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Release Notes for
CounterPath Bria 4 *for Windows*
Version 4.1.1

September 18, 2014

1 New and Changed Features

System Requirements

Bria 4 runs on Windows Vista, Windows 7, Windows 8 and 8.1.

Bria 4 does not run on the Windows XP operating system.

1.1 New in Bria 4.1.1

Ability to Configure Auto Update Schedule

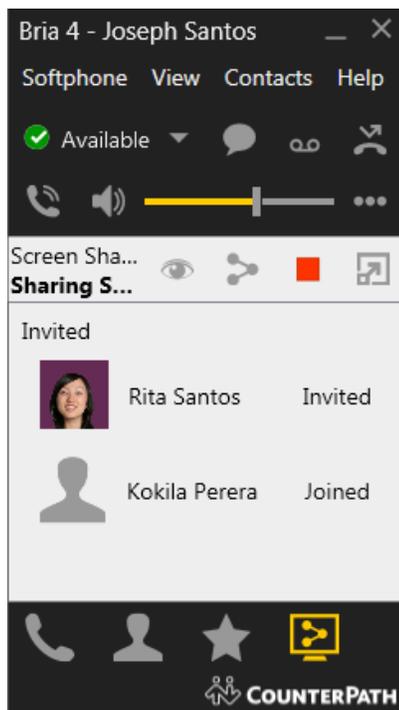
The administrator who provisions Bria can configure how often a user is prompted that an update is available.

Improvements on License Manager Window

The License Manager window previously showed messages in yellow font. The text has been changed to appear in black with an alert icon for better readability.

1.2 New in Bria 4.1

Screen Share Add-in



The Screen Share Add-in allows you to share your screen with other people, both other Bria users and people who are not Bria users. You need this add-in if you want to be a presenter; if you just want to view someone else's screen, you do not need the add-in; you only need a browser.

Getting Started

Obtain the Screen Share Add-in from the [CounterPath Store](#). You will receive a license key for the add-in. Start Bria, choose Help > Enter License Key, and paste the license key to enable this feature.

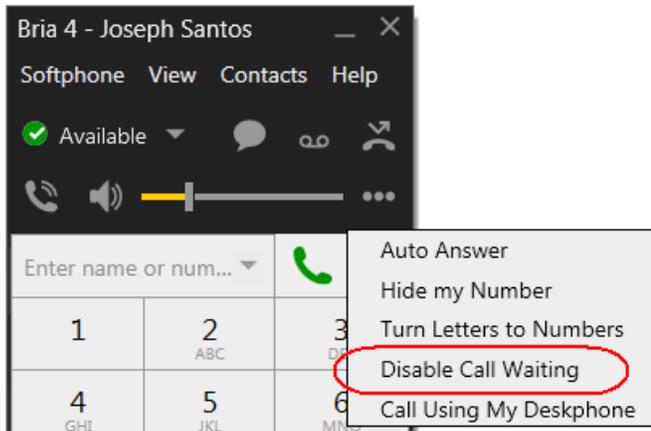
Starting Screen Share

You will see an extra tab at the bottom. When you are ready, invite people, and start a session. Bria will show who joined your session. You can temporarily pause the session so participants do not see your screen.

Recurring Sessions

With the Screen Share Add-in, each subscriber gets a dedicated screen share link. You can keep using the same link as long as you want; this is especially helpful when you do screen share repeatedly with the same members; you do not need to send them a different link every time.

Disabling Call Waiting



You can choose Disable Call Waiting from the right-click menu. If you enable this feature, then when you are on one phone call, any new incoming call will go straight to voicemail or will ring as busy (to the caller). In this way, you are not distracted by incoming calls.

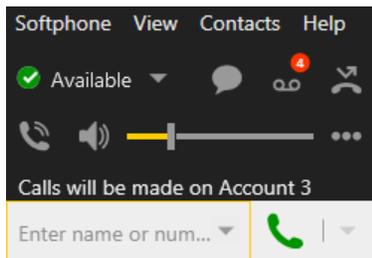
You can enable this feature even during a call, and it will take effect right away. The call will appear in the Missed Calls in the History tab.

Outgoing Account Selection

Currently, if you have two or more SIP accounts, you can select your “preferred” account. This is the account that will be used unless you create a dialing plan that includes account selection (in which case the dialing plan determines which account to use for each phone call).

