# CounterPath

# Bria Stretto *for Mac* User Guide

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This manual corresponds to Bria Stretto *for Mac* version 4.3 and later.

Rev 1

# *Contents*

# 1   Introduction

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

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

## Standard Telephone Features

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

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

## Enhanced Features and Functions

Bria also supports the following features and functions:

- Video
- Support for several languages in addition to English: French, Portuguese, Russian, and Spanish.
- IM and presence using the SIP SIMPLE protocol or the XMPP protocol.
- IM conferencing (group chat) via an XMPP account.
- Corporate chat rooms.
- Contact list containing the individual user's contacts
- Directory containing names from a shared LDAP directory.
- File transfer via an XMPP account.
- Support for DTMF (RFC 2833 or inband DTMF).
- Automatic detection of audio and video devices.
- Acoustic echo cancellation, automatic gain control, voice activity detection.
- Support for the following audio codecs:
  G.711aLaw, G.711uLaw, G.722, G.729, OPUS, SILK Narrowband, SILK Wideband, SILK Super-wideband, Speex, Speex Wideband.

- Support for the following video codecs:
  H.263, H.263+ 1998, H.264, VP8.

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

# 2   Getting Started

## 2.1 Installing Bria

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

## 2.2 Starting Bria

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

Click Log In; the softphone GUI appears.
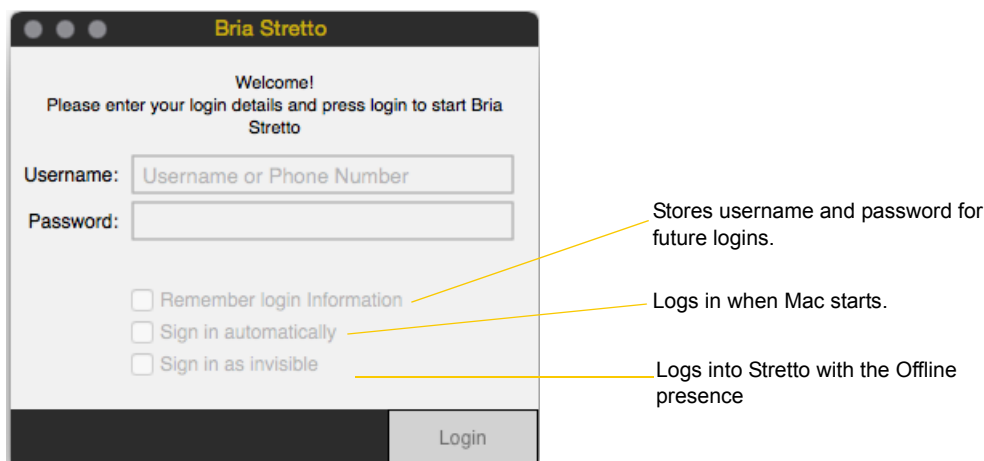


### Making a First Call

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

### Having Troubles?

Bria includes tools for helping you troubleshoot problems. From the menu, choose Help > Troubleshooting.

- You can verify that your camera is working (Preferences > Devices > Test Camera).
- Audio tab: While you are on a phone call, you can test the quality of the audio. Note that to perform a valid test, you should be on an established call (not a call attempt).
- Devices tab: You can verify that your microphone and speakers are working and can set the volume to a comfortable level without having to actually place a phone call.
- Support tab: If none of the other tabs help you solve your problem, you can create logs of your activity and send them to customer support.

# 2.3 Setting up Notifications

Bria uses OS notifications. Make sure that the notifications are set up for Bria in system preferences.

From the menu, click Apple logo > System Preferences > Notifications. In the notification center, choose Bria Stretto. Choose Banner or Alerts for the alert style. For details on incoming call notifications, see page 11.

# 2.4 Quitting Bria

To quit Bria, choose Bria Stretto > Quit or press the Apple key + Q.

# 2.5 Checking for Bria Updates

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

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

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

# 3 Making Phone Calls

## 3.1 The Onscreen Softphone



Minimize to dock

Close window

Open the Messages window. See page 31

Voicemail indicator. See page 23

Bria Toolbar. See page 13

Call entry field. See page 7.

Missed calls indicator. Opens the History tab.

Resources. See page 57

Resize softphone
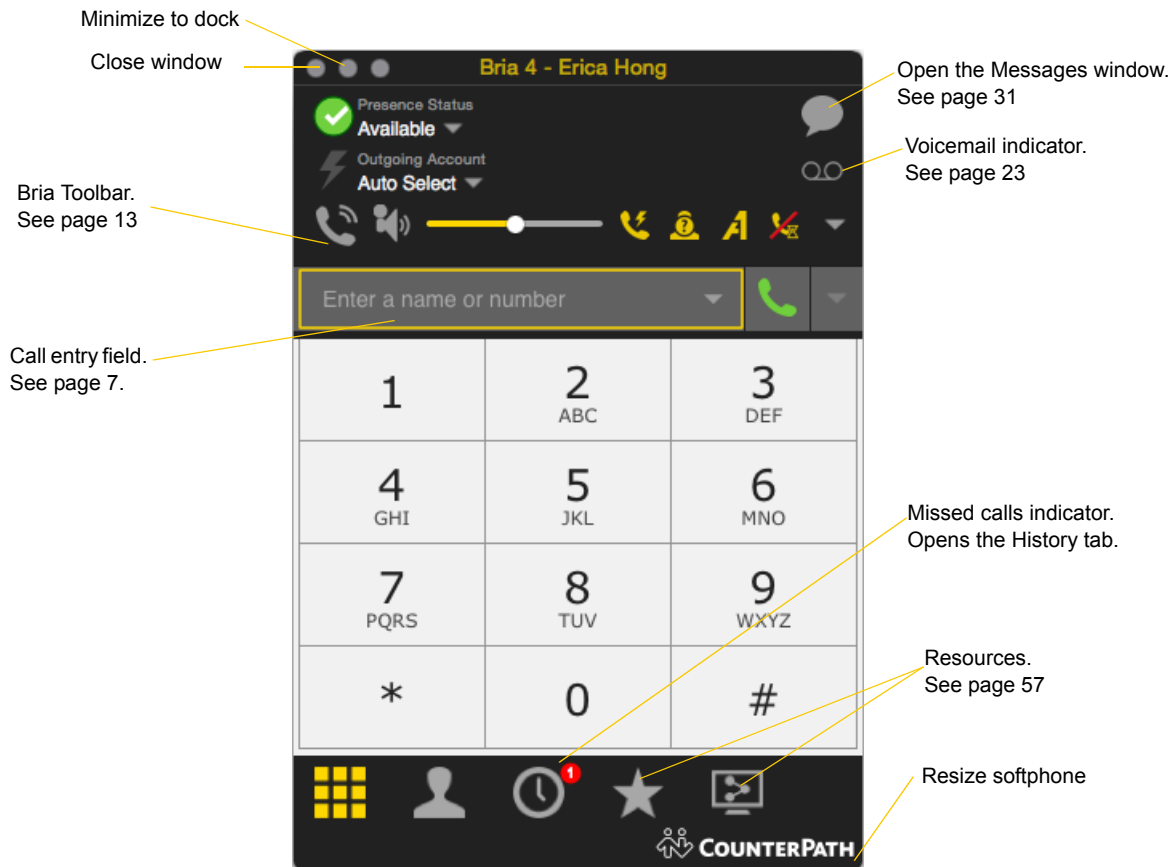
**Compact View**

To create this compact view, go to Bria, click View and hide all the resources tabs including the dialpad.
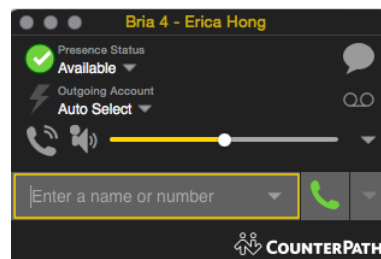
# The Bria Menu
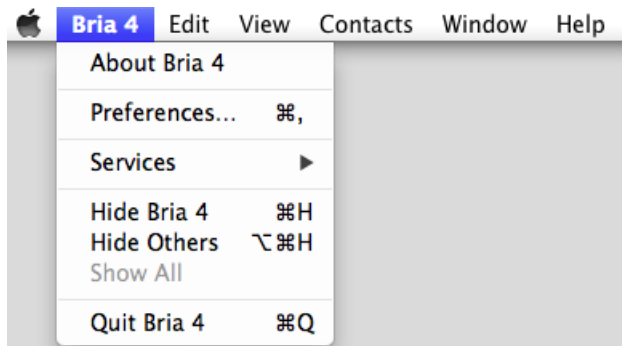
The menu contains the following items that are specific to Bria:

- Bria Stretto > Preferences. See page 69.
- Sign Out. To log off and minimize Bria to the system tray. If you click the Bria icon in the status bar, the Login screen appears. This menu item does not appear if you have configured Bria for no login.
- View. Changes how Bria looks. Also lets you view the messages and chat rooms (if you are a member of one; see page 29).
- Contacts. Lets you work with contacts.
- Help. Provides access to various service-related features.

# 3.2 Placing a Call

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

| Option | From the... | Description |
|---|---|---|
| Keying | Dialpad or computer keyboard | 1. Enter the number or address in the call entry field using the dialpad or the computer keyboard. To turn letters to numbers, see page 9.<br><br>If entering a softphone address, you can enter the entire address (6045551212@domainA.com) or just the number (6045551212).<br><br>As you type, a suggestion for completing the entry may appear. Choose the suggestion or keep typing.<br><br>2. Click the Call button or press Enter. |
| Control-click a contact | Contacts tab | Control-click an entry from the Contacts tab and choose Call or Video Call.<br><br>(If the tab contains lots of entries, first search or filter the list.) |
| Double-click a contact | Contacts tab | Contacts have a "double-click" action (page 69) that either makes an audio phone call or starts an IM. |
| Single-click a contact | Contacts tab | Hover over the right side of the contact to reveal the click-to-call button. Click to place a call using the primary phone number for this contact. |
| Redial | Redial button | • When the call entry field is empty, click the Call button.<br>• Or click the arrow in the call entry field and select a recent call.<br><br>An audio call is placed. |
| Dialing | Dialpad | 1. If the dialpad is not visible, click the Phone tab at the bottom<br>2. Click the numbers on the dialpad to enter the phone number.<br>3. Click the Call button or press Enter. |
| From an instant message | Messages window | Click the menu at the top of the IM window and choose Call. |

See the next page for an example.

Call entry field

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

Auto complete suggestions. Bria makes a call as soon as you choose the suggestion. You can change this behavior so Bria does not dial until the Call button is pressed (page 69).

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

## Dealing with an Auto Attendant

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

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

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

```
604551212PPP44;
```

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

```
604551212PPPPPP1PP3PP2;
```

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

```
6045551212XXX44;
```
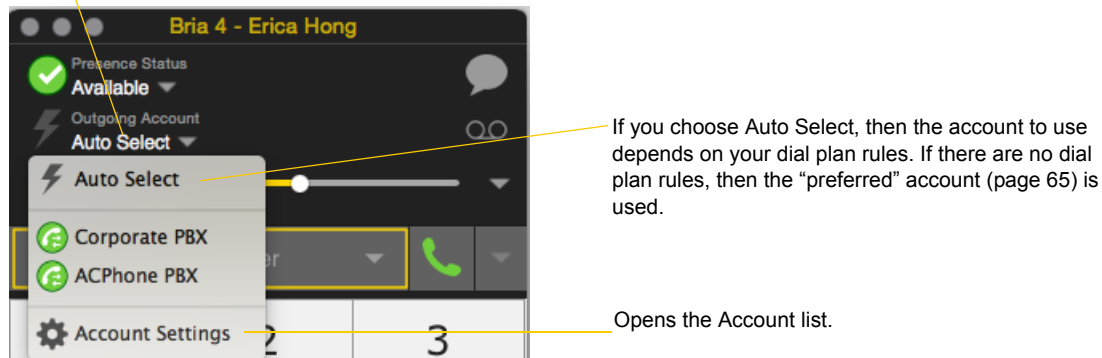
## Selecting the Account to Use

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

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

The account selection options appear only if you have two or more SIP accounts that are enabled and being used for phone calls. To make an account "useable" for phone calls, from the menu bar, choose Bria > Preferences > Accounts, open the desired account and change the Use For fields on the General tab (page 65).

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



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

Opens the Account list.

## Letters to Numbers

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

Turn letters-to-numbers on or off

Type the phone number using numbers and letters, as desired

When you click Call, the call panel will open and the call will be placed. The call panel will show the phone number all in digits.
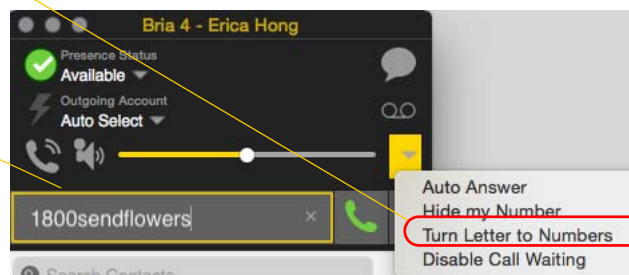


## Hiding your Identity (Anonymous Calling)

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

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

Turn Hide my number on or off
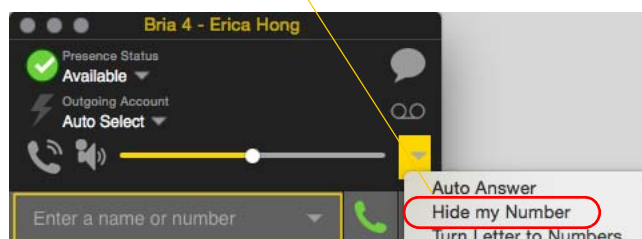
## Placing another Call

You can place another call. 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.

Place the call in the usual way

Existing call is automatically put on hold

New outgoing call

Switch between the different calls by clicking Resume on the desired call panel. That call becomes the active call and all other calls are on hold.

# 3.3 Handling Incoming Calls

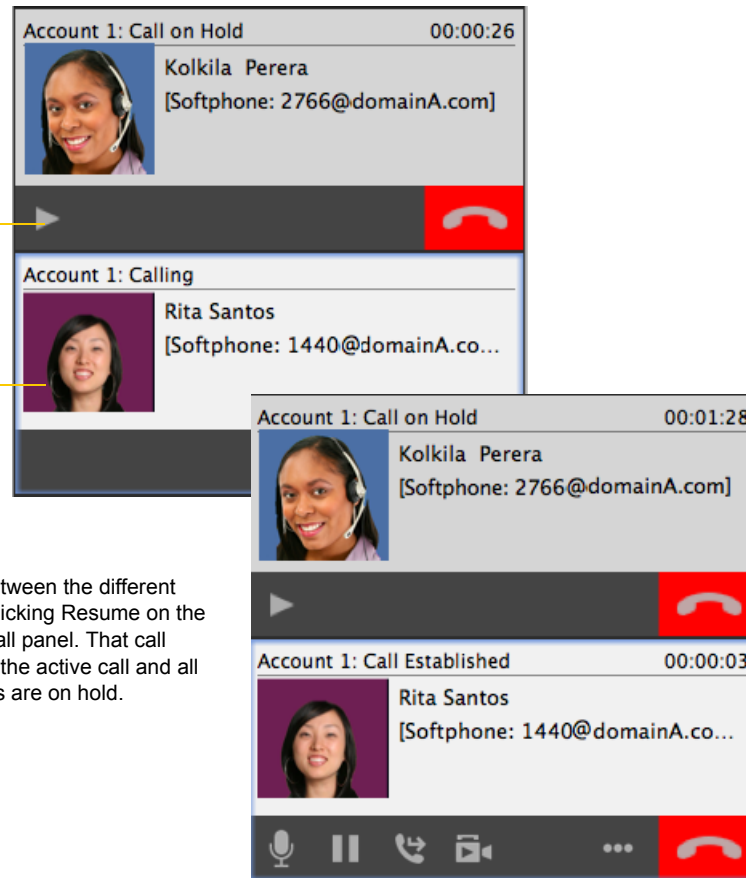Bria must be running to answer incoming calls. (If Bria is not running, incoming calls may be directed to voicemail; check with your VoIP service provider or system administrator.)

When Bria is in the foreground, the new call appears in its own call panel. When Bria is in the background (the focus is on other application), the incoming call notification appears in the upper-right corner. To receive notifications, make sure that you configured both system preferences on Mac OS (page 4) as well as Bria's alerts preferences (page 70).

## When Bria is in Foreground
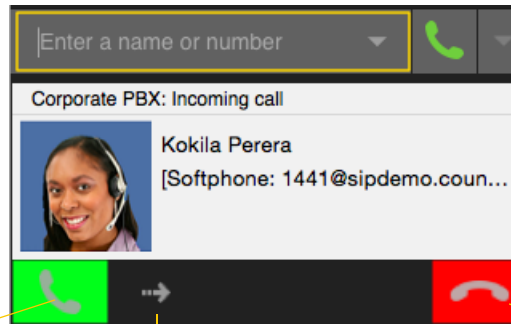


Click. If you are on another call, that first call is automatically put on hold. You are now talking to the new caller.

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

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

## When Bria is in Background

The Alert style shows buttons: Answer and Decline.
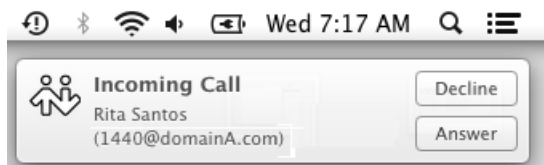


The Banners style goes away automatically.
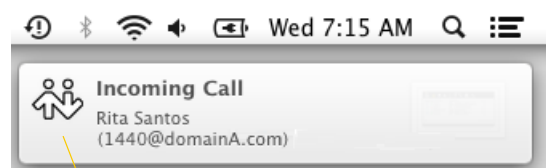


Clicking the banner answers the call.

