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# Release Notes for CounterPath Bria 4 *for Mac* Version 4.2.1

October 1, 2015

This document applies to:



Retail client: The yellow client with perpetual license.



SaaS client: The red "Bria Stretto™" client with cloud subscription to CounterPath Stretto.



Branded client: Customized softphone clients.

The softphone client type is identified for each of the features listed in this document.

# 1 New and Changed Features in 4.2.1

## System Requirements

CounterPath supports the three most recent OS X releases:

- El Capitan / OS X 10.11
- Yosemite / OS X 10.10
- Mavericks / OS X 10.9

## New Preference

A new setting has been added: Call immediately once a phone number selected. Under Preferences > Application. (S-841)

## Changes in Session Timer

The default session timer has been changed from 60 to 90 seconds. Under SIP Account > Advanced. (IM-1686/S-859)

## Changes in Provisioning Settings

If you provision Bria, there are changes to the provisioning settings in 4.2.1. (IM-2186)

- Deprecated: proxies:proxyN:use\_proxy\_for\_outbound\_calls
- Added: proxies:proxyN:use\_rfc\_outbound

See the Bria 4.2 Settings list for details.

## 2 Resolved Issues

### Attended Transfers with Asterisk VoIP System

Asterisk users have reported that when transferring a call using "Call First", the recipient of the transfer hears the music on hold, and the original caller hears everything without any problems.

To solve this problem, upgrade to the Asterisk version 1.4.22.1 or newer. (O-1795)

### Resolved Issues in Bria 4.2.1

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

#### Signal 11 Error

It has been reported that the error message occasionally appears on Bria: "Bria 4 is terminating due to signal 11." There are changes made in Bria 4.2.1 for this issue. If you still experience this error, please comment on our Forum at <https://support.counterpath.com/topic/bria-4-is-terminating-due-to-signal-11-we-apologize-for-the-inconvenience>.

(S-1406)

#### Importing Contacts

Importing contacts using a CSV file might cause Bria to become unresponsive until complete. This issue has been resolved. (IM-1715)

#### Screenshare

There was an issue that the participants saw a black window when joining a "not-yet-started" session. This issue has been solved; the participants will see a message saying the screen share has not been started by the presenter. The participants will be able to see the screen when the presenter starts sharing. (IM-1582)

#### Screen sharing with Two Monitors

In the following setup, participants were unable to see your screen properly. This issue has been resolved.

- You have two monitors: one internal and one external,
- The internal monitor is retina display,
- You set the external monitor as primary display, and
- You share the internal retina monitor.

#### Changing Devices while Test Sound is Playing

There was an issue with the troubleshooting functionality that changing devices while playing a sound could cause Bria to stop unexpectedly. This issue has been solved. (IM-1527/S-555)

#### Softphone Not Visible After Launch

When starting Bria, the top half of the softphone screen is not visible. This issue has been solved. (S-357)

## 3 Known Issues

### 3.1 New Issues in Bria 4.2.0

#### **Call Forwarding after Upgrade from 4.1.1**

After upgrading Bria 4.1.1 to 4.2.1, the call forwarding settings are not carried over to 4.2.1; The Call Forwarding feature is disabled regardless of the previous setting and no number is saved from the previous version. (S-1615)

Workaround: After upgrade, configure the call forwarding feature under SIP account > Voicemail.

### 3.2 Existing Known Issues

#### **Auto Gain Control**

The Auto Gain Control setting under Preferences might not control the gain as intended under some circumstances. (S-953)

#### **Group Chat**

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.

