



# **Bria 3.0 *for Windows* User Guide**


## **Enterprise Deployments**

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The content of this publication is intended to demonstrate typical uses and capabilities of the CounterPath Bria 3.0 softphone application from CounterPath Corporation. Users of this material must determine for themselves whether the information contained herein applies to a particular IP-based networking system.

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This manual corresponds to Bria version 3.0.1.

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# 1 Introduction

Read this manual if you are working in an enterprise and you have a system administrator. It is assumed that your system administrator has either configured Bria on your behalf or has give you instructions on configuring it yourself. If you are not working in an enterprise, read the user guide “Using Bria 3.0 *for Windows – for Retail Deployments*”.

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

## Standard Telephone Features

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

- Call display and Message Waiting Indicator (MWI).
- Speakerphone and Mute.
- Redial, Hold, Do Not Disturb.
- Call history – list of received, missed, and dialed calls.
- Call forward.
- Call transfer.
- Call record.
- Auto answer.
- Six-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, German, Italian, Portuguese, and Spanish.
- IM and presence using the SIP SIMPLE protocol or the XMPP protocol.
- IM conferencing (group chat) via an XMPP account.
- Contact list containing the individual user’s contacts.
- Directory containing names from a shared LDAP directory or Microsoft® Active Directory®.
- 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 DTMF (RFC 2833 or inband DTMF).
- Support for the following audio codecs (not all these codecs are included in the retail brands):  
AMR Wideband (G.722.2), Broadvoice-32, Broadvoice-32 FEC, DVI4, DVI4 Wideband, EVRCm  
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.

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

# 2 Installation and Setup

## 2.1 Getting Ready

### 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
- USB multimedia headset
- USB phone.

HID-compliant devices can be configured to work with Bria.

### Video Cameras

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.

## 2.2 Installing Bria

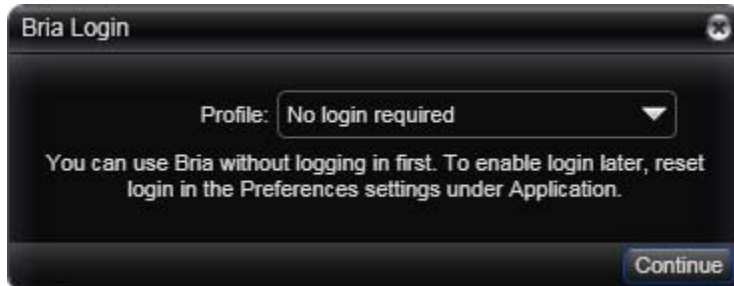
If your system administrator has not already installed Bria on your computer, obtain the application from your administrator and run the Bria installer and follow the prompts in the install wizard.

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

## 2.3 Starting Bria

### First-time Startup

If Bria is not already running, start it as you would any other program: Use the Windows Start menu or double-click the desktop icon. The Bria Login dialog appears with the Profile set to “No login required”.



1. Set the profile to the value specified by your system administrator. Typically:
  - No login required: Used if you will manually configure Bria, as described below.
  - DHCP provided: Used if Bria will be automatically configured for you and your system administrator has set up for DHCP discovery.
  - Manually configure login server: Used if Bria will be automatically configured for you but you must manually enter the server address (as provided by your system administrator).
2. If you chose the DHCP or “Manually configure” profile, the login dialog appears for you to enter the login server (“Manually configure” profile only) and your credentials. This information is provided by your system administrator.

Press Login; the softphone GUI appears.

### Subsequent Startups

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

(If you started up the first time with “No login required” but in fact you do need to log in, go to the menu and choose Softphone > Preferences and enable login. See page 48.)

## 2.4 Configuring Bria

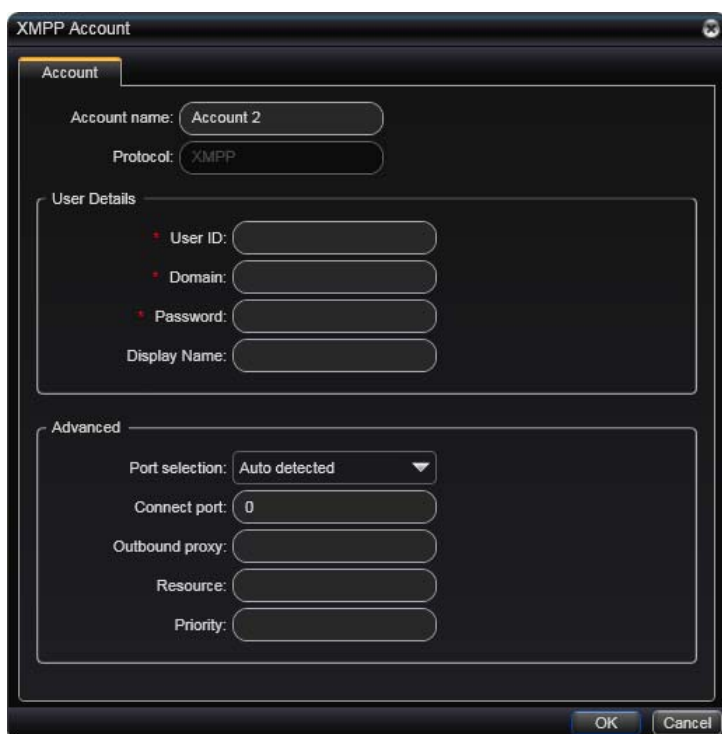
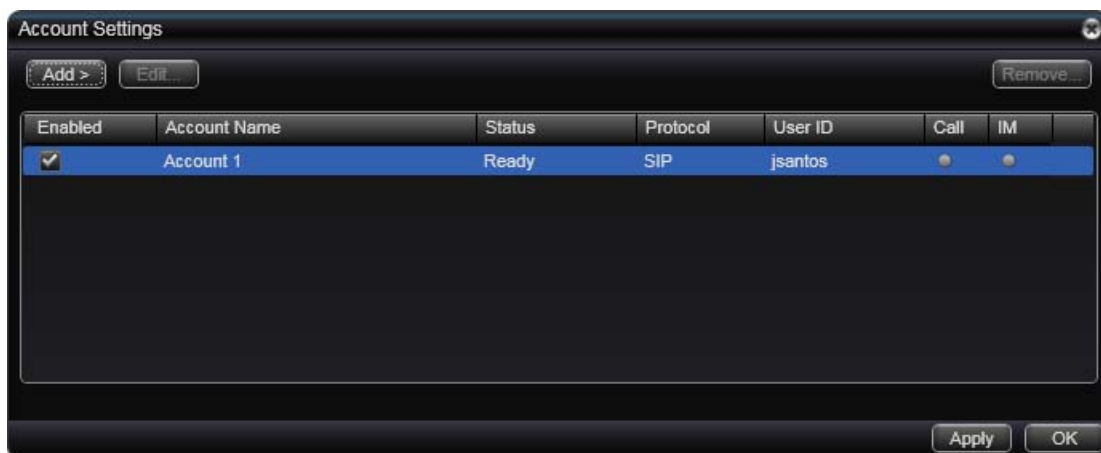
Read this section if your system administrator advises you that you must either configure Bria or complete the configuration.

(If your administrator advises you that configuration is already done, go to “Setting up a Contact List” on page 6.)

1. From the Bria menu, choose Softphone > Account Settings. The SIP Account window appears.

The screenshot shows the 'SIP Account' configuration window. It features three main tabs: 'Storage', 'Transport', and 'Advanced'. The 'Account' sub-tab is active, showing fields for 'Account name' (set to 'Account 1'), 'Protocol' (set to 'SIP'), and 'Use for' (with checkboxes for 'Call' and 'IM / Presence'). Below this is the 'User Details' section with input fields for 'User ID', 'Domain', 'Password', 'Display name', and 'Authorization name'. The 'Domain Proxy' section includes a checked checkbox for 'Register with domain and receive calls' and radio buttons for 'Domain' and 'Proxy' (with an 'Address' field). At the bottom, there is a 'Dial plan' field containing the text '#9\|a.T;match=1;prestrip=2;'. 'OK' and 'Cancel' buttons are located at the bottom right of the window.

2. Set up the first SIP account as instructed by your administrator.
3. When done with the SIP account, click OK; the account is created and registered.
4. If your administrator has instructed you to set up an XMPP account, choose Softphone > Account Settings again. This time the Account Settings window appears, showing the SIP account you have already set up.
5. Click Add > New XMPP Account. The XMPP Account window appears.
6. Complete the window with the information obtained from the XMPP service provider.
7. When done with XMPP account, click OK.
8. On the Account Settings window, click Apply to register the newly added account. Click OK when the Status column is “Ready”.



## 2.5 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 17.
- You can add addresses to the Contact list one by one. See page 34.
- You can use your Microsoft® Outlook® address book directly from Bria. See page 32.
- You can import a contact list from a file or from another application. See page 32.
- You can create a contact from an entry in the corporate directory, if your administrator has set this up; see “Directory Tab” on page 43.

For general information on contacts, see page 31.

## 2.6 Troubleshooting

Bria includes three tools for helping you troubleshoot problems:

- You can verify that your microphone, speakers and camera are working and can set the volume to a comfortable level without having to actually place a phone call.
- You can verify that you are successfully connected to the network.
- While you are on a phone call, you can test the quality of the audio. Note that to perform a valid test, you should be on an established call (not a call attempt).

See page 57.

## 2.7 Checking for Bria Updates

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 Using Bria

## 3.1 Starting and Quitting Bria

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



## 3.2 The Onscreen Softphone



## The Bria Menu

**Bria.** Accounts. You will work with these settings only if advised to do so by your system administrator.

- Preferences. These settings control the way that you work with Bria and apply to all accounts. See “Configuring Preferences” on page 48.
- Exit. To shut down Bria. You can also exit by pressing Ctrl+Q.

**View.** Changes how Bria looks.

**Contacts.** Lets you work with contacts.

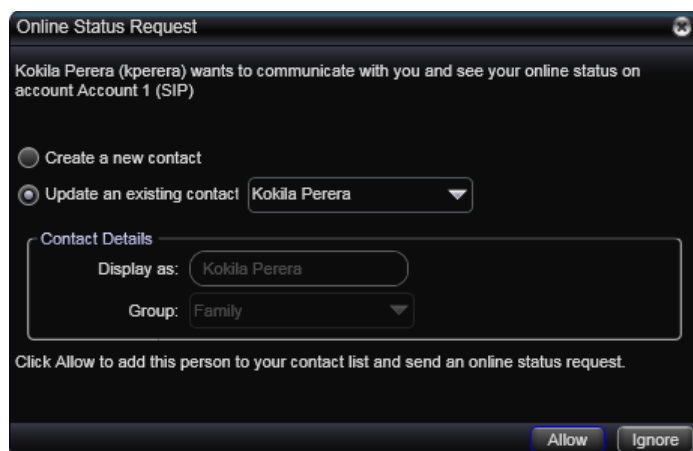
**Actions.** Lists the actions that you can perform, depending on the current “state” of Bria. For example, if a contact is selected, it lists all the actions that can be performed on that contact.

If your enterprise has configured Bria to display a Workgroup, you can view the Workgroup from the Actions menu.

**Help.** Provides access to various service-related features.

## Receiving an Online Status Request

If presence is enabled, then at any time you may get an Online Status Request dialog. For information on this request, see “Sharing Online Status” on page 39.

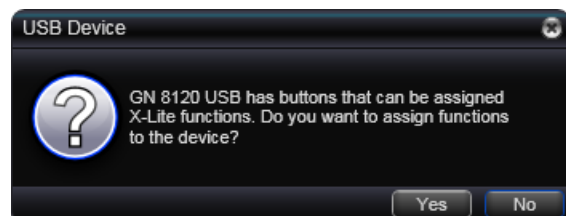


## USB Device Alert

If your headset is a “HID-compliant device”, the USB Device alert may appear the first time you start Bria. You can assign functions to the headset. For example, you can set the green button so that it answers an incoming call.

If you click Yes, the USB Device Button Setup window appears; see page 52.

If you click No, you can still access this window from the Softphone > Preferences > Devices panel (page 50).



## 3.3 Placing a Call

You can contact someone using:

- A traditional phone number.
- A softphone address (for example, kperera@domainA.com)

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.

A call panel opens showing the call attempt, then the call established. For information on working with the call, see “Handling an Established Call” on page 17.

