Bria 4 Administrator Guide

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This manual corresponds to version 4.0 of Bria 4 *for Windows* and Bria 4 *for Mac*.

Rev 1

Contents

1 Overview

This manual is intended for:

- System administrators who have purchased Bria from the CounterPath website and are deploying Bria for use by the staff in an enterprise. The administrator should be familiar with PBX solutions, telephony and VoIP telephony.
- Service providers who have purchased Bria from CounterPath Sales, without further customization or engineering changes.

You can deploy Bria either by manually configuring via the softphone GUI or by using a provisioning server. If you are planning to implement provisioning, you must also read:

- “Bria 4 Configuration Guide – Enterprise Deployments”
- “Bria 4 Provisioning Guide – Enterprise Deployments”

For more information on the documents you should read, go to http://www.counterpath.com/bria.html, click Resources and read the “Bria 4 Administrator Orientation”.

Bria *for Windows* versus Bria *for Mac*

This guide describes administrator tasks for deploying both Bria *for Windows* and Bria *for Mac*.

It is assumed that you, the administrator, will be exploring deployment strategies using Bria *for Window.* Therefore, all illustrations and instructions intended only for administrators are for *Bria for Windows.*

If information applies to your end users, details are provided for both Windows and Mac.

1.1 Deploying through Manual Configuration: Recommended Procedure

If you have chosen to manually configure Bria and will not implement remote provisioning, read this entire manual.

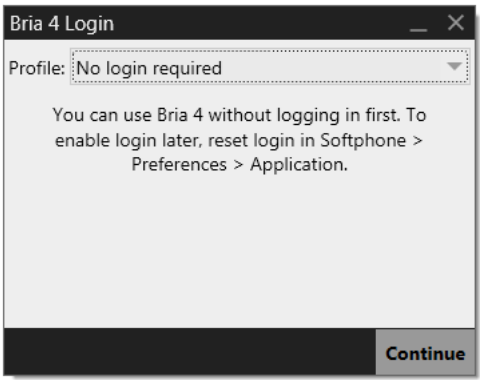
If you are a service provider, you should be aware that if you deploy through manual configuration then users do not log in, which exposes your service to abuse and may compromise the user's privacy.

It is assumed that you, the administrator, will be exploring deployment strategies using Bria *for Window.* Therefore, instructions in this section are for *Bria for Windows* only.

Configuring Bria: Administrator Steps

The general procedure is:

1. Install and start Bria. The Bria Login dialog appears with the Profile set to "Manually enter login server". Set the profile to "No login required" and click Continue. The Bria GUI appears.



2. Configure Bria to work on your network and with your services. Use the Account Settings window (Softphone > Accounts) and the Preferences window (Softphone > Preferences).

   The Troubleshooting Assistant (Help > Troubleshooting) may help you identify problems with your configuration.

   The rest of this manual describes this configuration.

3. When you are satisfied with the configuration, deploy to your employees or users.

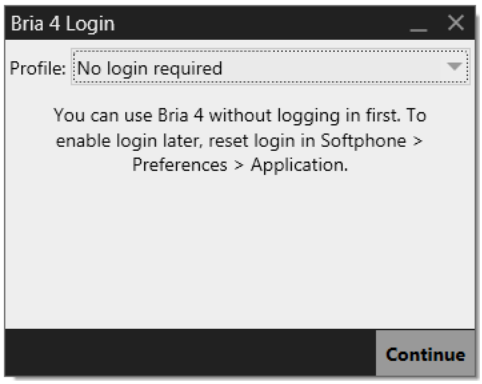
4. Then either configure the application for each employee, or provide them with a list of settings so that they can configure it themselves (see page 47 for a sample form).

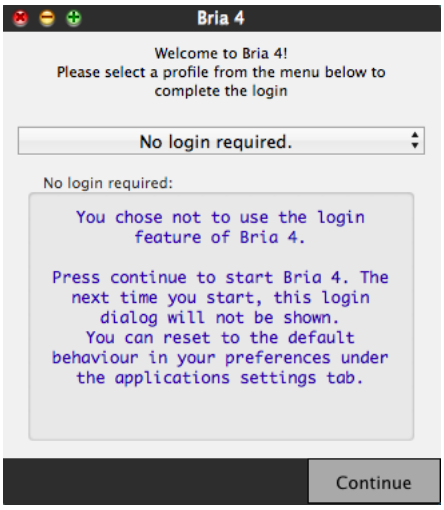
Instructions for your Users

Because you are not provisioning Bria, your users do not need to log on. Instruct your users to start Bria as follows:

- The first time the user starts Bria, the Login dialog appears. The Login dialog for Bria *for Windows* and Bria *for Mac* Login dialogs are shown below.
- The user should set the profile to “No login required” and click Continue.

Bria will start and the user can configure the softphone. The next time the user starts Bria, the Login dialog will *not* appear: Bria will start immediately.



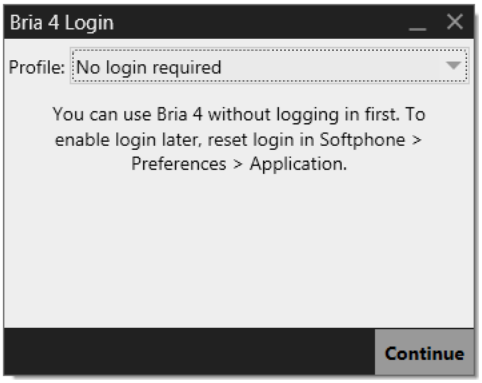


1.2 Deploying through Remote Provisioning: Recommended Procedure

Configuring Bria: Administrator Steps

If you are deploying through remote provisioning you will need to start Bria without provisioning in order to explore configuration options.

1. Install and start Bria. The Bria Login dialog appears with the Profile set to “Manually enter login server”. Set the profile to “No login required” and click Continue. The softphone GUI appears. From now on, when Bria starts, the Login dialog will *not* appear.



2. Manually configure Bria to work on your network and with your services. Use the Account Settings window (Softphone > Accounts) and the Preferences window (Softphone > Preferences).

   The Troubleshooting Assistant (Help > Troubleshooting) may help you identify problems with your configuration.

   The rest of this manual describes this configuration.

3. When you are satisfied with the configuration, see:

   - The “Bria 4 Configuration Guide – Enterprise Deployments” for information on more features that can be configured only by remotely configuring Bria settings (they cannot be configured on the Bria screens).
   - The “Bria 4 Provisioning Guide – Enterprise Deployments” for information on setting up for remote login and remote provisioning.

4. In addition, just before you deploy across your enterprise, change the setup for your own Bria to follow the correct login procedure:

   - Start Bria, go to the Preferences > Application page and check Enable login screen.
   - Shut down Bria and restart. The Login dialog will appear.
   - Choose “Manually enter login server” and complete the other fields. Click Login.

Using the “No Login” Profile

If you, the system administrator, ever need to start Bria without logging in:

1. Go to the Preferences > Application page and check Enable Login screen.
2. Restart Bria. The Login dialog will appear. Choose “No login required”.

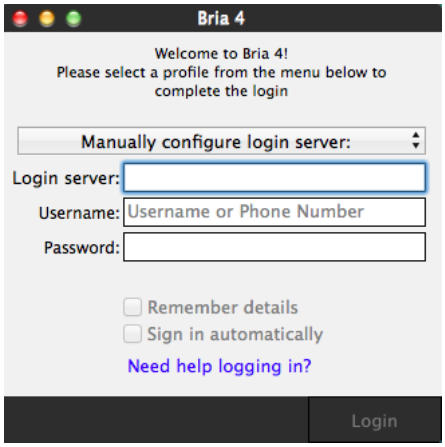
   Bria will start, using the local version of the configuration data that is saved on your computer (from the first time you used Bria without logging in).

Keep in mind that when you are supporting remote provisioning, starting Bria without logging in is intended to allow you, the system administrator, to experiment with login options. It is not intended to allow users to skip login, for example, by displaying the Login dialog and choosing the “No login required” option.

If a user first logs on and then later changes to “No login required”, Bria will start but none of the user’s account credentials or account settings will be available, so Bria will not be usable.

Instructions for your Users

1. When the user starts Bria, the Login dialog appears. The Login dialog for Bria *for Windows* and Bria *for Mac* Login dialogs are shown below.
2. The user should set the profile to “Manually enter login server”.
3. The user should complete the remaining fields (with information you have provided to each user, perhaps through an e-mail) and click Login. Bria will start. From now on, the Login dialog will appear at each startup.



2 Configuring Bria

2.1 Summary of Features

You configure Bria by completing the fields on the Account Settings window and the Preferences window. The following table specifies the window where each feature is configured.

Topic	Window	Reference
Account credentials (SIP accounts)	Accounts > Account (SIP)	page 22
Account credentials (Outlook account)	Accounts list	page 9
Account credentials (XMPP accounts)	Accounts > Account (XMPP)	page 18
Account, multiple SIP account setup	Accounts list	page 11
Calls, set the preferred account for phone calls	Accounts list	page 11
Active Directory (Windows only)	Preferences > Directory	page 42
BLA - Bridge Line Appearance (Windows only)	Accounts > Presence	page 27
BLF - Busy Lamp Field (Windows only)	Accounts > Presence	page 27
Call forwarding	Accounts > Voicemail	page 24
Chat room	-	page 16
Codecs	Preferences > Audio Codecs and Video Codecs	page 40
Contact list, setting up a corporate contact list	-	page 13
Corporate Directory	Preferences > Directory	page 42
Deskphone	Preferences > Devices	page 39
Dial plan	Accounts > Account (SIP)	page 22
Directory	Preferences > Directory	page 42
DTMF; method for handling DTMF	Preferences > Calls	page 36
Encryption (call security)	Accounts > Transport	page 34
File transfer (XMPP account)	Preferences > Files & Web Tabs	page 45
Hold; method for handling hold	Accounts > Advanced	page 36
LDAP Directory	Preferences > Directory	page 42
Login	Preferences > Application	page 2
Media - RTP inactivity timer	Preferences > Calls	page 45
Media Encryption	Accounts > Transport	page 34
MWI - Message Waiting Indicator	Accounts > Voicemail	page 24
Network (SIP accounts)	Accounts > Account (SIP)	page 22
	Accounts > Topology	page 26
	Accounts > Advanced	page 36

Topic	Window	Reference
Network (XMPP accounts)	Accounts > Account (XMPP)	page 18
Outlook address book, set up in Bria	Accounts list	page 9
Presence (online status)	Accounts > Presence	page 27
Transport	Accounts > Transport	page 34
Voicemail	Accounts > Voicemail	page 24
Web pages	Preferences > Files & Web Tabs	page 45
Workgroups (BLF - Busy Lamp Field and BLA - Bridge Line Appearance) (Bria *for Windows* only)	Accounts > Presence	page 27

2.2 Configuring Accounts

SIP Accounts

Each user will need at least one SIP account, in order to make phone calls. The SIP account may also be used for presence (online status sharing) and instant messaging.

Each user requires the following information in order to register with the SIP registrar:

- User name
- Password
- Authorization Name (if applicable; see page 22 for information)
- Domain

XMPP Accounts

Setup of an XMPP account is optional; if it is set up, it will automatically be used for presence subscriptions and instant messaging.

Several XMPP accounts can be created and enabled concurrently. For example, you could set up the corporate XMPP account for your users, and then an individual user could optionally add their own Gmail account, in order to monitor this account through Bria.

Each user requires the following information:

- User ID
- Domain
- Password.

Outlook Account

Bria is automatically set up with an Outlook or Mac Address Book account but the account is disabled by default. Enabling of the account is optional. If the account becomes enabled, the contacts from that address book will be pulled into Bria. Enabling this account is therefore a mechanism for populating the contact list. See page 14.

