled by your privacy settings; see "Preferences – Privacy" on page 52.
- If you block the person, then that person is added to your Blocked List (see page 52). The person will not be able to phone or IM you, and will not see your availability information. You can change this blocking by removing the person from the Blocked List, in which case they will then be controlled by your privacy settings.

From the Contact List or History List

Right-click on the name and choose Block this Person. The person will be added to your Blocked List (see page 52). The person will not be able to phone or IM you, and will not see your availability information.

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

5 Configuring Bria

You can configure Bria in several ways:

- Set up your personal profile. See below.
- Configure global behavior. See "Configuring Preferences" on page 50.
- Configure the behavior on a per-account basis. See "Configuring Accounts" on page 65.

5.1 Configuring your Profile
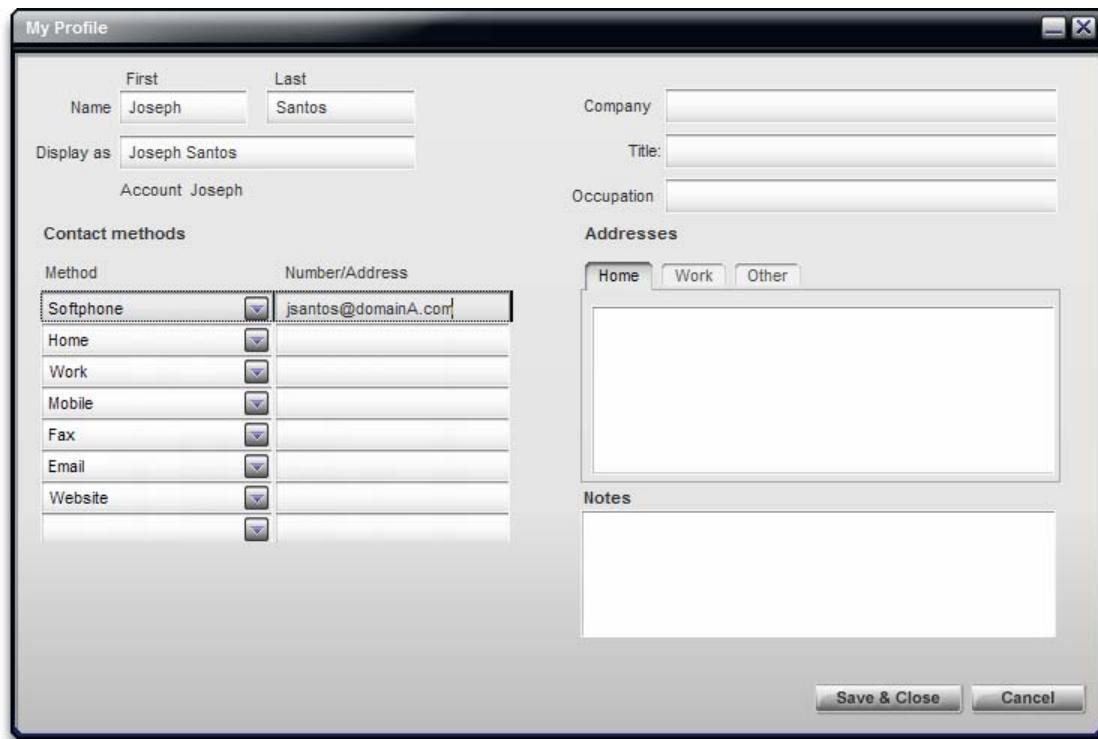
To set up information about yourself, choose File > My Profile.

5.2 Configuring Preferences

Choose File > Preferences. The Preferences window appears.

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

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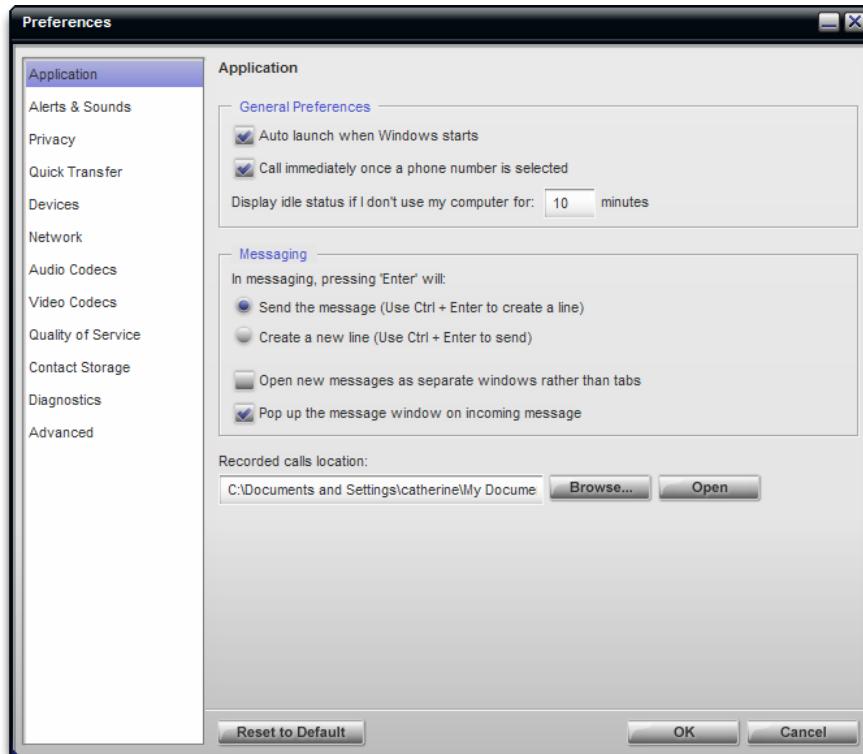
This panel lets you set your preferences for general GUI behavior.

Preferences – Alerts & Sounds
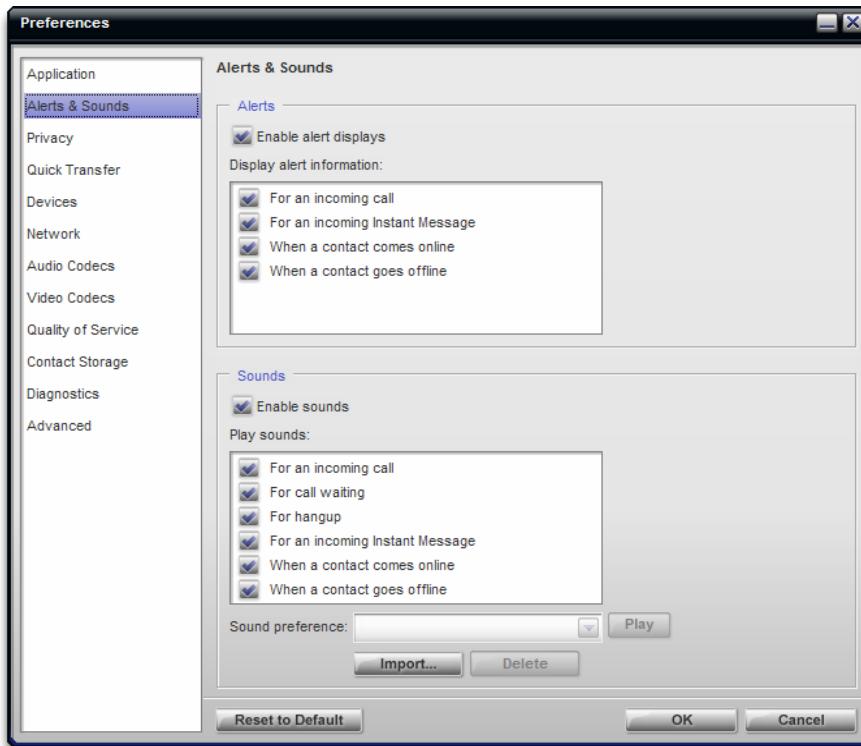
This panel lets you control the Call Alerts box and lets you assign sounds.

Showing Call Alert Box

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

Assigning 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. If enabling sounds, you can change the sound for each event: select the individual event. The value in Sound preference will change. Select the desired sound.

Keep in mind that you can also override any sound for an individual Contact; see page 36.

