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# Release Notes for CounterPath Bria 4 *for Windows* Version 4.7

December 15, 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:

- 4.7.0 released on December 15, 2016
- 4.6.0 released on October 13, 2016
- 4.5.0 released on July 7, 2016
- 4.4.0 released on March 21, 2016

## 2 System Requirements

The supported operating systems are: Windows 7, 8, 8.1, and Windows 10.

### Prerequisites for Windows MSI Install

Microsoft .Net 4.6.2 (<https://www.microsoft.com/en-us/download/details.aspx?id=53345>)

## 3 Bria 4.7.0 (December 15, 2016)

### 3.1 New in 4.7.0

#### Notification for Jabra Headsets



If you are using a Jabra headset, you will see a badge on the Notification tab informing that a third-party software download is required. (I-4626)



#### Downloading Jabra Direct

To use Jabra headsets with Bria clients, Jabra Direct software must be installed on your computer. Check our [website](#) for a list of Jabra headsets tested by CounterPath. Check Jabra's sites for the latest information about Jabra Direct. <http://www.jabra.com/software-and-services/jabra-direct>

#### Bria Desktop API Improvements



- New API has been added: Get /status "callHistoryItem"
- The response of Get /status "callHistory" now includes a call ID. (I-4863)

## Server-side Auto Answer Support



Bria can be instructed to automatically answer a call. Previously the Auto Answer feature was controlled only on the client side. Starting this version, it can be controlled either on the client or server side. (I-2057)

With the Server-side Auto Answer enabled on Bria, when Bria receives an incoming call with a SIP INVITE with the following Call-Info header, Bria will auto-answer the incoming call.

```
Call-Info: <sip:192.168.1.1>;answer-after=0
```

To enable the Server-side Auto Answer feature, provision the following setting to the Bria client. There is no preference on GUI for end users to turn it on/off.

```
proxies:proxyN:use_sip_call_info_to_force_offhook="1"
```

## TLS Version Support for XMPP



You can specify a TLS version for XMPP accounts via provisioning. The data type is integer: SSL\_V3 = 2, TLS\_V1\_0 = 3, TLS\_V1\_1 = 4, TLS\_V1\_2 = 5, and SSL\_HIGHEST = 1000 (default). (I-4888)

```
proxies:proxyN:ssl_version = 1000
```