Option	From the...	Description
Keying	Dialpad or computer keyboard	<ol style="list-style-type: none"> <li>1. Enter the number or address in the call entry field using the dialpad or the computer keyboard            If entering a softphone address, you can enter the entire address (kperera@domainA.com) or just the name (kperera).            As you type, a suggestion for completing the entry may appear. Choose the suggestion or keep typing.</li> <li>2. Click the Call button or press Enter.</li> </ol>
Drag-and-drop contact or previous call	Contacts or History tab	Drag an entry from the Contacts or History tab. (If the tab contains lots of contacts, first search or filter the list.)
Right-click a contact or previous call	Contacts or History tab	Right-click an entry from the Contacts or History tab and choose Call. (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 that either makes an audio phone call or starts an IM. Each contact can be configured separately for this action. See the table on page 41.
Double-click a previous call	History tab	Double-click an entry. An audio call is placed.
Redial	Redial button	<ul style="list-style-type: none"> <li>• When the call entry field is empty, click the Call button.</li> <li>• Or click the arrow in the call entry field and select a recent call.</li> </ul> An audio call is placed.
Dialing	Dialpad	<ol style="list-style-type: none"> <li>1. If the dialpad is not visible, click the Show/Hide dialpad button.</li> <li>2. Click the numbers on the dialpad to enter the phone number.</li> <li>3. Click the Call button or press Enter.</li> </ol>

### 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:

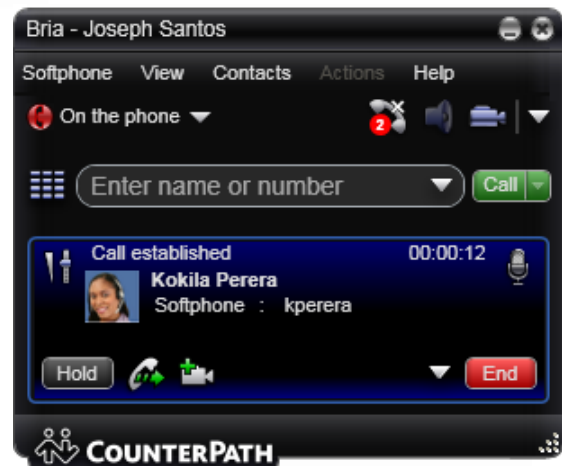
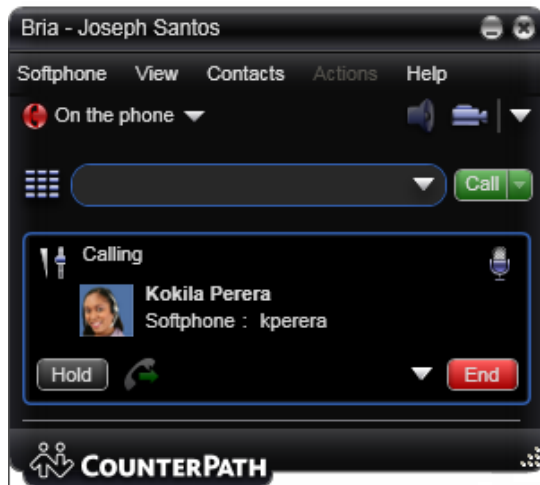
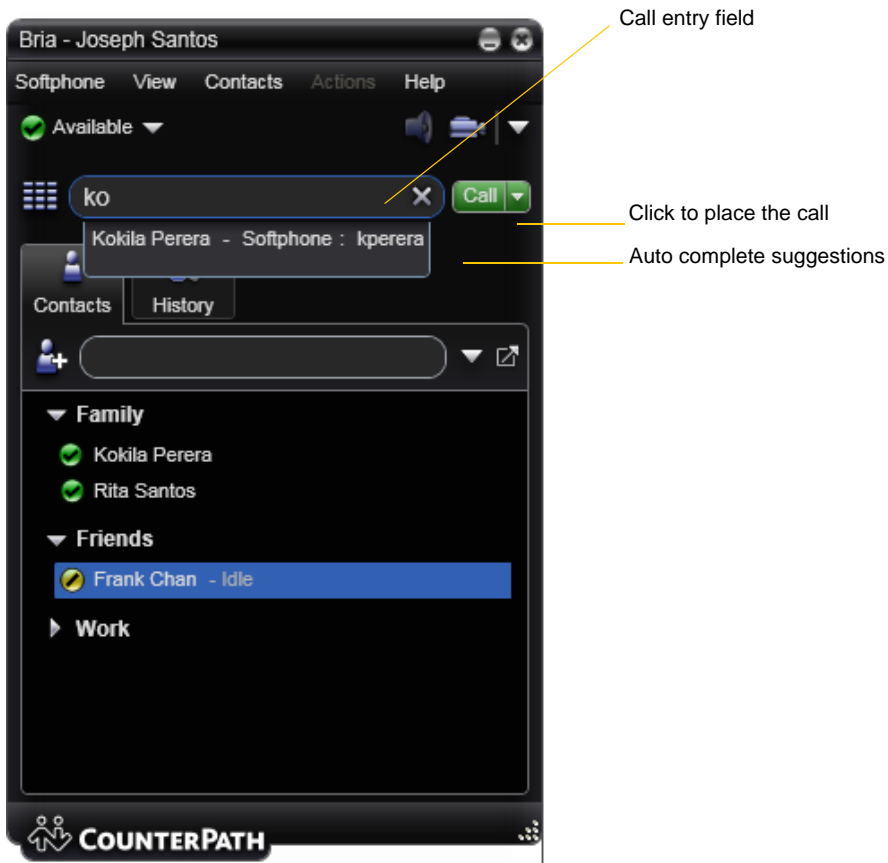
- Before the first DTMF number, include at least one capital P.
- You can include other Ps. Each P causes Bria to wait one second before sending the next character.
- At the end of the input, you must include a ; character.

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:

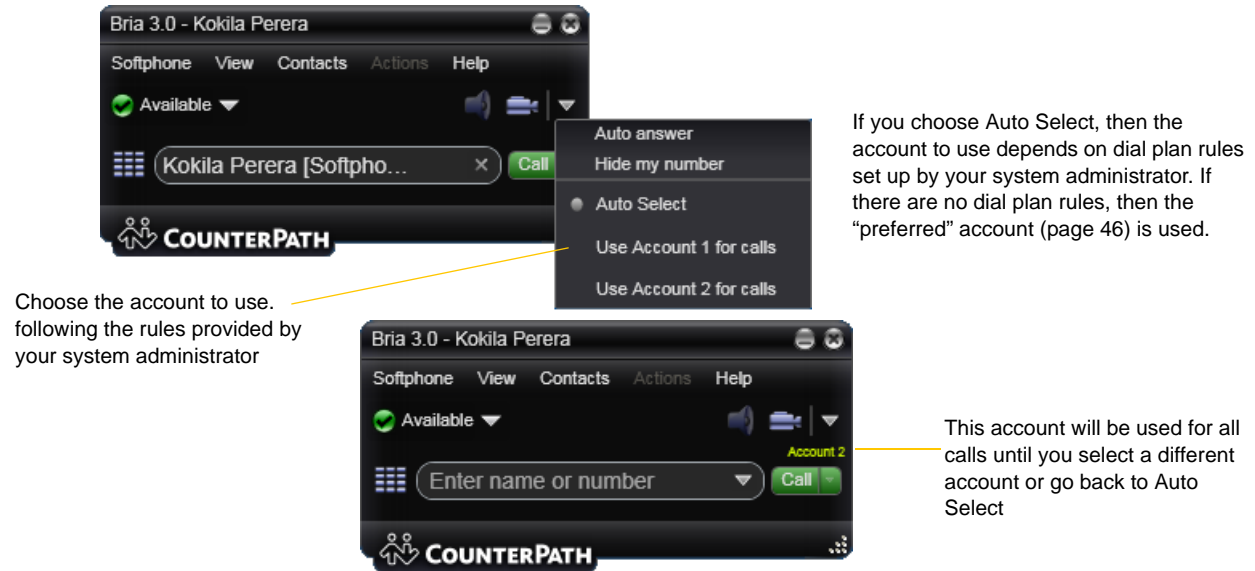
```
604551212PPPPPP1PP3PP2;
```



## Selecting the Account to Use

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

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



The account selection options appear only if you have two or more SIP accounts that are enabled and being used for phone calls. To make an account “useable” for phone calls, choose Softphone > Account Settings, select the account and change the Use For fields on the Accounts tab (page 46).

## Placing another Call

To place a new call (without hanging up on the current call), simply place the call in the normal way. A second call panel opens below the current call. The first call is automatically put on hold.

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.

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.



## Hiding your Identity

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 Hide my Number off.

Hide my Number is automatically turned off when you shut down.



## 3.4 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 system administrator.)

As soon as an incoming call is received, a call panel appears, showing information about the call.

In addition, the Call Alert box appears, even if Bria is minimized. For information on setting call alert preferences, see page 49.



This is the alert for an audio-only call




This is the alert for a video call



Click to answer a video call and start sending your video immediately

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

Action	From the...	Description
Answer	Call panel or Call Alert box	Click Answer. Or press Enter (on the keyboard), if Bria is the active application. If you are on another call, that first call is automatically put on hold. You are now talking to the new caller.
	Call panel	Click Forward; a call entry field appears. Enter the name or number to forward to and click Forward Now.
Decline	Call panel or Call Alert box	Click Decline. There will be a busy signal. The call may be directed to voicemail (if you have this service).
Video	Call panel or Call Alert box	The caller wants to include video. Click to answer a video call and start sending your video immediately
Audio	Call panel or Call Alert box	The caller wants to include video. Click to answer without video; if you want (and if you have a camera), you will be able to add video later.

## Auto Answer

You can set Bria to automatically answer all incoming calls.

To turn auto answer off and on, in the Call panel click Options > Auto Answer. The AA icon appears in the menu bar.



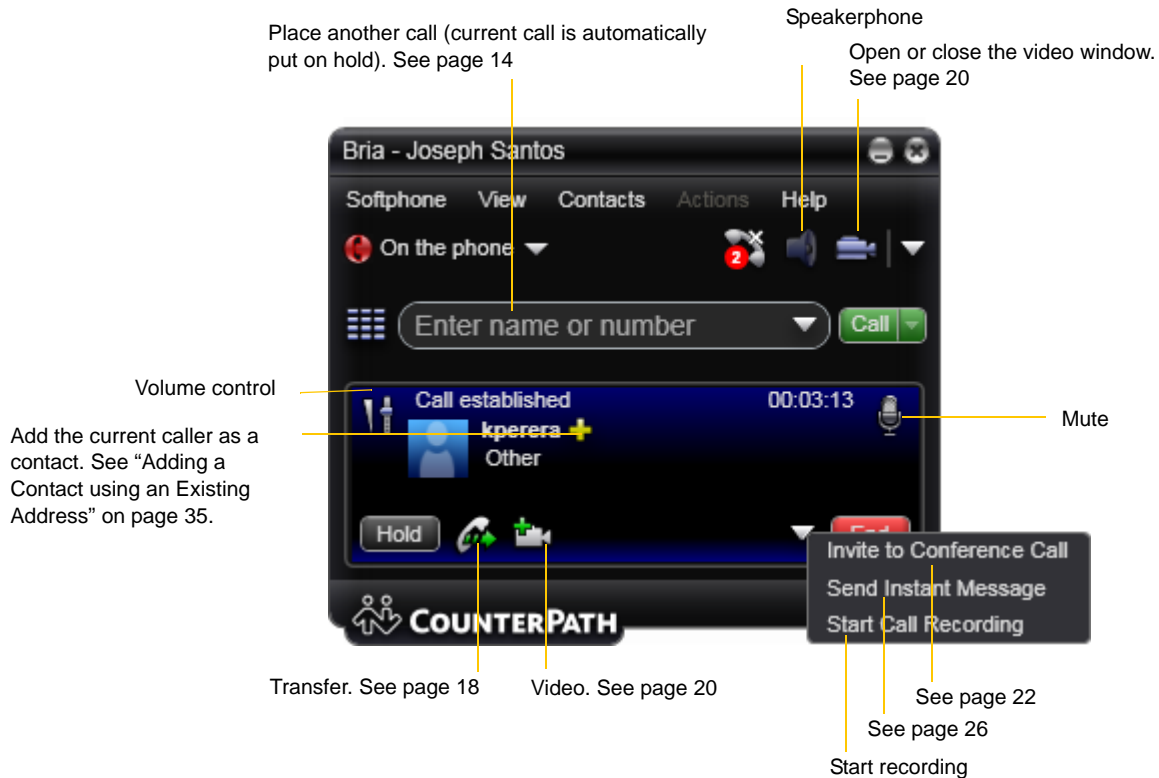
Auto answer is initially configured to auto-answer after one ring, and to send only your audio when the call is established. To change this configuration choose Softphone > Preferences > Call Automation.

Auto answer is automatically turned off when you shut down.

## 3.5 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 “Handling Video Calls” on page 20



### Ending a Call

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

## 3.6 Transferring a Call

### Basic (Unattended) Transfer – Transfer this Call

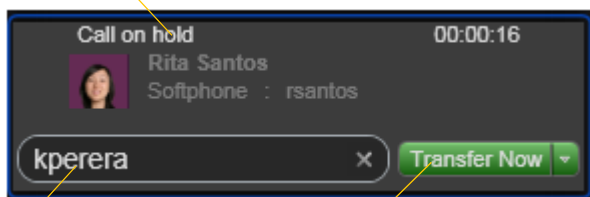
You can transfer a call to any number without first speaking to the other person. The call will be

- If you hang up immediately and the other person does not answer, the person you are transferring will have to hang up.
- If you do not hang up immediately and the other person does not answer, the call will come back to you

Click the Transfer button



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

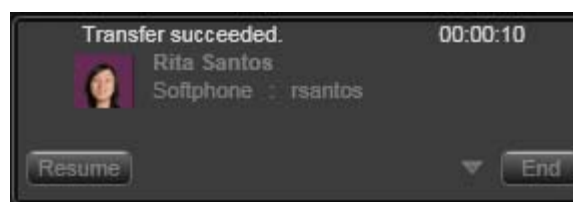
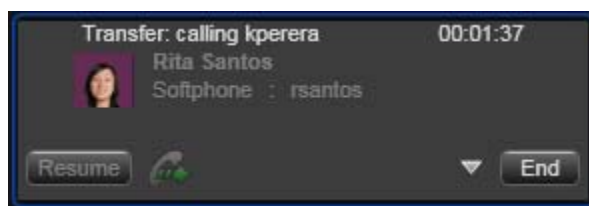


Type a name or number, or drag a contact into the field.

Then click Transfer Now.

The call may end immediately.