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

Preferences – Privacy

You can control how contacts and other people can contact you by phone or IM, and you can control whether your contacts can see your availability information (whether you are online, on the phone, and so on).
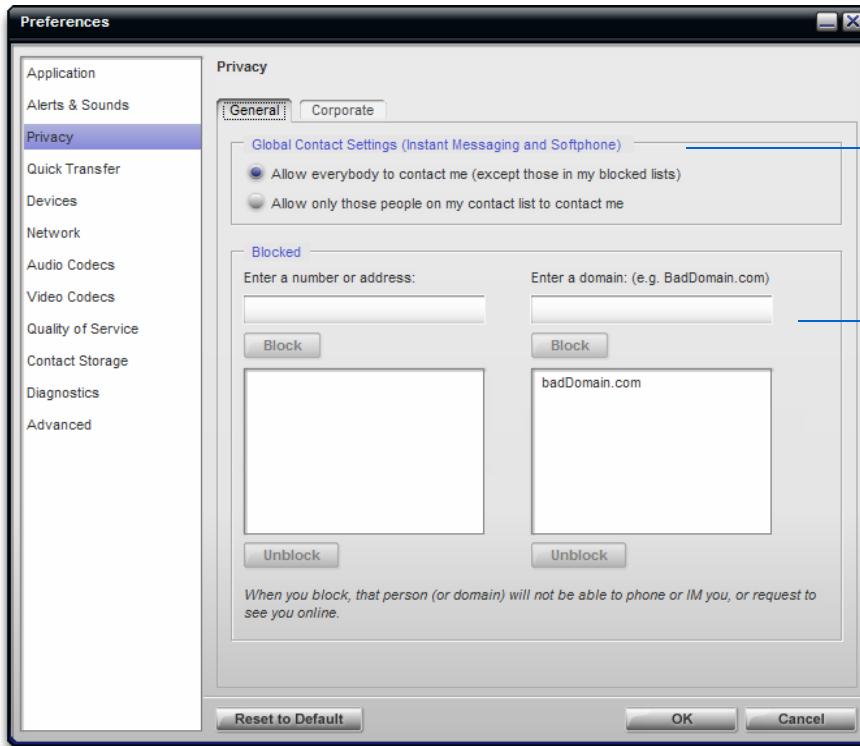
Choose one.
If you choose "Allow only", then all contacts will be able to contact you unless they or their domain are in the Blocked list (below).

This section is optional. It lets you enter addresses and domains that will be prevented contacting you. You can add and remove entries from the blocked lists.
In addition, entries are automatically added to this list when you block someone "on the fly" (page 47).
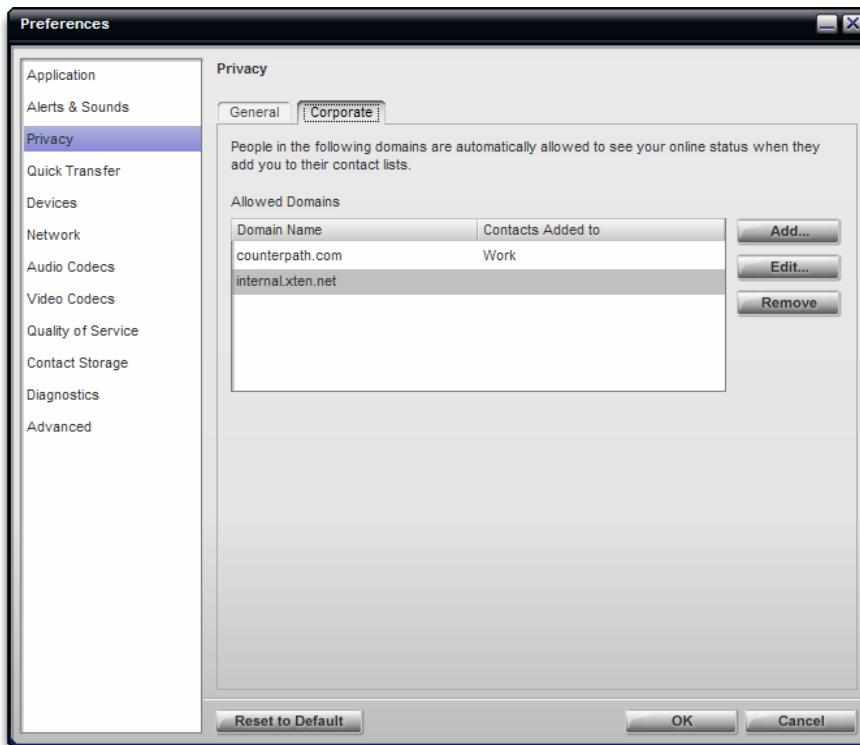
If you enter a domain in this list, people in that domain will automatically be allowed to see your availability online.
You will no longer see Presence Request dialogs from these people in this domain.

Preferences – Quick Transfer
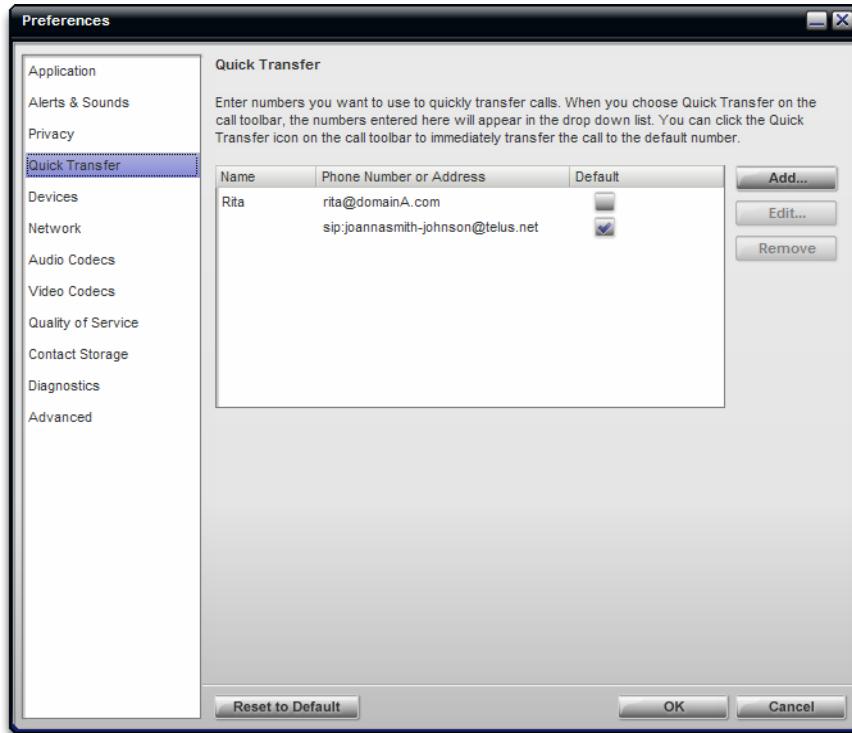
This panel lets you set up a list of phone numbers that calls can be transferred to. Then during a call, you can transfer to any of these numbers by selecting from a list.

Enter as many numbers as you want. To enter a new number, click in an empty line. To remove an entry, click in the line and delete the number. Set one of the numbers as the default.

See "Quick Transfer" on page 20 for information on using this feature.

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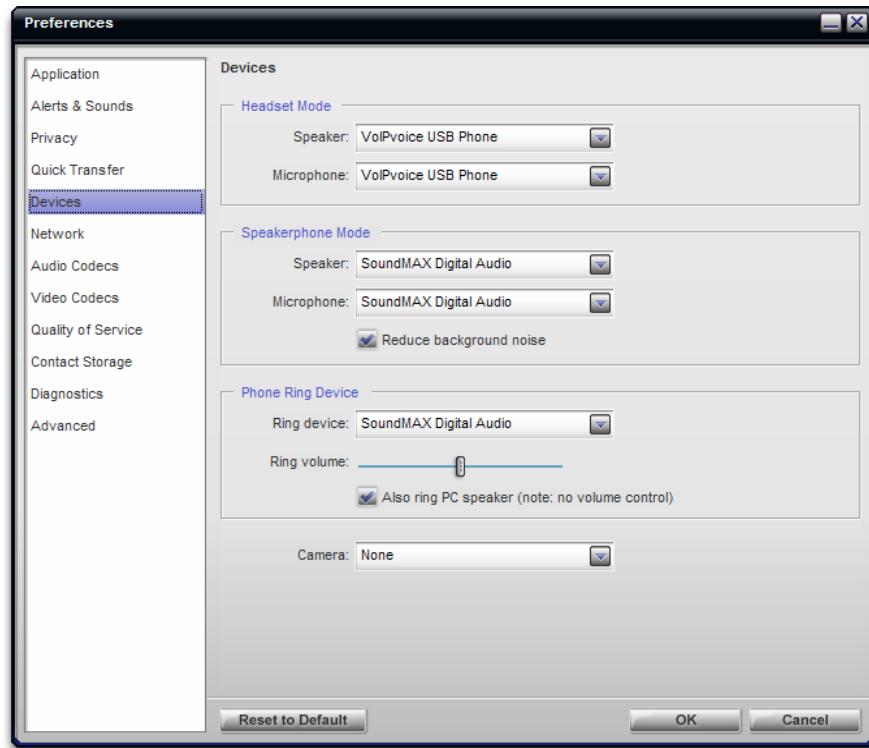
Bria automatically detects devices at each startup, and selects the most appropriate device for each purpose. If you do not like this selection, you can override it on this panel.

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.

