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Release Notes for CounterPath Bria 3 *for Windows* Version 3.1.2

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New Features for Bria 3.1

Favorites

Bria now includes a Favorites tab in the Resources panel. You can create favorites from the contact list. Any action you can perform on a contact in the Contact list can also be performed on that contact from the Favorites.

Update Contacts from the Directory

Bria now includes an “update contact from directory” feature so that when the directory in Bria is refreshed, changes are automatically pushed through to any contacts that were created from directory items. Changes include updates to directory entries and deletion of directory entries. If a directory entry is deleted, you are prompted to either delete the corresponding contact or keep the contact.

This feature is enabled on the Preferences > Directory panel.

You can also manually update a contact or set of contacts, retrieving the latest data from the remote directory and updating both the Bria directory and the contact.

Deskphone

If you have a deskphone, you can use Bria in deskphone mode. In this mode you can initiate calls from Bria (taking advantage of resources such as the contact list) and then switch to the deskphone to handle the call.

This feature is set up in the Preferences > Devices panel.

Privacy

Bria now supports privacy options for calls, IMs and file transfers.

You can create a whitelist of domains from which you will accept calls, IMs and file transfers and a blacklist of domains for which all calls are blocked.

You can also block a person either by adding their name to a blacklist, or by blocking them on the contact list.

Shortcut Keys

Bria now lets you enable shortcut keys to several functions. You can also change the default key combination to any of these functions. This feature is enabled and customized in the Preferences > Shortcut Keys panel.

Languages

Bria now supports Simplified Chinese, Russian, Japanese and Dutch. Select the language in the Preferences > Application panel.

Web Pages

You can configure a web page URL and enable it; a new tab will appear in the Resources panel showing this web page. The web page URL can be configured in the Preferences > Advanced panel.

Letters-to-Numbers

You can turn on letters-to-numbers mode. When you type letters in the call entry field, letters appear. But when the call is placed, the letters are converted to numbers and these numbers appear in the call panel.

Set this mode through the dashboard menu.

Configure the Button Action

You can configure the action associated with the green Call button (for example, so that it makes a video call by default) and the Transfer button (for example, so it starts an attended transfer by default).

Major Improvements in Bria 3.1

Improved Diagnostics

The Diagnostics tab in Troubleshooting has been improved. When you are having problems, you now select an issue from a list, rather than choosing a “module”. The list of issues is very descriptive. Once you have logged your actions, you can stop logging and send a report to customer support.

Call Panel Changes

The arrangement of buttons on the call panel during a transfer, conference call or forwarding (of an incoming call) has been changed. Some functions that were previously buttons are now in the menu. This re-arrangement was done to prevent the suggestion list (in the mini call entry field) from overlapping buttons.

DTMF on Call Panel

The call panel now includes an area where keys you press during an established call are echoed.

Conference Calls – Adding Video

The logic for handling video has changed. There is now a global Start Video button that sends video to all participants. There is no Start Video item for individual participants.

Call Options on the IM Window

The menu on the IM window now includes options to call the person.

Configuring the Hold Style

The Hold Style field has moved from Preferences > Advanced to Accounts > Advanced, allowing you to set a different value for each account that you use for phone calls.

Video – Camera Settings

A new icon on the Video window opens the settings window for your camera.

Provisioning

Silent skip of login credentials is now supported. Silent skip only applies if the user attempts to log in but the login server is not available. (It does not apply when the login server can be contacted.) If the login server cannot be contacted but the user’s credentials are stored on the computer (meaning that the user had previously logged in using this computer), then login will be skipped.

Login will be skipped each time this situation arises (there is no limit to the number of consecutive times the user can skip login).

No configuration is required for this feature (there is no setting); it automatically works.

Known Issues

Microsoft Windows Vista or Windows XP Guest Accounts

You cannot use Bria on Windows Vista® or Windows® XP using the restricted “Guest” Windows account.

ICE Incompatibility

Bria will not work in some environments with all other CP clients (27161)

Mobile Intel Express Graphics Chipset

Computers with Mobile Intel® Express graphics chipsets that are running Windows XP may see visual artifacting when running Bria. This is a known issue with WPF graphics and this line of hardware. Bria will still operate correctly in this state when the Windows XP graphics acceleration is turned down:

- Click Start > Control Panel > Display.
- Click the General tab > click Advanced
- Click the Troubleshoot tab and drag the slider to the None at the extreme left of the scale. You can also choose to turn down the hardware acceleration by selecting an intermediate value.
- Click OK.

Target Domain Routing

On the Advanced tab in the SIP Accounts dialog, there is a field that lets you turn on target domain routing. When this feature is enabled, requests with a complete URI (user@ABC.com) go to ABC.com.

In order to enable this feature you must check the field on the Advanced tab and also choose “Domain” in the “Send outbound via” field on the Account tab. (If this field is set to “Proxy” the field on the Advanced tab is ignored, regardless of whether it is checked or not).

Transferring with Multiple Accounts Enabled

Currently, you cannot transfer a call made on one account by phoning the second person on a different account. For example, you establish a call with person A using account 1 (for example). You then try to transfer the call to person B by phoning person B on a different account. The transfer hangs and will not complete, and you will have to cancel the attempt to transfer. (33888)

Codec Selection

Currently, Bria does not select the best codec based on the available bandwidth and network conditions. When making an offer, Bria will offer all enabled codecs. When accepting an offer, Bria will accept the first supported codec from the offered list.

H.264 and Hardphones

If you are using Bria 3 with a videophone and you use H.264 as the video codec, video may not work. Workaround: Use an H.263 video codec.

Video Issues

- Under certain scenarios, HD widescreen remote video will appear squished.
- Video is not recorded properly on the Windows 7 operating system. The latest version of Windows Media® tries to use hardware acceleration wherever it can, so a bad driver may cause faulty playback which results in a green video screen. (39246)

File Transfer: Drag-and-drop of Files

The first time Bria 3 is started after being installed, drag-and-drop of files into the IM window may not work. To resolve the problem, shut down Bria and restart; drag-and-drop will now work. (24100)

Workgroups

There are problems with workgroups when transport (Accounts > Transport) is set to TCP. Workaround: Use UDP if using Workgroups. (27146)

Resolved Issues

ID	Description
16805	ZeroTouch Device Config does not work
27347	When establish a video call, "sending my video" message appears on video window while camera is not available.
30329	Squished video in HD
32138	"Windows Explorer has encountered..." window appears when try to play one way video call recorded file.
32217	Not all Missed calls are deleted after selecting "Delete All Missed Calls" option on History panel.
32228	DTMF is not heard for established call if outgoing and incoming call are in ringing state.
32477	Bria crashes when receive a link in IM and click on it
32596	History lists doesn't update overnight
32641	Workgroup windows does not show call activity
32817	GN9330 device sometimes loses audio
33911	Importing contacts from Gmail CSV does not work well
34336	Mid-call change from audio-only to audio-video call fails
35014	Jabra 9470 HID problem
37200	Unable to enter digits from keypad during a call

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