



COUNTERPATH

Bria 5 User Guide

Windows and Mac - Version 5.5




About this document

Bria 5 User Guide - Windows and Mac - Version 5.5
Publication date: 2019-02-20

Copyright ©2019 CounterPath Corporation. All rights reserved.

This document contains information proprietary to CounterPath Corporation, and shall not be used for engineering, design, procurement, or manufacture, in whole or in part, without the consent of CounterPath Corporation. The content of this publication is intended to demonstrate typical uses and capabilities of Bria 5 from CounterPath Corporation. Users of this material must determine for themselves whether the information contained herein applies to a particular IP-based networking system. CounterPath Corporation makes no warranty regarding the content of this document, including—but not limited to—implied warranties of fitness for any particular purpose. In no case will CounterPath Corporation, its employees, officers or directors be liable for any incidental, indirect or otherwise consequential damage or loss that may result after the use of this publication.

CounterPath®, Bria®, X-Lite®, and the  logo are registered trademarks of CounterPath Corporation.

Stretto™ and the Stretto Platform™ are trademarks of CounterPath Corporation.

Android and Google Play are trademarks of Google Inc. Eclipse is a trademark of Eclipse Foundation, Inc.

Intel, the Intel logo, Intel Core and Core Inside are trademarks of Intel Corporation in the U.S. and/or other countries.

iOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under license.

iPhone, iPad, iPod, Mac, macOS, App Store, Objective-C, and Xcode are trademarks of Apple Inc., registered in the U.S. and other countries.

Microsoft, Active Directory, Office, Excel, Outlook, and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

Oracle and Java are registered trademarks of Oracle and/or its affiliates.

All other products and services are the registered trademarks of their respective holders.

CounterPath Corporation
Suite 300, One Bentall Centre
505 Burrard Street, Box 95
Vancouver, BC V7X 1M3
Canada

+1.604.320.3344
sales@counterpath.com
www.CounterPath.com

Contents

Introduction to Bria 5	1
Bria 5 Features	2
Requirements	3
Quick start - Setting up Bria 5	5
Set up Bria 5	5
Quick start - Getting to know Bria 5	6
Quick start - Handling calls	7
Getting started	10
Switching to configuration server details	11
Giving permissions to Bria 5 (Mac)	12
Exiting Bria 5	12
Setting up accounts	13
SIP account requirements	13
XMPP account requirements	20
Using the Bria 5 interface	23
Managing Bria 5 licenses as an end user	28
Configuring OS notifications	31
Checking for Bria 5 software updates	32
Calls	33
Placing an audio or video call	33
To add video to an audio call	46
To stop and resume video	47
To show and hide the video preview	47
To expand and exit full screen video	48
To change video settings	49
Placing simultaneous calls	49
Dealing with an auto attendant (Pause dialing)	50
Handling an incoming call	53
Transferring a call	57
Forwarding a call	60
Encrypting a call	60
Recording a call	61
Ending a call	65
Conference calls	66

Creating a conference call	66
Video conference calls	73
Sending an instant message to a conference participant	74
To send a participant an instant message (IM) during the conference call	75
Putting a conference on hold	75
Speaking to a participant separately	76
Removing a participant or ending a conference call	77
Accessing voice mail	79
Multiple SIP accounts	79
Messaging	80
Opening the Messages window	81
Instant messages	82
Chat rooms	89
Working with messages	119
Presence	124
Changing your status	124
Viewing others' status and status alerts	127
File sharing	133
Sending files	133
Receiving files	135
Contacts	136
Viewing contacts	136
Adding and exporting contacts	139
Editing a contact	154
Managing groups	166
Favorites	169
Directory Tab	171
History	174
Viewing History	174
Searching and filtering History	179
Call recordings in History	183
Exporting calls from History	186
Deleting History	187
Microsoft Office Integration - Windows only	189

Placing an audio or video call from Outlook	190
IM and presence in Outlook	191
Configuring Bria 5	194
Managing Bria 5 licenses as an administrator	194
Performing a silent install of Bria 5	196
Configuring Bria 5 - Accounts	197
Configuring Bria 5 - Preferences	224
Setting the primary number in an XMPP vCard	243
Reference	244
Troubleshooting	244
Other ways to use Bria 5	245
Bria 5 Desktop keyboard accelerators	249
Contact list headings	251
Glossary	253

Introduction to Bria 5

This user guide describes how to use and configure Bria 5. Bria 5 is a softphone from CounterPath that enables you to make VoIP voice and video calls, send and receive instant messages, share online status (presence) information, and exchange files.

Who this guide is for:

- **System administrators** who have purchased Bria 5 from the CounterPath website and are deploying Bria 5 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 5 from CounterPath Sales, without further customization or engineering changes.
- **End users** who have purchased Bria 5 from the CounterPath website.
- **End users** in an enterprise or subscribers of a service provider who has deployed Bria 5.

Recommended usage of this user guide:

- If you are working in an enterprise and you have a system administrator, it is assumed that your system administrator has configured Bria 5 on your behalf. You do not need to read the section on configuration.
- If you are deploying Bria 5 without the help of a system administrator, read [Configuring Bria 5](#) first, then use the rest of the user guide.
- If you are a system administrator at an enterprise or a service provider, read [Configuring Bria 5](#). You can deploy Bria 5 either by manually configuring via the softphone GUI or by using a provisioning server. If you decide to implement remote provisioning, you also need to read the Provisioning Guide.

Bria 5 Features

Standard enterprise telephone features

- Call display
- Voicemail with message waiting indicator (MWI)
- Speakerphone and mute
- Redial
- Hold
- Do not disturb
- Call history
- Call forward
- Call transfer
- Call record
- Auto answer
- Six-party audio conferencing (hosted locally)
- Six-party video conferencing (hosted locally)

Advanced features and functions

- Video calls with 1080p HD support
- Support for the following languages in addition to English: Simplified Chinese (Windows only), Dutch (Windows only), French, German, Italian (Windows only), Japanese, Portuguese, Russian, and Spanish
- IM and presence
- IM conferencing (group chat)
- Corporate chat rooms
- Contact list containing the individual user's contacts
- Favorites list
- Directory containing names from a shared LDAP directory

- Windows only: Directory containing names from a shared Microsoft® Active Directory®
- Windows only: Access to Microsoft Outlook® contacts from within Bria 5
- Mac only: Access to Mac address book contacts from within Bria 5
- Windows only: Microsoft Outlook integration
- File transfer
- Support for DTMF (RFC 2833, SIP INFO or inband DTMF)
- Automatic detection of audio and video devices
- Acoustic echo cancellation, automatic gain control, voice activity detection
- Audio codecs: G.711aLaw, G.711µLaw, G.722, G.729A, G.729B, GSM, Opus, SILK Narrowband, SILK Wideband, SILK Super-Wideband, Speex Narrowband, Speex Wideband, Speex Wideband
- Video codecs: H.263, H.263+ (1998), H.264, VP8
- Support for these firewall traversal solutions: STUN, TURN, or ICE
- Windows only: Support for **silent network installation** on Windows workstations

Requirements

Service requirements

- A VoIP service subscription with a local service provider or ISP in order to make audio or video calls with Bria 5. Please contact your local service provider to subscribe.
- An XMPP service subscription for presence and messaging.

Desktop System Requirements

Component	Requirement
Processor	Minimum: Core 2 Duo 2.1 GHz Recommended: i5/i7 2.4 GHz and above
Memory	Minimum: 4GB RAM

Component	Requirement
	Recommended: 8 GB RAM and above
Hard Disk Space	400 MB (Install/Upgrade, 200 MB operation)
Operating System	Microsoft Windows 7 SP1 Microsoft Windows 8.1 (Desktop mode) Microsoft Windows 10, including 2-in-1 tablet support (Fall Creators Update or newer required) macOS 10.12 (Sierra) macOS 10.13 (High Sierra) macOS 10.14 (Mojave)
Connection	IP network connection (broadband, LAN, wireless); Constant Internet connection
Audio Device	Full duplex, 16-bit or USB headset

Bria 5 supports Windows-based 2-in-1 laptops so you can enjoy using Bria 5 in both desktop mode and tablet mode. Make sure you enable **Settings > Devices > Typing > Touch Keyboard** and select **Show the touch keyboard when not in tablet mode** and **There's no keyboard attached**.

Quick start - Setting up Bria 5

This section can help you get started with Bria 5.

Set up Bria 5

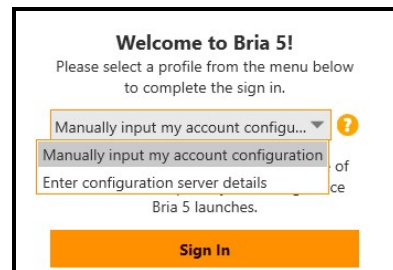
Download and install for Windows



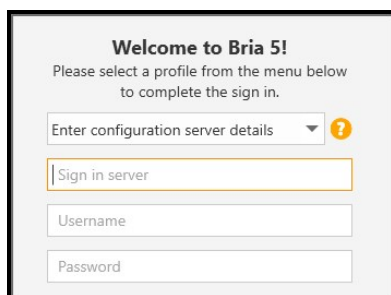
Download and install for Mac



Choose your sign in profile



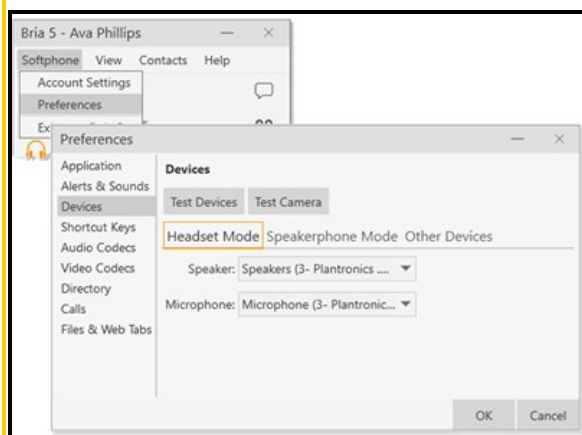
Sign in



OR

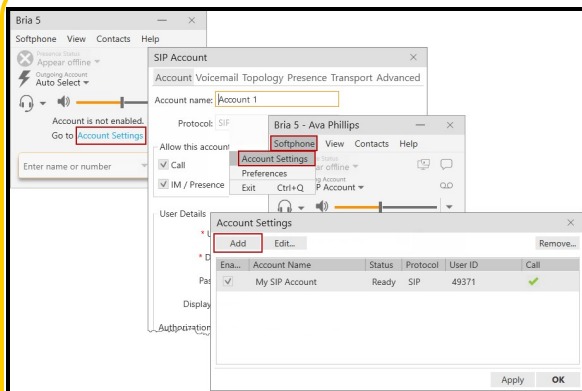
Set up your SIP account and Set up your XMPP account

Connect your headset



Select **Softphone** > **Preferences** > **Devices** (Windows)

Select **Bria 5** > **Preferences** > **Devices** (Mac)



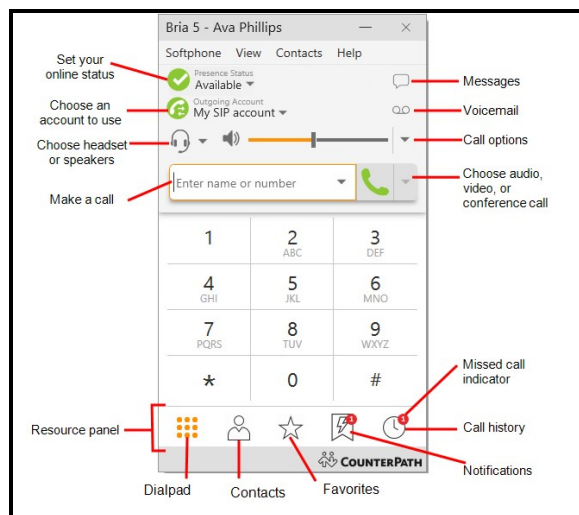
Select **Softphone** > **Account Settings** > **Add** (Windows)
 Select **Bria 5** > **Accounts** > **Add Account** (Mac)

Quick start - Getting to know Bria 5

This section can help learn about Bria 5's user interface.

Get to know Bria 5

Learn the tools of Bria 5

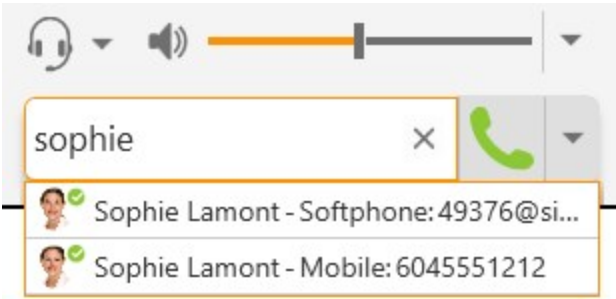


Quick start - Handling calls

This section can help you handle calls on Bria 5.

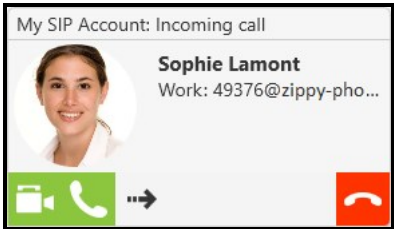
Make and accept calls

Make a call



Enter a phone number or the name of a contact .

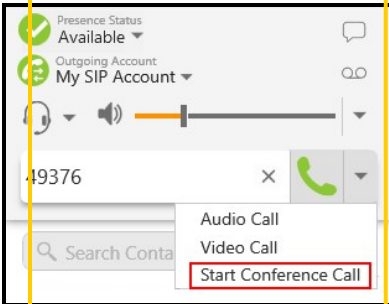
Answer a call



Accept with video or audio or hang up to reject the call.

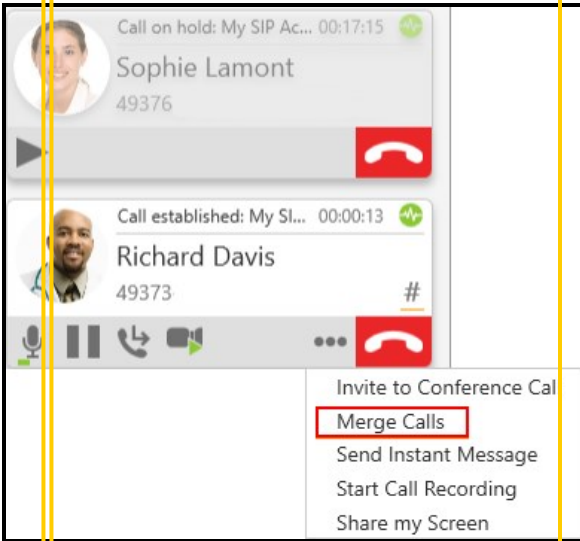
Start a conference call

Start a conference

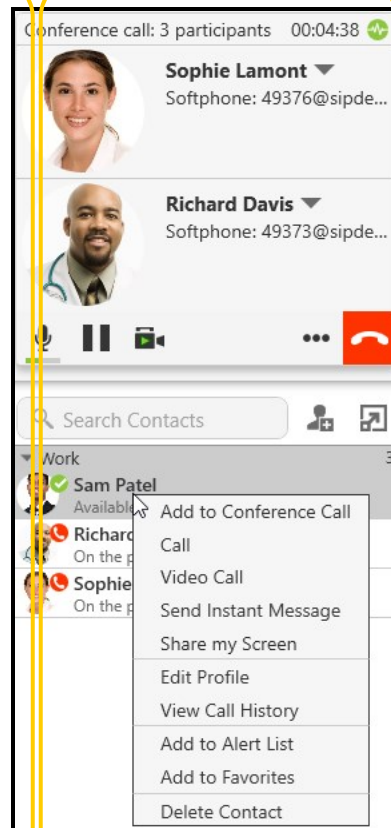


Enter a phone number or the name of a contact and select **Start Conference Call**.

Merge calls together



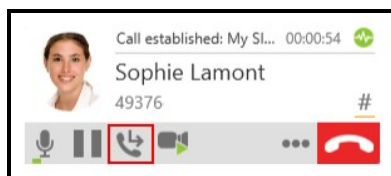
Click ... **More** and choose **Merge Calls**.



Select additional contacts to add.

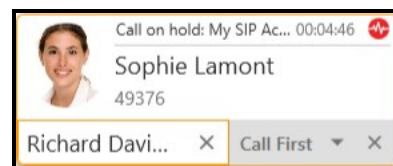
Transfer a call

Transfer a call (unattended)

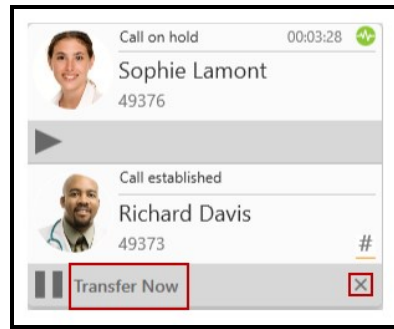


Click **Transfer Call** and enter the name or number to which you're transferring the call.

Transfer a call (attended)



Click **Transfer Call**, enter the name or number to which you're transferring the call, and choose **Call First**.



When you have spoken to the recipient, click **Transfer** (or **X** to cancel).

Getting started

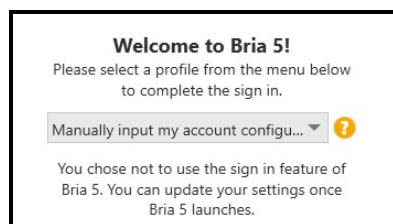
Bria 5 can be deployed with or without a configuration server. If you are deploying Bria 5 with the help of a system administrator, follow the instructions given by the administrator.

To launch Bria 5

1. Obtain the Bria 5 download file and follow the prompts in the install wizard.

Your system administrator may have installed Bria 5 for you using a **silent install**.

2. Start Bria 5 as you would any other program. The **Bria 5 Sign In** dialog appears.
3. Set the profile.
 - **I will manually input my account configuration:** Choose this if you have no login information or configuration server. Configure a SIP account as described in **SIP account requirements**.



- **Enter Configuration Server details:** Choose this option if you have a login server address and login credentials from your system administrator. Bria 5

will be automatically configured for you.



4. Click **Sign In**.

Bria 5 launches. If you chose manual configuration, you are now ready to **add accounts**.

Switching to configuration server details

If you accidentally selected manual configuration but you should have selected configuration server details, you can re-enable the sign in screen.

To switch to configuration server details - Windows

1. Open **Softphone** > **Preferences** > **Application** and select **Enable Sign In** screen.
2. Click **OK**.
3. Click **Sign out** in the **Softphone** menu or exit Bria 5.
4. The next time you sign on to Bria 5 select **Enter Configuration Server details** and enter your log in credentials.

Bria 5 launches with your accounts configured.

To switch to configuration server details - Mac

1. Open **Bria 5** > **Preferences** > **Application** and select **Enable Sign In** screen.
2. Close **Preferences**.
3. Click **Bria 5** > **Sign Out** or exit Bria 5.
4. The next time you sign on to Bria 5 select **Enter Configuration Server details** and enter your log in credentials.

Bria 5 launches with your accounts configured.

For more information, see [Preferences: Application panel](#).


Giving permissions to Bria 5 (Mac)

On Mac, Bria 5 asks permissions for:

- Notifications for incoming calls and messages. See [Configuring OS notifications](#).
- Contacts for displaying your contact list within Bria 5
- Microphone for phone conversations
- Camera for video calls

Allow Bria 5 a permission if a pop-up appears. Or change permissions by following the steps below.

To give permissions to Bria 5

1. Click the Apple  icon on the **Bria 5** menu and click **System Preferences > Security and Privacy**.
2. Click **Privacy**.
3. Click **Contacts** in the list, and select **Bria 5** to allow access.
4. Repeat Step 3 for **Microphone** and **Camera** if applicable.

Exiting Bria 5

When you are ready to stop using Bria 5, you need to exit Bria 5. If you simply close the Bria 5 on screen phone, Bria 5 continues to run in the background.

To exit Bria 5 - Windows

1. Click **Exit** on the **Softphone** menu or type `CTRL+Q`.

To exit Bria 5 - Mac

1. Click **Quit Bria 5** on the **Bria 5** menu or type `COMMAND+Q`.

Setting up accounts

If you selected manual configuration on the **Bria 5 Sign In** screen, you need to set up your accounts.

Bria 5 supports SIP accounts, XMPP accounts, Windows Outlook accounts, and Mac Address Book accounts.

A SIP account is used to make voice and video calls in Bria 5. Each user requires at least one SIP account. The SIP account can also be used for presence and messaging if your VoIP service provider supports SIP SIMPLE.

An XMPP account can be used for presence and messaging. An XMPP account is not required.

On Windows, an Outlook account can be used to provide Bria 5 with access to the contacts in your address book. A Windows Outlook account is not required.

On Mac, your Mac Address Book account is used to import your contacts into Bria 5. The Mac Address Book account is automatically created in Bria 5.

Setting up a SIP account

You need the following information from your VoIP provider to set up your SIP account:

SIP account requirements

- User ID
- Domain
- Password
- Authorization name, if used by your service provider
- Voicemail number, if used by your service provider

You may also require your:

- Firewall traversal method
- Server address

- Server user name
- Server password (optional)
- Port ranges (optional)

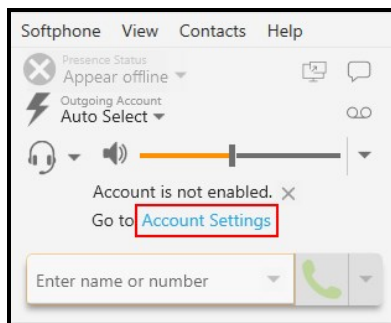
Note: See [Transport settings \(SIP\)](#) for more information.

Setting up your SIP account

You can set up your SIP account when you first launch Bria 5 or you can add a SIP account on a subsequent start up.

To set up your SIP account on initial start up

1. Click **Account Settings**.



The **SIP Account** window opens.

2. In the **Account** tab, complete the following information:
 - **Account name:** A name that helps you distinguish the SIP account
 - **User details:** The login information provided by your VoIP service provider
 - **Display name:** The name you want to appear in caller ID
3. If your VoIP service requires you to set up voicemail in Bria 5 complete the following information in the **Voicemail** tab:
 - **Number to dial for checking voicemail:** The number provided by your VoIP service provider to access your voicemail

- **Number for sending calls to voicemail:** The number provided by your VoIP service provider to send calls to your voicemail
 - **Send calls to voicemail if unanswered for:** Then number of seconds Bria 5 should wait before sending an unanswered call to voicemail
4. Complete the remaining tabs as specified by your VoIP service provider or to suit your setup. Settings that you may need to change immediately are:
 - The **Proxy Address** on the **Account** panel.
 - The **Firewall Traversal** and **Port Ranges** on the **Topology** tab.

See [Accounts or General panel \(SIP\)](#) and [Topology panel \(SIP\)](#) for more information on these settings.

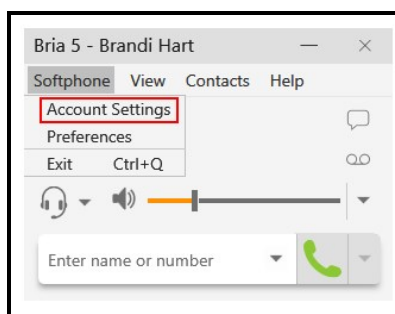
5. Click **OK**.

The SIP account is created. Check **Account Settings** to make sure that the SIP account is registered. If the account does not register successfully, review the information you have added for the account or check with your system administrator or your VoIP service provider to make sure you have all the correct information.

Your SIP account is ready for voice and video calls.

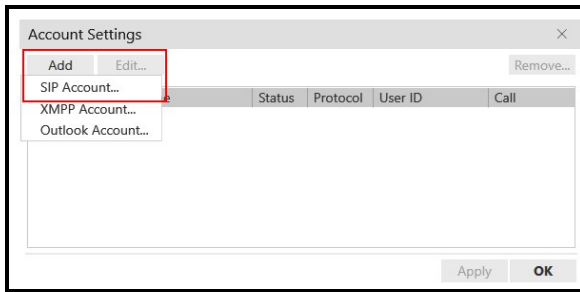
To set up a SIP account on a subsequent start up - Windows

1. On the **Softphone** menu, click **Account Settings**.



The **Account Settings** window opens.

2. Click **Add** and click **SIP Account....**



The **SIP Account** window opens on the **Account** tab.

3. In the **Account** tab, complete the following information:
 - **Account name:** A name that helps you distinguish the SIP account
 - **User details:** The login information provided by your VoIP service provider
 - **Display name:** The name you want to appear in caller ID
4. If your VoIP service requires you to set up voicemail in Bria 5 complete the following information in the **Voicemail** tab:
 - **Number to dial for checking voicemail:** The number provided by your VoIP service provider to access your voicemail
 - **Number for sending calls to voicemail:** The number provided by your VoIP service provider to send calls to your voicemail
 - **Send calls to voicemail if unanswered for:** Then number of seconds Bria 5 should wait before sending an unanswered call to voicemail
5. Complete the remaining tabs as specified by your service provider or to suit your setup. Settings that you may need to change immediately are:
 - The **Domain Proxy** area on the **Account** tab.
 - The **Topology** tab if your computer is on a network and / or if you computer is behind a firewall.

See [Accounts or General panel \(SIP\)](#) and [Topology panel \(SIP\)](#) for more information on these settings.

6. Click **OK**.

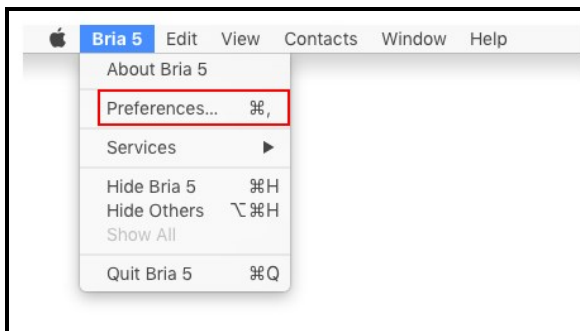
The SIP account is created. Check **Account Settings** to make sure that the SIP account is registered. If the account does not register successfully, review the information you

have added for the account or check with your system administrator or your VoIP service provider to make sure you have all the correct information.

Your SIP account is ready for voice and video calls.

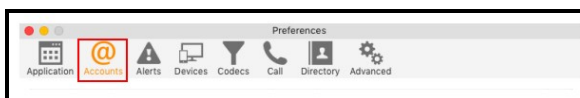
To set up a SIP account on a subsequent start up- Mac

1. Click **Preferences** on the **Bria 5** menu.

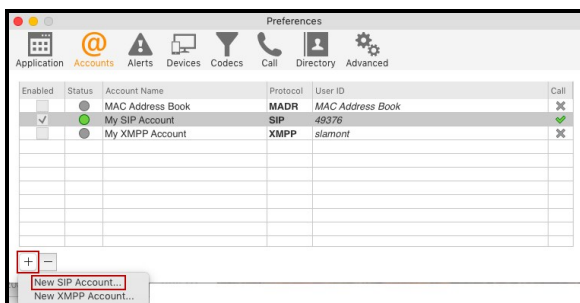


The **Account Settings** window opens.

2. Click on the **Accounts** tab.



3. Click **Add** and click **SIP Account....**



The **SIP Account** window opens on the **Accounts** tab.

4. In the **Account** tab, complete the following information:
 - **Account name:** A name that helps you distinguish the SIP account
 - **User details:** The login information provided by your VoIP service provider
 - **Display name:** The name you want to appear in caller ID
5. If your VoIP service requires you to set up voicemail in Bria 5 complete the following information in the **Voicemail** tab:
 - **Number to dial for checking voicemail:** The number provided by your VoIP service provider to access your voicemail
 - **Number for sending calls to voicemail:** The number provided by your VoIP service provider to send calls to your voicemail
 - **Send calls to voicemail if unanswered for:** Then number of seconds Bria 5 should wait before sending an unanswered call to voicemail
6. Complete the remaining tabs as specified by your service provider or to suit your setup. Settings that you may need to change immediately are:
 - The **Domain Proxy** area on the **Account** tab.
 - The **Topology** tab if your computer is on a network and / or if you computer is behind a firewall.

See [Accounts or General panel \(SIP\)](#) and [Topology panel \(SIP\)](#) for more information on these settings.

7. Click **OK**.

The SIP account is created. Check **Preferences - Accounts** to make sure that the SIP account is registered. If the account does not register successfully, review the information you have added for the account or check with your system administrator or your VoIP service provider to make sure you have all the correct information.

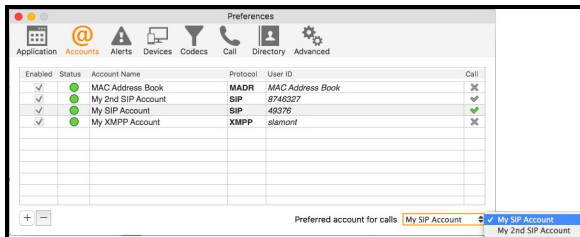
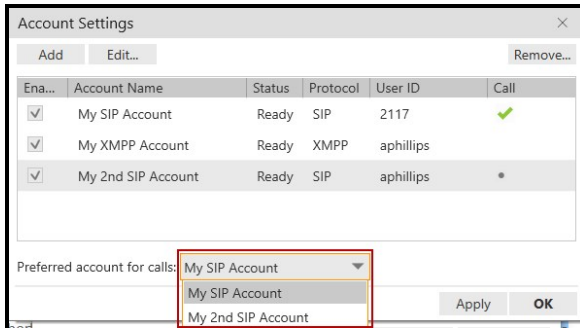
Your SIP account is ready for voice and video calls.

Setting up multiple SIP accounts

You can set up Bria 5 so that you can make and receive calls from more than one SIP account.

To set up additional SIP accounts

1. Follow the steps in **To set up your SIP account on a subsequent start up** above to add another SIP account.
2. Select your **Preferred account for calls** in **Account Settings**.



Bria 5 has multiple SIP accounts available for calls.

Choosing account for outgoing calls

Decide how you want Bria 5 to choose the account to use on outgoing calls. There are two options:

- **Dial plan decides:** The **dial plans** must be designed so that they select the appropriate account based on the number being dialed. You can still designate one account as the preferred account. This account will be used if none of the dial plan rules apply to the number being dialed.
- **User selects:** The user can select the account to use on an outgoing call. Your administrator may need need to advise users on which account to use for which type of call. For example, “Use Account 1 for internal calls”.

If you are a system administrator and implementing **Dial plan decides**, modify the dial plans as required. See [Using a Dial Plan to Modify How Calls are Placed](#). Advise users if they should use the account selection feature.

Setting up an XMPP account

You need the following information from your XMPP provider to set up your XMPP account.

XMPP account requirements

- User ID
- Domain
- Password

You may also require your:

- Connect port
- Outbound proxy

Note: See [XMPP account](#) for more information.

Setting up your XMPP account

You can set up your XMPP account in Account Settings.

To set up an XMPP account

Windows

1. Click **Softphone > Accounts Settings**.
2. Click **Add > XMPP Account...**
3. Complete the following information:
 - **Account name:** A name that helps you distinguish the XMPP account
 - **User Details:** The login information provided by your VoIP service provider

- **Display name:** The name you want to appear in caller ID
4. Complete the **Advanced** section as specified by your service provider or to suit your setup.

See [XMPP account](#) for more information.

5. Click **OK**.

Your XMPP account is ready for presence and messaging.

Mac

1. Click **Preferences** on the **Bria 5** menu. Click **Accounts** on the **Preferences** window. The **Account Settings** panel opens.
2. Click **+** and click **New XMPP Account**.
3. Complete the following information:
 - **Account name:** A name that helps you distinguish the XMPP account
 - **User Details:** The login information provided by your VoIP service provider
 - **Display name:** The name you want to appear in caller ID
4. Complete the **Advanced** section as specified by your service provider or to suit your setup.

See [XMPP account](#) for more information.

5. Click **OK**.

Your XMPP account is ready for presence and messaging.

XMPP cross-domain

Bria 5 supports the XMPP cross-domain feature. With this feature, the user can send and receive IMs and presence subscriptions for addresses that are foreign to any of the XMPP accounts set up in Bria 5. For example, if the XMPP account is jabber.com, the user can receive IMs from kperera11@acphone.com without having to set up acphone.com as an XMPP account.

Account selection

If two XMPP accounts are set up, traffic from a foreign domain will go through one of the accounts. Usually, it will go through the first enabled account on the list. The foreign domain address is linked to the XMPP account that the message went through. This XMPP account must be enabled for to receive the subscription information from the foreign domain address.

The server must allow passthrough of foreign addresses. Bria 5 allows the user to attempt to subscribe to the foreign XMPP account but the subscription request may not get sent.

Setting up Windows Outlook accounts

Your Windows Outlook account can be used to integrate your Outlook contacts in Bria 5. This section describes how to integrate Outlook contacts so they remain in sync. You need to map Outlook contact information to fields in Bria 5 in order to make calls and send messages to Outlook contacts.

To add your Outlook account

1. On the **Softphone** menu, click **Account Settings**. The **Account Settings** window opens.
2. Click **Add** and click **Outlook Account**. The **Outlook Account** window opens on the **Account** tab.
3. Select the Outlook profile you want to use from **Outlook profile** if you have more than one profile.
4. Select the Outlook contact field that you use for softphone addresses from **Field to use for Softphone address**.
5. Select the Outlook contact field that you use for IM addresses from **Field to use for IM address**.
6. Click **OK**.

Bria 5 creates the Outlook account.

Setting up Mac Address Book accounts

Bria 5 automatically pulls the Mac Address Book account contacts into Bria 5's contacts. You can phone or IM them directly from Bria 5.

Bria 5 creates the Mac Address Book account is automatically. To use the Mac Address Book account, make sure **Enabled** is selected in the **Account Settings** window.

Using you Mac Address Book for presence

If your Mac Address Book contains phone numbers that you know can be used to obtain online activity information about the person through your SIP account, you can perform this additional step.

To set up for presence

1. In the Mac Address book make sure that the contact type is **Phone** and the label is **softphone** (in lower case).
2. Enable your Mac Address Book account in **Bria 5 > Preferences > Account Settings**. Bria 5 pulls in the contact with the specified number already set up as a softphone address.
3. Open the contact in Bria 5 and choose the specified phone number in the **Primary Presence** field and click **OK**.

Bria 5 obtains the presence for this contact.

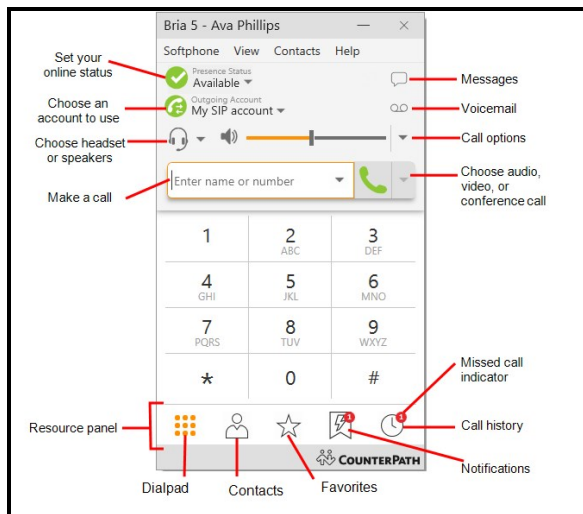
Using the Bria 5 interface

You can navigate in Bria 5 using the icons on the resource panel and the Bria 5 menu.

You can rearrange the order of the icons on the resource panel by dragging and dropping them into your preferred order.

Windows

The Windows on-screen phone



Compact view

To create the compact view, hide all the resources using the **View** menu.



Bria 5 menus

The **Softphone**, **View**, **Contacts**, and **Help** menus are available in the Bria 5 menu.

Softphone menu

- **Account settings:** Account settings apply to individual accounts. These settings control how you interact with your VoIP service provider. See [Configuring Bria 5 - Accounts](#) for more information.

- **Preferences:** Preferences apply to all accounts. These settings control the way you work with Bria 5. See [Configuring Bria 5 - Preferences](#) for more information.
- **Sign out:** Sign out logs you out of Bria 5 and Bria 5 displays the log in screen. This menu item only shows when you select **Softphone > Preferences - Application > Enable Sign In**.
- **Exit:** Use **Exit** to shut down Bria 5. You can also use `CTRL+Q`.

View menu

Use the **View** menu to change how Bria 5 looks. In the **View** menu, you can show or hide which resources are on the resource panel, open the Messages windows, and view your [Video](#).



