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# Release Notes for CounterPath Bria 3 *for Windows* Version 3.5.2

June 10, 2013

# 1 New and Changed Features

## 1.1.1 New and Changed Features in Bria 3.5.2

### Opus Codec

Bria now supports the Opus wideband codec. The codec is enabled by default.

### Picture-in-picture Video on Bria *for Windows*

Bria *for Windows* now shows the local user's video in a picture-in-picture format:



## 1.1.2 New and Changed Features in Bria 3.5.1

### Windows 8® Notifications

Bria now supports visual alerts (for example, for an incoming call) when Bria is running on Windows 8.

- Bria running on Windows 7 and earlier will use the classic notifications, not the Windows 8 notifications
- Bria running on Windows 8 will use the Windows 8 notifications, in both the Metro and Desktop environments.

### IM Recent History

The IM window now shows the content of the most recent session between the user and this contact.

## 1.1.3 New and Changed Features in Bria 3.5

### System Requirements

- Microsoft .NET 4.0 (instead of 3.5)
- VC 2010 Redistributable package (instead of VC 9.0 Runtime)
- Internet Explorer is no longer a requirement.

### Improved Media and New Codecs

Changes have been made to drastically reduce latency, improve audio quality, and improved handling when audio and video packets are lost.

Bria 3.5 also has changes to the supported codecs:

- SILK narrowband, SILK wideband and SILK super-wideband are now included.
- VP8 (video codec) is now included.
- DVI4 and DVI4 are no longer included
- GSM is no longer included.

### Support for Windows 8

Bria can be run on Windows 8, but in the “classic” Desktop environment, not within the Metro environment.

Bria is not officially supported on Windows 8 tablets, although it may run on that device. Bria is not tailored for use with Windows 8 touch screen displays, so the end user experience may be sub-optimal.

### New Look for Icons

- Many of the icons and buttons on the softphone have been redesigned.
- On the main softphone, the Mute button has moved from the toolbar down into the panel for each established call.

### New Look for Instant Messages and Web Tabs

IM content and Web Tab content now uses Webkit rather than the native Internet Explorer® browser. Use of WebKit provides improved stability and ensures that rendering of content in web tabs (within Bria) better conforms to the rendering of the content in a regular web browser.

Another minor change to IM: now, the key combination to insert a return is Shift-click. Previously it was Ctrl-click.

## Reorganization of Preferences

In the Preferences panels, the following changes have been made:

- The Media Quality panel has been removed. Its fields have been moved to the Devices panel as follows:
  - Automatic gain control: moved to Audio tab on Devices panel
  - Reduce background noise: moved to Audio tab on Devices panel
  - Reduce Echo: moved to Speakerphone Mode tab on Devices panel
  - Camera resolution: moved to Other Devices tab on Devices panel
  - Fix upside down video: moved to Other Devices tab on Devices panel
- The Call Automation panel has been renamed “Calls”.
- The Network panel has been removed.
- The Advanced panel has been removed. Its fields have been moved as follows:
  - DTMF fields: moved to Calls panel
  - RTP fields: moved to Calls panel
  - File Locations: moved to File & Web Tabs panel
  - Web Page Tabs: moved to File & Web Tabs panel
- The File & Web Tabs panel is a new panel that holds some of the fields previously on the Advanced panel.

## Integration with Plantronics Devices

Changes have been made to the way that Bria *for Windows* integrates with Plantronics HID-compliant devices. Now, if Bria 3.5 detects the new Plantronics HID library (Spokes™ Software for Windows™) on the user’s computer, it uses that library. If Bria does not detect the library, it uses a CounterPath custom library.

As a result of the usage of this library, you can no longer modify the button mapping on a HID device. The Setup button beside the HID field on Preferences > Devices has been removed in Bria 3.5.

If you want to install the Spokes on your computer, go to <http://www.plantronics.com/us/support/software-downloads/business-windows.jsp>.

## Five Concurrent Calls

Bria 3.5 decreases the maximum concurrent calls allowed to five calls.