The notifications do not indicate whether the incoming call is an audio or video call. If the incoming call is a video call, Bria will answer with video.

## Auto Answer

Turn Auto Answer on or to set Bria to automatically answer all incoming calls.
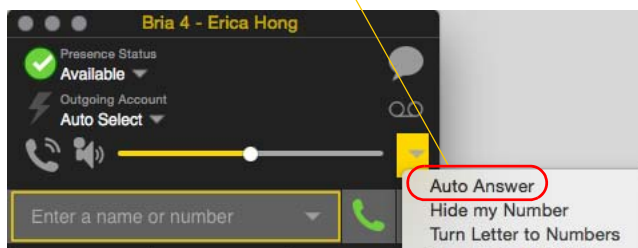


Auto answer is initially configured to auto-answer after one ring, and to send only your audio when the call is established. To change this configuration choose Preferences > Calls.

Auto answer is automatically turned off when you shut down or log off.

## Disabling Call Waiting

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

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

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

# 3.4 Handling an Established Call

Mute speaker or adjust speaker
volume by using slider

**Place another call**
The current call is automatically
put on hold). See page 10

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

**Add as Contact**
If a plus symbol appears here,
you can add the current caller
as a contact. See "Updating
Contacts from the Directory" on
page 46.

Mute your
voice

Conference Calls (page 18)

Instant Message. (page 25)

Start screen sharing (page 33)

Hold and
resume

Add video.
See page 16

Record the call (page 22)

Transfer.
See page 14

## Encryption

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

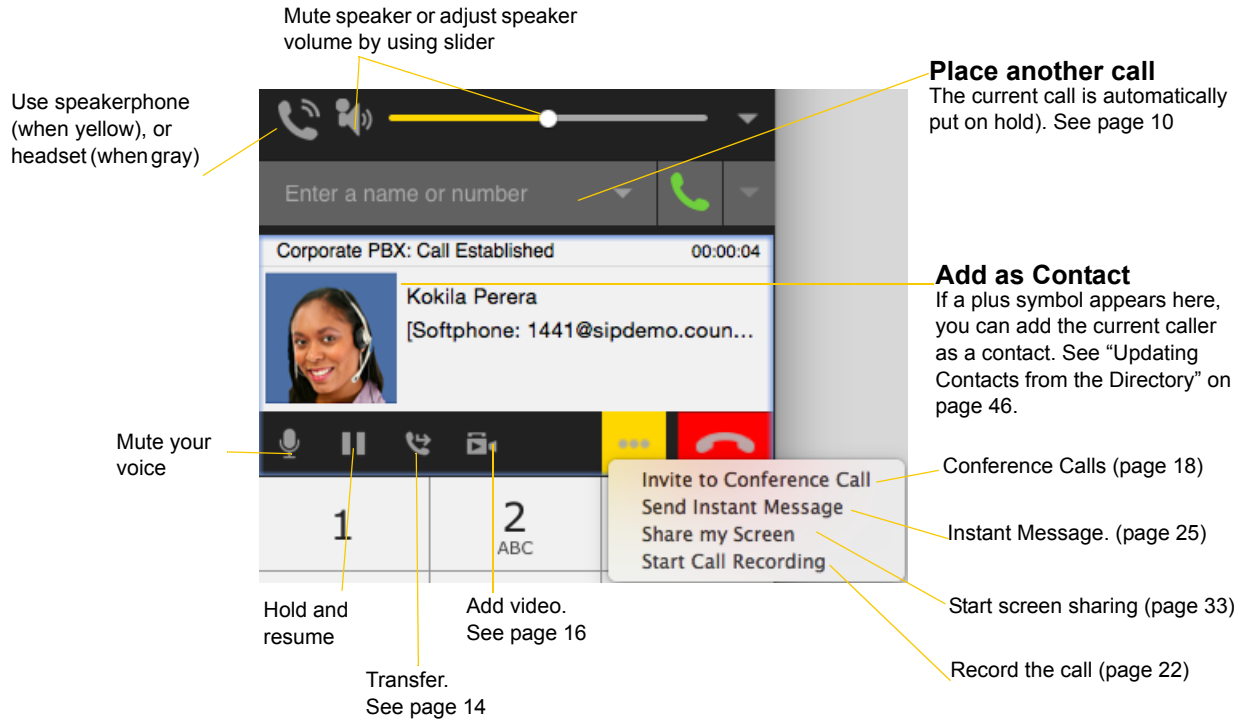• If an encrypted call is established, the security lock icon appears on the call display. This icon indicates that the call is guaranteed to be secure between you and your proxy, and may or may not be secure beyond that first hop.

• If an unencrypted call is established, no security lock icon appears.

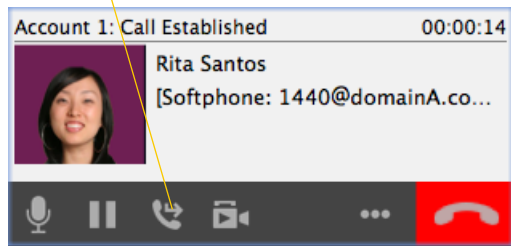• If the call cannot be established with the specified security, the call will fail.

## Ending a Call

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

# 3.5 Transfering a Call

## Basic (Unattended) Transfer – Transfer this Call

Click the Transfer button

Account 1: Call Established          00:00:14

Rita Santos
[Softphone: 1440@domainA.co...

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

Account 1: Call on Hold          00:02:49

Rita Santos
[Softphone: 1440@domainA.co...

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

25|          Transfer Now

Then click Transfer Now.

Account 1: Transfer: calling Kolkila  Perera   00:01:06

Rita Santos
[Softphone: 1440@domainA.co...

The call may end immediately.

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

Account 1: Transfer Succeeded          00:01:16

Rita Santos
[Softphone: 1440@domainA.co...
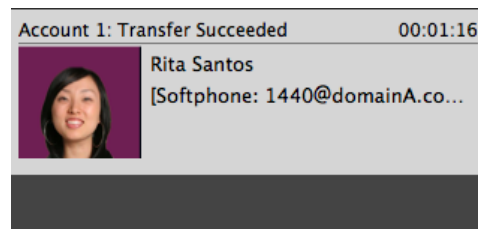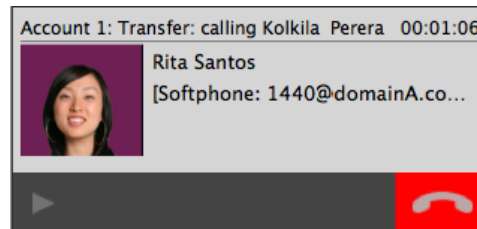
# Attended Transfer – Call then Transfer

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

Click the Transfer button

Account 1: Call Established    00:00:06
Kolkila Perera
[Softphone: 2766@domainA.com]

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

Account 1: Call on Hold    00:00:25
Kolkila Perera
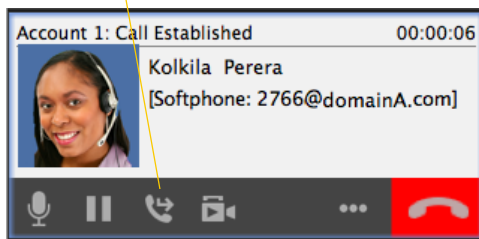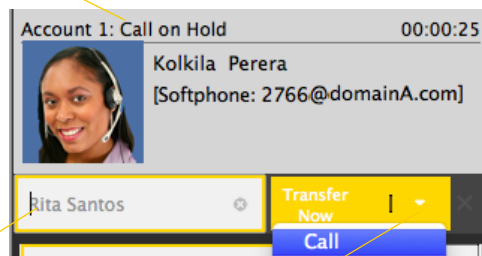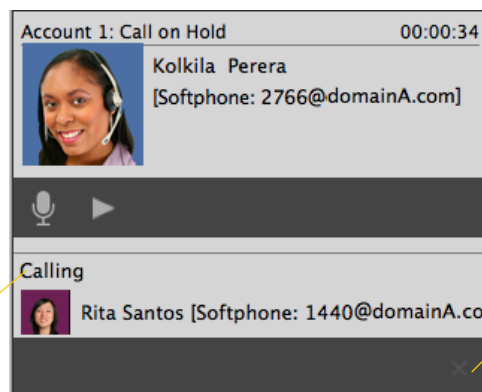[Softphone: 2766@domainA.com]

Rita Santos

Transfer Now

Call

Or you can click the X to cancel the transfer request and return to the first call

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

Then click the down arrow and choose Call First

Account 1: Call on Hold    00:00:34
Kolkila Perera
[Softphone: 2766@domainA.com]

Calling
Rita Santos [Softphone: 1440@domainA.co]

Bria phones the new person

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

Account 1: Call on Hold    00:01:05
Kolkila Perera
[Softphone: 2766@domainA.com]

Call Established    00:00:03
Rita Santos [Softphone: 1440@domainA.co]

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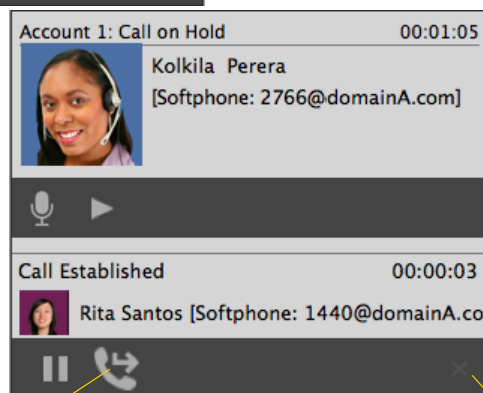
When you are ready, click Transfer Now. The call panel closes

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

# 3.6 Handling Video Calls

## Placing a Video Call

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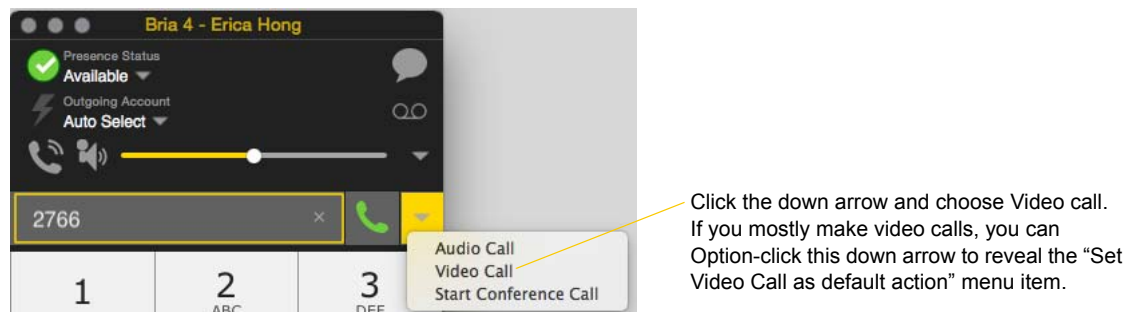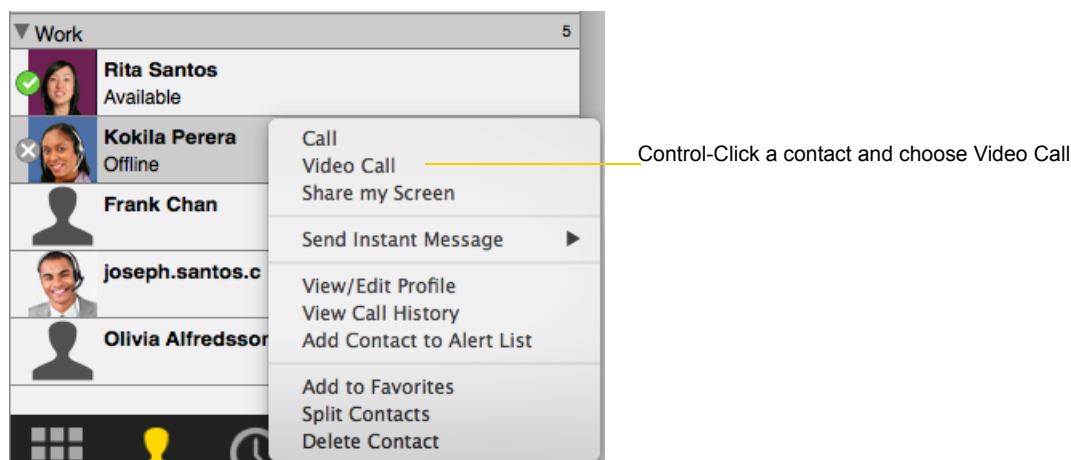
### From the Dashboard



Click the down arrow and choose Video call. If you mostly make video calls, you can Option-click this down arrow to reveal the "Set Video Call as default action" menu item.

### From the Contact List



Control-Click a contact and choose Video Call

## Adding Video

If you have a camera, you can click Start Video to add video to an established call. When you add video, the other party may (or may not) start sending their video to you.

## Other Party Adds Video

If the other party starts their video, your video 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 Video on the call panel.

## Pausing and Resuming Video

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

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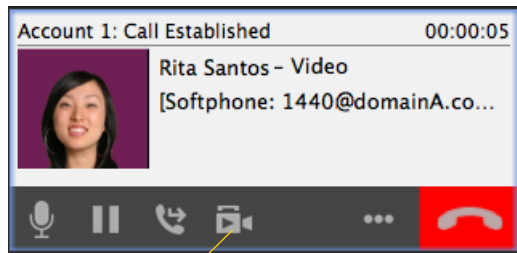
Start or stop video

# 3.7 Conference Calls

## Starting a Conference Call

You can start a conference call by:

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

### From the Dashboard

• Enter the number or address by typing

• Or select from the redial list

• Or drag a contact or history item

Then choose Start Conference Call
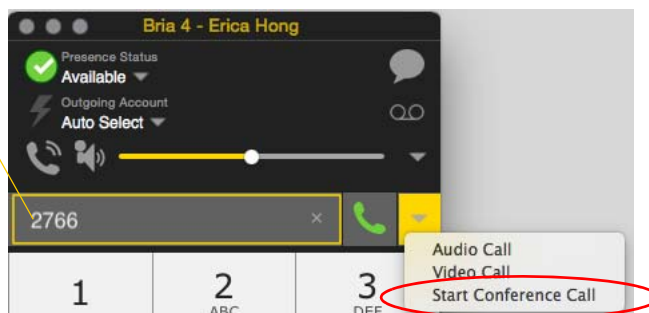


Type a name or number.

Click Add.

You can add more participants from here.

# From an Existing Call

**From One Established Call**



**From Two Established Call**

# Managing the Conference

Conference call 3 participants     00:01:58

Kolkila Perera •••            Participant menu
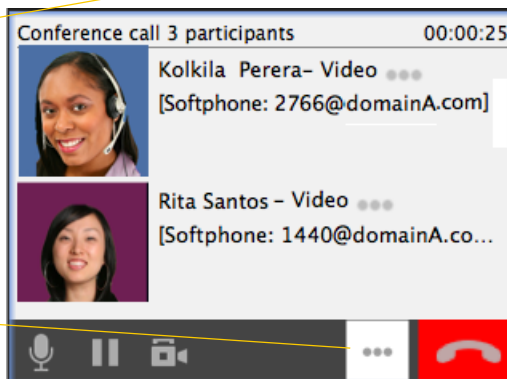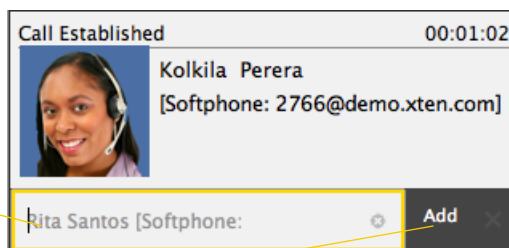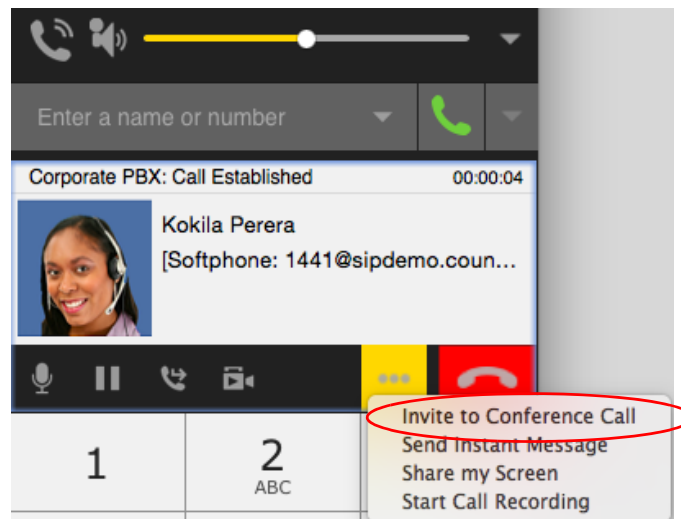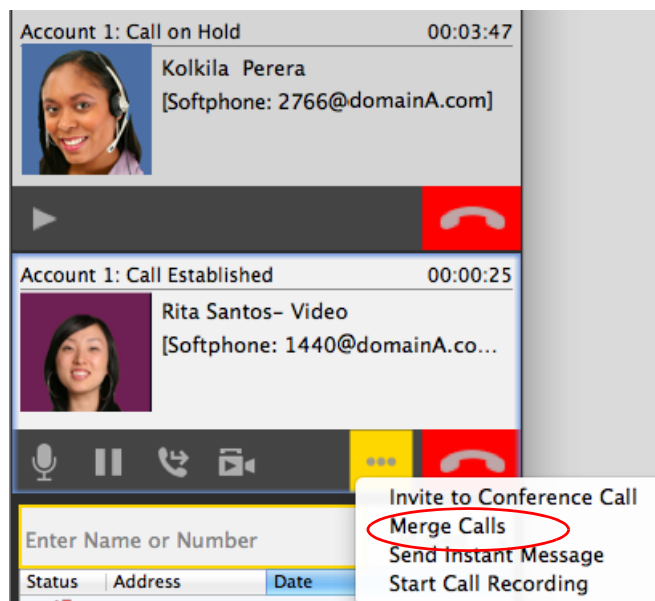
[Softphone: 276

Separate
Send Instant Message
End Call

Rita Santos •••

[Softphone: 1440@domainA.co...