Contacts menu

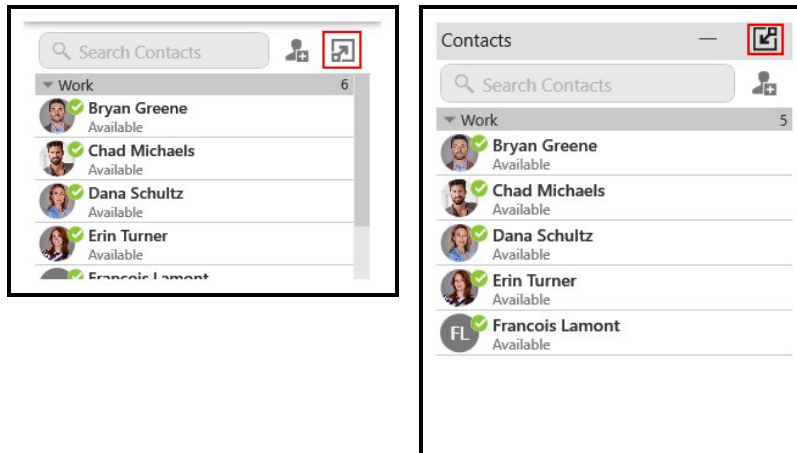
Use the [Contacts](#) menu to add contacts and groups, and to change the way your contacts are displayed in **Contacts** and **Favorites**.

Help menu

The **Help** menu provides support for Bria 5. Use the **Help** menu to [access CounterPath Technical Support](#), [access the online user guide](#), [troubleshoot problems](#), [check for updates](#), add features, and [enter license key information](#).

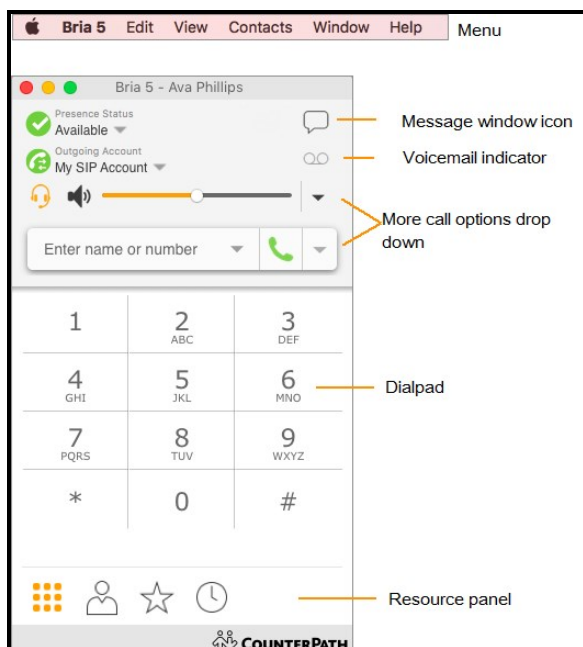
Detaching tabs

The **Contacts**, **Favorites**, **History**, and the **Directory** panels can all be detached from the on-screen phone into their own window. On the resource panel, click on the tab you want to detach and then click  **Detach window**. To return the window to the on-screen phone, click  **Move back to main window**.



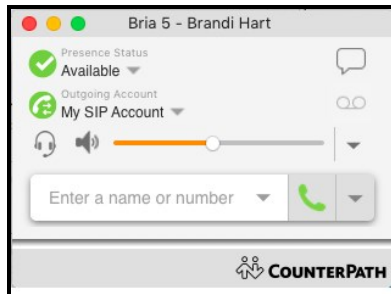
Mac

The Mac on-screen phone



Compact view

To create the compact view, hide all resources on the **View** menu.



Bria 5 menus

The Bria 5 menu

The Bria 5 menu allows you to set up your accounts and preferences, change the look of the Bria 5 interface, work with contacts, and find support for Bria 5.

- **Preferences:** **Preferences** apply to all accounts. These settings control the way you work with Bria 5.
- **Accounts Settings:** **Account settings** are found in the **Preferences** menu. Account settings apply to individual accounts. These settings control how you interact with your VoIP service provider.
- **Quit:** Use **Quit** to shut down Bria 5. You can also use `COMMAND+Q`.

View menu

Use the **View** menu to change how Bria 5 looks. In the **View** menu, you can show or hide which resources are on the resource panel.

Windows menu

Use the Windows menu to **Show Messages**, **Show Video**, and **Show Chat Rooms**.

Contacts menu

Use the **Contacts** menu to add contacts and groups, and to change the way your contacts are displayed in **Contacts** and **Favorites**.

Help menu

The **Help** menu provides support for Bria 5. Use the **Help** menu to access **CounterPath**

[Support Center](#), access the online user guide, [troubleshoot problems](#), [check for updates](#), add features, and [enter license key information](#).

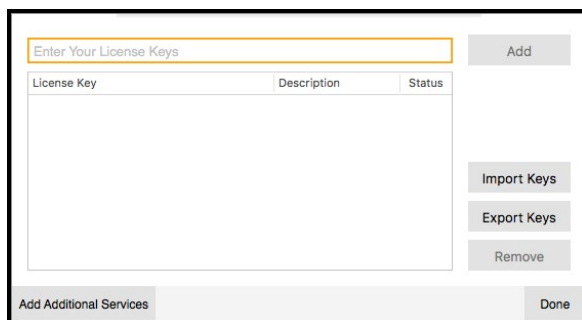
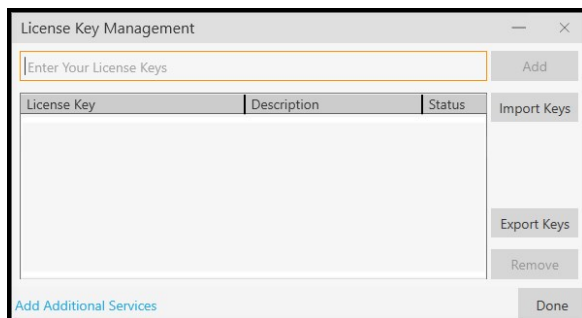
Managing Bria 5 licenses as an end user

You need to manage Bria 5 licenses in the following situations:

- At initial setup if the license key is not provided via provisioning.
- When you purchase an add-in for Bria 5, the additional key must be entered in Bria 5. There are currently no add-ins for Bria 5.
- When you get a new computer, the current license keys must be transferred to the new computer.

To enter license keys

1. Click **Enter License Key** on the **Help** menu. The **License Key Management** window appears.

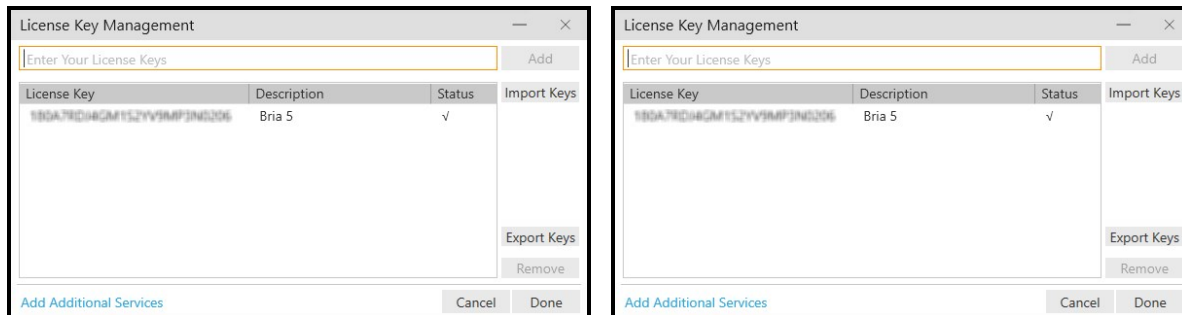


2. Do one of the following:

- Type or paste your license key into **Enter Your License Keys** and click **Add**. Repeat for each license.
- Click **Import Keys**, and choose the text file that contains the license keys. The keys appear in the dialog.

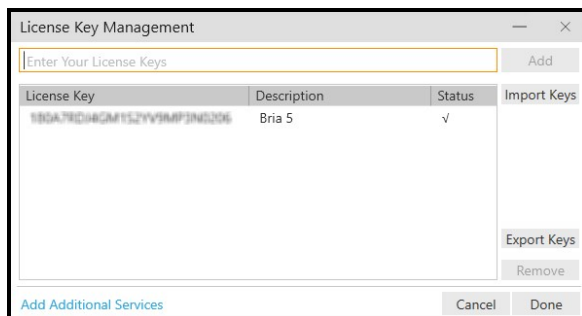
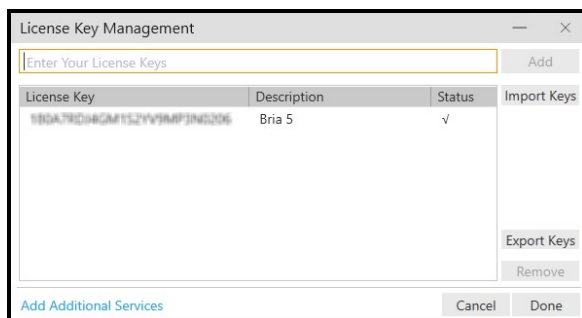
3. Click **Done**.

The license key or keys display in the **License Key Management** window.



To transfer license keys to a new computer

1. On the current computer, start Bria 5 and click **Enter License Key** on the **Help** menu. The **License Key Management** window appears.



2. Click **Export Keys**.
3. Name the file, set the location to save the file, and click **Save**. Bria 5 creates a text file with all the keys listed.
4. Transfer the text file to the new computer.
5. Log in to the [CounterPath store](#), and go to **Your Account > Single Group License Manager** or **Your Account > Individual License Manager** depending on the type of license you are using. A list of your licenses appears.
6. Do one of the following:

Single Group License

- Click on the license key you want to move to the new computer. A list of computers used with the license appears. Clear **Enabled** beside the old computer.

Product	License Key	Computer	Enabled
Bria 5 Retail (Bria)	180TD194JNUE3PWC0MFP0V021H	DESKTOP	<input checked="" type="checkbox"/>

Computer	Last Check	Enabled
counterpath's MacBook Air	2/2/2018 4:33:39 PM	<input checked="" type="checkbox"/>

Individual License

- Click on the license key you want to move to the new computer and clear **Enabled**.

Product	Key	Licenses Used	Notes
Bria 5 Retail (Bria)	180MDP3A55SPRENCOMFP0V021H	1 of 3	

7. On the new computer, start Bria 5 and click **Enter License Key** on the **Help** menu. The **License Key Management** window appears.
8. Click **Import Keys**, and choose the text file that contains the license keys. The keys appear in the dialog.
9. Click **Done**.

The license keys are now in Bria 5 on your new computer.

Note: Bria 5 licenses can be moved when replacing a machine, they cannot be routinely moved between machines.

Configuring OS notifications

Bria 5 uses OS notifications. This section describes how to set these notifications.

When you have configured the OS notifications, make sure that the notifications are also set up in [Preferences: Alerts and sounds panel](#).


For information on the device that Bria 5 uses for ringing, incoming audio, and incoming video, see [Preferences: Devices panel](#).

To set up notifications on Windows 10

1. From the Start menu, select **Settings > System > Notifications & actions**.
2. Under **Get notifications from these senders**, click the entry for Bria 5.
3. Choose the notification style and preferences.

To set up notifications on a Mac

You can choose banner or alert style notifications. Banner style notifications appear briefly in the top corner of the screen. Alert styles notifications appear and remain on the screen until you take action on them.

1. Click the Apple  icon on the **Bria 5** menu and click **System Preferences > Notifications**.
2. Click **Bria 5**.
3. Choose the banner or alert notification style for incoming alerts.

You will receive either a banner or alert notification when you have an incoming call or instant message on Bria 5.

Checking for Bria 5 software updates

If you are in an enterprise, your system administrator should tell you about the policy for checking for and installing updates.

Click **Check for Updates** on the **Help** menu to see if there is an update available. The **Auto Update** (Windows) or the **Auto Upgrade** (Mac) window opens.

If a new version of the software is available, you can download it from this window. If no newer version is available, this window informs you that your version is up to date.

Calls

You can use Bria 5 to place and receive audio and video calls, as well as host conference calls. You can forward, transfer, and record calls.

A user must have at least one SIP account registered in order to place and receive calls.

In addition to a SIP account, a speaker and a microphone are necessary for audio calls. For video calls, you also require a video camera to allow the remote parties to see your image. Bria 5 works with most USB video cameras.

You can test your devices in **Softphone > Preferences > Devices** (Windows) or **Bria 5 > Preferences > Devices** (Mac).

Placing an audio or video call

Place audio and video calls in Bria 5 from the dialer, **Contacts**, **Favorites**, **Directory** (if available), **History**, or **Messages**.

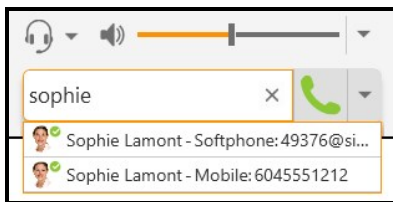
Bria 5 has default actions for the call button and for double-clicking a contact. Set the default actions in the **Preferences > Application: Default Actions**.

Using the dialer

Enter a name or phone number in Bria 5's dialer to make a voice or video call from any tab on the resource panel.

To place a call using the dialer using auto-complete

1. Type the name, phone number, jid, or email of the person you want to call in the **Enter name or number** field. As you type, Bria 5 may display suggestions for completing the entry.

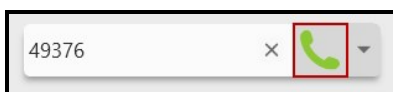


2. Press **ENTER** after typing the full name, phone number, jid, or email or use the up and down arrow keys on your keyboard to move through the list of suggestions and press **ENTER** or **TAB** to dial.

Bria 5 makes the call.

To place a call using the dialer using **Make a call** or **Make a video call**

1. Click **Make a call** or **Make a video call** after typing the full name, phone number, jid, or email.

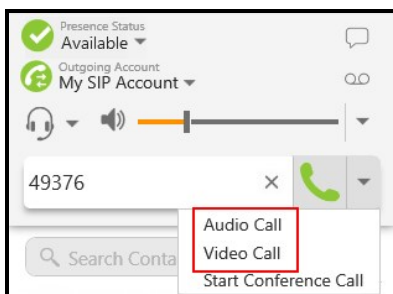


2. Do one of the following:

Bria 5 makes the call.



To place a call using the dialer using the **More** menu

1. Select **Audio Call** or **Video Call** from the **More call options** menu after typing the full name, phone number, jid, or email.



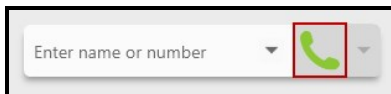
Bria 5 makes the call.

Using redial

Redial a number by clicking  **Make a call** or  **Make a video call** or by using the **List of recent calls**.

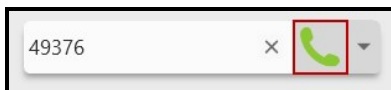
To redial using **Make a call** or **Make a video call**

1. Tap  **Make a call** or  **Make a video call** beside **Enter name or number**.



The last number dialed appears.

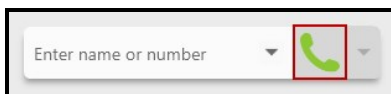
2. Tap  **Make a call** or  **Make a video call** a second time.



Bria 5 makes the call.

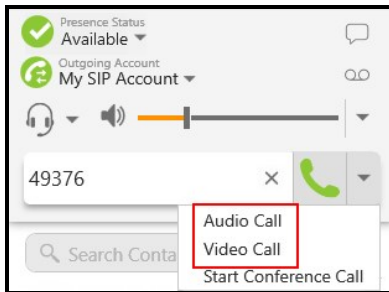
To redial using the **More menu**

1. Tap  **Make a call** or  **Make a video call** beside **Enter name or number**.



The last number dialed appears.

2. Select **Audio Call** or **Video Call** from the **More call options** menu.

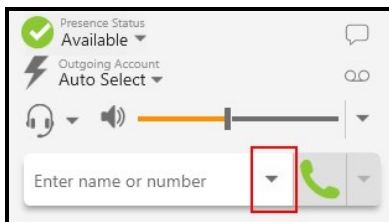


Bria 5 makes the call.

To redial using the List of recent calls

Bria 5 places an audio call when you use the drop-down list even if the call was a video call.

1. Tap the **List of recent calls** drop-down arrow in the **Enter name or number** field. A list of recent calls appears.



2. Click the number or person you want to call.

Bria 5 places the audio call.


Using Contacts, Favorites, or Directory

Make calls on Bria 5 using the click-to-call button, single-click, double-click, or the shortcut menu in **Contacts**, **Favorites**, or **Directory** (if available).

To place a call using the click-to-call button

1. Type a name in **Search Contacts**, **Search Favorites**, or **Search Directory** or scroll through **Contacts**, **Favorites**, or **Directory** and find the contact your want to call.

You can also use phone number, jid, or email.

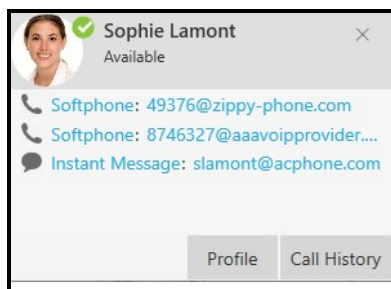
2. Hover on the contact you want to call to reveal the click-to-call button and click  **Call this contact**.



Bria 5 makes the call.

To place a call using the Contact Info flyout

1. Type a name in **Search Contacts**, **Search Favorites**, or **Search Directory** or scroll through **Contacts**, **Favorites**, or **Directory** and find the contact your want to call. You can also use phone number, jid, or email.
2. Click on the contact or number you want to call. A **Contact Info** flyout with the persons information opens.

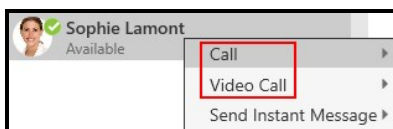


3. Click the number you want to call in the **Contact Info** flyout.

Bria 5 makes the call.

To place a call using the shortcut menu

1. Type a name in **Search Contacts**, **Search Favorites**, or **Search Directory** or scroll through **Contacts**, **Favorites**, or **Directory** and find the contact you want to call.
2. Right-click (Windows) or **CTRL**+click (Mac) on the contact you want to call and click **Call** or **Video Call**.



3. If the contact has more than one number, click the number you want to call.



Bria 5 makes the call.

To place a call using double-click

Double-click only works if the default action is set to **Call** or **Make a video call**. The action for double-click is set in **Preferences > Application: Default Actions**.

1. Type a name, phone number, jid, or email in **Search Contacts**, **Search Favorites**, or **Search Directory** or scroll through **Contacts**, **Favorites**, or **Directory** to find a contact.
2. Double-click the contact or number that you want to call.

Bria 5 makes the call.

Using History

Make calls on Bria 5 from **History** using **Make a call**, using the shortcut menu, or using the **Contact Info** flyout.

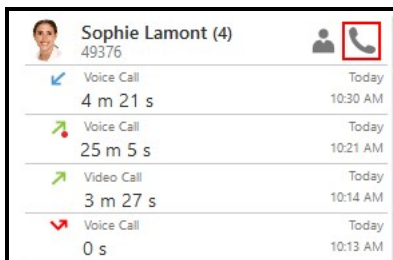
Making a call from the **Contact Info** flyout only works if the person is one of your **Contacts**. You may want to use the **Contact Info** flyout when the person you want to call is in **History** but you want to reach them at a different number than the one in **History**.

To place a call using Make a call

1. Type a name in the **Search History** or scroll through **History** and find a grouped entry with the contact and number you want to call.
2. Click on the group to expand it.



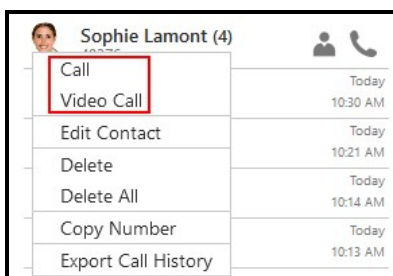
3. Click **Make a call.**



Bria 5 makes the call.


To place a call using the shortcut menu

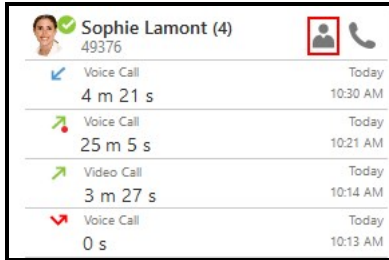
1. Type a name in the **Search History** or scroll through **History** and find a grouped entry with the contact and number you want to call.
2. Right-click (Windows) or **CTRL**+click (Mac) on the **History** group and click **Call** or **Video Call**.



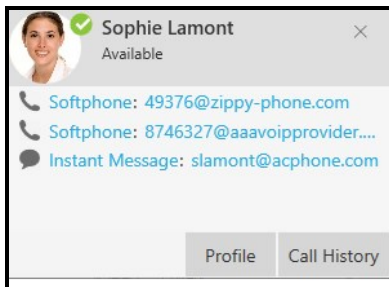
Bria 5 makes the call.

To place a call using the Contact Info flyout

1. Type a name in the **Search History** or scroll through **History** and find a grouped entry with the contact and number you want to call.
2. Click  **Contact Info.**



3. Click the number on the **Contact Info** flyout that you want to call.



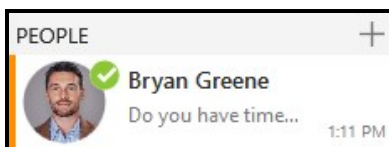
Bria 5 makes the call.

Using Messages

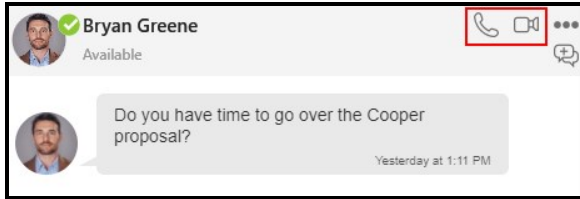
From the **Messages** windows, call the message sender or call a number in a message.

To place a call using **Make a call** and **Make a video call**

1. Bring an IM into focus from the person you want to call by clicking on the message or entering the person's name in the **Search Messages** field and clicking on the message.



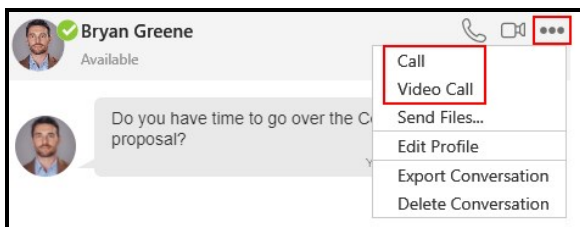
2. Click **Make a call** or **Make a video call** in the IM header.



Bria 5 makes the call to the default number for the contact.

To place a call using the More menu

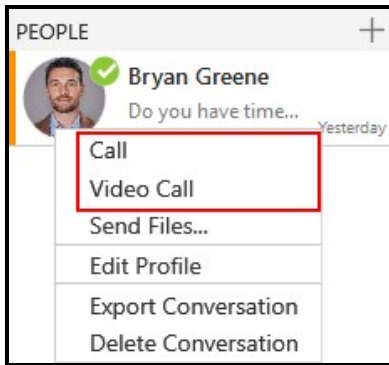
1. Bring the IM into focus by clicking on the IM or entering the person's name in the **Search Messages** field and clicking on the message.
2. Click **... More options for this contact** (Windows) or **... More options for this conversation** (Mac) in the IM header. If the person has more than one phone number, choose the phone number you want to call.



Bria 5 makes the call.

To place a call using the shortcut menu (Windows only)

1. Right-click on an IM and select **Call** or **Video call**. If the person has more than one phone number, choose the phone number you want to call.



Bria 5 makes the call.

To place a call to a number sent in an message

1. Click on the number you received in an IM.



Bria 5 makes the call.

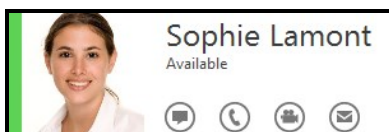
From Microsoft Outlook

If you are using Outlook integration with Bria 5, you can place calls directly from Outlook.

You can place an audio or video call from the mini-contact card to an Outlook contact that you have a phone number or softphone number for.

To place a call

1. Hover over a person's name anywhere in Outlook. The mini-contact card appears.
2. Click on ☎ **Call** or 📹 **Start video call**.

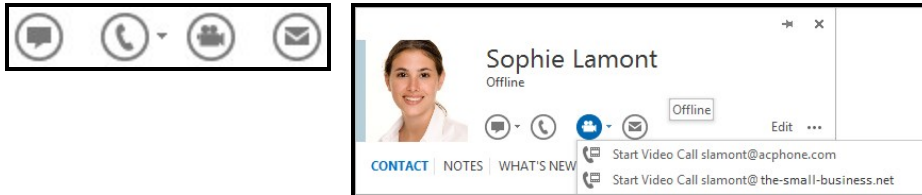


Bria 5 places the call or video call and opens the call panel. If you clicked **Start video call**, Bria 5 opens the **Video** window if the remote party answers the call with video.

If a contact has more than one number, you can choose the number you want to call.

To place a call to a contact with multiple numbers

- Click the drop-down arrow beside **Call** or **Start video call** and select the number that you want to call.



Bria 5 places the call or video call and opens the call panel. If you clicked **Start video call**, Bria 5 opens the **Video** window if the remote party answers the call with video.

Selecting the account to use

The account selection options appear only if you have two or more SIP accounts enabled and set up for phone calls. To enable phone calls on a SIP account, go to **Softphone > Account Settings** (Windows) or **Preferences > Account Settings** (Mac). Select the SIP account. On the **Account** (Windows) or **General** (Mac) tab, make sure **Call** is selected in **Allow this account for**.

The default **Outgoing Account** is **Auto Select**. Bria 5 selects the account based on your **dial plan rules**. If there are no dial plan rules, Bria 5 will use the account set as preferred in **Softphone > Account Settings** (Windows) or **Preferences > Account Settings** (Mac).

To set your Preferred account for calls

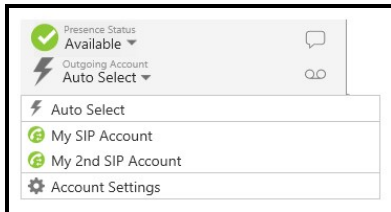
- Click **Softphone > Account Settings** (Windows) or **Preferences > Account Settings** (Mac). The **Account Settings** window opens.
- Select the account you want prefer to use from the **Preferred account for calls** menu.

Bria 5 uses this account for outgoing calls if you do not have any dial plan rules or have not explicitly chosen a different account.

You can also explicitly specify which account you want to use for an outgoing call.

To select the account for an outgoing call

1. Click **Outgoing Account**.
2. Choose the account you want to use from the menu.



3. Place your outgoing call.

Bria uses the account you select for the outgoing call.

Note: Your system administrator may have set up a dial plan to select the correct dial out account. Contact your system administrator for details.

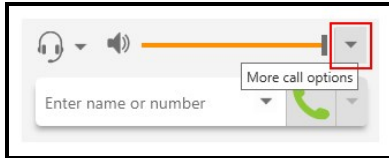
Changing letters to numbers

Some phone numbers are given with words to help you remember them – “1-800-numbers”. Rather than convert the letters to numbers – n=6, u=8, m=6, ... to get 1-800-686-2377 – you can type letters into **Enter name or number** and Bria 5 will convert the letters to numbers when placing the call.

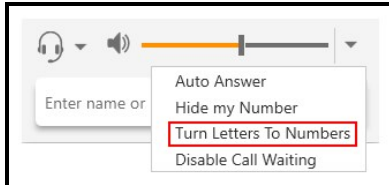
Turn Letters to Numbers is automatically turned off when you shut down or log off.

To change letters to numbers

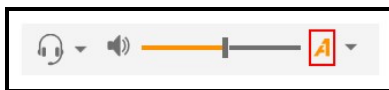
1. Click **More call options**.



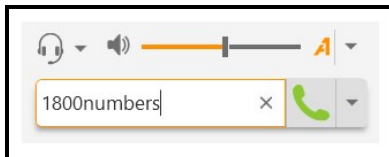
2. Select **Turn Letters to Numbers**.



Letters To Numbers is enabled is displayed beside **More call options** and a check mark appears beside **Turn Letters to Numbers** on the **More call options** menu.



3. Type the phone number using numbers and letters.



4. Click **Make a call** or **Make a video call**.

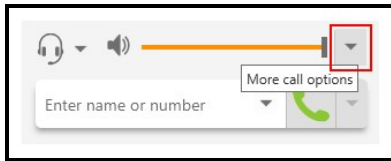
The call panel opens and the call is placed. The call panel shows the phone number all in numbers.

Hiding your identity

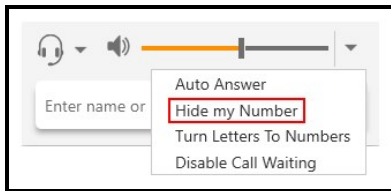
You can hide your identity on a call so that the remote party will not see your name or number on their phone. Anonymous calling is automatically turned off when you shut down or log off.

To hide your number

1. Click **More call options**.



2. Select **Hide my Number**.



🔒 **Anonymous Calling is enabled** is displayed beside **More call options** and a check mark appears beside **Hide my Number** on the **More call options** drop-down menu. Your ID will be hidden for all outgoing calls until you turn off anonymous calling.

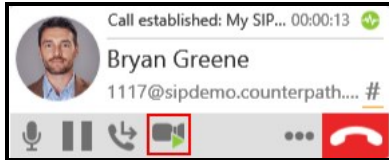


Changing video options

Video can be added or removed from an established call. If the remote party starts sending video, your video window opens automatically and their video plays. Your video is only sent to the remote party if you add it to the call.


To add video to an audio call

1. Click **Start Video** at the bottom of the call panel.




Bria 5 sends your video to the remote party. The remote party may or may not send their video to you.

To stop and resume video

1. Click the  **Pause sending video** icon at the bottom of the call panel or the video window to pause or end your video. You can also close the video windows to stop sending video. Closing the video window does not end the call.




2. Click  **Start Video** at the bottom of the call panel or on the video window toolbar or the open the video window to resume sending your video.

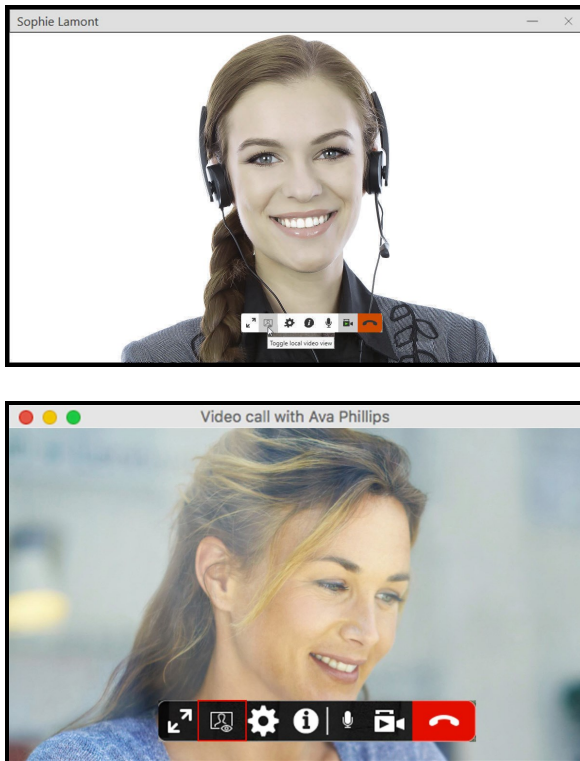
Bria 5 starts or stops sending your video.

To show and hide the video preview

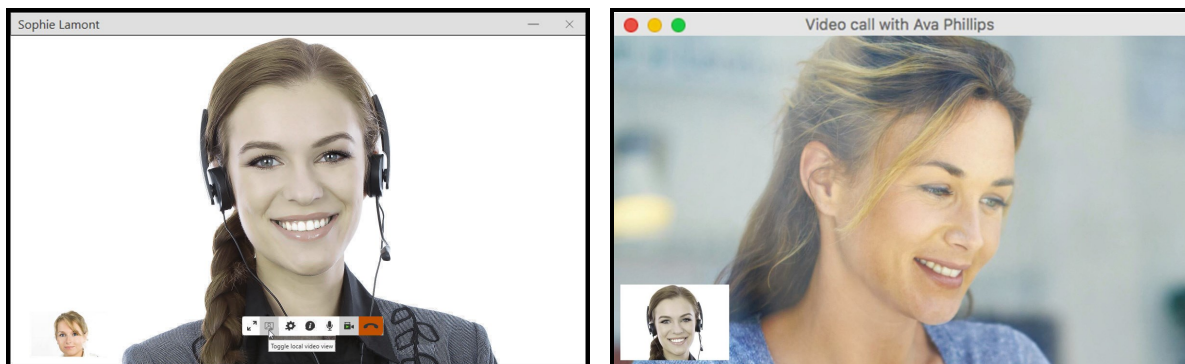
Bria 5 can show you a preview of the video you are sending.

1. Click on the video window if it is not in focus and hover over the video window.
2. Click the  **Toggle local video view** icon.





Bria 5 toggles the local video view on and off.



To expand and exit full screen video

1. Click on the video window if it is not in focus and hover over the video window.
2. To view in full screen click the

 **Full screen** or press **F11** (Windows only).




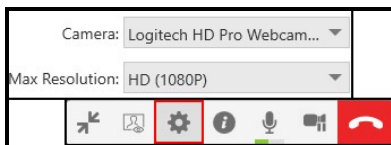
3. To close full screen view click  **Exit full screen** or press **ESC** (Mac only).



The video window screen changes size.

To change video settings

1. Click the  **Camera settings** icon at the bottom of the video window.
2. Use the drop down menus to change your video device or change your video resolution.



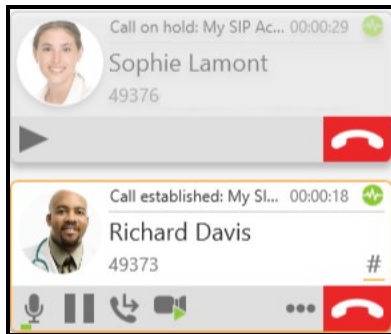
Bria 5 changes the video settings.

Placing simultaneous calls

You can make up to five concurrent calls on Bria 5.

To place a second call

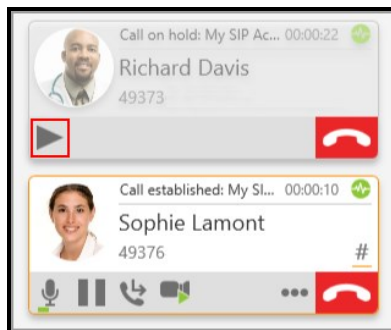
To place a second call, use any of the methods for [placing an audio or video call](#) when you have a call established. Bria 5 automatically puts the first call on hold and dials the second call.



Bria 5 displays a call panel for each call.

To swap between calls

1. Click ► **Take this call off hold** on the call you want to switch to.



Bria 5 puts the active call on hold and switches to the other call.

Dealing with an auto attendant (Pause dialing)

You can use DTMF or pause dialing for auto attendant when you dial call or during a call.

Using DTMF when you dial a call

If you know that your call will be answered by an auto attendant and you know what menu items you will choose, you can include those menu items (DTMF) in the phone number when you dial it.

Use the DTMF dialing rules to append the number you dial.

DTMF dialing rules

- Include at least one capital P before the first DTMF number. Each P causes Bria 5 to pause for one second before sending the next character.
- You can include other P's.
- At the end of the input, include a ; (semi-colon).

Note: Make sure to enter a ; (semi-colon) when you are done entering pauses and DTMF numbers or Bria 5 will not be able to complete the call.

Examples



Example 1

To dial a number, add a 3-second delay and then press 44, enter this in the call entry field:

```
6045551212PPP44;
```



Example 2

To dial a number, add a 6-second delay, then press 1 then 3 then 2, each with a two second delay:

```
6045551212PPPPPP1PP3PP2;
```

A capital X or a , (comma) can be used instead of P; the following will work in the same way as the first example above.

```
6045551212XXX44;
```

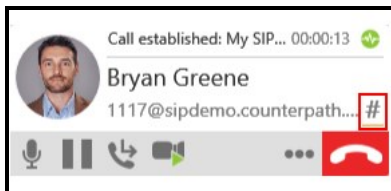
Tip: You can save a number in this format in your contacts.

Using DTMF during a call

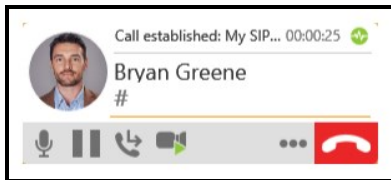
Once you have dialed a call, you may need to use DTMF to enter an extension number, follow voice prompts, or enter a conference code.

To use DTMF during a call

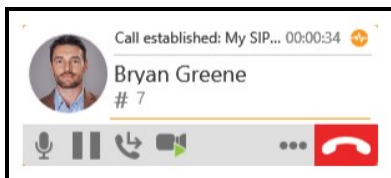
1. Click **Show/Hide DTMF**.



