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Release Notes for CounterPath Bria 4 *for Mac* Version 4.4

March 21, 2016

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 Versions

This document covers the following versions of Bria:

- 4.4.0 released on March 21, 2016
- 4.3.1 released on December 14, 2015
- 4.3.0 released on November 25, 2015

2 System Requirements

CounterPath supports the two most recent OS X releases:

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

3 Bria 4.4.0 (March 21, 2016)

3.1 New and Changed Features in 4.4.0


Network Quality Indicator

The Network Quality Indicator on the call panel displays the Wi-Fi and mobile network performance as:

Good 

Fair 

Poor 

Unknown 

Broadworks SIP Extension Enhancements for Mac Retail

Bria 4.4 provides the third party, primarily in call centre environments, with the ability to answer or hold calls.

Enable third party call control support for:

Answer/resume (talk)

Hold/resume (hold)

You can select or clear the check boxes by going to Preferences > Calls > Other.

Announcements Tab

The option for an Announcement tab has been added to Bria clients in the form of a web tab accessible from the tab bar. These “Announcements” will only be:

- used to communicate important product or service-related information to users.
- displayed when a message is available.

Dismiss messages once they are viewed and/or remove the Announcements tab from the tab bar by going to View > Hide Announcements.



User Experience Metrics (UEM) for Stretto™ Platform Enabled

The UEM module encompasses both analytics and Voice Quality Monitoring features, which provides operations staff with valuable insight into end user behaviors and experiences. The UEM module collects data from Bria clients and can export to Excel or display it as a chart or graph within the Stretto Admin web interface.

Video Window Enhancements

New enhanced controls on the video windows provides the ability to view, change and select more options while previewing your video or while you're in a video call. These controls are visible when the mouse is moving or active over the video window and are hidden after a reasonable amount of inactive mouse time.



The video window controls include (from left to right):

Icon	Description
Full screen	Enter and exit full screen.
Camera settings	Display or select: <ul style="list-style-type: none"> • Camera • Max Resolution: <ul style="list-style-type: none"> • Low resolution • Standard • High resolution • HD widescreen
Video Information	Display: <ul style="list-style-type: none"> • Remote video size • Remote video framerate • Local video size • Local video framerate
Mute microphone	Mute and unmute the microphone.
Start/stop video	Start or stop sending your video.
End call	End your video call.

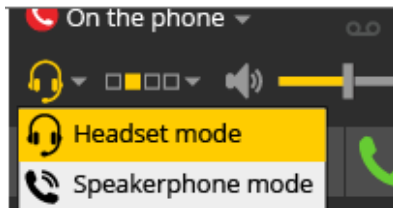
Color Emoji Support

This version offers color emojis and a greater variety of emoticons, resulting in an improved UI experience.

Headset/Speakerphone Device Selection

From the dropdown menu on the call panel, you can:

- view the currently selected mode.
- toggle between Headset mode or Speakerphone mode.
- tap Device Settings to go to Preferences> Devices tab to configure the devices.



3.2 Resolved Issues in 4.4.0

Bria 4.4.0 contains improvements in the stability of Bria, and miscellaneous bug fixes related to SIP registration, LDAP, Mac Address Book, and IPv6.

4 Known Issues

Unable to Type While IM Toast is Present

When you receive an IM and click an IM toast, the Messages window appears. You should be able to start typing right away. In 4.3.0, you cannot do that until all the IM toasts disappear if you receive multiple IMs at once. No issue has been found when receiving only one IM. This is because IM toasts take the focus away from the Messages window.

Workaround: explicitly click the text area in the Messages window where you want to type. (S-1815)

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.

5 Bria 4.3.1 (December 14, 2015)

5.1 Changed Features in 4.3.1

Number of Entries in Call History

Bria now shows 500 call entries maximum in the call history. If you have more than 500 call entries, you will only see the most recent 500 after upgrade.

5.2 Resolved Issues in 4.3.1

Bria 4.3.1 contains various bug fixes and the improvements in the stability of Bria, including:

- an issue that Bria does not update the call history correctly
- a performance issue with a long call history

6 Bria 4.3.0 (November 25, 2015)

6.1 New and Changed in Bria 4.3.0

Conference Call Recording

Conference calls can be recorded using Bria. If a conference call is a video call, only the audio portion of the call will be recorded. (I-2292/S-1658)

Setting Primary Number in XMPP VCard with PREFER Tag

If you have access to XMPP VCard configuration on the XMPP server, you can set a PREFER tag for a specific number to be used as a primary phone number on Bria. For example, if a contact has 3 numbers - home, work and mobile, you can set the work number as primary by adding a PREFER tag in VCard configuration. When end users double-click the contact, the primary number will be called. (I-2301, S-1684)

```
...
<TEL>
  <PREF/>
  <WORK/>
  <VOICE/>
  <NUMBER>6045551234</NUMBER>
</TEL>
<TEL>
  <HOME/>
  <VOICE/>
  <NUMBER>6045559999</NUMBER>
</TEL>
<TEL>
  <CELL/>
  <VOICE/>
  <NUMBER>7785551234</NUMBER>
</TEL>
...
```


Verify TLS Certificate on GUI

The setting for verifying a TLS certificate is now available on GUI. This is a per account setting, configurable for each SIP and XMPP account. Go to Account Settings > SIP/XMPP account > Transport. (I-2497)

SIP Outbound Settings on GUI

A new setting has been added under Account Settings > SIP Account > Advanced. (I-2100, S-1571)

- Added: Use SIP Outbound.
When on, Bria uses an existing connection by populating the SIP header as specified in RFC 5626.
- Name change: Force outbound proxy on all requests (previously called "Use Outbound")
When on, Bria will route all outgoing calls through the outbound proxy; in other words it will never send the invite directly to the endpoint but always to the proxy.

Call Continuity - Hand Over an Ongoing Call to Mobile

With this feature, end users can hand over an ongoing call from Desktop to Mobile, or vice versa. If you are on a call using a desktop computer, and need to leave the office, for example, you can pull the call from a mobile device and continue with the call while walking out of the building. It can be between Windows and Mac; you can answer a call on Windows and move it to a Mac laptop. You can pull a call from any Bria-enabled device as long as you are registered to the same SIP account that supports this feature.

This feature requires the Call Continuity Module on the Stretto Platform for call anchoring. Talk to your sales representative about the Call Continuity Module.

6.2 Resolved Issues in Bria 4.3.0

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.

Bria 4.3.0 includes a change that aims to address the issue. Bria 4.3.0 does **not** put a call on hold before attended transfer, which will hopefully prevent the music to be played for transfer. (O-1795/I-2053)

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. This problem has been resolved. (S-1615)

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