Conference call menu

Invite to Conference Call
Share my Screen
Start Call Recording
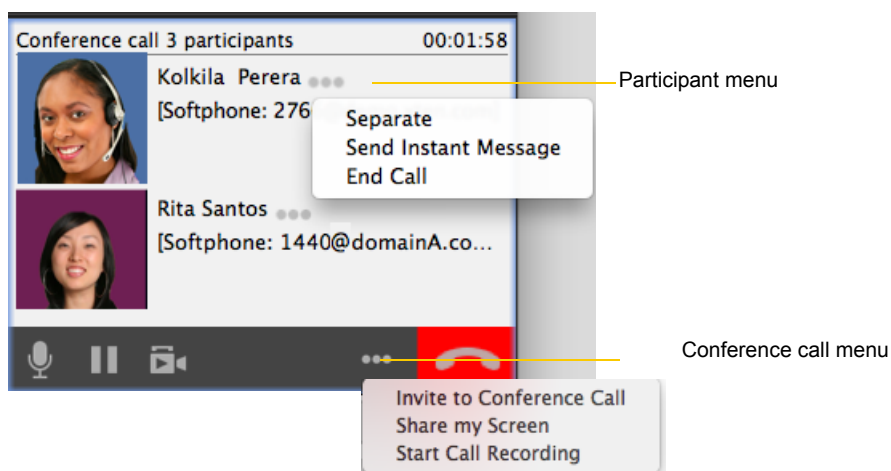
## Adding More Participants

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

- Control-click on a contact and choose Add to Conference Call.
- In the conference call panel, click Invite to Conference Call, enter a name and then click Add.
- Add in a separate call that is not part of the conference call: In the call panel for the individual call, click the down arrow and choose Merge Calls. This call is added to the conference call.

## Recording a Conference Call

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

## Sending an Instant Message

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

## Removing a Participant

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

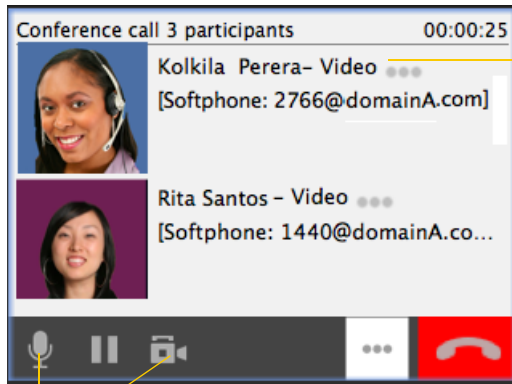## Ending the Conference

To hang up on everyone, click the End button.

## Suspending the Conference

To suspend the conference, click the Hold button. All participants are put on hold.

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

# Video Conference Calls



Conference call 3 participants 00:00:25

Kolkila Perera– Video
[Softphone: 2766@domainA.com]

Rita Santos – Video
[Softphone: 1440@domainA.co...]

"Video" appears beside each person

Closing the video window stops sending video.

Conference

Mute. When you mute during a video call, you may also want to click Stop Video to stop the video feed.

## Starting a Conference with Video

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

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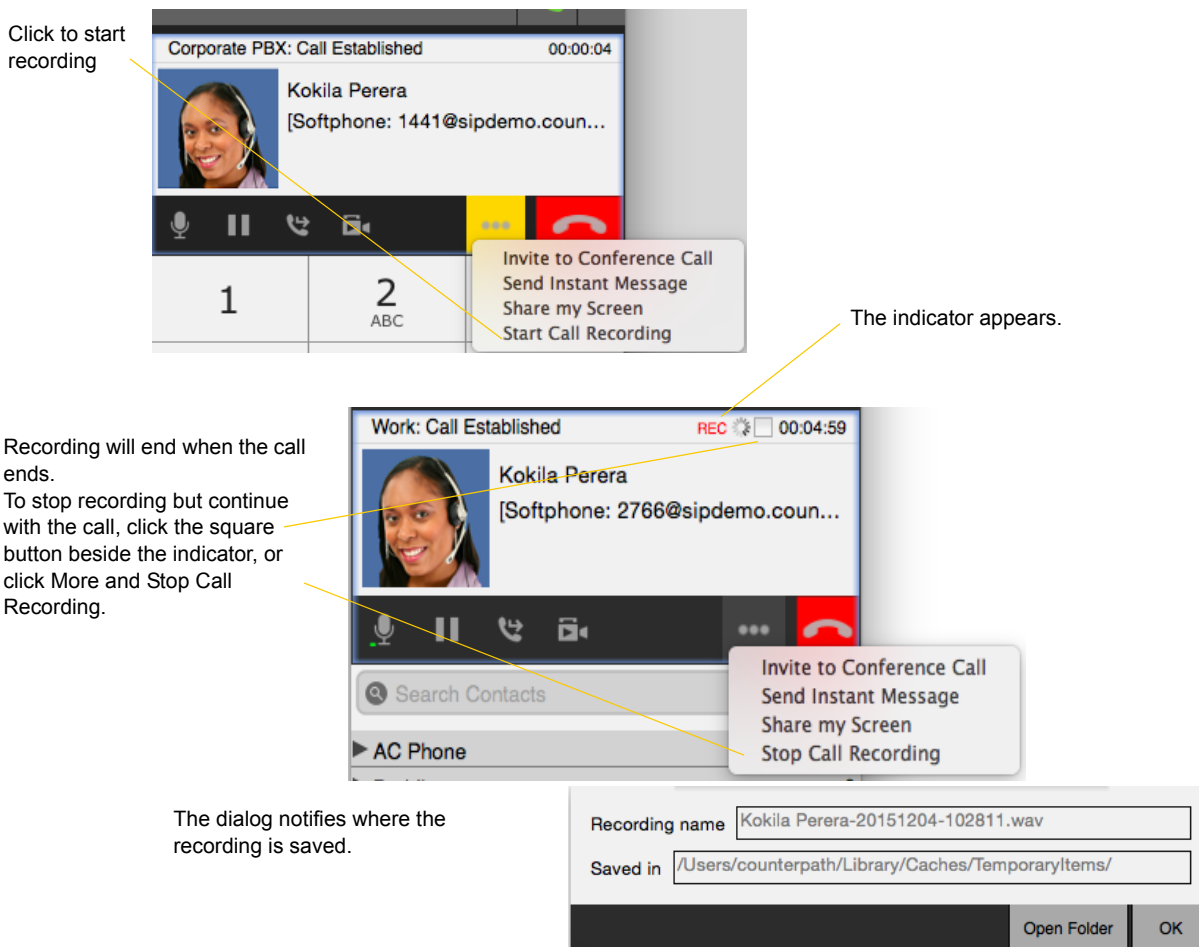
## How Video Is Shared

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

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

# 3.8 Call Recording

You can record the audio portion of a one-to-one call or a conference call. The recording will be saved as a WAV file on your computer.

Click to start recording

The indicator appears.

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

The dialog notifies where the recording is saved.

## Files Created when Recording Conference Calls

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

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

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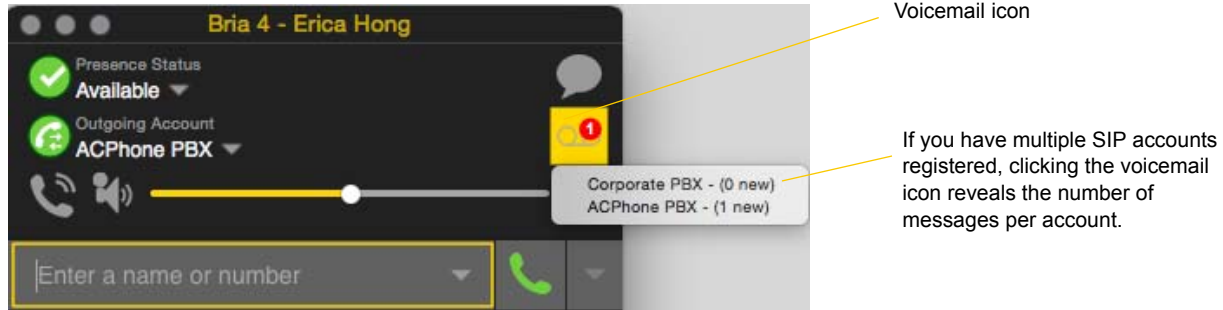
If you are already recording individual calls, the following will apply:

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

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

# 3.9 Voicemail

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



Voicemail icon

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

# 3.10 Forwarding Calls

## Forwarding Calls

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

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

You can also forward a call "on the fly". See page 11.

# 4   Messaging

# 4.1 Instant Messaging

## Sending an IM

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

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

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

    To insert a return in the message, press Ctrl+Enter. (You can control the behavior of Enter and of Ctrl+Enter; see page 69.)

3.  Click the Send icon or press Enter.



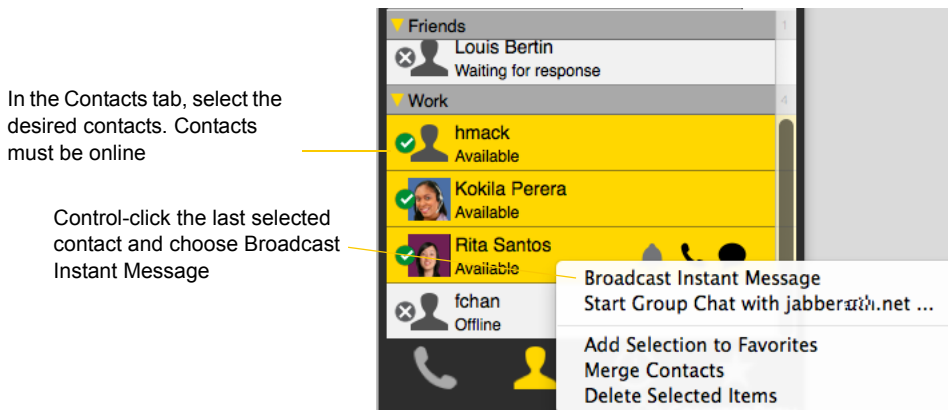Click to select more actions
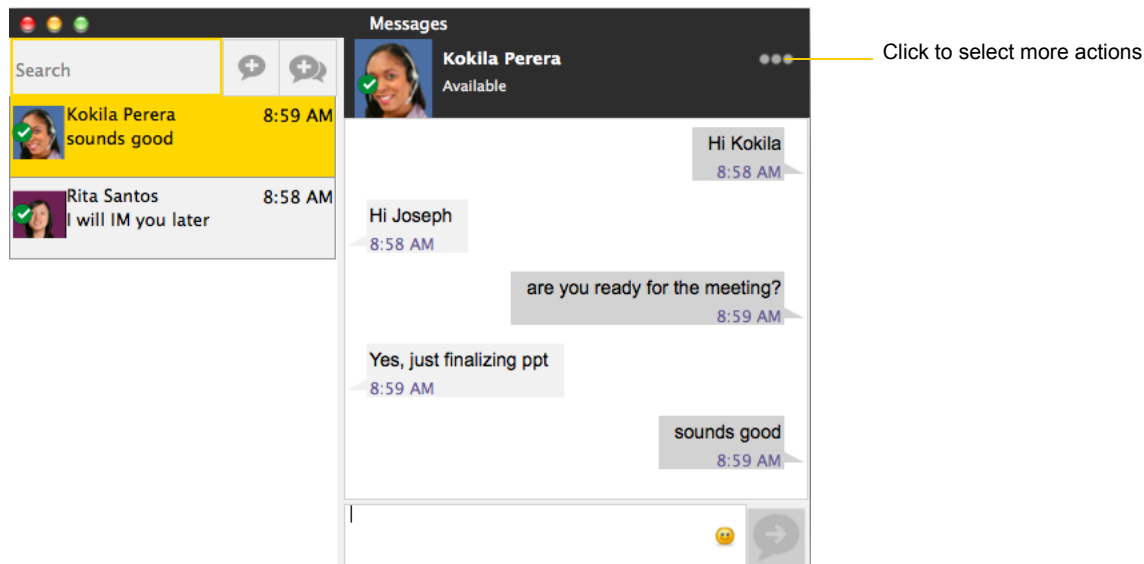
## Receiving an IM

When an IM is received, either the IM window or a notification pops up. (To control which window appears, from the menu choose Bria > Preferences > Alerts & Sounds)
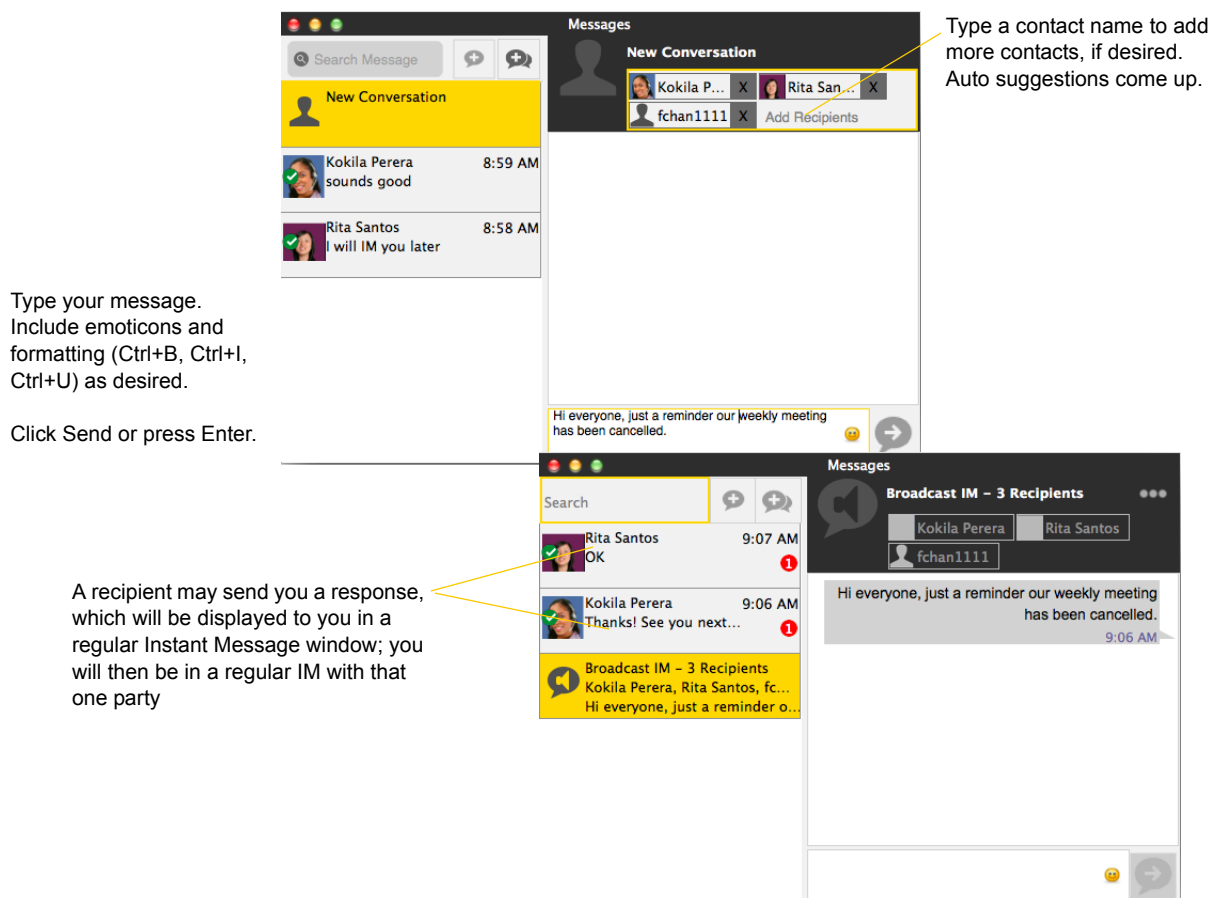
# 4.2 Sending a Broadcast IM

You can send an IM to several people at one time. A broadcast IM is *not* a 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 "Group Chat (Conference IM)" on page 27.

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

Control-click the last selected contact and choose Broadcast Instant Message

The New Conversation thread opens

Type a contact name to add more contacts, if desired. Auto suggestions come up.

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

Click Send or press Enter.

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

# 4.3 Group Chat (Conference IM)

Group chat allows you to exchange instant messages with a group of people in the same session.

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.

