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Release Notes for
CounterPath Bria 3 *for Windows*
Version 3.2.1

June 3, 2011

New and Changed Features for Bria 3.2

Installer

The size of the Bria 3.2 installer is down to 22MB.

Contacts and the Contact List

Contacts from Multiple Sources

- Bria 3.2 allows you to pull in contacts from more than one source: from contacts stored locally, from your Outlook address book, from a WebDav or XCap server. Previously, you had to choose one from among these options.

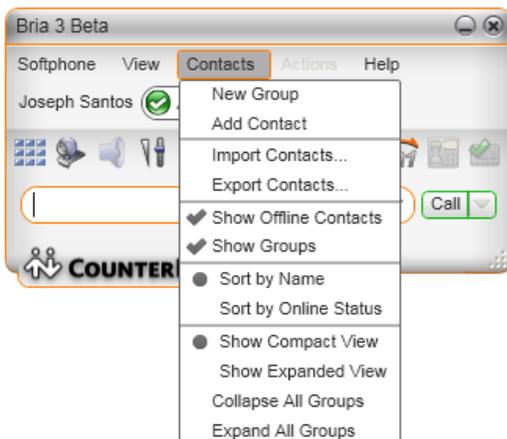### Support for the Outlook Address Book

- Following from the change described above, you connect to your Outlook address book differently in Bria 3.2: you create an Outlook account for it. (Softphone > Accounts and click Add > New Outlook Account).

- When you open a contact in Bria that comes from the Outlook address book, the regular Bria Contact Profile opens. (Previously, the Outlook contact dialog opened.) You can add information to the contact in Bria, but this information is not copied over to your Outlook address book. In other words, Bria pulls information from Outlook but it does not push information into Outlook.

Merged Contacts

If you have contact information for a person that comes from two sources, two contacts are created. However, you can merge these contacts into one contact. You can also split (unmerged) a merged contact.

Contact List Display

- You can view contacts in a compact or an expanded view.

- The options for viewing the contact list have moved from a drop-down menu in the contact list to Main menu > Contacts.

Actions with Contacts

- You can assign a "primary action" to contacts: phone or IM. This feature applies to all contacts and is set in Preferences > Application. (Previously, you can assign the action differently for each contact.)

- If a contact has more than one phone number and/or more than one presence address (see below for more information on multiple presence), you designate a primary phone number and/or primary presence address. The primary action uses the primary number or address.

- Double-clicking a contact performs the primary action.

- Each contact includes up to three icons to support "single-click" calling and instant messaging. Hover over the contact and click the icon to contact the person using the contact's primary number or address:

Presence

- Presence on multiple accounts. With Bria 3.2, you can set up presence on more than one account. Previously, you could set up presence on only one account: SIP or XMPP. Now you can set up presence on as many accounts as you want.

- Multiple XMPP accounts. With Bria 3.2, you can set up more than one XMPP account.

- An individual contact can have multiple presence addresses, for example, a SIP address and one or more XMPP addresses (perhaps the person's address on the corporate XMPP server and their address on a personal account such as Gmail™ webmail service. If you have created corresponding accounts for yourself (for example, if you have created an XMPP account using your Gmail user credentials), then you can subscribe to as many of these presence addresses as you want.

- If a contact has multiple presence addresses, the presence icon on the contact list is tied to one of these addressees (the address you designate as the primary address). However, you can still use the other addresses to IM that person.

LDAP Directory and Active Directory

- Previously, when you created contacts from directory entries, you could choose whether or not you wanted to automatically synchronize the contact with the directory entry. With Bria 3.2, contacts are always synchronized with directory entries.

Calls

The volume control is now on the dashboard, instead of on the call panel for each individual call. In addition, audio levels (microphone and speakerphone) are shown even when a call is not in progress.

XMPP Chat Rooms

Bria 3.2 supports XMPP chat rooms: if the user has an XMPP account or accounts, and the XMPP server supports chat rooms, then the user can join a chat room from Bria. To view chat rooms, choose View > Chat rooms.

For the user to join a chat room from Bria the room must be set up on the server (ad-hoc chat rooms are not supported). The following features are supported:

- Open chat rooms: user can join without being set up as a member on the server.

- Members-only chat rooms: user can join only if set up as a member on the server.

- Password-protected (confidential) chat rooms: user must enter the password to join.