Field	Description
Headset Mode	
Speaker	Change these fields only if you want to override the devices that Bria automatically selected.
Microphone	In both these fields, select the headset you are using.
	The headset is the device that is usually used for audio out (the sound you hear) and audio in (recording your voice). The only situation in which the headset is not used is when the Speaker Phone button on the dialpad is pressed.
	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	Change this field only if you want to override the devices that Bria automatically selected.
	Make the appropriate choice:
	• Select the device that you want to use for audio out (the sound you hear) when the Speaker Phone button is pressed. Make sure you select a speaker device (not the headset).
	• Select None if you do not have a speaker phone. The Speaker Phone button on the dialpad is disabled.
Microphone	Change this field only if you want to override the devices that Bria automatically selected.
	Make the appropriate choice:
	• Select the device that you want to use for audio in (recording your voice) when the Speaker Phone button is pressed.
	It can be any microphone: it does not have to be the microphone on the device you specified as the speaker device. For example, it can be the microphone on your camera.
	• Select None if you do not have a speaker phone. The Speaker Phone button on the dialpad is disabled.
Reduce background noise	Automatically attempts to remove background noise.
	Typically on for the speakerphone.
Phone Ring Device	
Device	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.
Volume	The volume of the ringer.
Also ring PC speaker	Click on or off, to suit your preference.
Camera	
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.

Preferences – Network

Field	Description
Network Connection Speed	Select the type of network connection for your computer.
	The sliders move to show the bitrate that will be used for sending and receiving. These rates are typical rates for the selected configuration.
	If you know that your computer and network can handle a faster sending speed, click Custom and move the slider.
	It is recommended that you not change the receiving speed.
	You will know that you have set the sending speed too high if:
	• The remote video shows black areas or is slow or jerky.
	• The remote audio is garbled.
	You will know that you have set the sending speed too low if the audio is good but the video is of poor quality (grainy).
Video Image Quality	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.
Preserve bandwidth	When this feature is on, Bria stops sending audio when you are not talking.
	When this feature is off, Bria always sends audio, which uses more bandwidth but may result in better call quality.
	Typically off. However, if you are using a slow (dial-up or ISDN) connection, you may want to turn it on.

Preferences – Audio Codecs
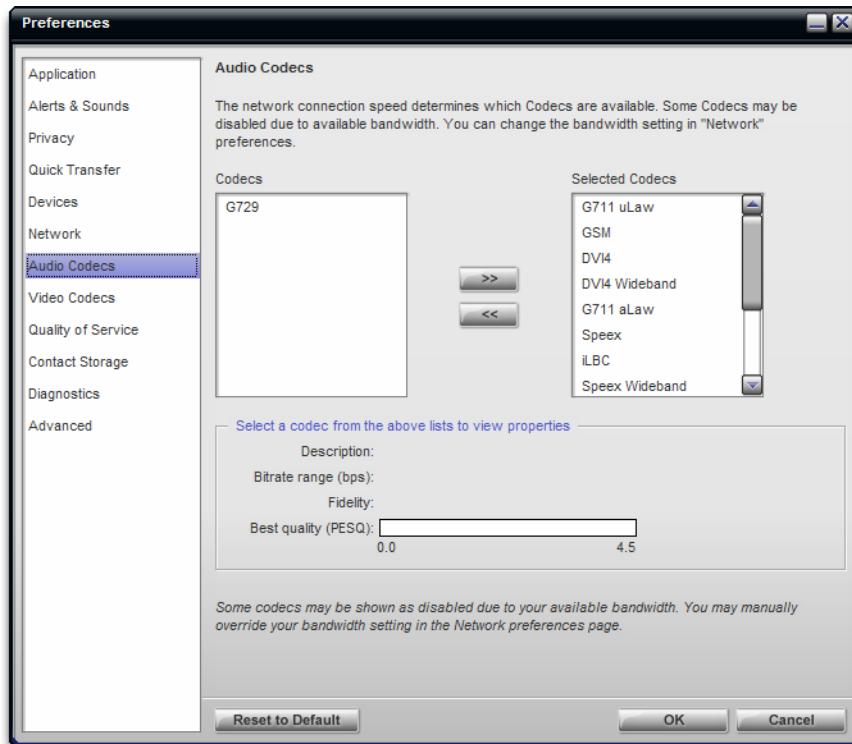
This panel shows all the codecs that are included in the retail version of Bria. You can enable or disable codecs as desired.

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

You cannot change the properties of any codecs.

About Codecs

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

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

Supported Codecs

Bria supports a wide range of codecs. See the table.

Codec	Narrowband	Wideband	Royalty-bearing	Included in Retail Bria
AMR Wideband (G.722.2)		✓	✓	
Broadvoice-32		✓		✓
Broadvoice-32 FEC		✓		✓
DVI4	✓			✓
DVI4 Wideband		✓		✓
EVRC	✓		✓	
G.711aLaw *	✓			✓
G.711uLaw *	✓			✓
G.722	✓			
G.723	✓		✓	
G.726		✓	✓	
G.729 *	✓		✓	✓
GSM	✓			✓
iLBC	✓			✓
L16 PCM Wideband	✓			✓
Speex	✓			✓
Speex FEC	✓			✓
Speex Wideband		✓		✓
Speex Wideband FEC		✓		✓
* Generally, at least one of these codecs must be enabled in order to place a PSTN (land line) call.				

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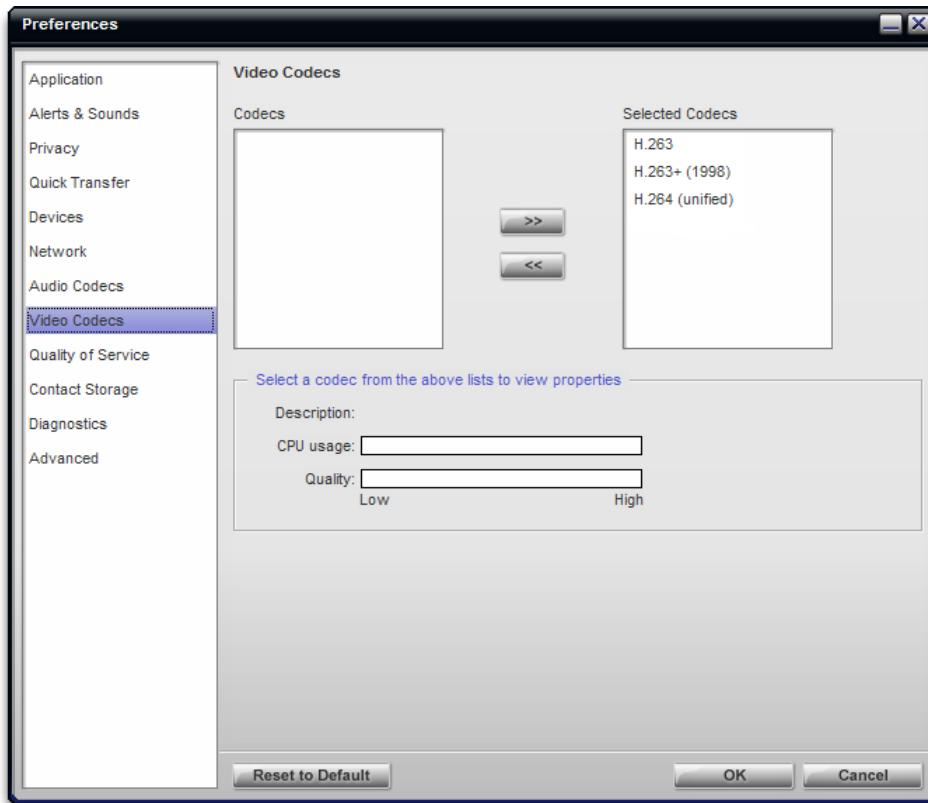
Video codecs describe the format by which video streams are compressed for transmission over networks. Some codecs require less bandwidth than others, but may result in lower video quality.

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

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

You cannot change the properties of any codecs.