## BroadWorks XSI Integration

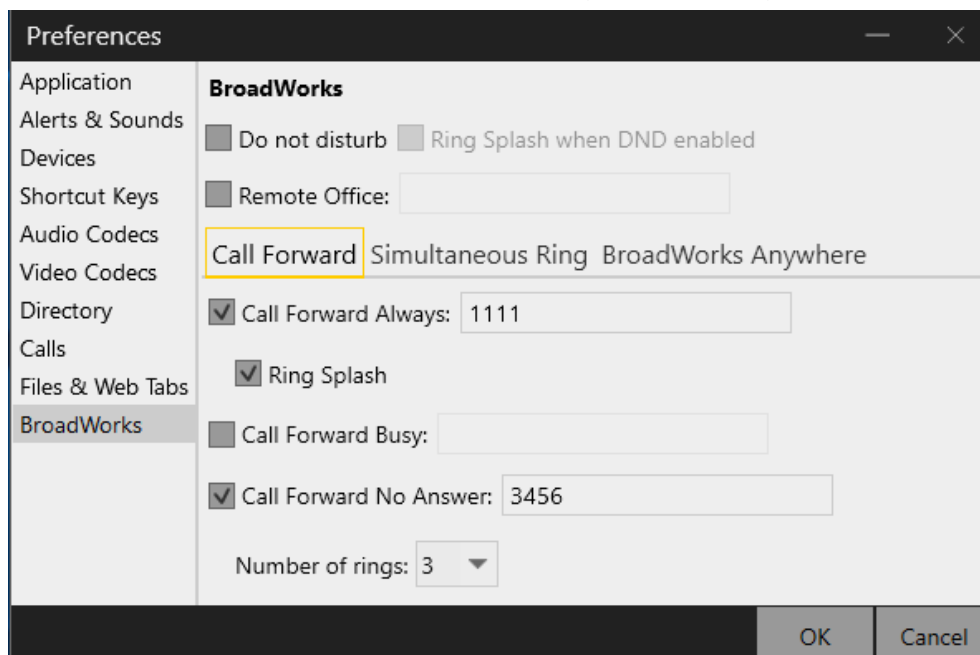


This is an update to our BroadWorks Feature Pack. Bria now connects to the BroadWorks systems using their eXtended Services Interface (XSI) instead of using web tabs. With this update, Bria shows fewer tabs, which contribute to simplified user experience.

You can access various BroadWorks features from the Bria Stretto client or your custom brand, including Network Call History (both basic and enhanced), Network Directory, and Service Management.

If you use the Bria Stretto client, you can enable this feature via provisioning. If you have your own custom brand, ask for this feature to be included when you upgrade to 4.7, and you will be able to control via provisioning.

After you enable this feature for your end users, they will be able to access BroadWorks Service Management features from Bria's Preferences > BroadWorks. (S-3270, I-5019)



## Video Enhancements

There have been various improvements on video handling and rendering. (I-4598, 4954)

## Change in MSI Prerequisites

Visual C++ Redistributables are now bundled with the install and no longer required as separate prerequisites.

## 3.2 Resolved Issues in 4.7.0

This version contains improvements in the stability of Bria, and miscellaneous bug fixes.

## 3.3 Known Issues

### Jabra Headsets for Syncing Volume Control

The volume up/down button on Jabra headsets controls the volume as intended when connected through USB. However, when changing the volume on headsets, only the system indicator is synced, displaying the correct volume, but not the volume indicator inside the Bria client.

### Auto Gain Control

The Auto Gain Control setting under Preferences might not control the gain as intended under some circumstances. (IM-1956)

### Upgrading to Windows 10

After upgrading to Windows 10, you may find that your audio devices/sound have stopped working on Bria. This is due to the audio device changes in Windows 10. If you see this issue, open Bria and configure your device from Softphone > Preferences > Devices. For more details, visit <https://support.counterpath.com/announcement/notice-for-all-bria-4-users-upgrading-to-windows-10>.

# 4 Bria 4.6.0 (October 13, 2016)

## 4.1 New in 4.6.0

### Windows 2-in-1 Laptop Support

Bria supports Windows-based 2-in-1 laptops. You can enjoy using Bria both on desktop mode and tablet mode.

- The devices must run Windows 10 with Anniversary updates. To verify this, go to Settings > System > About and check the Version field. Version should be 1607 or higher.
- Make sure you enable this Touch Keyboard setting: go to Settings > Devices > Typing, and turn on the setting for Show the touch keyboard when not in tablet mode and there's no keyboard attached. If this setting is off, the touch keyboard won't appear when you are in desktop mode.
- If you are using the Stretto device tracking feature, 2-in-1 laptops are counted as Windows computers, not as Tablets. (I-4497/4650)

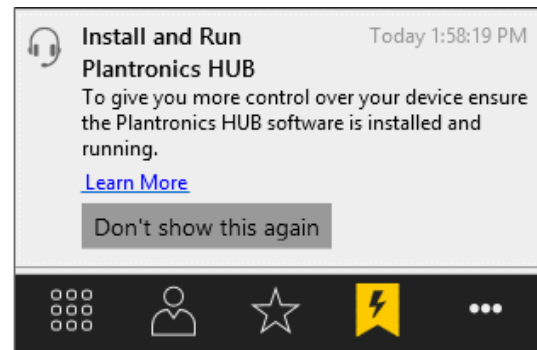
### Logitech Headsets Support

This version of Bria integrates with Logitech headsets. No third-party software is required.