## DHCP Login Option

Bria 3.5 Retail brand no longer includes the option in the Login screen to detect the login server using DHCP. However, the option is still available to customers who purchase a branded Bria 3.5 client.

## Support for Quality of Service (QoS)

The QoS implementation in Bria is not the recommended way of implementing this feature when using a Windows 7 or later.

In the Preferences dialogs:

- If the computer has Windows XP, the Prefs > QoS screen shows
- If the computer has Vista, Win7, Win8, the Prefs > QoS screen is hidden.

For customers who configure Bria through provision, if Bria is configured for QoS via the appropriate setting but the operating system is Windows 7 or later, then the settings are simply ignored and QoS is still not enabled.

## 2 Resolved Issues

### Resolved Issues in Bria 3.5.2

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

### Resolved Issues in Bria 3.5.1

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#### IM Window

Previously, when opening a new IM window, you needed to click in the window before typing. Now, when the window opens, focus automatically moves to the window so you can start typing immediately. (K293)

## 3 Known Issues

### 3.1.1 New Issues for Bria 3.5.2

If you minimize the Install window during an installation, then when the installation ends, the window moves to the top left corner of the screen where it becomes difficult to close. This is a known issue with the type of installer used with Bria. When the providers of the installer resolve the problem, CounterPath will implement the solution. (K851)

Workaround: Do not minimize the Install window during an installation.

### 3.1.2 New Issues for Bria 3.5.1

If you are running Bria on Windows XP® do not open the IM Archive while on a phone call. Doing so may cause problems on Bria. This issue will be resolved in an upcoming release. (K1106)

### 3.1.3 New Issues with Bria 3.5

#### Video and Low Hardware Acceleration

If you are using Windows XP and have set the hardware acceleration very low (perhaps because another program that you use requires a low setting), then video will not work.

Workaround: Increase the acceleration when you use Bria:

- Click Start > Control Panel > Display.
- Click the General tab > click Advanced
- Click the Troubleshoot tab. Adjust the levels. (K688)

#### Video Problems with Logitech Pro 9000

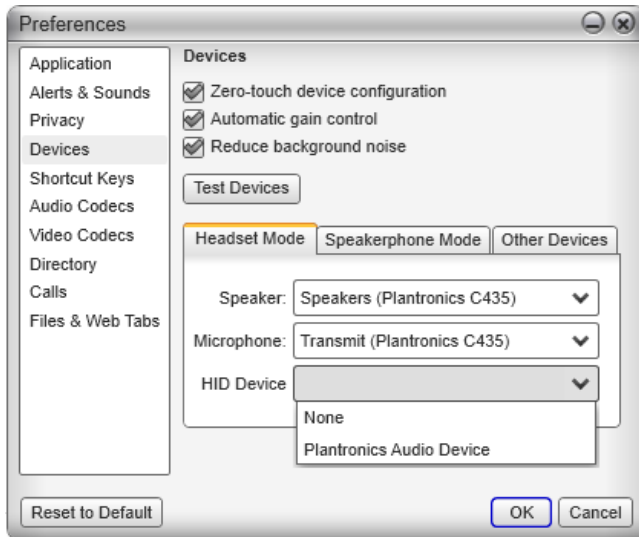
When using a Logitech HD9000 camera in Windows XP, video may be skewed when hardware acceleration is set to a value less than Full (high).

Workaround: Increase the acceleration to Full. (K689)

## Plantronics Devices: Buttons May not Work

When you have the Plantronics Spokes library installed (page 4) and you attach a newer Plantronics device, Bria will detect the device and detect that it uses the library. However, it may not automatically select to use the library to operate the device buttons, with the result that the buttons will not work. This issue will be resolved in an upcoming release.