Supported Codecs

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

Preferences – Quality of Service
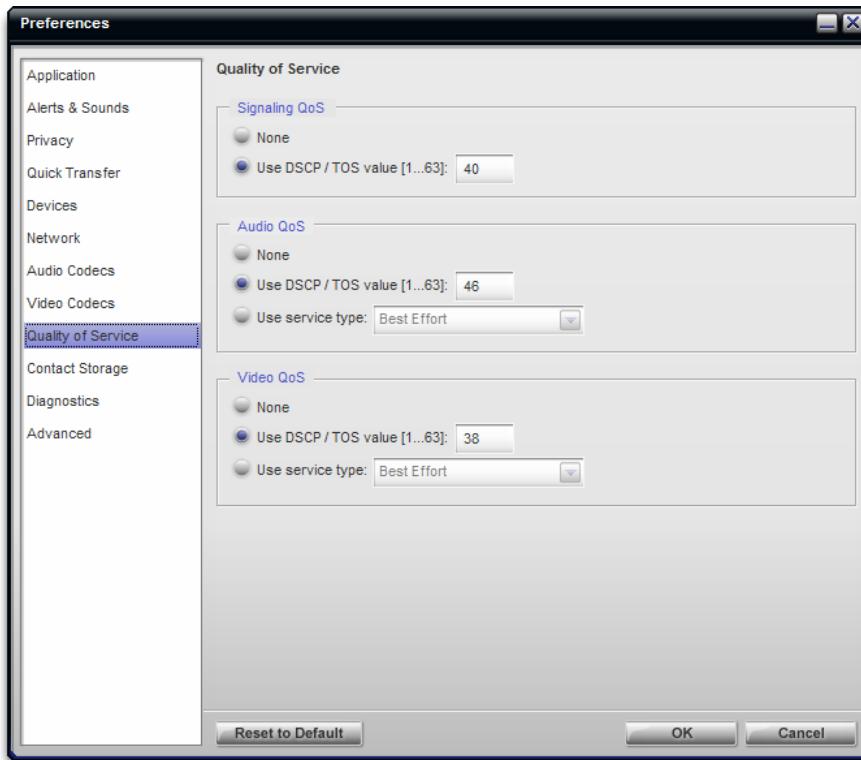
These fields appear only on versions of Bria that include video.
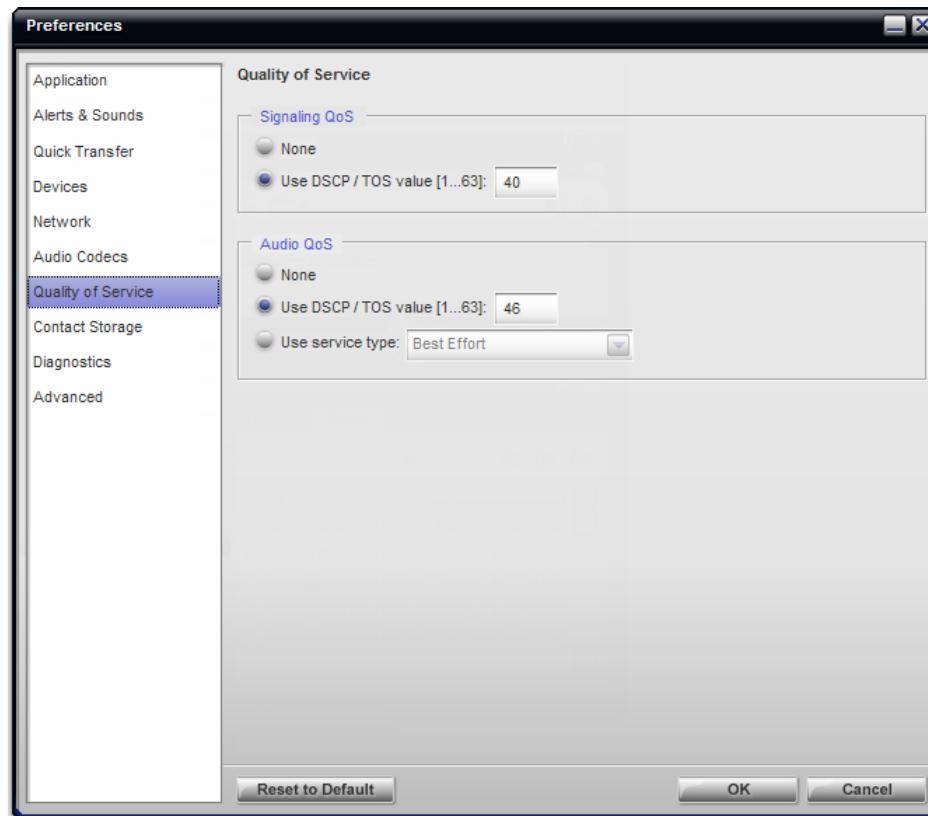
The Quality of Service panel lets you request a specific transport service for audio, video and signaling traffic.

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

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

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

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

Preferences – Contact Storage
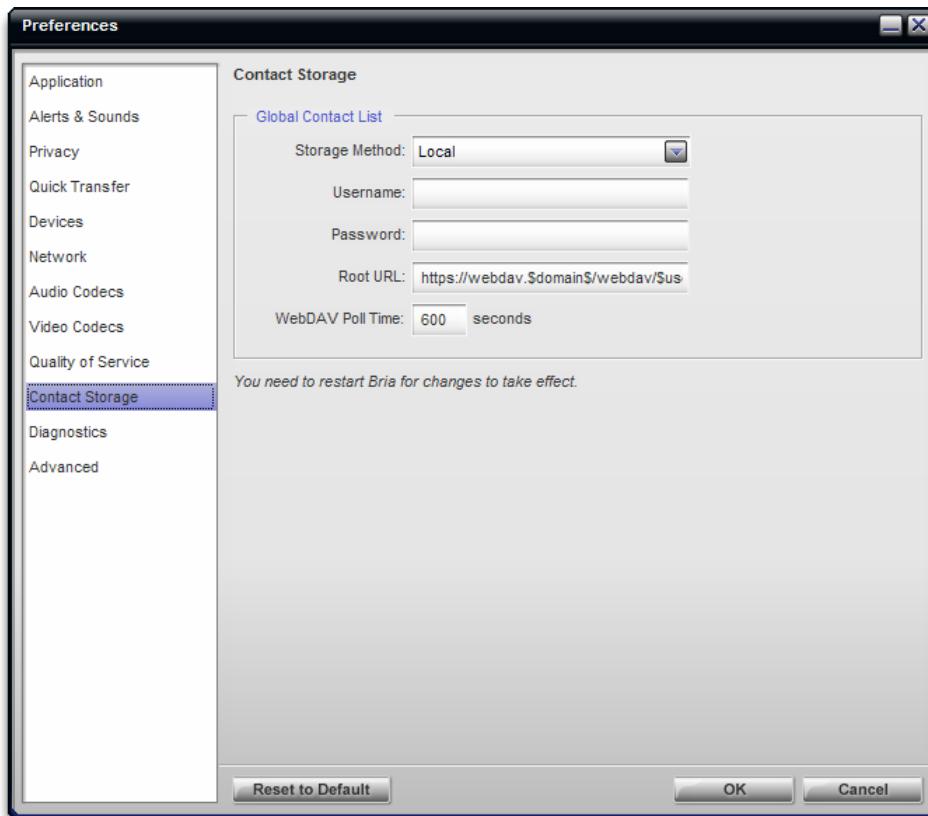
These settings let you set up a remote storage system for your contact list via WebDAV or XCAP. (The contact list is always stored locally, even when you set up for remote storage.)

The contact list holds general information for contacts. It is automatically loaded at startup, and is loaded even if no accounts are enabled.

Table 3: SIP Account Properties – Storage

Field	Description
Storage method	The storage method to be used for the Contact list file. The file can be stored locally or both locally and on a remote computer.
Server Settings	
Use SIP credentials	Check this box to use the username and password from your SIP account in order to log into the storage server.
	Otherwise, uncheck this box and complete the Username and Password fields.
	Not used for "Local".
Root URL	URL of an appropriate root folder on the remote server.
	Not used for "Local". The factory setting is https://webdav.$domain$/webdav/$username$/
WebDAV poll time	Enabled only for WebDAV. The time that elapses between polling for new contact data from the remote server.
	The factory setting is 600.

Preferences – Diagnostics
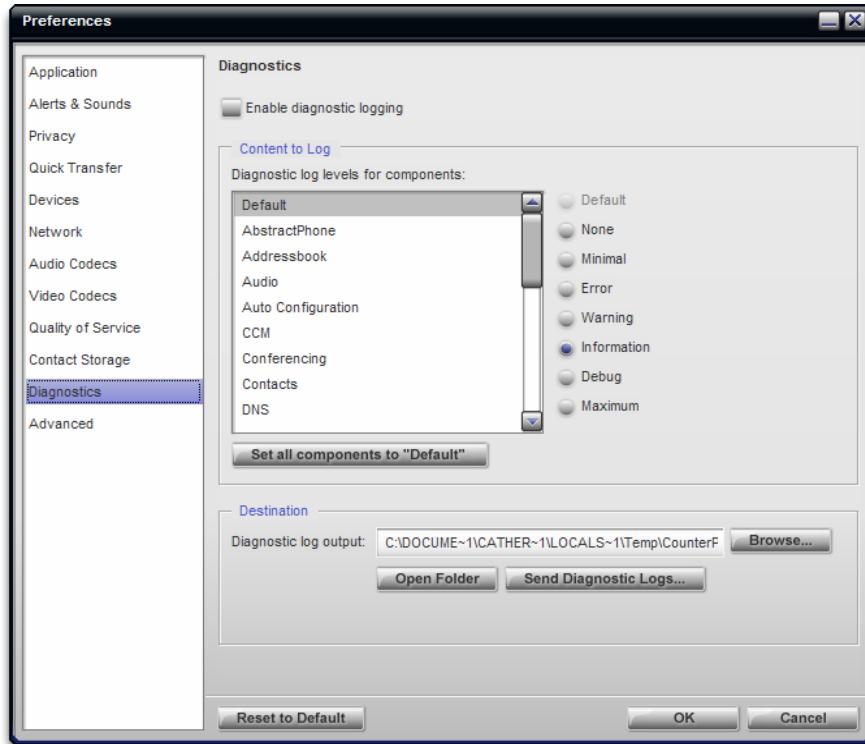
This panel lets you enable logging to files. Logging uses computer resources, so you should only enable it when instructed by a customer support representative.