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



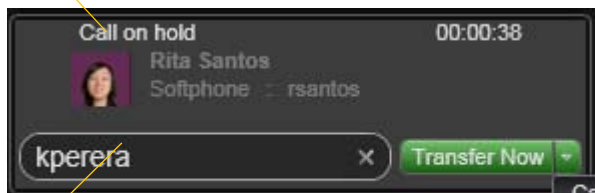
## Attended Transfer – Call then Transfer

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

Click the Transfer button

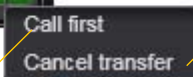


The call is put on hold and a call entry field appears



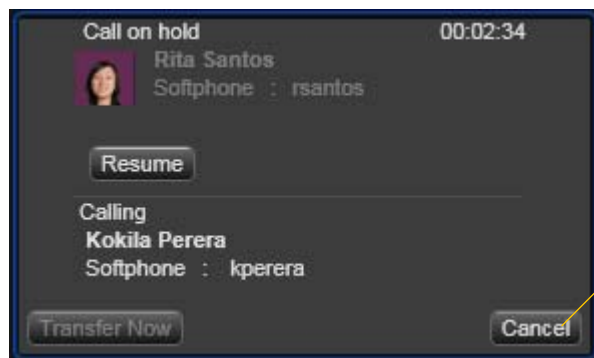
Type a name or number, or drag a contact into the field

Then click the button arrow and choose Call first



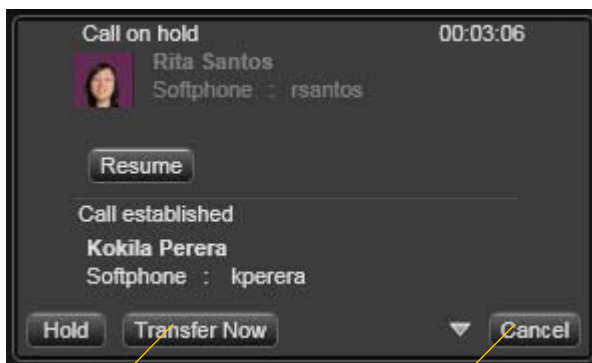
You can cancel the transfer request and return to the first call

Bria phones the new person



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

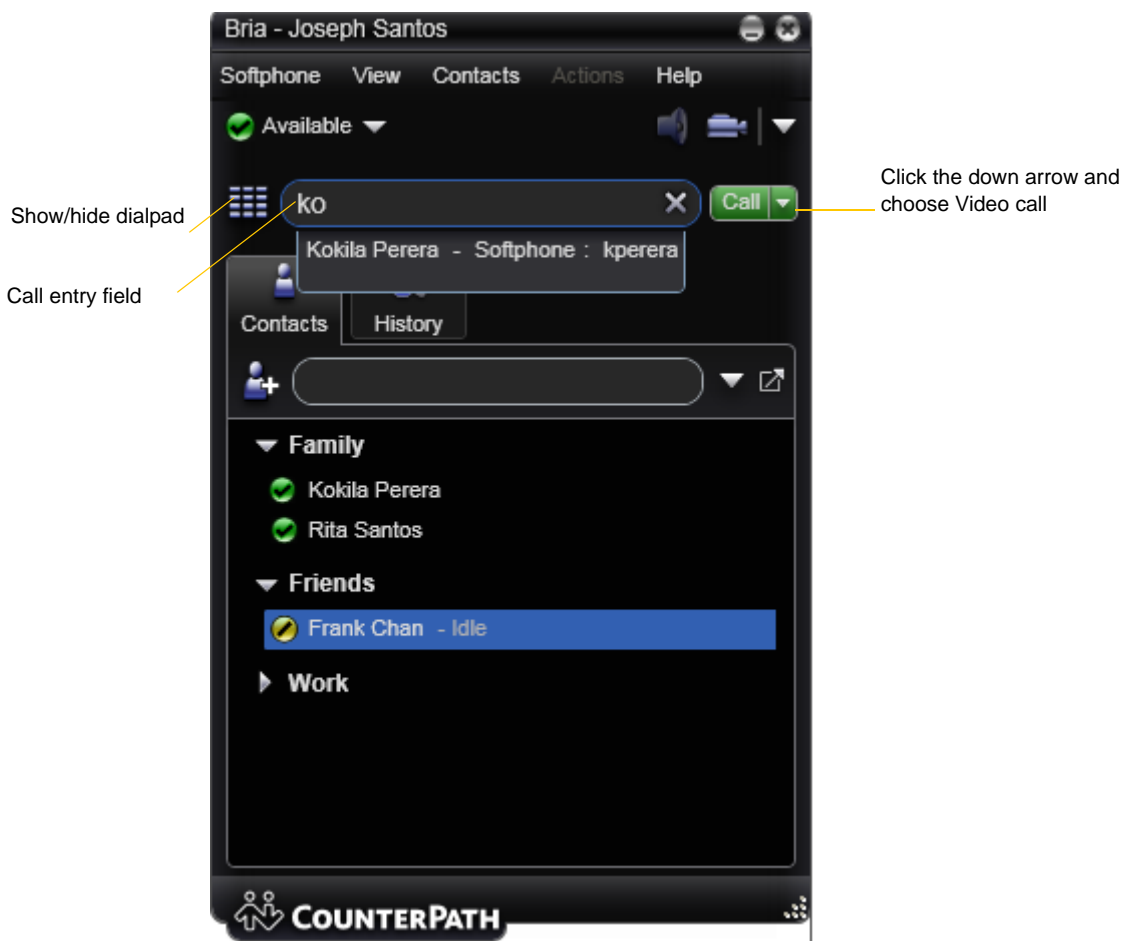
When the other person answers, the Transfer Now button is enabled



When you are ready, click Transfer Now. The call panel closes

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

## 3.7 Handling Video Calls




### Placing a Video Call


You can start a call with video. See the table.

How	From the...	Description
Keying	Dialpad or computer keyboard	<ol style="list-style-type: none"> <li>1. Enter the number or address in the call entry field using the dialpad or the computer keyboard            If entering a softphone address, you can enter the entire address (kperera@domainA.com) or just the name (kperera).            As you type, a suggestion for completing the entry may appear. Choose the suggestion or keep typing.</li> <li>2. Click the arrow beside the Call button and choose Video call.</li> </ol>
Right-click a contact or previous call	Contacts or History tab	Right-click an entry from the Contacts or History tab and choose Video Call. (If the tab contains lots of entries, first search or filter the list.)

## Adding Video

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

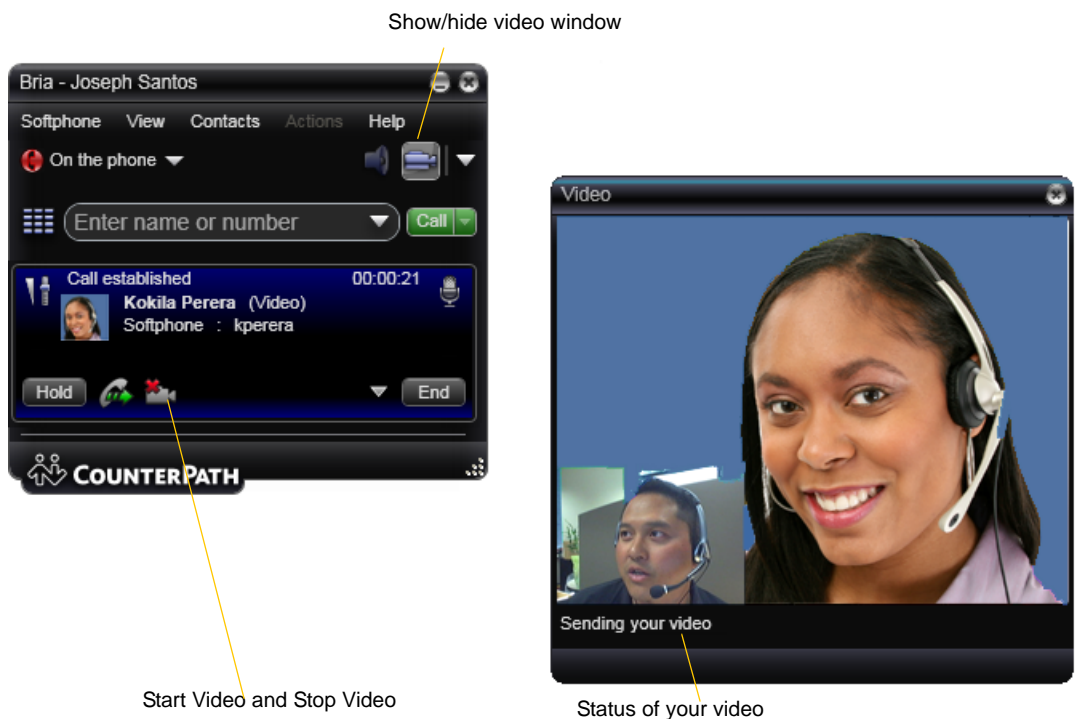
## Other Party Adds Video

If the other party starts their video, your video window automatically opens and the video is played. You can start sending your own video, if desired (and assuming you have a camera) by clicking Start Video(  ) in the call panel.

## Pausing and Resuming Video

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

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

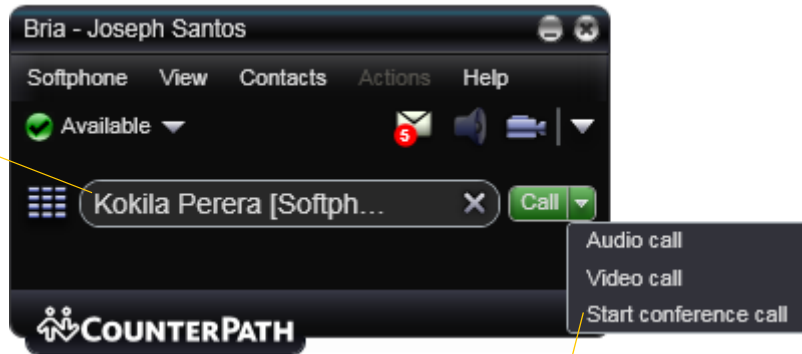


## 3.8 Conference Calls

### Starting a Conference Call

#### From the Dashboard

- Enter the number or address by typing
- Or drag a contact or history item
- Or select from the redial list



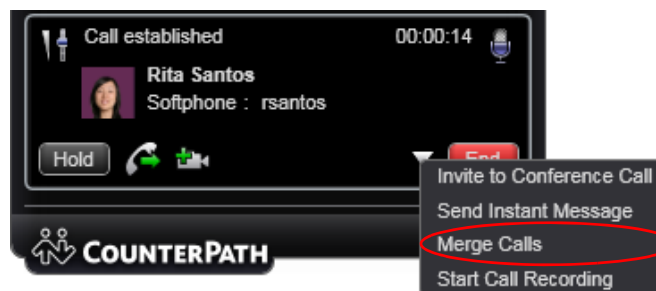
Then choose Start conference call

#### From an Existing Call

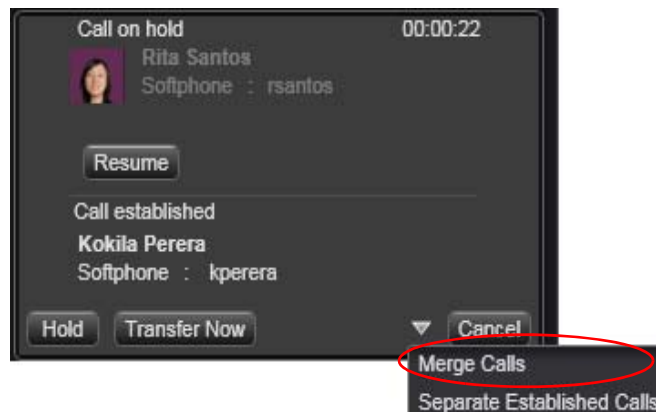
##### From One Established Call



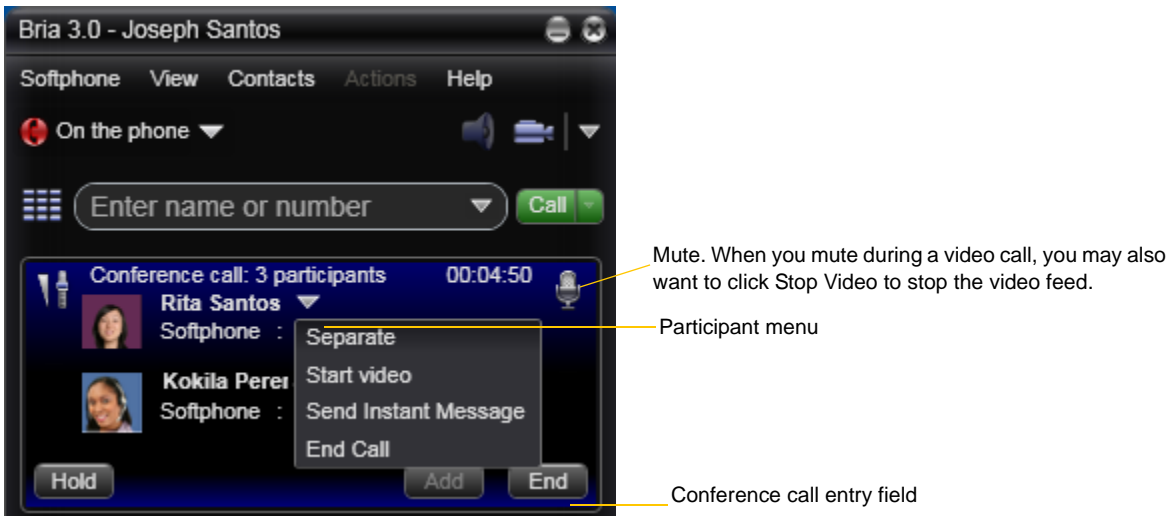
##### From Two Established Call



#### During an Attended Transfer



## 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 or history item and choose Add to Conference Call.
- In the conference call panel, enter a name in the call entry field and click Add.
- Add in a separate call that is not part of the conference call: In the call panel for the individual call, click the down arrow and choose Merge Calls. This call is added to the conference call.

### Send an Instant Message

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

### Removing a Participant

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

### Ending the Conference

To hang up on everyone, click the End button.