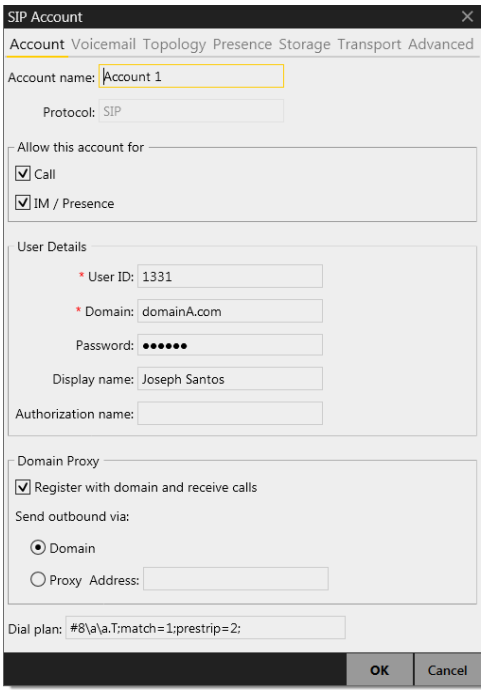
Procedure

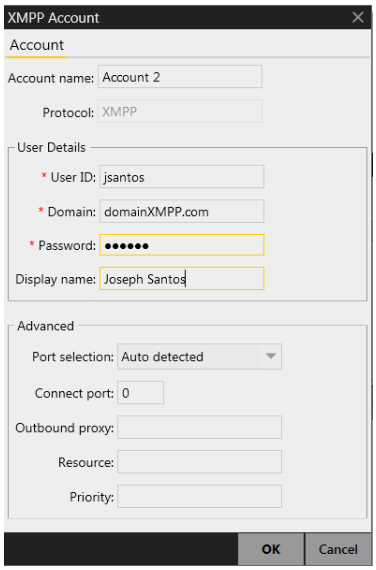
Create SIP Account

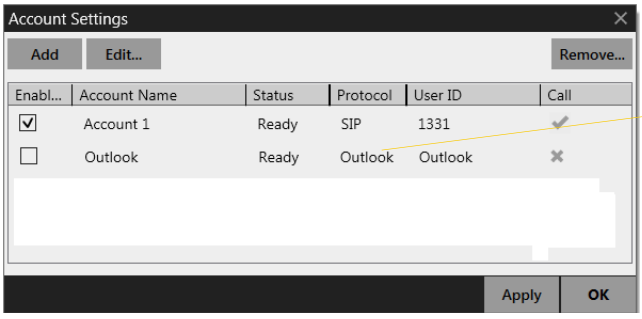
1. When the softphone appears, click the Go to Account Settings link. The SIP Account window appears.
2. Enter the User Details and then change or complete all other fields. See “Account Configuration Reference” on page 17 for details.
3. When done with the SIP account, click OK; the account is created and registered.

Create XMPP Account

4. If you are setting up an XMPP account, choose Softphone > Account Settings again. This time the Account Settings window appears, showing the SIP account you have already set up.
5. Click Add > New XMPP Account. The XMPP Account window appears. Complete the window (page 18) and click OK.
6. On the Account Settings window, click Apply to register the newly added account. Click OK when the Status column is “Ready”.





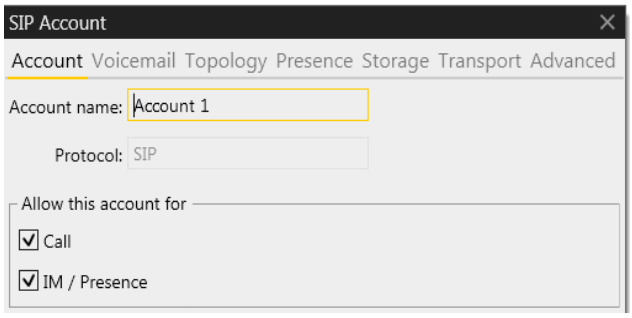


See page 14 for information on this account

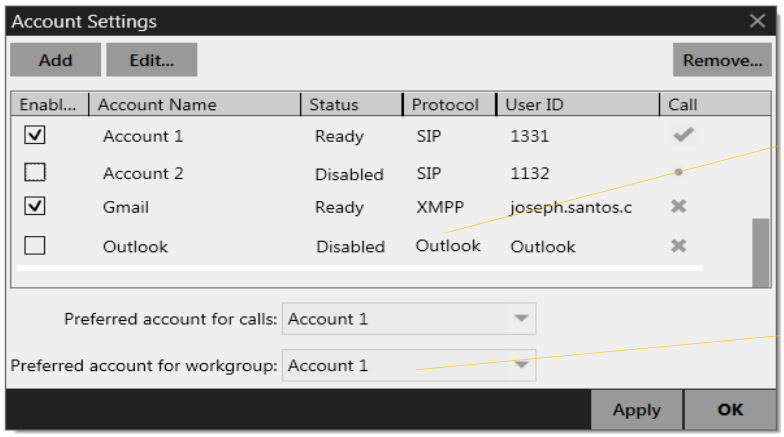
Setting up Multiple SIP Accounts

You can set up Bria so that phone calls can be made from more than one account.

1. Decide how you want Bria to choose the account to use for any given phone call. There are two options:
   - Dial plan decides: The dial plans must be designed so that they select the appropriate account, based on the phone number being dialed. You can still designate one account as the “preferred” account; this account will only be used if none of the dial plan rules apply to a given phone number.
   - User selects: With this option, you do not need to revise the default dial plans. Instead, the user can select the account to use for any given call, as described in the user guide. You must advise users on which account to use for which kind of phone call. For example, “use Account 1 for internal calls”.
2. When each SIP account is created, make sure that the Use for Call field (on the Account > Accounts tab) is checked if you want to use the account for phone calls.



3. Back on the Accounts list, enable the accounts you want to use for phone calls.



See page 14 for information on this account

See page 27 for information on workgroups

4. Click Apply. The icons in the Call column are updated:

The account is the “preferred account”. Each user will typically set the preferred account to the account they use most often.

The account can be used for phone calls by selecting it on the dashboard (page 11)

The account cannot be used for phone calls.

5. If you are implementing “Dial plan decides”: Modify the dial plans as required. See the Bria 4 Dial Plan Guide, available on the CounterPath website. Advise users whether they should use the account selection feature – probably they should not, but this is your decision.

Configuring Global Settings (Preferences)

Use the Preferences window (Softphone > Preferences) to configure features that apply globally, rather than on a per-account basis. The panels that you, as the system administrator, should set are:

- Devices.If you want Bria to support SIP deskphones, set up the deskphone from this panel.
- Audio Codecs and Video Codecs. You should enable the codecs that are suitable to your environment.
- Directory. You can set up a company directory on a server and connect Bria to it via the LDAP or ADSI protocol. The directory will appear in the Directory tab. Information in this tab will update automatically whenever the information on the LDAP or ADSI directory changes.
- Calls.
- Files & Web Tabs

See “Preferences Reference” on page 39. For information on the panels that are not discussed in this guide, see “Bria 4 *for Windows* User Guide – Enterprise Deployments”.

One of the differences between Bria *for Windows* and Bria *for Mac* is in the organization of configuration information:

- In Bria *for Windows*, account information is in the Accounts window, which is accessed by choosing Softphone > Accounts. Preferences are in the Preferences window, which is accessed by choosing Softphone > Preferences.
- In Bria *for Mac*, all information is in the Preferences window, which is accessed by choosing Bria > Preferences.

2.3 Setting up Contacts

Typically, users will want to create contacts in order to easily make phone calls. In addition, in order to send IMs, shared online information and transfer files, contacts are required.

Populating the Contact List from an XMPP Roster

If you support XMPP accounts, the XMPP roster is automatically pulled into Bria when the XMPP account is enabled.

You could pre-populate each user's roster with the corporate contact list.

Populating the Contact List by Importing a File

You can provide a file that users can import. Users can import a contact list from:

- CSV. A comma-separated file. Use this method to import from a Microsoft® Excel® file. You will first have to set up the file; see below.
- vCard. A vCard file (*.vcf file). A vCard is an electronic business card that is often attached to an e-mail.
- PST. A Microsoft Outlook or Microsoft® Exchange contact list (a *.pst file).

Setting up an Excel File for Import

1. Remove any introductory text or headings from the top of the file. (You can keep text at the end of the file; it will be ignored during the import.)
2. Insert a blank row as the first row, then insert the headings that Bria will use to interpret the meaning of each column. The columns can be in any order. Key headings are:
    - sip-address. Bria recognizes a value in this column as a softphone address and considers the address as one that can be phoned and as an address that can be used for IM/presence (if SIP is being used for IM/presence).
    - xmpp-address: Bria recognizes a value in this field as a Jabber (XMPP) address and will map this field to the Jabber contact method for the contact. Bria considers a Jabber address as one that can be used for IM/presence (if XMPP is being used for IM/presence).
    - display-name, given_name, surname
    - business number
    - presence_subscription. Complete this column in one of these ways:
        - If you only want to share presence information with some of your contacts, fill in this column in the file. Enter "true" for contacts whose online presence you want to see, leave blank or enter "false" for others. During the import, you will be able to choose to share presence with only these contacts. Bria will subscribe to the presence of these "true" contacts, assuming that the user has a SIP (if using SIP for presence).
        - If you want to share presence with all your contacts (or with none), ignore this heading. During the import you will be able to choose to share with all (or none) of your contacts.

    For a complete list of headings, see page 51.
3. Save the file as *.csv.

Importing the File

1. From the main menu choose Contacts > Import Contacts. The Import Contacts wizard starts.
2. As soon as you click Finish on the wizard, the Contacts tab in Bria is updated to show the imported entries.

Populating Contact List from Outlook or Mac Address Book

Bria *for Windows* is automatically set up with an Outlook account. Bria *for Mac* is automatically set up with a Mac Address Book account. Both these accounts are disabled by default.

If the user enables the account, the contacts from that address book are pulled into Bria. Typically let the individual user decide whether to enable the Outlook or MAB account.

Populating from an LDAP Directory or Active Directory

If your company has a corporate directory, users can connect to it. Users of Bria *for Mac* can only connect to an LDAP directory. See page 42 for configuration information.

The user will be able to view the directory and directory contents appear in the Directory tab (alongside the Contacts and History tabs)

The user can promote any entry in the directory to their contact list. Contacts created from the directory are automatically synchronized periodically. Changes to the directory entry are pushed to the contact. If the directory entry is deleted, the contact is not deleted.

Storing Contacts on a WebDAV or XCAP Server

If desired, you can set up Bria so that contacts are stored on a WebDAV or XCAP server. See page 33.

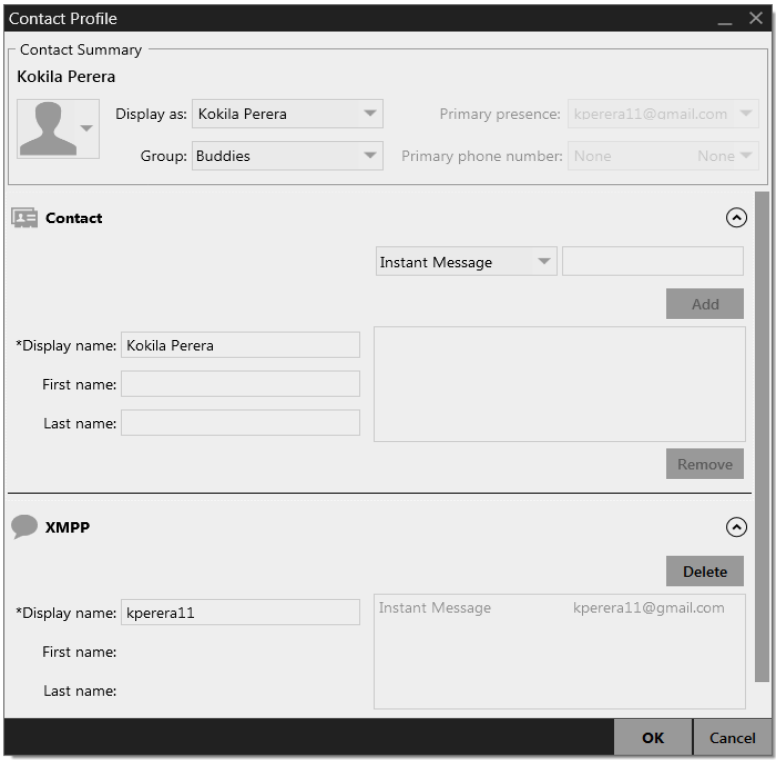
2.4 Verifying your Presence Setup

Once you have created a contact list, you can test your presence setup to make sure that contacts are being subscribed to.