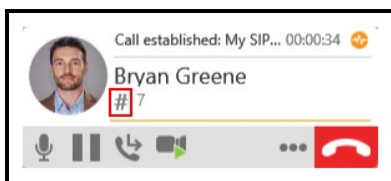
The DTMF field opens.



2. Type the required DTMF numbers.



3. Click **Show/Hide DTMF** to close the DTMF field.



Bria 5 plays the DTMF tones.

Handling an incoming call

Bria 5 must be running to answer incoming calls. It can be running in the system tray. If Bria 5 is not running, incoming calls may be directed to voice mail if you have this service. Check with your VoIP service provider or your system administrator.

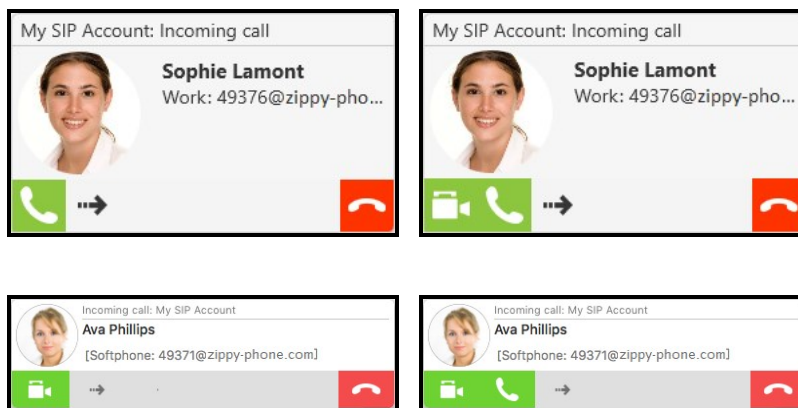
When Bria 5 is in the foreground, the call appears in the call panel in the Bria 5 interface. When Bria 5 is in the either the foreground or the background, you may also receive a notification for the incoming call depending on your [settings](#). To receive notifications on a Mac, also set the [system preferences](#).

Answering on the call panel

You can answer a call on the call panel or using the notification.


To answer a call on the call panel


1. Click an action button.




One of the following results occurs depending on the action button you choose:


Icon and Meaning - Windows

 **Answer incoming call:** The incoming audio call is answered with audio. If you were on another call, Bria 5 places the first call on hold.


 **Answer incoming call with audio only:** The incoming video call is answered with audio only. If you were on another call, Bria 5 places the first call on hold.


 **Answer incoming call and start sending my video:** The incoming video call is answered with video. If you were on another call, Bria 5 places the first call on hold.


→ **Forward this call to another person without answering:** The incoming call is forwarded without answering it first. A call entry field appears. Enter the name or number you want to forward the call to and click **Forward**.

 **Refuse incoming call:** The call is declined and the remote party gets a busy signal or the call is forwarded to voice mail if you have this service.


Icon and Meaning - Mac

 **Answer call:** The incoming audio call is answered with audio. If you were on another call, Bria 5 places the first call on hold.

 **Answer with audio only:** The incoming video call is answered with audio only. If you were on another call, Bria 5 places the first call on hold.

 **Answer with video:** The incoming video call is answered with video. If you were on another call, Bria 5 places the first call on hold.

→ **Forward call:** The incoming call is forwarded without answering it first. A call entry field appears. Enter the name or number you want to forward the call to and click **Forward Call**.

 **Reject call:** The call is declined and the remote party gets a busy signal or the call is forwarded to voice mail if you have this service.

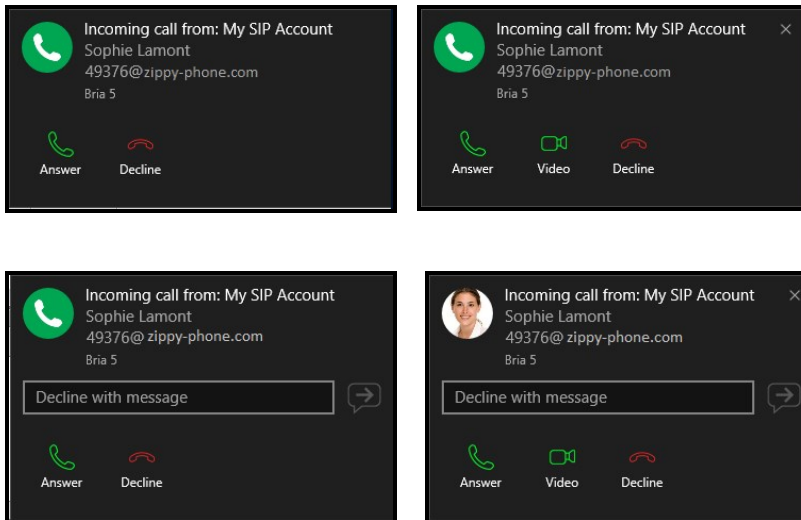
Answering notifications

In Windows, you will receive Windows 10 interactive toast notifications or Windows 7 style notifications. In Mac, you will receive banner style notifications or alert style notifications.

To use Windows interactive toast notifications, you have to enable **Use Windows notifications** in **Softphone > Preferences > Alerts & Sounds**.

To answer Windows 10 interactive toast notifications

1. Click **Answer**, **Decline**, or **Decline with message** in the interactive toast notification. When you click **Decline with message**, the message you enter is sent to the caller as an IM.



To answer Windows 7 style notifications

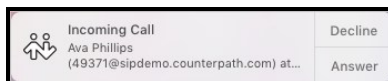
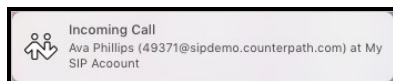
You can answer a call with the notification by clicking **Answer incoming call**, **Answer incoming call and start sending my video**, or **Refuse incoming call**.



To answer Mac notifications

Banner style notifications appear briefly in the top corner of the screen. They will disappear on their own. To answer a call, click on the notification. This brings Bria 5 into the foreground and you can answer the call using the call panel.

Alert styles notifications appear and remain on the screen until you take action on them. You can click **Answer** or **Decline** on the alert. You can click anywhere else on the notification to bring Bria 5 into the foreground and answer the call using the call panel.



The notifications do not indicate whether the incoming call is an audio call or a video call. If the incoming call is a video call, Bria 5 will answer with video. If you do not want video, you can **stop sending video** once the call is established.

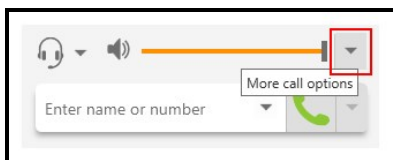
Enabling auto answer

You can turn on **Auto Answer** so the call is automatically answered by Bria 5 after a specified period of time with no user intervention. **Auto Answer** is initially configured to answer calls after 3 seconds. Go to **Preferences > Calls** to change the configuration.

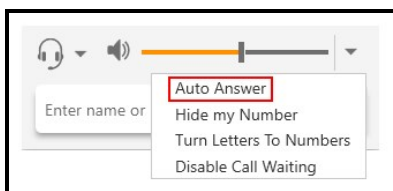
You can enable this feature during a call and it takes effect right away. When the call is established, Bria 5 sends your audio only.

To enable Auto Answer

1. Click **More call options**.



2. Select **Auto Answer**.



Auto Answer is enabled is displayed beside **More call options** and a check mark appears beside the **Auto Answer** on the **More call options** drop-down menu. Any new incoming call are automatically answered.

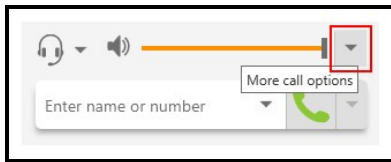


Disabling call waiting

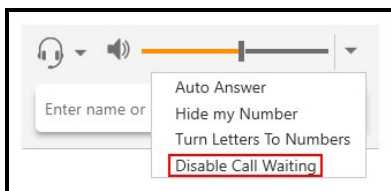
You can turn on **Disable Call Waiting** so active calls are not interrupted by incoming calls. You can enable this feature during a call and it will take effect right away. The calls will appear as **Missed Calls** in the **List of recent calls** (Windows) or **History** (Mac). Any new incoming calls ring busy (to the caller) or go straight to voice mail if you have this service.

To disable call waiting

1. Click **More call options**.



2. Select **Disable call waiting**.



✗ **Call Waiting is disabled** is displayed beside **More call options** and a check mark appears beside the **Disable call waiting** on the **More call options** drop-down menu.



Transferring a call



There are two types of call transfers. A **unattended** or **blind transfer** occurs when you transfer a call without talking to the target - the person you are sending the call to. An **attended transfer** occurs when you talk to the target before transferring the call.

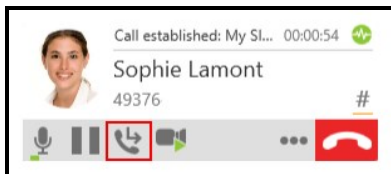
The Bria 5 transfer button can be set with **Transfer Now** or to **Call First** as the default. You can set the default in the **Preferences: Application panel**

Unattended transfer

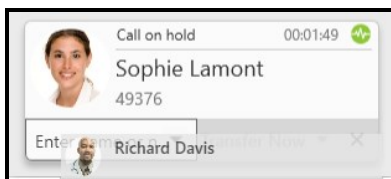
In an unattended or blind transfer, you transfer the call to the target without talking to the target first.

To transfer a call

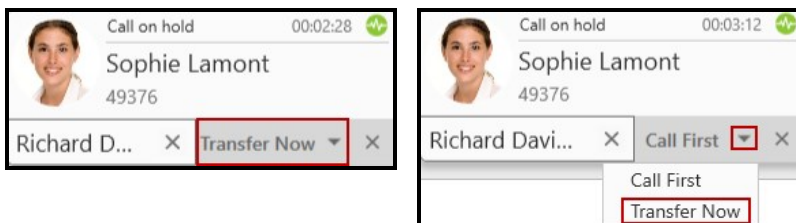
1. Click  **Transfer this call** (Windows) or  **Transfer** (Mac) at the bottom of the call panel. Bria 5 puts the call on hold.



2. Type the name or number of the target, use the redial drop-down list, or drag the target's contact into the **Enter name or number** field.



3. Click **Transfer Now** if it is your default or click the drop-down arrow beside **Call First** and click **Transfer Now**.





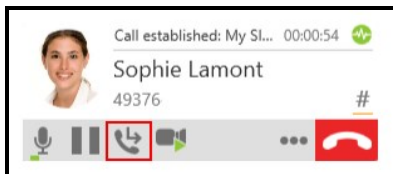
Bria 5 attempts to transfer the call to the target. The call may end immediately or may show **Transfer: Calling**. If you see **Transfer: Calling**, do not hang up. If the target does not answer, the call will return to you.

Attended transfer

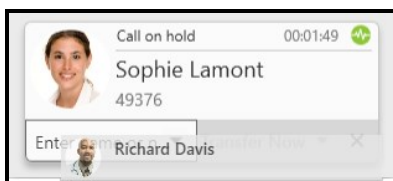
Transfer the call to the target after speaking to the target.

To transfer a call

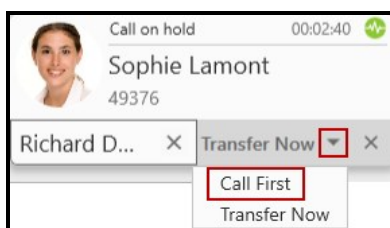
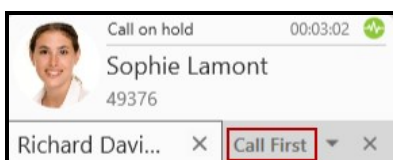
1. Click  **Transfer this call** (Windows) or  **Transfer** (Mac) at the bottom of the call panel. The call is put on hold.




2. Type the name or number of the target, use the redial drop-down menu, or drag the target's contact into the **Enter name or number** field.

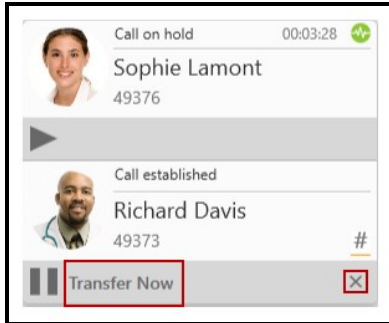


3. Click **Call First** if it is your default or click the drop-down arrow beside **Transfer Now** and click **Call First**.



Bria 5 phones the target. When the target answers, **Transfer Now** is enabled

4. Speak to the target. If the target wants to take the call, click **Transfer Now** (Windows) or  **Transfer now** (Mac). If the target does not want to take the call, click the X at the bottom of the call panel.



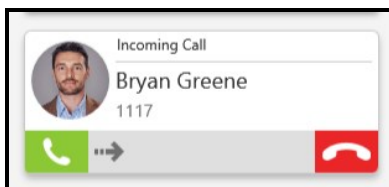
Bria 5 transfers the call to the target if the target accepts the call.

Forwarding a call

You can forward an incoming call instead of answering it. Calls show up as missed calls in **History**.

To forward a call

1. Click  **Forward call** on the call panel.



2. Type the name or number of the target, use the redial drop-down list, or drag the target's contact into the **Enter name or number** field.

Bria 5 forwards your call.

Encrypting a call

The outgoing call may be encrypted depending on your **security settings**.

- If an encrypted call is established, the security lock appears on the call panel.
- If an unencrypted call is established, no encryption icon appears.

Note: If a call cannot be established using the specified security, the call will fail.

Recording a call

You can record the audio portion of a one-to-one call or a conference call.

Files created when recording

Recording are saved as .wav files on your computer. The location to save recordings can be set by your system administrator or in the **Preferences > Files and web tabs** panel. (Mac). If you do not see **Preferences > Files and web tabs**, talk to your system administrator.

Files created for conference calls

Multiple files may be created depending on how and when you start recording. If you start recording from the beginning of a conference call and continue recording until the call ends, one file is created.

If you separate a participant from the conference call and have a one-to-one call, the recording continues until the end of the one-to-one call. Two files are created: one for the conference call and the other for the one-to-one call.

Files created when forming conference calls from one-to-one calls

If you are recording one-to-one calls and you merge them to form a conference call, all the individual recordings stop and a new recording is created for the conference call.

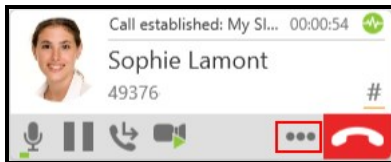
If you are recording one-to-one calls and you add them to an existing conference call, all the individual recordings stop. If the conference call was being recording before the merge, the recording of the conference call continues.

Creating a call recording

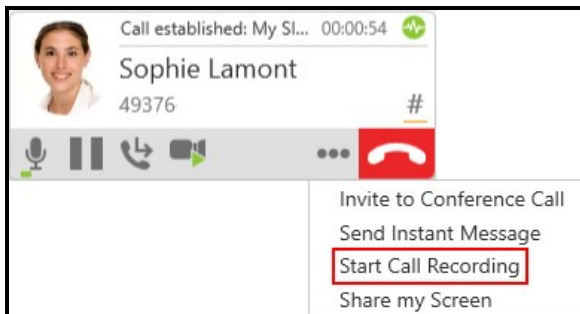
You can record the audio portion of a call in progress.

To start a call recording

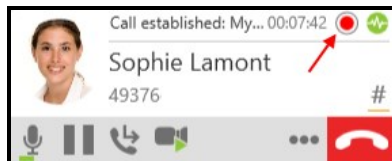
1. Click **...** More options for handling this call (Windows) or **...** More options (Mac).



2. Click **Start Call Recording**.



Bria 5 starts recording the call. The call panel shows a call recording indicator.

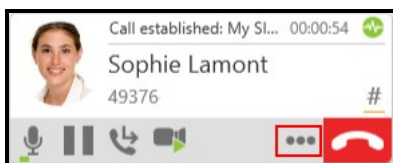


Stopping recording a call

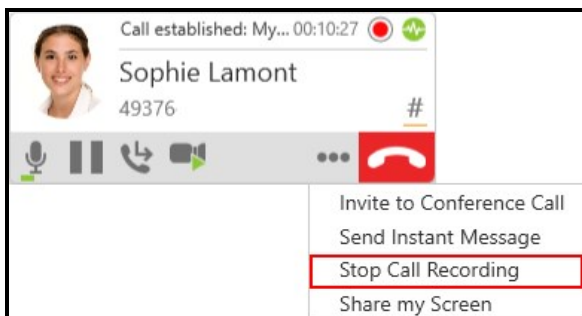
You can stop recording a call using the More menu or using the recording icon.

To stop recoding a call using the More menu

1. Click **...** More options for handling this call (Windows) or **...** More options (Mac).



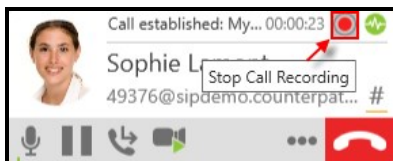
2. Click **Stop Call Recording** to end the call recording.



Bria 5 stops recording the call.

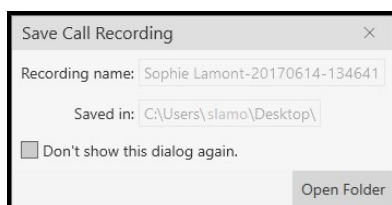
Using the Stop Call Recording

1. Click the  Stop Call Recording.



Bria 5 stops recording the call.

The first time you record a call, a **Save Call Recording** dialog appears. The dialog displays the **Recording name** and the **Saved in location**. You can select **Don't show this dialog again** if you do not want to see the dialog after every recorded call. Click **Open Folder** to open the folder where the file is saved.

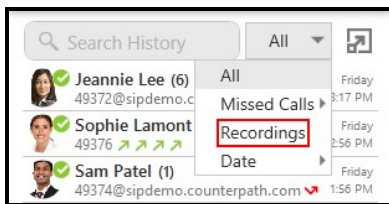


Playing back a call recording

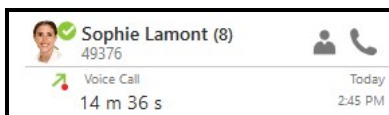
You can play a call recording back directly from Bria 5 using History or you can use a file explorer and your default app to play the recording.

To play back a recording using History

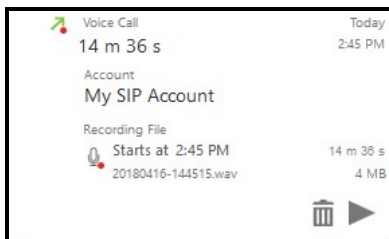
1. Go to the **History** tab on the resource panel.
2. Optional: Click on the filter and select **Recordings**.



3. Click on the **History** group that contains the recording. The **History** group expands.



4. Click on the call entry that contains the recording. The call entry expands.



5. Click ► **Play Recording**.

Bria 5 plays the recording in your default audio player.

To play back a recording using file explorer



1. Locate the .wav file from the location it was saved in.

2. Double-click on the file. The file opens in your default audio player.
3. Use the controls in the audio player to play back the recording.

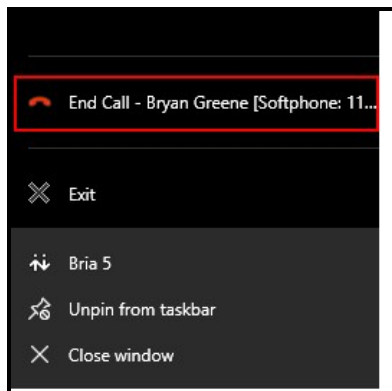
The recording is played in the default audio player.

Ending a call

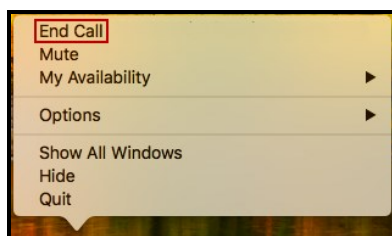
To end a one-to-one or conference call, click  **End call** on the bottom of the call panel. The call panel closes after a few seconds.

To end a video call, click  **End call** on the bottom of the call panel or click  **End call** in the video window tool bar.

In Windows, you can end a call by right-clicking the Bria 5 icon in the taskbar and clicking **End Call**.



In Mac, you can end a call by using CONTROL + click on the Bria 5 icon in the dock and click **End Call**.



Conference calls

Use Bria 5 for six-party audio conferencing and six-party video conferencing (you and five other participants) where you are the host.

With Bria 5, you can create a conference call, add participants to an existing conference call, remove a participant from a conference call, send instant messages to conference participants, and place the conference call on hold.

Creating a conference call

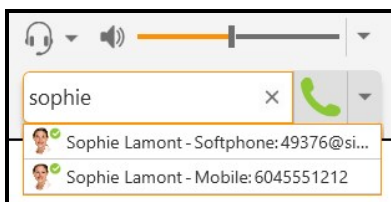
You can create a conference call or you can add participants to an existing call. Once a conference call is created, you can add additional participants.

Creating a conference call

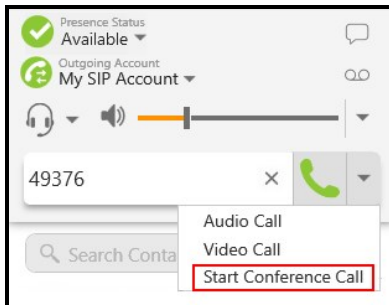
Create a conference call without an established call.

To create a conference call using the dialer

1. Type a number in **Enter name or number**.

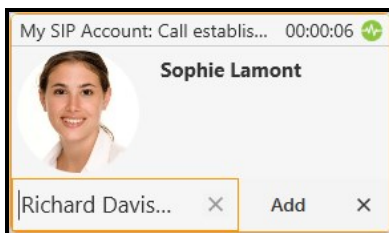


2. Click **More call options** beside **Make a call** or **Make a video call** and select **Start Conference Call**.



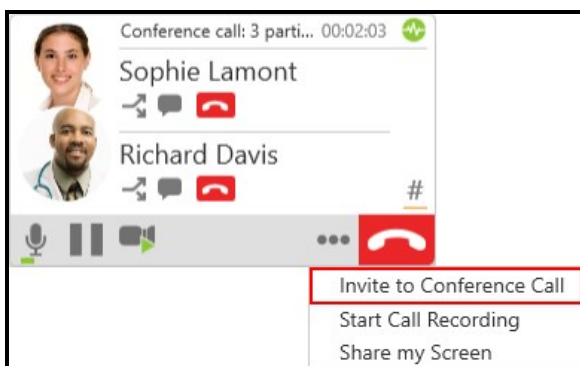
Bria 5 connects the first participant.

3. Type a name or a number, use the redial drop-down, or drag a contact into the **Enter name or number** field and click **Add**.

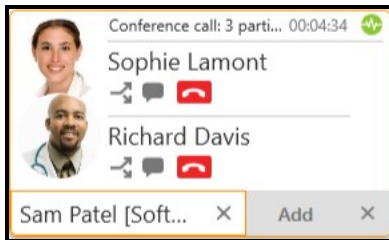


Bria 5 starts a three-party conference call.

4. To add more participants, click **... More options for handling this call** (Windows) or **... More options** (Mac) and click **Invite to Conference Call**.



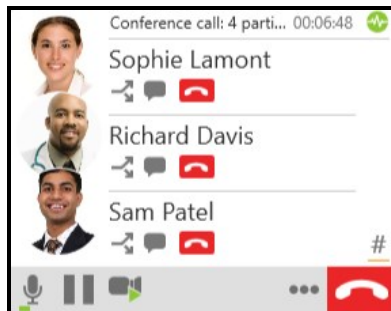
5. Enter a name or a number, use the redial drop-down list, or drag a contact into **Enter name or number** at the bottom of the call panel and click **Add**.



Bria 5 adds the new participant.

6. Repeat steps 4 and 5 until you have added all the participants to the conference call.

Bria 5 creates a conference call.



Adding participants to an established call

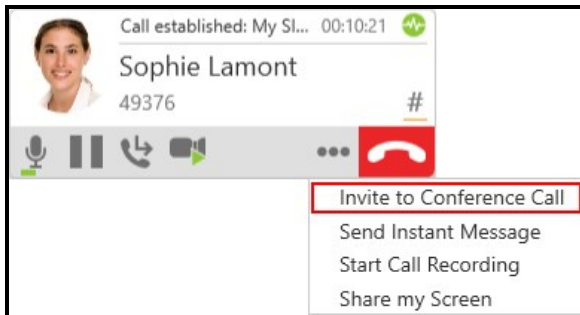
You can add participants to a one-on-one call or to an existing conference call.

Adding participants to an active call

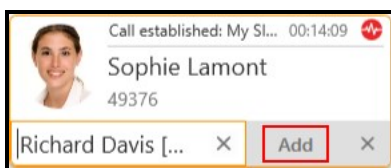
You can use the **... More options for handling this call** (Windows) or **... More options** (Mac) from an existing one-on-one call or from an existing conference call.

Using the More menu

1. Click **... More options for handling this call** (Windows) or **... More options** (Mac) and click **Invite to Conference Call** from an established call.

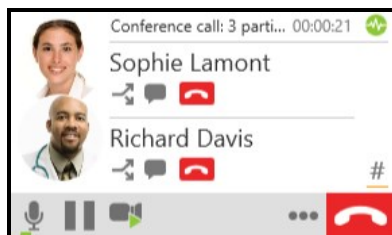


2. Type a name or a number, use the redial drop-down, or drag a contact into **Enter name or number** and click **Add**. Bria 5 adds the new participant.



3. Repeat steps 1 through 3 until you have added all the participants to the conference call.

Bria 5 creates a conference call.

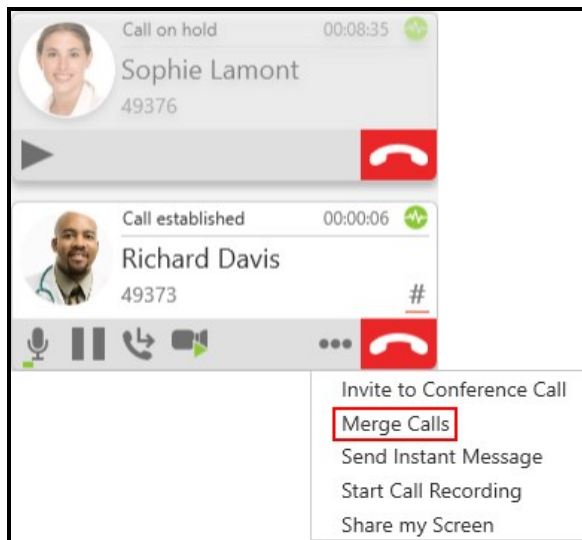


Merging existing calls

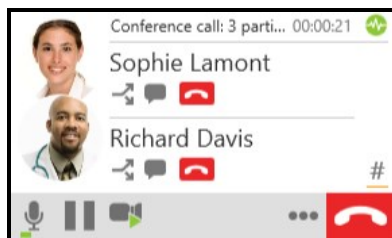
You can create a conference call by merging two or more existing calls.

To add participants by merging calls

1. Establish the calls you want to merge.
2. On the active call, click **More options for handling this call** (Windows) or **More options** (Mac) and click **Merge Calls**.



Bria 5 creates a conference call.

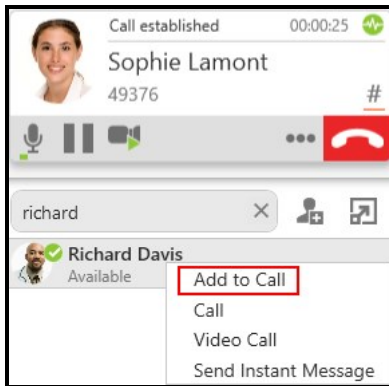


Using the shortcut menu in Contacts or Favorites

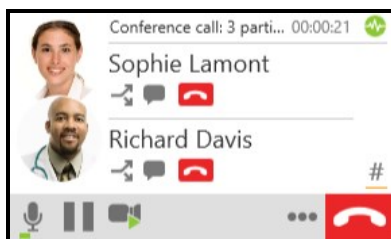
You can add participants to an established one-on-one call or to an established conference call using the shortcut menu in **Contacts** or **Favorites**.

To add participant using the shortcut menu

1. During an established call, go to the **Contacts** or **Favorites** panel.
2. Right-click (Windows) or **CTRL**+click (Mac) on a **Contact** or **Favorite** and click **Add to Call**.



Bria 5 creates a conference call.

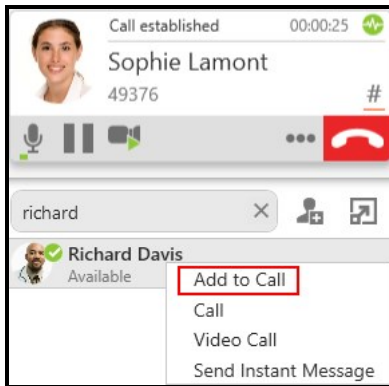


Using the shortcut menu in History

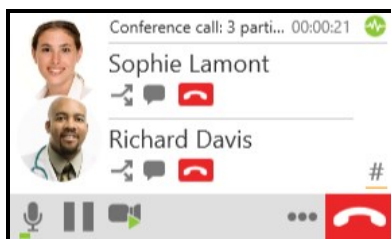
You can add participants to an established one-on-one call or to an established conference call using the shortcut menu in **History**.

To add participants by using the shortcut menu

1. During an established call, go to the **History** panel.
2. Right-click (Windows) or **CTRL**+click (Mac) on a **History** entry - expanded or collapsed - and click **Add to Call**.



Bria 5 creates the conference call.

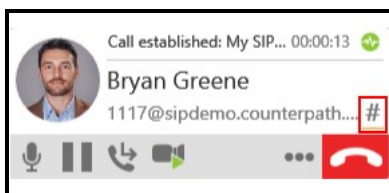


External conference call

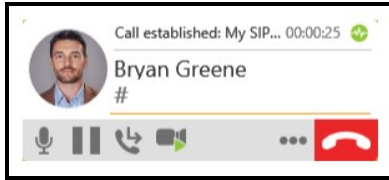
To join a conference call external to Bria 5, you may need to enter DTMF digits.

To use DTMF during a call

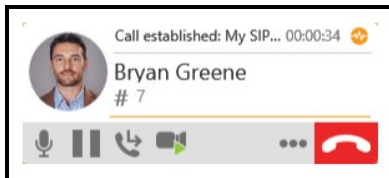
1. Click **Show/Hide DTMF**.



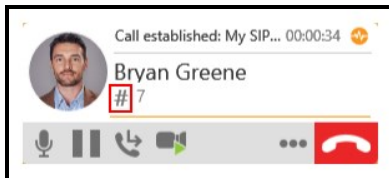
The DTMF field opens.



2. Type the required DTMF numbers.



3. Click Show/Hide DTMF to close the DTMF field.



Bria 5 plays the DTMF tones.

Video conference calls

To use video conferencing, a video camera is necessary to allow the remote parties to see your image. Bria 5 works with most USB video cameras. Video is sent to all participants in a conference call.

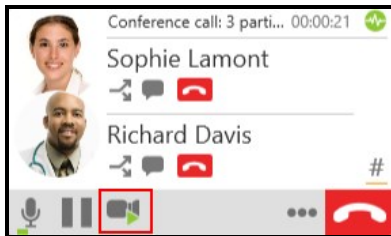
Including video in a conference call

When you start a conference call from established calls, video is automatically included if at least one of the established call includes video.

When you create a new conference call, video is not included.

To add video to a conference call

1. Click  **Start Video**.



Video is sent to all conference participants. Participants can choose whether to share their own video.

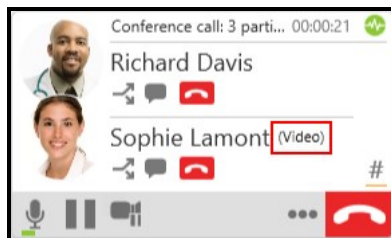
How video is shared

The conference host, the person who started the conference call, serves as the host for the video feed. The video that the host sees is automatically sent to all participants.

If the conference host pauses or stops the video, the other participants no longer receive video.

One person does not have video


Participants that have video see **Video** beside their name. If there are any participants that do not have video, the host must stop and start the video.

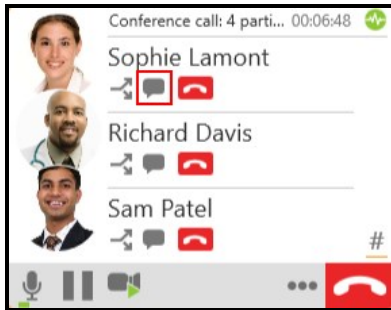


Sending an instant message to a conference participant

Send individual instant message (IM) to a conference participant.

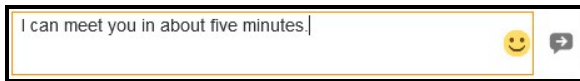
To send a participant an instant message (IM) during the conference call

1. On an established conference call, click  **Send Instant Message** beside the name of the participant.



The **Messages** window opens.

2. Type the message in the **Compose Message** field.



3. Click  **Send Message** or press **ENTER**.

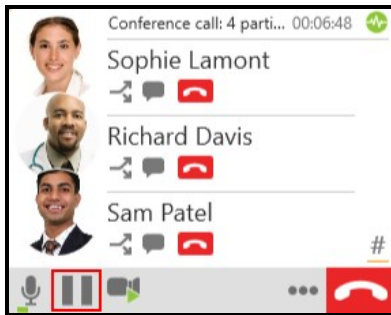
Bria 5 sends the IM.

Putting a conference on hold

With Bria 5, you can put a conference call on hold.

To put a conference call on hold

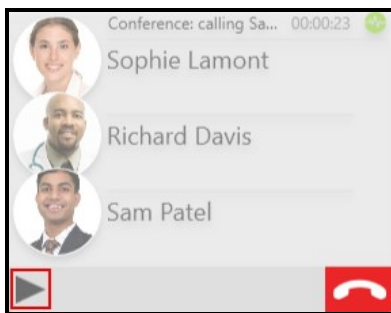
1. Click  **Put conference call on hold** at the bottom of the conference call panel.



Bria 5 places the conference call on hold.

To resume a conference call

1. Click ► **Take all participants off hold** at the bottom of the conference call panel.



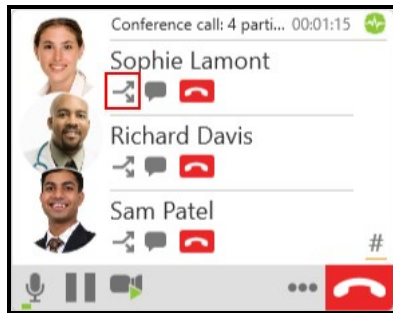
Bria 5 takes the conference call off of hold.

Speaking to a participant separately

During a conference call, you can speak to one of the conference participants separately while maintaining the conference call.

To speak to one participant in a conference call

1. Click ➤ **Separate Calls** beside the participant you want to speak to.



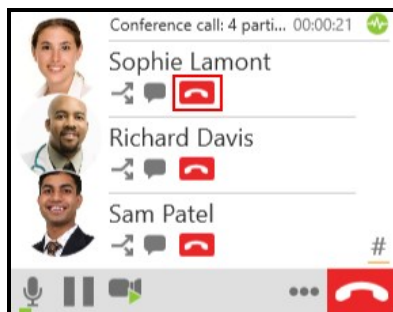
The conference is split into two calls. When you are finished speaking to the separate participant, you can merge the two calls back into the conference call or end the one-on-one call and return to the other conference call.

Removing a participant or ending a conference call

You can remove a participant from the conference call and continue with call or you can end the conference call.

To remove a participant

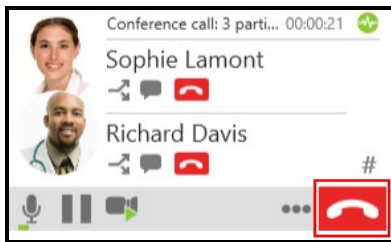
1. Tap  **End call** beside the participant you want to remove.



Bria 5 ends the call with the participant. The call continues with the remaining participants.

To end a conference call



1. Click  **End call** from the conference call panel.



Bria 5 ends the conference.

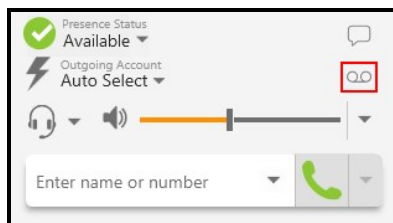
Accessing voice mail

If your service includes voice mail and you have set up **voice mail options**, you can use Bria 5 to access your VoIP service provider's voice mail services.

When you have a new message, an icon showing the number of messages shows on  **Voice messages** (Windows) or  **Voice Mail** (Mac) .



To listen to your messages

1. Click  **Voice messages** (Windows) or  **Voice Mail** (Mac).



Bria 5 plays your messages.