## Starting a Group Chat

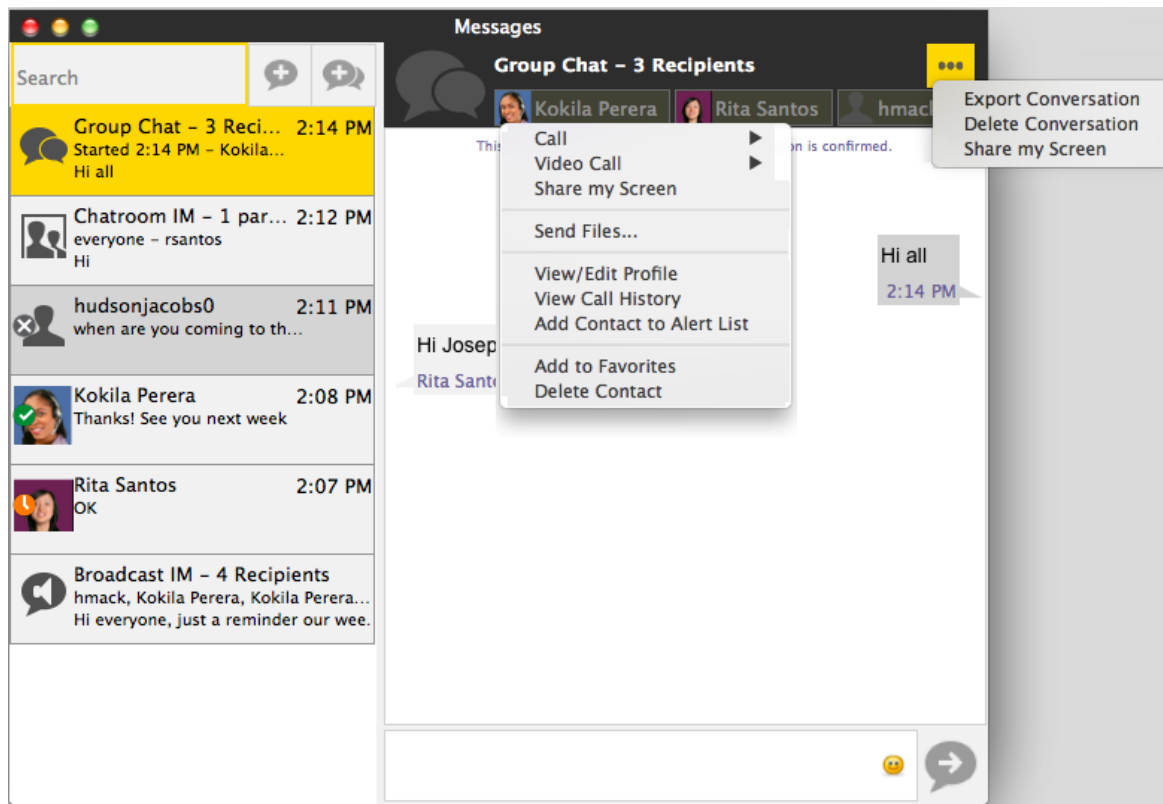In the Contacts tab, select the desired contacts. Contacts must have XMPP accounts, and must be online.

Control-click the last selected contact and choose Start Group Chat. The New Group Chat thread opens.
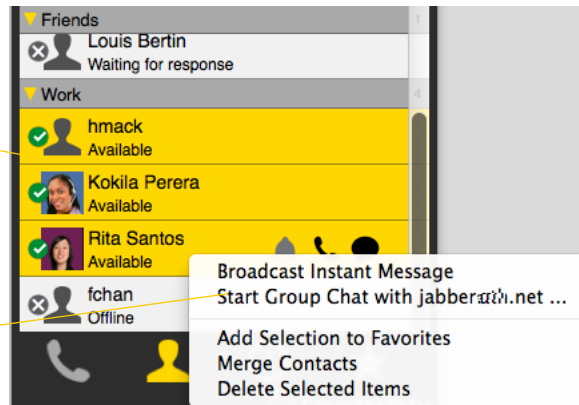
Type an invitation message and click Send.
Once a chat is started (first message has been sent), you cannot add or remove participants.
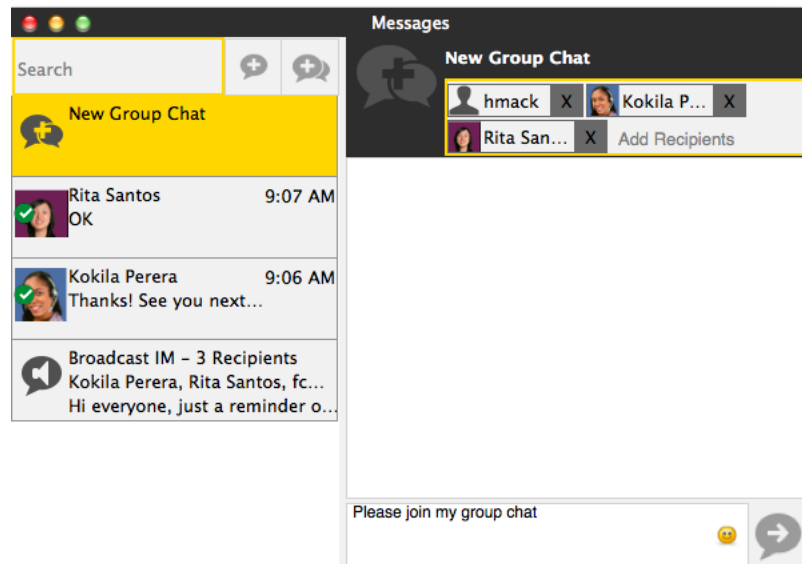
## Managing a Group Chat



## Leaving a Group Chat

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

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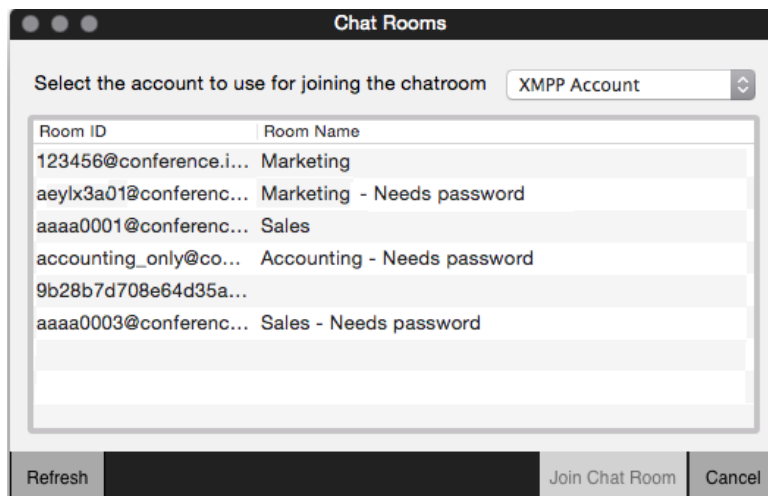
# 4.4 Chat Rooms

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

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

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

1. Obtain the following information from your system administrator:

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

2. Choose View > Show Chat Rooms. (If the menu item does not show, make sure the appropriate XMPP account is enabled). The list of chat rooms that you belong to appears.



3. Select the appropriate account if you have more than one XMPP account.

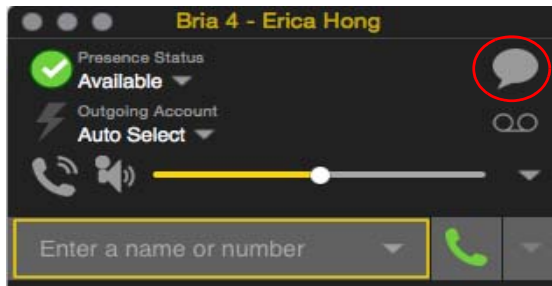4. Select the chat room and click Join Chat Room. If prompted, enter the password for the room.

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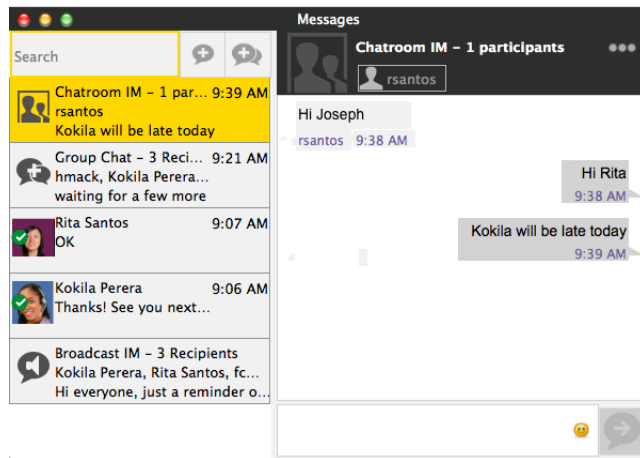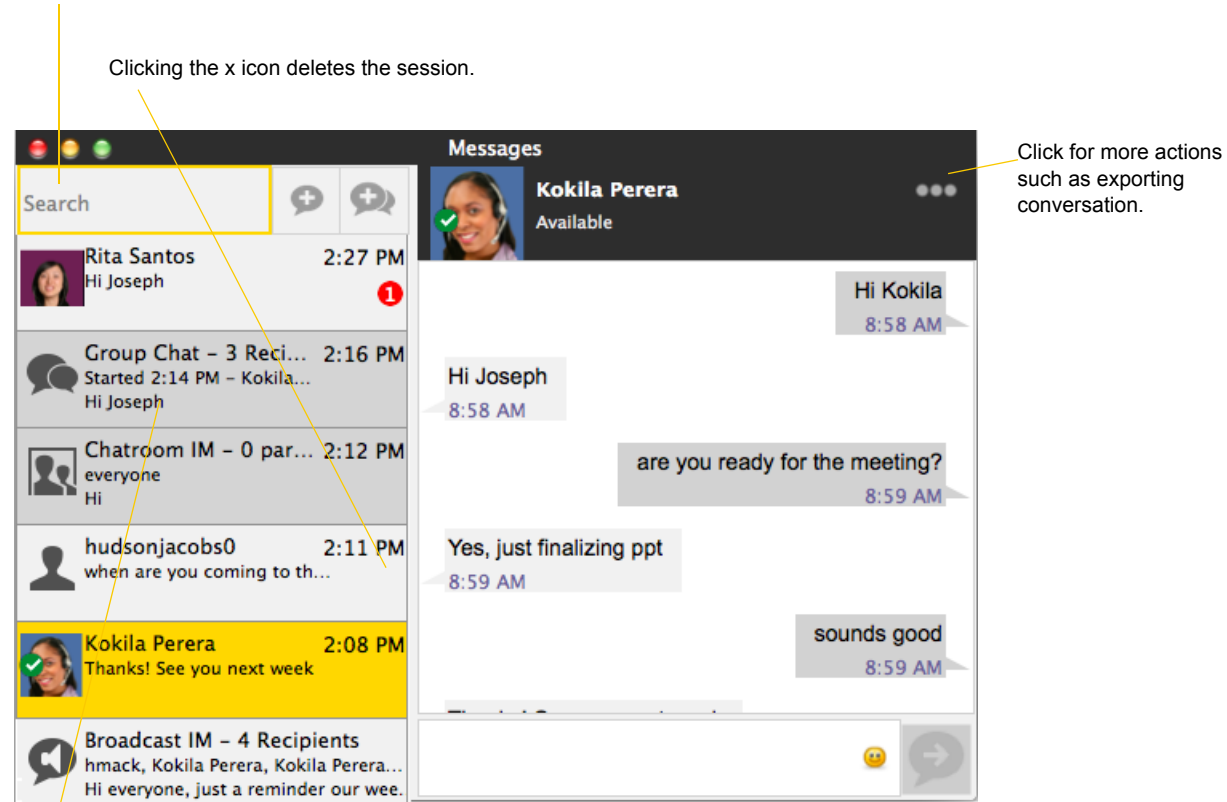
# 4.5 Viewing Messages

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

- Click the Messages window icon :



- Click Shift + Command + M.
- On the menu bar, choose View > Show Messages.

Search all messages.

Clicking the x icon deletes the session.



Click for more actions such as exporting conversation.

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

# 4.6 Sending and Receiving Files

## Sending Files

If you have an XMPP account, you can send files to another contact who has a Jabber address (meaning that they have an XMPP account). You must subscribe to the recipient's presence, and the recipient must be enabled for XMPP file transfer.

1. Control-click a contact and choose Send Files; a standard Open dialog box opens.

2. Select the files to send and click Open. The Send Files dialog appears with a "waiting" message. If you want, you can cancel the send before the other person retrieves the file.
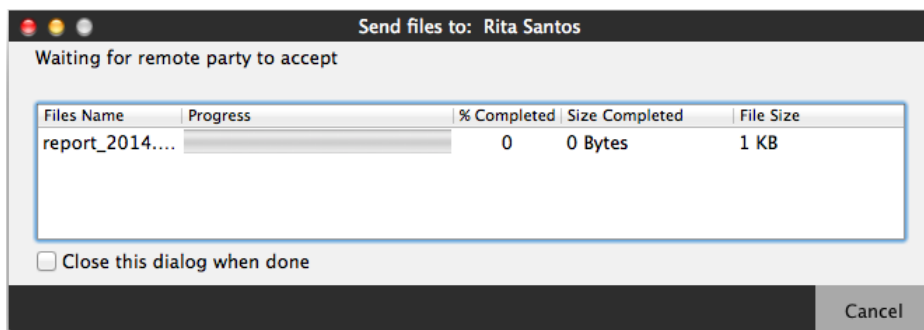


To cancel the file transfer before the other person retrieves the files, click Cancel.

## Receiving Files

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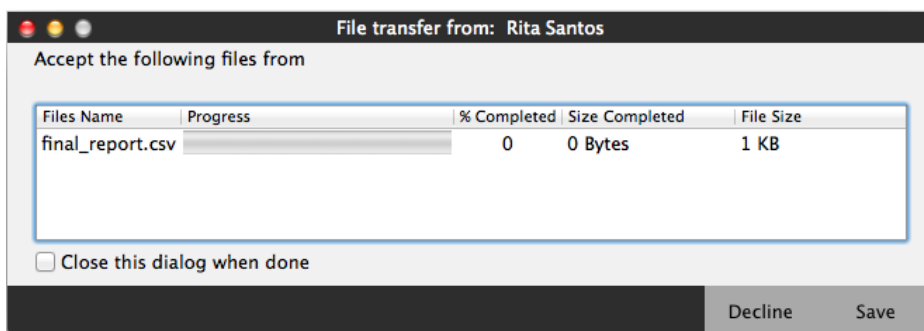


## How Files are Transfered

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

# 4.7 Sharing your Screen

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

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

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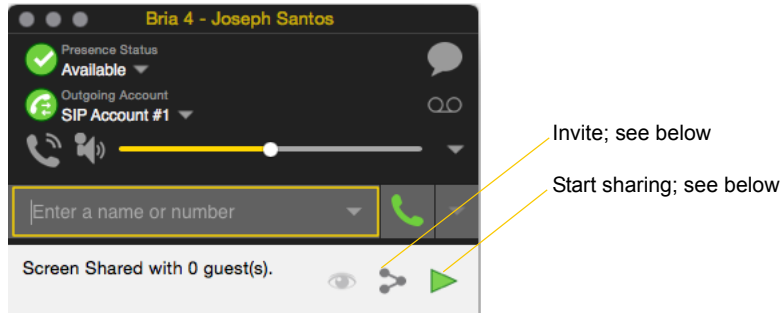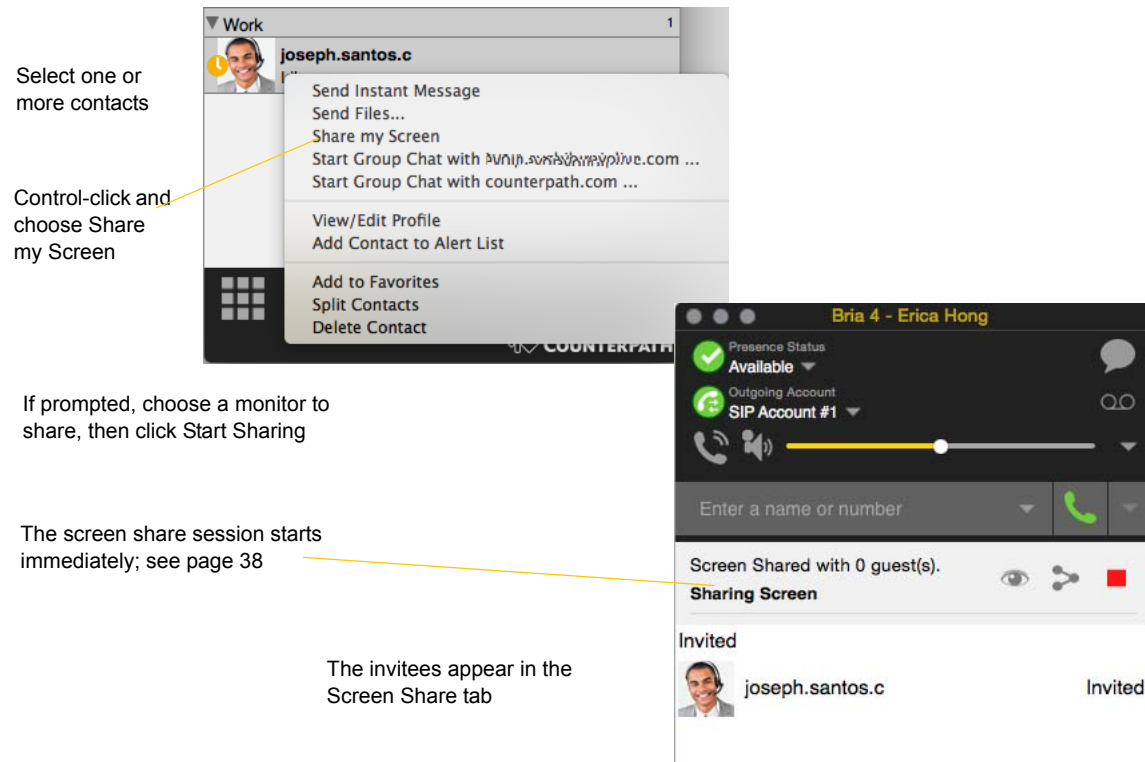


## Inviting Participants

There are several ways to invite participants. Whichever method you use, people who you invited by IM and who are Bria users will receive the invitation as an IM in the Messages window; see page 40. Other users will receive a screen share link that they can click or can paste into a web browser in order to join the session.

### Inviting by Selecting Contacts

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

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

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

Select one or
more contacts

Control-click and
choose Share
my Screen

If prompted, choose a monitor to
share, then click Start Sharing

The screen share session starts
immediately; see page 38

The invitees appear in the
Screen Share tab

## Inviting by Sending an Email

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

With this method, the screen share session does not start immediately, which means you can use this method to publish your screen share link for future use. See page 39 for more information.

Click Invite

Click email

The Send Email dialog for your email editor appears.

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

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

When ready, send the email

The screen share session does not start immediately; you must start it manually, see page 38.