View the contact list: some or all your contacts should have a presence icon besides their name. In order for a contact to include a presence icon, it must be “presence-ready” and you must be subscribing to the contact. (“Presence-ready” means that the contact has an address that allows for presence data to be shared.)

If none of your contacts show an icon and you expect at least one of them to show it.

Source of Contact	A contact is “presence ready” if	If the contact is “presence ready” and the presence icon still does not show
Manually entered or from File Import	The contact has an address in the Softphone field. Verify this on the Contact Profile. If SIP addresses are not appearing in the Softphone field and you initially populated the contact list by importing a file, the easiest solution is to fix the file and redo the import.	• Make sure the SIP account is enabled.
XMPP	The contact has a Jabber address in the Instant Message field. Verify this on the Contact Profile.	• Make sure the XMPP account is enabled • Make sure you clicked the Enable XMPP Presence button on the Contact Profile. When you click this button, the Instant Message address appears in the Presence field. See below.
Outlook	The Outlook contact has an address in the “softphone mapping” field. The “softphone mapping” field is identified in the Outlook Account window in “Field to use for Softphone address”. Bria recognizes the “softphone mapping” field as containing a SIP address: an address that can be used for a phone call and for IM and presence via a SIP account.	• Make sure the SIP account is enabled. • If you specified the wrong “softphone mapping” field, you can change it later from Account Settings > Your Outlook account.



2.5 Setting up Workgroups

A workgroup is a group of people who work together. Via the Bria Workgroup window, members of a workgroup can monitor each other's calls and pick up on behalf of another member and join an established call.

To set up workgroups for your users, see page 29.

2.6 Setting up Chat Rooms

If you support XMPP accounts, you can set up persistent chat rooms on your XMPP server. Users with accounts on that XMPP server can then join any chat room (View > Chat Rooms).

Chat rooms are set up to allow the same group of people to have a group IM session, usually on a regular basis. The chat room feature involves persistent groups, while the group chat feature creates ad-hoc groups.

Bria supports the following features:

- Open chat rooms: users can join without being already set up as a member of the group.
- Members-only chat rooms: users can join only if already set up as a member.
- Password-protected (confidential) chat rooms: users must enter the password to join.

On your XMPP server, create the chat room. Add members if desired and if supported by your XMPP server. Assign passwords if desired and if supported by your XMPP server.

2.7 Managing Licenses

When you obtain Bria, you purchase a license with a specified number of seats. Each time a user enters the license key, the license count is drawn down on the CounterPath license database. When the count is drawn down to 0, then the next time the key is entered, an error message appears for that user.

You can either increase your license count or revoke unused seats. To revoke seats, go to www.counterpath.com, click the Store link, click the Your Account link, and log in.

Currently, a license count can be shared by users on the same computer if the users are using the Windows administrator or regular user accounts. However, a user who uses this computer with the Windows guest account and starts Bria will automatically draw down the license count (assuming that a license key has already been entered).

Therefore, if you seem to have drawn down more license counts than expected, the problem may be that one or more guests have used seats. You can request that CounterPath revoke these licenses in order to reinstate the number of seats actually in use.

Setting up for the Licensing Server

Periodically, Bria connects to CounterPath's license server in order to verify that a valid license is being used. Therefore, at all times, Bria will need to have an internet connection.

Bria connects to https://secure.counterpath.com via port 443; make sure your firewall allows this HTTPS traffic to this URL. In addition, if you have explicitly set a web proxy (Start > Control Panel > Internet Options > Connections) then Bria will use this proxy; make sure the proxy allows this traffic.

3 Account Configuration Reference

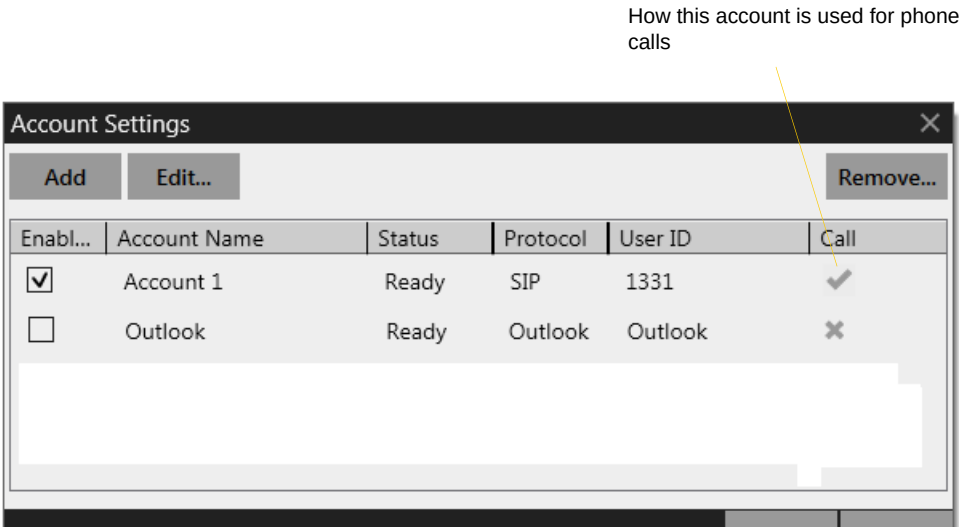
The Account Settings window lets you configure features that apply on a per-account basis. (The preferences window lets you configure features that apply across all accounts.)

3.1 Accounts Settings Window

Choose Softphone > Account Settings from the menu.

The first time you (or the user) choose Softphone > Account Settings, the SIP Account window appears to allow setup of a SIP account. Once that first account has been set up, choosing Softphone > Account Settings displays the Account Settings window.

For information on setting up accounts, see page 9.

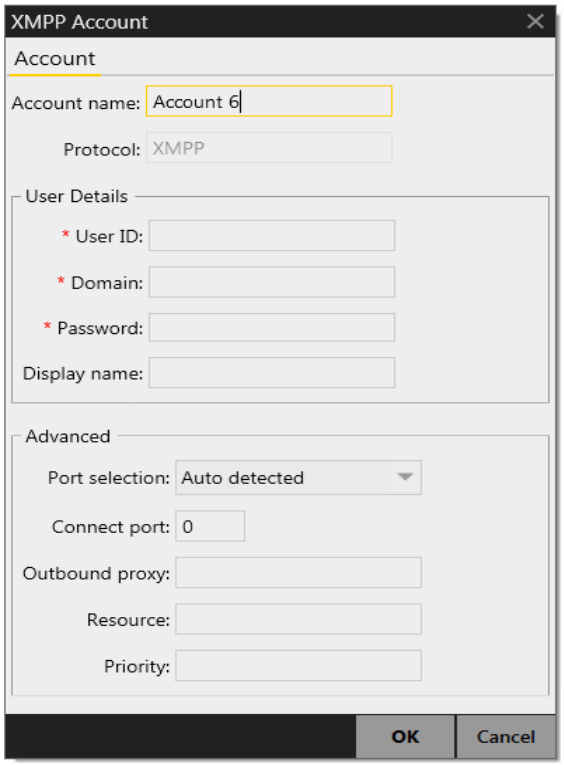


The account is the “preferred account”. Each user will typically set the preferred account to the account they use most often.

The account can be used for phone calls by selecting it on the dashboard (page 11)

The account cannot be used for phone calls.

3.2 XMPP Account



Fields with a red asterisk are required

Table 1: XMPP Account Properties – Account

Field	Description
Account name	If desired, change the account name to something that is meaningful to you.
Protocol	Read-only. Always specifies XMPP.
User Details	
User ID	Typically the account number for the softphone account. For example, kperera.
Domain	For example, domainXMPP.com.
Password	
Display name	This name is displayed in the Bria display. Other parties will see this name when they are connected to you.
Advanced	
Port selection	Configures the port to use. If you choose “User selected”, complete the Connect port field.
Connect port	Complete only if Port selection is set to “User selected”
Outbound proxy	The values in User ID and Domain and in this setting may be used by Bria to compose a valid jid: User ID/Domain — Outbound proxy — jid bob@ABC.com — empty — bob@ABC.com bob@ABC.com/home — empty — bob@ABC.com bob@ABC.com — XYZ.com — bob@ABC.com. Ignore the Outbound proxy bob@ABC.com — IP address or host address — bob@ABC.com. IP address is used as the outbound proxy). bob — ABC.com — bob@ABC.com.

Table 1: XMPP Account Properties – Account

Field	Description
Resource	Optional resource, as specified in RFC 3920. For example "/home". If this setting is blank and the User ID includes a resource, the value from that ID is used. If both are specified, the value from this Resource field is used. If no resource is specified, the XMPP server will assign a temporary resource.
Priority	The priority, as per RFC 3921. The default is 0.

3.3 Outlook or MAB Account

Bria automatically creates an Outlook account if it detects Outlook on the user's computer. On a Mac computer, Bria always creates a Mac Address Book (MAB) account.

The user can enable the Outlook or MAB account to provide Bria with access to the contacts in that address address book. Furthermore, the user can map contact addresses to Bria contact fields in order to make the addresses "phone-able" or "IM-able":

- With an Outlook account, the user can display the Outlook Account details in order to create contact mappings. See below.
- With a MAB account this mapping is done in the Mac Address Book, not in Bria. For details, see "Populating from the Mac Address Book" in "Bria 4 *for Mac* User Guide – Enterprise Deployments".

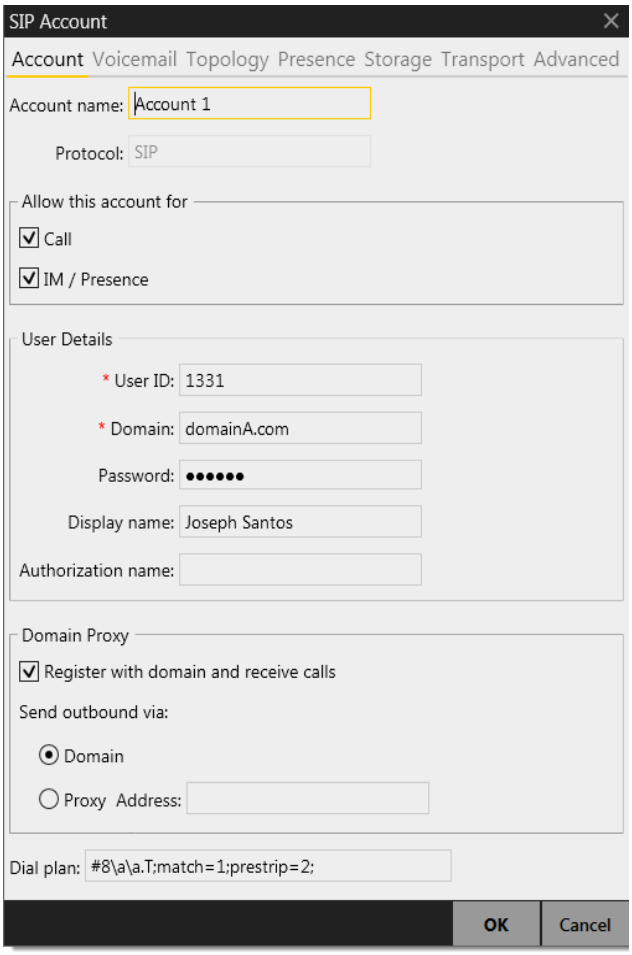
Table 2: Outlook Account Properties – Account

Field	Description
Outlook profile	Typically, you only have one profile, which Bria detects. However, if your Outlook is set up on this computer with more than one profile, select the profile whose contacts you want to access.
Profile password	The password for the selected Outlook profile.
Field to use for Softphone address	Bria can be set up to treat one of the contact fields as a SIP address that can be subscribed to, assuming that you are using your SIP account for presence. For example, if you select "Business Telephone Number" in this field, then when contacts are pulled into Bria, any Business Telephone Number fields that have a value will be copied to the Softphone field in the Bria contact and Bria will subscribe to the online status of that contact via your SIP account. For example, if an Outlook contact has "2766" in its Business Telephone Number field and your SIP account is domainA.com, then Bria will subscribe to 2766@domainA.com.