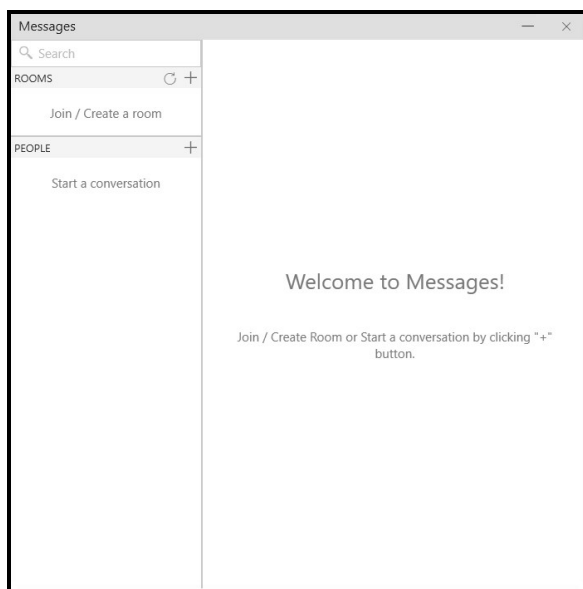
Multiple SIP accounts

If you have multiple SIP accounts registered, clicking the  **Voice messages** (Windows) or  **Voice Mail** (Mac) button reveals the number of messages for each SIP account. Click the account that you want to hear the messages from.

Messaging

There are two types of messages in Bria 5 - instant messages (IMs) and chat rooms. IMs are messages that you send to an individual contact. Chat rooms have multiple members and allow you to send messages to all the members of the room. IM's are found in the **People** section of the **Messages** window. Chat rooms are found in the **Room** section.

You can send IM's to any contact who has a softphone (if your SIP provider supports SIP SIMPLE) or an XMPP address. To use chat rooms, you must have an XMPP account registered and enabled.



You can use emoticons and formatting in your IM's and chat rooms. Use **CTRL+B** for bold, **CTRL+I** for Italic, and **CTRL+U** for underline on Windows. Use **COMMAND+B** for bold, **COMMAND+I** for Italic, and **COMMAND+U** for underline for Mac.

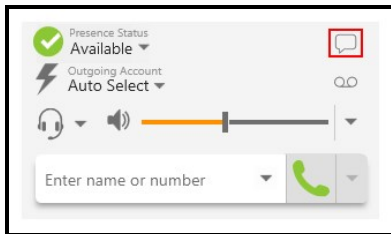
By default, **SHIFT+ENTER** (for Windows) or **CONTROL + ENTER** (for Mac) inserts a new line in a message and **ENTER** sends the message. You can modify this behavior in [Preferences > Application panel: Messages & Presence](#).

Opening the Messages window

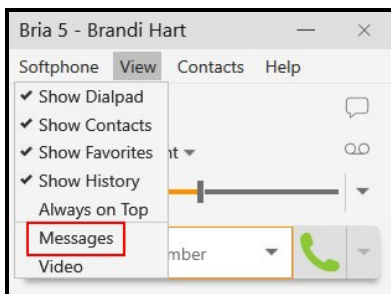
There are several ways that you can open the **Messages** window.

Windows

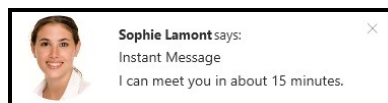
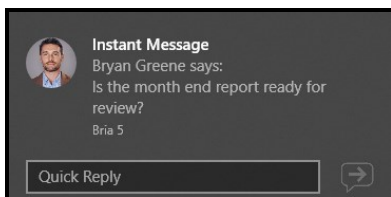
- Click  **Show the messages window.**



- Keyboard shortcut: `CTRL+SHIFT+M`
- Select **View > Messages**



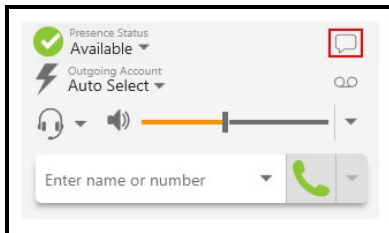
- Click on an IM notification



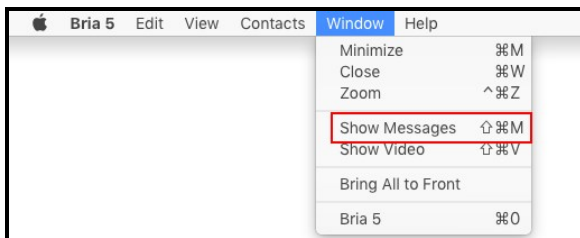
Mac

- Click

 Show the messages window.



- Select **Window > Show Messages**



- Click on an IM notification



Instant messages

You can send instant messages (IMs) to a contact who has a softphone address (if your provider supports SIP SIMPLE) or an XMPP address. You can delete the entire IM session.

To send messages to more than one person, see [Chat rooms](#).

Sending and receiving instant messages

Sending an instant message

Instant messages (IMs) can be sent from the **Messages** window, the **Contacts** panel, the **Favorites** panel, or from an active call.

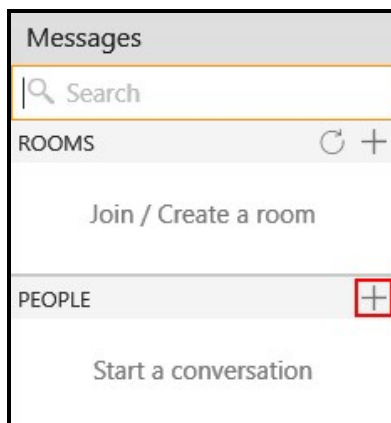
Set the action for clicking **ENTER** while typing a message in **Preferences > Application panel: Messages & Presence**.

Sending an IM from the Messages window

From the **Messages** window, you can start a new IM, send another message on an existing conversation, or send an IM to a member of a chat room.

To start a new IM

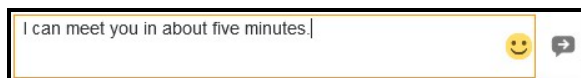
1. Click **+** **New Conversation** in the **People** section of the **Messages** window.



2. Type a name into **Add recipients**. As you type, Bria 5 may display suggestions for completing the entry. Click on the person or press **ENTER** to select the recipient.



3. Type your message in **Compose Message**.

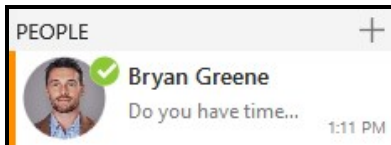


4. Click **Send Message**.

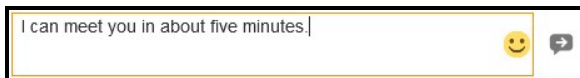
Bria 5 sends the IM.

Add to an existing IM conversation

1. Click on an existing conversation in the **People** section of the **Messages** window.




2. Type your message in **Compose Message**.

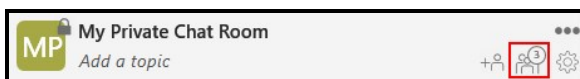


3. Click  **Send Message**.

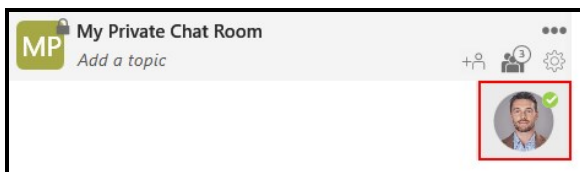
Bria 5 sends the IM.

To send an IM from a chat room

1. Tap on the chat room in the **Rooms** section of the **Messages** window.
2. Click  **Members** in the chat room header. The number indicates the number of members in the room.



3. Double click on their avatar.



If you already have an existing IM, Bria 5 opens it. If you do not have an existing IM, Bria 5 starts a new one.

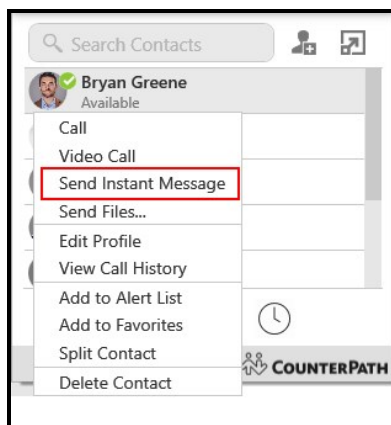
Note: If you do not have an XMPP account or your XMPP account is not registered, you do not see **Rooms** and **People**. Click  **New Conversation** instead of **+ New Conversation**.

Sending an IM from the Contacts or the Favorites panel

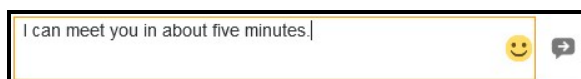
From the **Contacts** or **Favorites** panel, you can start a new IM using the shortcut menu or using click-to-message.

To send an IM using the shortcut menu

1. On the **Contacts** or **Favorites** panel, right-click (Windows) or **CONTROL+Click** (Mac) on a contact or a favorite and select **Send Instant Message** from the shortcut menu. If there is more than one IM address, select the one you want to use.



2. Type your message in **Compose Message**.



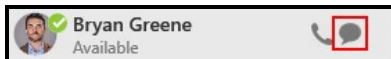
3. Click  **Send Message**.

Bria 5 sends the IM.

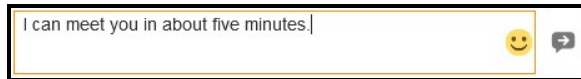
To send an IM using click-to-message

1. On the **Contacts** or **Favorites** panel, hover on the contact you want to message to

reveal the click-to-message button. Click  **Instant message this person.**





2. Type your message in **Compose Message**.





3. Click  **Send Message**.

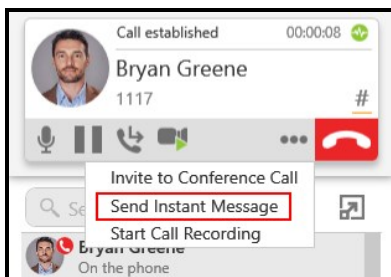
Bria 5 sends the IM.

Sending an IM from an active call

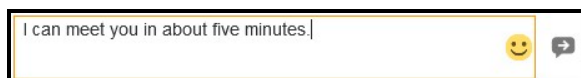
From an active call, you can send a message using  **More options for handling this call** (Windows) or  **More options** (Mac).

To send an IM from an active call

1. During an active call, click  **More options for handling this call** (Windows) or  **More options** (Mac) in the call panel and click **Send Instant Message**.




2. Type your message in **Compose Message**.



3. Click  **Send Message**.

Bria 5 sends the IM.

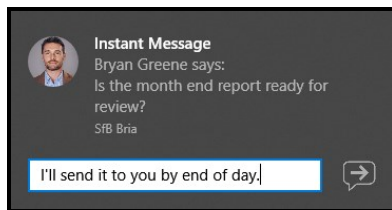
Tip: If **Preferences > Application panel: Messages & Presence** > In messaging, pressing **Enter** will: is set to **Send the message**, you can use **ENTER** instead of clicking  **Send Message**.

Receiving an instant message

When you receive an IM, the **Messages** window opens or a notification appears. To control the type of notification, go to **Preferences > Alerts & Sounds** (Windows) or **Preferences > Alerts** (Mac) .

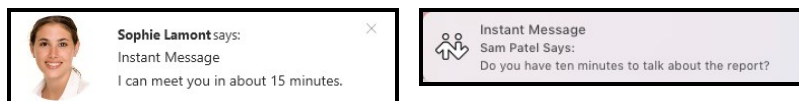
Windows 10 interactive toast notification

You can type your response directly into a Windows 10 interactive toast notification or you can click on the notification to open it in the **Messages** window.



Windows 7 and Mac notifications

You click on the Windows 7 or a Mac IM notification to open it in the **Messages** window.

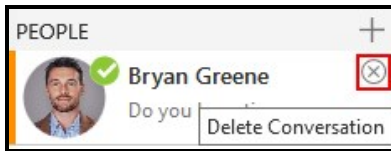


Deleting instant messages

You can delete an IM conversation from Bria 5. Before you delete a conversation, you may want to **export it**.

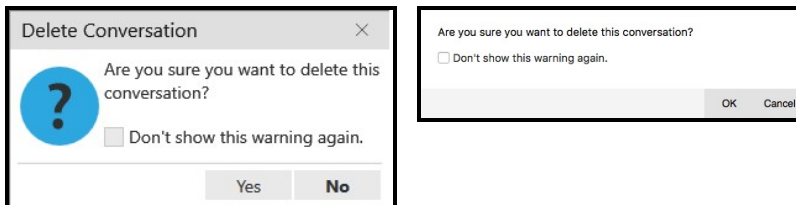
To delete a conversation using Delete Conversation

1. Click  **Delete Conversation** beside the session.



A **Delete Conversation** dialog opens.

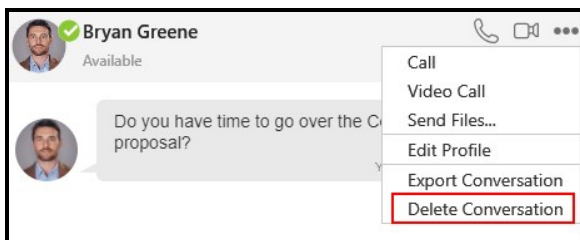
2. Click **Yes** (Windows) or **OK** (Mac).



Bria 5 deletes the session.

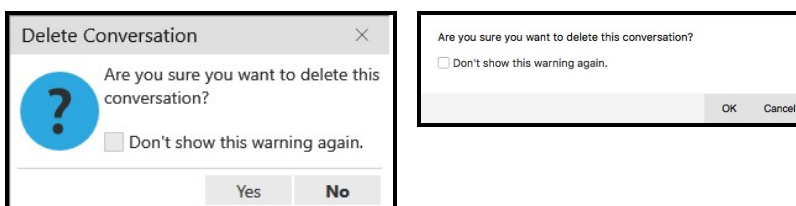
To delete a conversation using the More menu

1. Click on the session, click **...** **More options for this contact** (Windows) or **...** **More options for this conversation** (Mac) and click **Delete Conversation**.



A **Delete Conversation** dialog opens.

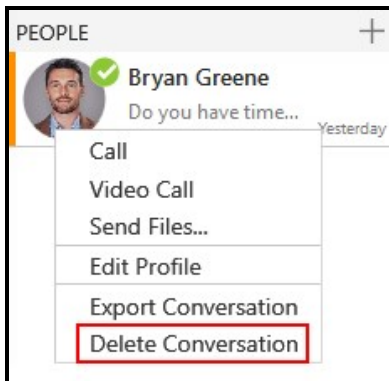
2. Click **Yes** (Windows) or **OK** (Mac).



Bria 5 deletes the session.

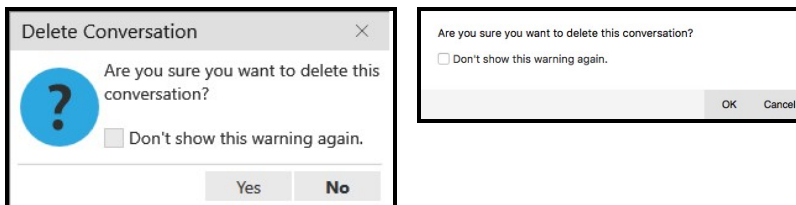
To delete a conversation using the shortcut menu

1. Right-click on the session and click **Delete Conversation**.



A **Delete Conversation** dialog opens.

2. Click **Yes** (Windows) or **OK** (Mac).



Bria 5 deletes the session.

Tip: If you select **Don't show this warning again** before clicking **Yes** on the **Delete Conversation** dialog, you will not receive a warning before deleting sessions in the future.

Chat rooms

Chat rooms are used when sending messages to multiple recipients. Chat rooms can be private or public. Private rooms can only be joined by invitation. Public rooms can be joined by anyone in your XMPP group. Chat rooms are only supported with a single XMPP account.

You can:

- Create chat room.
- Join a chat room.
- Set up the type of notifications you want to receive for each chat room.
- Use mentions to get the attention of a specific chat room member.
- You can delete or leave a chat room.

Chat room server requirements

The following requirements must be met to use chat rooms:

- Your XMPP server must support:
 - Multi-User Chat as defined in XEP-0045.
 - Bookmarks as defined in XEP-0048.
 - Private XML Storage as defined in XEP-0049.
 - Entity Time as defined in XEP-0202
 - Delayed Delivery as defined in XEP-0203
- All the clients must be running version 5.5.0 or higher on Windows and Mac.
- All the users must connect to the same XMPP server; in other words, their XMPP accounts must have the same domain.
- Your XMPP account must be registered and enabled.

If your XMPP server does not support XEP-0045, you will not see **Rooms** in **Messaging**.

If your XMPP server does not support XEP-0048, XEP-0049, XEP-0202, and XEP-0203, chat rooms may not work as designed. Users may see errors in the **Rooms** list, the time stamps on messages may be incorrect, and some messages may not be sent to all users.

If some clients are running versions earlier than 5.5.0 on Windows and Mac, the room members list may not accurately show who is in the chat rooms and messages may not be sent to all room members.

Chat room properties

Each chat room has a set of properties. Some are required and some are optional.

Required chat room properties

Room name: Each room must have a unique room name. Up to 40 characters long.

Room Type: A room can be private or public. Private rooms are unlisted and can be joined by invitation only. Public rooms are displayed in the list of chat rooms that you can join.

Room owner: The name of the person that created the room.

Optional chat room properties

Members: The people you are inviting to the room or the people already in the room.

Description: Up to 140 characters long that can be edited by the room owner.

Topic: A brief description of what is currently being discussed in the group that can be edited by anyone. Up to 140 characters long.

Creating a chat room

All Bria 5 users can create new private or public chat rooms. Public chat rooms can be joined by anyone. Private chat rooms can only be joined by an invitation from the **Room Owner**.

Chat rooms are assigned an avatar using the initials from **Room Name**. As you type in **Room Name**, the color of the avatar changes as you type. The resulting color is assigned to the chat room. **Room Name** can be up to 40 characters long and must be unique. **Room Name** is case sensitive.

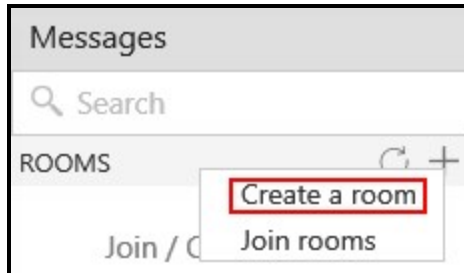
Description is an optional field. **Description** can be up to 140 characters long.

Creating a private chat room

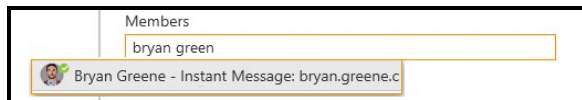
You can create a private chat room from the **Messages** window, **Contacts** or **Favorites**. When you create a private chat room, you invite people to join the room. Once the chat room is created, you cannot remove a person from the room.

To create a private chat room in Rooms

1. Click **+ Join / Create a room** and click **Create a room** on the **Rooms** section of the **Messages** window.



2. Select **Private** for the **Room Type**.
3. Type in a **Room Name**.
4. Start typing the name of a contact you want to add to the room. As you type a name, Bria 5 shows a list of suggestions. Select the person you want to invite from the list.

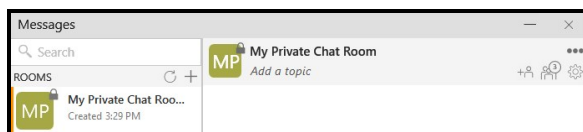


If you want to remove someone from **Members** before you create the room, click **⊗** **Remove**.



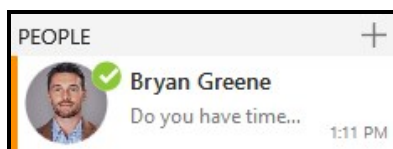
5. Repeat the previous step until all the members you want to add are shown in **Members**.
6. If desired, enter a brief **Description** of the room. This field is optional.
7. Click **Create**.

Bria 5 creates the chat room and adds it to the **Rooms** section of the **Messages** window. The **Members** you invited are automatically added to the room. The lock on the avatar for the room indicates this is a private chat room.



To create a private chat room in People

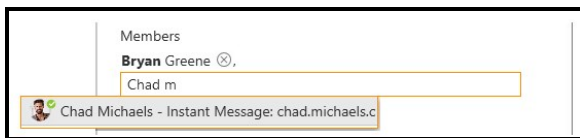
1. Click on the IM in the **People** section of the **Messages** window.



2. In the IM header, click  **Create a Chat Room**.



3. Select **Private** for the **Room Type**.
4. The **Room Name** defaults to your display name. If desired, type in a new **Room Name**.
5. The person from the one-to-one chat is automatically added to **Members**. Start typing the name of another contact you want to add to the room. As you type a name, Bria 5 shows a list of suggestions. Select the person you want to invite from the list.



If you want to remove someone from **Members** before you create the chat room, click  **Remove**.



6. Repeat the previous step until all the members you want to add are shown in **Members**.
7. If desired, enter a brief **Description** of the room. This field is optional.
8. Click **Create**.

Create a Room

Room Type
☒ Private ☐ Public

Room Name*
 My Private Chat Room

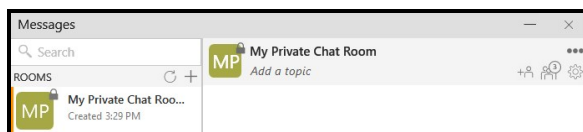
Members
 Bryan Greene , Chad Michaels , Dana Schultz ,
 Add recipients

Room Owner
 Brandi Hart

Description
 Add a room description

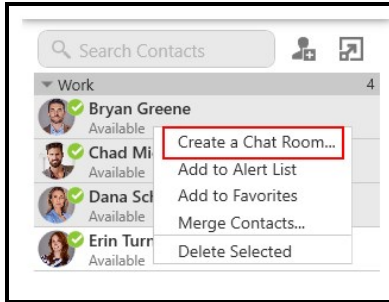
Cancel Create

Bria 5 creates the chat room and adds it to the **Rooms** section of the **Messages** window. The **Members** you invited are automatically added to the room. The lock on the avatar for the room indicates this is a private chat room.



To create a private chat room in Contacts or Favorites

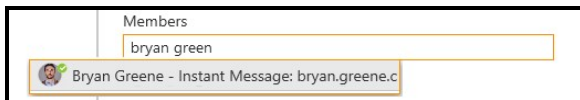
1. Click a group, or use **SHIFT+Click**, **CTRL+Click** (Windows), **COMMAND+Click** (Mac) or a combination to select two or more contacts, favorites, or groups.
2. Right-click (Windows) or **CTRL+click** (Mac) and select **Create a Chat Room....**




Create a Room opens in the **Messages** window.

3. Select **Private** for the **Room Type**.
4. **Room Name** defaults to your display name followed by **Room**. You can edit **Room Name** by typing in a new name.
5. The contacts you selected are listed in **Members**.

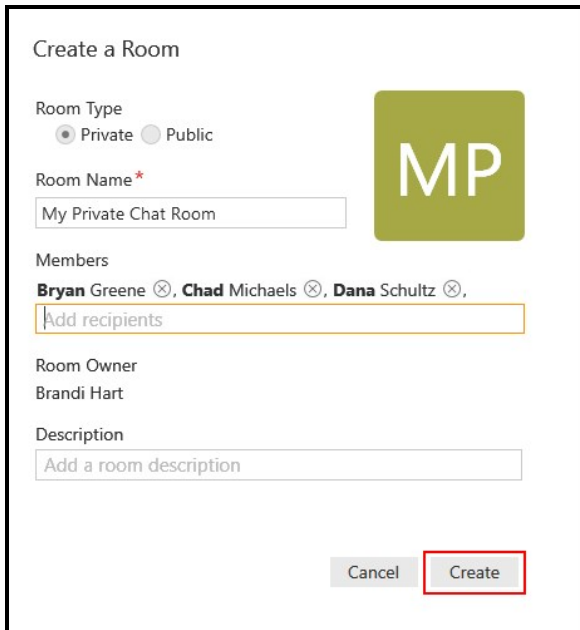
If you want to add any additional , start typing the name of a participant you want to add to the room. As you type a name, Bria 5 shows a list of suggestions. Select the person you want to invite from the list.



If you want to remove someone from **Members** before you create the room, click  **Remove**.



6. Repeat the previous step until all the members you want to add are shown in **Members**.
7. If desired, enter a brief **Description** of the room. This field is optional.
8. Click **Create**.



Create a Room




Room Type

☒ Private ☐ Public

Room Name*

My Private Chat Room

Members

Bryan Greene , Chad Michaels , Dana Schultz ,

Add recipients

Room Owner

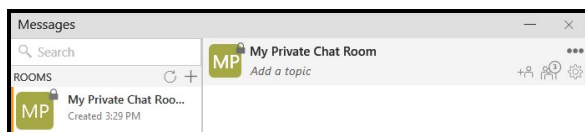
Brandi Hart

Description

Add a room description

Cancel Create

Bria 5 creates the chat room and adds it to the **Rooms** section of the **Messages** window. The **Members** you invited are automatically added to the room. The lock on the avatar for the room indicates this is a private chat room.

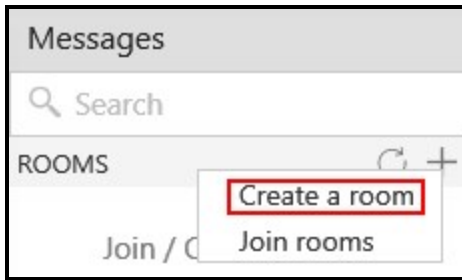


Creating public chat rooms

You can create a public chat room from the **Messages** window, **Contacts** or **Favorites**.

To create a public chat room

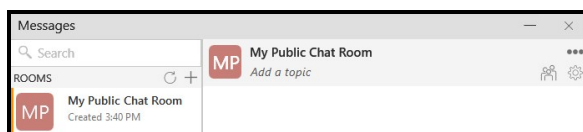
1. Click **+** and click **Create a room** on the **Rooms** section of the **Messages** window.



2. Select **Public** for the Room Type.
3. Type in a **Room Name**.
4. If desired, enter a brief **Description** of the room. This field is optional.
5. Click **Create**.

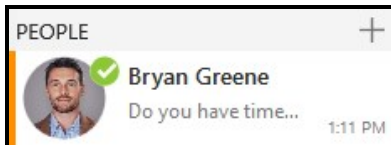
A screenshot of the 'Create a Room' dialog box. It has a title bar 'Create a Room'. Inside, there are two radio buttons for 'Room Type': 'Private' and 'Public' (selected). To the right is a red square icon with the letters 'MP'. Below the radio buttons is a text field for 'Room Name*' containing 'My Public Chat Room'. Below that is a text field for 'Room Owner' containing 'Brandi Hart'. Below that is a text field for 'Description' with the placeholder text 'Add a room description'. At the bottom right are two buttons: 'Cancel' and 'Create' (highlighted with a red box).

Bria 5 creates the chat room and adds it to the **Rooms** section of the **Messages** window. You can join the room.



To create a public chat room in People

1. Click on the IM in the **People** section of the **Messages** window.



2. In the IM header, click  **Create a Chat Room**.

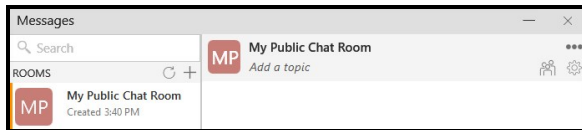


3. Select **Public** for the **Room Type**.
4. The **Room Name** defaults to your display name. If desired, type in a different **Room Name**.
5. If desired, enter a brief **Description** of the room. This field is optional.
6. Click **Create**.

A screenshot of the 'Create a Room' dialog box. It contains the following elements:

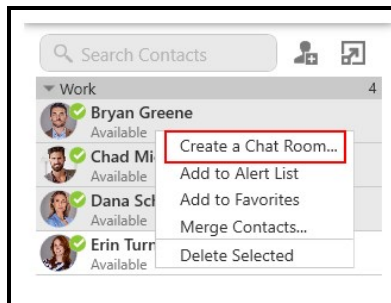
- Room Type:** Two radio buttons, 'Private' and 'Public'. The 'Public' button is selected.
- Room Name:** A text input field containing 'My Public Chat Room'. To the right of the field is a large red square with the letters 'MP' in white.
- Room Owner:** The name 'Brandi Hart' is displayed.
- Description:** A text input field with the placeholder text 'Add a room description'.
- Buttons:** At the bottom right, there are two buttons: 'Cancel' and 'Create'. The 'Create' button is highlighted with a red box.

Bria 5 creates the chat room and adds it to the **Rooms** section of the **Messages** window. You can join the room.



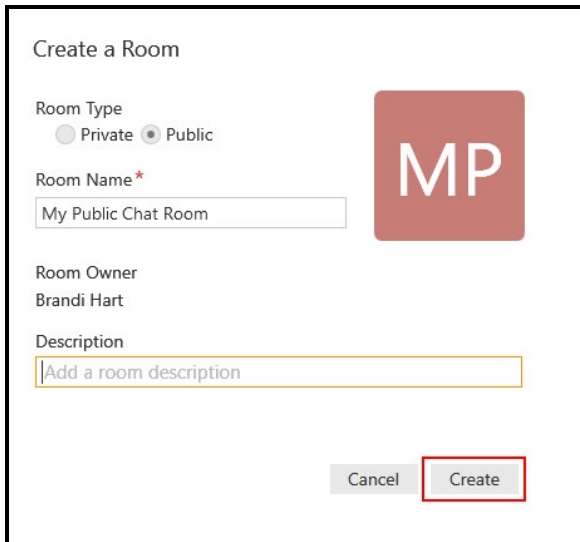
To create a public chat room in Contacts or Favorites

1. Right-click (Windows) or **CTRL**+click (Mac) on any **Contact** or **Favorite** and select **Create a Chat Room....**

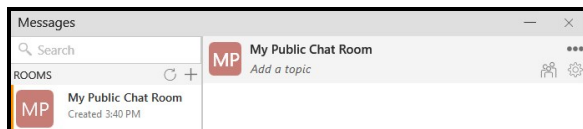


Create a Room opens in the **Messages** window.

2. Select **Public** for the **Room Type**.
3. The **Room Name** defaults to your display name. If desired, type in a different **Room Name**.
4. If desired, enter a brief description of the room. This field is optional.
5. Click **Create**.



Bria 5 creates the chat room and adds it to the **Rooms** section of the **Messages** window. You can join the room.



Tip: You can select any **Contact** or **Favorite** to create a public room. Public rooms are do not have members so you don't need to select a specific **Contact** or **Favorite**.

Joining a chat room

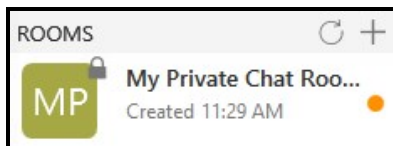
There are two types of chat rooms - public and private. Anyone can join a public chat room. You must be invited to join a private chat room. Bria 5 automatically accepts the invitation to private chat rooms.

When you join a chat room, you can see the previous messages in the chat room.

Joining a private chat room

In order to join a private chat room, you have to added as a member. You automatically join the room when the **Room Owner** invites you and the private room is shown in

Rooms section of the **Messages** window with a dot to indicate it is new. If you leave a private chat room and want to rejoin, you need to be invited to the room again.

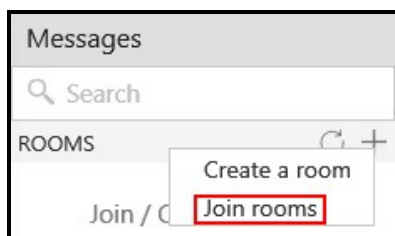


Joining a public chat room

You can join existing public chat rooms that were created by one of your .

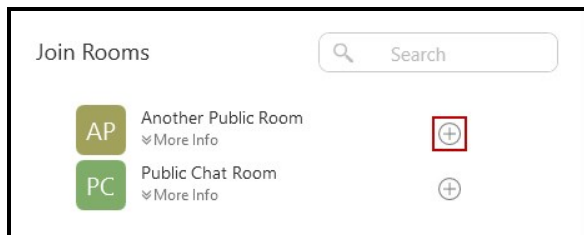
To join a public chat room

1. Click **+** **Join / Create a room** and click **Join rooms** on the **Rooms** section of the **Messages** window.

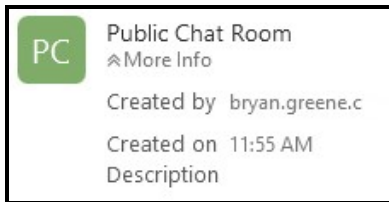


Bria 5 displays a list of public rooms.

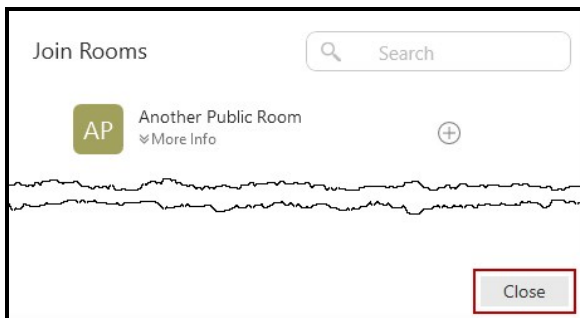
2. Click **+** **Join room** beside the public room you want to join. If the list of rooms is long, you can type room name and description keywords in **Search**.



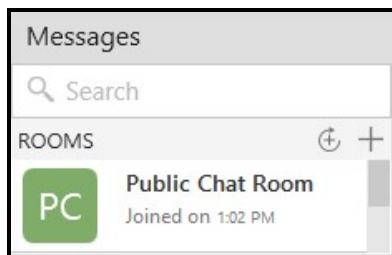
Click on **More Info** to view who created the room, when it was created, and the **Description** (if one was added).



3. If you want to join multiple rooms at the same time, click **⊕ Join room** beside all the public rooms you want to join. Once you have added all the rooms you want to join, click **Close**.



The chat room is added to the **Rooms** section of the **Messages** window.



Editing chat rooms

After a room has been created, the **Room Owner** - the person that created the room - can change the **Room Name** and **Description**, add new members, and add a **Topic** to a room. These changes are made from the **Messages** window.

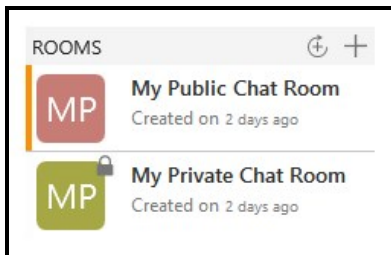
Members of the room can also change the **Topic**.

Changing the Room Name and Description

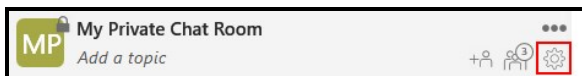
The **Room Owner** can change the **Room Name** and **Description**. The chat rooms you can edit say **Created**.

To change the Room Name and Description

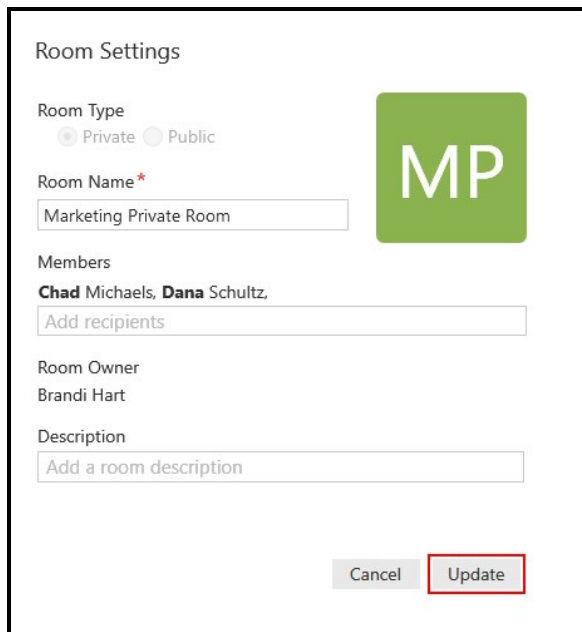
1. Click on the room in the **Rooms** section of the **Messages** window.



2. In the room header, click  **Settings**.



3. Type a new **Room Name** or **Description**.
4. Click **Update**.



Room Settings

Room Type
☒ Private ☐ Public

Room Name*
Marketing Private Room

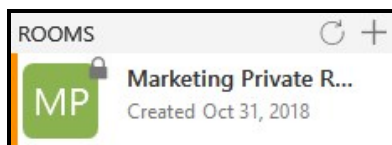
Members
Chad Michaels, Dana Schultz,
Add recipients

Room Owner
Brandi Hart

Description
Add a room description

Cancel Update

Bria updates the **Room Name** and **Description**.