Workaround: If you want to control audio through the device buttons, always choose Preferences > Devices > Headset mode and look at the HID Device field. If the field currently shows no value, then click the down arrow and choose the device. (K716)

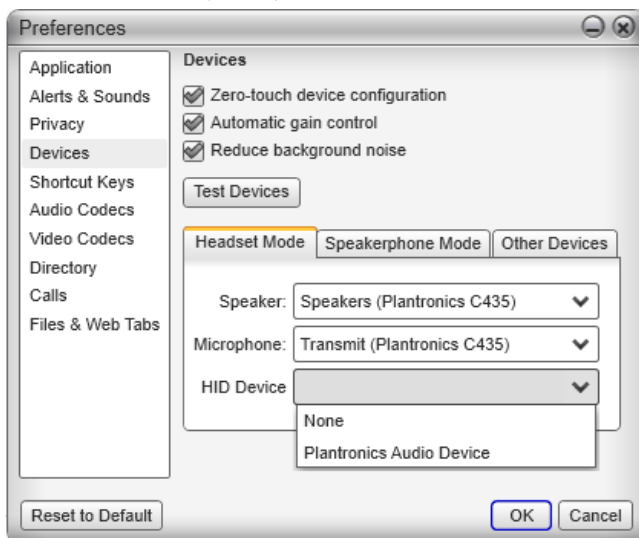


## Problem Answering Second Call with some Plantronics Devices

Before the introduction of the Plantronics Spokes library (page 4), some one-button Plantronics devices could be set up to work as follows: You receive an incoming call; you click button X to answer the call. You then receive another call; you click button X to put the first call on hold and answer the second call.

With the introduction of the library, this behavior is not supported. If you click button X when you are already on a call, you hang up the first call.

Workaround: The only workaround is to stop using the buttons. To prevent yourself accidentally hanging up because you forget and click the button, choose Preferences > Devices > Headset mode and set the HID Device field to "None". (K842)



## No Video on Video Window

The video window may show a white screen instead of the video image, after the computer wakes up from sleep (hibernation).

Workaround: Close and reopen the video window. (K229)

## Crash if Decimal Separator is Set to Comma

If your Windows operating system is set to English-US and you set the decimal separator (in Windows to be a comma instead of a dot), then Bria will crash on startup.

Bria does not crash when using English-US and a dot as the separator (that is, the standard North American combination). It does not crash when using, for example, French and a comma as the separator (that is, the standard combination in France).

This problem with non-standard combinations is a known issue with Microsoft Windows.

Workaround: Do not use a decimal separator that is not standard to the language you have set for Windows. (K814)

## 3.1.4 Existing Known Issues

### Workgroup

When setting up a workgroup in peer-to-peer mode, the activity of the people the local user adds may not start to show immediately. Workaround: click on the Retry button on the Workgroup window to refresh the subscription. (70314)

### Presence when Sleep or Hibernate

When the computer goes to sleep or into hibernation, Bria *for Windows* does not send out the appropriate offline status, so the local user appears online to others. (71316)

### 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)

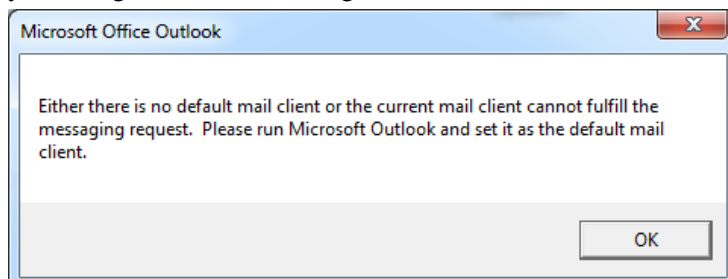
## Using the Bria Add-in with 64-bit Outlook

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

The legacy Bria Add-in is no longer shipped with Bria. However, if you have been upgrading from an earlier version of Bria that did include the Add-in, then the Add-in may still work, but only if are using 32-bit Outlook.

## Create an Outlook Account in Bria with 64-bit Outlook

The Outlook account is supported only with 32-bit Outlook. You can enable the Outlook account if you are using 32-bit Outlook. If you are using 64-bit Outlook and you try to enable the Outlook account (Softphone > Accounts), then you will get this error message:





## Garbled Audio when Resuming a Call

When using certain PBX systems, you may experience garbled audio after putting a call on and then off hold. The workaround is to choose Softphone > Preferences > Audio Codecs and turn on "Honour first codec". Doing so will resolve the problem for future phone calls. (81519)

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