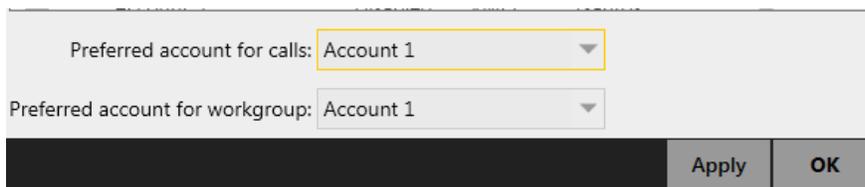
In Bria 4.1, the behaviour of account selection has been improved. Now:

- If your preferred account becomes unavailable, Bria automatically switches to using the next enabled account in the Account list. The “Calls will made” message on the softphone will show the newly selected account:



- When the preferred account becomes available again, Bria automatically reverts to using that account. The “Calls will be made” message disappears (because it only appears when Bria is using an account other than the preferred account).
- On the Accounts list, the Preferred account field only ever shows the account you selected. If that account becomes disabled, the selection in that field does *not* change – it continues to show your preferred account, but shaded, to show it is not currently available.

When that account becomes available again, the shading is cleared.

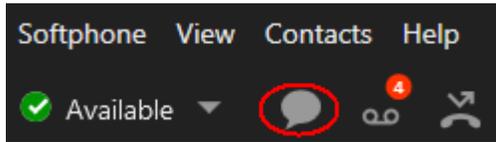


Instant Messages

- Previously, if you started an IM to person X and your Message window already showed an active IM for person X, then Bria would start a new IM. Once you typed a message and sent it, the new and old messages would be merged into one.

Now, when you start an IM in this situation, Bria will immediately display the existing IM for this person so you can see your recent messages with this person.

- Improvements have been made to display the Message window:
 - There is an icon on the softphone:



- There is a shortcut key: Shift-Ctrl-M.

Importing Multiple License Keys

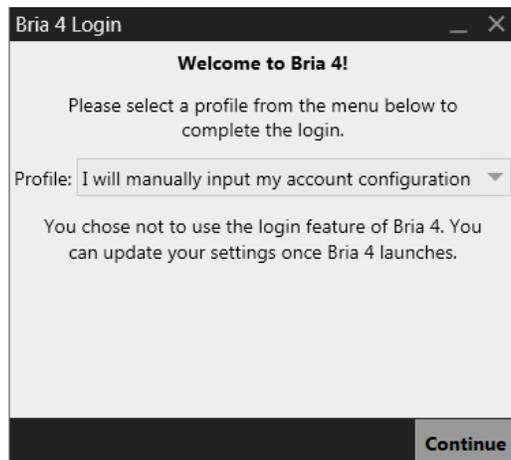
You can import or export multiple license keys at once.

This is helpful when you need to transfer licenses to a new machine. Instead of repeating copy and paste for all the keys, you can export all the keys to one text file, and import the file to Bria on a new computer.

If you are an administrator, this is an easy way to distribute keys to the users.

Changes to Login Screen

The wording on the Login screen has been modified.



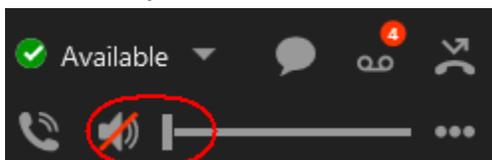
You should only choose the Profile to “Enter your Configuration server details” if your system administrator or VoIP service provider has told you that you must log into Bria before you can use it.

Otherwise, you should choose “I will manually input my account configuration”. In this case, when you click Continue, Bria starts and the softphone appears.

- If this is the first time you are starting Bria, you should immediately choose Softphone > Account Settings, and create SIP and XMPP accounts using the account information provided by your system administrator or VoIP service provider.
- If you have previously started and configured Bria, you can start using the phone.

Changes to Audio and Video Features

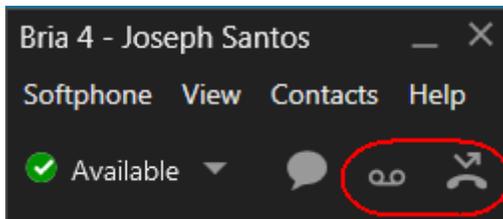
- Now, when you move the volume slider to “no volume”, the Mute icon is activated:



- The Video Preview button has been removed from the softphone toolbar. Removing this button makes the toolbar less busy.
- On Preferences > Devices > Speakerphone Mode, the field “Remove Ring PC Speaker” has been removed. This feature relies on hardware that does not exist anymore.