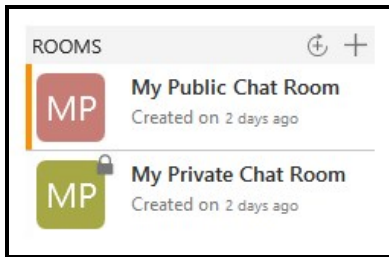


Adding a Topic to a room

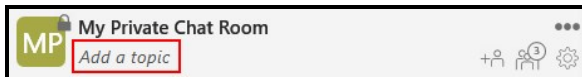
Room members can add a **Topic** for both public and private chat rooms. You might want to add a **Topic** to indicate what the current discussion is about. **Topics** do not show up in search results.

To add a Topic to a room

1. Click on the chat room in the **Rooms** section of the **Messages** window.

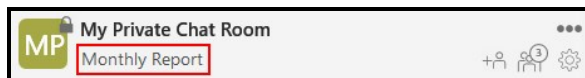


2. Click on **Add a topic** or on the existing topic.



3. Type in the new **Topic**.

Bria 5 displays the new topic in the chat room header when the chat room is selected.



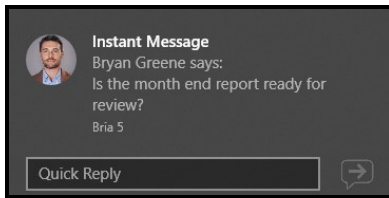
Chat room notifications

Bria 5 has several ways to indicate when there is a new message or you have been mentioned in a chat room you are a member of. You can customize the notifications the you receive in **Preferences > Alerts & Sounds** (Windows) or **Preferences > Alerts** (Mac) and for each chat room.

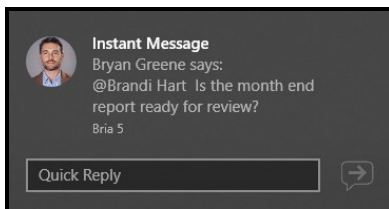
Types of notifications

Bria 5 may do the following depending on how you set your Preferences and the notifications for each chat room:

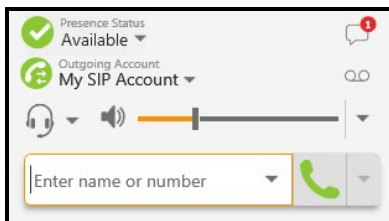
- Send a notification or open the **Messages** window when there is a new message if **Notifications** is set to **All** for the chat room.



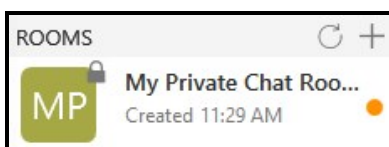
- Send a notification or opens the **Messages** window where the user has been mentioned in a message if **Notifications** is set to **All** or to **Mentions (@)** for the chat room.



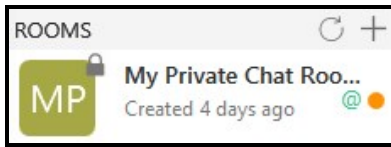
- Cause the icon to flash in the Taskbar or bounce in the Dock when there is a new message if **Notifications** is set to **All** for the chat room.
- Cause the icon to flash in the Taskbar or bounce in the Dock when the user has been mentioned in message if **Notifications** is set to **Notifications** is set to **All** or to **Mentions (@)** for the chat room.
- Display a badge with the number of new messages on the onscreen phone.



- Display a dot beside the chat room in the **Rooms** list on the **Messages** window when there is a new message.



- Display @ beside the chat rooms in the **Rooms** list on the **Messages** window when the user has been mentioned.



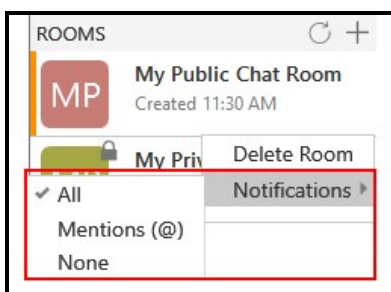
Changing chat room notifications

You can change the notifications you receive for each individual chat room. Choose from:

- **All:** Bria 5 notifies you if there is a new message or you have been mentioned in a chat room you are a member of.
- **Mention (@):** Bria 5 notifies you if you are mentioned in a chat room you are a member of.
- **None:** Bria 5 does not notify you that there is a new message or the you have been mentioned in a chat room you are a member of.

To change room notifications from the Rooms list

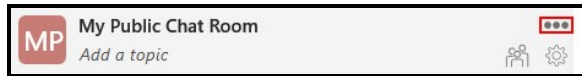
1. Right-click (Windows) or **CTRL**+click (Mac) on the chat room in the **Rooms** section of the **Messages** window.
2. Select **Notifications** and the type of notification that you want to receive – **All**, **Mentions (@)**, or **None**.



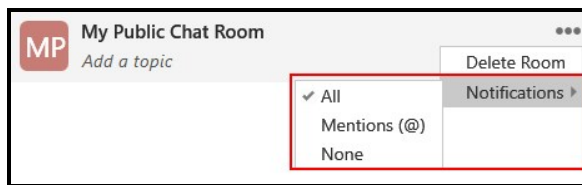
Bria 5 updates your notification preferences for the room.

To change room notifications from room options

1. Click on the chat room in the **Rooms** section of the **Messages** window.
2. Click **⋮ More options for this conversation**.



3. Select **Notifications** and the type of notification that you want to receive – **All**, **Mentions (@)**, or **None**.



Bria 5 updates your notification preferences for the room.

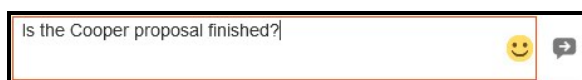
Sending and receiving messages

Sending a message

Once you have **created** or **joined** a chat room, you can start sending messages.

To send a chat room message

1. Click on the chat room in the **Rooms** section of the **Messages** window.
2. Type your message in **Compose Message**.



3. Click **🗨 Send Message**.

Bria 5 sends the chat room message.

Receiving a message

Your chat room **notification settings** determine the type of alert you see when there is a new message on a chat room.

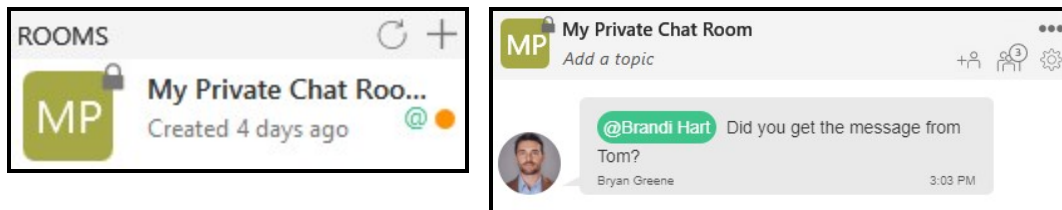
To view an new message

- Click on the chat room in the **Rooms** section of the **Messages** window.
- Click on the notification.

Bria 5 displays the chat room messages.

Mentions

If you want to get the attention of a room member, you can use mentions. The person that is mentioned sees an indicator beside the chat room in the **Rooms** section of the **Messages** window and sees their name highlighted in the chat room messages.

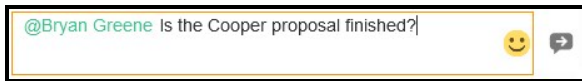


To mention a person

1. Click on the chat room in the **Rooms** section of the **Messages** window.
2. Type @ followed by the name of the person you want to mention in **Compose Message**. As you type, Bria 5 offers suggestions. Select the name of the person from the list of suggestions.



3. Type your message in **Compose Message**.



4. Click  **Send Message**.

Bria 5 sends the chat room message. The person mentioned in the message sees an indicator that they have been mentioned.

Tip: You can use **@Everyone** to send a mention to all members of a private chat room and all active members of a public chat room.


Chat room members

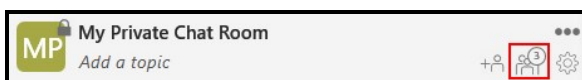
Members of a chat room can see who is in the room. The owner of the chat room can add new members to a private room. The room owner can also re-invite members to a private chat room.

Seeing who is in a room

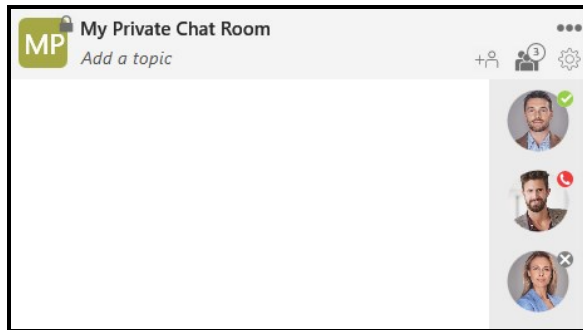
As a member of a chat room, you can see who is in the room. Private chat rooms display everyone who is a member of the chat room along with their status. Public chat rooms display the room members that are currently online.

To see who is in a chat room

1. Click on the chat room in the **Rooms** section of the **Messages** window.
2. Click  **Members** in the chat room header. The number indicates the number of members in the room.



The members list opens in the chat room panel. Each member of the chat room is displayed with their status. Hover over the avatar for the members name. Click on the member to see the contact details.

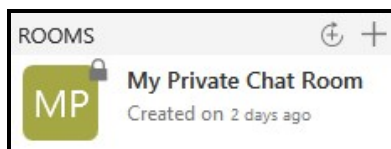


Adding new members to a private chat room

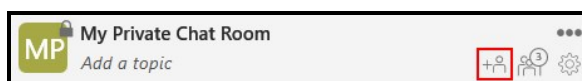
The room owner can add new members to a private chat room from the room header or in the chat room **Settings**. Once you have invited a person to join the chat room, you cannot remove a person from the room.

To add new members to a room from the chat room header

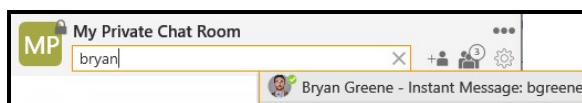
1. Click on the chat room in the **Rooms** section of the **Messages** window. The chat rooms you can add members to say **Created**.





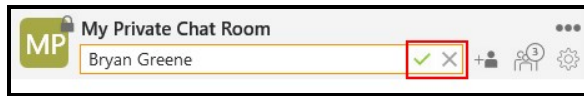
2. Click **+ Add members** in the chat room header.



3. Start typing the name of a contact you want to add to the chat room. As you type a name, Bria 5 shows a list of suggestions. Select the person you want to invite from the list.



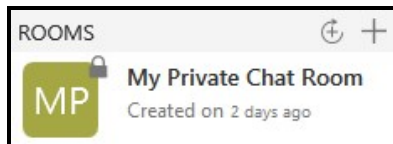
4. Click  **Add members** to add the contact. Click  **Cancel** if you do not want to add the contact.



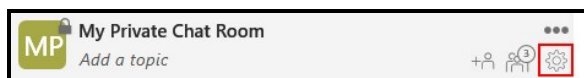
Bria 5 adds the contact to the chat room.

To add new members to a room from chat room Settings

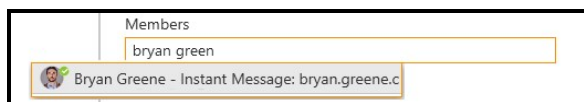
1. Click on the chat room in the **Rooms** section of the **Messages** window. The chat rooms you can add members to say **Created**.



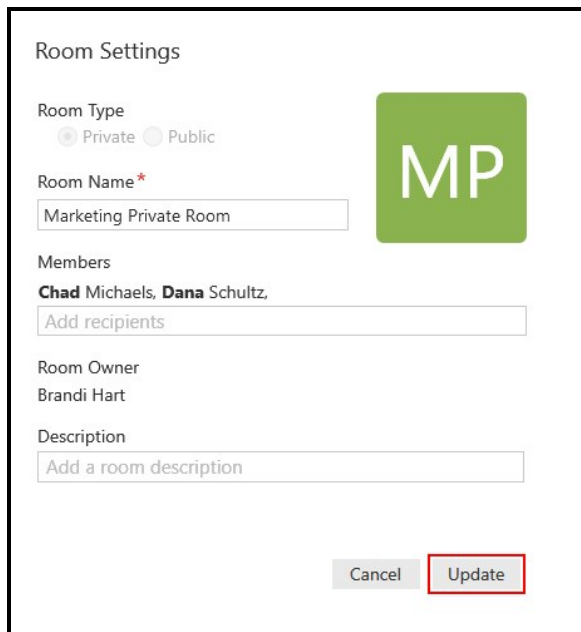
2. In the room header, click  **Settings**.



3. Start typing the name of a contact you want to add to the chat room in **Add recipients**. As you type a name, Bria 5 shows a list of suggestions. Select the person you want to invite from the list.



4. Click **Update**.



Room Settings

Room Type
☒ Private ☐ Public

Room Name*
Marketing Private Room

Members
Chad Michaels, Dana Schultz,
Add recipients

Room Owner
Brandi Hart

Description
Add a room description

Cancel Update

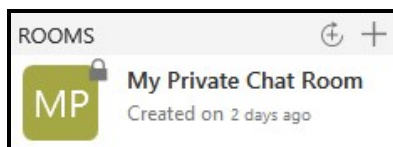
Bria 5 adds the contact to the chat room.


Re-inviting a member

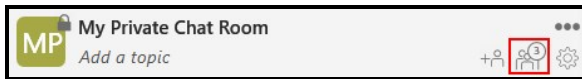
If the owner of the chat room sends an invitation to someone who is using a version of Bria 5 that does not support chat rooms, the member may not automatically join the chat room. Once they have upgraded their version of Bria 5, the room owner can re-invite the member.

To re-invite a member

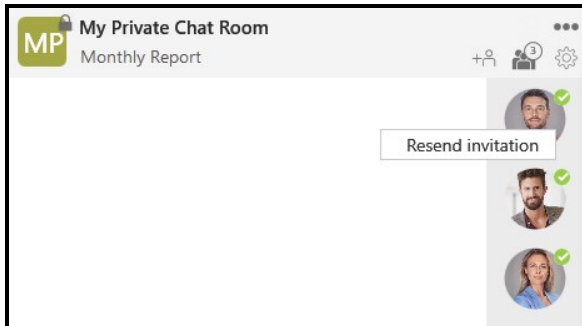
1. Click on the chat room in the **Rooms** section of the **Messages** window.



2. Click  **Members** in the chat room header. The number indicates the number of members in the room.



3. Right-click (Windows) or **CTRL**+click (Mac) on the member and click **Resend invitation**.



The **Member** you re-invited is automatically added to the room.

Leaving or deleting a chat room

You can leave a private or public chat room without closing it if you are not the room owner. If you are the room owner, you can delete a private or a public chat room.

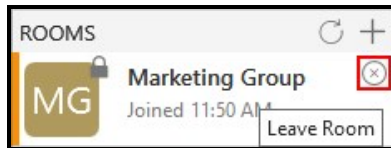
Tip: Before you leave or delete a room, you may want to [export the conversation](#).

Leaving a chat room

If you are not the room owner, you can leave a chat room from the **Rooms** list or from the chat room header.

To leave a room from the Rooms list

1. Hover on the chat room in **Rooms**.
2. Click **Leave Room**.



The chat room is removed from the **Rooms** list. If the chat room was private, you need to be invited again to rejoin.

To leave a room using the chat room shortcut menu

1. Right-click (Windows) or **CTRL**+click (Mac) on the chat room in **Rooms**.
2. Click **Leave Room**.



The chat room is removed from the **Rooms** list. If the chat room was private, you need to be invited again to rejoin.

To leave a chat room using the room options

1. Click on the chat room in **Rooms**.
2. Click **More options for this conversation**.



3. Click **Leave Room**.



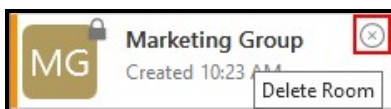
The chat room is removed from the **Rooms** list. If the chat room was private, you need to be invited again to rejoin.

Deleting a chat room

If you are a room owner, you can delete both public and private chat rooms. If you delete the room, it is no longer available for other room members.

To delete a room from the Rooms list

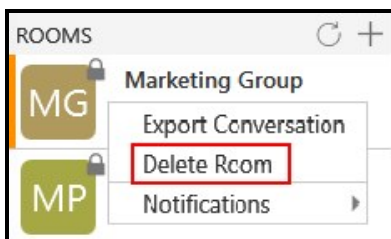
1. Hover on the chat room in **Rooms**.
2. Click **Delete Room**.



The chat room is deleted and removed from the **Rooms** list.

To delete a room using the chat room shortcut menu

1. Right-click (Windows) or **CTRL**+click (Mac) on the chat room in **Rooms**.
2. Click **Delete Room**.



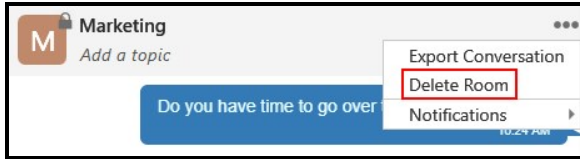
The chat room is deleted and removed from the **Rooms** list.

To delete a chat room using the room options

1. Click on the chat room in **Rooms**.
2. Click **... More options for this conversation**.



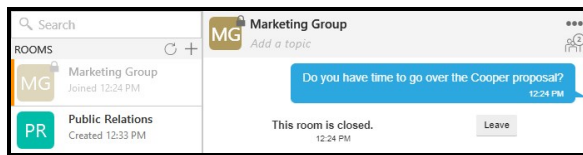
3. Click **Delete Room**.



The chat room is deleted and removed from the **Rooms** list.

The room owner deletes a chat room

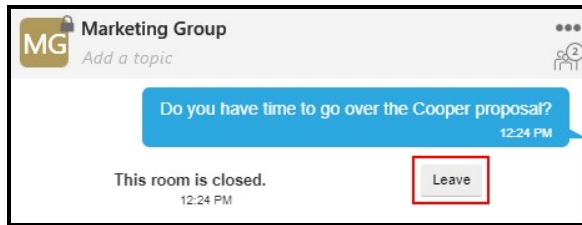
The room owner may delete a chat room that you are a member of. If this happens, the chat room remains in **Rooms** but is dimmed and shows a message that the room is closed.



To remove the chat room from **Rooms**, leave the room using one of the methods above. In addition to the above methods, you can leave from the chat room messages panel. If you want to keep the message history, **export the conversation** before you leave the room.

To leave a closed chat room

1. Click on the chat room in **Rooms**.
2. Click **Leave** in the messages.



The chat room is deleted and removed from the **Rooms** list.

Working with messages

Bria 5 allows you to preview hyperlinks, search, copy/paste, export, and delete messages and conversations.

Previewing hyperlinks

When you send or receive a message with a hyperlink in it, Bria 5 can show a preview of the hyperlink in the message.



To control hyperlink previews

1. Click **Preferences** on the **Softphone** menu (Windows) or the **Bria 5** menu (Mac).
2. Select or clear **Show hyperlink preview on messages**.

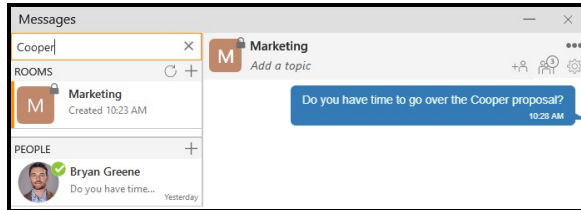
Bria 5 either shows or removes previews for all the hyperlinks in **Messages**.

Search messages

You can use the search feature to find a message in an IM or group chat using a **Room Name**, name or a keyword.

To search in messages

1. Type the **Room Name**, contacts name or search keywords in the **Search Messages** field. Bria 5 filters the sessions that contain the search words.



Bria 5 displays the chat room and IMs that contain the search word.

2. Click the chat room or instant message you want to view.

Bria 5 displays the messages in the chat room or IM that contain the name or keyword. Bria 5 displays the entire chat room when Room Name was used as the search word.

The session appears in the **Messages** pane.

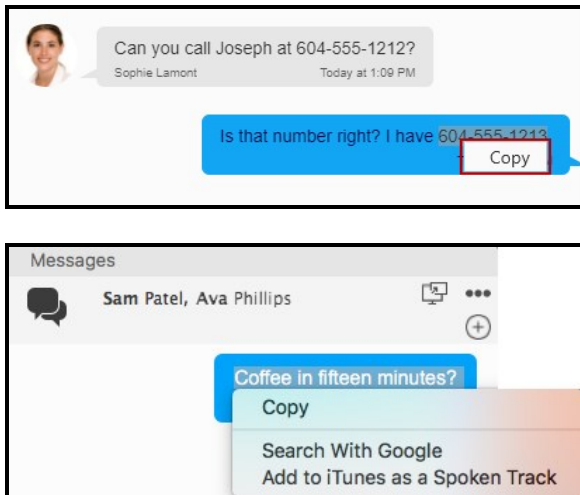
Copying and pasting messages

You can copy messages from Bria 5 and paste within the Bria 5 or in another application.

To copy and paste messages

1. In the **Messages** window, highlight the message or messages that you want to copy.
2. **Windows:** Right-click one of the selected messages and click **Copy** or press CTRL+C on the keyboard.

Mac: COMMAND+ click on one of the selected messages and click **Copy** or press COMMAND+C on the keyboard.



Bria 5 places the messages on the clipboard. You can paste the messages in Bria 5 or in another app on your computer.

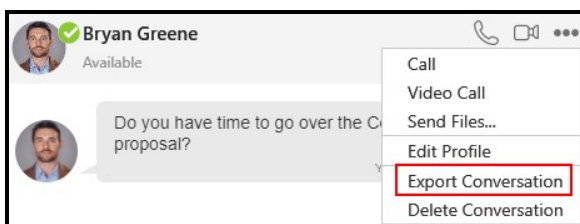
Exporting messages

You can export instant messages and chat room messages into a CSV file.

Tip: When you close or leave a chat room, you no longer have the conversation history. If you want to keep the messages, export them first.

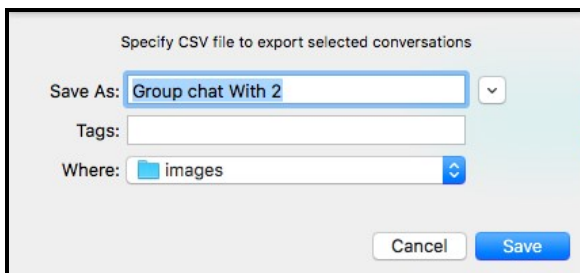
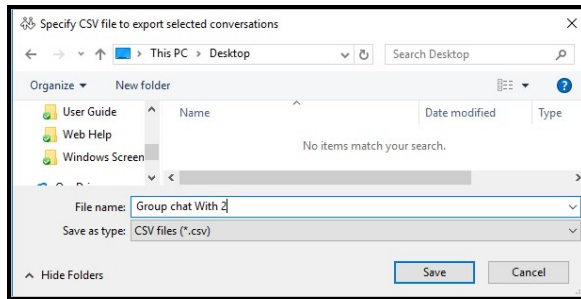
To export a conversation using the More menu

1. Click **More options for this contact**, **More options for this conversation** (Windows) or **More options for this conversation** (Mac), and then click **Export Conversation**.



Bria 5 opens the File Manager.

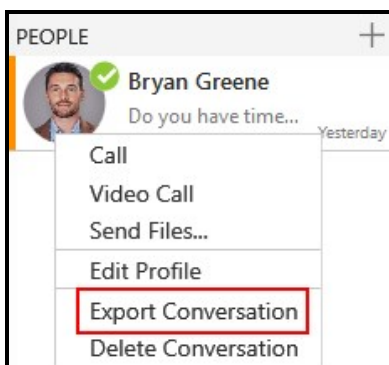
2. Select the location and enter a name for the file. Click **Save**.



Bria 5 saves the session as a .csv file in the location you selected.

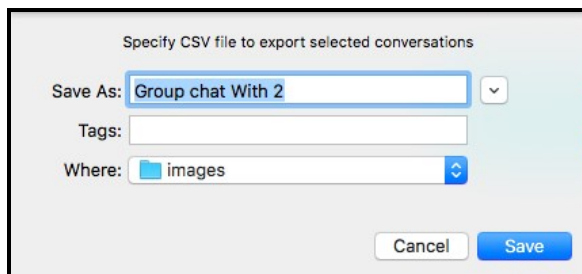
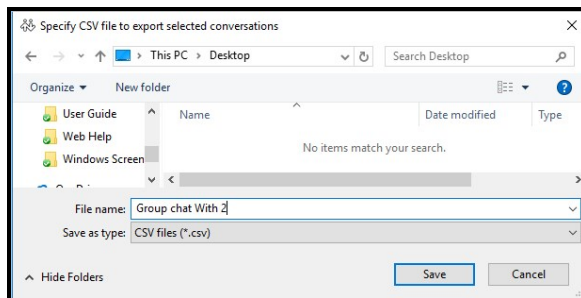
To export a conversation using the shortcut menu

1. Right-click on the IM or chat room and click **Export Conversation**.



Bria 5 opens the **File Manager**.

2. Select the location and enter a name for the file. Click **Save**.



Bria 5 saves the session as a .csv file in the location you selected.

Presence

Bria 5 allows you to share your online status (your presence) with contacts who have a softphone number or an XMPP address. When you launch Bria 5, your online status is **Available**.

You can view the status of contacts who have a softphone number or an XMPP address if they choose to share their status with you.

Changing your status

Bria 5 allows you to share your online status (your presence) with contacts who have a softphone number or an XMPP address. When you launch Bria 5, your online status is **Available**.

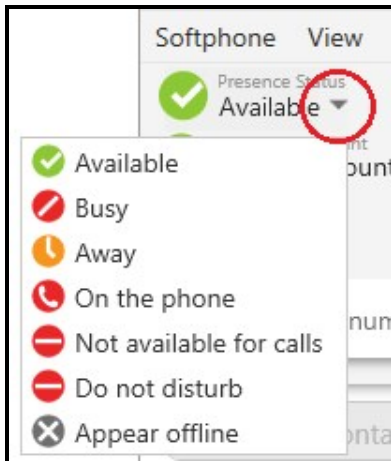
You can change your status from **Available** to **Busy**, **Away**, **Not available for call**, **Do not disturb**, and **Appear offline**. When you change your status from **Available**, Bria 5 no longer automatically updates your status and it remains as what you set it to until you change it again.

Bria 5 updates your status to **On the phone** when you make or receive a phone call if your status is **Available**. If you do not use your computer for a specified period of time (set in **Preferences: Application panel**), Bria 5 updates your status to **Idle**.

Note: To make use of presence on a SIP account, make sure that your VoIP provider supports SIP SIMPLE.

To change your status





1. Click the drop-down arrow beside your online status indicator.








2. Select the status you want to display.

Bria 5 updates your status. If you change your status away from **Available**, Bria 5 does not automatically update your presence.

Status indicators and what they mean

Icon	Status	Meaning for your status	Meaning for others' status
	Available	<p>Either:</p> <ul style="list-style-type: none"> You have set your status to this value. Bria 5 has determined that you are logged on but not on the phone or idle. <p>When you have this status, Bria 5 automatically detects when you are idle or on the phone, and changes the status to match.</p>	You can contact this person.
	Busy	You have set your status to this value. Bria 5 never automatically switches you out of this status; you must switch yourself.	You can contact this person.
	Away	You have set your status to this value. Bria 5 never automatically switches you out of this status; you must switch yourself.	You can contact this person.
	On the phone	<p>Either:</p> <ul style="list-style-type: none"> You have set your status to this value. In this case, Bria 5 never automatically switches you out of this status; you must switch yourself. You started a phone call when your status was Available. When your call ends, your status reverts back to Available. 	You can contact this person.

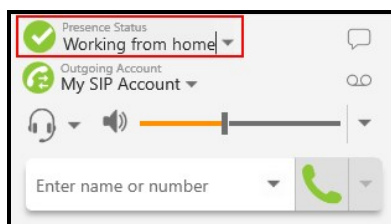
	Do not disturb	You have set your status to this value. Bria 5 never automatically switches you out of this status; you must switch yourself.	You cannot contact this person.
	Not available for calls	You have set your status to this value. Bria 5 never automatically switches you out of this status; you must switch yourself.	You cannot contact this person.
	Idle	You have not moved or clicked the mouse or pressed a keyboard key for the idle period. Set the idle period in Preferences: Application panel . As soon as you click the mouse or keyboard, your status changes to Available .	You can contact this person.
	Appear offline	You have set your status to this value. The other person sees you as offline, even though you are actually online. The other person cannot tell the difference between this status and you really being offline.	You see the status Offline for this contact. You cannot tell the difference between this status and if the contact is really offline.
	Offline	This status is automatically set by Bria 5 when you are not signed in.	The contact is either not logged in or does not want to share online status.
n/a	No icon	Not applicable	You are not watching the other person's status.

Settings your custom status

You can create a custom wording for your presence status. When you set a custom status, Bria 5 does not automatically update your status for you.

To change your custom status

1. Click on the wording in the status indicator and type your custom status. Press **ENTER** when you finished.



Bria 5 updates your custom status.

To remove your custom status

1. Click on the wording in the status indicator, delete all text, and press `ENTER`.

Bria 5 returns to the default status wording.

Viewing others' status and status alerts

To view the status of your contacts, contacts must be tagged for presence. The way to tag a contact for presence depends on the way they were added to contacts.

If you create contacts by importing a contact list, you can specify whether you want to see presence during the import. See [Contacts](#) for more information.

To view contact status in Contact Profile

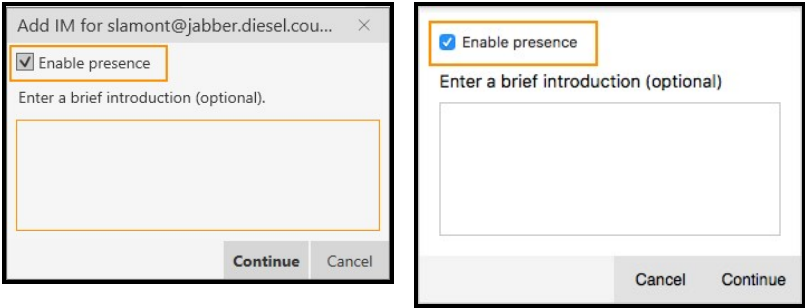
To view the status of your contact when you added created them manually in the **Contact Profile** (Windows) or the **Contact Editor** (Mac), you need to include the method for viewing their presence in their contact profile.

If the contact is using SIP for presence, you need to add their SIP address to the **Softphone** field. Bria 5 automatically obtains the status information for this address.

If the contact is using XMPP for presence, you need to add their XMPP address to the **Instant Message** field. The contact is sent a presence request. You only see their status if they accept your request.

To enable contact presence in your XMPP account

When you add an address to the **Instant Message** field for a contact, you can choose to enable presence. If you select **Enable presence**, Bria 5 sends a request to the contact. If the person allows this request, their status appears in contacts.



If you did not select **Enable presence** when you added an address to the **Instant Message** field, you can edit the contact, select the **Instant Message** contact method, and click **Enable XMPP Presence**.

If you are using an XMPP account independent of Bria 5, XMPP contacts connected to your external XMPP account are automatically pulled into the **List of contacts** and are set to share status information.

To enable presence for Windows Outlook account contacts

If you created an Outlook account on Bria 5, you need to set up mapping to view presence for your Outlook contacts.

- 1. Click **Account Settings** on the **Softphone** menu.
- 2. Select your Outlook account and click **Edit**.
- 3. In **Account Details**, set **Field to use for Softphone address** to the field you use in Outlook to enter SIP addresses.

In order for a contact to show a presence icon, they must be presence ready – they must have an address that allows for presence data to be shared – and you must be subscribed to the contact.

To make use of presence on a SIP account, make sure that your VoIP provider supports SIP SIMPLE.

Account type	Presence ready	No presence icon
	A contact is "presence ready" if:	If the contact is "presence ready" and the presence icon still does not show:
SIP	The contact has an address in the Softphone field.	Go to Softphone > Account Settings , select your SIP

	If SIP addresses are not appearing in the Softphone field after importing a file, the easiest solution is to fix the file and redo the import.	account, and click Edit . Make sure that Allow this account for IM / Presence is selected.
XMPP	The contact has a Jabber address in the Instant Message field.	Make sure the XMPP account is enabled. Make sure you selected Enable Presence in the IM introduction.
Outlook	Your Outlook account has the Field to use for Softphone address set to the field you are using for softphones in your Outlook contacts. Bria 5 recognizes the Outlook contact field as containing a SIP address: an address that can be used for a phone call, an IM, and presence via a SIP account.	Go to Softphone > Account Settings , select your SIP account, and click Edit . Make sure that Allow this account for IM / Presence is selected. Go to Softphone > Account Settings , select your Outlook account, and click Edit . Make sure Field to use for Softphone address is set to the correct Outlook field.

To enable presence for Mac Address Book account contacts

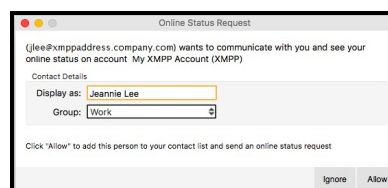
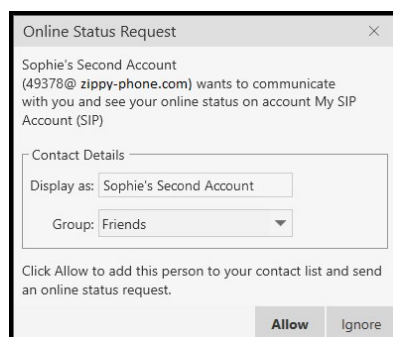
A Mac Address Book account is automatically created in Bria 5. You can enable or disable the Mac Address Book by selecting or clearing the check box in the **Enabled** column.

Enabled	Status	Account Name	Protocol	User ID	Call
<input checked="" type="checkbox"/>		MAC Address Book	MADR	MAC Address Book	
<input checked="" type="checkbox"/>		My 2nd SIP Account	SIP	8746327	
<input checked="" type="checkbox"/>		My SIP Account	SIP	49376	
<input checked="" type="checkbox"/>		My XMPP Account	XMPP	slamont	

If your Mac address book contains phone numbers that you know you can use to obtain online availability information about a contact through your SIP account, you can subscribe to their status in Bria 5.

To respond to an online status request

Someone who is not one of your contacts may add you as a contact on their end. If they include your softphone number or your XMPP address, you will receive an **Online Status Request**.



You can respond to the request by clicking **Allow** or **Ignore**.

Allow: The person is added to the **List of contacts**. You can edit the **Display as** field and the **Group** for this person. Once you click **Allow**, Bria 5 automatically sends a request back to the person.

Ignore: The other person will not be able to see your online status. The **Online Status Request** may appear again in this session or a future session.

Online status alerts

You can add and remove contacts, favorites, or group of contacts to the alert list. When a contact is on the alert list, you receive a Bria 5 notification when their online status has changed.

To add contacts or favorites to the alert list

1. Click on a contact or favorite, or use **SHIFT+Click**, **CTRL+Click** (Windows), **COMMAND+Click** (Mac) or a combination to select one or more contacts or favorites.
2. Right-click (Windows) or **CTRL+click** (Mac) and select **Add to Alert List** (Windows) or **Add Contact to Alert List** (Mac).

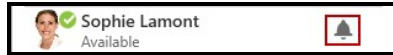
An alert icon appears by the contact after you add them to the alert list. The icon disappears when you remove the contact from the alert list.



To add groups to the alert list

1. Click on a group or use **SHIFT+Click**, **CTRL+Click** (Windows), **COMMAND+Click** (Mac) or a combination to select one or more groups.
2. Right-click (Windows) or **CTRL+click** (Mac) and select **Add Group to Alert List** (Windows) or **Add Contacts in Group to Alert List** (Mac).

Bria 5 adds the contacts in the group to the alert list. An alert icon appears by the contacts in the group.



To remove contacts or favorites from the alert list

1. Click on a contact or favorite, or use **SHIFT+Click**, **CTRL+Click** (Windows), **COMMAND+Click** (Mac) or a combination to select one or more contacts or favorites.
2. Right-click (Windows) or **CTRL+click** (Mac) and select **Remove from Alert List** (Windows) or **Remove Contact from Alert List** (Mac).

Bria 5 removes the contacts or favorites from the alert list. The alert icon disappears from the contacts.

To remove groups from the alert list

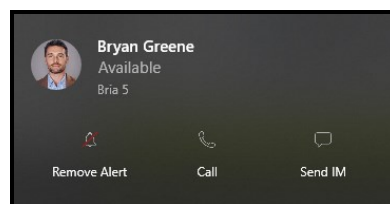
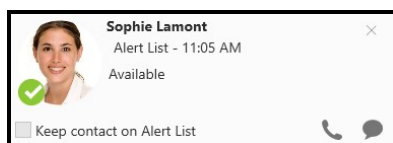
1. Click on a group or use **SHIFT+Click**, **CTRL+Click** (Windows), **COMMAND+Click** (Mac) or a combination to select one or more groups.
2. Right-click (Windows) or **CTRL+click** (Mac) and select **Remove Group from Alert List** (Windows) or **Remove Contacts in Group from Alert List** (Mac)

Bria 5 removes the groups from the alert list. The alert icon disappears from the contacts.