### Suspending the Conference

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

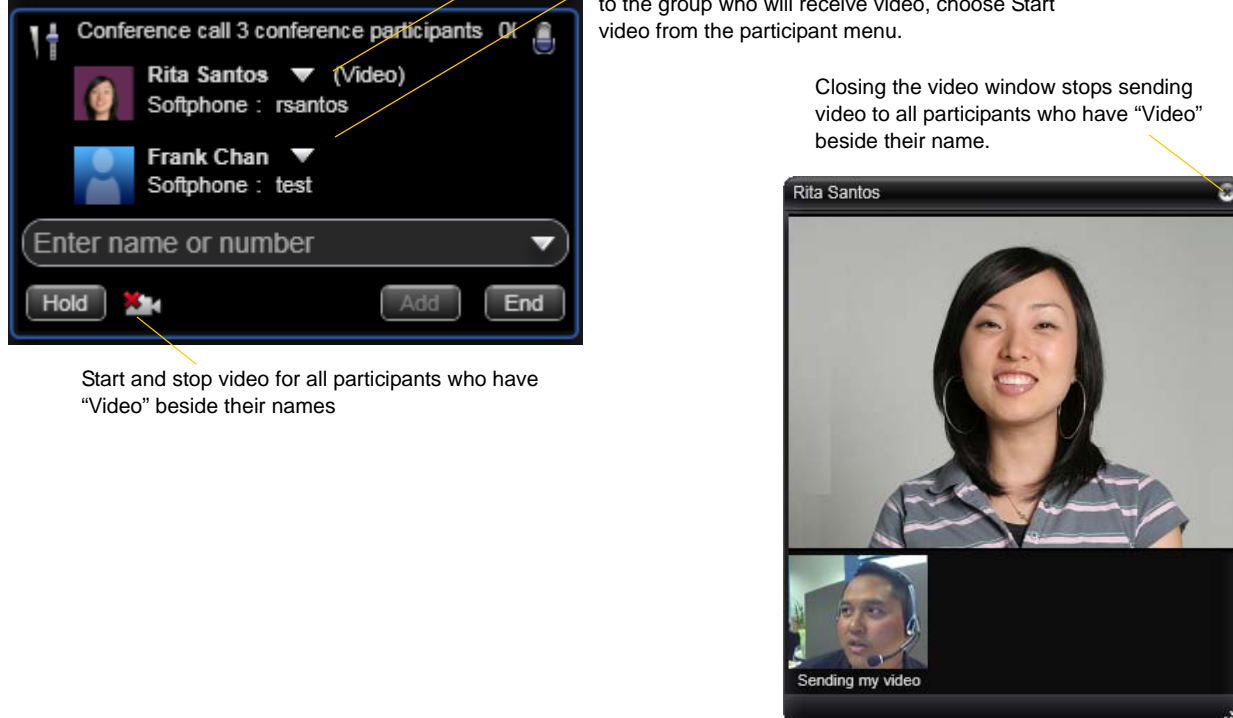
If you need to speak to one participant separately, put the conference on hold, separate the one participant from the conference, take that person off hold. When done, merge the participant back into the call.\*check that this is true

## Video Conference Calls

This person already has video.

This person does not have video. To add this person to the group who will receive video, choose Start video from the participant menu.

Closing the video window stops sending video to all participants who have "Video" beside their name.



The image shows two screenshots from a video conference interface. The left screenshot is a control panel titled "Conference call 3 conference participants". It lists two participants: Rita Santos (Softphone: rsantos) with a "(Video)" indicator and a dropdown arrow, and Frank Chan (Softphone: test) with a dropdown arrow. Below the list is a search bar "Enter name or number" and buttons for "Hold", "Add", and "End". A video camera icon is also present. The right screenshot shows a video window for Rita Santos, displaying her video feed. A smaller inset window at the bottom left shows Frank Chan with the text "Sending my video".

Start and stop video for all participants who have "Video" beside their names

### Starting a Conference with Video

When you start a conference, video works as follows:

- Start conference from dashboard: Video is not included immediately. You must start video for each individual participant.
- Start conference from one established call: Video is included if the established call has video.
- Start conference from two established calls or from an attended transfer: Video is included with a particular participant if that participant had video before. For other participants, you must start video individually.

### Adding Video to an Existing Conference Call

Click the down arrow beside the participant and choose Start 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.

Click the Stop Video button to pause video for all participants who are currently receiving it.

Click the Start Video button to resume video for all participants whose video is paused.

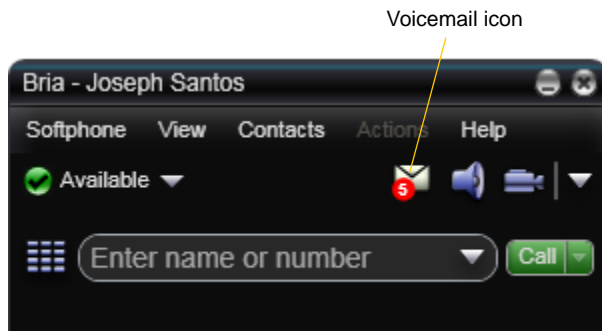
### How Video Is Shared

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

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

## 3.9 Voicemail

If your service includes voicemail and you have set up voicemail options (page 45), 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.



## 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.

To enable forwarding through Bria, click **Softphone > Account Settings**. Choose an account and click **Edit**, then click the **Voicemail** tab. For complete details, see page 45.

## 3.11 Instant Messaging

### Sending an IM

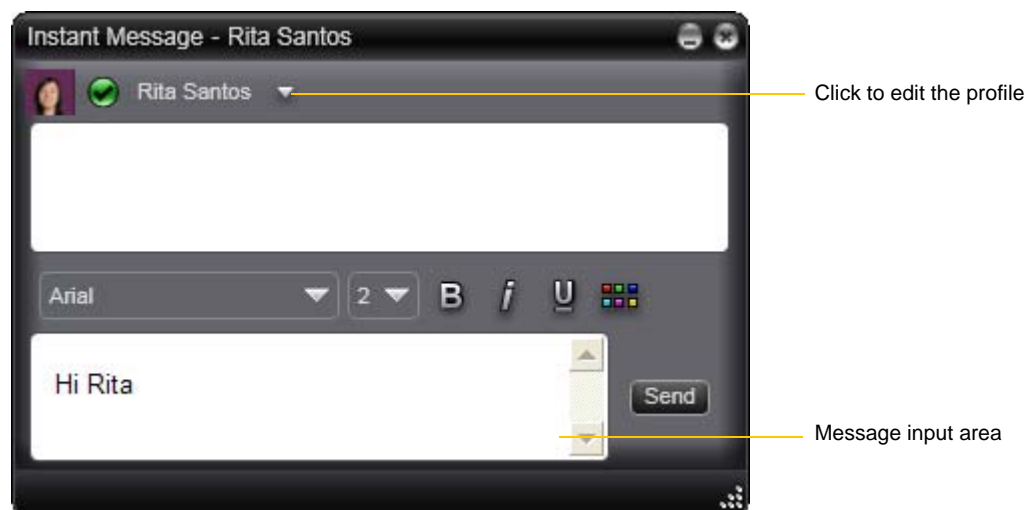
1. You can send an IM to a contact who has a softphone address.

From the Contacts tab	Right-click on the contact and choose Send Instant Message. The contact must have a softphone address.
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.

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

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

3. Click Send.



### Receiving an IM

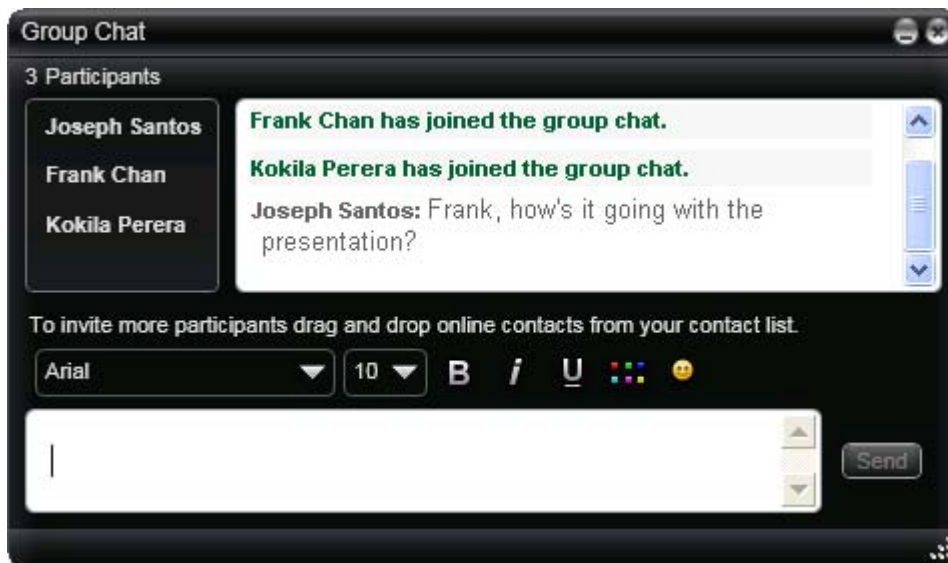
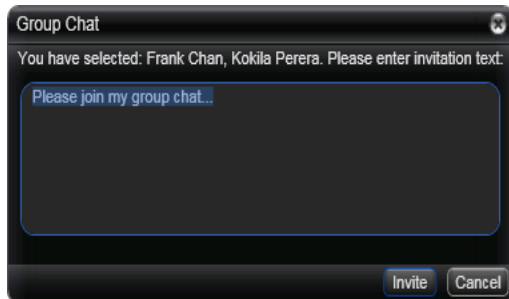
When an IM is received, either the IM window or a Call Alert pops up. (To control which window appears, choose Softphone > Preferences > Application.)

## 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.

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

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. The invitation dialog appears.



### 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

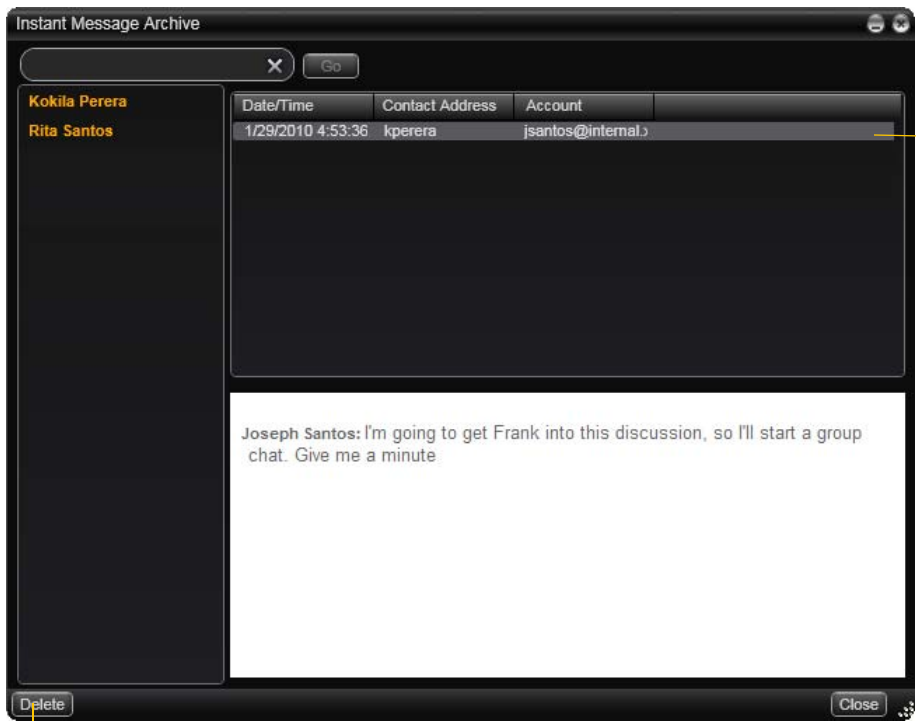
To leave group chat, close the group chat window.

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.

On the menu, choose View > Instant Message Archive. In the Archive window, select a contact from the list.



Right-click to delete the selected conversation

Delete all the conversations for the selected contact

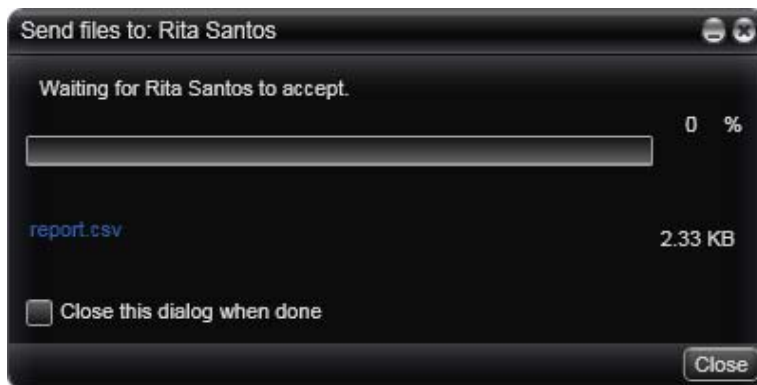
## 3.12 Sending and Receiving Files

### 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).

1. Choose one of these actions:

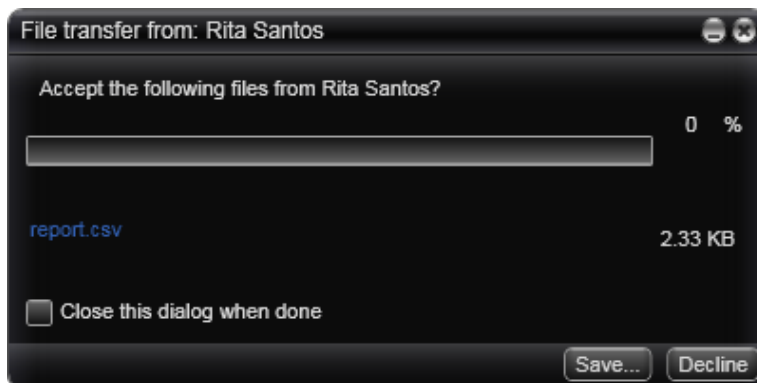
- Right-click a contact and choose Send Files; a standard Open dialog box opens. Select the files to send and click Open. The Send Files dialog appears with a “waiting” message. If you want, you can cancel the send before the other person retrieves the file.
- Drag a file from a folder to the IM window.