Visit [our website](#) for a list of supported devices and detailed notes. (I-4075/S)

### Notification Mechanism

Bria introduces a new notification mechanism, using a new tab. For example, if you are using a Plantronics USB headset, you will be notified that a third-party software download is required. This tab does not appear unless Bria has a notification for you, and it goes away after you dismiss all the messages. (S-3512)

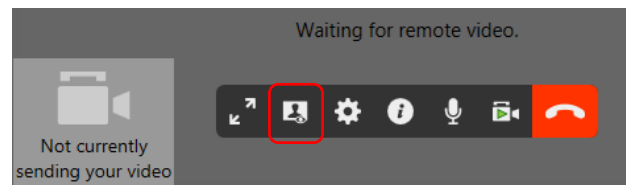


### Bria Desktop API Customers

With the new notification mechanism, Bria 4.6.0 will require user's permission before API calls gain control of Bria clients. You will need to inform your end users to give your application the permission to access their Bria clients.

### Show or Hide Local Video Preview

In the video screen, you have an option to show or hide the local video preview area where you see yourself. (I-3580)



### Updated Emoji Set

The Emoji set for messaging has been updated. (I-4258)

## Busy Lamp Field (BLF) / Call Monitoring

With Bria 4.6.0, the BLF support has been expanded to Bria Stretto client in addition to custom brands. New settings have been added to accommodate different types of BLF server-side implementation. Please speak to your sales representative if you are interested in trying it out with your SIP server. (I-4772)

## Change in MSI Prerequisites

Microsoft .Net 4.6.2 is now required for Windows MSI install (instead of 4.5.2). (<https://www.microsoft.com/en-us/download/details.aspx?id=53345>)

## 4.2 Resolved Issues in 4.6.0

This version contains improvements in the stability of Bria, and miscellaneous bug fixes for:

- an issue where Bria cannot start group chats after upgrading to Bria 4.5. (I-4464)
- an issue where Plantronics microphone gets muted during a call after upgrading to Bria 4.5. (I-4654)
- an issue where a Bria call hangs up after the user dismisses the incoming call toast/pop-up. (I-4452)

# 5 Bria 4.5.0 (July 7, 2016)

## 5.1 New in 4.5.0

### Salesforce Add-In Support

This version supports integration with CounterPath's Salesforce Add-In. With the Bria for Salesforce Add-In, Bria can be used to make calls directly from your Salesforce setup. It also provides a variety of reports on call-related activities. For more information, contact your CounterPath Sales Rep or visit [www.counterpath.com/bria-for-salesforce](http://www.counterpath.com/bria-for-salesforce).

### System Default Device

Bria now offers an option to use the user's system default device/default communication device for microphone and speaker. This eliminates the need for the user to change the device selection within Bria every time they connect a device to their computer. Bria now can be configured to automatically select the default device set in the operating system.

- On fresh install of Bria, it uses your system default device for the Speakerphone mode, and your system default communication device for the Headset mode.
- On upgrade from previous versions of Bria, it remembers your selection and does not change the device choice. To take advantage of system default devices, change the selection from Preferences > Devices > Headset Mode or Speakerphone Mode. Each mode has a selection for microphone and speaker.

The additional benefit of using the system default communication device is audio ducking, which is a feature provided by Windows that the volume of non-communication sounds (such as music) will be adjusted or even muted during a call-related activity such as receiving an incoming call and having an active call. If you liked our Pauses iTunes option in previous Bria, this feature achieves the same effect. (I-3506/S-2644/I-3355)

### New Additions to Bria Desktop API

There are new APIs introduced for unattended (basic) transfer and call recording. Also an option has been added to some APIs to instruct the Bria main window to stay in the background instead of coming to the foreground. Refer to the Bria Desktop API Release Notes for details. (I-3711)

### Target Bitrate for Video Quality

Bria now captures the current bitrate for an active video call based on the feedback from the remote party. This helps users figure out why video quality is not as high as they might expect.