Alert styles

Windows

You will receive a notification when the contact changes their status. On Windows 7 alerts, select **Keep contact on Alert List** if you want to continue to see presence changes. On Windows 10 toast notifications, click **Remove Alert** to stop seeing presence changes for the contact. You can call or IM the contact directly from both alert styles.



Mac

Banner style notifications appear briefly in the top corner of the screen. They will disappear on their own. Alert styles notifications appear and remain on the screen until you take action on them. Click the notification to bring Bria 5 into the foreground.



File sharing

Send and receive files with Bria 5 from your XMPP account to a contact that has an XMPP account. To use XMPP file transfer, both the sender and receiver need to subscribe to each other's contact presence using XMPP, and the recipient needs to have their XMPP account enabled.

Sending files

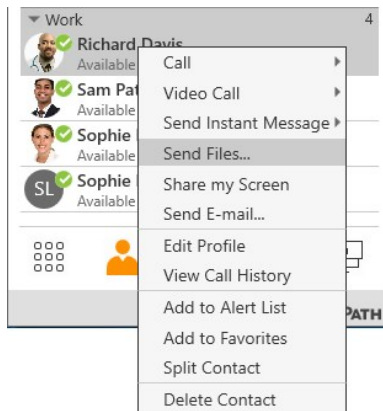
You can send a file:

- Using the shortcut menu
- By dragging a file to an IM session

To send a file using the shortcut menu

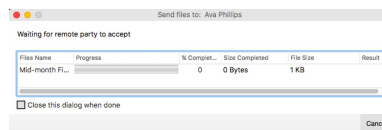
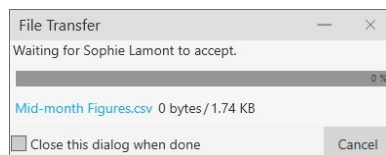
You can use the shortcut menu to send files from the **Messages** window, contacts, and favorites.

1. Right-click (Windows) or **CTRL+Click** (Mac) on a contact or favorite and click **Send Files**. The file manager opens.



2. Find the file you want to send. Double-click the file or click the file and click **Open**.

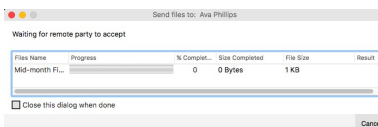
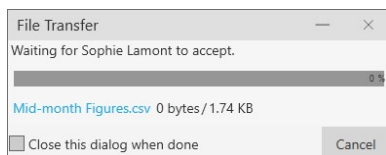
A **File Transfer** (Windows) or a **Send files to: Recipient** (Mac) dialog opens. Bria 5 waits for the recipient to accept the file transfer. If you want to cancel the transfer, click **Cancel** before the recipient accepts.



To send a file by dragging it to an IM session

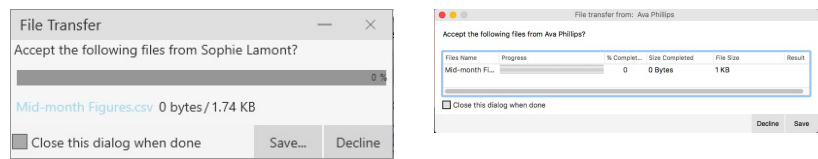
1. Open your file manager and locate the file you want to transfer.
2. Drag the file into an IM session on the **Messages** window.

A **File Transfer** (Windows) or a **Send files to: Recipient** (Mac) dialog opens. Bria 5 waits for the recipient to accept the file transfer. If you want to cancel the transfer, click **Cancel** before the recipient accepts.



Receiving files

If you have an XMPP account enabled, another person with an XMPP account can send you files. The following dialog appears when the other party initiates the transfer. Click **Save** and set the location to save the file.



Contacts

Bria 5 stores your contacts for you. These contacts may be contacts you have added using Bria 5, they can be contacts that are synched with your Outlook , or they can be special Bria 5 contacts known as Buddies - contacts who share their presence with you.

Contacts are organized in groups in **List of contacts** (Windows) or **Contacts** (Mac) – referred to as **Contacts**. The **Contacts** tab is empty at start-up. Each contact is shown with presence information (if available) and icons for single-click calling and messaging.

If you have contacts that you use frequently, you can add these contacts as **Favorites** for easier access.

If the **Contacts** or **Favorites** tabs are not showing, click **Show Contacts** or **Show Favorites** on the **View** menu.

Viewing contacts

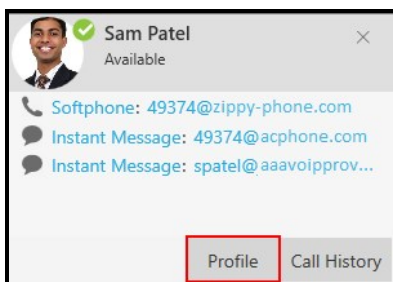
You can view a contact from the **Contacts**, **Favorites** or **History** tab.

Using Contacts and Favorites

In **Contacts** or **Favorites**, you can open the **Contact Info** flyout, or open the **Contact Profile** (Windows) or the **Contact Editor** (Mac) for more contact details.

Using the Contact Info flyout

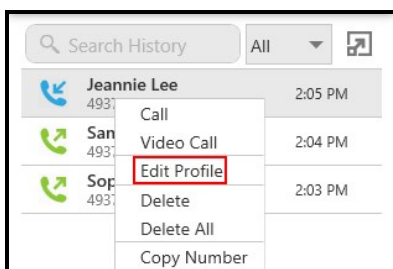
1. Click on a contact in **Contacts** or **Favorites**. A **Contact Info** flyout appears with contact information.
2. Click **Profile** if you want to see more information.



Bria 5 displays the **Contact Profile** (Windows) or the **Contact Editor** (Mac).

Using the shortcut menu

1. Right-click (Windows) or **CTRL**+click (Mac) on a contact in **Contacts** or **Favorites** and select **Edit Profile** (Windows) or **View/Edit Profile** (Mac).



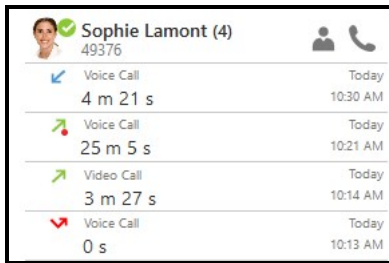
Bria 5 displays the **Contact Profile**.

Using History

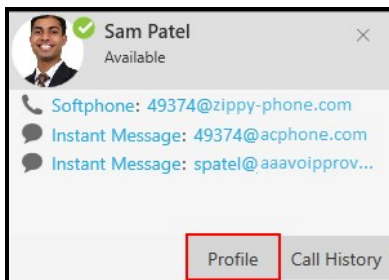
In **History**, you can open the **Contact Info** flyout, or open the **Contact Profile** (Windows) or the **Contact Editor** (Mac) for more contact details.

Using the Contact Info flyout

1. Click on a **History** group to expand the group entry.



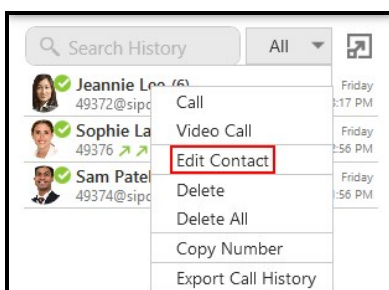
2. Click on **Contact Info**. A **Contact Info** flyout appears with contact information.
3. Click **Profile** if you want to see more information.



Bria 5 displays the **Contact Profile** (Windows) or the **Contact Editor** (Mac).

Using the shortcut menu

1. Right-click (Windows) or **CTRL**+click (Mac) on a call group or the heading of an expanded call group.
2. Click **Edit Contact**.



Bria 5 displays the **Contact Profile** (Windows) or the **Contact Editor** (Mac).

Adding and exporting contacts

For each contact you communicate with, you can save their information as an entry in the contacts list. These contacts are added individually or by importing multiple contacts from another source. You can also export your contacts to a .csv file, a vCard file, or a .pst file.

When you first deploy Bria 5, and at any time in the future, you may want to populate the contacts from an external source such as a file of contacts in your Outlook address book.

You can populate the contacts in these ways:

By entering contact information

By importing contacts

From an XMPP account


From LDAP or Active Directory

Windows: From your Microsoft Outlook account

Adding an individual contact

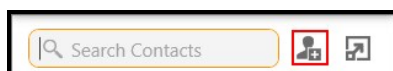
You can add contacts individually in the **Contacts** panel, using the **Contacts** menu and in the **History** panel. For information on populating contacts, see [Adding and exporting contacts](#).

Adding a contact in the Contacts panel

Use  **Add a new contact** or the shortcut menu to add an individual contact from the **Contacts** panel.

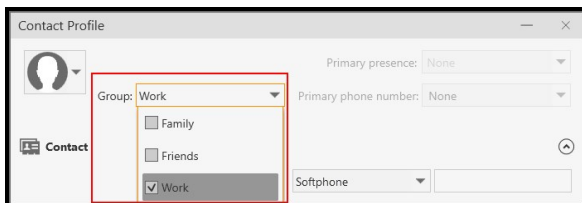
To add a contact using the Add a new contact icon

1. On the **Contacts** panel, click  **Add a new contact**.

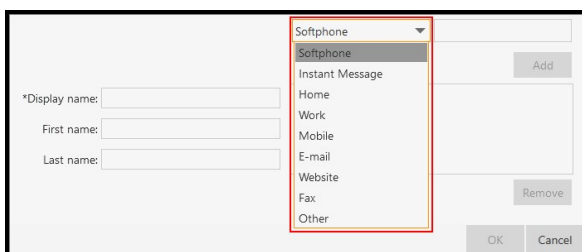


The **Contact Profile** (Windows) or the **Contact Editor** (Mac) window appears.

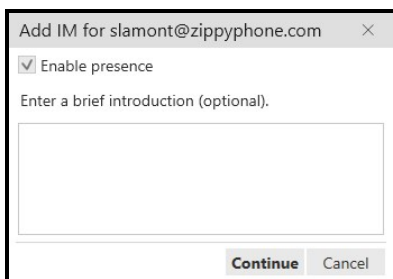
2. Use the **Group** drop-down arrow to select the group or groups that you want a contact to belong to.



3. Use the drop down list to select the type of information you want to add, type the information, and click **Add** (Windows) or the **Add number** icon (Mac).



When you use the **Instant Message** contact method, a window will open to send an introduction to the contact. Type an introduction, if desired. If you do not want to see the presence status for this person, clear **Enable presence**. When you are finished click **Continue**.



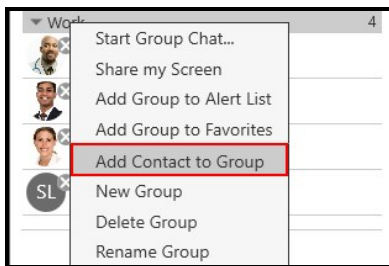
4. Complete the **Display name** (required on Windows).
5. Complete any other fields you want to include with the contact.

6. Click **OK**.

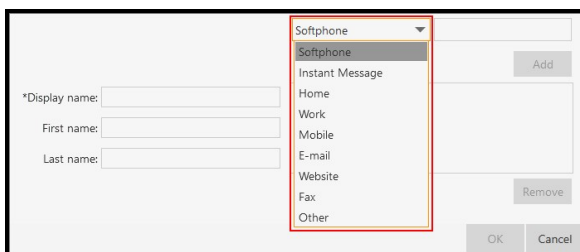
The contact is added to the Bria 5.

To add a contact using the shortcut menu

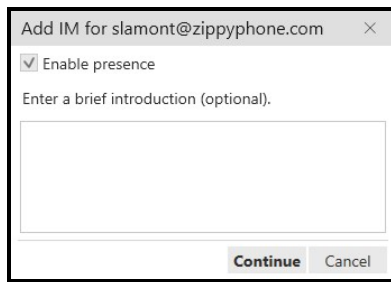
1. Right-click (Windows) or **CTRL**+click (Mac) on a group and click **Add Contact to Group**. The **Contact Profile** (Windows) or the **Contact Editor** (Mac) window opens.



2. Use the drop down list to select the type of information you want to add, type the information, and click **Add** (Windows) or the **Add number** icon (Mac).



When you use the **Instant Message** contact method, a window will open to send an introduction to the contact. Type an introduction, if desired. If you do not want to see the presence status for this person, clear **Enable presence**. When you are finished click **Continue**.



3. Complete the **Display name** (required on Windows).
4. Complete any other fields you want to include with the contact.
5. Click **OK**.

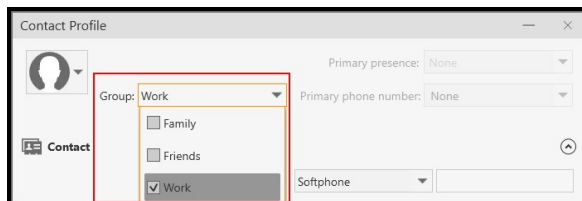
The contact is added to the Bria 5.

Adding a contact using the Contacts menu

You can add contacts to Bria 5 using the **Contacts** menu on the menu bar.

To add a contact using the Contacts menu

1. Click **Add Contact** on the **Contacts** menu.
2. Use the **Group** drop-down arrow to select the group or groups that you want a contact to belong to.



When you use the **Instant Message** contact method, a window will open to send an introduction to the contact. Type an introduction, if desired. If you do not want to see the presence status for this person, clear **Enable presence**. When you are finished click **Continue**.

Add IM for slamont@zippypphone.com

☒ Enable presence

Enter a brief introduction (optional).

Continue Cancel

3. Complete the **Display name** (required on Windows).
4. Complete any other fields you want to include with the contact.
5. Click **OK**.

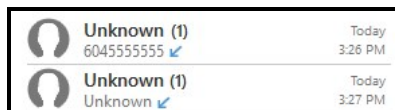
The contact is added to the Bria 5.

Adding a contact in the History panel

Add an unknown caller to **Contacts** from **History** using **Add this person to your contact list** or using the shortcut menu.

To add a contact using the Add this person to your contact list icon

1. Click on a **History** group with the caller ID **Unknown**. The **History** group expands.

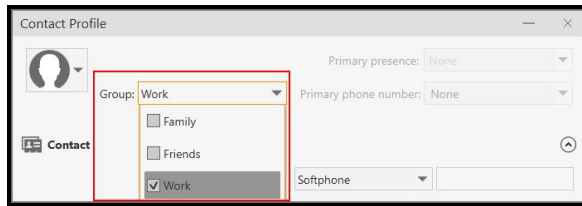


2. Click **Add this person to your contact list**.

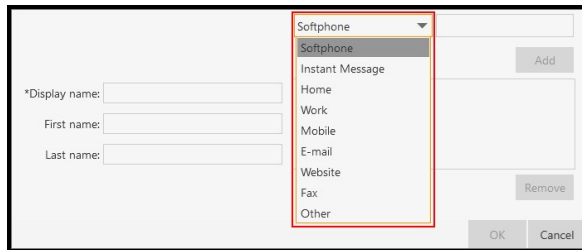


The **Contact Profile** (Windows) or the **Contact Editor** (Mac) opens.

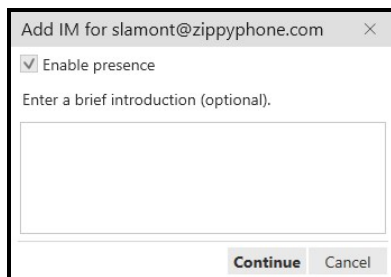
3. Use the **Group** drop-down arrow to select the group or groups that you want a contact to belong to.



4. Use the drop down list to select the type of information you want to add, type the information, and click **Add** (Windows) or the **Add number** icon (Mac).



When you use the **Instant Message** contact method, a window will open to send an introduction to the contact. Type an introduction, if desired. If you do not want to see the presence status for this person, clear **Enable presence**. When you are finished click **Continue**.



5. Complete the **Display name** (required on Windows) and any other fields you want to include with the contact.
6. Click **OK**.

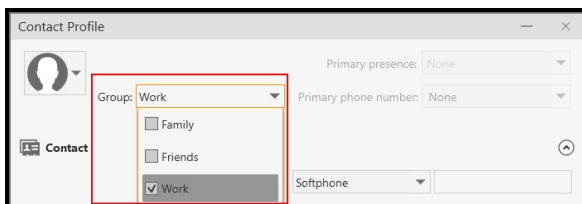
The contact is added to the Bria 5.

To add a contact using the shortcut menu

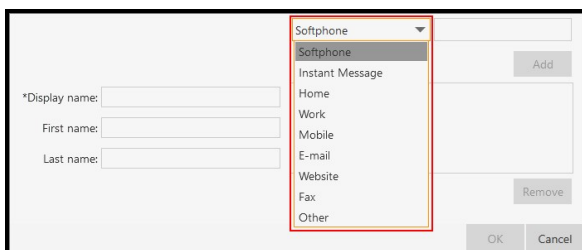
1. Right-click (Windows) or **CTRL**+click (Mac) on the **History** entry with the caller ID **Unknown** and click **Add to Contacts**.

The **Contact Profile** (Windows) or the **Contact Editor** (Mac) opens.

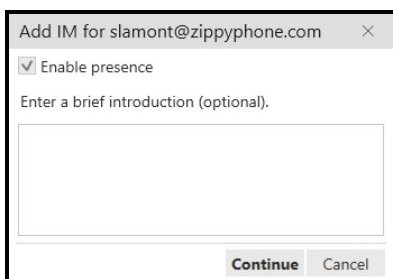
2. Use the **Group** drop-down arrow to select the group or groups that you want a contact to belong to.



3. Use the drop down list to select the type of information you want to add, type the information, and click **Add** (Windows) or the **Add number** icon (Mac).



When you use the **Instant Message** contact method, a window will open to send an introduction to the contact. Type an introduction, if desired. If you do not want to see the presence status for this person, clear **Enable presence**. When you are finished click **Continue**.



4. Complete the **Display name**(required on Windows) and any other fields you want to include with the contact.
5. Click **OK**.

The contact is added to the Bria 5.

Fields in Contact Profile

The **Contact Profile** is divided into **Contact Summary**, **Contact**, and **XMPP**. The **XMPP** section does not show until you add the XMPP account to the **Instant Message** contact information type. If you have merged multiple contacts together, you may see more than one **Contact** and **XMPP** section.

Some fields may be read-only depending on how the contact was added to Bria 5.

This following is a list of Bria 5 contact fields and their description:

Contact summary

- **Contact image**: The image associated with the contact. If the contact has more than one image, use the drop-down to choose the image that you want to use. You can also use the drop-down to **Change** or **Reset** the image.
- **Display as**: This field only shows if there are more than one **Display name** is available for this contact. If several display names are available, choose the one that you want to show in the contact list.
- **Group**: Click the drop-down list and select each group the contact is going to belong to. A contact must belong to one group and can belong to multiple groups. See [Managing groups](#) for more information.
- **Primary presence**: This field is read-only unless a contact has both a softphone and an XMPP address. If the contact has more than one softphone address that supports presence, use the **Presence** field in the **Contact** section to choose which address to use. Primary presence is used for:
 - The presence icon on the contact list that shows the status for this address.
 - The [single-click and double-click actions](#) for instant messaging.

You can still send IMs to this person at their other addresses by using right-click (Windows) or **CONTROL+Click** (Mac) and choosing them from the shortcut menu.

- **Primary Call (Mac):** This field is read-only unless the contact has more than one phone number. **Primary Call** is used with **single-click calling and double-click calling**.
- **Primary phone number (Windows):** This field is ready-only unless the contact has more than one phone number. The **Primary phone number** is used with **single-click calling and double-click calling**.

Contact

Display name (required on Windows): The display name is the source of information.

First name, Last name (Optional): A first name and a last name for the contact.

Contact Methods: The drop-down list that contains the different methods of contacts.

Enter the person's IM address as follows:

- Choose **Instant Message** if you are using an XMPP account for messaging and presence.

Presence: This field is automatically populated when you enter an address in the **Softphone** or **Instant Message** contact method. It indicates that you are sharing presence information using this address. The address is shown in the list in the **Primary presence** field.

XMPP

Display name: The display name is the source of information.

First name, Last name (Optional): A first name and a last name for the contact.

Contact Methods: This section is read-only. The contact information that is associated with the Skype for Business contact displays here.

Privacy relationship: The relationship you want to associate with the Skype for Business contact. This field determines what information the Skype for Business contact can see about you.

Importing contacts

You can populate Bria 5's contacts by importing an external file or files. Your system administrator may have placed a file on the server for you to import. You can also import your own file or files. New contacts will be added to existing contacts.

You can import a contact list from:

- **.csv file:** A comma-separated value file. Use this method to import from a Microsoft® Excel® file.
- **vCard file** (*.vcf file): A vCard is an electronic business card that is often attached to an e-mail.
- **.pst file:** (Windows) A Microsoft Exchange® contact list (*.pst file).
- **Mac Address Book:** (Mac) A Mac contact list.

To prepare a CSV file in Excel for import

1. Remove any introductory text or headings from the to of the file. You can keep the text at the end of the file as it will be ignored during import.
2. Insert a blank row as the first row. In the next row, insert the heading that Bria 5 will use to interpret the meaning of each column. The columns can be in any order. The key heading are:
 - **sip-address:** Bria 5 recognizes a value in this column as a softphone address and considers the address as one that can be phoned and one that can be using for IM and presence (if SIP is being used for IM and presence).
 - **xmpp-address:** Bria 5 recognizes a value in this column as a Jabber (XMPP) address and will map this field to the Instant Message field for the contact.
 - **display-name, given-name, and surname**
 - **business_number**
 - **presence_subscription:** Complete this field 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 this column blank or enter "false" for others. During the import, you will be able to choose to share presence with only the contacts that have "true". Bria 5 will subscribe to the presence for "true" contacts assuming that the user has a SIP account (if SIP is being used for IM and presence).

If you want to share presence with all or with none of your contacts, ignore this heading. During the import you will be able to choose whether to share will all or none of your contacts.

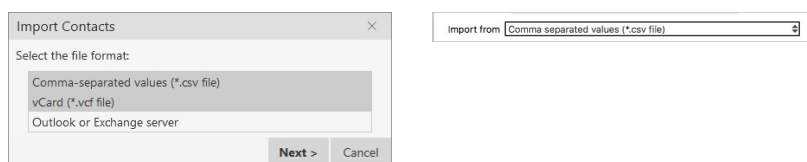
For a complete list of headings, see [Contact list headings](#).

3. Save the file as "*.csv".

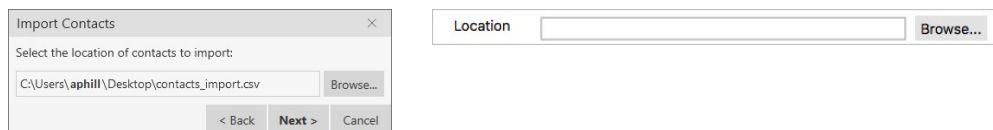
The file is now ready for import.

To import contacts from a .pst, .csv, or vCard file

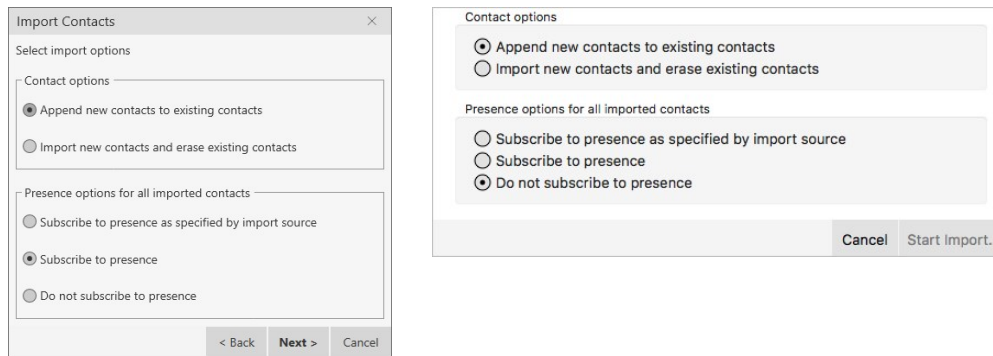
1. On the **Contacts** menu, click **Import Contacts**.
2. Select the file type – **Comma-separated values (*.csv file)**, **vCard (*.vcf file)**, or **Outlook or Exchange server** (Windows only) – and click **Next**.



3. Enter the location of the file and click **Next**.



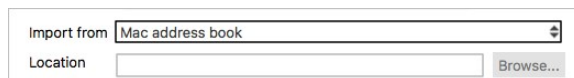
4. Set the **Contact Options** and the **Presence options** for all imported contacts and click **Next**.



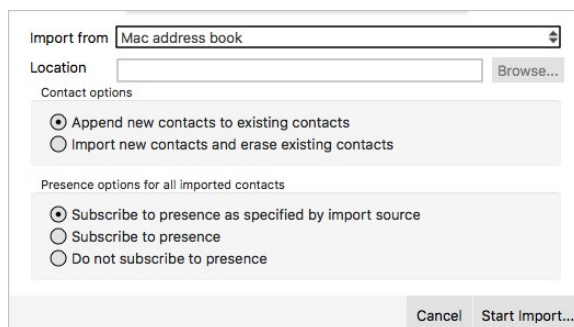
Bria 5 imports the contacts that are in the file.

To import Mac address book contacts

1. On the **Contacts** menu, select **Import Contacts**.
2. Use the drop-down list to select **Mac address book** in the **Import from** field and leave **Location** blank.



3. Set the **Contact Options** and the **Presence options** for all imported contacts and click **Start import**.



4. Select the individual contacts you want to import or select the check box for **Select all contacts**.
5. Click **Import**.

Bria 5 imports the contacts that are in the file.

Exporting contacts

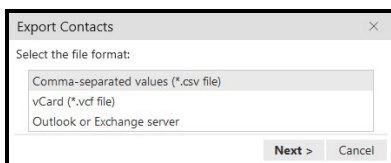
You can export Bria 5 contacts to a file on your computer.

Windows

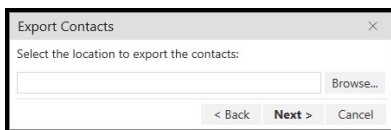
In Windows, Bria 5 contacts can be exported as a .csv file, a vCard file, or a .pst file.

To export a .csv file

1. On the **Contacts** menu, click **Export Contacts**.
2. Select **Comma-separated value (*.csv file)** from the drop-down list and click **Next**.



3. Click **Browse**.



The Windows save dialog open.

4. Use the file explorer to find the location you want to save the file, give the file a name and click **Save**.
5. Click **Next** on **Export Contacts**.

A new .csv file is created in the location you chose in the **Export Contacts** wizard.

- **PST:** For a PST export, the existing PST file is updated to include the entries from Bria 5. If Microsoft® Outlook® is open, the entries immediately appear in the Outlook contacts.

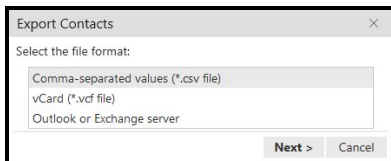
All information in Bria 5 is exported to Microsoft Outlook. Only information that can be displayed in Outlook appears in the Outlook Contacts window. Typically, this

means that all softphone addresses are exported (and stored in custom fields) but not displayed in Outlook.

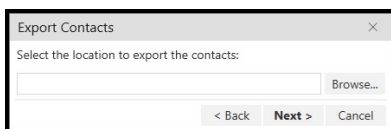
- **vCard and CSV:** A new file of the specified type is created in the location you chose in the **Export Contacts** wizard.

To export a .vCard file

1. On the **Contacts** menu, click **Export Contacts**.
2. Select **vCard (*.vcf file)** from the drop-down list and click **Next**.



3. Click **Browse**. The **Browse For Folder** dialog opens.

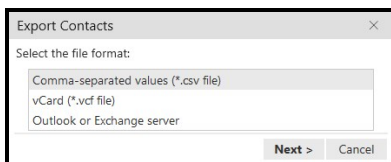


4. Use **Browse For Folder** to navigate to the location you want to save the file and click **OK**.
5. Click **Next** on **Export Contacts**.

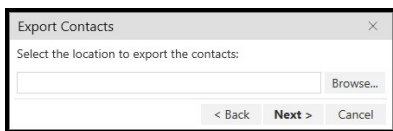
A new vCard file is created in the location you chose in the **Export Contacts** wizard.

To export a .pst file

1. On the **Contacts** menu, click **Export Contacts**.
2. Select **Outlook or Exchange server** from the drop-down list and click **Next**.

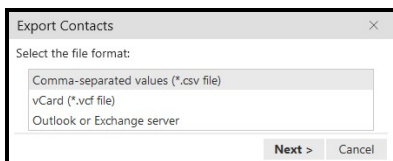


3. Click **Browse**.



The Windows save dialog open.

4. Use the file explorer to find the location you want to save the file, give the file a name and click **Save**.
5. Use the drop down list to select a field to use in the .pst file for the softphone address and the IM address.



6. Click **Next**.

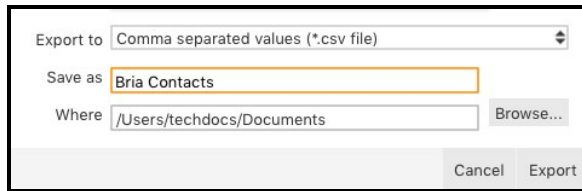
The existing PST file is updated to include the entries from Bria 5. If Microsoft® Outlook® is open, the entries immediately appear in the Outlook contacts. Typically, this means that all softphone addresses are exported (and stored in custom fields) but not displayed in Outlook.

Mac

In Mac, Bria 5 contacts can be exported as a .csv file or a vCard file.

To export a .csv file

1. On the **Contacts** menu, click **Export Contacts**.
2. Select **Comma separated values (*.csv file)** from the drop-down list.
3. Type a name for the file in **Save as**.
4. Use **Browse** to select the location you want to export the file to.

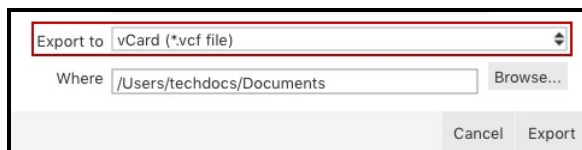


5. Click **Export**.

A new file of the specified type is created in the location you chose in the **Export Contacts** wizard.

To export a vCard file

1. On the **Contacts** menu, click **Export Contacts**.
2. Select **vCard (*.vcf file)** from the drop-down list.
3. Use **Browse** to select the location you want to export the file to.



4. Click **Export**.

A new file of the specified type is created in the location you chose in the **Export Contacts** wizard.

Editing a contact

You can update contact information, merge and split contacts, change the contact groups, and delete contacts.

Updating contact information

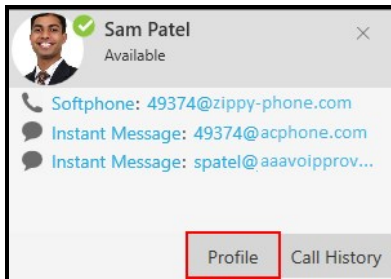
You can open the **Contact Profile** (Windows) or the **Contact Editor** (Mac) from **Contacts**, **Favorites**, or **History**. Once in the **Contact Profile** (Windows) or the **Contact Editor** (Mac), you can edit the contact.

Using Contacts and Favorites

In **Contacts** and **Favorites**, you can use the **Contact Info** flyout or the shortcut menu to open the **Contact Profile** (Windows) or the **Contact Editor** (Mac) so you can edit contacts.

To edit a contact using the Contact Info flyout

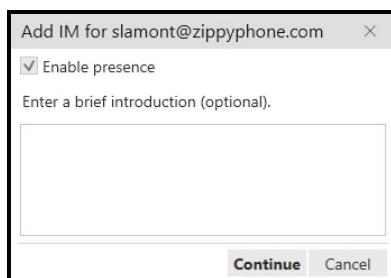
1. Click on a contact and click **Profile** in the **Contact Info** flyout.



The **Contact Profile** (Windows) or the **Contact Editor** (Mac) window opens.

2. Edit any of the fields that need to be changed.
3. Click **OK**.

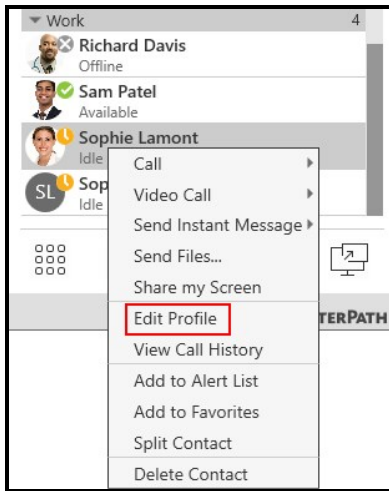
The contact is updated in Bria 5. If you add or edit the **Softphone** or **Instant Message** contact method, an online status request is sent to this person.



To edit a contact using the shortcut menu

1. Right-click (Windows) or **CTRL+click** (Mac) on a contact and select **Edit Profile**

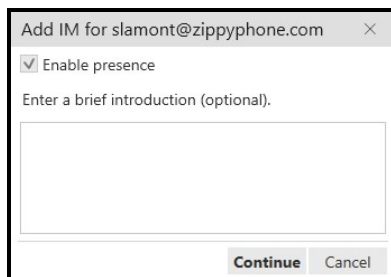
(Windows) or **View/Edit Profile** (Mac).



The **Contact Profile** (Windows) or the **Contact Editor** (Mac) window opens.

2. Edit any of the fields that need to be changed.
3. Click **OK**.

The contact is updated in Bria 5. If you add or edit the **Softphone** or **Instant Message** contact method, an online status request is sent to this person.

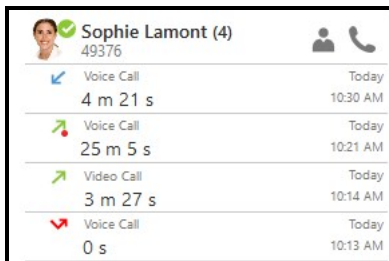



Using History

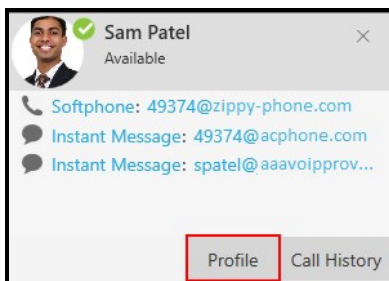
In **History**, you can use the **Contact Info** flyout or the shortcut menu to open the **Contact Profile** (Windows) or the **Contact Editor** (Mac) so you can edit contacts.

To edit a contact using the Contact Info flyout

1. Click on a **History** group to expand the group entry.



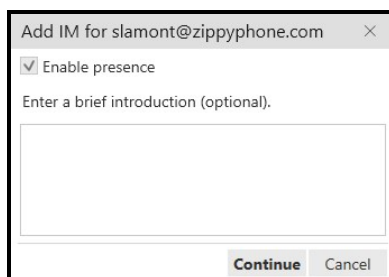
2. Click on  **Contact Info**. A **Contact Info** flyout appears with contact information.
3. Click **Profile**.



The **Contact Profile** (Windows) or the **Contact Editor** (Mac) window opens.

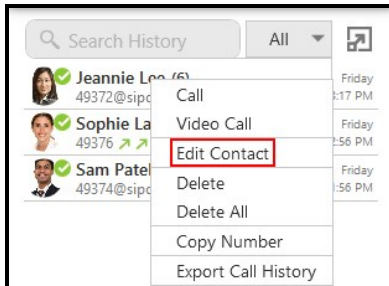
4. Edit any of the fields that need to be changed.
5. Click **OK**.

The contact is updated in Bria 5. If you add or edit the **Softphone** or **Instant Message** contact method, an online status request is sent to this person.



To edit a contact using the shortcut menu

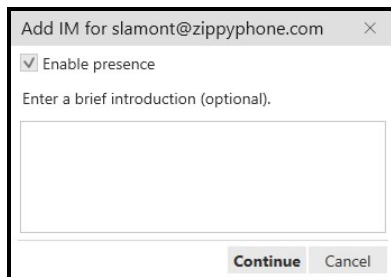
1. Right-click (Windows) or **CTRL**+click (Mac) on a call group or the heading of an expanded call group.
2. Click **Edit Contact**.



The **Contact Profile** (Windows) or the **Contact Editor** (Mac) window opens.

3. Edit any of the fields that need to be changed.
4. Click **OK**.

The contact is updated in Bria 5. If you add or edit the **Softphone** or **Instant Message** contact method, an online status request is sent to this person.



Merging contacts

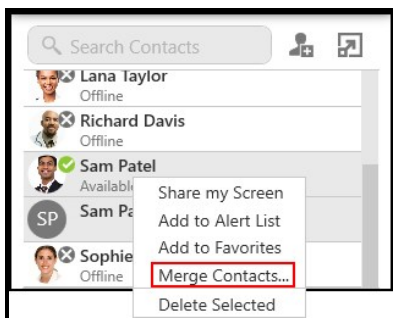
If you have two entries that should be one contact, you can merge the contacts together.

