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# **Bria 2.1 *for Microsoft Outlook*®**

Release Notes  
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[2.1-R1]

# Introduction

Bria for Microsoft Outlook® is a plug-in that adds an enterprise-grade softphone to your Microsoft Outlook® application. Bria for Microsoft Outlook appears as an additional toolbar in Outlook.

Bria for Microsoft Outlook is one multi-language application for English, French, Dutch, Spanish, Portuguese, Italian and German. To change languages, choose Action > Language from the toolbar, then restart Outlook.

## Version Information

These release notes are for release 2.1 of CounterPath Bria for Microsoft Outlook®.

## Product Contents

This product release includes:

- Installer (.msi file)
- Online help, included in the installer and accessed from the Actions menu in the toolbar. The help is presented in the language currently in use.
- Release Notes (this document).
- Administration Guide, available in English from [counterpath.com](http://counterpath.com).
- Quick Start Guide, available in English from [counterpath.com](http://counterpath.com)

# Resolved Issues

ID	Description
1765	G729 audio codec is not present in Audio codec page.
1731	Bria for Outlook doesn't re-register after coming back to sleep.
1725	Cannot send mail with Bria for Outlook enabled
1785	Error occurs during repairing Bria for Outlook after deleting .dll files.
1758	Exception occurs when try to set new custom status.
1749	Unhandled exception occurred when hold the call, end it from remote end and then click on transfer this call.
1762	"Protocol : auto" is shown instead of "SIP" in account setting dialog.
1759	"Underlined" is displayed over tool tip for "Underline" on IM window tool bar.
1747	Bria for Outlook shows exception when click on Quick Transfer sorting column.
1774	Cannot restore Outlook from task bar after selecting "Show call history ..." from IM window
1639	Contact entries in block list automatically increases on opening and closing of privacy page.
1663	Esc key is not working over custom status message window
1717	Exception occurred when try to set custom message more than 250 character
1714	More than one Quick Transfer number can be checked on changing the sorting order by name or address column
1770	Outlook does not maximize having focus with Bria for Outlook when answer on incoming call popup
1757	Redial list is also cleared when selected contact deleted from call history.
1772	Unhandled exception occurs when click on voicemail icon.
1610	Bria for Outlook Contact operation: Call History for local and Favorites contacts not working properly.
1638	Bria for Outlook crashes when retransfer a call and press cancel button.
1627	In IM window "subscribe for presence" option is not changed to unsubscribe when it is selected and revisited.
1619	In IM window emoticons are editable and can be enlarged when they are selected under text area.
1740	The blocked call won't be saved if blocked with Preferences window open
1622	Unable to clear redial list.
1628	Chopped message appears when sending Dlog file and network disconnected
1624	Presence icon does not appear under IM window in front of "presence subscribe option"
1728	One-way audio due to socket hiccup
1727	Cannot activate SIP account
1724	Cannot change default dial plan
1335	Outlook crashes with Bria for Outlook
1544	Bria for Outlook toolbar keeps on disappearing, need to reinstall
1634	No context menus in text input field
1615	Bria for Outlook goes offline when open Account setting page to add another account and then close it.

# Limitations of Bria *for Outlook*

## Outlook 2010 Not Supported

Bria *for Outlook* is not officially supported in Microsoft Outlook 2010. [1732]

## Exiting and Restarting Immediately

If you exit Outlook and restart immediately (perhaps to start in a different language in Bria), then you may get an “operation failed” error.

The workaround is to wait a few seconds after exiting, until the Bria icon and the Outlook icon have both disappeared from the system tray. Then restart. [1630]

## Networks that Use Relaying

On networks that use relaying (that is, where SIP requests go to one IP, but responses come back from a different IP), the Windows XP firewall will prevent the responses from reaching Bria. Adding an exception for Outlook in the Windows firewall does not help.

A possible workaround is to configure Bria to operate using a specific SIP port (in Account Settings, SIP listen port) and to open up only that port in the Windows firewall. [1431]

## Disabling Bria

Bria cannot be disabled. However, you can sign out, which means the phone cannot be used for incoming or outgoing phone calls. [533]

## Microsoft Exchange Public Folders and GAL not indexed for contact matching

Since the Public Folders and Global Address List are typically very large in Microsoft Exchange, Bria does not include them in the index that it uses for contact matching. This means that a call to or from a contact who is listed only in the Public Folders or Global Address List will not be matched.

## UDP security

The signaling transport for an account must be set to "UDP". Selecting "Automatic" for the signaling transport does not work.

## Toolbar customization not supported

Bria does not support Outlook-style toolbar customization. For example, the Dial button does not work after editing toolbar labels (click Outlook's Toolbar Options button at the end of any toolbar in Outlook, and then select Add or Remove Buttons > Customize > Commands tab > Rearrange Commands > Toolbar > Bria for Microsoft Outlook®, and change the label for one of Bria's commands). [383]

## **Loss of functionality when moving the Toolbar**

The dialing entry field disappears from the toolbar if the toolbar is moved to the side of the Outlook window (so that it is display vertically). [852]

## **Auto complete**

Having the same contact in both the default contact list and the favorite contact list results in double auto-complete entries. [946]

## **Ringling for incoming calls stops**

If you have two or more incoming calls and you decline the first call, the phone stops ringing altogether, even though the other calls are still waiting to be answered. [1041]

## **Support for smart tags in Outlook 2007**

With Outlook 2007, if Microsoft Word is not installed then smart tags do not work because smart tags require Word. Smart tags are an Outlook feature whereby Outlook recognizes a contact name or a phone number in an e-mail, and allows you to click that name or number and make a phone call using Bria. [991]

## **Support for smart tags in Outlook 2003**

With Outlook 2003, highlighting of phone numbers when editing an e-mail is not supported if Outlook is configured to use Word as the e-mail editor. Highlighting is supported when viewing an e-mail. [1059]

## **Enabling contextual Call/History buttons from an e-mail**

With Outlook 2007, when you are composing an e-mail and identifying recipients, and you type a name from the contact list, Bria recognizes the name as a contact and enables the contextual Call/History buttons in the toolbar. However, Bria only recognizes the name if you used auto-complete. If you manually type the name in full, the buttons are not enabled. [1244]

## **Disabling contextual Call/History buttons from an e-mail**

If you delete all the “recognized” names from an e-mail recipient list, the contextual Call/History buttons do not get disabled, even though the buttons can no longer be used. [1049]

## **Matching caller/callee with a new contact**

A newly created contact does not immediately get associated with the caller information of a phone call. [1115]