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.

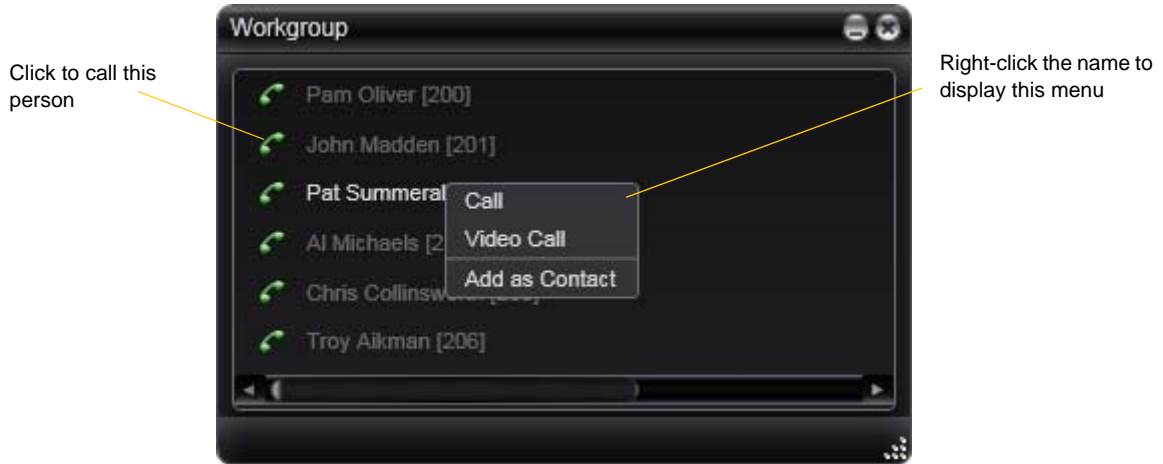


## 3.13 Viewing Your Workgroup

The workgroup feature must be configured by a system administrator.

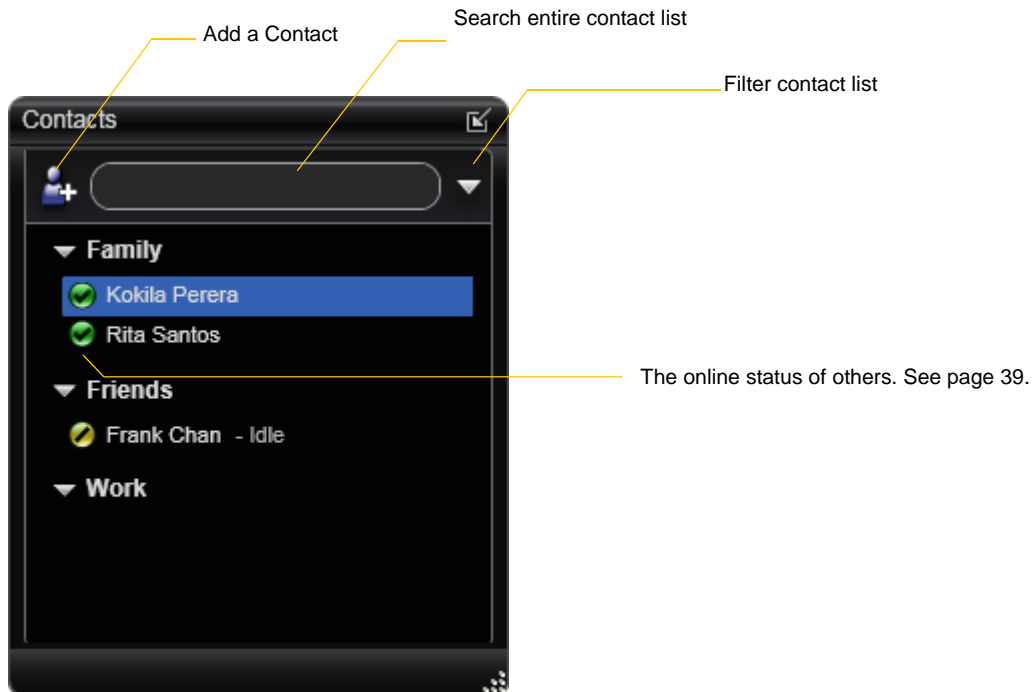
The workgroup gives you a detailed view of phone-related activity for a team. You cannot remove yourself from the workgroup or add anyone to the workgroup without the assistance of the system administrator.

To view your workgroup, click View > Workgroup.



# 4 Using Resources

## 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, mobile phone number

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

## 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.

### From WebDAV or XCAP

If your system administrator has set up a WebDAV or XCAP server, then once Bria is configured to use this server for contact storage, the contacts from that source will automatically appear in the contact list. From then on, each time you add a contact, it will be stored on that server.

The contact list on WebDAV or XCAP is individual, not shared among users.

### From an LDAP Directory or Active Directory

If your system administrator has set up an LDAP directory or Microsoft Active Directory, then once Bria is configured to connect to this directory, the contacts from that source will automatically appear in the Directory tab (page 43). From that tab, you can select people and set them up as contacts.

### Synchronizing with Microsoft Outlook

You can populate the Bria contact list by synchronizing with your Microsoft® Outlook® contacts. In this case, you are actually using your Outlook contacts from within Bria. When you start Bria, contacts are fetched from Outlook. When you add or modify a contact in Bria, the contact is actually saved in the Outlook personal address book.

To synchronize with Outlook, set your contact list storage method to Microsoft Outlook.

If you started using Bria with contact storage set to Local and then want to switch to Outlook, you can export the contacts currently stored locally in Bria and then import them into Outlook. Then when you switch to Outlook, these contacts will reappear along with all the other contacts from Outlook. See below for information on import and export.

### 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.

If you are using Microsoft Outlook to store contacts, you cannot import or export; these menu items are disabled.

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 vCard file (\*.vcf file). A vCard is an electronic business card that is often attached to an e-mail.
  - A Microsoft Outlook or Microsoft® Exchange contact list (a \*.pst file).
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.

### 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:
  - entry\_id
  - display-name, given\_name, surname
  - postal\_address
  - pres\_subscription. You can fill in this column in the file in order to set up contacts for presence outside of Bria. Enter “true” for contacts who online presence you want to see, leave blank or enter “false” for others. Entering “y” assumes that the user has a SIP or XMPP address (depending on which account handles presence)

For a complete list of headings, see page 62.
3. Save the file as \*.csv.

## 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.

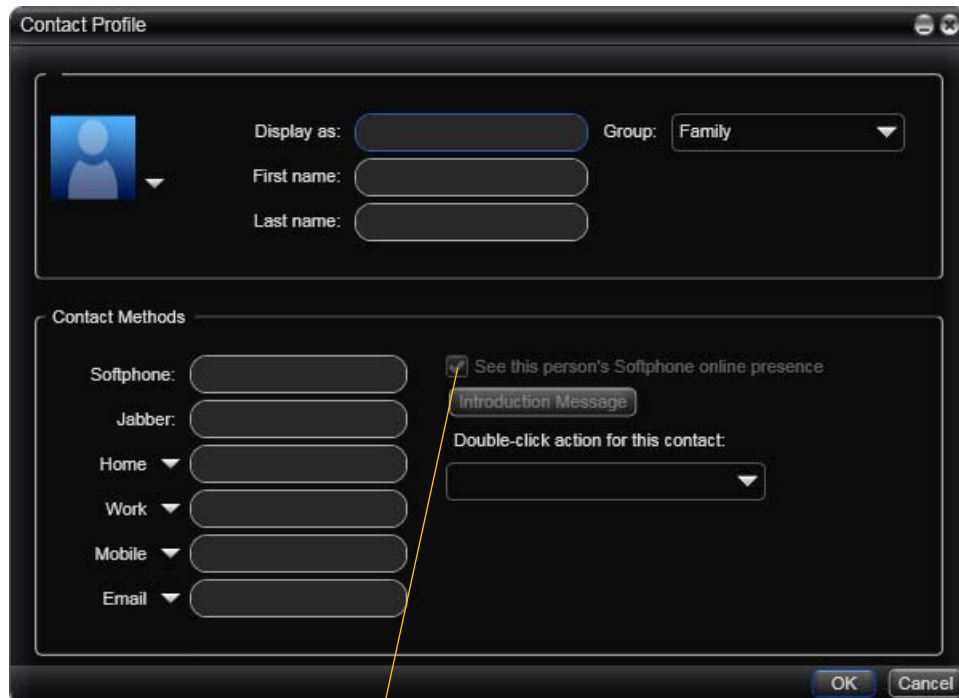
All information in the Bria contact list is exported to Microsoft Outlook. Only information that can be displayed in Outlook actually appears in the Outlook Contacts window. Typically this means that all softphone addresses are exported (and stored in custom fields) but not displayed in Outlook.
  - For other formats, a new file of the specified type is created.

## Managing Contacts and Groups

The following information does not apply if you are using your Microsoft® Outlook® address book from within Bria. Instead, read “Managing Contacts and Groups when Using Outlook” on page 36.

### Adding a Contact

Click , or right-click a group and choose Add Contact to Group. The Contact Profile dialog appears. See the table.



On a new contact, this checkbox and the Introduction Message button become enabled once you enter a softphone address. On an existing contact, they become enabled if you enter another softphone address.

Field	Description
Display as First name Last name	Only the “Display as” name is required. This is the name that will appear in the call panel and the Call Alert when this person phones you.
Group	Click to show the list of groups and check each group to add this contact to.
Contact Methods	You must enter at least one contact method. Enter as many contact methods as you want. Softphone entries, Jabber entries and e-mail entries must have the format <name>@<domain>.
See this person’s Softphone online presence	This box becomes enabled only if you have entered a softphone or Jabber address. If you check this box, you will share your online status with this person; see page 39.
Introduction Message	This button becomes enabled only if you have entered a softphone or Jabber address. If you choose to see this person’s online status, you can enter a short message.
Double-click action	Choose the desired method. This method will be used when you double-click this contact. For example, if you choose “IM:kperera@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).

## Sharing Online Status

Online status information is handled by the account specified in the Accounts Settings window. To see which account is currently being used for online status information, choose Softphone > Account Settings.

## 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 button in the call panel.
- On the History tab, select an entry that is not a contact. Right-click and choose Add as Contact.

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

## Changing Contact Information

To change the information for a contact, right-click the contact and choose Edit Profile. The Contact Profile dialog appears (page 34).

## Moving or Deleting a Contact

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

## Adding, Deleting or Renaming Groups

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

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

## Managing Contacts and Groups when Using Outlook

The following information applies if you are using your Microsoft® Outlook® address book from within Bria.

### Adding a Contact

Click , or right-click a group and choose Add Contact to Group. The Outlook Contact dialog appears. Complete the fields and save the information. The new contact will automatically appear in your Bria contact list.

One of the fields in this dialog is mapped to the Softphone field in Bria; Bria will assume that the phone number you put in this dialog can be used to place phone calls, send instant messages, and shared online status information.

To check which field is mapped, choose Softphone > Preferences > Storage. See page 55.

### Sharing Online Status

To share online information with a newly added contact, select the contact and right-click and choose Subscribe to presence.

Online status information is handled by the account specified in the Accounts Settings window. To see which account is currently being used for online status information, choose Softphone > Account Settings.

### 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 button in the call panel
- On the History tab, select an entry that is not a contact. Right-click and choose Add as Contact.

The Outlook contact dialog appears. Complete the dialog as desired and press OK.

### Changing Contact Information

To change the information for a contact, right-click the contact and choose Edit Profile. The Outlook contact dialog appears.

### Deleting a Contact

Delete contacts from within Outlook.

### Managing Groups

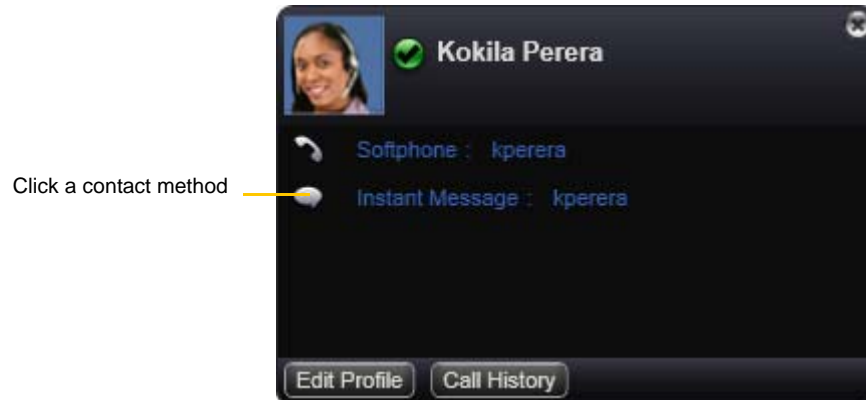
Bria uses the groups that are set up in Outlook. If no groups are set up, all contacts are added to a group called “Unwrapped Contacts”. You cannot rename or delete this group.