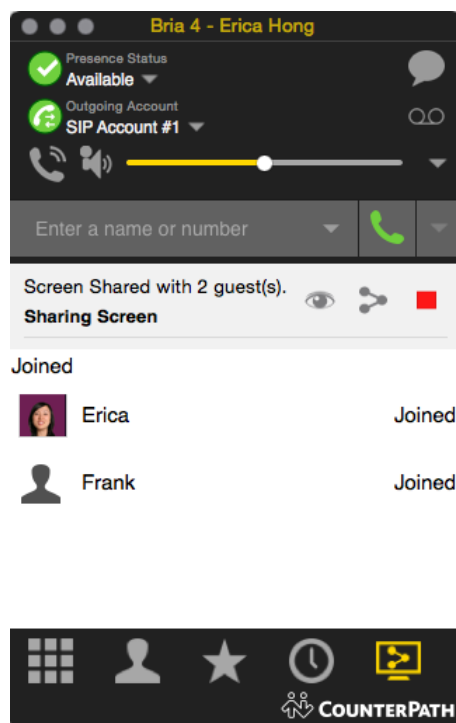
## 4 In Previous Releases

### 4.1 New in Bria 4.2.0

#### Stretto Sync

If you have the Cloud Solutions subscription from CounterPath, you can use the new Stretto Sync feature that lets you sync all the XMPP message history across all your devices. You start a chat on one device then seamlessly continue on another device without losing the previous conversations. This feature is available in the Bria Stretto client and branded clients. For more details on our Cloud Solutions, visit <http://www.counterpath.com/cloud-solutions/>.

#### 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.

#### Adaptive Bitrate for OPUS

When a negotiated codec is Opus, Bria adjusts the bitrate throughout the call, based on the current network conditions. For example, when Bria detects many packets are lost, it tries to lower the bitrate.

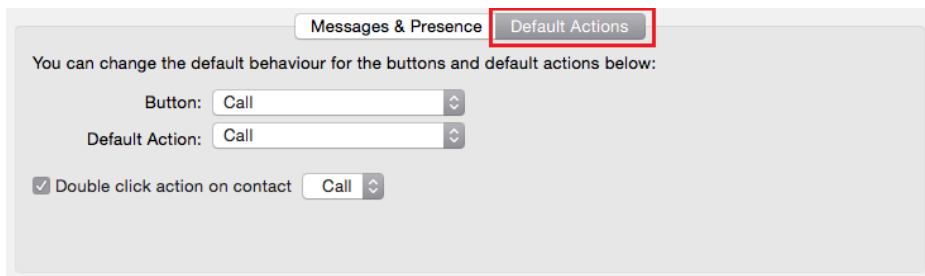
#### XMPP Presence Aggregation

When your contact logs into their XMPP account from multiple devices, Bria previously showed only the latest presence change, which occasionally resulted in displaying offline even though the contact is online on other device. With this version, Bria aggregates presences of all the devices, and prioritizes them: for example, if one device has On the Phone and the other has Available, Bria displays On the Phone.

## Preferences for Default Actions

Under Preferences > Application, you can change the default behavior for the buttons and actions:

- The Call button in the call entry field. You can choose Call, Make a video call, or Start a conference.
- The Transfer button during a call. You can choose Transfer Now or Call First.
- Action when double-clicking on contact: You can choose Call, IM or Email.



## 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.

## Custom Icons for Web Tabs

If you order a custom/branded client from CounterPath, you can now customize the globe icon used for web tabs.

See the Bria 4 Branding Guide for details on the required assets.