Table 2: Outlook Account Properties – Account

Field	Description
Field to use for IM address	Bria can be set up to treat one of the contact fields as an XMPP address that can be subscribed to, assuming that you are have an XMPP account set up in Bria. For example, if you select “IM address” in this field, then when contacts are pulled into Bria, any IM Address fields that have a value will be copied to the Instant Message field in the Bria contact. Bria will subscribe to the online status of that contact via your XMPP account. For example, if an Outlook contact has “kperera11@gmail.com” in its Instant Message field and you have a Gmail account set up in Bria, then Bria will subscribe to kperera11@gmail.com.

3.4 SIP Account Properties – Account



Fields with a red asterisk are required

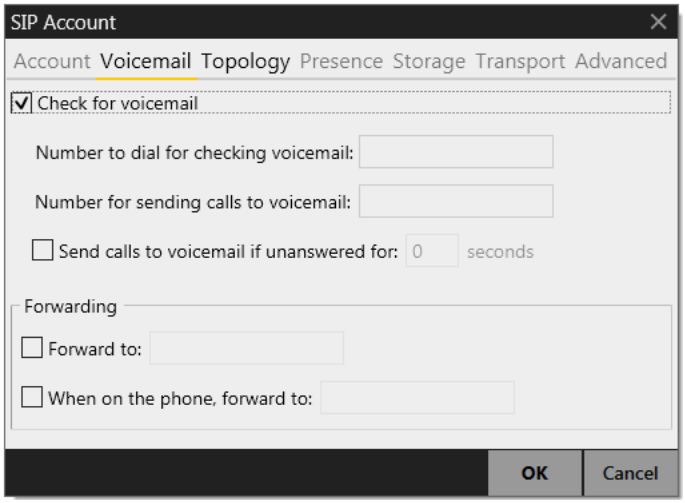
Table 3: SIP Account Properties – Account

Field	Description
Account name	If desired, change the account name to something that is meaningful to you.
Protocol	Read-only. Always specifies SIP.
Use for Call	If checked, this account is eligible to be used for phone calls. If unchecked, this account will never be used for placing phone calls.
Use for IM/Presence	If checked, this account is eligible to be used for IM and online status (presence). If unchecked, this account will never be used for IM and online status.
User Details	
User ID	Typically the account number for the softphone account plus the domain. For example, 6045551212 or 1331.
Password	
Display name	This name is displayed in the Bria display. Other people will see you as this name.
Authorization name	Typically not used in an enterprise environment. This name is useful if, for example, you allow user IDs that are short and therefore easy to guess. The authorization name is used in place of the user name to register the account with the SIP registrar.

Table 3: SIP Account Properties – Account

Field	Description
Domain Proxy	
Register with domain and receive calls	Typically, this field is checked. A situation in which this field is unchecked is, for example, if your level of service does not include the ability to receive incoming calls. In this case, turning this field on may cause registration to fail (when you close the Account Properties window), meaning that your Bria cannot register.
Send outbound via	• Domain: If your VoIP service provider requires that traffic be directed to proxies that are discovered via the domain. • Proxy Address: If your VoIP service provider has an outbound proxy address and requires that you provide the address to Bria. For the address enter a domain name (for example, domain.com) or an IP address (for example, 123.456.789.012). If you are using Bria in a test lab, it is possible that neither of these settings is suitable; see page 37 for a third way to direct traffic.
Dial Plan	The default plan is: #1\a\a.T;match=1;prestrip=2; See the guide “Bria 4 Dial Plan Guide”.

3.5 SIP Account Properties – Voicemail



These settings let you configure client-side voicemail features.

Your IP PBX may also provide the ability to configure voicemail (server-side handling). An incoming phone call first goes through server-side handlers and then through the client-side handlers. Keep in mind that the fields on this Voicemail tab are not written to the server; they are configuring a second, separate handler.

You must decide how you want phone calls to be handled: by the server only, by the Bria client only, or by both. Instruct your users accordingly.

If you decide to allow both, you must make sure that your users understand how the server-side and client-side voicemail configuration must be synchronized to work together. You must also check what the server-side settings are and make sure you enter compatible information in Bria.

Table 4: SIP Account Properties – Voicemail

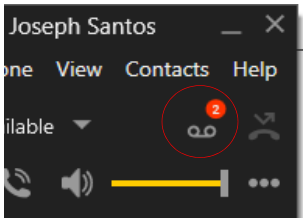
Field	Description
Check for voicemail	Set the checkbox in one of these ways: • Check the box if Bria must subscribe to be notified when there is a voicemail for you. In other words, to configure for “subscribe for message waiting”. • Clear the checkbox if your voicemail server sends notifications without Bria subscribing. In other words, to configure for “implicit subscription”. • Clear the checkbox if you do not support voicemail. Voicemail is controlled by your IP PBX, not by Bria.
Number to dial for checking voicemail	This is the number that will be called when a user clicks the Check for voicemail icon on the softphone, in order to connect to voicemail and listen to messages. • Completing this field activates the vicarial icon on the softphone. • If you leave this field empty, then this icon will not work; users will have to manually dial this number in order to connect to voicemail. 
Number for sending calls to voicemail	This is the number that incoming calls will be forwarded to if they are unanswered after the specified interval (below).
Send calls to voicemail if unanswered	To send to voicemail after the specified number of seconds. Your IP PBX may also provide a similar feature that is set up outside of Bria. If so, make sure you do not enter competing information in Bria and in the IP PBX’s user interface. For example, if you turn off this field, make sure the same feature at your service provider is also turned off. Otherwise, all your calls will continue to be forwarded.

Table 4: SIP Account Properties – Voicemail

Field	Description
Always forward to this address	Typically, each user sets this field up individually, to suit their needs. This feature works even if the VoIP service does not include voicemail. To always forward phone calls received on this account. Enter the address to forward to, but leave the checkbox cleared (the individual user will click it when desired). Phone calls received on other accounts (if you have them) are not affected by enabling this field for this particular account.
When on the phone, forward to	Typically, each user sets this field up individually, to suit their needs. This feature works even if the VoIP service does not include voicemail. To forward only when you are on another phone call. Enter the address to forward to, but leave the checkbox cleared (the individual user will click it when desired). Phone calls received on other accounts (if you have them) are not affected by enabling this field for this particular account. Your service provider may provide a similar feature that is set up outside of Bria. If so, your users must make sure they do not enter competing information in Bria and in the service provider's user interface. For example, if they turn off this field, make sure the same feature at your service provider is also turned off.

3.6 SIP Account Properties – Topology

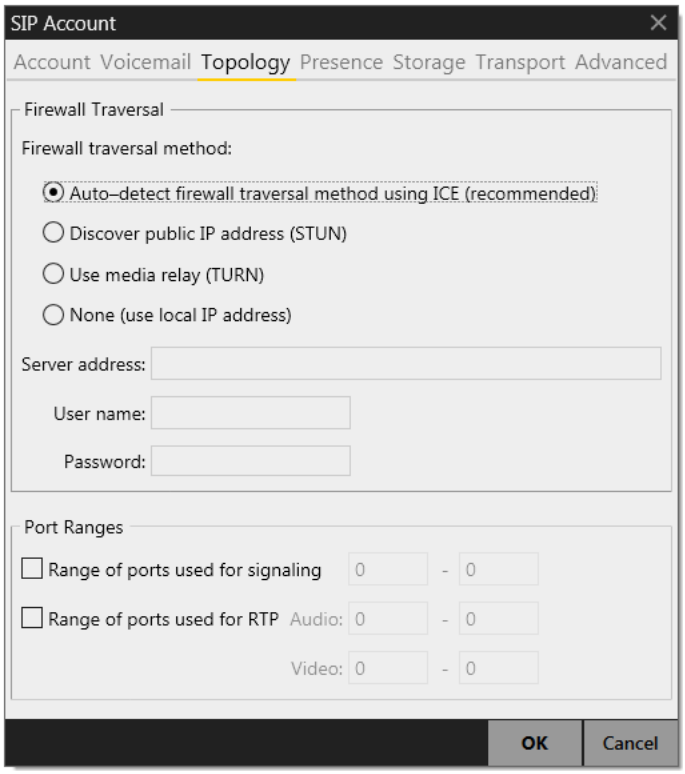
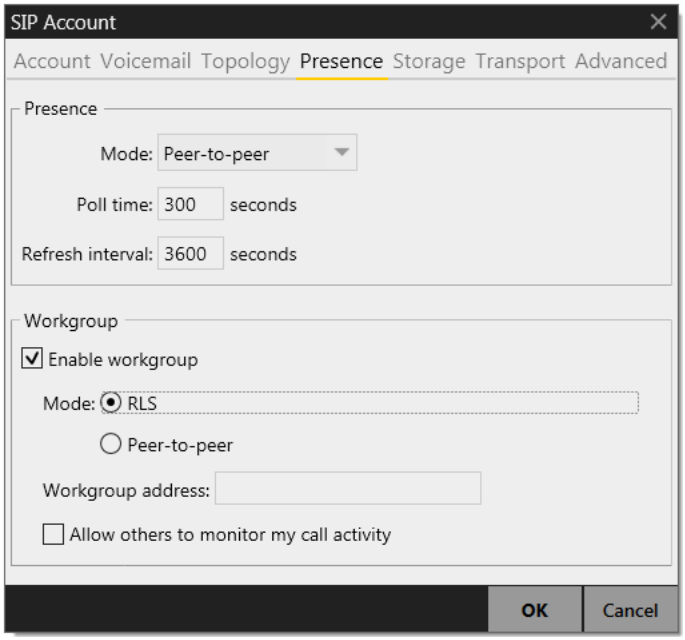


Table 5: SIP Account Properties – Topology

Field	Description
Firewall traversal mode	• Auto detect using ICE: Automatically determine the contact address for signaling traffic. Advertise the local IP, public IP (discovered via STUN, if available), and media relay IP (discovered via TURN, if available), and use these to automatically determine the best route for media traffic during calls. • Discover public IP address: Advertise the public IP address (discovered via STUN) for the contact address for signaling traffic, and for the connection address for media traffic. • Use media relay (TURN): Advertise the public IP address (discovered via STUN) for the contact address for signaling traffic. Advertise the address of a media relay server (discovered via TURN) for the connection address for media traffic. • None: Advertise the local IP address only for both signaling and media traffic.
Server address	• Empty: Discover the address of the firewall traversal server (the STUN or TURN server), if available, using DNS SRV. • Specified: Use the firewall traversal server specified as either an IP address or a fully qualified hostname. If you use the “Auto detect using ICE” option, then you can only enter a STUN server here. Don’t enter a TURN server because when ICE is used, TURN is not supported.
Ports Range	Range of ports used on local computer for SIP signaling as well as for media (both audio and video). The appropriate setting depends on your computer setup: • Checked: If your computer is behind a restrictive firewall that only allows specific port ranges to be used. Enter the range of ports to use for your SIP account. (You must also open those ports on your firewall; refer to applicable firewall documentation for information.) • Unchecked: If your computer is not behind a restrictive firewall.

3.7 SIP Account Properties – Presence

This tab lets you set up presence (for both Bria *for Windows* and Bria *for Mac*) and workgroups (Bria *for Windows* only).



Setting up Presence

If you are using SIP SIMPLE for online status sharing (presence), you can configure the SIP account to handle subscriptions through peer-to-peer subscriptions (the default) or through a presence agent.