Changes to Voicemail and Missed calls

You can now click the Voicemail icon or Missed calls icon even when you do not have voicemail or missed calls.



If you click the Voicemail icon and if you have configured the “Number to dial for checking voicemail” field on Softphone > Accounts > SIP account > Voicemail, then Bria will connect to your voicemail server. (If you have not configured to check voicemail, clicking this icon does nothing.)

If you click the Missed calls icon, the History tab appears.

1.3 New in Bria 4.0

New Look

The look of Bria has been completely redesigned for Bria 4. For more information, see “Comparison of Bria 3.5 to Bria 4.0 for Windows”.

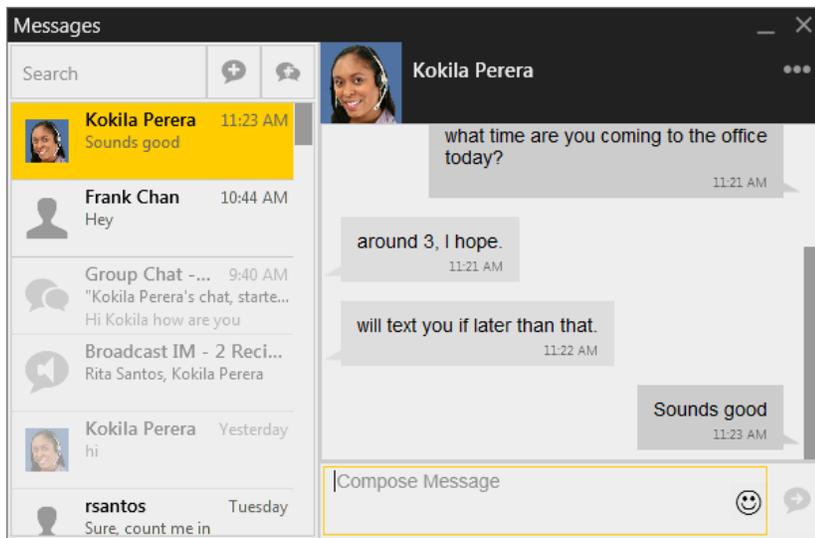
Threaded IMs

The display of incoming and outgoing instant messages has changed in Bria 4. For more information, see “Comparison of Bria 3.5 to Bria 4.0 for Windows”.

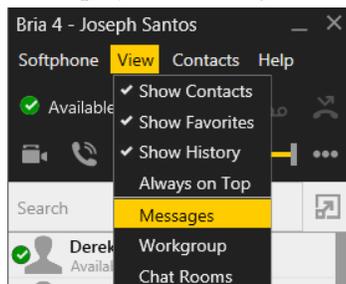
Now, there is just one Messages window where all your instant messages – regular IMs, group chats, chat room sessions, and broadcast IMs – appear. In addition, there is no longer a separate IM archive window; instead, the left panel in the Messages window serves as the archive.

The left panel shows:

- Yellow background: The active IM (the IM whose content shows on the right).
- Black text: IMs that are still active. You can click on the IM and send more messages.
- Grey text: Inactive IMs. You can no longer click on the IM and send more messages. Instead, you will have to start a new IM.



To display the Messages window at any time, choose View > Messages:



Full-screen Option for Video Window

The video window can now be expanded to full screen.

Sending an IM during a Call

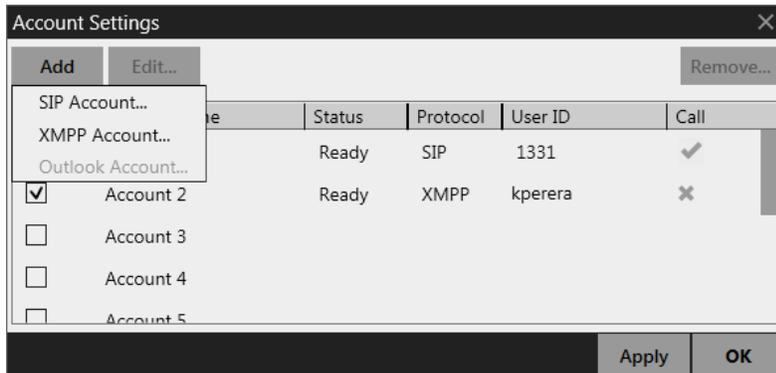
Previously, you could only send an IM to the person you were talking to if their IM address exactly matched the phone number you used to place the call. Now, Bria will look for a useable IM address for this contact (assuming the person is a contact) and send the IM using that address.