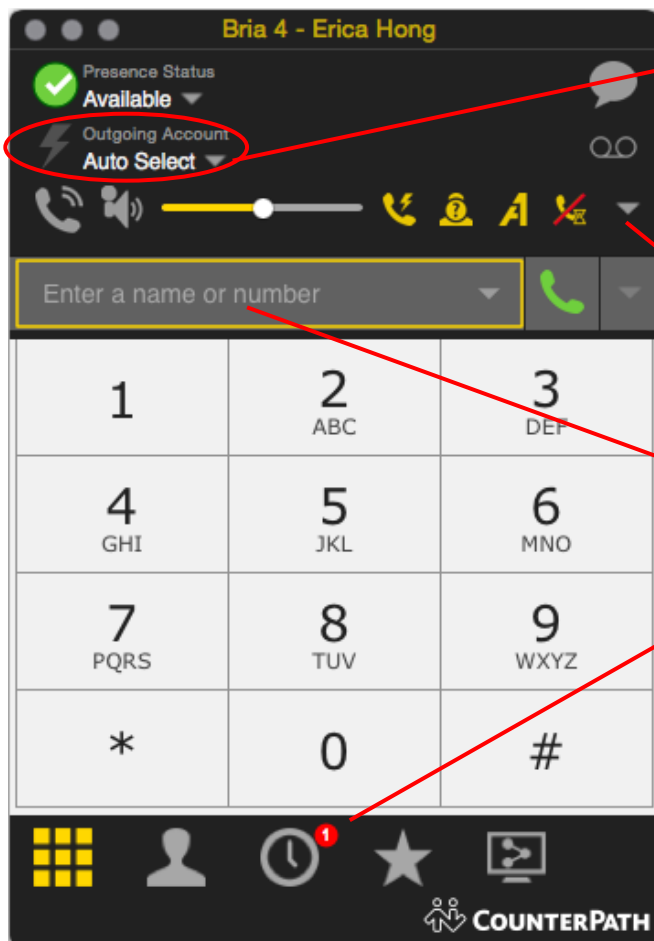
## 4.2 Changed in Bria 4.2.0

### Changes to CounterPath License Server

If you use Bria behind a firewall and specify firewall exceptions based on IP addresses rather than DNS, there is an action required by July 31st, 2015. For details, visit <https://support.counterpath.com/announcement/changes-to-counterpath%E2%80%99s-license-server>.

For customers that are using the recommended DNS-based approach (secure.counterpath.com), no action is required.

### Changes to Dashboard



#### Outgoing Account Selection

You can choose an outgoing account for calls. If you set it to auto select, the preferred account will be used for outgoing calls. It also includes a shortcut to the Account Settings page. (B-16)

#### Call Option Indicators

Bria shows which call options are enabled (auto-answer, anonymous calling, letters-to-numbers, disable call waiting). (B-14)

#### Call Entry Field

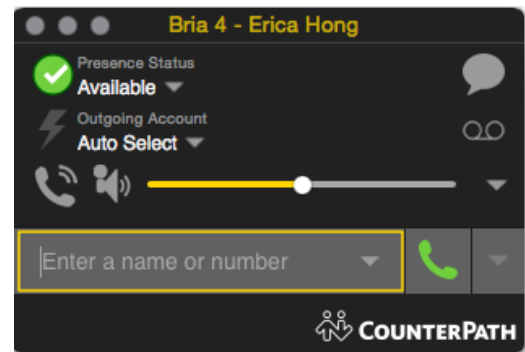
The call entry field is always shown on the dashboard. (B-2)

#### Missed Call Indicator

The missed call indicator has been moved to now appear on the History tab at the bottom. (B-32)