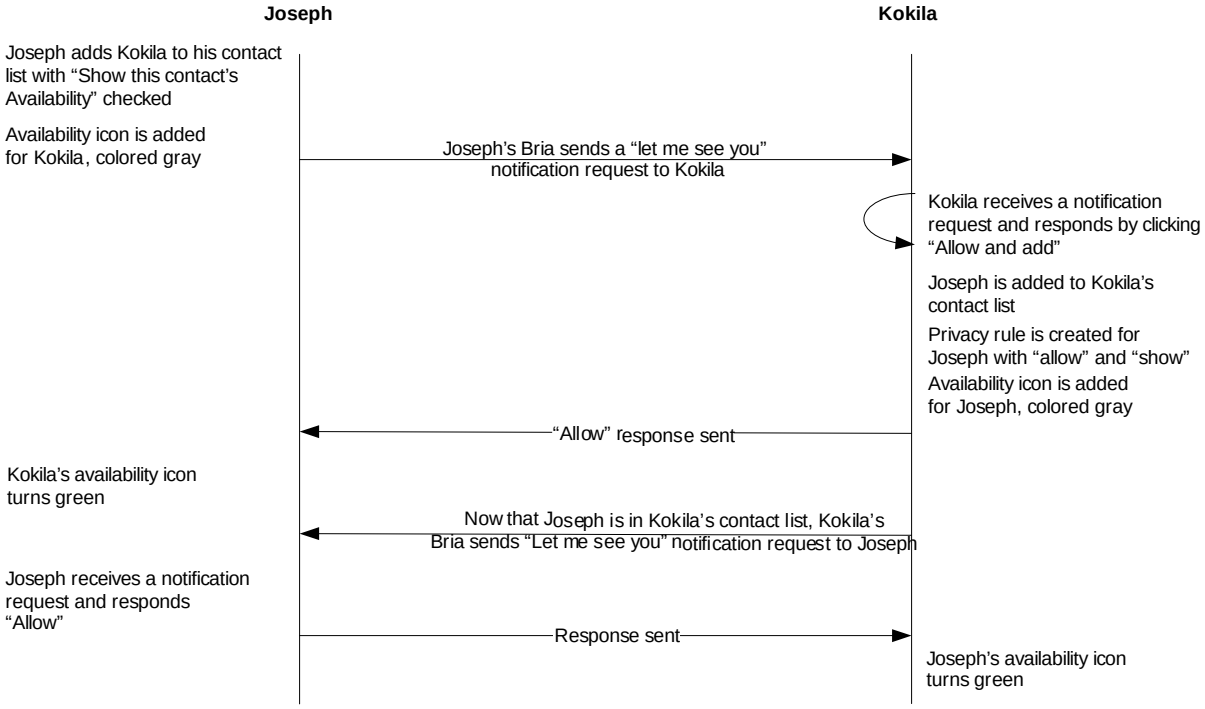
Note that you do not have to set up to share presence information on an XMPP account.

Table 6: SIP Account Properties – Presence

Field	Description
Presence	
Mode	• Disabled: Presence is not supported. • Presence Agent. • Peer-to-Peer.
Poll time	The factory setting is 300.
Refresh interval	The factory setting is 3600.

How Presence Subscriptions Work

The following chart illustrates how the sharing of online status occurs. This chart illustrates a peer-to-peer subscription, but the same principle applies when a presence agent is used.



Configuring Workgroups

A workgroup is a group of people who work together. Workgroups are also known as BLF (Busy lamp field) and BLA (Bridged line appearance).

Via the Bria Workgroup window, members of a workgroup can monitor each others' calls, pick up on behalf of another member, and join an established call.

Workgroups can be set up as a server-side feature (below), or they can be set up in the Bria client, in peer-to-peer mode (page 30). In both cases, each member of the workgroup can be set up as:

- A regular member: every watches and is watched by everyone else.
- Or as a supervisor: the supervisor watches but is not watched by other members.

Configuring in Server Mode

In server mode, workgroups are implemented through support of dialog events (RFC 4235) and through subscription to a "resource list server" (RLS) in accordance with RFC 4662. The workgroup feature uses full updates (not partial updates) for dialog events.

The server application (your PBX that includes workgroups or the workgroup application) must support RFC 4235 and RFC 4662. Bria does not support resource list subscriptions for the "presence" event package.

How Workgroup Works

Here is a typical implementation. The RLS application is set up with one or more resource lists. Each list contains the URIs (extensions) of people who are considered to be in a workgroup and can therefore monitor each other.

Now the user setup: The user displays the Accounts > Presence panel for that account and enters the URI to one resource list. The user also checks the "Allow others to monitor" field.

When the Workgroup window is opened, Bria automatically contacts the RLS with the URI of the specified list. The RLS sends out subscription requests to all the URIs in the list. Each online user automatically responds to the request. When responses are received, the RLS sends status information to the requesting user.

When all the "online" (SIP account is registered) users in the workgroup do this, the result is that each user is able to monitor the activity of every other online member of the list.

One variation on this setup is for supervisors. The setup is identical except that the supervisor unchecks the "Allow others to monitor" field. When the supervisor goes online, their requests to monitor other people in the list will be accepted, but requests from other people to monitor that supervisor will be blocked. The result is that the supervisor is able to monitor the activity of everyone in the list but no-one can see the supervisor.

Setup on the Server Application

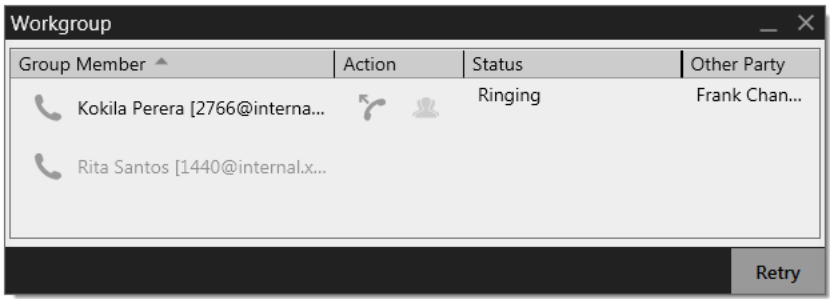
1. Create the resource list and add the appropriate people.
2. Make a note of the list name. For example, sip:2000@mydomain.com or sip:salesgroup@mydomain.

Setup on Bria

1. Each user must be set up as follows:
    - The Workgroup address must specify the name of the list.
    - If the user is non-supervisory, check the "Allow others to monitor" field.
    - If the user is a supervisor, uncheck this field.

When the user chooses View >Workgroup, Bria immediately registers attempts to subscribe to the workgroup. If the subscription succeeds, the Workgroup window appears in Bria.

The Workgroup window will show the following:



Configuring in Peer-to-Peer Mode

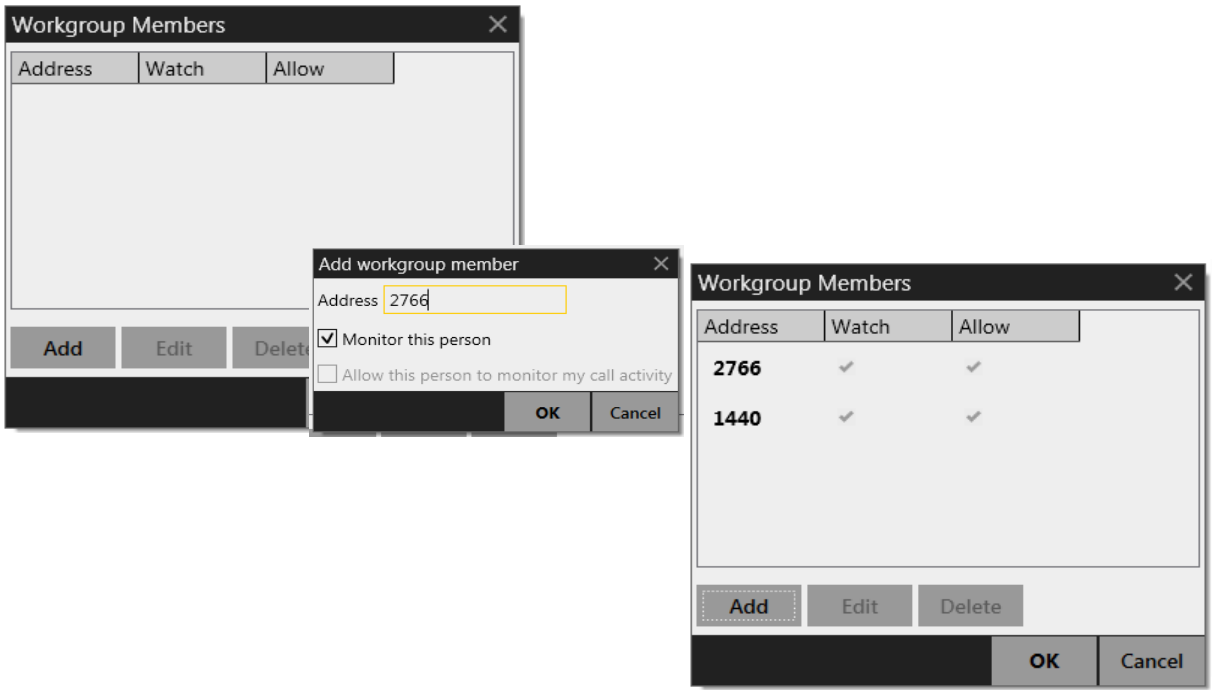
In this mode, you have two options:

- If you are deploying through provisioning, you can create workgroups and set up members in members through your provisioning response, as described in the “Bria 4 Configuration Guide – Enterprise Deployments”. However, you may still want to configure a workgroup manually yourself before setting up through provisioning.
- If you are deploying manually, users must perform their own setup, as described in the user guide. However, you may want to set up a workgroup yourself, as a dry run.

Setting up as a Regular User

Typically, everyone in a group will informally agree to add each other to their group so that everyone’s setup contains the same workgroup members.

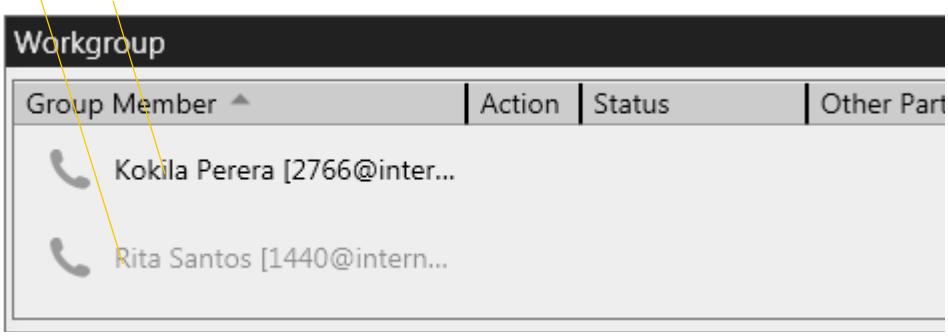
1. Set the Mode to Peer-to-peer.
2. Select the monitoring method:
    - Allow anyone to monitor my call activity: if you want everyone in the workgroup to monitor you. Normally, you choose this mode.
    - I will choose who can monitor me: if you do not want to let everyone in the workgroup to monitor you. (for example, if you are a supervisor; see below for details). Or if you only want one person to monitor you.
3. Click Edit Members. On the Workgroup Members window click Add. In the Add Workgroup member window, enter a person’s SIP address as shown. Repeat for all the members of the workgroup.



When you display the Workgroup (View > Workgroup from the main menu), the members will appear.