## Using Contacts

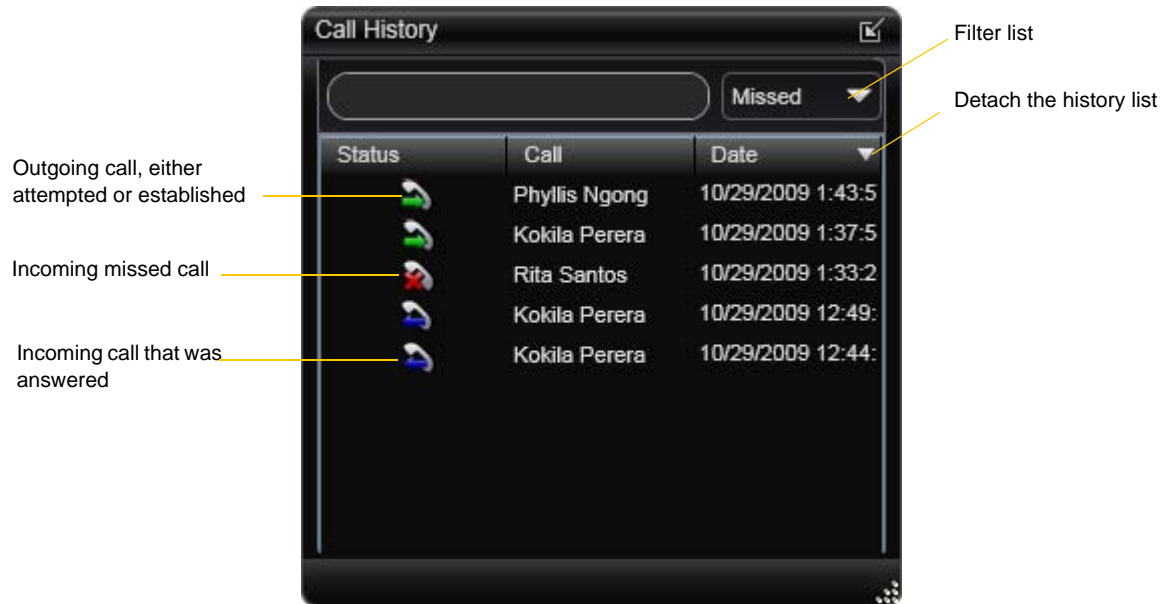
Phone or IM the person	<ul style="list-style-type: none"> <li>• Double-click the contact to start a phone call or IM to the person (depending on how double-clicking is configured in the contact's profile).</li> <li>• Drag the contact to the call entry field to start a phone call.</li> </ul>
Phone the person	Right-click and choose Call. If necessary, click the desired number.
Send an IM	Right-click and choose Send Instant Message. See page 26.
You can watch the contact's online status, if the contact has a softphone address	<p>See the table on page 41 for the meaning of the online status icons.</p> <p>See "Sharing Online Status" on page 39 for information on obtaining online status information.</p>

### Contact Flyout

Click a contact to show the Contact flyout. This flyout shows all the contact methods set up for the contact. You can click a contact method to perform its action.



## 4.2 History Tab



### Managing the Lists of Calls

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

- Delete the entry.
- Delete all entries in the list.
- Edit the profile if the entry is a contact.
- Add as contact. The Add a Contact dialog appears. For more information on this dialog, see “Adding a Contact using an Existing Address” on page 35.

### Phoning from History

You can:

- Right-click on an entry to place a call to this person, using the contact method that was used for this call.
- You can double-click to place an audio call.
- Place a call to this person and add them to a conference call that is in progress. For more information on conference calls, see page 22.

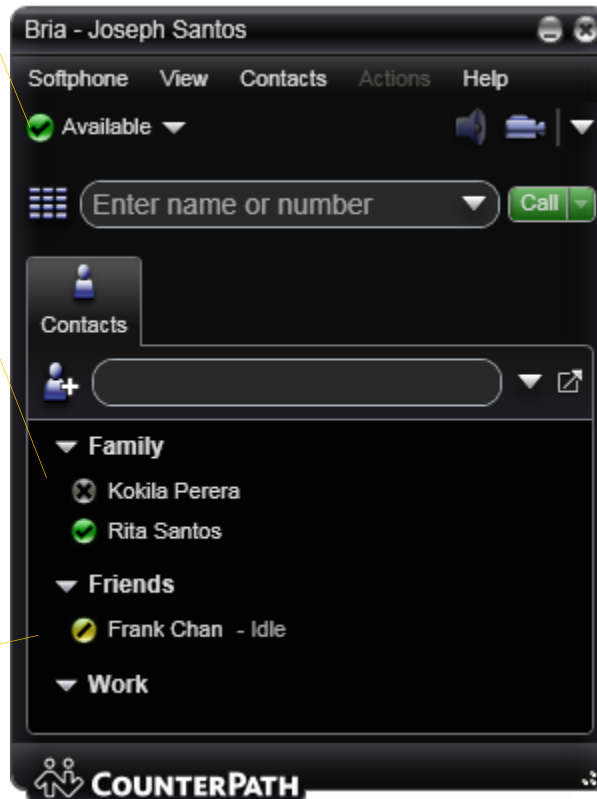
## 4.3 Sharing Online Status

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

Online status of other people

Your online status

This person may be logged out



## Sharing Online Status

### Watching Others' Status

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

- When you create a contact by entering details in the Contact Profile, the contact is automatically set up so that you share status information. (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 check the presence checkbox.)
- Or if you are using Outlook as your contact storage, start sharing status information by selecting one or more contacts and choosing *Subscribe to presence*.

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

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

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

## Setting the Presence Account

Online status information (presence) is always handled through the XMPP account (if you have one). If you do not have an XMPP account, it is handled through one of the SIP accounts; see the Accounts window. Do not change the account that is used for presence unless instructed to do so by your system administrator.

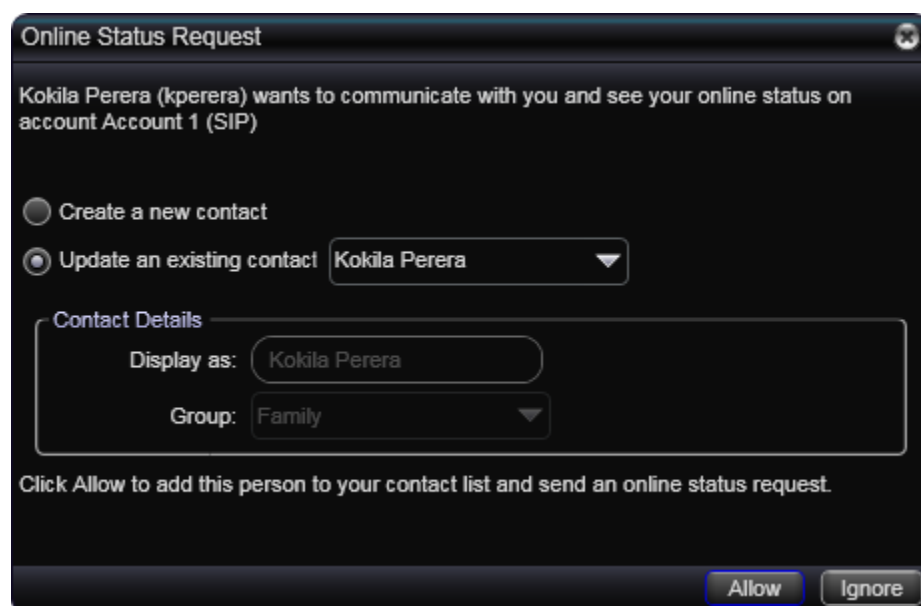
## Receiving an Online Status Request

When someone who is not one of your contacts has you as a contact on their end, you receive an Online Status Request.

The request appears to you as an Online Status Request. You must respond to the request:

- Allow the request and create a new contact using this address. This option is selected for you if you do not currently have a contact with this SIP address. Because you allow the request, you will no longer be bothered by requests from this person. In addition, this same request will automatically be sent from your Bria to the other person, so that you can see their online status.
- Allow the request and update the contact to allow the person to see your online status. This option is selected for you if you already have a contact with this SIP address but you were not previously sharing your online status with this person. Because you allow the request, you will no longer be bothered by requests from this person. In addition, this same request will automatically be sent from your Bria to the other person, so that you can see their online status.
- Ignore the request: 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

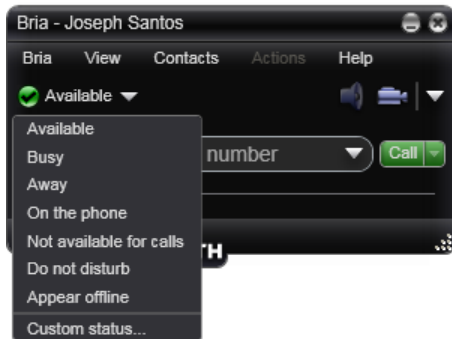
(If you are using Outlook as your contact storage, clicking Allow opens the Outlook contact dialog; save and close the dialog to allow the person to see your online status.)



## Setting your Online Status

### Changing your Status







Click the down arrow beside the online status indicator on Bria, and select the desired online status. See below.



When your online status changes, the new status is sent to everyone who has permission to see your status

### Setting up Status Indicators

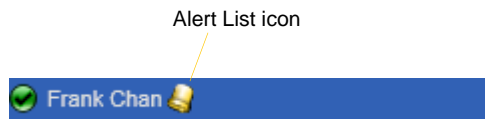
You can create a custom status indicator: click the down arrow beside the status indicator, and choose Custom Message.

Indicator	Meaning for your Status	Meaning for Others' Status
 Available	<p>Either:</p> <ul style="list-style-type: none"> <li>You have set your status to this value.</li> <li>Bria has determined that you are logged on but not on the phone or idle.</li> </ul> <p>When you have this status, Bria will automatically detect when you are idle or on the phone, and change the status to match.</p>	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	<p>Either:</p> <ul style="list-style-type: none"> <li>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.</li> <li>You started a phone call when your status was “Available”. When your call finishes, your status reverts to “Available”.</li> </ul>	You can contact this person.
 Idle	<p>You have not moved or clicked the mouse or pressed a keyboard key for the Idle period. To set the Idle period see Softphone &gt; Preferences &gt; Application.</p> <p>As soon as you click the mouse or keyboard, your status changes to “Available”.</p>	You can contact this person.
 Appear offline	You have set your status to this value. The other person sees you as offline, even though you are actually online. The other person cannot tell the difference between this status and you really being offline.	The contact is either not logged on or else is not set up to share online status.
No icon	Not applicable	You are not watching the other person's status.

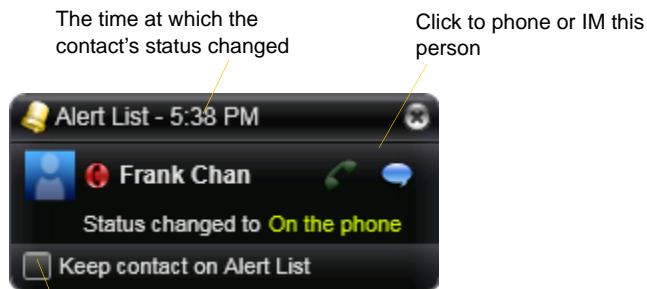
## Adding Contacts to the Alert List (Buddy Pounces)

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

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



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



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

## 4.4 Directory Tab

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

### Phone a Person

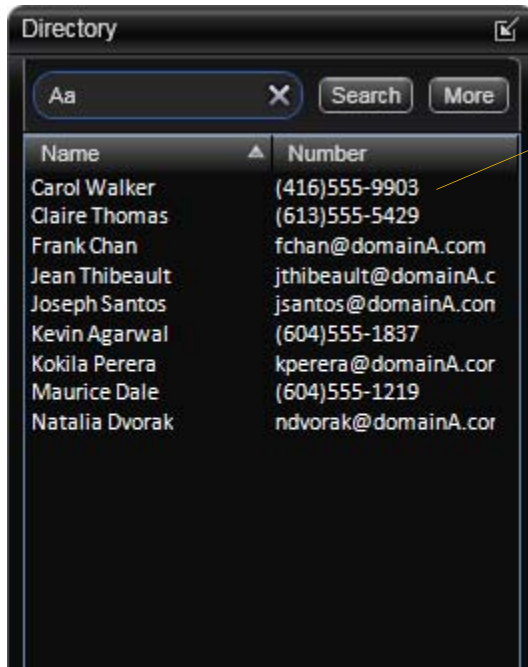
Right-click an entry and choose Call or Video Call. The call is placed immediately.

### Create a Contact

Right-click an entry and choose Add as Contact. The Contact Profile window appears, populated with all the information from the directory (not only the information displayed in the tab). (If you are using Outlook contacts from within Bria, the Outlook contact dialog appears, also populated with information.)

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

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



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



# 5 Configuring Bria

You can configure Bria in several ways:

- Configure global behavior. See “Configuring Preferences” on page 48.
- Configure the behavior on a per-account basis. See “Configuring Accounts” on page 45.

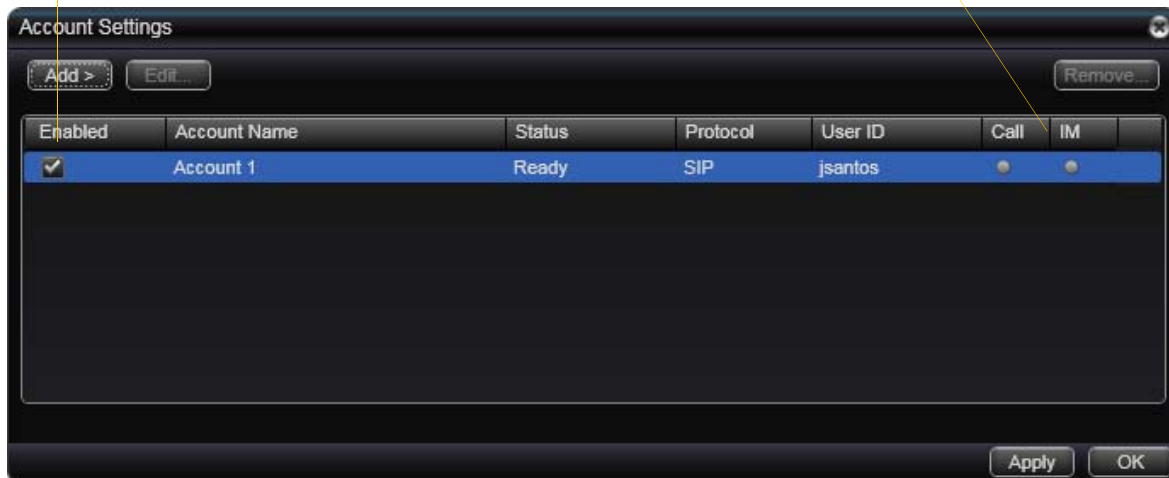
## 5.1 Configuring Accounts

In general, you will work with accounts only when advised to do so by your system administrator. The only feature that you might set up to suit yourself is call forwarding, which is on the Voicemail tab.