The target bitrate is displayed under Help > Troubleshooting > Video. (I-2786)

### Crash Uploader ID

In case of crash, Bria assigns a unique ID to the generated crash dump and presents the ID to the user for better troubleshooting. Please include the ID when communicating with Technical Support. (I-3270)

## Selectable IM Texts

Now users can select a portion of the IM messages for copying. (I-2341)

## Presence Agent

The presence agent can be configured for Bria Retail and SaaS clients. For retail clients, go to Account Settings > Presence and pick the presence agent. For SaaS clients, the admin can change the attribute on Stretto Admin web interface. (I-3697)

## Support for TLS Version 1.2

Bria now supports TLS version 1.2. By default, Bria uses the highest negotiated version between Bria and the server from SSL V3 to TLS V1.2.

For branded customers, the TLS version is provisionable per account. Use the following setting to provision the TLS version. The data type is integer: SSL\_V3 = 2, TLS\_V1\_0 = 3, TLS\_V1\_1 = 4, TLS\_V1\_2 = 5, and SSL\_HIGHEST = 1000 (default). (I-3508)

```
proxies:proxyN:ssl_version = 1000
```

## Enabling/Disabling the Use of SIP rinstance via Provisioning

By provisioning, customers can choose to add or remove the SIP rinstance parameter in the SIP Contact header. This setting aims to provide better interoperability with some SIP servers.

```
proxies:proxyN:use_rinstance = true
```

This setting is enabled (set to true) by default; the rinstance parameter is added to the Contact header. (I-4150)

## Busy Lamp Field (BLF)

Branded customers can enable the Busy Lamp Field feature in their brand. It allows users to monitor the status of other endpoints. The call server must support this feature and use a Resource List Server (RLS). Broadsoft is an example of the SIP servers that offer this feature. Bria supports RFC 4235 and RFC 4662, so it works with any RLS that expects the SIP clients to behave as defined by these standards.

To include this feature in a custom brand, you need an updated binary with this feature enabled, and configure the RLS address via provisioning. The end users will see an extra tab for call monitoring. (I-3872)

## Brandable URLs for the About Window

Branded customers can optionally add URLs to the About window. When the URL is clicked, Bria opens the page in a default browser. The labels/hyperlink texts and the URLs must be provided to CounterPath along with a request for a custom build. (I-3344)



## 5.2 Improvements

### Group Chat Enhancements

There are various improvements and changes for group chat. (I-3454/S-2527)

- Clear and easy way to start a chat - only one single icon for starting a chat whether it is one-on-one or group chat. With this change, the broadcast IM functionality has been removed to avoid confusion.
- Ability to add people to a group chat anytime (not only at the beginning)
- Ability to re-invite participants who have left the group chat
- Ability to "revive" a closed group chat that you have left
- Clear indication when someone has left the group chat (displayed with strikethrough text)

### Plantronics Headsets Support

There have been improvements in integrating the Plantronics API with Bria. This version of Bria requires the Plantronics Hub software installed on the user's computer. These improvements aim to provide better and wider support for Plantronics devices. Visit [our website](#) for a list of supported devices and detailed notes. (I-3430)

### New Look for the Login & About Windows

The Login and About windows get a new look in this version. Some of the icons in Bria are also updated.

Branded customers can optionally provide a new custom graphic for the Login and About windows. (I-3400, I-3402)

Requirements for the new custom graphic:

- The file must be in PNG format.
- 72 dpi.
- Width must be 350px.
- Height: up to customer. The window will stretch to show the entire image. The Bria clients use 178px for height.