To merge contacts using the shortcut menu

1. Use **SHIFT**+Click, **CTRL**+Click (Windows), **COMMAND**+Click (Mac) or a

combination to select one or more contacts you want to merge.

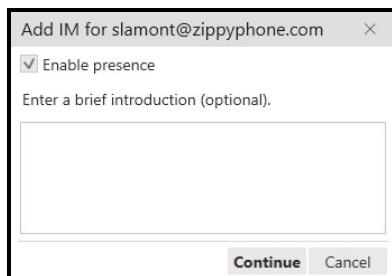
2. Right-click (Windows) or **SHIFT+CTRL+Click** (Mac) and select **Merge Contacts**.



The **Contact Profile** (Windows) or the **Contact Editor** (Mac) window opens.

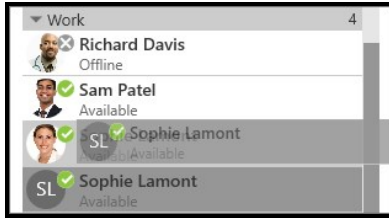
3. Edit any of the fields that need to be changed.
4. Click **OK**.

The contacts are merged into a single contact. If you add or edit the **Softphone** or **Instant Message** contact method, an online status request is sent to this person.



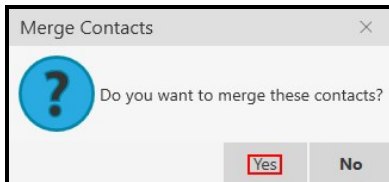
To merge contacts using drag and drop

1. Use **SHIFT+Click**, **CTRL+Click** (Windows), **COMMAND+Click** (Mac) or a combination to select all but one of the contacts you want to merge.
2. Drag the selected contacts onto the last contact you want to merge. The **Merge Contacts** dialog opens.



The **Merge Contacts** dialog opens.

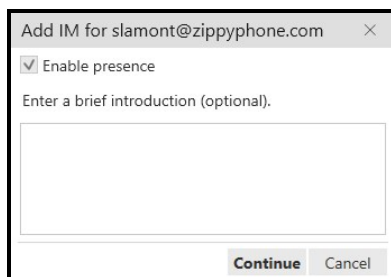
3. Click **Yes** on the **Merge Contacts** pop-up.



The **Contact Profile** (Windows) or the **Contact Editor** (Mac) window opens.

4. Edit any of the fields that need to be changed.
5. Click **OK**.

The contacts are merged into a single contact. If you add or edit the **Softphone** or **Instant Message** contact method, an online status request is sent to this person.

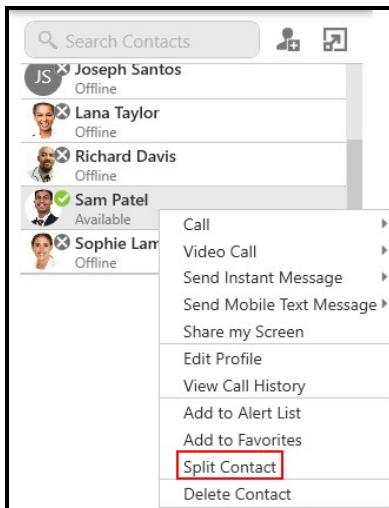


Splitting contacts

If you want to separate a merged contact back into separate contacts, you can split the contact.

To split contacts using the shortcut menu

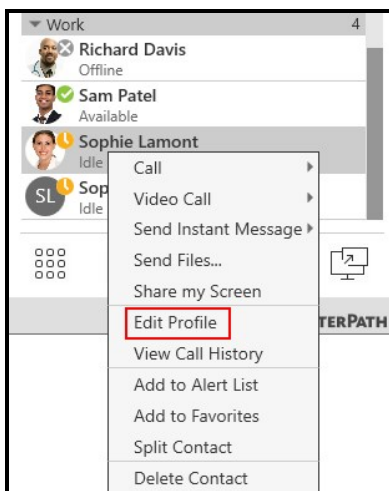
1. Right-click (Windows) or **CTRL**+click (Mac) on a contact and click **Split Contact**.



Bria 5 splits that contact into the original contacts.

To split a contact using the Contact Profile

1. Right-click (Windows) or **CTRL**+click (Mac) on a contact and select **Edit Profile** (Windows) or **View/Edit Profile** (Mac).



The **Contact Profile** (Windows) or the **Contact Editor** (Mac) opens.

2. Click **Split Contact**.

Contact Profile

Contact Summary
 Sophie Lamont

Display as: Sophie Lamont Primary presence: slamont@acphone...
 Group: Work Primary phone number: Softphone 49376@zl...

Contact

Contact

XMPP

*Display name: slamont Instant Message: slamont@acphone.com
 First name:
 Last name:

Split Contact OK Cancel

Contact Editor

Contact Summary

Group: Work Primary Call: Softphone:zippy-phone.cpm
 Display as: Ava Phillips Primary Presence: aphillips@acphone.com

Contact

Display Name: Ava Phillips Softphone
 First Name: Ava SoftphoneC 49371@zippy-phone.com
 Last Name: Phillips
 Presence: None

Split contact Cancel OK

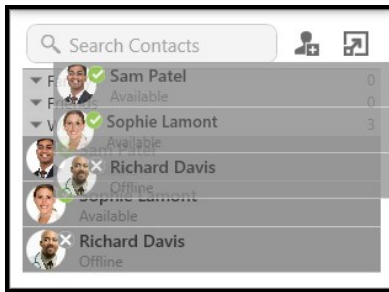
The contact is split into the original contacts.

Changing contact groups

You can move a contact from one group to another or add them to multiple groups.

To move contacts to another group

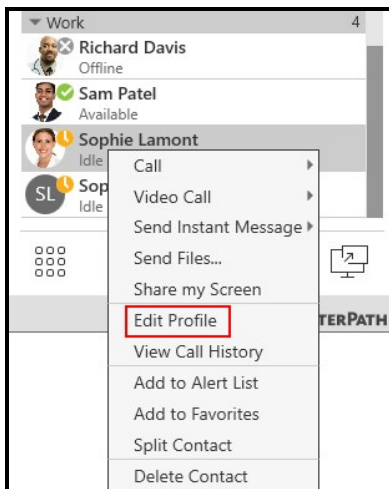
1. In the contacts panel, use **SHIFT+Click**, **CTRL+Click** (Windows), **COMMAND+Click** (Mac) or a combination to select one or more contacts you want to move to another group.
2. Drag the selected contacts to the title bar of the new group.



The contact or contacts are removed from the old group and added to the new group.

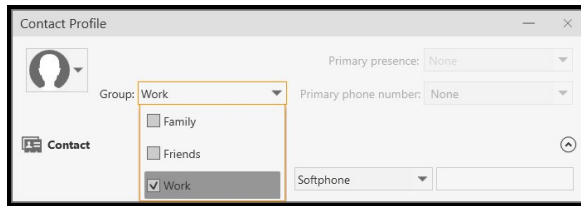
To add and remove contacts from multiple groups using the Contact Profile

1. Right-click (Windows) or **CTRL**+click (Mac) on a contact and select **Edit Profile** (Windows) or **View/Edit Profile** (Mac).



The **Contact Profile** (Windows) or the **Contact Editor** (Mac) window opens.

2. Click the drop-down arrow in **Group**. Select the groups you want to add the contact to and deselect the groups you want to remove the contact from.



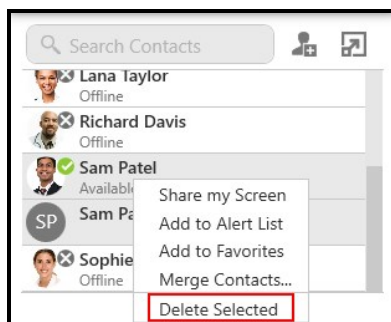
3. Click **OK**.

The contact is added to all groups you selected and removed from all groups you deselected.

To remove a contact from a single group

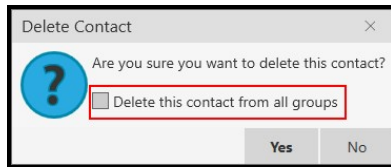
If a contact is in multiple groups, you can remove them from one of the groups.

1. Use **SHIFT+Click**, **CTRL+Click** (Windows), **COMMAND+Click** (Mac) or a combination to select one or more contacts you want to remove from a group. Make sure you select the contact or contacts in the group you want to delete them from.
2. Right-click (Windows) or **CTRL+click** (Mac) and click **Delete Contact** for an individual contact or **Delete Selected** for multiple contacts.



3. If the contact belongs to more than one group, clear **Delete this contact from all groups** or **Delete these contacts from all groups**. Click **Yes** in the **Delete Contact**

dialog.



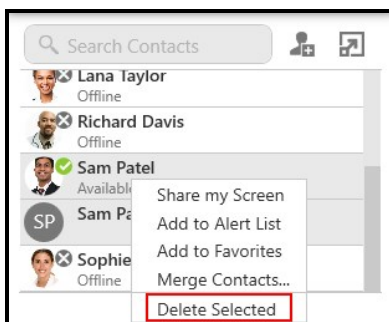
The contact or contacts are removed from the group. They remain in any other groups they belonged to.

Deleting a contact

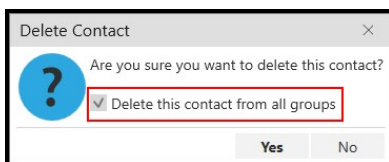
You can delete a single contact or a group of contacts from Bria 5.

To delete one or more contacts

1. In the contact panel, use **SHIFT+Click**, **CTRL+Click** (Windows), **COMMAND+Click** (Mac), or any combination to select the contacts you want to delete.
2. Right-click (Windows) or **CTRL+click** (Mac) and select **Delete Contact** or **Delete Selected**.



3. If the contact belongs to more than one group, leave **Delete this contact from all groups** or **Delete these contacts from all groups** selected. Click **Yes**.



The contacts are deleted.

Managing groups

Contacts are arranged in groups. Bria 5 has three default groups: **Family**, **Friends**, and **Work**.

Each contact must belong to at least one group and can belong to multiple groups. You can create, rename, and delete groups.

As well as organizing your contacts, you can perform the following actions on groups instead of on individual contacts:

Create a chat room

Add a group to the alert list

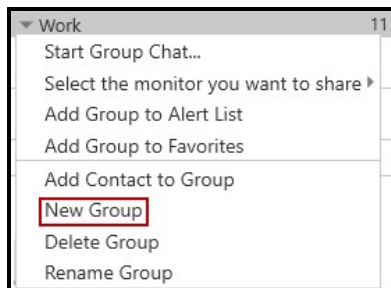
Add a group to Favorites

Creating a group

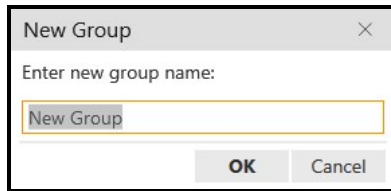
Use the shortcut menu or the **Contacts** menu to create a new group.

To create a new group using the shortcut menu

1. Right-click (Windows) or **CTRL**+click (Mac) on a group in contacts from the shortcut menu.



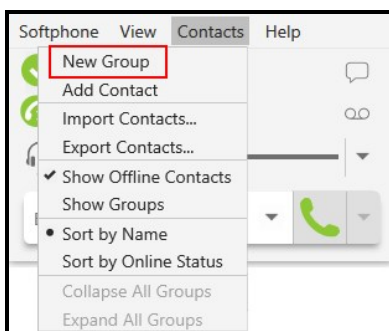
2. Type in a group name in the **New Group** window and click **OK**.



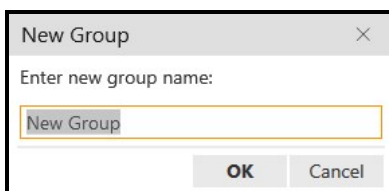
The new **Group** is displayed in the **List of contacts**.

To create a new group using the Contacts menu

1. Click **New Group** on the **Contacts** menu.



2. Type in a group name in the **New Group** window and click **OK**.

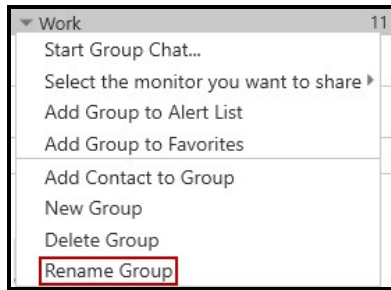


The new **Group** is displayed in **Contacts**.

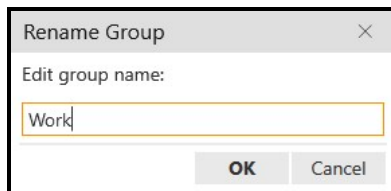
Renaming a group

To rename a group using the shortcut menu

1. Right-click on a group in **Contacts** and select **Rename Group**.



2. Type in a the new group name in the **Rename Group** window and click **OK**.

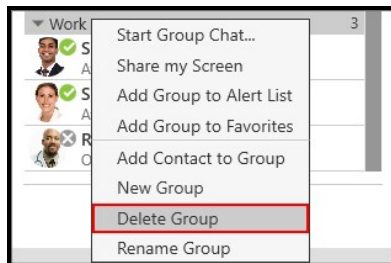


The **Group** appears with the new name in the **List of contacts**.

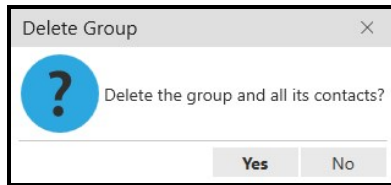
Deleting groups

To delete a group

1. Right-click (Windows) or **CTRL**+click (Mac) on a group in contacts and select **Delete Group**.



2. If there are contacts in the group, click **Yes** in **Delete Group**.



The **Group** is deleted from contacts. Any contacts that were not in another group are deleted.

Favorites

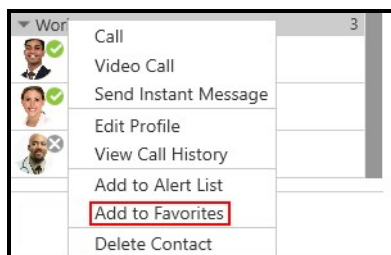
You can create favorites from the **Contacts** panel or in the contact profile. When you add a contact to **Favorites**, it displays in both the **Contacts** panel and the **Favorites** panel. Adding contacts to **Favorites** makes it easier to find contacts that you use frequently.

Adding a contact to Favorites

You can add a contact to **Favorites** using the shortcut menu.

To add a contact to Favorites

1. Click on a contact or **SHIFT+Click**, **CTRL+Click** (Windows), **COMMAND+Click** (Mac) on one or more contacts you want to add to **Favorites**.
2. Right-click (Windows) or **CTRL+click** (Mac) and select **Add to Favorites**.



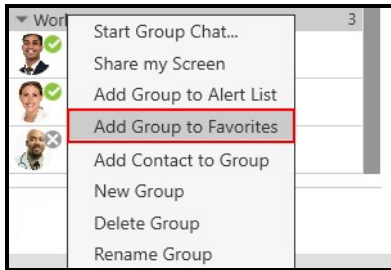
The contact or contacts are added to **Favorites**.

Adding a group to Favorites

You can add a group to **Favorites** using the shortcut menu.

To add a group to Favorites

1. Click on a contact, **SHIFT+Click**, **CTRL+Click** (Windows), **COMMAND+Click** (Mac) one or more contacts you want to add to **Favorites**.
2. Right-click (Windows) or **CTRL+click** (Mac) and select **Add Group to Favorites** (Windows) or **Add Contacts in Group to Favorites** (Mac).



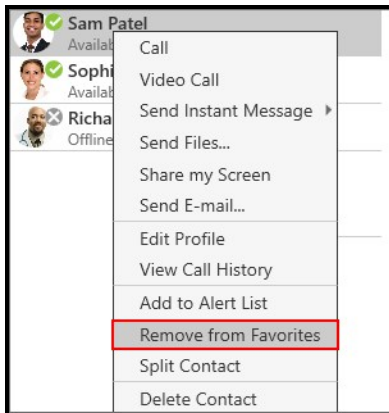
The contacts in the group or groups appears are added to **Favorites** and can be viewed in the **Favorites** panel.

Removing a contact from Favorites

You can remove a contact from **Favorites** panel using the shortcut menu.

To remove a contact from Favorites

1. On the **Favorites** panel, click on a contact, or **SHIFT+Click**, **CTRL+Click** (Windows), **COMMAND+Click** (Mac) one or more contacts you want to remove from favorites.
2. Right-click (Windows) or **CTRL+click** (Mac) and select **Remove from Favorites**.



The contact or contacts are removed from the **Favorites** panel but still appear in the **Contacts** panel.

Warning: If you select **Delete Contact**, the contact is deleted from Bria 5, not just from **Favorites**.

Directory Tab

The **Directory** tab is only available if your system administrator has set up Bria 5 to access a corporate directory. Only one phone number appears for each entry. More numbers may show on the shortcut menu for the contact.

To view the **Directory** tab, click **Show Directory** on the **View** menu.

To phone a directory contact

Right-click (Windows) or **CTRL**+click (Mac) on an entry and choose **Call** or **Video Call** from the shortcut menu. If there is more than one number for the person, click on the number that you want to use.

To create a contact from the directory

1. Right-click (Windows) or **CTRL**+click (Mac) on an entry and choose **Add as Contact**. The **Contact Profile** (Windows) or **Contact Editor** (Mac) window appears with all the information from the directory populated.

2. Complete any of the fields that are missing information you want to add to the contact and click **OK**.

The person is added to contacts.

When a contact is created from the directory, the contact is:

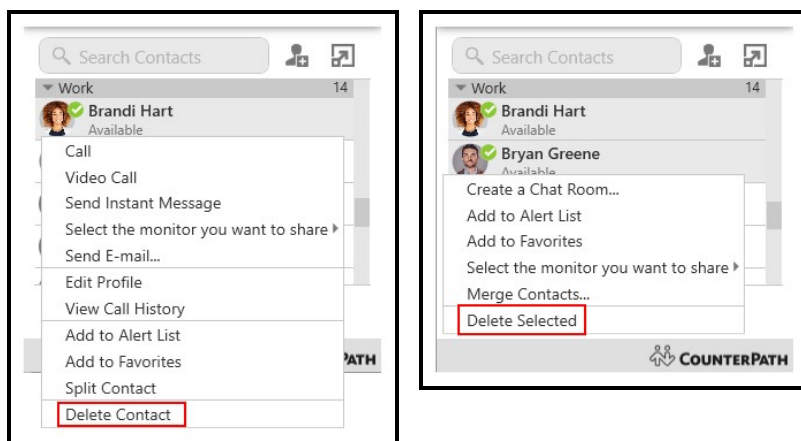
- Automatically updated whenever the corresponding directory entry changes.
- Automatically deleted if the corresponding directory entry is deleted.

Note: Contacts created from directory entries do not show presence when you are using SIP SIMPLE for presence as opposed to XMPP and when contacts are created from an LDAP or Active Directory. If you create the contacts manually in the contacts panel, presence will display properly.

To delete a directory contact

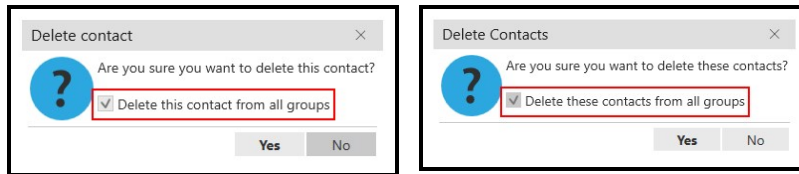
A contact created from the directory can be deleted from **Contacts**.

1. In the contact panel, use **SHIFT+Click**, **CTRL+Click** (Windows), **COMMAND+Click** (Mac), or any combination to select the directory contacts you want to delete.
2. Right-click (Windows) or **CTRL+click** (Mac) and select **Delete Contact** or **Delete Selected**.



3. If the contact belongs to more than one group, leave **Delete this contact from all**

groups or **Delete these contacts from all groups** selected. Click **Yes**.



The person is deleted from **Contacts**. The person is not deleted from the **Directory**.

History

All Bria 5 calls are captured in the Bria 5's **List of recent calls** (Windows) or **History** (Mac) - referred to as **History**. The last 200 records are stored in Bria 5 and grouped by phone number.

Recordings are stored in **History** and can be played back or deleted right from Bria 5.

Viewing History

All Bria 5 calls are captured in Bria 5's **List of recent calls** (Windows) or **History** (Mac) - referred to as **History**. Calls are grouped to easily find all calls from one contact, and can be filtered to make it easier to find a specific call. Recordings are captured in history - listen to, share, or delete recordings directly from history.

Call grouping

Calls captured in Bria 5's history are grouped by name and caller ID. The caller ID can be a phone number or a SIP address, but will be referred to as phone number. The group can be expanded and collapsed to show or hide the individual calls in the group.

If a person has called you from multiple numbers, you may see more than one group of calls for them.







Collapsed group display

The collapsed group displays an overview of call information: the name and presence status of the caller, the number and types of calls, and the time and date of the most recent call.



Expanded group display

The expanded group shows a list of recent calls between you and the person. The most recent calls are displayed at the top of the list. In addition to the information displayed in the collapsed group, Bria 5 also shows whether the call was voice or video, the time and date, and the length of the call.


 Sophie Lamont (4) 49376			
	Voice Call	Today	
	4 m 21 s	10:30 AM	
	Voice Call	Today	
	25 m 5 s	10:21 AM	
	Video Call	Today	
	3 m 27 s	10:14 AM	
	Voice Call	Today	
	0 s	10:13 AM	

Multiple groups for the same number

In some cases, calls from the same person may show up in multiple groups. If one call only contains the phone number, and another call contains the phone number with a domain, they calls appear in two different groups. Bria 5 does not strip the domain and try to match the results with other calls.

 Sophie Lamont (11) 49376@zippypphone.com		Today	
		2:56 PM	
 Sophie Lamont (7) 49376		Today	
		2:56 PM	

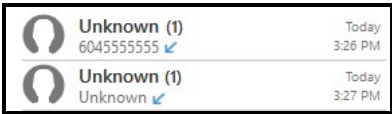
Multiple contacts with the same number

When you have a number that is used for multiple contacts, all calls for that number are grouped together as **Multiple Contacts**. Expand the group and click  **Contact Info** to see the contacts associated with the number.

Shared Contacts		 Multiple Contacts (6) 49372@zippypphone.com	
	Jeannie Lee		Voice Call
	Available		5 m 28 s
	jlee		Voice Call
	Available		4 m 41 s

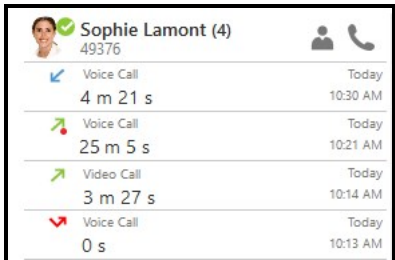
Unknown contacts

There are two types of unknown contacts that can appear in the call history. If a call comes from a phone number that is not in your contacts, the contact is grouped as **Unknown** with the phone number displayed. Calls that come in with an unknown number are grouped as **Unknown** with **Unknown** displayed for the number.








To view all calls in a group

1. Click the group you want to expand.



Bria 5 displays the expanded group.

Call type icons and their meanings

-  Incoming call
-  Outgoing call
-  Incoming call with a call recording
-  Outgoing call with a call recording
-  Missed call

Filtering call history

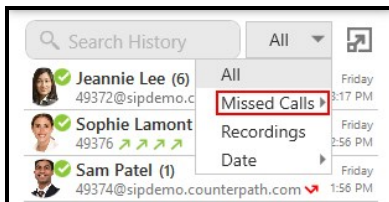
Limit the calls you see in the call history using filtering. Bria 5 lets you filter all calls, missed calls, calls with recordings, and calls by date.

Filtering for missed calls

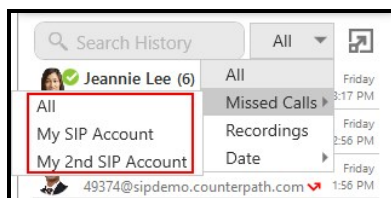
You can filter call history for all missed calls or filter for missed calls on a specific account if you have more than one account.

To filter missed calls

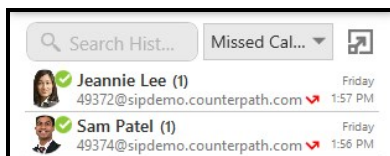
1. Click on the call filter and click **Missed Calls**.



2. Click **All** or click the account you want to see missed calls from if you have more than one SIP account.



Bria 5 displays all missed calls or the missed calls for the selected account.



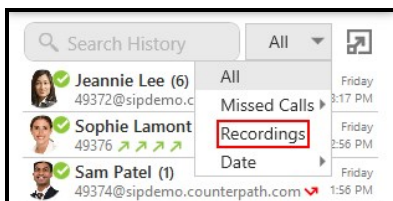
You can filter which calls you see in Bria 5's **History**.

Filtering for recordings

If you are searching for a call recording, you can filter the call history to show only calls that have recordings.

To filter for recordings

1. Click on the call filter and click **Recordings**.



Bria 5 displays all calls that have a recording associated with them.

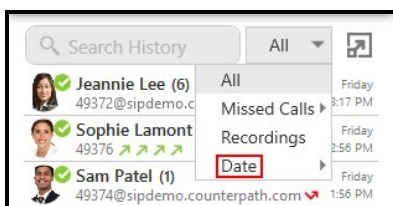


Filtering by date

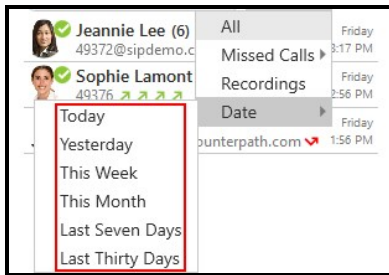
You can search Bria 5 for calls based on when the call occurred. Filter calls from **Today**, **Yesterday**, **This Week**, **This Month**, **Last 7 Days**, and **Last 30 Days**. **This Week** filters for calls for the current week running from Sunday to Saturday. **This Month** filters for calls during the current calendar month.

To filter by date

1. Click on the call filter and click **Date**.



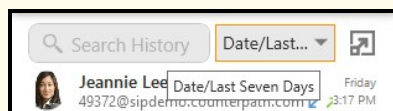
2. Click the selector for the dates you want to filter.



Bria 5 displays all calls that match the date selector.



To see which filter is applied to call history when the full name of the filter does not fit, hover over the filter drop down and the full text appears.



Searching and filtering History

To find a specific entry in **History**, you can filter or search the list of recent calls, or use both methods.

Limit the calls you see in the call history using filtering. Bria 5 lets you filter all calls, missed calls, calls with recordings, and calls by date.

Searching History

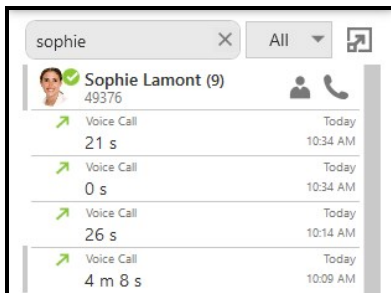
Search for a call in **History** by either the name of the caller or by their phone number.

To search History

1. Type the name or phone number for the call your are looking for in **Search History**.



2. Expand the **History** entry to find specific call details.



Bria 5 displays all calls from the name or number.

Filtering History

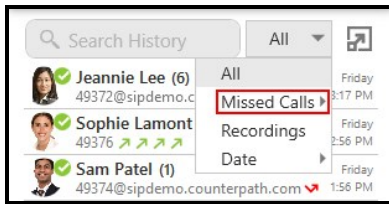
Limit the calls you see in **History** using filtering. Bria 5 lets you filter all calls, missed calls, calls with recordings, and calls by date.

Filtering for missed calls

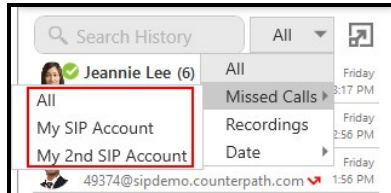
You can filter **History** for all missed calls or filter for missed calls on a specific account if you have more than one account.

To filter missed calls

1. Click on the call filter and click **Missed Calls**.



2. Click **All** or click the account you want to see missed calls from if you have more than one SIP account.



Bria 5 displays all missed calls or the missed calls for the selected account.

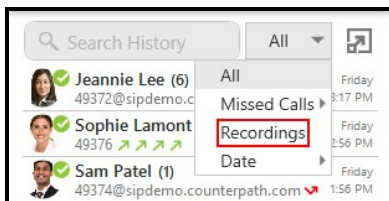


Filtering for recordings

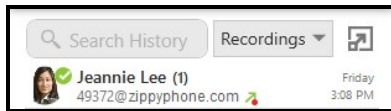
If you are searching for a call recording, you can filter the **History** to show only calls that have recordings.

To filter for recordings

1. Click on the call filter and click **Recordings**.



Bria 5 displays all calls that have a recording associated with them.

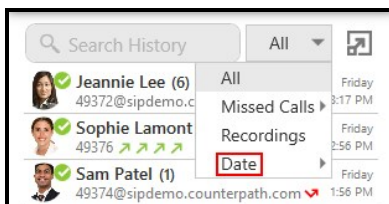


Filtering by date

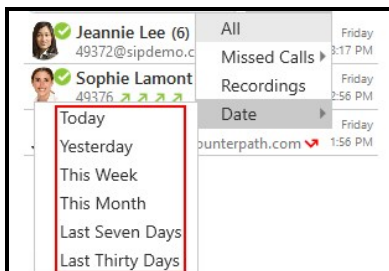
You can search Bria 5 for calls based on when the call occurred. Filter calls from **Today**, **Yesterday**, **This Week**, **This Month**, **Last 7 Days**, and **Last 30 Days**. **This Week** filters for calls for the current week running from Sunday to Saturday. **This Month** filters for calls during the current calendar month.

To filter by date

1. Click on the call filter and click **Date**.



2. Click the selector for the dates you want to filter.

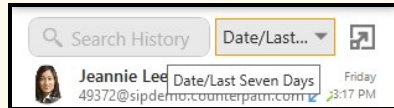


Bria 5 displays all calls that match the date selector.





To see which filter is applied to call history when the full name of the filter does not fit, hover over the filter drop down and the full text appears.



Search and filter History

Use search and filter at the same time. You can filter your results first, and then enter your search information or enter your search information first and filter your results.

Call recordings in History

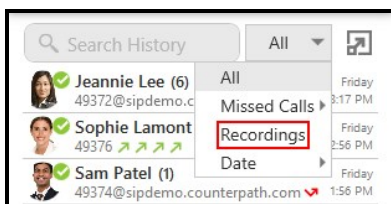
Call recording are available in Bria 5's **List of recent calls** (Windows) or **History** (Mac) - referred to as **History**. You can play and delete recordings from **History**, in addition to [using the file explorer on your computer to play and delete recording files](#).

Filtering for recordings

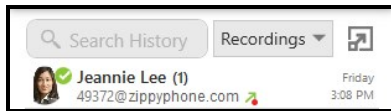
If you are searching for a call recording, you can filter **History** to show only calls that have recordings.

To filter for recordings

1. Click on the call filter and click **Recordings**.

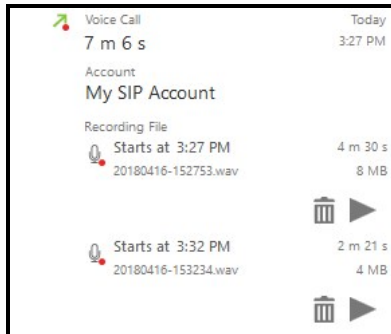


Bria 5 displays all the group that have a recordings associated with them.



Multiple recordings

If you created multiple recordings of a call - you stopped and restarted a recording during the same call - all the call recording are visible in the expanded view of the call entry.

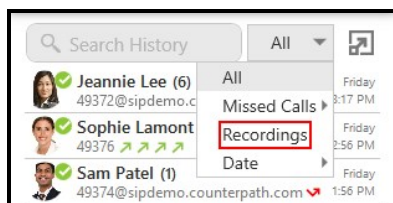


Playing back a call recording

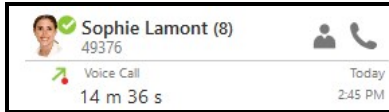
You can play back a call recording using either **History** or using the file explorer on your computer. This section describes how to play back a call recording using call history. For more information on call recording, including using the file explorer to listen to a recording, see [Recording a call](#).

To play back a call recording

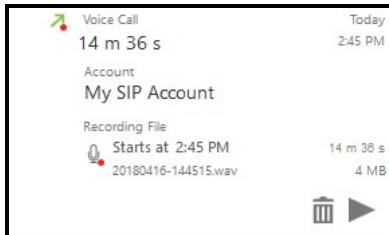
1. Optional: Click on the filter and select **Recordings**.



2. Click on the history group that contains the recording. The history group expands.



3. Click on the call entry that contains the recording. The call entry expands.



4. Click ► Play Recording.

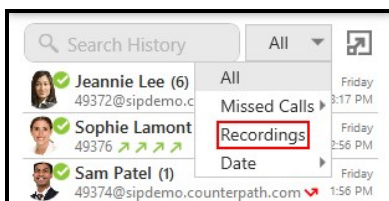
Bria 5 plays the recording in your default audio player.

Deleting a call recording

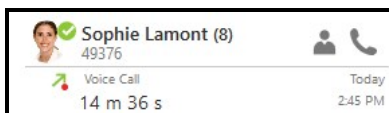
You can delete a call recording using **History** or by locating the file on your computer and deleting it using file explorer. This section describes how to delete a call in **History**.

To delete a recording

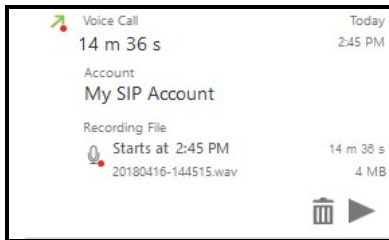
1. Optional: Click on the filter and select **Recordings**.



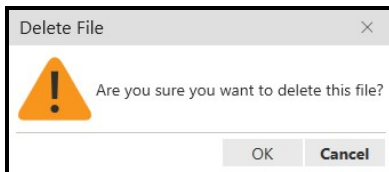
2. Click on the history group that contains the recording. The history group expands.



3. Click on the call entry that contains the recording. The call entry expands.



4. Click **Delete Recording**.
5. Click **OK** on **Recording File**.



Bria 5 deletes the recording from your computer and you can no longer play back the file in call history.

The history entry still appears when the **Recordings** filter is applied. **Delete Recording** and **Play Recording** are still visible in the call entry but are inactive.

Click **Recording Info** to see when the file was deleted.

Exporting calls from History

You can export your from Bria 5's **List of recent calls** (Windows) or **History** (Mac) - referred to as **History** - Bria 5 to a .csv file.

To export call history

1. Right-click (Windows) or **CTRL+click** (Mac) on any group in **History** and click **Export to File**.
2. Use **Browse For Folder** to set the location where you want to save the file and click **OK**.

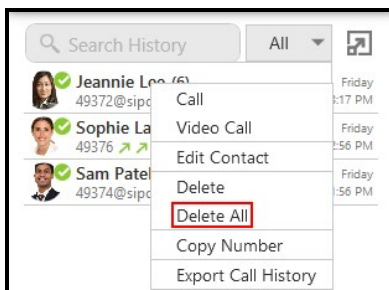
Bria 5 exports the .csv file to the specified location.

Deleting History

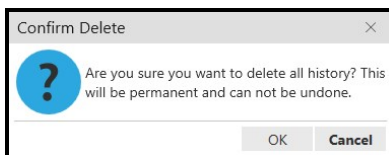
Calls are grouped by caller ID in Bria 5's **List of recent calls** (Windows) or **History** (Mac) - referred to as **History**. You can delete all calls in **History**, or you can delete all calls in a group.

To delete all calls

1. Right-click (Windows) or **CTRL+click** (Mac) on a call group or the heading of an expanded call group.
2. Click **Delete All**.



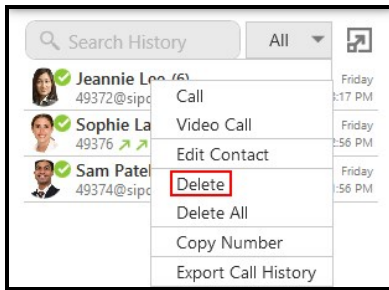
3. Click **OK** on **Confirm Delete**.



Bria 5 deletes all calls from **History**.

To delete a History group

1. Right-click (Windows) or **CTRL+click** (Mac) on the call group or the heading of the expanded call group you want to delete.
2. Click **Delete**.