To set up logging:

1. Click Enable diagnostic logging.

2. Set the logging level.

3. Specify the folder where logs will be saved.

4. Click OK.

Activity on Bria will be logged to.csv files in the specified folder. A new set of files is started each time you log on. In order not to create large files when logging (which may create computer problems), you must not remain logged on indefinitely when logging. You should occasionally exit and restart Bria.

If requested by a customer support representative, you can:

• Open the logging folder and then open a log file using a text editor.
• Email the logs in the specified folder to customer support: Click Send logs to customer support. A dialog box appears showing all the logs. Select files and click Open; the selected files are sent and the dialog box closes.

You can delete log files from the specified folder as you would delete any file on your computer.

Preferences – Advanced
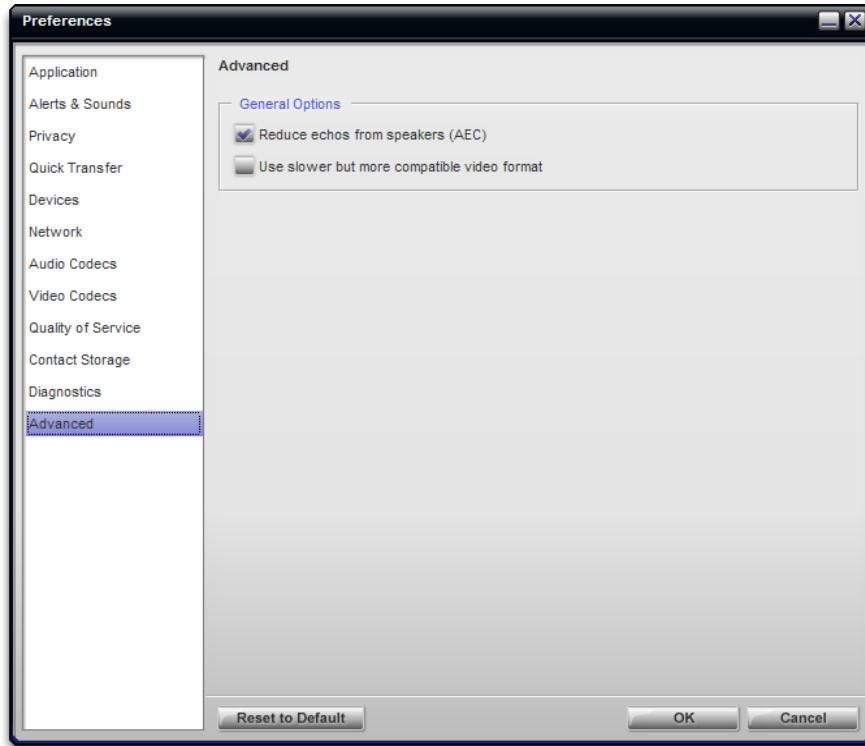
Field	Description
Reduce echoes	Turning this feature on improves sound quality. This feature is typically on.
Use slower but more compatible video format	Turning this field on may improve performance when running Bria on older hardware.

5.3 Configuring Accounts

Choose File > Account Settings.The Account Settings window appears.

Accounts Settings Window

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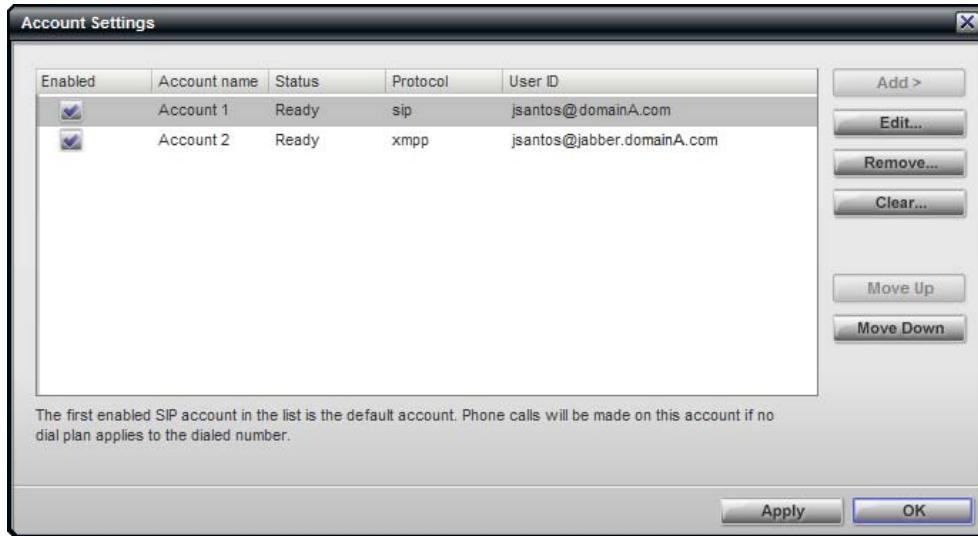
You can:

*   Add or remove an account.
*   Enable one or more accounts. See below for details.
*   Set one account as the default. See below for details.
*   Set or change the properties of an account. These properties control how Bria interacts with your VoIP service provider, and are set individually for each account. Click the **Properties** button, then see the following pages for details.

Enabling Accounts

You must enable an account in order to make and receive calls on that account. You can enable as many accounts as you want. Click the **Enable** box beside each account. The rules for enabled accounts are:

*   When multiple accounts are enabled, you will be able to receive calls on all those accounts.
*   You can never place a call on a disabled account. If you place a call that is only valid on the disabled account, it will fail with a "Not found" message.
*   You can never receive a call on a disabled account. If another party phones you on a number that is only known to a disabled account, the call will never appear on your Bria.
*   When multiple accounts are enabled, the account to use for an outgoing call is determined by the rules of the dial plan determine which account is used. See "Dial Plan" on page 82. If you have not set up any dial plans, then the default account is used.

Setting the Default Account

When multiple SIP accounts are enabled, the first account listed is always the default. Use the Move Up and Move Down buttons to set the desired account as the default.

The dial plan rules may select the default SIP account in order to place an outgoing call, as described on "Which Account Is Used?" on page 16.

XMPP Account

A red dot appears here to alert you when the Jabber ID field is blank or when the Jabber ID is incomplete. The alert disappears after you type "@" in the Jabber ID.

A red dot appears here to alert you when the Password field is blank. The alert disappears after you enter a password.

Table 4: XMPP Account Properties – Account

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

Table 4: XMPP Account Properties – Account

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

SIP Account Properties – Account
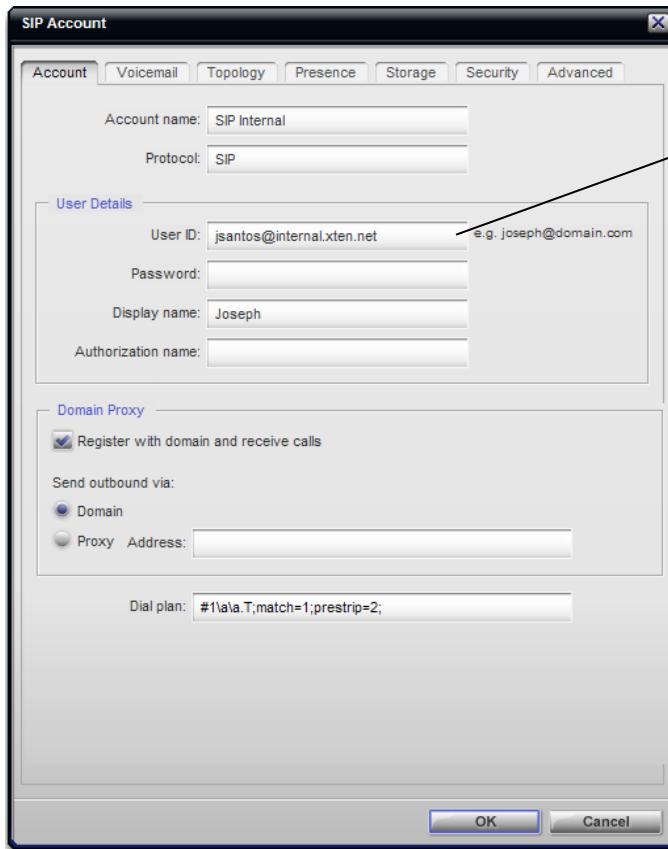
A red dot appears here to alert you when the User ID field is blank or when the User ID is incomplete. The alert disappears after you type "@" in the User ID.