## Inviting by Sending an IM to Contacts

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

With this method, the screen share session does not start immediately, which means you can use this method to publish your screen share link for future use. See page 39 for more information.

Click Invite

Click IM

The Messages dialog appears.

Enter one or more addresses

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

When ready, click

The invitation is sent as an IM.

The screen share session does not start immediately; you must start it manually, see page 38

**Inviting by Copying and Manually Pasting the Screen Share Link**

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

With this method, the screen share session does not start immediately, which means you can use this method to publish your screen share link for future use. See page 39 for more information.
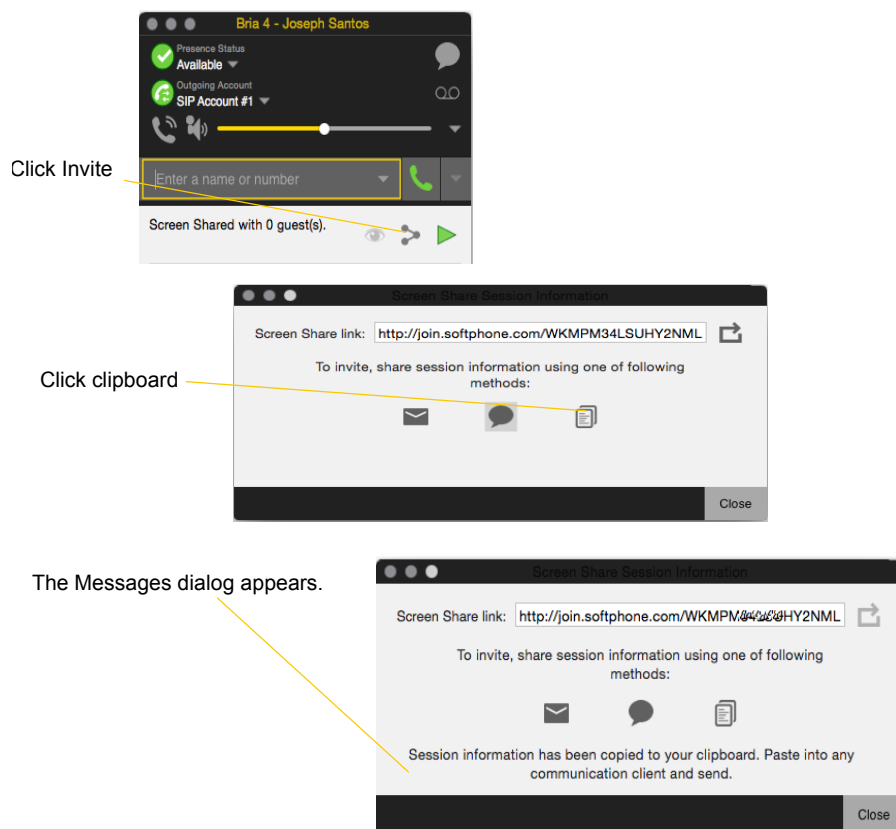


**Combining Methods**

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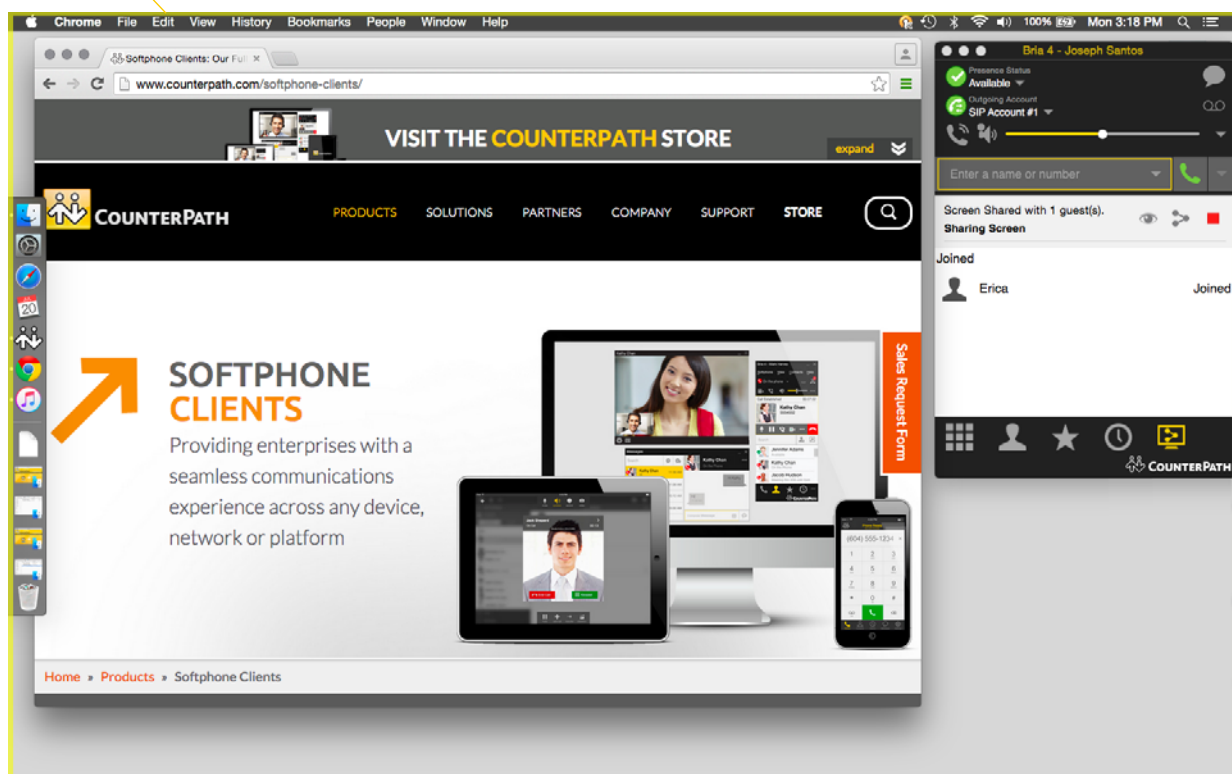
# Starting a Session

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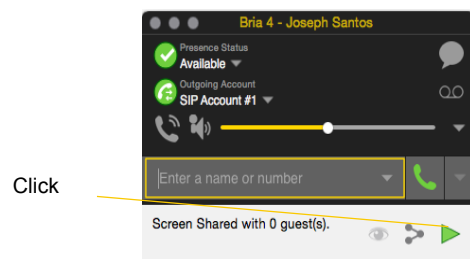
Click

If prompted, choose a monitor to share, then click Start Sharing

The screen that is being shared is outlined in yellow
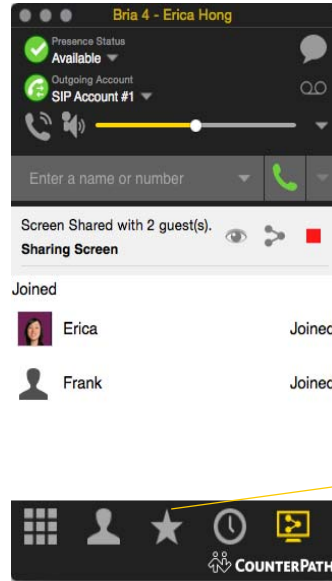
# Managing a Session

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

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

A person you invited in one of the other ways appears only after they accept the invitation. The name that appears is the name they enter in the join dialog.

Clicking a different tab does *not* end the session

To temporarily stop sharing your screen, click Show/Hide

To end the session, click Stop

# Managing the Screen Share Link

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

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

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

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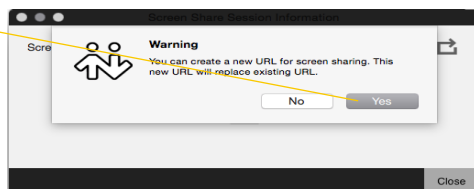
### Generating a New Session ID

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

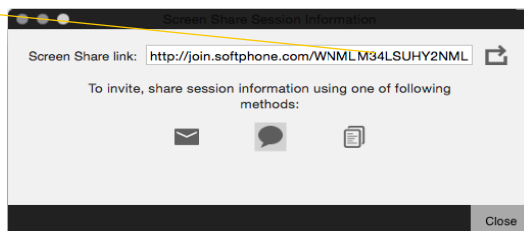On the Screen Share tab, click Invite to show the Information dialog

Then click Generate to create a new screen share link
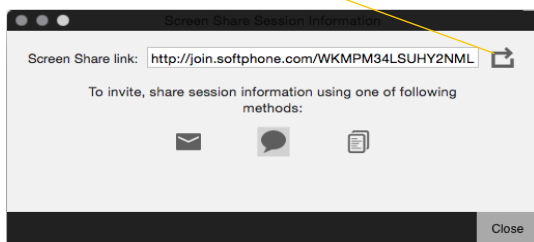
Click Yes to confirm

A new session ID. The old ID no longer lets other people view your screen share

# Receiving an Invitation

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

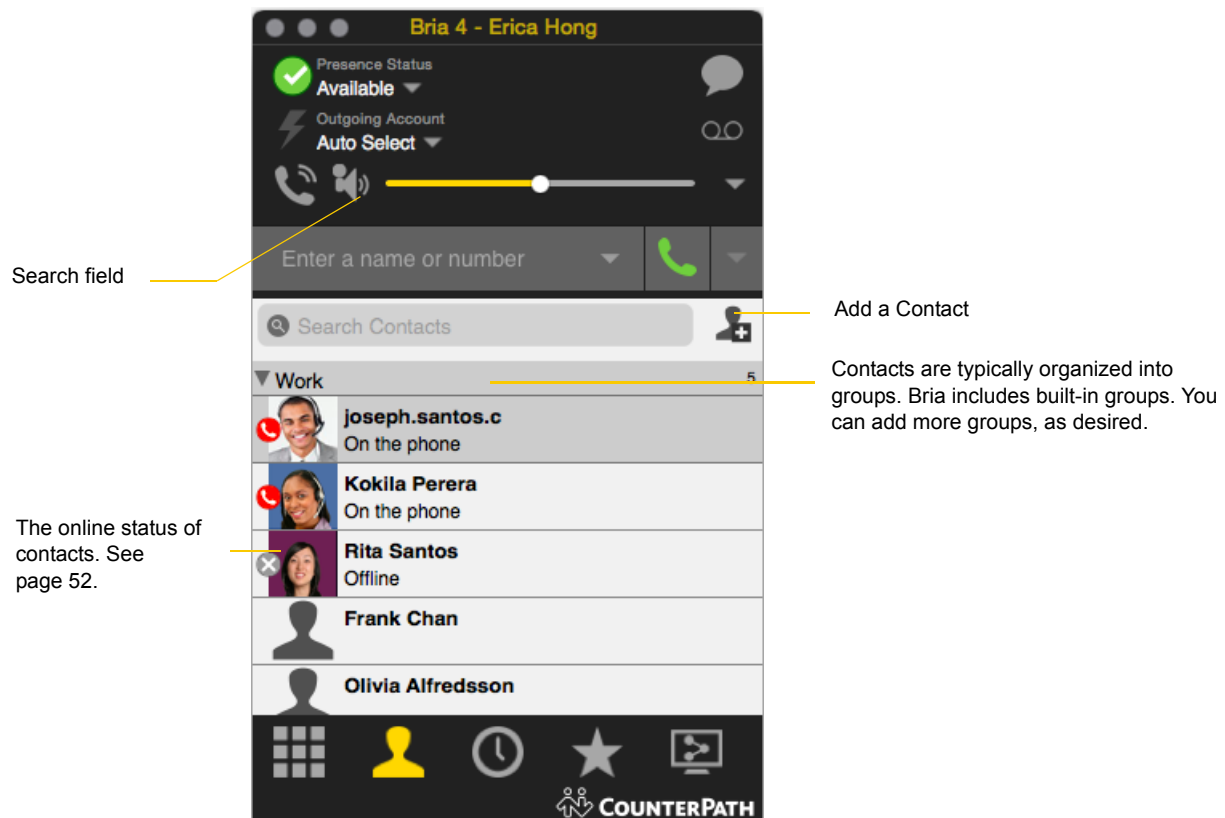You will receive the invitation as a regular IM
in the Messages window

Click Join

The other person's
screen appears.

To leave the

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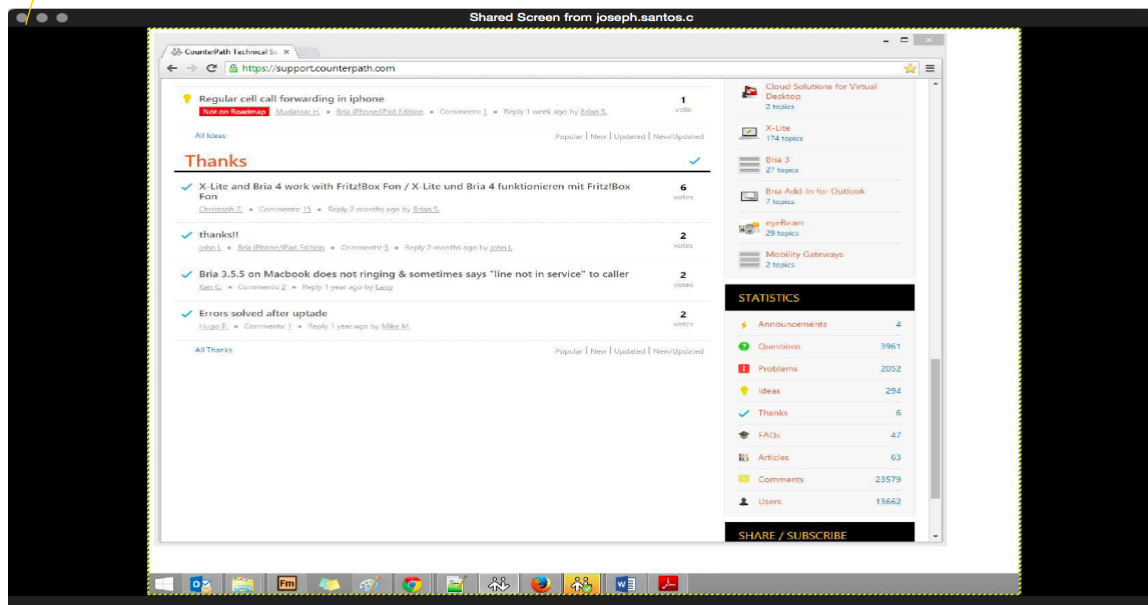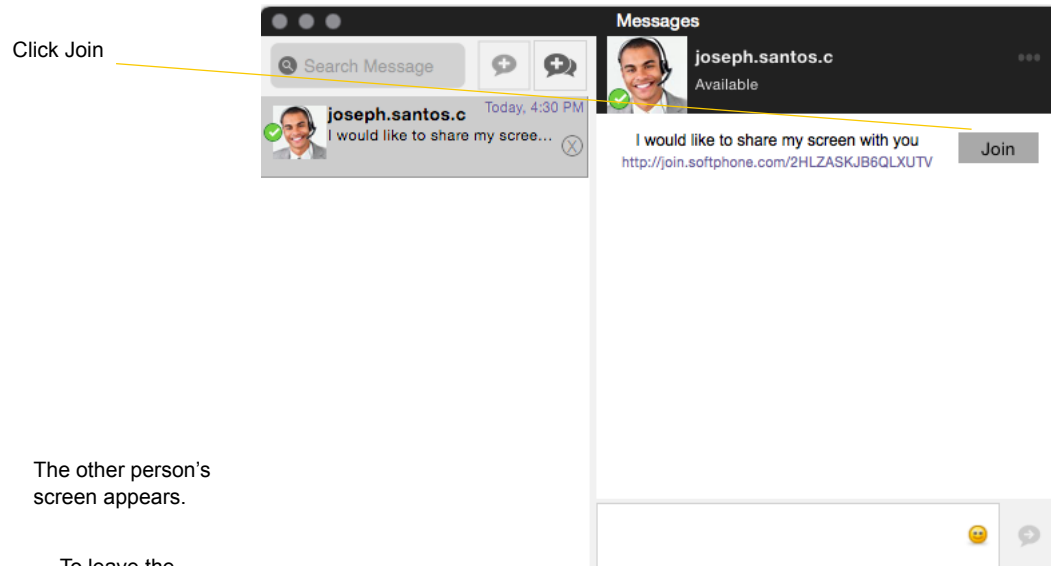
To rejoin the session (while it
is in progress), click the link
again
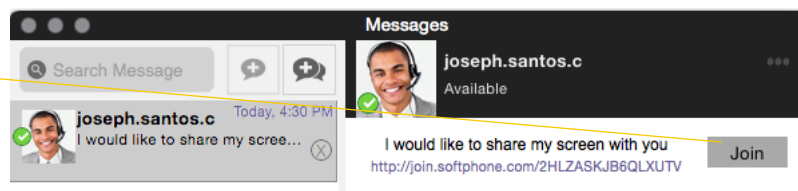
# 5   Contacts

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

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

Search field

Add a Contact

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

The online status of contacts. See page 52.

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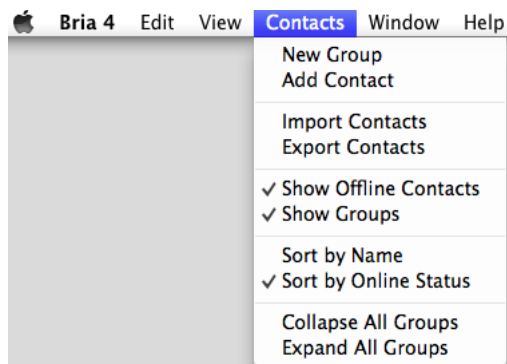
# 5.1 Populating the Contact List

At any time, but particularly when you first deploy Bria, you may want to populate the contact list with contacts from an external source.