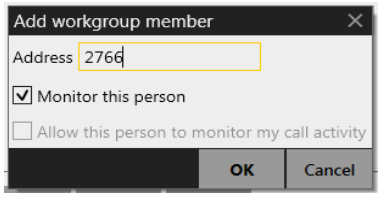
This person is shaded out. Either she has not yet added you to her workgroup list or she has added you but with “Allow this person to monitor my activity” turned off

This person is in your group and you are in her group. You are watching each other

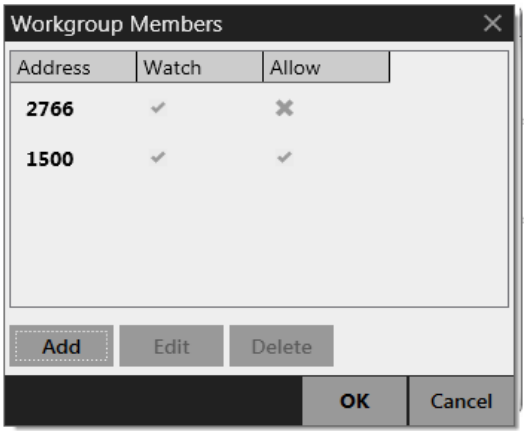


Setting up as a Supervisor

1. Set the Mode to Peer-to-peer and select “I will choose who can monitor me”.
2. Click Edit Members. On the Workgroup Members window click Add. In the Add Workgroup member window, enter a person’s SIP address as shown. Repeat for all the members of the workgroup.

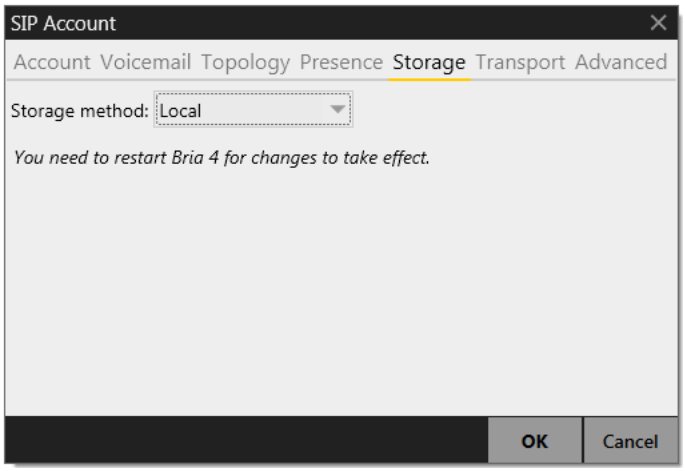


The Workgroup Members window will look like this:



3. When done, close the Workgroup Members window. When you display the Workgroup (View > Workgroup from the main menu), the members will appear.

3.8 SIP Account Properties – Storage



Change this tab if you want to let users store their contact list on a WebDAV or XCap server that you have already set up.

Table 7: SIP Account Properties – Storage

Field	Description
Storage method	Choose the appropriate storage.
Server Settings (not used for "Local")	
Use SIP credentials	Check this box to use the username and password from your SIP account in order to log into the storage server. Otherwise, uncheck this box and complete the Username and Password fields.
Use alternative server credentials	Check this box to use specific credentials. Enter data for connecting to the server.

3.9 SIP Account Properties – Transport

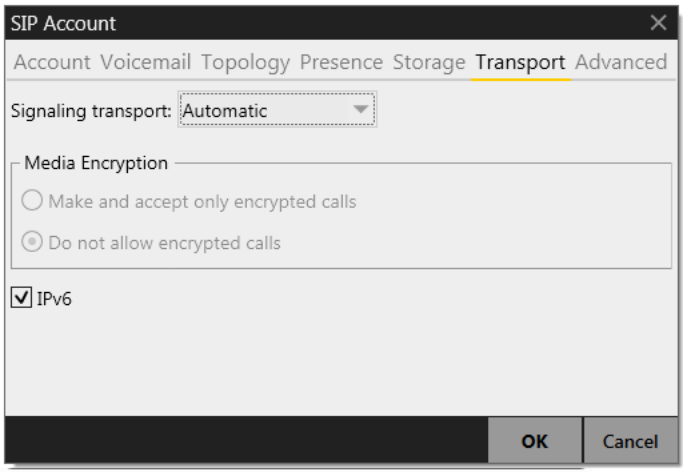


Table 8: SIP Account Properties – Security

Field	Description
Signaling Transport	• Automatic: Bria sets up the transport based on the capabilities of the network and the Bria computer. Choose this option if you do not care which transport is used. • TCP: This transport provides no signaling security. • UDP: This transport provides no signaling security. • TLS: Choose this option to request signaling encryption or both signaling and media encryption.
Media Encryption over TLS	See Table 9 on page 35. The factory setting is Do not allow encrypted call.
Enable IPv6	Generally, leave this field enabled to allow Bria to use IPv6 for phone calls and IMs. You may want to disable this field if you are currently upgrading your network to support IPv6, and you do not want your users to interfere with your test plans.

You can set up Bria for the type of security (encryption) you want for incoming and outgoing calls.

Bria supports:

- Signaling encryption using TLS
- Media encryption using SRTP.

Setting up for Security outside of Bria

When using TLS, you must have the root certificate that signs the proxy's chain of certificates. In most cases, the root certification will already be installed. Procedures for the exchange of certificates are outside the scope of this documentation. The certificates must be stored on the Bria computer, in the root certificate store.

Setting up the root certificate on your computer ensures that the connection to the proxy is TLS secure (the first hop). Any proxy in the chain (between you and the caller) that does not support TLS may cause an insecure link in the chain. Therefore, if the other party is outside your domain, you cannot be completely sure that the call is secured at the signaling level, which means that you cannot be sure that it is secured at the media level.

Setting up for Security within Bria

The options for media encryption are described in the following table.

Table 9: Media Encryption Options

Option	How Outgoing Calls are Handled	How Incoming Calls Are Handled
Make and accept only encrypted calls	Bria will place all calls with TLS. The call INVITE will specify SRTP media encryption. If the correct certificates are not in place or if the other party does not accept encrypted calls, the call will fail.	Bria will only accept INVITEs that are for encrypted calls. If Bria receives a call INVITE that is not encrypted, the call will be rejected
Do not allow encrypted calls	Bria will place only unencrypted calls. If the other party does not accept unencrypted calls, the call will fail.	Bria will only accept INVITEs that are for unencrypted calls. If Bria receives a call INVITE that is encrypted, the call will be rejected.

3.10 SIP Account Properties – Advanced

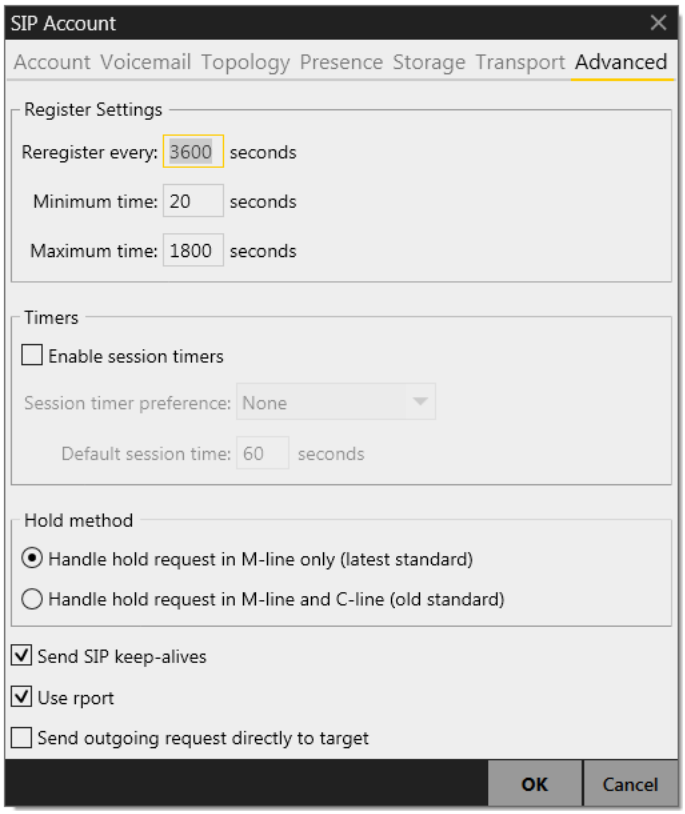


Table 10: SIP Account Properties – Advanced

Field	Description
Register Settings	
Reregister every	The time interval between Bria's attempts to reregister in order to refresh the account registration. A value of zero means not to reregister after the initial registration. This value is placed in the "Expires" header field of the REGISTER message. The factory setting is 3600.
Minimum time	If the reregistration fails, Bria will wait this amount of time, then attempt to reregister. If the second attempt fails, Bria will wait twice this time and try again, then four times this time, and so on, until reregistration succeeds. The factory setting is 20.
Maximum time	This is the maximum wait time between attempts to reregister. Once this maximum is reached, Bria will wait this time for all subsequent attempts. For example, the min. time is 20 secs, the maximum time is 120 secs. Bria will attempt to reregister as follows: • Wait 20 secs. • Attempt to connect. • If fail, wait 40 secs. • Attempt to connect. • If fail, wait 80 secs. • Attempt to connect. • If fail, wait 120 secs (the maximum) • Attempt to connect. • If fail, wait 120 secs, and so on. The factory setting is 1800.

Table 10: SIP Account Properties – Advanced

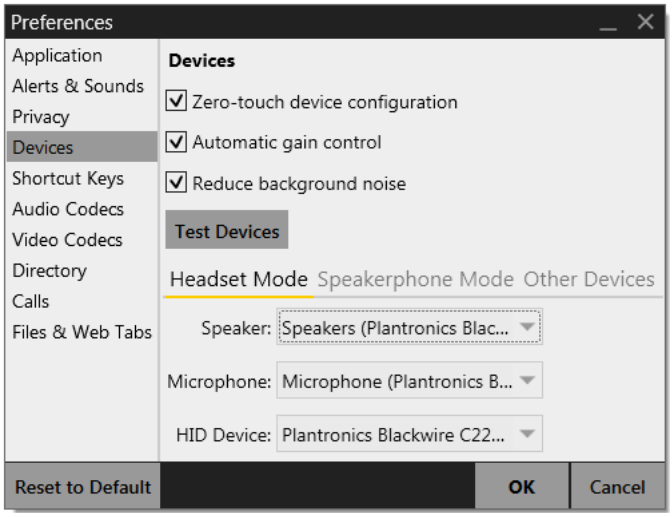
Field	Description
Timers	
Enable session timers Default session time	A session timer is a mechanism to detect whether a call session is still active from the signaling point of view. When the timer expires, a refresh is sent from one party to the other. The timer is then reset. • Turn on to enable session timer. Enter a value in Default session time. The factory setting is 60. • Turn off to disable session timer; refreshes will never be sent.
Session timer preference	This field specifies your preference for which party should send the refresh. The preference is not a guarantee that the refresh will be performed by the specified party. The choices are: • None: No preference. • Local refreshes: Your computer sends. • Remote refreshes: The other party sends. • UAC refreshes: The user agent client (the party that initiated establishment of the communications) sends. • UAS refreshes: The user agent server (the other party) sends.
Hold method	Choose the appropriate value. If necessary, speak to your service provider.
Send SIP keep-alives	Typically on, to instruct Bria to send SIP keep-alive messages in order to maintain a “pinhole” through your firewall for SIP messaging.
Use rport	Typically on.
Send outgoing request directly to target	When checked, requests with a complete URI (user@ABC.com) go to ABC.com and the “Send outbound via” field on the Account tab (page 22) is ignored. If you check this field, make sure you also set “Send outbound via” (on Accounts > Account) to “Domain”. Typically off. This field is intended for test labs and may cause problems in a NAT environment.

4 Preferences Reference

Choose Softphone > Preferences. The Preferences window appears. The Preferences panels let users control the way that they work with Bria. It also contains fields to configure features that apply globally, rather than on a per-account basis.

The following sections discuss only the tabs and fields that you, the administrator, should complete. Other fields, which control user preferences, are not discussed.

4.1 Preferences – Devices



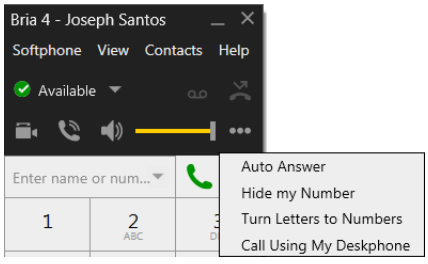
On this panel, you should complete only the Deskphone information on the Other Devices tab, and only if you support deskphone use. Leave the other tabs for each user to complete to match their individual hardware.