### Number of Entries in Call History

The call history entries have been reduced from 500 to 50. After upgrading to Bria 4.5.0, you will only see the most recent 50 entries. (I-3112)

### Updated OpenSSL

This version of Bria uses OpenSSL 1.0.1t. (O-2689)

## 5.3 Resolved Issues in 4.5.0

### Reinstated Macro Support for \$MAC\$ and \$IP\$

The \$MAC\$ and \$IP\$ macros didn't work in Bria 4.2+ versions. This issue has been solved. (I-3967/S-2984)

### VP8 Video Codec Dynamic Payload Type

Bria did not dynamically update the payload type after the other party changed the payload type via re-INVITE. This issue has been resolved. (I-3619)

**Presence Import from the Directory**

There was an issue that Bria did not enable presence automatically when contacts were imported from the Directory tab with jabber information. This issue has been resolved. (I-3626)

# 6 Bria 4.4.0 (March 21, 2016)

## 6.1 New and Changed Features in 4.4.0

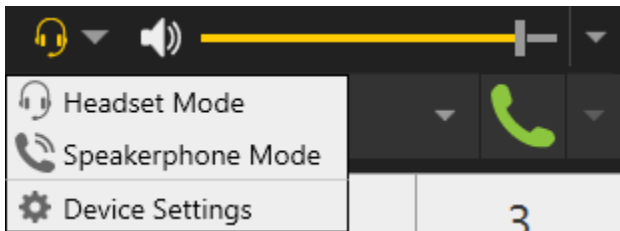
### Color Emoji Support

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

### Headset/Speakerphone Device Selection

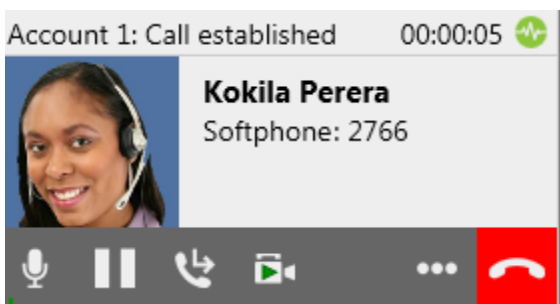
From the dropdown menu on the call panel, you can:




- 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. (I-2364)



### Network Quality Indicator

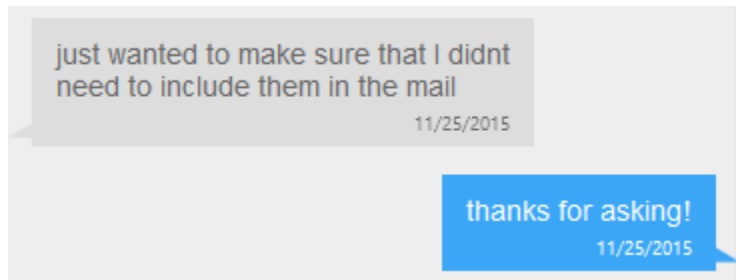
The Network Quality Indicator on the call panel displays the Wi-Fi and mobile network performance. (I-2356)



Good	
Fair	
Poor	
Unknown	<b>Error!</b> <b>Objects cannot be created from editing field codes.</b>

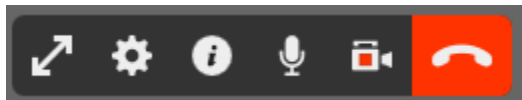
### Color of IM Conversations

Your messages will be displayed in blue bubbles as opposed to grey. (I-2363,S-1749)



## Video Controls 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. (I-2312.S-1674)



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

## Broadworks SIP Extension Enhancements

Bria 4.4 provides the third party, primarily in call centre environments, with the ability to answer or hold calls. You can select or clear the check boxes by going to Preferences > Calls. (I-2994)

Enable third party call control support for:

- Answer/resume (talk)
- Hold/resume (hold)

## User Experience Metrics (UEM) Enabled for Stretto Platform™

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.

## 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.



## 6.2 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, and IPv6.

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The implementation was written so as to conform with Netscapes SSL.



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Berlin, 28.11.1994

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