Table 5: SIP Account Properties – Account

Field	Description
Account name	If desired, change the account name to something that is meaningful to you. For example, the name of the VoIP service provider.
Protocol	Read-only. Always specifies SIP.
User Details	
User ID	Typically the account number for the softphone account plus the domain. For example, kpereira@domain.com. Provided by your VoIP service provider.
Password	Provided by your VoIP service provider.
Display name	This name is displayed in the Bria display. Other parties will see this name they are when connected to you.
Authorization name	May not be required. If it is required, it will be provided by your VoIP service provider.
Domain Proxy	
Register with domain and receive calls	Check this box if you want to register with your VoIP service provider, so that you can receive incoming calls. Typically, this field is checked. A situation in which this field is unchecked is, for example, if your level of service does not include the ability to receive incoming calls. In this case, turning this field on may cause registration to fail (when you close the Account Properties window), meaning that your Bria cannot register with your VoIP service provider.

Table 5: SIP Account Properties – Account

Field	Description
Send outbound via	Choose the setting specified by your VoIP service provider: • Domain: If your VoIP service provider requires that traffic be directed to proxies that are discovered via the domain. • Proxy Address: If your VoIP service provider has an outbound proxy address and requires that you provide the address to Bria. For the address enter a domain name (for example, domain.com) or an IP address (for example, 123.456.789.012). If you are using Bria in a test lab, it is possible that neither of these settings is suitable; see page 79 for a third way to direct traffic.
Dial Plan	Information about the syntax of the numbers used by this VoIP service provider. Provided by the service provider. The default plan is: #1\a\a.T;match=1;prestrip=2; It is possible that this plan will work for you. If you can place a successful call, then the dial plan is suitable. If you cannot make a call, or if you want to set up a dial plan for your own reasons, see "Dial Plan" on page 82.

SIP Account Properties – Voicemail
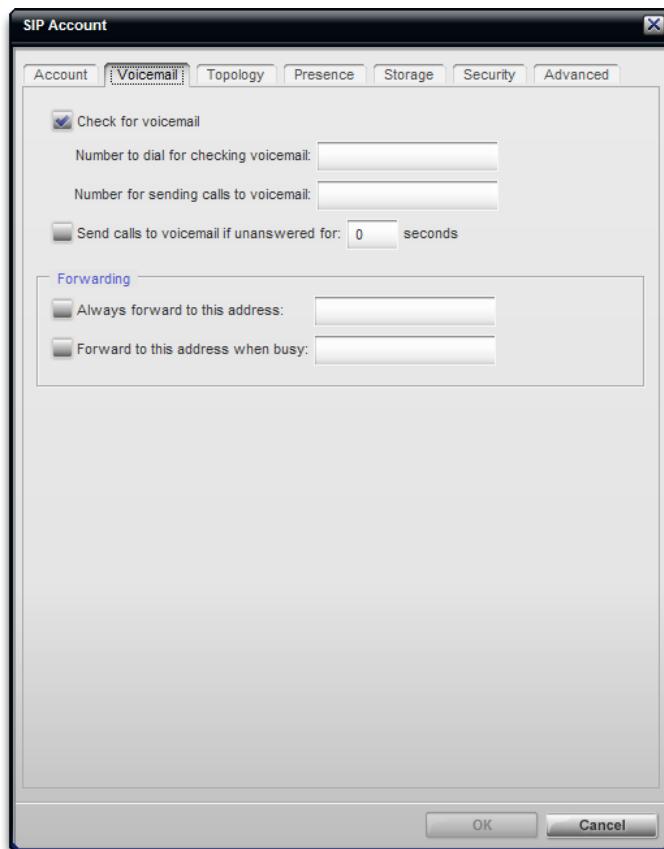
Complete these settings only if your service provider offers voicemail.

These settings let you set up Bria to forward calls in several situations.

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

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

Table 6: SIP Account Properties – Voicemail

Field	Description
Check for voicemail	If your VoIP service includes voicemail, choose the setting specified by your VoIP service provider.: • On: Bria will subscribe to be notified when there is a voicemail for you. • Off: the service provider may be set up to advise Bria when there is a voicemail for you; check with your service provider for details. If your VoIP service does not include voicemail, choose Off. Voicemail is controlled by your VoIP service provider, not by Bria. Contact your service provider for information on using voicemail.
Number to dial for checking voicemail	Complete only if your VoIP service includes voicemail. This is the number that will be called when you click the ![icon] icon on the call display, in order to connect to voicemail and listen to your messages. If you leave this field empty, then this icon will not work; you will have to manually dial this number in order to connect to voicemail. Enter the number provided by your VoIP service provider.

Table 6: SIP Account Properties – Voicemail

Field	Description
Number for sending calls to voicemail	Complete only if your VoIP service includes voicemail.
	This is the number that incoming calls will be forwarded to if they are unanswered after the specified interval (below), or when you click the ![icon] icon on the call display.
	If you leave this field empty, then this icon will not be displayed. However, leaving this field does not mean that voicemail does not work. It only means that this icon cannot be used to send to voicemail immediately.
	Enter the number provided by your VoIP service provider.
Send calls to voicemail if unanswered	Complete only if your VoIP service includes voicemail.
	To send to voicemail after the specified number of seconds.
	Your service provider may also provide a similar feature that is set up outside of Bria. If so, make sure you do not enter competing information in Bria and in the service provider's user interface. For example, if you turn off this field, make sure the same feature at your service provider is also turned off. Otherwise, all your calls will continue to be forwarded.
Always forward to this address	You can use this feature even if your VoIP service does not include voicemail.
	To always forward phone calls, click the box and enter the address to forward to. Phone calls received on other accounts (if you have them) are not affected by enabling this field.
Forward to this address when busy	You can use this feature even if your VoIP service does not include voicemail.
	To forward only when you are on another phone call, click the box and enter the address to forward to. Phone calls received on other accounts (if you have them) are not affected by enabling this field.
	Your service provider may provide a similar feature that is set up outside of Bria. If so, make sure you do not enter competing information in Bria and in the service provider's user interface. For example, if you turn off this field, make sure the same feature at your service provider is also turned off.

SIP Account Properties – Topology

Table 7: SIP Account Properties – Topology

Field	Description
Firewall Traversal	
IP Address	This setting controls how your IP address is presented. • Discover global address: Let Bria determine your public IP address. This is the recommended setting unless your VoIP service provider advises otherwise. • Use local IP address: use the IP address of the Bria computer. The recommended setting is Discover global address.
STUN Server	This setting specifies the STUN server to use. • Discover the server: Choose this option to let Bria find the address of a STUN server. • Use this server: To use a different STUN server. For the address enter a domain name or an IP address. The recommended setting is Discover server.
Enable ICE	ICE optimizes traffic and may help with firewall traversal. Typically, ICE is enabled. However, it may need to be disabled if your VoIP service provider has implemented a firewall traversal solution that is not compatible with ICE enabled. If you have problems with calls, contact your VoIP service provider for information on their firewall traversal solution.

Table 7: SIP Account Properties – Topology

Field	Description
XTunnels	
Use XTunnels	The appropriate setting depends on whether your VoIP service provider has an XTunnels server. • Automatic: Use Xtunnels when Bria detects a firewall that prohibits communications. This is the recommended setting if your service provider has an XTunnels server. • Always: Always use XTunnels. • Never: Do not use XTunnels. This is the correct setting if your service provider does not have an XTunnels server.
Server Address	Optionally, specify the name or IP address of the XTunnels server to use. • If the field is completed, Bria will use that server. • If it is blank, Bria will perform a DNS lookup to discover the server.
Username and Password	Check this box to use the username and password from your SIP account in order to log into the XTunnels server. Otherwise, uncheck this box and complete the Username and Password fields.
Range of Ports on Local Computer	
Range of ports used on local computer	The appropriate setting depends on your computer setup: • Checked: If your computer is behind a restrictive firewall that only allows specific port ranges to be used. Enter the range of ports to use for your SIP account. (You must also open those ports on your firewall; refer to applicable firewall documentation for information.) • Unchecked: If your computer is not behind a restrictive firewall.
File Transfer	
File transfer server	Not supported; leave this field blank. This field relates to file transfer via a SIP account. Bria supports file transfer via an XMPP account; see page 32.