Setting up a Deskphone

If your enterprise uses SIP deskphones, you can configure Bria to use them. Users will be able to initiate calls from Bria then switch over to the deskphone for the rest of the call.

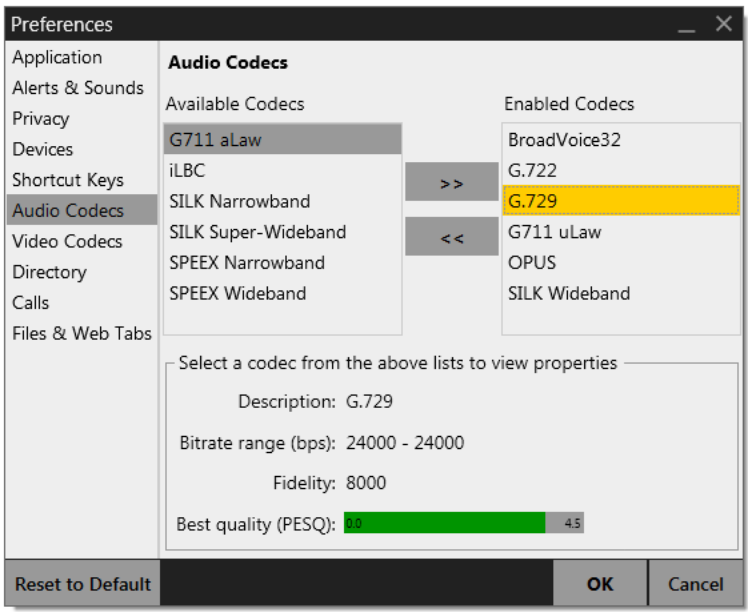
The deskphone must be a SIP phone that supports dialog events and out-of-dialog REFERs, it must be registered on the PBX with its own extension (not the same extension as the user's Bria account) and it must be on the local network (reachable without NAT traversal).

To set up for deskphones:



- Make sure the deskphone has already been set up in your network and on your PBX, and that it can make phone calls.
- Click Deskphone in the Other Devices tab and enter the URI of the deskphone. For example, 3210@myEnterprise.com.
- To test the deskphone setup, on the Bria dashboard menu, choose Call Using Deskphone. Then place a phone call.

4.2 Preferences – Audio Codecs



This panel shows all the codecs that are included in the retail version of Bria. You can enable or disable codecs as desired. With only one codec enabled, all calls made will use that codec. With more than one codec enabled, Bria negotiates a common codec with the other party.

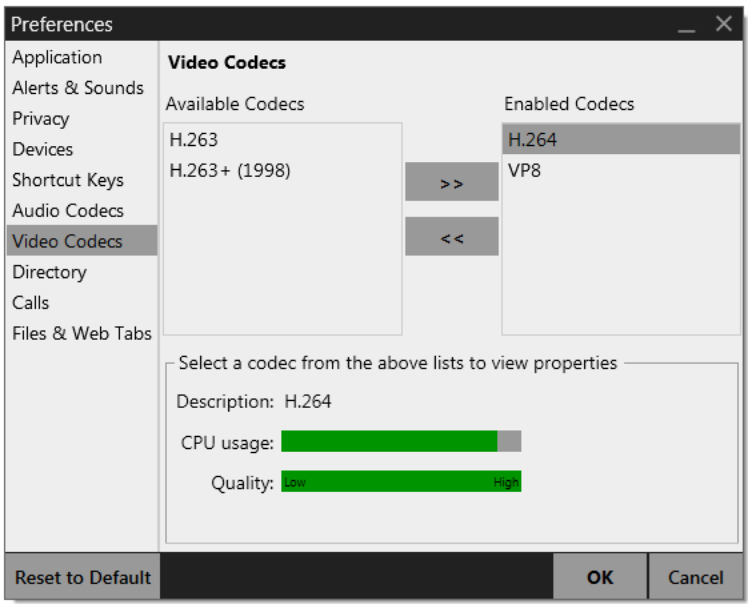
You cannot change the properties of any codecs.

About Codecs

Audio codecs describe the format by which audio streams are compressed for transmission over networks. Codecs can be categorized as either narrowband or wideband:

- Narrowband codecs work with low bandwidth such as a dialup internet connection. These codecs have a sampling rate of 8 kHz.
- Wideband codecs work with high bandwidths and result in better audio quality. However, they do not work with PSTN. These codecs have a sampling rate of 16 kHz.

4.3 Preferences – Video Codecs



Video codecs describe the format by which video streams are compressed for transmission over networks. Some codecs require less bandwidth than others, but may result in lower video quality.

You can enable or disable codecs as desired. With only one codec enabled, all calls made will use that particular compression format. With more than one codec enabled, Bria negotiates a common codec with the other party.

You cannot change the properties of any codecs.

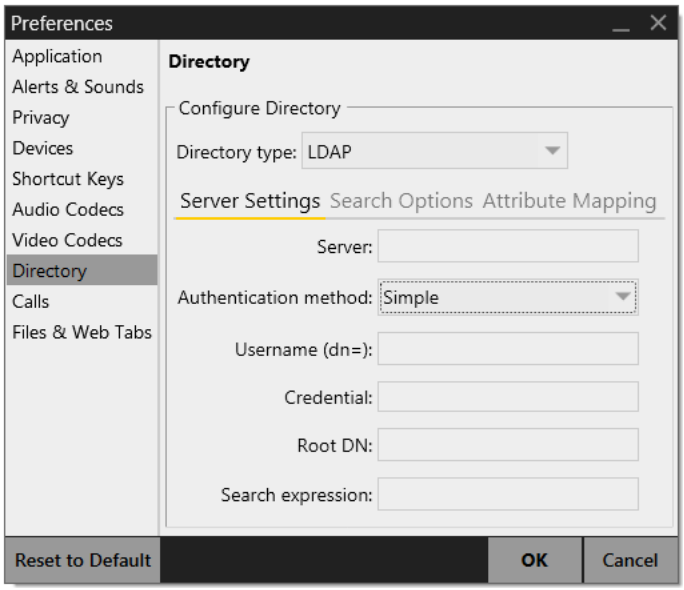
4.4 Preferences – Directory

If your organization has an LDAP or Active Directory server, you can configure Bria to connect to that server. The entries from the directory will appear in the Directory tab (alongside the Contacts and History tabs).

If your users use both Bria *for Windows* and Bria *for Mac*, you can deploy a directory using LDAP. If your users use only Bria *for Windows*, you can deploy a directory using LDAP or Active Directory.

In Directory Type, select the desired option. Other fields appears; see below.

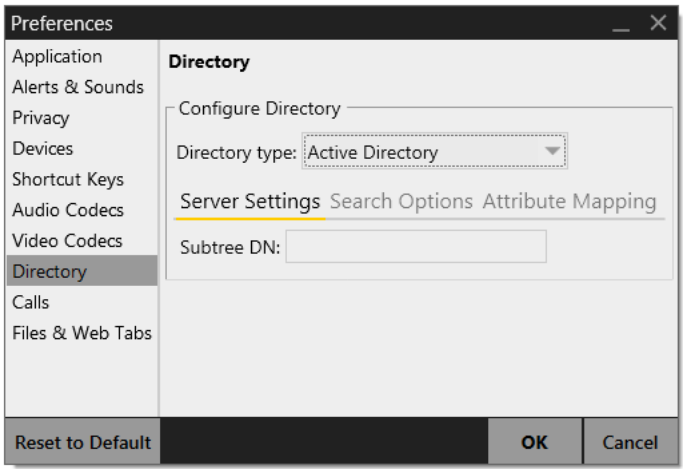
LDAP



LDAP Settings	
Field	**Description**
Server Settings	
Server	The hostname or IP address of the directory server. For example, ldap.example.com.
Authentication method	Anonymous or Simple. Choose Simple if your LDAP server requires a valid login in order to allow binding and searching the directory.
Username	The full DN of the username that will be used for authenticating to the directory. For example: CN=ldapauthuser,OU=users,OU=company,DC=example,DC=com Leave blank if Authentication is set to Anonymous.
Credential	The password for the username. Leave blank if Authentication is Anonymous.
Root DN	The “base” DN of the server where searches will begin. The entire subtree under the Root DN will be used for searching. For example: OU=users, OU=company, DC=example,DC=com
Search expression	The query used to filter valid users in the directory. This query can be used to retrieve only members of a group, for example. For example: (memberOf=CN=Corporate Users, Ou=Groups, OU=company, DC=example,DC=com)

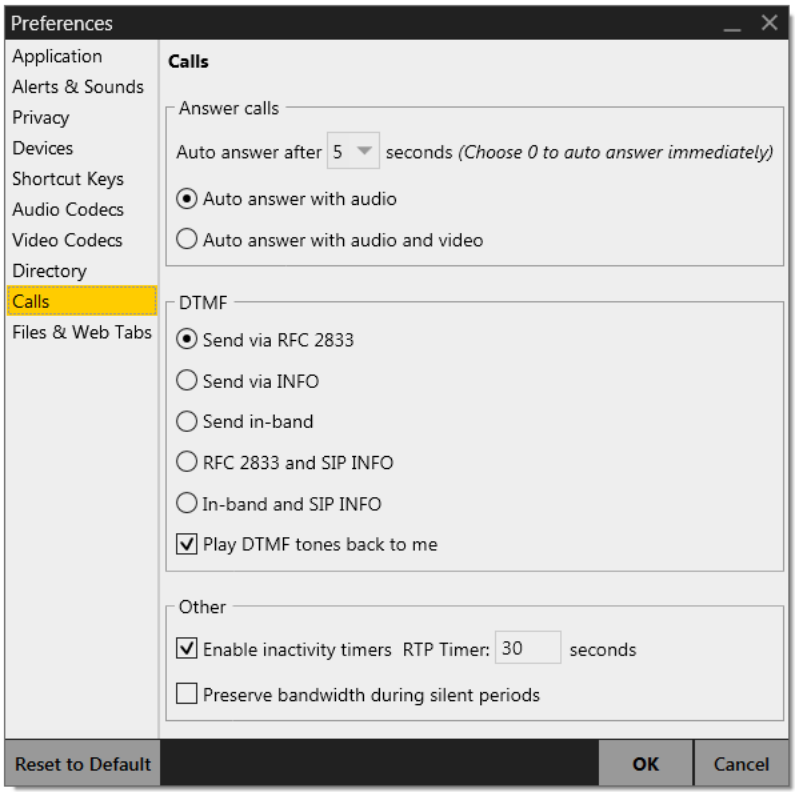
LDAP Settings	
Field	**Description**
Search Options	
Type	• Search on demand: The Directory tab on the softphone will have a Search button. The Directory tab is empty until the user performs a search. Each time the user clicks Search, a new retrieve is performed. This option is recommended for directories with more than 500 entries. • Type to filter list: The Directory tab on the softphone will *not* have a Search button. The Directory tab is populated as soon as Bria starts, with the records from the database (restricted by the Max records field. When the user types in the filter field in the Directory tab, the local contents are filtered (a new retrieve is not performed).
Search timeout	A search of the database will stop if it has not succeeded by this timeout.
Max results	Optional, to restrict the number of records returned. • When “Search on demand” is chosen, this field can be used to prevent the user retrieving too many records (and slowing down the system). • When “Type to filter” is chosen, make sure this number is at least equal to the number of records in your database, otherwise records at the end of the database will never be retrieved. 0 means no maximum number of records.
Update interval	When “Type to filter” is chosen, the database is retrieved with this frequency. If the user has filtered the Directory contents, then when this timer expires, the filter is lost and the entire database is displayed again.
Attribute Mapping	
All fields	In this section, map the names of the attributes that are in your directory to the corresponding fields in Bria. The field label is the Bria field. The field box specifies the attribute name. Be careful with this mapping because when users create a contact from a directory entry, the phone number is mapped into the different contact methods in the contact. Specifically: • Softphone: Bria recognizes a value in this field as a softphone address and will map this field to the Softphone contact method for the contact. Bria considers a Softphone address as one that can be phoned and (if SIP is being used for IM/presence) as one that can be used for IM/presence. • Jabber: Bria recognizes a value in this field as a Jabber (XMPP) address and will map this field to the Jabber contact method for the contact. Bria considers a Jabber address as one that can be used for IM/presence (if XMPP is being used for IM/presence).