Ways to populate Bria's contact list:

* By importing contacts. See below.
* From the Mac Address Book. See "Mac Address Book Account" on page 67.
* From an XMPP account.
* From an LDAP server. See "The Directory Tab" on page 60 for how to use it.

## Populating by Importing Contacts

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

You can import a contact list from:

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

**Setting up an Excel File for Import**

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

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

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

    For a complete list of headings, see "Contact List Headings" on page 76.

3. Save the file as *.csv.

**Importing Contacts**

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

2. Select the file type and file location, and specify whether you want to replace or append to the existing contact list.

**Exporting Contacts**

You can export a contact list to a comma-separated file.

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

2. Select the file type and file location for the created file.

A file of the specified type is created.

# 5.2 Adding a Contact

## Adding a Contact using an Existing Address

You can add a contact by capturing existing information:

- If you are on a phone call with a person who is not a contact, click the Add to Contacts icon in the call panel.
- On the History tab, select an entry that is not a contact. Control-click and choose Add Contact.

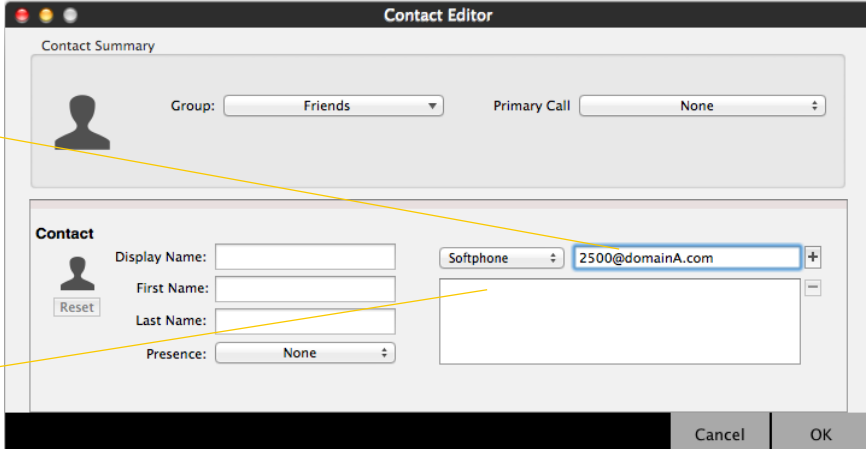The Contact Profile dialog appears. Complete the dialog as desired and press OK.

If the contact method is Softphone or Instant Message, an online status request is sent to this person. See "Sharing Online Status" on page 52.

## Manually Adding a Contact

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



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

The new number appears in the list

| Field | Description |
|-------|-------------|
| **Contact Summary** | |

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

# Updating Contacts from the Directory

If you have created a contact created from directory, you can control-click the contact and choose Update from Directory in order to bring the latest directory information (if any) into the contact. Any key data you had added or changed in the contact may be overwritten by the update. Non-key data (such as the display name) will not be removed.

# Changing Contact Information

To change the information for a contact, control-click the contact and choose Edit Profile. The Contact dialog appears (see page 45).

# Merging and Splitting Contacts

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

# Deleting a Contact

• To delete one or more contacts, select them, control-click, and choose Delete or Delete Selected Items. The contacts are removed from this group. If a contact belongs to several groups, it is removed from all groups.

# 5.3 Managing Groups

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

You can perform the following actions to the group:

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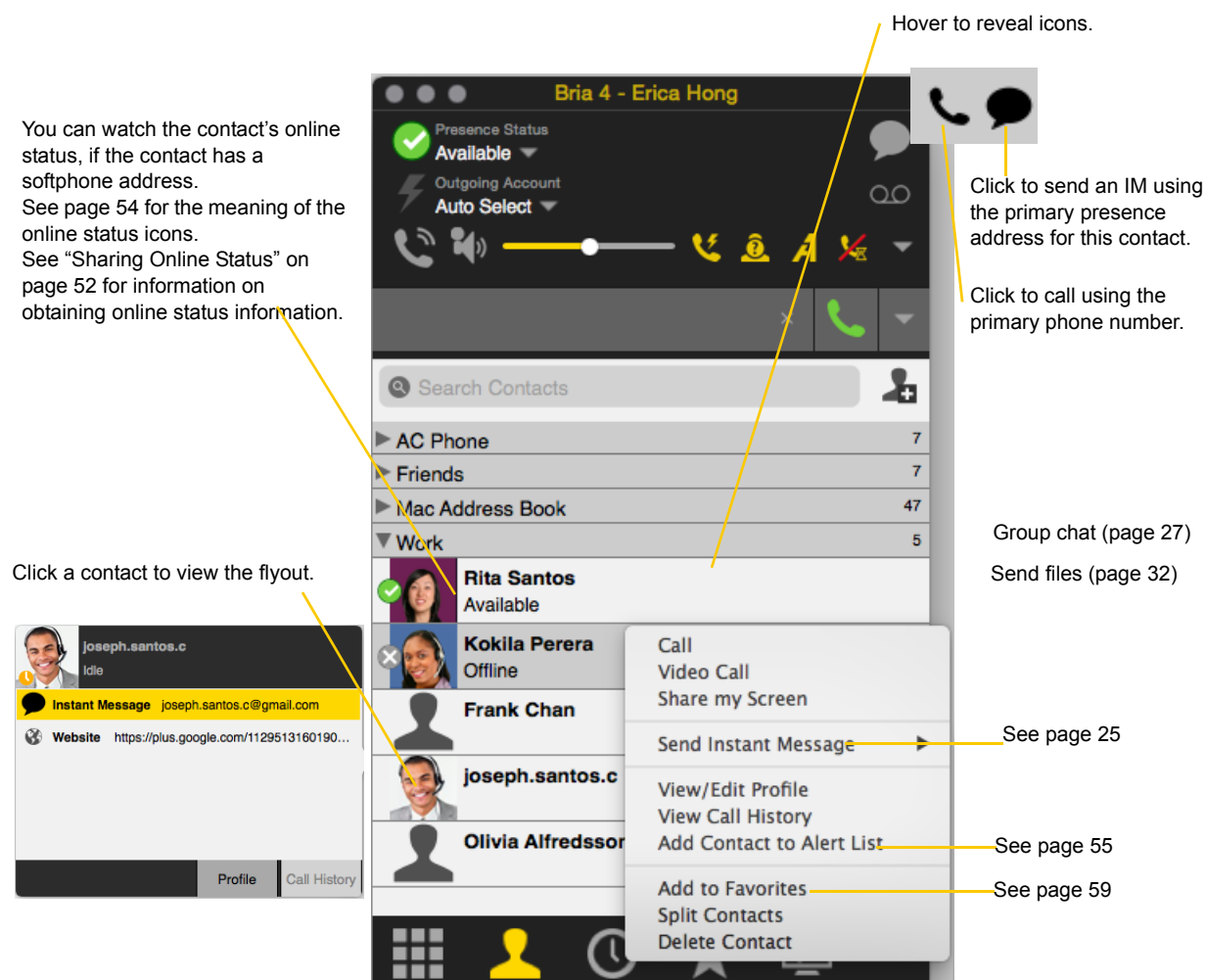- Screenshare
- Add to Alert list
- Add to Favorites

## Adding, Deleting or Renaming Groups

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

# 5.5 Setting up Contacts for Presence

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

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

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

| Source of Contact | A contact is "presence ready" if | If the contact is "presence ready" and the presence icon still does not show |
|---|---|---|
| Manually entered or from File Import | The contact has an address in the Softphone field. Verify this on the Contact Profile.<br><br>If SIP addresses are not appearing in the Softphone field and you initially populated the contact list by importing a file, the easiest solution is to fix the file and redo the import. | • Make sure the SIP account is enabled. |
| XMPP | The contact has a Jabber address in the Instant Message field. Verify this on the Contact Profile. | • Make sure the XMPP account is enabled<br>• Make sure you clicked the Enable XMPP Presence button on the Contact Profile. When you click this button, the Instant Message address appears in the Presence field. See below for an example. |
| Mac Address Book | In the Mac Address Book, the contact has an address in the "softphone" field. In addition, in Bria's contacts list, the contact has the Presence field populated with the softphone number.<br><br>Bria recognizes the "softphone" field as containing a SIP address: an address that can be used for a phone call and for IM and presence via a SIP account. | • Make sure the SIP account is enabled.<br>• In Bria, make sure that the contact has the Presence field populated.<br>• In Mac Address Book, make sure that the contact has a softphone field populated. |

## Example – Contact with a Softphone Number

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

Enter the person's softphone number in
the Softphone field



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

The Primary Presence field appears if the contact has
more than one Softphone number or Instant Message
address.

### Example – Contact with an XMPP Address

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

Enter the XMPP address in the Instant Message field. Include the domain.

Enter the person's phone number and any other information

Select the Instant Message entry; the Enable XMPP Presence button appears

Click the button

All the XMPP information moves to a separate section. This XMPP information is automatically added to your list of contacts on the XMPP server (for example, to your Jabber list)
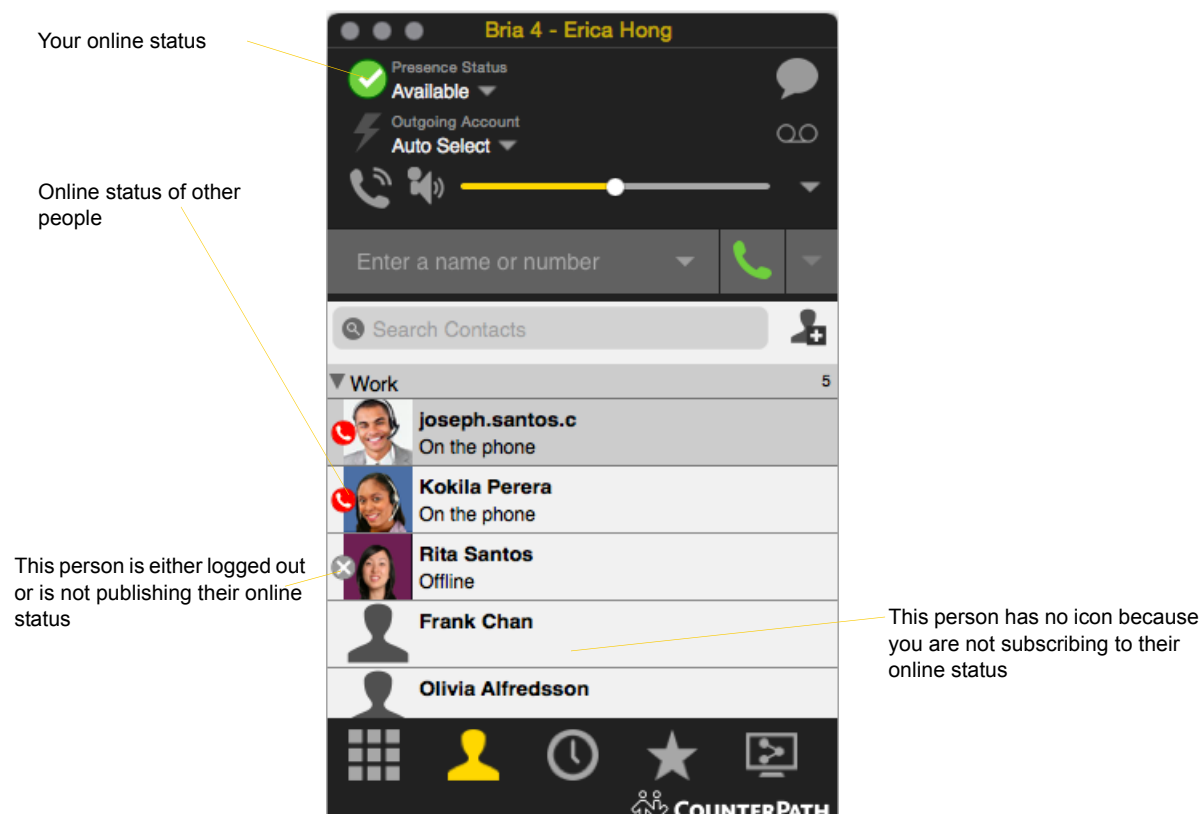
# 5.6 Sharing Online Status

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

Your online status

Online status of other people

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

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



## Sharing Online Status

### Watching Others' Status

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

*   If you create a contact via the Contact Profile and you include a SIP address in the Softphone field, Bria will automatically obtain status information for this address.
*   If you create a contact via the Contact Profile and you include an XMPP address, you can click the Enable XMPP Presence button to obtain status information for this address.
*   If you created contacts by importing a contact list, you can specify during the import whether you want to share presence information. See page 44.
*   If you created an XMPP account in order to pull in your Gmail contacts, these contacts will already be set up to share status information.
*   If you enabled the Mac Address Book account in order to pull your Mac contacts into Bria, then these contacts will be set up for presence if you set up the mapping correctly. See page 44.

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

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

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

## Receiving an Online Status Request

Someone who is not one of your contacts may add you as a contact on their end, and may include your SIP address or XMPP address. In this case, Bria receives an online status request.
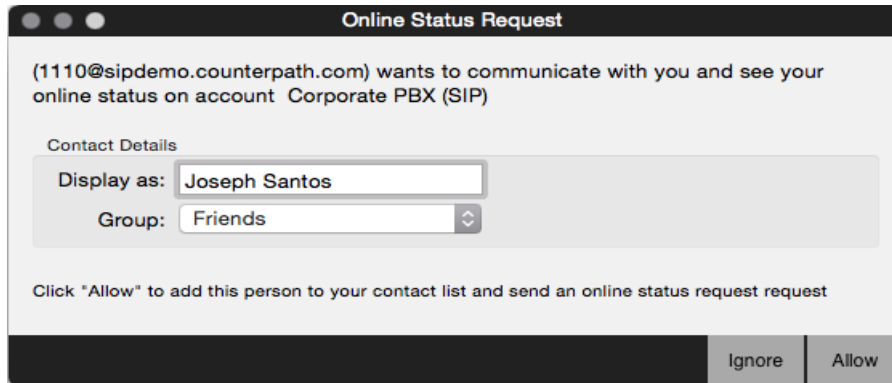


- Allow: This person will be added to your contact list. You can change the display name and the contact group for the person. This same request will automatically be sent from your Bria to the other person, so that you can see their online status. Because you allow the request, you will no longer be bothered by requests from this person.

- Ignore: The other person will not be able to see your online status. The Online Status Request may appear again in this session or a future session.

# Setting your Online Status

## Changing your Status

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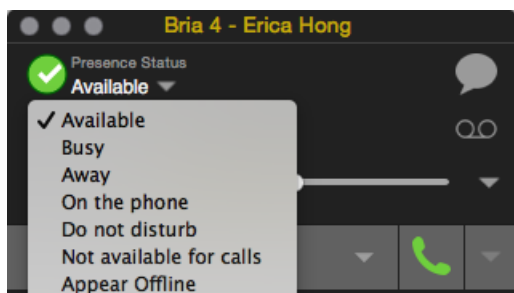
## Setting up Status Indicators

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

## Status Indicators

| Indicator | Meaning for your Status | Meaning for Others' Status |
|---|---|---|
| Available | Either:<br>• You have set your status to this value.<br>• Bria has determined that you are logged on but not on the phone or idle.<br><br>When you have this status, Bria will automatically detect when you are idle or on the phone, and change the status to match. | You can contact this person. |
| Busy | You have set your status to this value. Bria will never automatically switch you out of this status; you must switch yourself. | You can contact this person. |
| Away | You have set your status to this value. Bria will never automatically switch you out of this status; you must switch yourself. | You can contact this person. |
| On the phone | Either:<br>• You have set your status to this value. In this case, Bria will never automatically switch you out of this status; you must switch yourself.<br>• You started a phone call when your status was "Available". When your call finishes, your status reverts to "Available". | You can contact this person. |
| Not available for calls | You have set your status to this value. Bria will never switch you out of this status; you must switch yourself. | You cannot contact this person. |
| Do not disturb | You have set your status to this value. Bria will never switch you out of this status; you must switch yourself. | You cannot contact this person. |
| Idle | You have not moved or clicked the mouse or pressed a keyboard key for the Idle period. To set the Idle period see page 69.<br><br>As soon as you click the mouse or keyboard, your status changes to "Available". | You can contact this person. |
| Appear Offline | You have set your status to this value. The other person sees you as offline, even though you are not actually offline. The other person cannot tell the difference between this status and you really being offline. | The contact is either not logged on or does not want to share online status. |

| Indicator | Meaning for your Status | Meaning for Others' Status |
|---|---|---|
| No icon | Not applicable | You are not watching the other person's online status. |

# 5.7 Adding Contacts to the Alert List (Buddy Pounce)

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

In the contact list, control-click the selected contact or contacts and choose Add to Alert List.