1. Choose **Softphone > Accounts**. The Account Settings window appears.
2. Select the SIP account and click **Edit**. The SIP Accounts window appears. Complete all the tabs using information obtained from your system administrator.

Enable accounts as instructed by your system administrator

The functions this account is being used for. If you have only one SIP account, a dots always appears in the Call column when the account is enabled. A dot appears in the IM column only if you do not have an XMPP account.

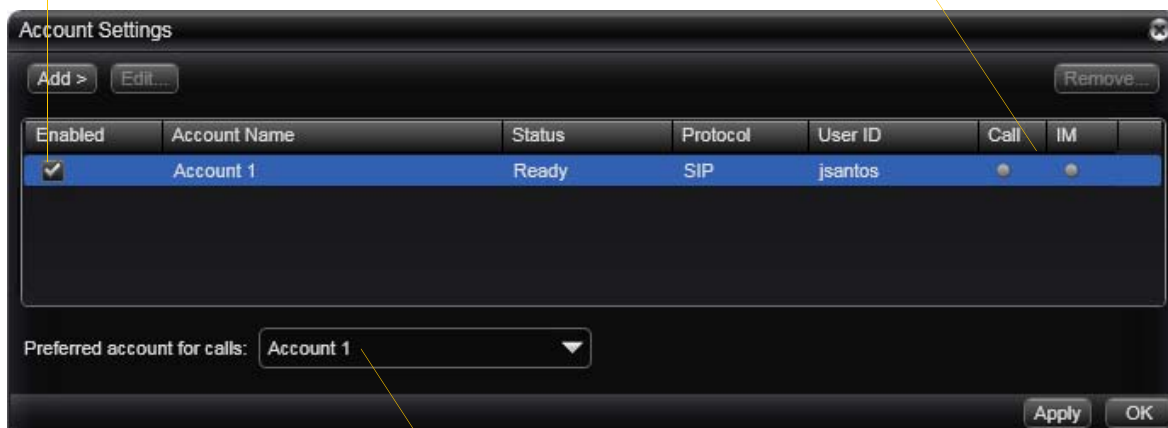


## Accounts Settings Window with Multiple SIP Accounts

If you have more than one SIP account, the window appears as shown below.

Enable accounts as instructed by your system administrator

The functions this account is being used for. See below.



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

If you have more than one SIP account, make sure you have set up each account correctly for phone calls and for IM and online status (presence).




### 1. Set up the “use for” information:

- If you do not have an XMPP account: Open the Accounts tab for each SIP account and check the Use For Call and Use for IM/Presence fields correctly (as advised by your system administrator).
- If you do have an XMPP account: Open the Accounts tab for each SIP account and check the Use For Call field correctly (as advised by your system administrator). The Use for IM field is ignored because you will use XMPP for IMs and online status (presence).

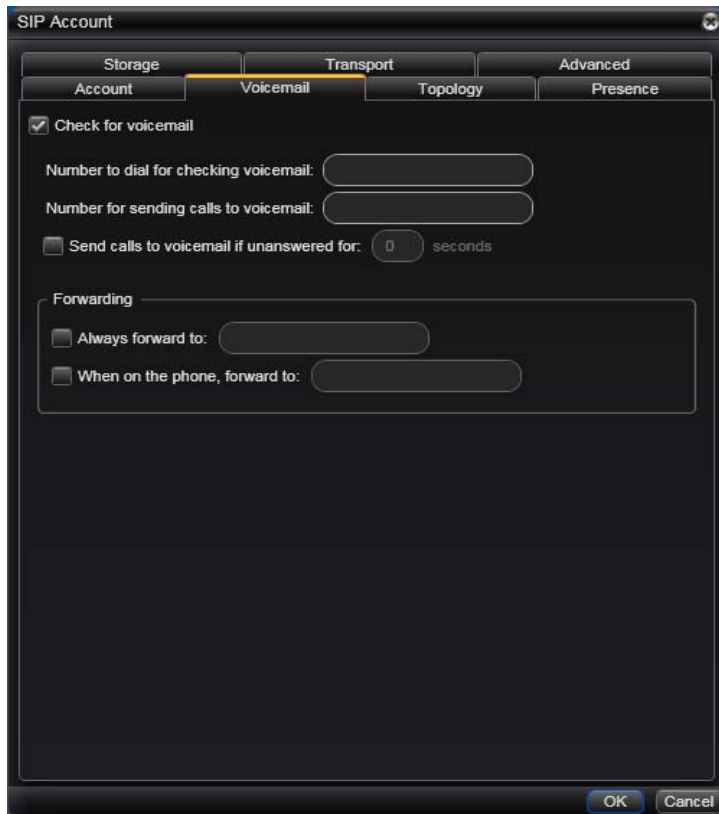
### 2. Back on the accounts list, enable accounts as advised by your system administrator.

### 3. Set the Preferred account for calls. Only enabled accounts are displayed in the dropdown list.

### 4. Click Apply. The icons in the Call column and IM column are updated:

- 
  - For phone calls: the account is the “preferred account”.
  - For IM and presence: you are using this account for IM and online status. Only one account can have this icon.
- 
  - For phone calls: this account can be used for phone calls by selecting it on the dashboard (page 13)
  - For IM and presence: not used
- 
  - For phone calls: this account cannot be used for phone calls
  - For IM and presence: this account cannot be used for IMs

## SIP Account Properties – Voicemail



In general, your system administrator will provide the values for fields in this tab. The only fields that you can set to suit yourself are:

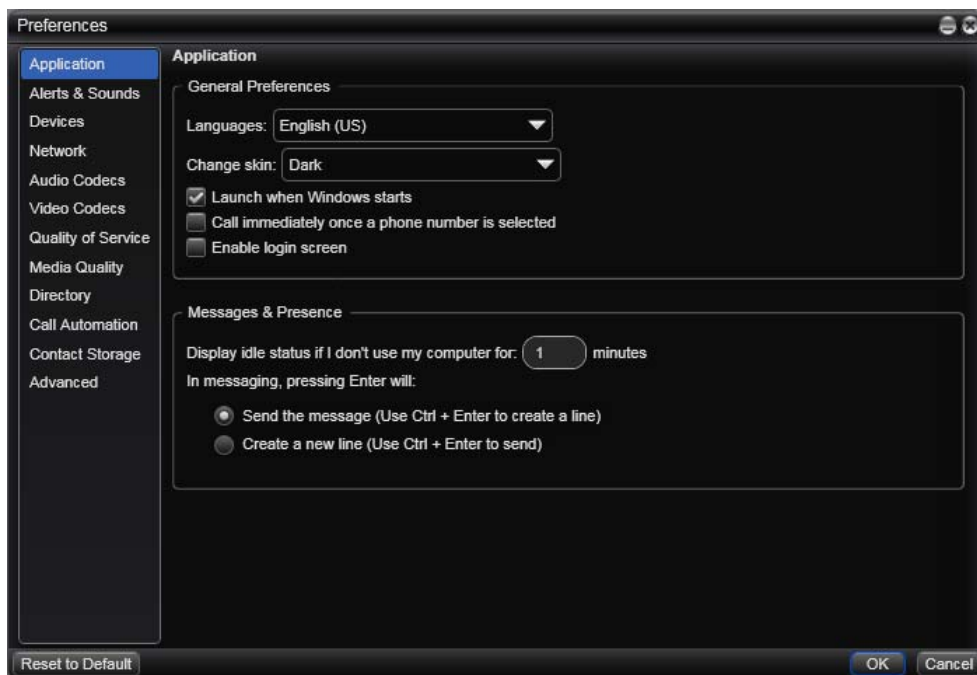
- **Always forward to this address:** To always forward phone calls, click the box and enter the address to forward to. Phone calls received on other accounts (if you have them) are not affected by enabling this field. Always forward works only when Bria is running.
- **When on the phone, forward to:** To forward only when you are on another phone call, click the box and enter the address to forward to. Phone calls received on other accounts (if you have them) are not affected by enabling this field. Always forward works only when Bria is running.

## 5.2 Configuring Preferences

Choose Softphone > Preferences. The Preferences window appears.

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

### Preferences – Application



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

### Login Options

The “Enable login screen” field is used *only* when you started up Bria with the “No login required” profile (page 4) but in fact you do need to log in. To recover from this mistake:

- Check this field and shut down Bria
- Start Bria again. The Bria Login dialog will appear. Select the correct option and log in.

## Preferences – Alerts & Sounds



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

### Alerts

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

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



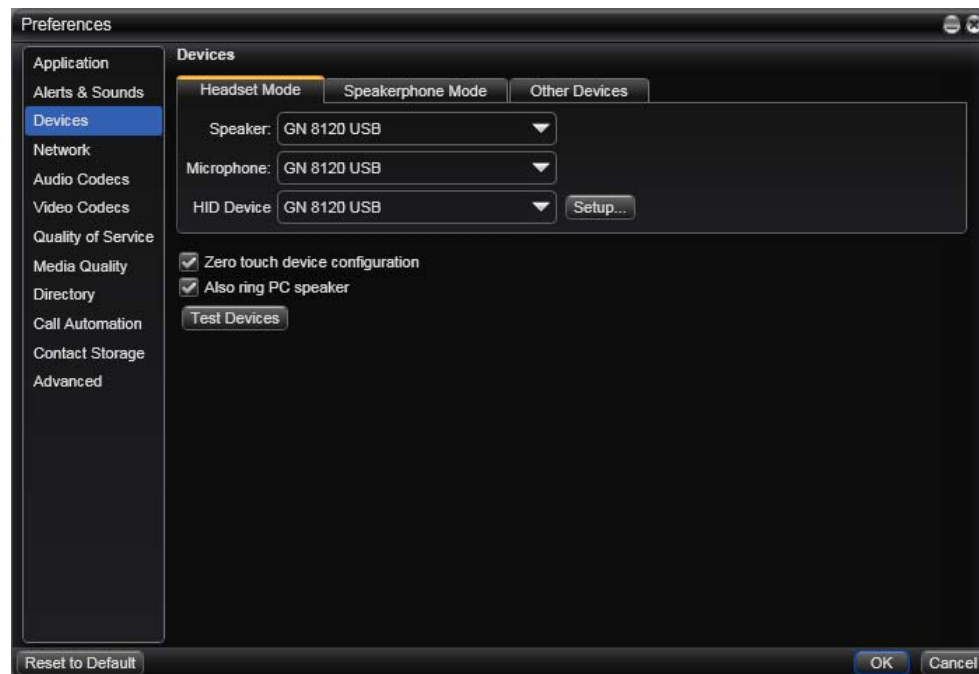
### Sounds

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

1. Select the Enable sounds check box and select the check boxes for each desired event, or clear the Enable sounds check box to disable all sounds.
2. You can change the sound for each event: select the individual event. The value in Sound preference will change. Select the desired sound.

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

## Preferences – Devices



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

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

Table 1: Preferences – Devices

Field	Description
<b>Headset Mode</b>	
Speaker Microphone	Change these fields only if you want to override the devices that Bria automatically selected. In both these fields, select the headset you are using.  The headset is the device that is usually used for 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.
HID Device	If the selected headset device is a HID-compliant device, this field specifies that device. You can click Setup in order to assign functions to the device. For example, you can set the green button so that it answers an incoming call.
Zero-touch device configuration	Typically, leave on. When device configuration is on, if you change your audio or video device, Bria will automatically detect the new device and start using it.
Also ring PC speaker	Click on or off, to suit your preference.
Test Devices	For information on the Test Devices button, see page 57.

Table 1: Preferences – Devices

Field	Description
<b>Speakerphone Mode</b>	
Speaker	<p>Change this field only if you want to override the devices that Bria automatically selected.</p> <p>Make the appropriate choice:</p> <ul style="list-style-type: none"> <li>• 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).</li> <li>• Select None if you do not have a speaker phone. The Speaker Phone button on the dialpad is disabled.</li> </ul>
Microphone	<p>Change this field only if you want to override the devices that Bria automatically selected.</p> <p>Make the appropriate choice:</p> <ul style="list-style-type: none"> <li>• Select the device that you want to use for audio in (recording your voice) when the Speaker Phone button is pressed.</li> </ul> <p>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.</p> <ul style="list-style-type: none"> <li>• Select None if you do not have a speaker phone. The Speaker Phone button on the dialpad is disabled.</li> </ul>
HID Device	<p>If the selected speakerphone device is a HID-compliant device, this field specifies that device. You can click Setup in order to assign functions to the device. For example, you can set the green button so that it answers an incoming call.</p> <p>See below for details.</p> <p>(If the speakerphone device is the same as the headset device and you have already configured the device, there is no need to click Setup again.)</p>
<b>Other Device</b>	
Ring On	<p>Change this field only if you want to override the devices that Bria automatically selected.</p> <p>The device where you want to hear the phone ringing: the headset, the speakerphone, or none.</p>
Camera	<p>This field appears only on versions of Bria that include video functionality.</p> <p>Change this field only if you want to override the devices that Bria automatically selected.</p> <p>Select the camera model.</p>

## HID Devices: USB Device Button Setup

You can assign functions to a HID-compliant device. For example, you can set the green button so that it answers an incoming call.



## Preferences – Network



Table 2: Preferences – Network

Field	Description
Network Connection Speed	<p>Select the type of network connection for your computer.</p> <p>The sliders move to show the bitrate that will be used for sending and receiving. These rates are typical rates for the selected configuration.</p> <p>If you know that your computer and network can handle a faster sending speed, click Custom and move the slider.</p> <p>It is recommended that you not change the receiving speed.</p> <p>You will know that you have set the sending speed too high if:</p> <ul style="list-style-type: none"> <li>• The remote video shows black areas or is slow or jerky.</li> <li>• The remote audio is garbled.</li> </ul> <p>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).</p>

## Preferences – Audio Codecs

Change the settings on this tab only if advised to do so by your system administrator.