Detection of 64-bit Outlook

This feature was introduced in Bria 3.5.5 but is included here in case you did not update to that release.

The Outlook account works only with 32-bit Outlook. Bria now detects which version of Outlook 2013 is installed.

- If the 32-bit version is installed, you will be able to choose Add > Outlook Account from the Account Settings dialog.
- If the 64-bit version is installed, then Bria disables this menu item. (K-1360)



Integration with Plantronics Devices

Changes have been made to the way that Bria *for Windows* integrates with Plantronics HID-compliant devices. Now, if Bria 4 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.

We strongly recommend that you install Spokes. To install, go to <http://www.plantronics.com/us/support/software-downloads/business-windows.jsp>.

XMPP Cross Domain

This feature was introduced in Bria 3.5.5 but is included here in case you did not update to that release.

With this feature, the user can send/receive IMs and send/receive presence subscriptions for addresses that are foreign to any of the XMPP accounts set up in Bria. For example, if the XMPP account is zippy-phone.com, the user can receive IMs from kperera11@gmail.com without having to set up gmail.com as an XMPP account. (Previously, to receive these IMs, a gmail.com XMPP account would have to be set up).

The XMPP server must allow passthrough of foreign addresses. So Bria will allow the user to attempt to subscribe to kperera11@gmail.com, but zippy-phone.com may or may not send the subscription request to the gmail.com XMPP server.

Account Selection with Two Accounts

If two XMPP accounts are set up, traffic for a “foreign domain” will go through one of these two accounts. Usually it will go through the first enabled account in the list. The foreign-domain address becomes linked to the account it first went through, so subscription to this address (for presence) only occurs if that account is enabled.

For example, assume Joseph has two XMPP accounts set up in Bria: jsantos@zippy-phone.com and jsantos1111@gmail.com. Joseph wants to add Kokila at the address kperera11@themediumbusiness.com as a contact and send IMs and view her presence.

When he adds Kokila, Bria happens to choose the gmail account to send the presence request for kperera11@themediumbusiness.com. From now on, Joseph can IM Kokila and see her presence (the green icon when she is online, for example) but only when his gmail account is enabled.

2 Known Issues

2.1 New Issues in Bria 4.1.1

No Presence of Buddies

In some cases, Bria does not show the presence of buddies; all the buddies' presence is offline or unknown. This happens when a "blocked" list is applied to Bria accidentally. Users can clear the list as follows:

1. Open Bria, go to Preferences, then Privacy.
2. In the Blocked section, type the XMPP domain for the XMPP account, and click Block.
3. Wait for a minute or so while Bria is being configured.
4. In the same window, select the XMPP domain you just added, and click Unblock.
5. Click OK and go back to Bria's contact list.

2.2 Existing Known Issues since Bria 4.0

Messaging

To start a group chat, you choose one or more contacts (who all have XMPP addresses) and choose Start group chat. The Messages window appears. At this point, you can add more participants but only until you send the first message. Once you have sent the first message, you will not be able to add more participants.

A future release of Bria will let you add participants once the session has started.

Migrating Messages from Bria 3.5.x

If you upgrade from Bria 3.5.x to Bria 4.0, your messages (IMs, group chats, chat room sessions) are migrated over. All these migrated messages are set to inactive, regardless of their age, and they appear as gray in the left panel. However, the presence icon for the other party in some messages may appear as active (for example, green), which gives the impression that the session is active. But these sessions are not active.

Call Option Indicators

In Bria 3.5.4 and later, when you choose a call option (letters-to-numbers, anonymous calling, auto-answer, deskphone), an indicator appears on the call panel for that call, to show that the feature is active.

Bria 4.0 does not include these indicators.

A future release of Bria will re-instate these indicators.

Installer

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.

Mobile Intel Express Graphics Chipset

If you are using a computer with Mobile Intel® Express graphics chipsets, the Bria softphone and dialogs may occasionally “redraw” incorrectly so that the softphone image looks broken up. This is a known issue with WPF graphics and this line of hardware. Bria will still operate correctly in this state if you turn down graphics acceleration:

- 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)

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)

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)

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)

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)

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.

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SQLite

Portions of this application were written using SQLite, <http://sqlite.org/>

SRTP

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