The Alert List icon appears beside the contact.
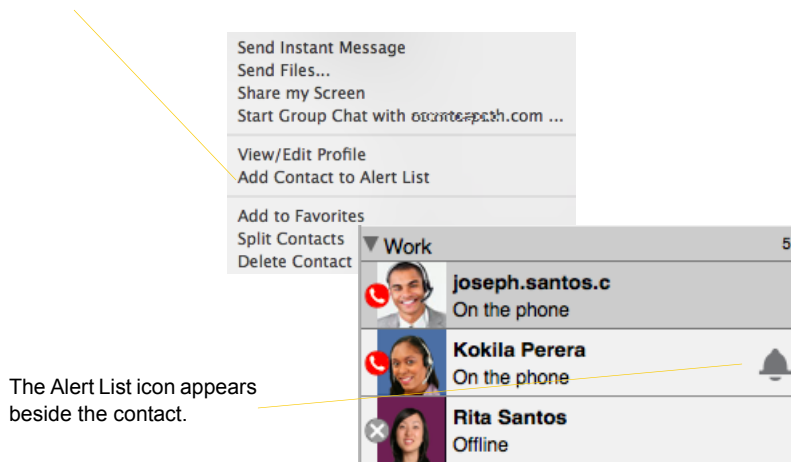
When the contact's status changes, an alert appears
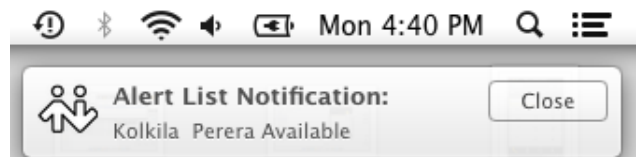
# 6   Using Other Resources

## 6.1 The History Tab



Red: Incoming missed call

Down arrow: Incoming call that was answered

Up arrow: Outgoing call, either attempted or established
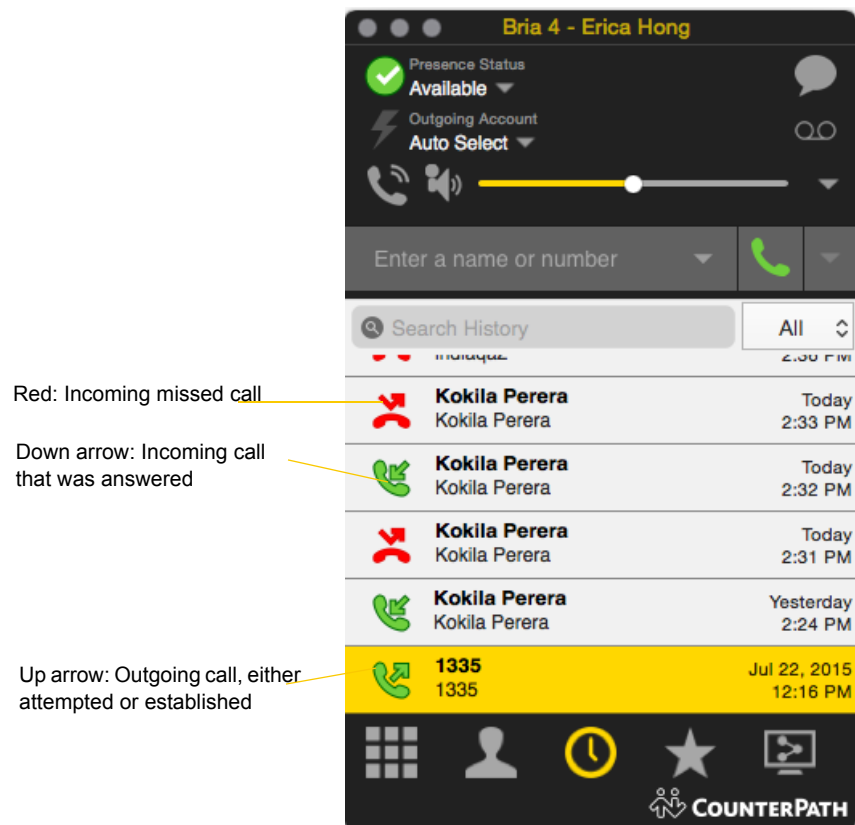
From the menu bar, choose View > Show History.

## Managing the List of Calls

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

- Delete the call.
- Delete all entries in this list.
- Edit the profile if the entry is a contact.
- Add as contact. The Contact dialog appears. See "Updating Contacts from the Directory" on page 46.

# Phoning from History

You can:

- Control-click on an entry and select Call or Video Call to place a call to this person, using the contact method that was used for this call.
- Place a call to this person and add them to a conference call that is in progress. For more information on conference calls, see page 18.

# 6.2 The Favorites Tab

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

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

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



Quick links to IM or phone this person

Menu for other actions

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

Removes from Favorites but does not remove from the contact list

Removes from Favorites and the contact list
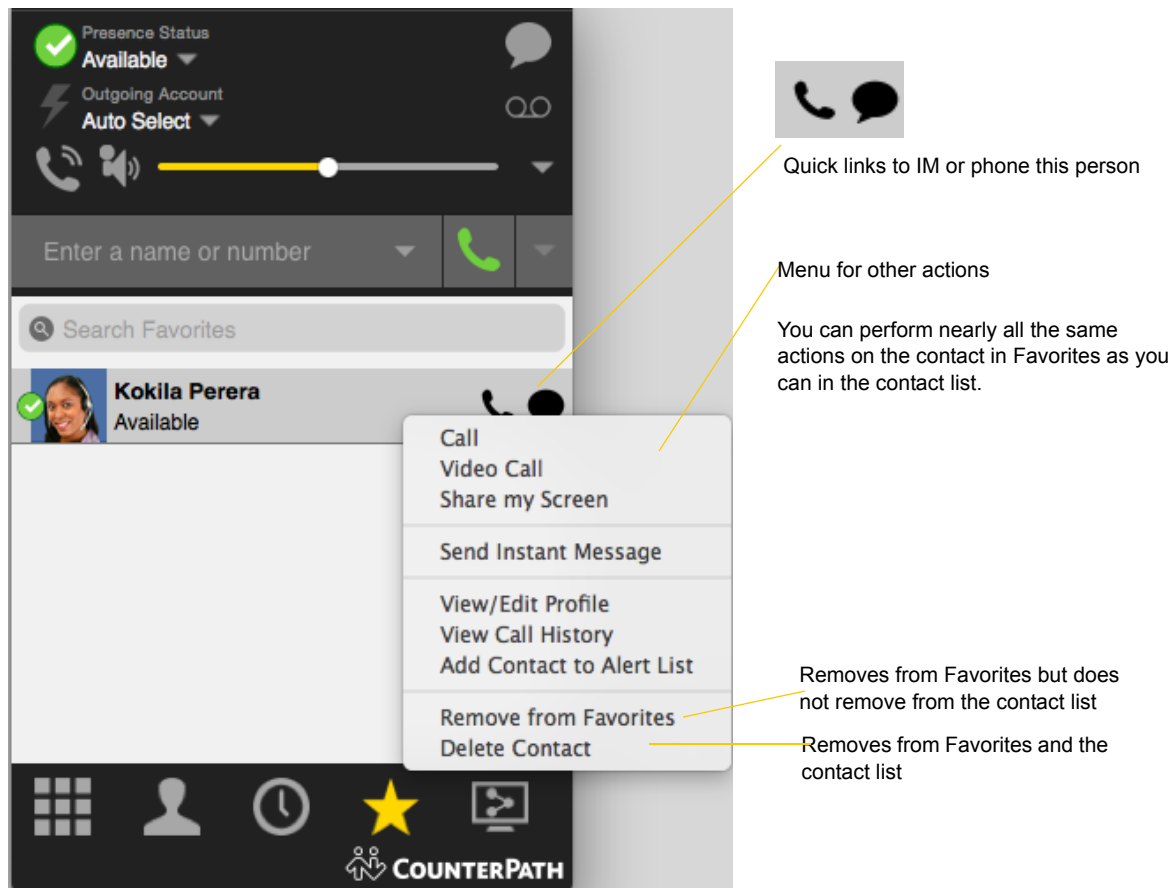
# 6.3 The Directory Tab

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

To view the Directory tab go to the menu bar and choose View > Show Directory.
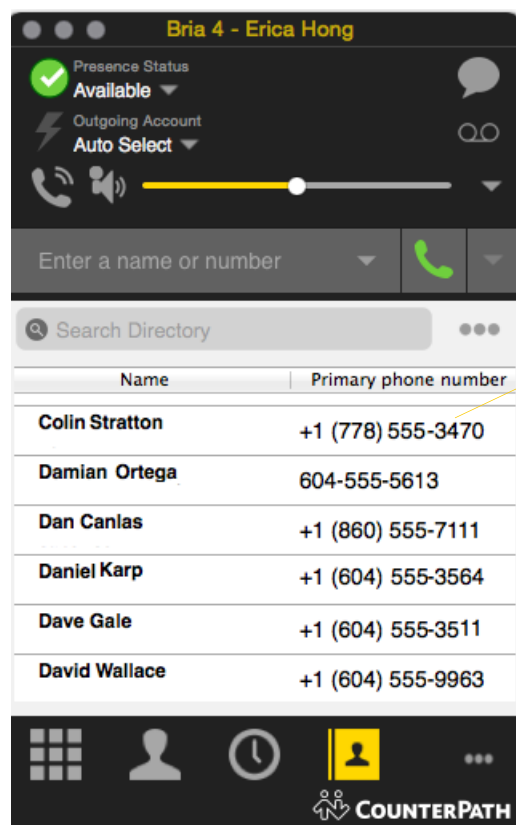
Only one number appears for each entry. There may be other numbers that will show if you try to call this person.

## Phone a Person

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

## Create a Contact

Control-click an entry and choose Add to Contacts. The Contact Profile window appears, populated with all the information from the directory (not only the information displayed in the tab). Complete the window with any missing information that you want to record and press OK.

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

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

If the information for a person in the directory ever changes, you can control-click the entry and choose Update Contact.

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

# 7   Troubleshooting

From the menu bar, choose Help > Troubleshooting. The Troubleshooting window appears.

## 7.1 Testing Audio Quality

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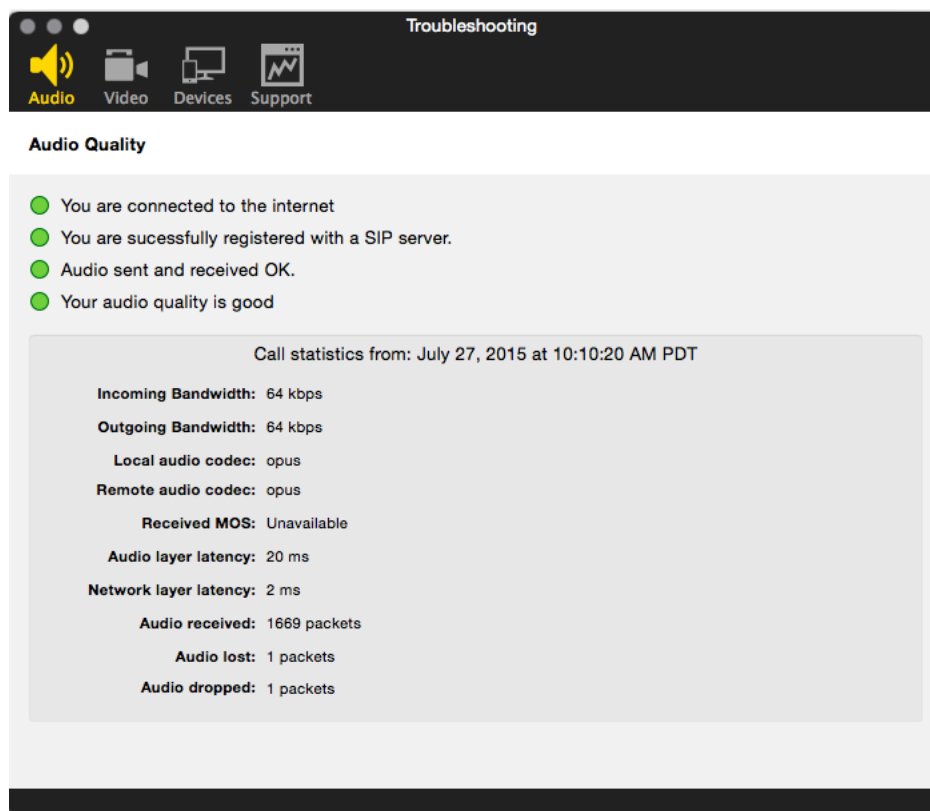
# 7.2 Testing Video Quality

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



# 7.3 Testing Audio Devices

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

# 7.4 Support - Sending a Diagnostic Log

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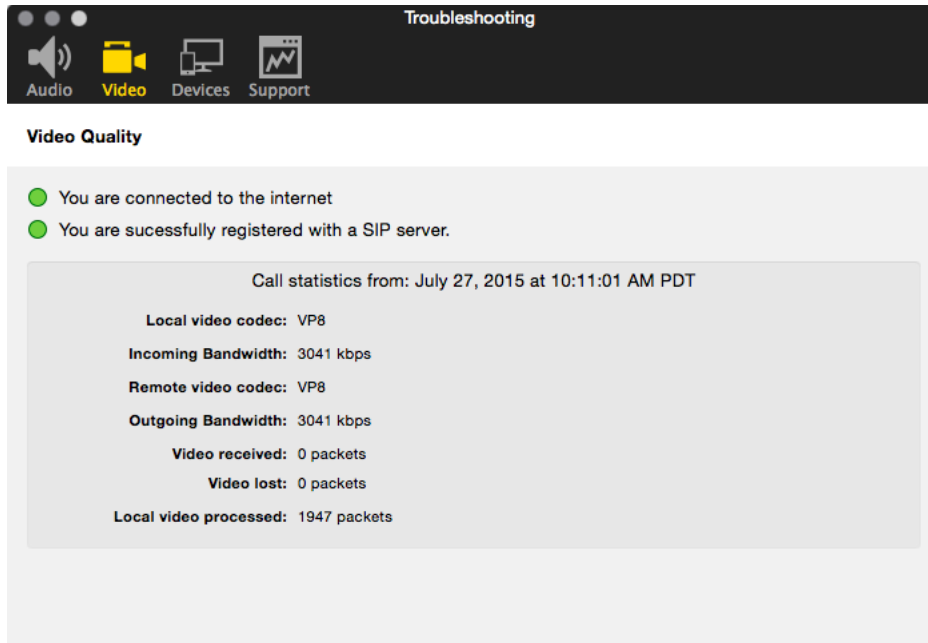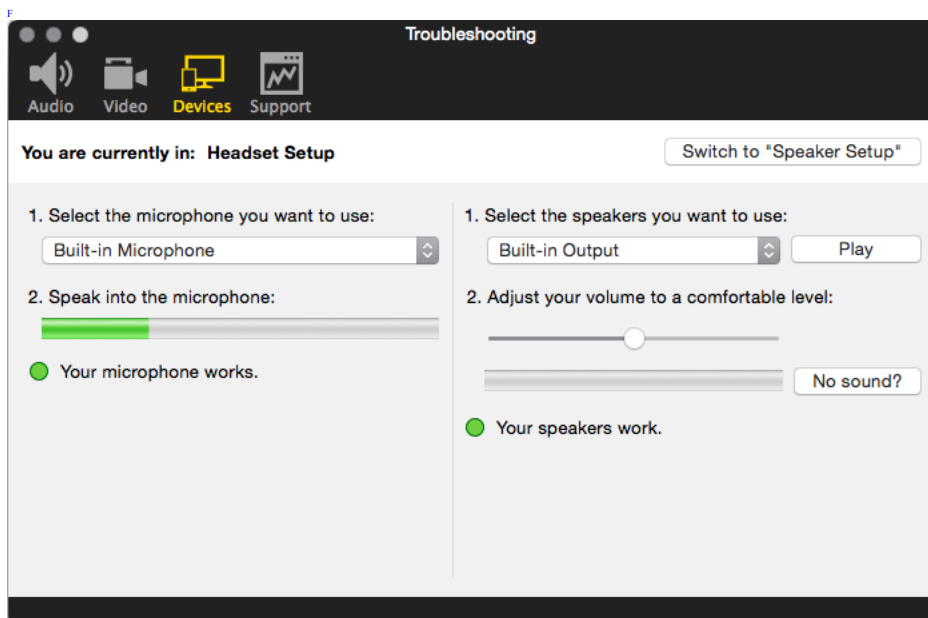
1. Change the log level to Verbose

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

3. Send a log.



4. Provide a description.

5. Click to send.



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

# 8 Configuring Accounts

Bria has two configuration parts: accounts and preferences. They are all under the Preferences window.

Account settings will be configured by your system administrator, except for the Mac Address Book account.

This chapter explains account settings. For details on the other tabs on the Preferences window, see "Configuring Preferences" on page 69.

## 8.1 The Accounts Tab

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

Here is a typical setup

Your "corporate" SIP account

Your "corporate" XMPP account

An Mac Address Book account. This account is automatically created for you in some situations; see page 67.
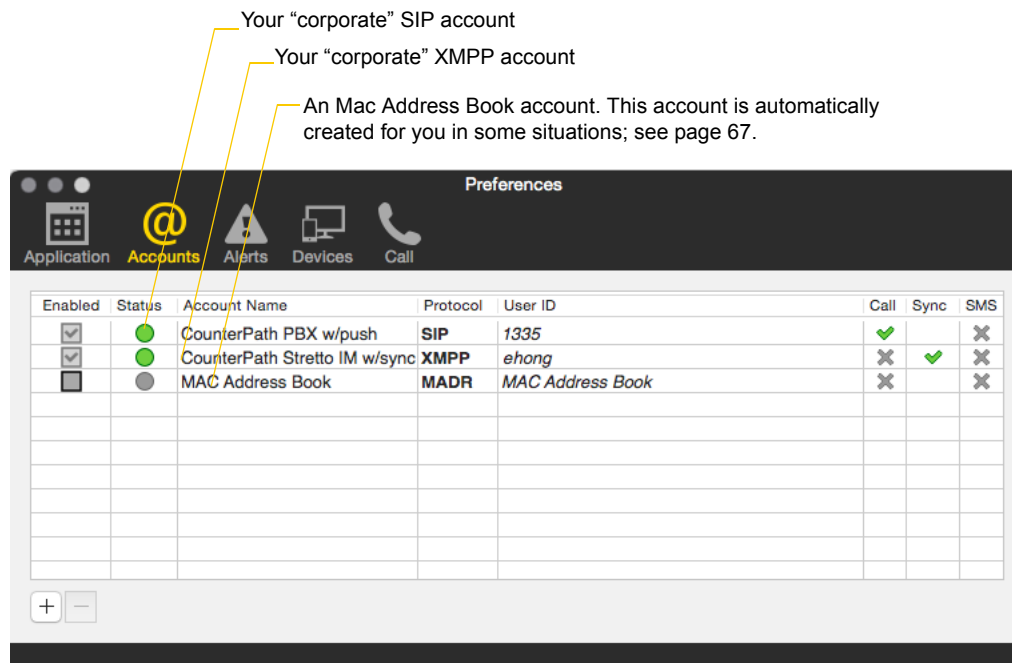


**Status**
- Green indicates the account is registered and ready for use.
- Yellow indicates the account is being registered/enabled. It will eventually change to green or red.
- Red indicates the account registration has failed.
- Grey indicates the account is disabled.