Workgroups

Workgroups are now supported in peer-to-peer mode as well as server mode. (Previously, they were supported only on a server, which requires that a system administrator set up workgroups on an RLS and add members.)

With peer-to-peer mode, Bria users can set up their own workgroups. Typically, everyone in a given group will informally agree to add each other to the group so that everyone's setup contains the same workgroup numbers.

To set up a workgroup in peer-to-peer mode, choose Preferences > Presence and complete the required fields.

Once a workgroup is set up, it functions in the same way in either server mode or peer-to-peer mode.

Bria Add-In for Outlook™

You can install this Add-in when installing Bria, assuming that you have Microsoft Outlook™ on your computer. Bria Add-in appears as a panel in the To-Do bar of your Outlook window.
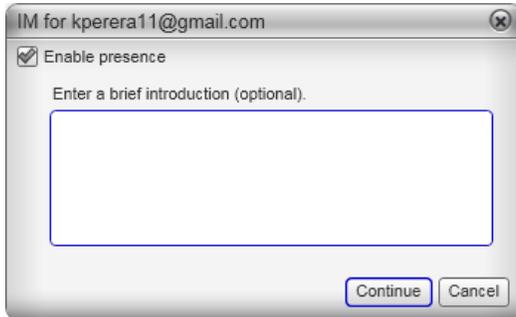

- You can dial a phone number in the Add-in panel and place a call (an audio call, video call, or conference call). Bria will come to the front (or it will start) and place the call.

- Once a call is established, you can end the call from within the Add-in panel. To manage the phone call in any other way (hold, and so on), you must switch to the Bria softphone call panel.

- Bria Add-in recognizes names and numbers in a selected e-mail or calendar entry. It

  - Recognizes names that are Outlook contacts and numbers that look like phone numbers and displays these items in the Add-in. You can select one of these items and phone that person.

  - Recognizes names (that are not already contacts) and phone numbers and lets you add these people to your Outlook contact list.

- The Bria Add-in panel will display an icon when you have missed a call or when you have voicemail. You can click the icon to view the Bria History panel or to call voicemail.

New and Changed Features for Bria 3.2.1

Contact Editor and Presence Handling

With Bria 3.2, if you add an XMPP address (Instant Message address) to a contact and you wanted to enable presence on that address, you clicked the Enable XMPP Presence button.

With Bria 3.2.1, the button has been removed. Instead, when you add an Instant Message address, the following prompt automatically appears. To enable presence, you simply press Continue. If you do not want to enable presence, you unclick the field and then click Continue.

Calling from History

Sometimes a call is received on Bria using a domain that cannot be called back on. For example, a call received on the MyVoipProvider account may actually have the phone number 5551234@MVPserver1.com. When the user tries to call this number from the History entry, the call fails because the domain MVPserver1.com cannot accept incoming calls.

In Bria 3.2.1, an improvement has been made to improve the chances that this call will succeed. For example, Bria will attempt to call 5551234@MVPserver1.com (the number as it was received), then 5551234@MyVoipProvider.com (the domain of the account the call came in on).

Known Issues

Directory Searches

If you are working in the Directory in Search on Demand mode and you switch to Type to Filter list, you must restart Bria. Otherwise, you will not be able to fetch the desired directory entries. (60594)

Microsoft Windows Vista or Windows XP Guest Accounts

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

V-cards and XMPP Account

If the XMPP server supports v-cards they will be pulled in along with the roster when the XMPP account is enabled. If the v-cards are malformed, then Bria may crash when the XMPP account is enabled.

ICE Incompatibility

In some environments, Bria will not work with any other CounterPath client. (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.

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.

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)

Using the Bria Add-in with 64-bit Outlook

The Bria Add-in does not work with 64-bit Outlook. (55904)

Resolved Issues in Bria 3.2.1

- In general, there have been improvements in the stability of Bria.

- There was an issue with SIP presence via a presence agent not working with some PBXs. This problem has been resolved. (58433)

- There was an issue with outgoing e-mails not being sent when the Bria Add-in for Outlook is enabled. This problem occurred when Outlook Tools > Options > Mail Set-up > "Send immediately when connected" is unchecked. This problem no longer occurs. (58328)

- There was a problem with empty panels being created within the Contact Profile. This problem has been resolved. (57836)

- There was a problem with the presence icon and the presence description becoming unsynchronized. For example, a contact was shown with the green available icon but the "on the phone" description. This problem has been resolved.

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