SIP Account Properties – Presence
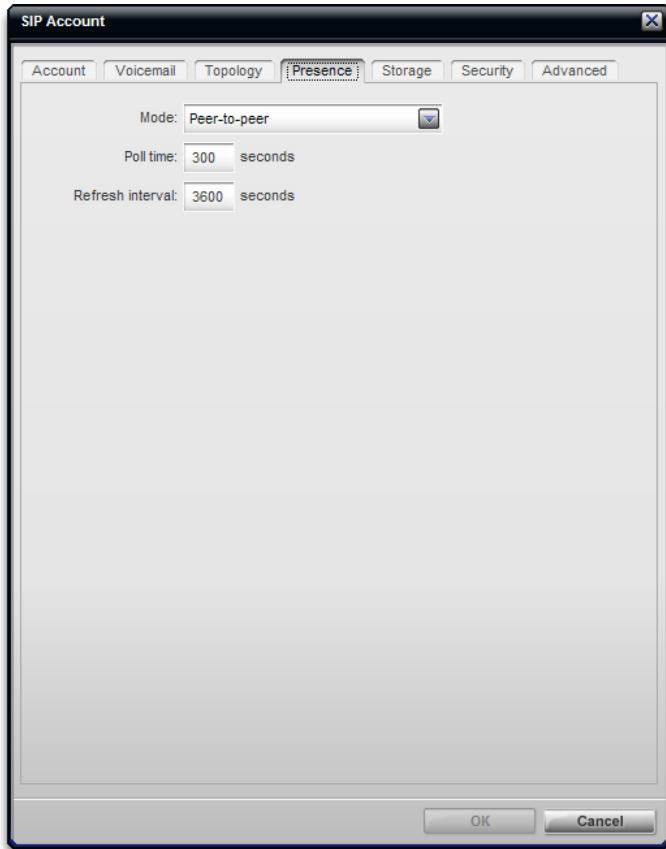
Presence allows other softphone users to see your online availability, and also allows you to see the online availability of others.

This tab lets you set up to share presence information with contacts who have addresses associated with this SIP account (for information on account association, see "Contact Profile — Advanced Dialog" on page 37).

(Note that you do not have to set up to share presence information on an XMPP account.)

Once you have configured presence on this page, you can set up rules; see "Availability" on page 42 and "Preferences – Privacy" on page 52.

Table 8: SIP Account Properties – Presence

Field	Description
Mode	Choose the setting specified by your VoIP service provider: • Disabled: Presence is not supported. • Presence Agent. • Peer-to-Peer.
Poll time	Enter the value specified by your VoIP service provider. The factory setting is 300.
Refresh interval	Enter the value specified by your VoIP service provider. The factory setting is 3600.

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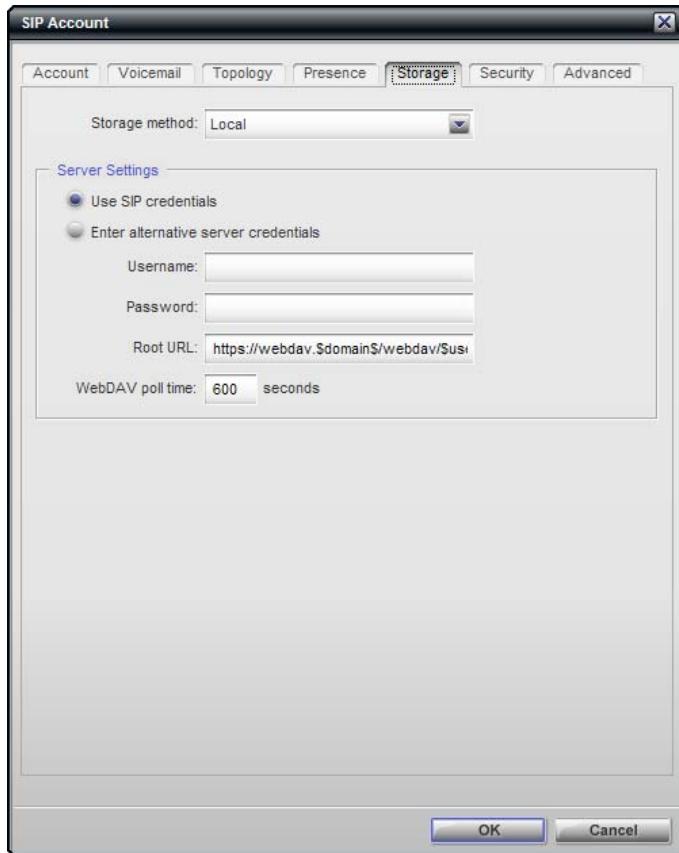
These settings let you set up a remote storage system for the buddy list for this SIP account. (Note that the buddy list for an XMPP account is always stored on the XMPP server; no configuration is required).

Table 9: SIP Account Properties – Storage

Field	Description
Storage method	The storage method to be used for the buddy list and presence rules. The file can be stored locally or both locally and on a remote computer.
Server Settings	
Use SIP credentials	Check this box to use the username and password from your SIP account in order to log into the storage server.
	Otherwise, uncheck this box and complete the Username and Password fields.
	Not used for "Local".
Root URL	URL of an appropriate root folder on the remote server.
	Not used for "Local". The factory setting is https://webdav.$domain$/webdav/$username$/
WebDAV poll time	Enabled only for WebDAV. The time that elapses between polling for new data from the remote server.
	The factory setting is 600.

SIP Account Properties – Security
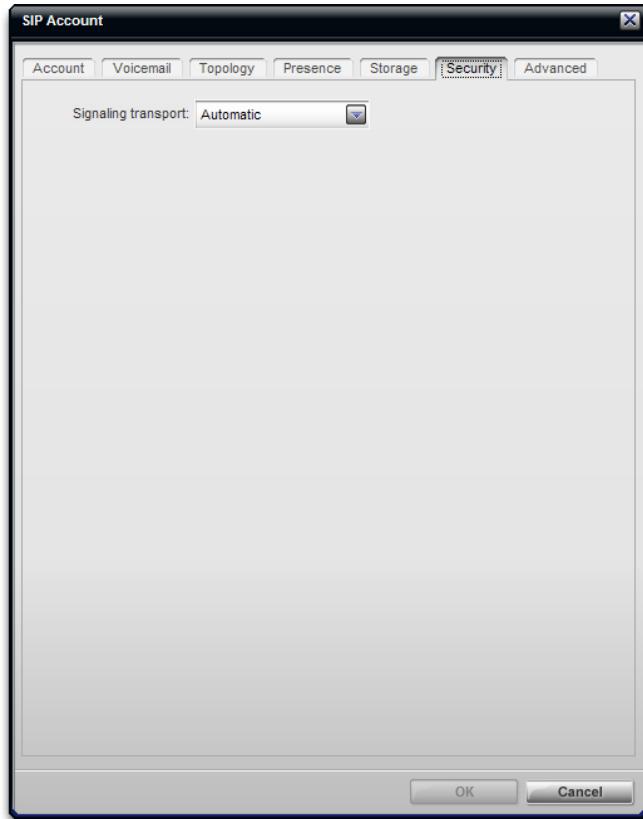
Table 10: SIP Account Properties – Security

Field	Description
Signaling Transport	Contact your VoIP service provider to identify the types of transport that are supported. Then choose a supported transport: • Automatic: Bria sets up the transport based on the capabilities of the network and the Bria computer. Choose this option if you do not care which transport is used. • TCP: This transport provides no signaling security. • UDP: This transport provides no signaling security. • TLS: Choose this option to request signaling encryption.

SIP Account Properties – Advanced

s

Table 11: SIP Account Properties – Advanced

Field	Description
Register Settings	
Reregister every	The time interval between Bria's attempts to reregister in order to refresh the account registration with the VoIP service provider for this account. A value of zero means not to reregister after the initial registration.
	This value is placed in the "Expires" header field of the REGISTER message.
	The factory setting is 3600.
Minimum time	If the reregistration fails, Bria will wait this amount of time, then attempt to reregister. If the second attempt fails, Bria will wait twice this time and try again, then four times this time, and so on, until reregistration succeeds.
	The factory setting is 20.

Table 11: SIP Account Properties – Advanced

Field	Description
Maximum time	This is the maximum wait time between attempts to reregister. Once this maximum is reached, Bria will wait this time for all subsequent attempts.
	For example, the min. time is 20 secs, the maximum time is 120 secs. Bria will attempt to reregister as follows:
	• Wait 20 secs.
	• Attempt to connect.
	• If fail, wait 40 secs.
	• Attempt to connect.
	• If fail, wait 80 secs.
	• Attempt to connect.
	• If fail, wait 120 secs (the maximum)
	• Attempt to connect.
	• If fail, wait 120 secs, and so on.
	The factory setting is 1800.
Timers	
Enable session timers Default session time	A session timer is a mechanism to detect whether a call session is still active from the signaling point of view. When the timer expires, a refresh is sent from one party to the other. The timer is then reset.
	• Turn on to enable session timer. Enter a value in Default session time. The factory setting is 60.
	• Turn off to disable session timer; refreshes will never be sent.
Session timer preference	This field specifies your preference for which party should send the refresh. The preference is not a guarantee that the refresh will be performed by the specified party. The choices are:
	• None: No preference.
	• Local refreshes: Your computer sends.
	• Remote refreshes: The other party sends.
	• UAC refreshes: The user agent client (the party that initiated establishment of the communications) sends.
	• UAS refreshes: The user agent server (the other party) sends.
Send SIP keep-alives	Typically on, to instruct Bria to send SIP keep-alive messages in order to maintain a "pinhole" through your firewall for SIP messaging.
Use rport	Typically on.
Send outgoing request directly to target	When checked, requests with a complete URI (user@ABC.com) go to ABC.com and the "Send outbound via" field on the Account tab (page 69) is ignored.
	Typically off. This field is intended for test labs and may cause problems in a NAT environment.