**Call**

| | |
|---|---|
| ✔ | The account is the "preferred account" for the action specified in the column heading. |
| ✔ | The account can be used for phone calls by selecting it on the dashboard (page 9) if the account is enabled/registered. |
| ✖ | The account cannot be used for phone calls because it is either a non-SIP account or a SIP account with calling disabled. |

# 8.2 Mac Address Book Account

Enable the Mac Address Book account, if desired. Your Mac Address Book contacts will be automatically pulled into your Bria contact list so that you can easily phone and IM them.

## Populating from the Mac Address Book

You can populate the Bria contact list by pulling in the contacts from your Mac Address book.

### Enabling the Mac Address Book

Enable the Mac Address book account that is has automatically set up in Bria. See "The Accounts Tab" on page 65 for more information.

### Setting up for Availability

If your Mac Address book contains phone numbers that you know you can use to obtain online availability information about the person via your SIP account, you can perform this optional setup:

- In the Mac Address book, modify the contact's entry so that the type is "Phone" and the label is "softphone" (all lower case):
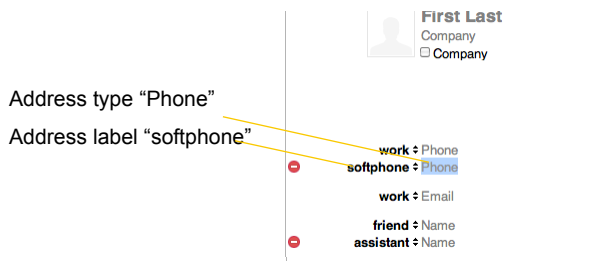


When you enable the Mac Address Book account in Bria, the contact will be pulled in with the specified phone number already set up as a softphone address.

- Open the contact and choose the specified phone number in the Presence field. When you click OK, Bria will obtain availability information for this contact.
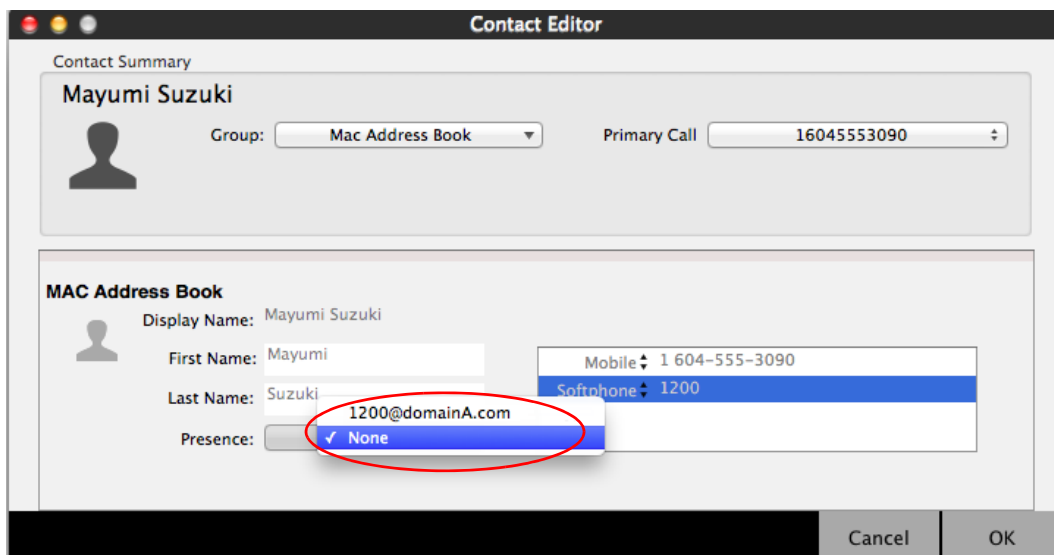
# 9 Configuring Preferences

From the menu bar, choose Bria Stretto > Preferences. The Preferences window appears. These tabs (except for the Accounts tab) let you control the way that you work with Bria.

# 9.1 Preferences – Application
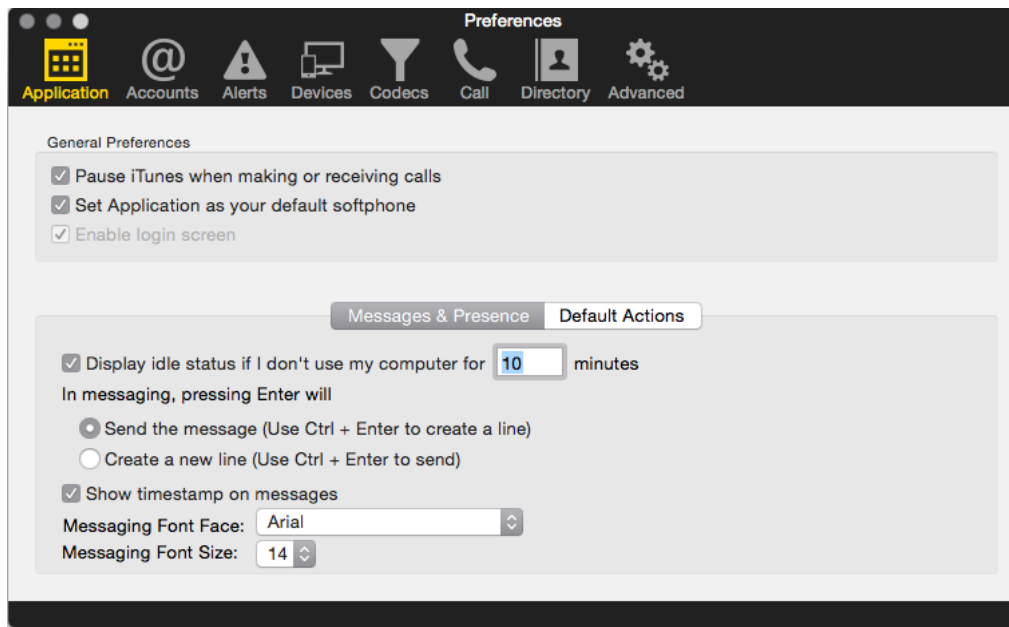


This panel lets you set your preferences for general GUI behavior.

## Default Actions

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

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

# 9.2 Preferences – Alerts & Sounds
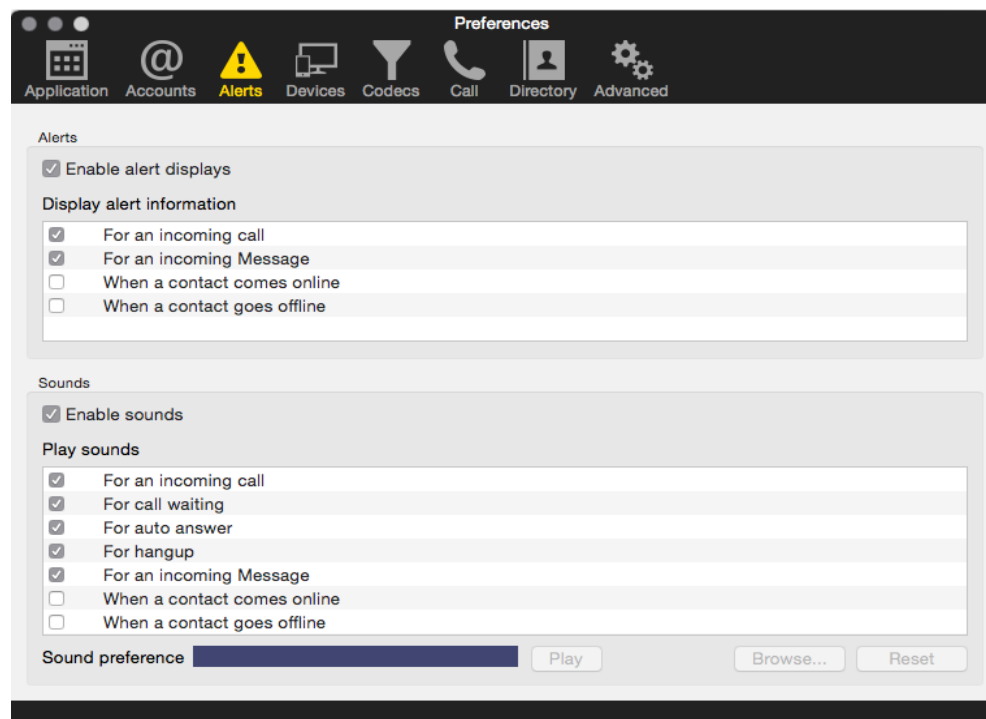


This panel lets you control the alert box and lets you assign sounds.

### Enable Alert Displays

- You can control whether notifications are displayed in different situations. To receive notifications, notifications must also be set up to use either Banners or Alerts under OS's system preferences (page 4). When "Enable alert displays" is on, Bria shows either a banner or an alert for selected situations.

- There are two choices on how you are alerted to an incoming IM: either with a small notification pop-up or with the Messages window itself. To be alerted with the Messages window instead of notifications, "For an Incoming Message" must be turned off.



Notification pop-up - Alert style
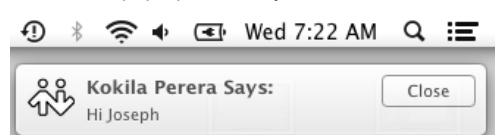
### Assigning Sounds

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.

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

# 9.3 Preferences – Devices
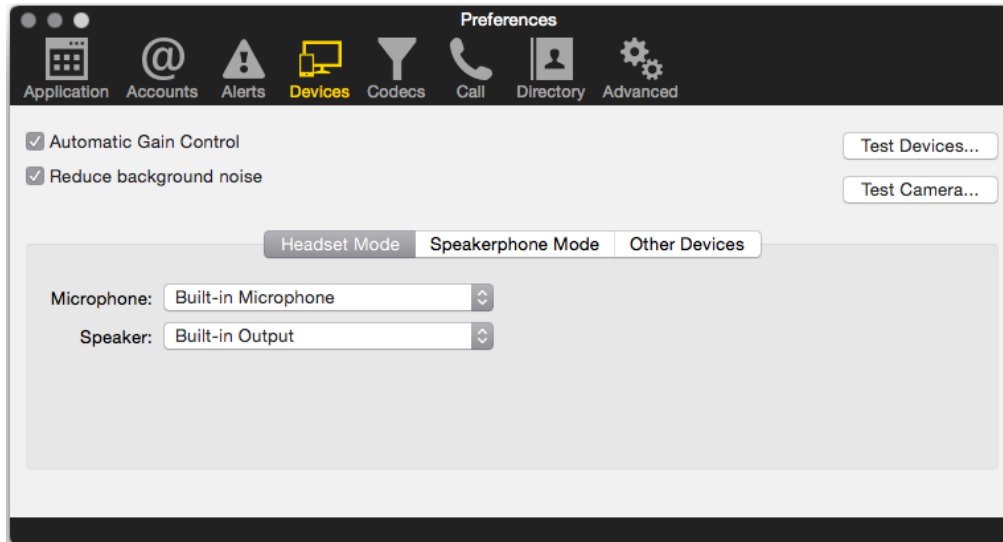


Bria automatically detects devices at each startup, and selects the most appropriate device for each purpose. If you do not like this selection, you can override it on this panel.

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

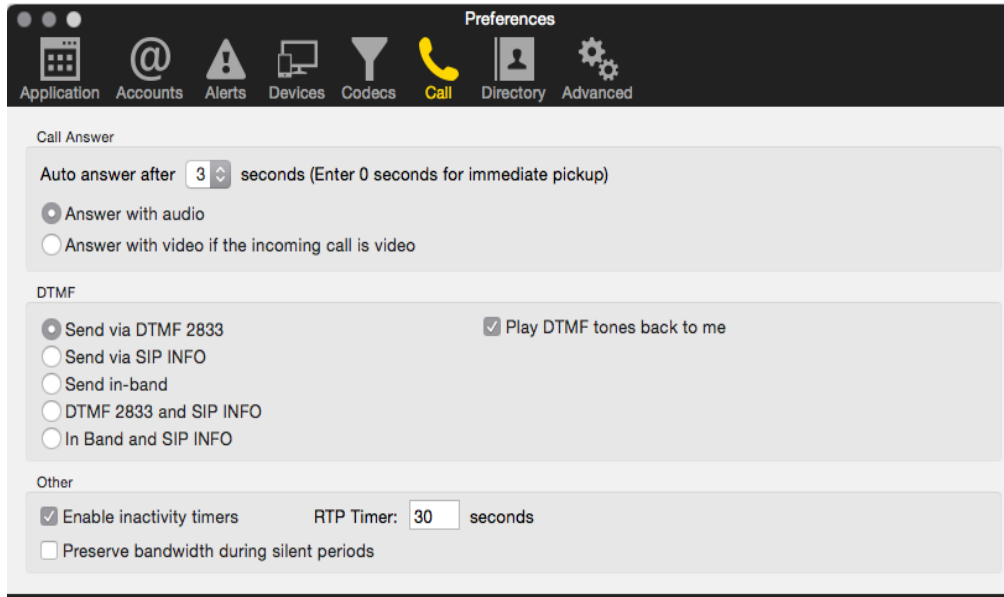| Field | Description |
|---|---|
| Automatic gain control | On to automatically adjust the audio gain. |
| Reduce background noise | Automatically attempts to remove background noise. <br><br> Typically on for the speakerphone. |
| Test Devices | For information on the Test Devices button, see "Application Hot Keys" on page 75. |
| Test Camera | Click to check if Bria can use your camera. The video window opens, and shows a message. |
| **Headset Mode** | |
| Microphone, Speaker | Change these fields only if you want to override the devices that Bria automatically selected. <br><br> In both these fields, select the headset you are using. <br><br> The headset is the device that is usually used for the speaker (the sound you hear) and microphone (recording your voice). The only situation in which the headset is not used is when the Speaker Phone button on the dialpad is pressed. <br><br> Therefore, unless you will always be using Bria in speakerphone mode, you must make a selection here. <br><br> Select the headset in both the Speaker device field and Microphone device field. |
| **Speakerphone Mode** | |
| Microphone <br> Speaker | Same as headset mode, but for the device to use when speakerphone is one (on the toolbar). <br><br> Select None if you do not have a speaker phone. The Speaker Phone button on the dialpad will be disabled. <br><br> You can set different devices for the speaker and microphone: for example, you can set the speaker to the speakerphone and set the microphone to your headset. |
| Reduce echo | Turning this feature on improves sound quality. This feature is typically on. |
| **Other Devices** | |
| Ring on | The device where you want to hear the phone ringing. <br><br> Change this field only if you want to override the devices that Bria automatically selected. |
| Camera | This field appears only on versions of Bria that include video functionality. <br><br> Change this field only if you want to override the devices that Bria automatically selected. <br><br> Select the camera model. |
| Resolution | Leave at standard, or change the size as follows: <br><br> • 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: <br><br>   Your computer slows down (the video is using too much CPU) <br><br>   The video shows black areas or is slow or jerky. <br><br> • Typically set it to low only in special situations, for example, when using wi-fi in a hotel. You will know that you have set the size too small if the video is fuzzy. |

# 9.4 Preferences – Calls

These settings let you configure how you want auto answer to handle incoming calls, when Auto Answer is enabled. (To enable Auto Answer, see page 11).



| Field | Description |
|---|---|
| Auto answer | These settings let you configure how you want auto answer to handle incoming calls, when Auto Answer is enabled. (To enable Auto Answer, see page 11) |
| DTMF | You may need to change the DTMF configuration if you cannot interact with interactive voice response systems (auto attendants, voice-activated menus, and so on).<br><br>Contact your VoIP service provider or system administrator for the correct setting. |
| RTP Timer | This timer controls how calls are disconnected when Bria determines that there is a problem with the call and the other party has probably disappeared (assuming that you have not yourself detected the problem and hung up manually).<br><br>Typically, the timer is enabled. It is recommended that you not disable it. You can change the length of the timer, but do not set it to less than 30 seconds. |
| Preserve bandwidth | When this feature is on, Bria stops sending audio when you are not talking.<br><br>When this feature is off, Bria always sends audio, which uses more bandwidth but may result in better call quality.<br><br>Typically off. However, if you are using a slow (dial-up or ISDN) connection, you may want to turn it on. |

# A Application Hot Keys

| Category | Function | Keyboard Shortcut |
|---|---|---|
| Making or answering a call | Answer an incoming call | Ctrl + N |
| | Decline an incoming call | Ctrl + D |
| | Place an audio call | Ctrl + P |
| | Redial the last dialed number | Ctrl + R<br>or Ctrl + R then Enter |
| | End the call<br>End the conference call (hang up on all participants) | Ctrl + E |
| During a call | Mute your voice during a call | Ctrl + M |
| | Hold or resume the call when the focus is on this call panel | Ctrl + H |
| | Transfer an established call when the focus is on this call panel | Ctrl + T |
| Opening a window | Open the Messages window | Shift + Apple key + M |
| | Open the Preferences window | Apple key + , (comma) |
| | Open the Test Devices window | Ctrl + 9 |
| | Open the Video window | Shift + Apple key + V |
| Text Handling | Select all | Apple key + A |
| | Copy text | Apple key + C |
| | Paste text | Apple key + V |
| | Cut text | Apple key + X |
| Hiding | Hide Bria | Apple key + H |
| Exiting | Quit Bria | Apple key + Q |

# B Contact List Headings

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

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

# C Other Ways to Run Bria

## C.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. Bria supports three protocols: sip, tel, and callto.

Attach a hyperlink with this format:

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

For example:

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

# D Glossary

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