Active Directory



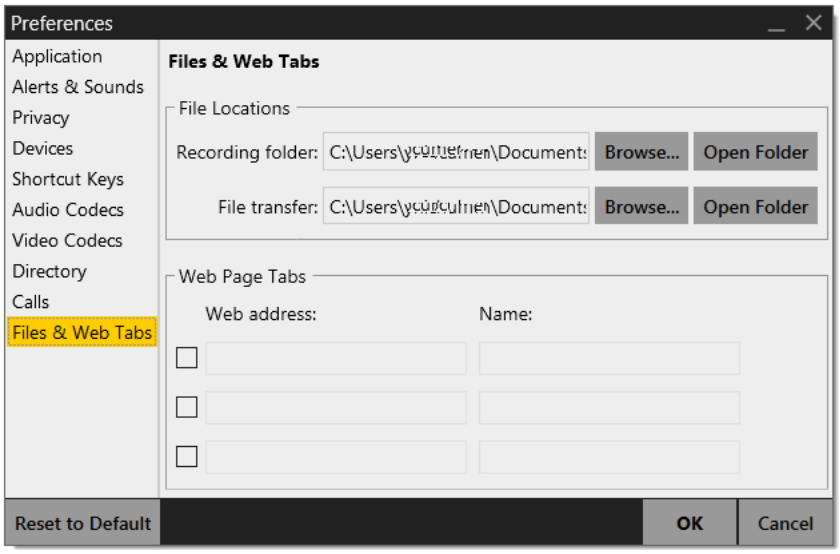
ADSI (Active Directory) Settings	
Field	**Description**
Server Settings	
Subtree DN	The Active Directory subdirectory to restrict the search to.
Search Options	
Type	• Search on demand: The Directory tab on the softphone will have a Search button. The Directory tab is empty until the user performs a search. Each time the user clicks Search, a new retrieve is performed. This option is recommended for directories with more than 500 entries. • Type to filter list: The Directory tab on the softphone will *not* have a Search button. The Directory tab is populated as soon as Bria starts, with the records from the database (restricted by the Max records field. When the user types in the filter field in the Directory tab, the local contents are filtered (a new retrieve is not performed).
Search timeout	A search of the database will stop if it has not succeeded by this timeout.
Max results	Optional, to restrict the number of records returned. • When “Search on demand” is chosen, this field can be used to prevent the user retrieving too many records (and slowing down the system). • When “Type to filter” is chosen, make sure this number is at least equal to the number of records in your database, otherwise records at the end of the database will never be retrieved. 0 means no maximum number of records.
Update interval	When “Type to filter” is chosen, the database is retrieved with this frequency. If the user has filtered the Directory contents, then when this timer expires, the filter is lost and the entire database is displayed again.
Attribute Mapping	
All fields	In this section, map the names of the attributes that are in your directory to the corresponding fields in Bria. The field label is the Bria field. The field box specifies the attribute name. Be careful with this mapping because when users create a contact from a directory entry, the phone number is mapped into the different contact methods in the contact. Specifically: • Softphone: Bria recognizes a value in this field as a softphone address and will map this field to the Softphone contact method for the contact. Bria considers a Softphone address as one that can be phoned and (if SIP is being used for IM/presence) as one that can be used for IM/presence. • Jabber: Bria recognizes a value in this field as a Jabber (XMPP) address and will map this field to the Jabber contact method for the contact. Bria considers a Jabber address as one that can be used for IM/presence (if XMPP is being used for IM/presence).

4.5 Preferences – Calls



Field	Description
Auto Answer	Let your users set these fields to suit.
DTMF	Choose the method for sending DTMF that is supported by your VoIP service provider. In-band means that Bria will encode the DTMF signals in the audio stream as regular sound. Typically, DTMF is not sent in-band; in-band is only used in specific situations. One scenario in which it might be advisable to send in-band is if you own your gateways and: • One or more of these gateways does not support RFC 2833 or does not handle it well, and • Your gateway is using codes that reproduce DTMF tones well. In this case, sending in-band will ensure that DTMF tones get through (because the DTMF tones will bypass the gateway) and that they reproduce accurately at the receiving end.
RTP	The RTP inactivity timers control how phone calls are disconnected when RTP and/or RTCP are not detected. You can choose to enable or disable the timers. The timers are enabled by default. If you leave the timers enabled, you can set the value of the RTCP timer. The RTP timer is fixed at 30 seconds. • Bria ends a call if it has never detected RTCP in the call and no RTP is received for the length of the RTP timer (30 seconds). • Bria ends a call if it has detected RTCP on this call but then it does not receive an RTCP for the length of the RTCP timer (default value: 300 seconds). You can change the length of this timer.
Preserve Bandwidth	When this feature is on, Bria stops sending audio when you are not talking. When this feature is off, Bria always sends audio, which uses more bandwidth but may result in better call quality. Typically off. However, if you are using a slow (dial-up or ISDN) connection, you may want to turn it on.

4.6 Preferences – Files & Web Tabs



Field	Description
Recording folder	The folder where files for recording of phone calls will be saved.
File transfer folder	The folder where received files will be saved. c
Web Page Tabs	You can set up a web page as a new tab in the Resources panel; it will appear alongside Contacts, History and so on. Enter the web address and a name (this name will be appear in the tab). Enter a checkbox to create the tab. At any time, you can clear the checkbox to remove the tab from the Resources panel. You can also simply show or hide the tab from the View menu in the Bria menu.

A Configuration Form

This form provides space for configuration information for one SIP account. Fields that are typically completed by the user to suit their preference are not included.

SIP Accounts

Dialog	Field	Account 1	Account 2
Accounts List	Preferred account for phone calls		
	Preferred account for workgroup (if applicable)		
Account > Account Tab	Use for Calls (yes/no)		
	Use for IM and presence (yes/no)		
	Account Name		
	User ID		
	Domain		
	Password		
	Display name		
	Authorization name		
	Register with domain		
	Send outbound via		
	Dial plan		
Account > Voicemail Tab	Check for Voicemail		
	Number to dial for checking voicemail		
	Number for sending calls to voicemail		
	Send calls to voicemail if unanswered		
	seconds		
	Always forward to		
	When on the phone, forward to		
Account > Topology Tab	Firewall traversal method		
	Server address		
	User name		
	Password		
	Port ranges for signaling (checkbox)		
	Port ranges for signaling (from, to)		
	Port ranges for RTP audio (checkbox)		
	Port ranges for RTP audio (from, to)		
	Port ranges for RTP video (checkbox)		
	Port ranges for RTP video (from, to)		

Dialog	Field	Account 1	Account 2
Account > Presence Tab	Presence Mode		
	Poll time		
	Update interval		
	Enable workgroup		
	Workgroup mode		
	If RLS mode: Workgroup address (Bria *for Windows* only)		
	If RLS mode: Allow others to monitor		
	If peer-to-peer mode: Edit members list (list of people in workgroup)		
Account > Storage	Storage Method		
Account > Transport Tab	Signaling Transport		
	Media Encryption over TLS		
	Enable IPv6		
Account > Advanced Tab	Reregister every		
	Minimum time		
	Maximum time		
	Enable session timers		
	Session timer preference		
	Default session time		
	Hold method (old or new standard)		
	Send SIP keep-alives		
	Use rport		
	Send outgoing request directly to target		
Preferences > Devices > Other Devices	Deskphone URI (if supported)		
Preferences > Audio Codecs	Enabled codecs		
Preferences > Video Codecs	Enabled codecs		

Dialog	Field	Account 1	Account 2
Preferences > Directory	Directory type		
	LDAP		
	Server		
	Authentication method		
	Username		
	Credential		
	Root DN		
	ADSI		
	Subtree DN		
	Search Options (Both Types)		
	Type of search		
	Search timeout		
	Max results		
	Update interval		
	Attribute Mapping (Both Types)		
	Display name		
	First name		
	Last name		
	Job title		
	Department		
	Location		
	Work number		
	Mobile number		
	Softphone		
	Office phone		
	E-mail		
	Jabber		
Preferences > Calls	DTMF method		
	RTP - enable inactivity timer		
	RTP - time		
Preferences > Files & Web Tabs	Recording folder		
	File transfer folder		
	Web page tabs – web address		

XMPP Account

Field	Value
Account Name	
User ID	
Domain	
Password	
Display name	
Port selection	
Connect port	
Outbound proxy	
Resource	
Priority	

B Contact List Headings

Following is a list of all the headings that are used in the Bria contact list. This list can be useful when formatting a contact list in order to import it into Bria. For details, see “Setting up Contacts” on page 13.

The same headings are used for both Bria *for Mac* and Bria *for Windows.*

Heading	Description
business_number	
business_numbern, where n is 2 to 6	
categories	Maps to Bria groups
default_address	Maps to the Presence field
default_address_comm	Always specifies IM, if default_address is specified. This heading does not map to a Contact Profile field
default_address_type	Specifies SIP or XMPP
display-name	
email_address	
email_addressn, where n is 2 to 6	
fax_number	
fax_numbern, where n is 2 to 6	
given_name	
home_number	
home_numbern, where n is 2 to 6	
mobile_number	
mobile_numbern, where n is 2 to 6	
other_address	
other_addressn, where n is 2 to 6	
postal_address	
presence_subscription	TRUE or FALSE
sip_address	Maps to the Softphone field.
sip_addressn, where n is 2 to 6	
surname	
web_page	
web_pagen, where n is 2 to 6	
xmpp_address	Maps to the Instant Message field. This field must always specify an XMPP address
xmpp_addressn, where n is 2 to 6	

C Glossary

Broadband	Broad or wide bandwidth. In data transmission, the wider the band, the more data it is possible to transmit in a given time span. A cable, DSL and ADSL connection to the network provide broadband for data transmission. A dialup or ISDN connection typically provide a narrow bandwidth for data transmission.
Codec	Codecs are programs in Bria involved in transmitting audio; each codec has different characteristics and therefore each works better in some situations than in others
Dial plan	The rules that Bria follows in order to interpret the softphone address or phone number that the user has entered and to modify the number or address, as required, to ensure that the call will be placed successfully.
DTMF	Dual-tone multi frequency. DTMF is the system that is used in interactive voice-response menu systems such as the menu system for accessing voicemail messages. The DTMF system allows the user to interact with the menu by pressing keys on a dialpad or keyboard.
Firewall	A technology that prevents unauthorized people connecting to your computer and to the applications running on the computer.
HID	Human interface device. In Bria, if the headset is HID-compliant, the user can configure the buttons on the device to invoke functions on Bria such as answering an incoming call.
IM	Instant Messaging. A technology that lets users send text message and files for near instantaneous delivery and display on each others' computers.
MWI	Message Waiting Indicator. An indicator that there is a voicemail message for the owner of an account.
Narrowband	In data transmission, the wider the band, the more data it is possible to transmit in a given time span. A cable, DSL and ADSL connection to the network provide broadband for data transmission. A dialup or ISDN connection typically provide a narrow bandwidth for data transmission.
Presence	An instant messaging feature that allows users to share information about their online status.
PSTN	Public Switch Telephone Network. The traditional land-line phone network.
SIP account	An account that provides the user the ability to make VoIP phone calls. The account encapsulates the rules and functions the user can access.
softphone address	The address used to connect to a SIP endpoint. In other words, the "phone number" used in a VoIP phone call. For example, sip:joseph@domainA.com.
USB device	Universal Serial Bus device. A device that follows a specific communications standard. A headset may be a "USB type" of headset.
vCard	An electronic business card that is often attached to an e-mail. It often appears as a "signature" block that identifies the person, their title, and their business.
VoIP	Voice over Internet Protocol. A variation of IP used for sending voice data over the internet, in other words, used for making phone calls over the internet.
XMPP account	An account that provides the user with the ability to send IMs and view other people's presence.