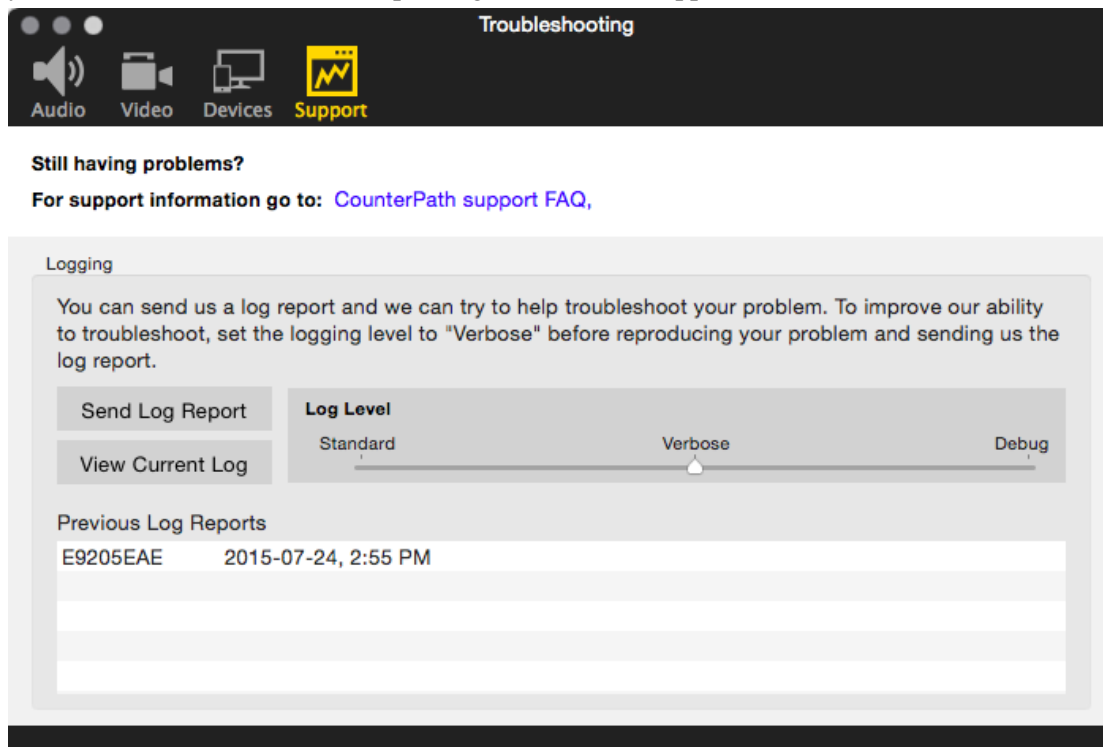
## Compact View

You can now hide the dialpad, which brings back a compact view. (B-74)



## Troubleshooting Dialog

The Troubleshooting dialog has been simplified. Bria also displays previous log reference numbers just in case you need to refer to them when speaking to Customer Support. (B-40)



## Codecs

- The iLBC audio codec is no longer available in Bria.
- The Codecs Preferences window no longer shows the Best Quality (PESQ) field.

## Codec Priority

The scheme for prioritizing desktop codecs has been changed in order to align with Bria Mobile implementation. If you have configured the codec priority via provisioning, we recommend you change it before rolling out the 4.2 desktop clients to end users.

Previously, a lower number has a higher priority; therefore 1 is the highest priority.

Starting 4.2.0, 0 means the lowest priority. The higher the number gets, higher the priority. For example, priority="6" gets higher priority than priority="4".



## Privacy Handling

Previously the Privacy feature allowed users to block their contacts from calling, sending IM, and seeing the user's presence.

Starting this version, privacy is applied to presence subscription only. End users can block a contact through incoming presence requests; if the user ignores a request from a contact, the contact will be blocked for presence subscription, but they can still contact by phone and IM. With this change, the "Block this Person" option as well as the Privacy tab on the Preferences screen have been removed from the client; it no longer supports manual editing of a privacy list.

## Call History

- Filters: Available filters are now All and Missed, aligning with our Mobile products. Dialed and received calls will be displayed when you choose All for the call history.
- Icon color: The icon for both outgoing calls and incoming calls are now in green (previously green and blue). (S-230)

## Session Timer Options

The session timer preference has new options. Go to SIP Account > Advanced.

## Zero-touch Device Configuration

Zero-touch device configuration has been removed from Preferences. Bria automatically detects new devices, but no longer attempts to determine the most appropriate device for each purpose; once you change the selection from Preferences > Devices, Bria will remember your choices when you change devices.

## Account Settings

The Advanced Tab

- Added: Use outbound
- Removed: Send outgoing request directly to target  
If you provision Bria retail clients, you can retain the same behavior by setting "proxies:proxyN:override\_outbound\_proxy" to false, and "proxies:proxyN:use\_proxy\_for\_outbound\_calls"(for 4.2.0) or "proxies:proxyN:use\_rfc\_outbound" (for 4.2.1) to false.

## Removed Features

Bria no longer includes the following features:

- Deskphone support: it is available for custom brands only.
- Presence agent mode for SIP-based IM/Presence: it is available for custom brands only.
- WebDav- as a way to store contacts in Bria
- XCAP - as a way to store contacts in Bria

## 4.3 Resolved Issues in Bria 4.2.0

### Presence

- Presence of the contacts appeared incorrectly such as showing offline when the contact is actually available. This happened when your contacts logged in on multiple devices. This issue has been resolved by introducing the new feature: XMPP presence aggregation. (IM-1897/S-1277)

### Call Option Indicators

- In Bria 3.5.4 and 3.5.5, when you choose a call option (letters-to-numbers, anonymous calling, auto-answer), an indicator appears on the call panel for that call, to show that the feature is active. These indicators have been added back to Bria 4.2.

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