A Application Hot Keys

Function	Keyboard Shortcut
Answer	Enter
Exit	Ctrl+Q
Hang up	Esc
Hold	Period
Mute	Spacebar

B Dial Plan

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

The input is processed as follows:

- Cleanup: Input is cleaned up by removing spaces, dashes, open brackets, and close brackets. Cleanup allows Bria to support calls placed using contacts from a contact list, including Microsoft® Outlook®.
- Matching: The input is compared to the patterns defined by the dial plan for each enabled account. Each account has one dial plan, and each dial plan has one or more patterns.

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

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

  For details on matching see "How the Input Is Processed" on page 85.

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

The Default Dial Plan

The default dial plan is:

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

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

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

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

Do You Need to Read this Information?

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

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

　
B.1 Dial Plan Syntax

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

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

Where:

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

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

  Spaces are allowed only in the `<value>` items.

Example

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

where:

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

Pattern

Valid Content

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

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

Element	Origin	Description
0 1 2 3 4 5 6 7 8 9	Literals	Literal digits, used as is.
# * a to z	Literals	Literal characters, used as is. Special cases: • The literal x character is represented by \x. • The literal t character is represented by \t.
x	Digit map rules	Wildcard for any single digit, 0 to 9.

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

Timers

There are two timers:

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

These timers are used in input comparison, as described in "How the Input Is Processed" on page 85.

Transformation Keywords

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

Order of Transformations

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

prestrip > poststrip > pre > post > replace

B.2 How the Input Is Processed

Comparing Input to the Dial Plan Patterns

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

• If the input was dragged or selected, then the entire input is compared to each dial plan. If a complete match is found, then that account is selected and the associated transformation is performed. If no match is found, the default account is selected and no transformation is performed.

• If you are typing the input, the digits are compared one by one as they are entered. The comparison will result in one of the types of matches described in the table below.

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

Results of the Comparison

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

B.3 Examples

Example 1

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

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

Example 2

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

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

Example 3

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

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

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

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

However, the example does illustrate two ideas:

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

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

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

C Contact List Headings

Following is a list of all the headings that are used in the Bria contact list. This list can be useful when formatting a contact list in order to import it into Bria. For details, see "Importing Contacts" on page 38

uri	business_number	sms_addresss
display-name	business_number2	ms_address2
entry_id	business_number3	sms_address3
given_name	business_number4	sms_address4
surname	business_number5	sms_address5
email_address	business_number6	sms_address6
email_address2	mobile_number	custom_fields
email_address3	mobile_number2	custom_fields2
email_address4	mobile_number3	custom_fields3
email_address5	mobile_number4	custom_fields4
email_address6	mobile_number5	pres_subscription
sip_address	mobile_number6	
sip_address2	fax_number	
sip_address3	fax_number2	
sip_address4	fax_number3	
sip_address5	fax_number4	
sip_address6	fax_number5	
home_number	fax_number6	
home_number2	groups	
home_number3	comment	
home_number4	postal_address	
home_number5	default_address	
home_number6	default_address_type	

D Location of Files

System files get copied to the installation directory specified when installing Bria. The default installation directory is:

`C:\Program Files\CounterPath\Bria`

Data files are saved in the Counterpath folder in the standard location for application data, as defined in Windows.This location is typically:

`C:\Documents and Settings\<user name>\Application Data\CounterPath Solutions Inc\Bria\`

E Other Ways to Run Bria

E.1 From a Hyperlink

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

```
<a href="sip:<address or number>">dial <address or number></a>
```

For example:

```
<a href="sip:kpereira@domain.com">dial kpereira@domain.com</a>
```

E.2 From the Command Line

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

```
Bria.exe
```

To start Bria from a DOS prompt and immediately dial a number, type:

```
Bria.exe -dial=sip:<number>
```

F Glossary

AEC	Acoustic echo cancellation. Processing of the audio or video signal to reduce the echo effect that can arise with a speakerphone or that can arise if the sound from the speakerphone or headphone leaks into the microphone.
AGC	Automatic gain control. Processing of the audio or video signal to adjust the microphone volume level so that the other party does not hear the distortion that might be caused by too high a microphone input or too low volume (due to too low input level).
AVI	Audio Video Interleave. A multimedia container format. AVI files contain both audio and video data in a standard container that allows simultaneous playback.
Broadband	Broad or wide bandwidth. In data transmission, the wider the band, the more data it is possible to transmit in a given time span. A cable, DSL and ADSL connection to the network provide broadband for data transmission. A dialup or ISDN connection typically provide a narrow bandwidth for data transmission.
Codec	The format by which audio or video streams are compressed for transmission over networks.
Default account	The SIP account that will be used when placing an outgoing call, if Bria does not determine that another account should be used. Bria uses the dial plan to determine the account to use. You can mark one account as the default account; see "Setting the Default Account" on page 66.
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.
IM	Instant Messaging. A technology that lets users send text message and files for near instantaneous delivery and display on each others' computers.
IP	Internet Protocol. A data-oriented protocol used for communicating data across a network. IP is the most common protocol used on the internet.
IP address	A unique number that devices use in order to identify and communicate with each other on a computer network using the IP standard.
Media	In a VoIP phone call, the audio and video portion of the information in a call. Compare to "Signaling".
MWI	Message Waiting Indicator. An indicator that there is a voicemail message for the owner of an account.
Narrowband	In data transmission, the wider the band, the more data it is possible to transmit in a given time span. A cable, DSL and ADSL connection to the network provide broadband for data transmission. A dialup or ISDN connection typically provide a narrow bandwidth for data transmission.
Presence	An instant messaging feature that allows users to share information about their availability, mood, location and so on.
Proxy	See SIP account.
PSTN	Public Switch Telephone Network. The traditional land-line phone network.

RFC	Request for Comment. A document that describes an aspect of an internet technology. An RFC may be a proposed, draft or full internet standard.
RTP	Real-time Transport Protocol. A protocol for delivering the media portion of a data transmission over an IP network. SRTP is another media protocol.
Signaling	In a VoIP phone call, the information in a call that deals with establishing and controlling the connection, and managing the network. The non-signaling portion of the call is the Media.
SIMPLE protocol	Session Initiation Protocol for Instant Messaging and Presence Leveraging Extensions. The instant messaging (IM) protocol followed by Bria. It encapsulate the rules for exchanging instant messages.
SIP	Session Initiation Protocol. The signaling protocol followed by Bria for handling phone calls.
SIP account	An account that provides the user the ability to make VoIP phone calls. The account encapsulates the rules and functions the user can access.
softphone address	The address used to connect to a SIP endpoint. In other words, the "phone number" used in a VoIP phone call. For example, sip:joseph@domainA.com.
SRTP	Secure Real-time Transport Protocol. A protocol for delivering the media portion of a data transmission over an IP network. SRTP is a secure protocol, which means that the media is encrypted. RTP is another media protocol.
TCP	Transmission Control Protocol. A transport protocol for delivering data over an IP network. Other transport protocols are TLS and UDP.
TLS	Transport Layer Security. A transport protocol for delivering data over an IP network. TLS is a secure transport protocol, which means that all the data being transmitted (signaling and media) is encrypted. Other transport protocols are TCP and UDP.
UDP	User Datagram Protocol. A transport protocol for delivering data over an IP network. Other transport protocols are TCP and TLS.
URI	Uniform Resource Identifier. A name or address that identifies a location on the world wide web. A softphone address is a type of URI.
URL	Uniform Resource Locator. A URI that both identifies a name or address and indicates how to locate it.
USB device	Universal Serial Bus device. A device that follows a specific communications standard. A headset may be a "USB type" of headset.
VAD	Voice Activity Detection. A technology that detects if audio is a human voice or background noise. Bria includes a feature (Preserve bandwidth on the Network panel of the Preferences window) that controls whether audio is transmitted when VAD determines that none is actually speaking.
vCard	An electronic business card that is often attached to an email. It often appears as a "signature" block that identifies the person, their title, and their business.
VoIP	Voice over Internet Protocol. A variation of IP used for sending voice data over the internet, in other words, used for making phone calls over the internet.
VoIP service provider	A business that provides a VoIP service, allowing a user to connect to the internet in order to make VoIP phone calls using Bria. The VoIP service provider sets up a SIP account for the user.
WAV	Or WAVE. A file format standard for storing audio on PCs.