## Preferences – Video Codecs

Change the settings on this tab only if advised to do so by your system administrator.

## Preferences – Quality of Service

Change the settings on this tab only if advised to do so by your system administrator.

## Preferences – Media Quality

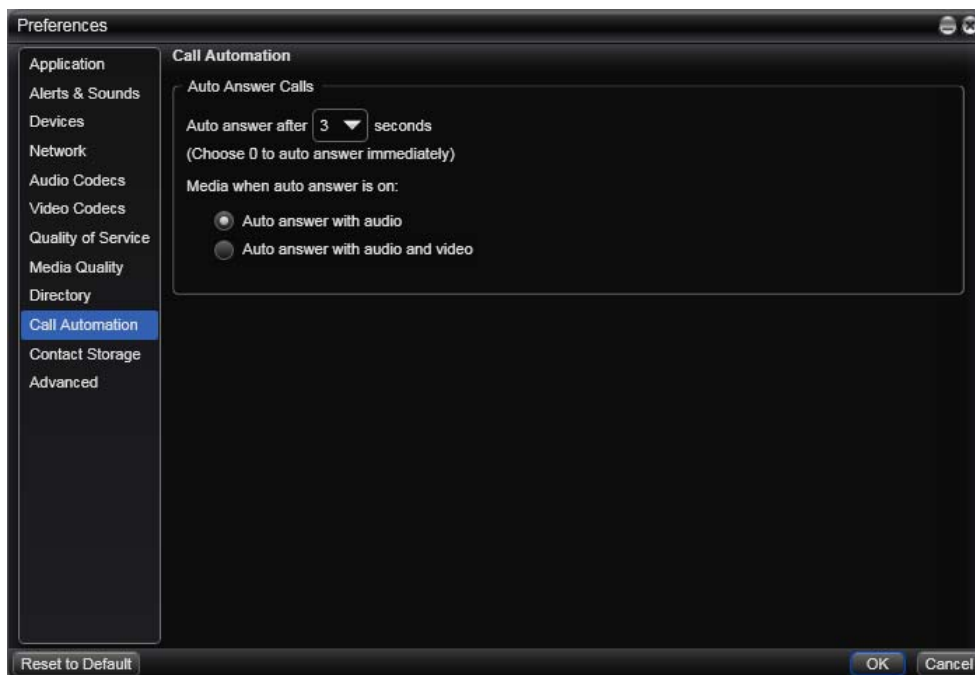


<b>Video Quality</b>	
Enable this option	Check or uncheck to flip the video image.
Resolution – Limit available resolution	If you enable this field, Bria will determine the maximum quality that your computer can handle and will disable unapplicable options in the list of possible resolutions
Resolution	<p>Leave at standard, or change the size as follows:</p> <ul style="list-style-type: none"> <li>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: <ul style="list-style-type: none"> <li>Your computer slows down (the video is using too much CPU)</li> <li>The video shows black areas or is slow or jerky.</li> </ul> </li> <li>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.</li> </ul>
<b>Audio Quality</b>	
Reduce echo	Turning this feature on improves sound quality. This feature is typically on.
Reduce background noise	Automatically attempts to remove background noise. Typically on for the speakerphone.
Automatic gain control	This feature is typically on.
Preserve bandwidth	<p>When this feature is on, Bria stops sending audio when you are not talking.</p> <p>When this feature is off, Bria always sends audio, which uses more bandwidth but may result in better call quality.</p> <p>Typically off. However, if you are using a slow (dial-up or ISDN) connection, you may want to turn it on.</p>
Volume Control	Choose the setting that suits your setup.

## Preferences – Directory

Change the settings on this panel only if advised to do so by your system administrator.

## Preferences – Call Automation



These settings let you configure how you want auto answer to handle incoming calls, when Auto Answer is enabled. (To enable Auto Answer, see page 16).

## Preferences – Contact Storage

Change the settings on this tab only if advised to do so by your system administrator.

## Preferences – Advanced

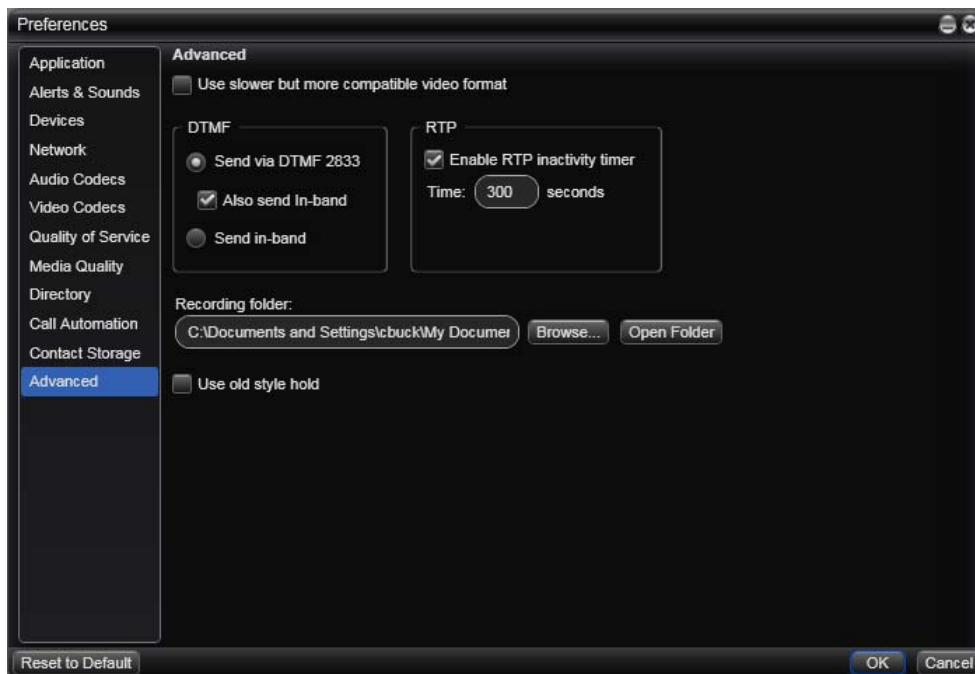


Table 3: Preferences – Advanced

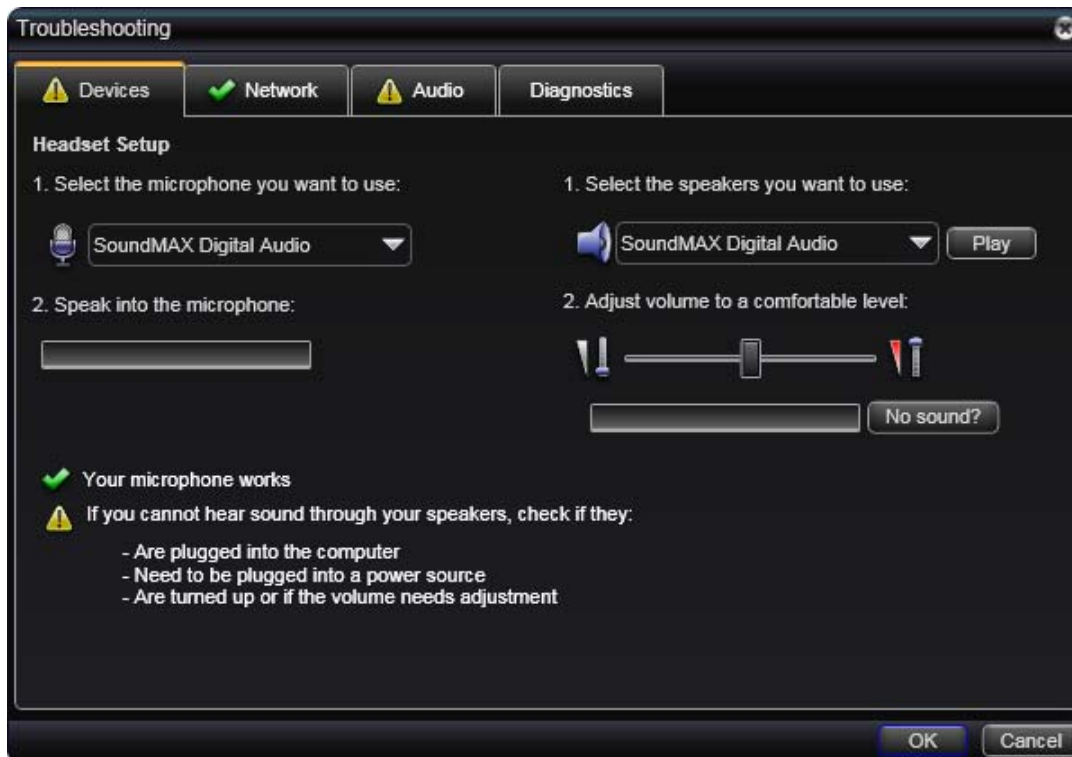
Field	Description
Use slower but more compatible video format	Turning this field on may improve performance when running Bria on older hardware.
DTMF	You may need to change the DTMF configuration if you cannot interact with interactive voice response systems (auto attendants, voice-activated menus, and so on).
RTP	This timer controls how calls are disconnected when Bria determines that there is a problem with the call and the other party has probably disappeared (assuming that you have not yourself detected the problem and hung up manually). Typically, the timer is enabled. It is recommended that you not disable it. You can change the length of the timer, but do not set it to less than 30 seconds.
Recording folder	The folder where files for recording of phone calls will be saved.
Use old style hold	Change this setting only if your VoIP service provider advises you to do so.

# A Troubleshooting

Choose Help > Troubleshooting to display the Troubleshooting window.

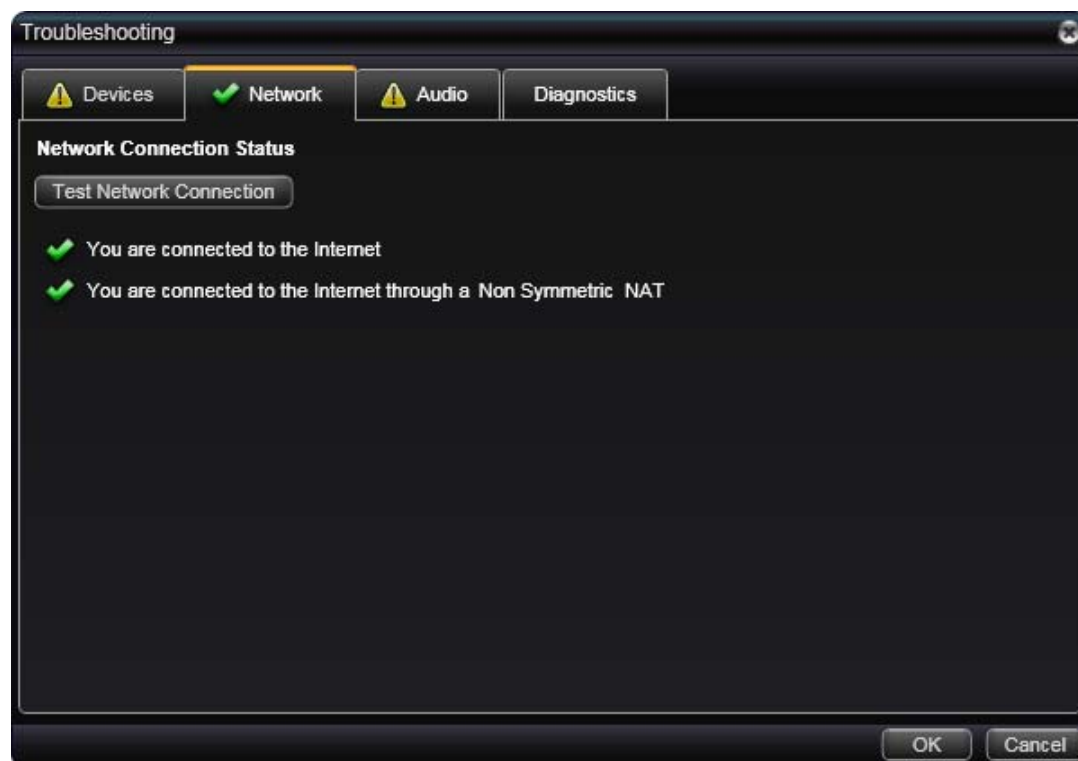
## Testing Audio and Video Devices

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



## Testing the Network Connection

You can verify that you are successfully connected to the network.



## Testing Audio Quality

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



# Diagnostics

Only use this panel if instructed to do so by your system administrator.



# B Application Hot Keys

Function	Keyboard Shortcut
Decline an incoming call	Ctrl - D
Redial the last dialed number	Ctrl - R or Ctrl - R then Enter
End the call End the conference call (hang up on all participants)	Ctrl - E
Hold or resume the call when the focus is on this call panel	Ctrl - H
Mute when the focus is on this call panel	Ctrl - M

# 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 32

uri	business_number	sms_address5
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 Other Ways to Run Bria

## D.1 From a Hyperlink

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

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

For example:

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

## D.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:

```
Bria30.exe
```

You can also run these action commands:

```
Bria 3.0>Bria30.exe -action=<action>=<input>
```

where action and input are:

call?to                    the remote URI

im?to                     the remote URI

add?contact               the contact URI

quit

# E 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.
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.
HID	Human interface device. In Bria, if the headset is HID-compliant, the user can configure the buttons on the device to invoke functions on Bria such as answering an incoming call.
IM	Instant Messaging. A technology that lets users send text message and files for near instantaneous delivery and display on each others' computers.
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 online status.
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 no one is actually speaking.
vCard	An electronic business card that is often attached to an e-mail. It often appears as a “signature” block that identifies the person, their title, and their business.
VoIP	Voice over Internet Protocol. A variation of IP used for sending voice data over the internet, in other words, used for making phone calls over the internet.
WAV	Or WAVE. A file format standard for storing audio on PCs.