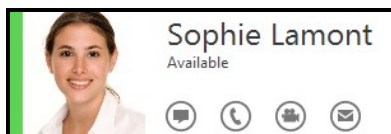


Bria 5 deletes the calls in the **History** group.

Warning: There is no warning before all calls in a group are deleted.

Microsoft Office Integration - Windows only

Bria 5 is integrated with Microsoft Office 2013 and Microsoft Office 2016. You can place an audio or a video call, send an IM, and see presence information directly from Outlook's mini-contact card. The mini-contact card appears anywhere you see a contact – the email header, the Social Connector, the scheduler assistant, the people tab – when you hover over that contact.



To enable Office integration - Windows only

1. Open **Preferences** on the **Softphone** menu.
2. Click **Enable Outlook integration** in the **Application** panel.
3. Restart Microsoft Outlook.

Bria 5 is available from Outlook.

To disable Office integration - Windows only



1. Open **Preferences** on the **Softphone** menu.
2. Click **Disable Outlook integration** in the **Application** panel.
3. Restart Microsoft Outlook.

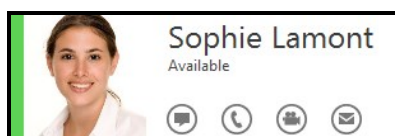
Bria 5 is no longer available from Outlook.

Placing an audio or video call from Outlook

You can place an audio or video call from the mini-contact card to an Outlook contact that you have a phone number or softphone number for.

To place a call

1. Hover over a person's name anywhere in Outlook. The mini-contact card appears.
2. Click on  **Call** or  **Start video call**.

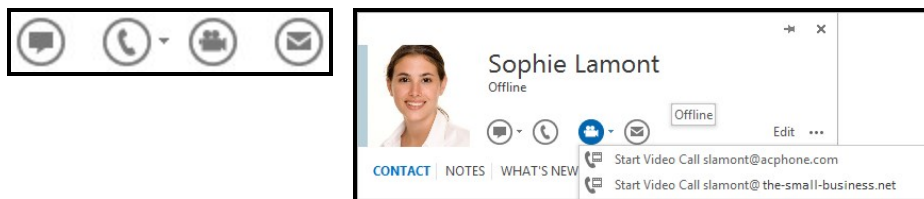


Bria 5 places the call or video call and opens the call panel. If you clicked **Start video call**, Bria 5 opens the **Video** window if the remote party answers the call with video.

If a contact has more than one number, you can choose the number you want to call.

To place a call to a contact with multiple numbers

- Click the drop-down arrow beside  **Call** or  **Start video call** and select the number that you want to call.



Bria 5 places the call or video call and opens the call panel. If you clicked **Start video call**, Bria 5 opens the **Video** window if the remote party answers the call with video.

IM and presence in Outlook

The Outlook Integration offers you the ability to view presence information and send IMs directly from Microsoft Office.

Sending an IM

There are two ways to send an IM from Outlook: clicking on **IM** in the message header and clicking on **Send an IM** on the mini-contact card.

To send an IM from the message header

1. Click on **Send an IM** to send an IM to the email sender.



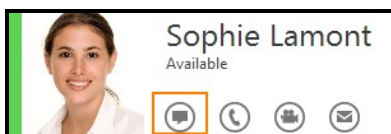
Bria 5 opens the **Message** window.

2. Type your message and click send.

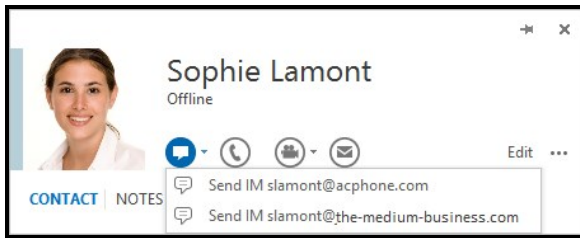
Bria 5 sends the IM.

To send an IM from the mini-contact card

1. In the header or in the Social Connector, hover over a name or avatar. The mini-contact card appears.
2. Click **Send an IM**.



3. If the contact has more than one address you can send an IM to, you can choose the address you want to use. Click the drop-down arrow beside **Send an IM**.



Bria 5 opens the **Message** window.

4. Type your message and click send.

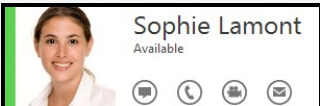


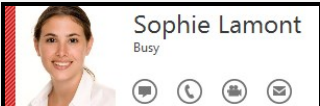


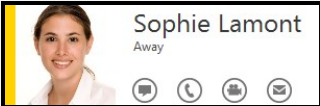


Bria 5 sends the IM.

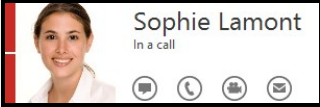


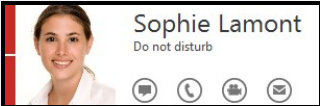


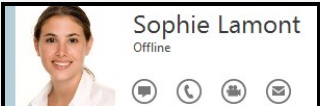

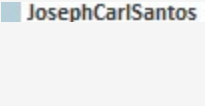
To view the online presence of contacts

You can view the online status – the presence – of contacts that have share presence information with you in Bria 5. Presence is shown in the mini-contact card, beside avatars, and beside names in the email header.

- On the mini-contact card, presence is indicated by both a colored stripe on the side of the avatar and by having the status in words under the contacts name.
- On the avatar, presence is indicated by a colored stripe.
- In the email header, a colored dot beside the name displays the status.

Appearance and Meaning of Presence in Microsoft Office

Mini-contact card	Avatar	Name	Meaning
		 JeannieLee;	This person is Available and you can contact this person.
		 LanaTaylor	This person is Busy . You can contact this person.
		 RichardDavis;	This person is Away . You can contact this person.

Mini-contact card	Avatar	Name	Meaning
			<p>This person is on a call. You can contact this person.</p>
			<p>This person has either set Do not disturb or has set Not available for calls. You cannot contact this person.</p>
			<p>This person has either set their status as Appear offline or they are Offline. This contact is either not logged on or does not want to share online status.</p>

Configuring Bria 5

This section describes how to manage desktop licenses, perform a silent install, set up accounts, and preferences on Bria 5.

Managing Bria 5 licenses as an administrator

When you obtain Bria 5, 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 zero, an error message appears the next time a license key is entered.

How licenses are counted

A license count can be shared by users on the same computer if the users are logged in using the Windows administrator account or a regular user account. If a user logs in with a Windows guest account, Bria 5 will draw down the license count (assuming the license key has already been entered).

If you have drawn down more license counts than expected, the problem may be that one or more guests have used seats. You can revoke these licenses in order to reinstate the number of seats actually in use or you can increase your license count.

To revoke seats on a single group license

1. Log in to the [CounterPath store](#) and go to **Your Account > Single Group License Manager**. A list of your licenses appears.
2. Click on the license key you want to revoke.

Product	Key	Licenses Used	Notes
Bria 5 Retail (Bria)	180M0P3A550SPREN00M0P0W02110	1 of 3	

A list of computers with the license appears.

Performing a silent install of Bria 5

Note: This topic is for network administrators only. Silent installation is available for Windows only.

For a large-scale installation across many Windows workstations, a network administrator may want to run the installer as a silent installation – the Bria 5 client software installs without any user input or interruption.

To run the Bria 5 installer silently, use the following Windows command-line options:

```
<installer filename>.exe --Silent [--Help] [--AcceptEULA=YES] [--PrintEULA]
```

where

- `--Silent` invokes the silent installation mode. All user interaction is suppressed except the license agreement pop-up, which can be suppressed by also using `--AcceptEULA=YES`.
- `--Help` shows command-line syntax help.
- `--AcceptEULA` is set to `YES` to silently accept the license agreement and proceed with the installation. This option works only when `--Silent` is used.
- `--PrintEULA` displays the license agreement on the screen without installing the software. This option works only when `--Silent` is used.

For example:

```
C:\>Bria_5.1.0_12345.exe --Silent --AcceptEULA=YES
```

This command installs Bria 5 without any user interaction or pop-ups.

Another example:

```
C:\>Bria_5.1.0_12345.exe --Silent --PrintEULA
```

This command displays the license agreement but does not install any software. This might be used in a script to display the EULA first before running the installer again completely silently.

Configuring Bria 5 - Accounts

There are two ways of configuring Bria 5 - **Account Settings** and **Preferences**.

Account Settings are settings that only apply to an individual account. **Preferences** are settings that apply to Bria 5 as a whole.

This section describes **Account Settings**. **Account Settings** shows all of the accounts currently set up. From this window, you can add, edit, enable or disable, or remove accounts. Click **Softphone > Account Settings (Windows)** or **Bria 5 > Preferences > Accounts** to view Account Settings.

If you have multiple SIP accounts, you can select your preferred SIP account from **Account Settings**.

The account types available in Bria 5 are:

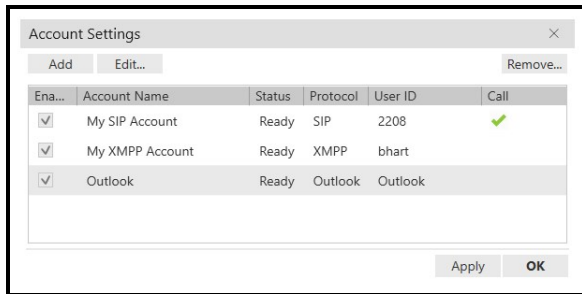
- **SIP account**: A user needs at least one SIP account in order to make phone calls. If the SIP provider supports SIP SIMPLE, a SIP account can be used for presence and messaging.
- **XMPP account**: A user can have an XMPP account for presence and messaging.
- **Outlook account** (Windows only): A user can pull Outlook contacts into Bria 5 using an Outlook account.
- **Mac Address Book account** (Mac only): A user can pull Mac Address books into Bria 5 using a Mac Address Book account.

To view the Account Settings

Windows

1. Click **Account Settings** on the **Softphone** menu.

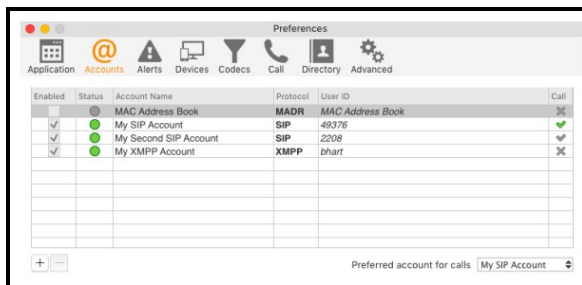
The **Account Settings** window opens.



Mac

1. Click **Preferences** on the **Bria 5** menu.
2. Click **Accounts**.

The **Preferences - Accounts** window opens.



The Call column

The **Call** column shows how the account is used for calls.

Windows icons

- ✓ : The account is the preferred account for calls
- : The account can be used for outgoing calls if you select it when placing an outgoing call

no icon: The account cannot be used for phone calls. It is either a SIP account with calling disabled or a non-SIP account.

Mac icons

- ✓ : The account is the preferred account for calls

✓: The account can be used for outgoing calls if you select it when placing an outgoing call

✗: The account cannot be used for phone calls. It is either a SIP account with calling disabled or a non-SIP account.

The Status column

The **Status** column indicates the registration status of each account.

Windows Meaning

Ready: The account is registered and can be used for calls (SIP) and messaging.

Registering: The account is in the process of registering.

Failed: The account is enabled but registration failed. Check that you entered your account credentials correctly.

Disabled: The account is disabled. Select the Enabled check box to register the account.

Mac Meaning

●: The account is registered and can be used for calls (SIP) and messaging.

●: The account is in the process of registering.

●: The account is enabled but registration failed. Check that you entered your account credentials correctly.

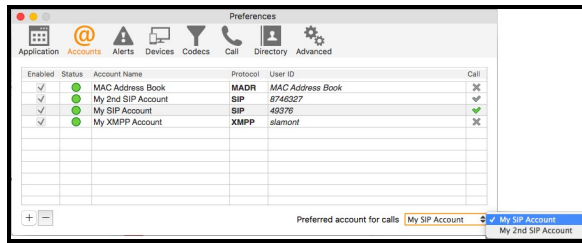
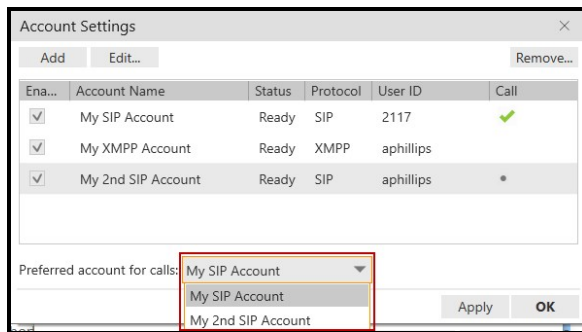
●: The account is disabled. Select the Enabled check box to register the account.

Selecting your preferred account for calls

The preferred account for calls is the account that is used if there are no dial plan rules being used to determine the outgoing account and you do not explicitly choose an account for the outgoing call.

To select your preferred account

1. Open the Account Settings window.
2. Choose your preferred account from the drop-down list.



Your preferred account is set.

SIP account

A SIP account is used to make voice and video calls in Bria 5. Each user requires at least one SIP account. The SIP account can also be used for presence and messaging if your VoIP service provider supports SIP SIMPLE.

This section describes the SIP account settings. See [SIP account requirements](#) to see how to set up your SIP account.

Accounts or General panel (SIP)

The **Accounts** (Windows) or **General** (Mac) panel lets you configure **User Details**, **Domain Proxy**, and the **Dial plan** for the account.

User ID and **Domain** are required fields.

Settings in this panel

Account Name

Account Name: Used to identify the account. If desired, change the name to something

meaningful to you. For example, the name of your VoIP service provider.

Protocol: Read-only. Always specifies **SIP**.

Allow this account for

Calls (Windows) / Used for Call (Mac): Determines if the account is used to place outbound calls.

Selected: This account can be used for outbound calls.

Cleared: This account cannot be used for outbound calls.

IM / Presence (Windows) / Presence (Mac): Determines if the account is used for presence and messaging. Make sure SIP SIMPLE is supported by your VoIP service provided is you plan to use your SIP account for presence and messaging.

Selected: This account is used to share your online presence and send instant messages.

Cleared: This account is not used to share your online presence and send instant messages.

User Details

User ID: The account number for the softphone. Provided by your VoIP service provider.

Domain: The domain of your softphone address. Provided by your VoIP server provider.

Password: The password for the softphone. Provided by your VoIP service provider.

Display name: This is the name that is displayed in the Bria 5 title bar. Remote parties see this name.

Authorization name: Complete this field if your VoIP service provider gave you an authorization name. Typically not used in an enterprise environment. An Authorization name is useful if you allow user IDs that are short and easy to guess. The Authorization name is used in place of the User ID to register the SIP account.

Domain Proxy

Register with domain and receive calls: This field must be **Cleared** if your level of service does not include the ability to receive incoming calls. In this case, leaving this

field selected may prevent the account from registering.

Selected: Register this account with your VoIP service provider so you can receive incoming calls.

Cleared: This SIP account cannot be used for incoming calls.

Send outbound via: Choose the settings specified by your VoIP service provider. If you select this field, complete the **Address** field with the domain provided by your VoIP service provider.

Domain: Select this field if your VoIP service provider requires that traffic be directed to proxies that are discovered via the domain.

Proxy: Select this field if your VoIP service provider has an outbound proxy address and requires that you provide the address to your softphone client.

If neither of these options are suitable, see [Advanced](#) for additional ways to direct traffic.

Dial Plan

Dial Plan: Information about the syntax of the numbers used by your VoIP service provider. This information is provided by your VoIP service provider.

The default plan is: #1\a\a.T;match=1;prestrip=2;

You do not have to change the dial plan if:

- You only have one SIP account.
- You have multiple SIP accounts but will always manually select the account to use for calls.
- The default plan is acceptable.

See [Using a Dial Plan to Modify How Calls are Placed](#) for information on configuring dial plans.

Voicemail panel (SIP)

This panel lets you set up client-side voicemail and client-side call forwarding.

Voicemail is offered through your VoIP service provider or through your enterprise's IP PBX. It is not part of Bria 5. Contact your VoIP service provider or your system administrator for information on using voicemail.

Settings in this panel:

Voicemail

Check for voicemail: Check with your VoIP service provider or your enterprise's IP PBX system administrator for the correct configuration.

Selected: Subscribe for message waiting – Bria 5 must subscribe to be notified when there is a voicemail.

Cleared: Implicit subscription – the VoIP service provider's voicemail server send notifications without Bria 5 subscribing.

Cleared: Your VoIP service provider does not support voicemail.

Number to dial for checking voicemail: Complete this field only if your VoIP service includes voicemail. This is the number that will be called when a user click the Voice messages icon on Bria 5 to check for voicemail and listen to messages. Completing this field enables the **Voice messages** icon. If you leave this field empty, the icon will not work and you will have to dial your voicemail number manually. Enter the number provided by your VoIP service provider or system administrator.

Number for sending calls to voicemail: Complete this field only if your VoIP service includes voicemail. This is the number that incoming calls will be forwarded to if they are unanswered after the specified interval. This field must be completed if you select **Send call to voicemail if unanswered for**. If you leave this field empty, Bria 5 never forwards call to your service provider's voicemail. However, most VoIP service providers have their own mechanism for sending unanswered calls to voicemail. Leaving this field blank does not mean that forward-to-voicemail does not work. Enter the number provided by your VoIP service provider or your system administrator.

Send calls to voicemail if unanswered for: Complete this field only if your VoIP service includes voicemail. Your service provider may have a similar feature outside Bria 5. If they do, make sure that you are not entering competing information in Bria 5 and in the service provider's interface. For example, if you clear this field in Bria 5, make sure that

you turn this feature off with your service provider as well or calls continue to be forwarded.

Selected: Bria 5 sends call to voicemail when the specified interval expires. Enter the time interval in seconds.

Forwarding

Forward to: Forward to only works when Bria 5 is running and only if your VoIP service provider supports redirect. You can use this feature even if your VoIP service does not include voicemail.

Selected: All calls will be forwarded to the number specified. Inbound calls on other SIP accounts (if you have them) are not affected by enabling this field. Enter the number you want to forward your calls to.

When on the phone, forward to: When on the phone, forward to only works when Bria 5 is running and only if your VoIP service provider supports redirect. You can use this feature even if your VoIP service does not include voicemail.

Selected: Forward calls only when you are on another call. Inbound calls on other SIP accounts (if you have them) are not affected by enabling this field.

Your service provider may have a similar feature outside Bria 5. If they do, make sure that you are not entering competing information in Bria 5 and in the service provider's interface. If you clear this field, make sure that you turn this feature off with your service provider as well.

If you have a subscription from a VoIP service provider

Your VoIP service provider may provide the ability to set up voicemail outside of Bria 5 (server-side handling), such as calling a softphone address and following voice prompts or by accessing a website.

Check with your VoIP service provider to determine if another setup mechanism is available. If so, check what settings are in the setup and make sure you enter the compatible information in Bria 5.

In particular, if your VoIP service provider has a mechanism for call forwarding, find out if you should leave the **Forwarding** settings blank.

If you have a System Administrator managing IP PBX

Your IP PBX may also provide the ability to configure voicemail outside of Bria 5 (server-side handling). An incoming phone call first goes through server-side handlers and then through client-side handlers. Keep in mind that the fields on the Voicemail tab are not written to the server. They are configuring a second, separate handler.

Decide how you want phone calls to be handled – by the Bria 5 client only, by the server only, or by both the client and the server. Instruct your users accordingly. If you decide to allow both, make sure that your users understand how the server-side and the client-side voicemail configuration must be synchronized to work together. Check what the server-side settings are and make sure you enter compatible information on Bria 5.

Topology panel (SIP)

This panel controls how signals are passed through your network.

Settings in the panel:**Firewall Traversal**

Firewall traversal method: Choose the settings recommended by your VoIP service provider.

Auto-detect firewall traversal method using ICE (Windows) / Auto-detect (ICE, recommended) (Mac): Automatically determines the contact address for signaling traffic.

Discover public IP address (STUN): Advertises 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): Advertises the public IP address (discovered via STUN) for the contact address for signaling 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 host name. If you use **Auto-detect firewall traversal method using ICE** (Windows) or **Auto-detect (ICE, recommended)** (Mac), you can only enter a STUN server here. Do not enter a TURN server because TURN is not supported when ICE is used.

User name: The user name for the server.

Password: The password for the server.

Port Ranges

Range of ports used for signaling (Windows) / Range of ports used on local computer (Mac): Set the range of ports on the local computer for SIP signaling.

Selected: Your computer is behind a restrictive firewall that only allows specific port ranges to be used. Enter the port ranges for your SIP account and also open the same ports on your firewall. Refer to applicable firewall documentation for more information.

Cleared: Your computer is not behind a restrictive firewall.

Range of ports used for RTP: Set the range of ports on the local computer RTP audio and RTP video.

Selected: Your computer is behind a restrictive firewall that only allows specific port ranges to be used. Enter the port ranges for your SIP account and also open the same ports on your firewall. Refer to applicable firewall documentation for more information.

Cleared: Your computer is not behind a restrictive firewall.

Custom DNS

Server 1 / Server 2: Enter the custom domain name server. A custom DNS is a domain name server that is specific to a given domain (network or sub-network). It provides Bria 5 the ability to query inside the network for IP addresses associated to domain names rather than querying outside the domain.

Presence panel (SIP)

Presence allows other softphone users to see your online status and allows you to see the online status of others.

This panel lets you configure how your SIP account handles online status for contacts who have a softphone number. The **Presence** panel only appears if you have selected **IM / Presence** in **Allow this account for**.

Settings in this panel:

Presence

Mode: Enter the value specified by your VoIP service provider.

Peer-to-peer

Presence agent

Poll time: The frequency, in seconds, that Bria 5 uses to check presence.

Refresh interval: The amount of time, in seconds, that Bria 5 refreshes your presence.

Transport settings (SIP)

You can configure the method Bria 5 uses for transporting your SIP signal.

You can set up Bria 5 for the type of encryption you want for inbound and outbound calls. Bria 5 supports:

- Signaling encryption using TLS
- Media encryption using SRTP

To set up for security outside of Bria 5

When using TLS (Transport Layer Security), you need to have a 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 5 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. If the other party is outside your domain, you cannot be completely sure that the call is secured at the signaling level. This also means that you cannot be sure that it is secured at the media level.

To set up for security in Bria 5

The options for media encryption are set up in the **Media Encryption** section of the **Transport** panel. You only see these settings when **Signaling transport** is set to **TLS**.

Settings in this panel

Transport

Signaling transport: Contact your VoIP service provider to identify the types of transport that are supported.

Automatic: Bria 5 sets up the transport based on the capabilities of the network and the Bria 5 computer. Choose this option if you do not care which transport is used.

TCP (Transmission Control Protocol): This transport provides no signaling security.

UDP (User Datagram Protocol): This transport provides no signaling security.

TLS (Transport Layer Security): Choose this option to request signaling encryption or both signaling and media encryption.

Media Encryption (Windows) / Media Encryption over TLS (Mac)

Media Encryption (Windows) / Media Encryption over TLS (Mac): Applies when TLS is chosen as the **Signaling transport** method (see **Signaling transport** above).

Make and accept only encrypted call

Outgoing calls: Bria 5 places all outbound calls with TLS. The call INVITE will specify SRTP media encryption. If the correct root certificates are not in place or if the other party does not accept encrypted calls, the call will fail.

Incoming calls: Bria 5 only accepts INVITEs that are for encrypted calls. If Bria 5 receives a call INVITE that is not encrypted, the call will be rejected.

Do not allow encrypted calls

Outgoing calls: Bria 5 only places unencrypted calls. If the other party does not support unencrypted calls, the call will fail.

Incoming calls: Bria 5 only accepts INVITEs that are for unencrypted calls. Bria 5 only accepts INVITEs that are for unencrypted calls.

Security

Verify TLS Certificate: Applies when TLS is chosen for transport.

Selected: Bria 5 attempts to verify one or more of the certificates sent by the SIP server to see if they are trusted. If the certificates are trusted by a well-known certificate authority such as VeriSign, no further action is required. If the certificates are self-signed, install a corresponding CA certificate on your device. Contact your VoIP service provider to get a corresponding CA certificate.

Cleared: Bria 5 accepts the certificate without trying to verify it.

IPv6: Generally, leave this selected. Clear the check box only if advised by your VoIP service provider or your system administrator.

Selected: Allows Bria 5 to make phone calls and send IMs over an IPv6 network.

Advanced settings (SIP)

The **Advanced** panel allows you to set registration intervals, timers, the hold method, and manage connections.

Settings in the panel:

Register Settings

Reregister every: The time interval measured in seconds between Bria 5's attempts to reregister in order to refresh the account registration with the account's VoIP service provider. A value of zero means that Bria 5 should not attempt to reregister after the initial registration. This value is placed in the Expires header field of the REGISTER message.

Minimum time: If the reregister fails, Bria 5 waits this amount of time, measure in seconds, and then attempts to reregister. If the second attempt fails, Bria 5 waits twice this time and tries again. Each time the attempt to reregister fails, Bria 5 increases the amount of time between tries until registration succeeds.

Timers

Enable session timers: A session timer is a mechanism to detect whether a call session still active from a signaling point of view. When the timer expires, a refresh is sent from one party to the other. This timer is then reset.

Selected: Turns on the session timers.

Cleared: Turns off session timers, refreshes will never be sent.

Session time preference: Specifies how Bria 5 uses session timers.

Inactive: Session timers are not used in any session, except when it is explicitly required in the remote request.

Optional: Session timers are used in all sessions whenever the remote party supports and uses it.

Required: Session timers support is a requirement for the remote party to be able to establish a session.

Always: Sessions timers are used in all sessions whether or not the remote party supports or uses it.

Default session time: The default value of the session timer measured in seconds.

Hold Method

Hold method: Change this setting only if your VoIP service provider advises you to.

Handle hold request in M-line only (latest standard)

Handle hold request in M-line and C-line (old standard)

Connection Management

Send SIP keep-alives: Typically selected. Instructs Bria 5 to send SIP keep-alive messages in order to maintain a “pinhole” through your firewall for SIP messaging.

Use rport: Typically selected.

Use SIP Outbound: Determines Bria 5 uses an existing connection.

Selected: Bria 5 uses an existing connections by populating the SIP header as specific to RFC 5626. The SIP server should communicate with Bria 5 using the same connection if the transport is set to TCP or TLS.

Cleared: Bria 5 does not use an existing connection.

Force outbound proxy on all requests: Typically **Cleared**. Use this setting only if you have trouble connecting to the SIP server.

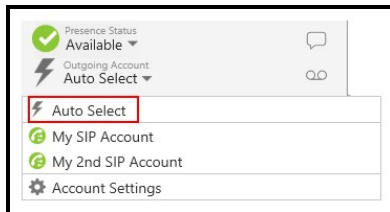
Selected: Requests always go to the outbound proxy configured in **Send outbound via** on the **Account** (Windows) or **General** (Mac) panel. Bria 5 never sends the invite directly to the end point. If you select this field, make sure you also set **Send outbound via**.

Using a dial plan to modify how calls are placed

In Bria 5, a dial plan is a single line of text – an expression – associated with an account that can modify how your calls are placed. A dial plan is used for any combination of these reasons:

- To modify (transform) the input (the number to be dialed), such as to add the “9” required to obtain an outside line from a PBX.
- To select the account to use to place a call, if users can have more than one account.
- To prevent unresolvable calls from being placed. For example, to prevent using network bandwidth on a call that will certainly fail. You define patterns that you know will work, and only place a call if it matches one of these patterns.

If a user has multiple SIP accounts and chooses **Auto Select**, the dial plan can be used to select the account to use for outgoing calls. Once the account is selected, the dial plan can also be used to transform the phone number, for example, to add “9” to the start of the number.



If the user selects the account to use when making calls or if the user has only one SIP account, dial plans can still be used to transform the phone number.

Dial plan examples

These examples demonstrate how a dial plan can be used.



Dial plan 1

This example shows how to differentiate between a PSTN number and a softphone address, and how to add a “9” dialing prefix only to the PSTN number.


```
\a\a.T|xxxxxxx.T;match=2; pre="9"
```

Pattern	Match	Transformation	Description
\a\a.T	1	(none)	The input contains alphanumerics. Call the number without transformation.
xxxxxxx.T	2	pre="9"	If it's a number with at least 7 digits (PSTN), pause and then dial the number prefixed by 9.



Dial plan 2

```
3xxT|1xxxxxxxxxx|[2-9]xxxxxxxxxx|+x.T; match=2; pre="9"; match=3; pre="91";  
match=4; prestrip=1;pre="9011"
```



Pattern	Match	Transformation	Description
3xxT	1	(none)	The first pattern is any three-digit number beginning with 3. No transformation. The assumption is that this is an internal extension. The timer forces Bria 5 to wait after detecting a three-digit number beginning with 3, in case you are actually dialing a local call starting with 3.
1xxxxxxxxx	2	pre="9"	The second pattern is any eleven-digit number beginning with 1. Prefix with 9 and dial as is. The assumption is that this is a long-distance PSTN call within North America (within North America, all long-distance calls start with 1).
[2-9]xxxxxxxx	3	pre="91"	The third pattern is any ten-digit number beginning with a number other than 1. The assumption is that this is a local PSTN call within a ten-digit dialing zone. 9 and 1 are prefixed to access an outside line and a long-distance code.
+x.T;	4	prestrip=1 pre="9011"	The fourth pattern is a number of any length that begins with +, to indicate an international PSTN call from North America. Delete the + and prefix with 9011 (where 9 accesses an outside line and 011 is the prefix to access an international line from North America).

Writing a dial plan expression

Your dial plan instructions (or expression) comes in two sections:

- **Patterns** - Numbered sequentially, the patterns are things that Bria 5 looks for in the phone number. If a pattern matches, the pattern number tells Bria 5 to use the matching transformation of the same number. See [Pattern elements](#).
- **Matches/transformations** - Each transformation is identified by a "match" number. See [Transformation keywords](#).

If the phone number matches any of the patterns...				Bria 5 selects the corresponding match number and performs that transformation.			
Pattern 1	Pattern 2	Pattern 3	...	Match & transformation 1	Match & transformation 2	Match & transformation 3	...

Expression syntax

The syntax of your dial plan expression separates each part with semicolons and

terminates with a semicolon:

```
pattern;match=n;transformation;
```

In the above example, there is only one pattern, match, and transformation. You can have more than one of each in an expression, where patterns are separated by a pipe | symbol:

```
pattern1|pattern2|pattern3;match=1;trans1;match=2;trans2;match=3;trans3;
```

Pattern examples



One pattern

An example of an actual dial plan with only one pattern, match, and transformation looks like this:

```
#1\a\a.T;match=1;prestrip=2;
```

Pattern 1	Match & transformation 1
#1\a\a.T	match=1;prestrip=2;

where

- #1\a\a.T is *pattern1*
- match=1;prestrip=2 is the *match1/transformation1* pair



Two patterns

In this example, there are two patterns (separated by a pipe character) and two match/transformation pairs (indicated by their colors):

```
#1\a\a.T|xxxxxxxxxx;match=1;prestrip=2;match=2;pre=9;
```



Pattern 1	Pattern 2	Match & transformation 1	Match & transformation 2
#1\a\a.T	xxxxxxxxxx	match=1;prestrip=2	match=2;pre=9

where

- #1\a\a.T is *pattern1*
- match=1;prestrip=2 is the *match1/transformation1* pair
- xxxxxxxxxxxx is *pattern2*
- match=2;pre=9 is the *match2/transformation2* pair

Pattern elements

The content for a pattern follows the digit map rules of RFC 2705, supplemented by the rules for regular expressions. Where there is an overlap between the digit map and regular expression rules, the digit map rules apply. For this reason, there are some special cases, included in the table below.

Most common elements of a dial plan pattern

All regular expression elements are supported.

Element	Element type	Description
	Regular expression rules	Pipe character, used to separate patterns. Example: x.T xxxxxxxxxxxx contains two patterns, x.T and xxxxxxxxxxxx.
0 1 2 3 4 5 6 7 8 9	Literals	Literal digits, used as is. For example, 604xxxxxx will match with any 10-digit phone number that begins with 604.
# * a to z	Literals	Literal characters, used as is. Special cases: <ul style="list-style-type: none"> • The literal x character is represented by \x. • The literal t character is represented by \t.
x	Digit map rules	Wildcard for any single digit, 0 to 9 – it matches any digit. Example: 7xxx will match 7100, 7232, 7354, or any other 4-digit number starting with 7.
\a	Regular expression	Wildcard for any single alphanumeric character – it matches any digit or letter.

	rules	
[<i>digit-digit</i>]	Regular expression rules	A digit within the specified range. Example: [2-7] matches any digit that is 2, 3, 4, 5, 6, or 7.
[<i>character-character</i>]	Regular expression rules	A character within the specified range. Example: [b-q] matches any letter from b to q.
[<i>digit1,digit2,digit3</i>]	Regular expression rules	One of the characters in the collection. Example: [2,5,9] matches any digit that is 2, 5 or 9.
.	Digit map rules	Repeat the last element 0 or more times. Examples: <ul style="list-style-type: none"> • x. means "any digit followed by any number of digits" – in other words, any number of any length. • \a. means "any letter or digit followed by any number of letters or digits."
T	Digit map rules	A timeout period of approximately 4 seconds will take place before automatic dialing starts. The T timer forces Bria 5 to wait after a match is made. This timer should always be included in these situations: <ul style="list-style-type: none"> • Any pattern that uses the . (dot). For example, if the pattern is xxxx. then adding a timer lets you type three or more digits. If there is no timer, then as soon as you type three digits, Bria 5 makes the match. • Any dial plan that has two patterns that are similar in elements but different in length. For example, if one pattern is xxx and the other pattern is xxxxxx, then adding the timer lets you continue typing past three digits, in order to get a match on the second pattern. <p>In this situation, the T timer should be included in the shorter pattern.</p>

Transformation keywords

Bria 5 uses several keywords to transform the input into a number that can be dialed. These are processed in a specific order.

Keywords

prestrip: Strip the first *n* characters from the input before placing the call.

poststrip: Remove *n* number of characters from the end of the input before placing the call.

pre: Add the specified account prefix to the input before placing the call.

post: Add the specified postfix to the input before placing the call.

replace: Replace the input with the specified string before placing the call.

Transformation order

These transformations are always performed in the following order (the order in which the transformations are entered in the dial plan is not significant):

prestrip > poststrip > pre > post > replace

Transformation examples



Dial 9 before the number

Dialing input: 6045551234

Pattern: xxxxxxxxxx

Transformation: pre=9

Dialed number: 96045551234



Use account 2

Dialing input: #26045551234

Pattern: #2x.

Transformation: prestrip=2

Dialed number: 6045551234



Dial local 4-digit extension with a pause in case more digits are entered

Dialing input: 1701

Pattern: xxxxT



Transformation: none

Dialed number: (pause) 1701



Dial a New Zealand number that contains the international "+011" prefix, dial 9 for an outside line, and include a pause to wait for any additional digits

Dialing input: +642345555555

Pattern: +x.T

Transformation: prestrip=1; pre=9011

Dialed number: (pause) 9011642345555555

Specifying an account by using a prefix

If the input contains an account prefix (# and a digit) and the phone number (for example, #26045551212), then the prefix is used to select a specific account when calling. The account prefixed is stripped from the number before the call is placed.

In the example #26045551234, #2 is the account prefix (#1 for the first account in the client's list of accounts, #2 for the second account, and so on). If the input does not include the #*n* prefix, then the **Preferred account for calls** as set in the client is used.

The **Preferred account for calls** is identified in **Softphone > Account Settings** in Windows and **Preferences > Account Settings** in Mac.

How Bria 5 uses the dial plan

When the user makes a call, Bria 5 takes the phone number and performs a series of steps to match the number to a dial plan, alter the number (if necessary), and place the call.

Dial plan steps

1. Matching.

When the user finishes typing a number and presses **Enter** or **Call**, Bria 5 checks the user's selection of accounts to determine which accounts to go through.

When Bria 5 is used in **Auto Select** mode, Bria 5 compares the input to the patterns in the dial plan for each enabled account. Each account has one dial plan, and each dial plan has one or more patterns.

When Bria 5 is not used in **Auto Select** mode, Bria 5 only compares the input to the patterns in the dial plan for the already selected account. If a match is found, the transformation associated with the pattern is performed.

2. Transformation.

If a match is found between the input and a pattern, that pattern's transformation (if any) is performed.

3. Place Call.

Then the call is placed using the transformed input.

Comparing dialing input to the dial plan patterns

The input is compared to each dial plan in turn, starting with the first listed account. Keep in mind that the input being compared is different depending on whether the input is dragged, selected, or typed:

- If the input is dragged or selected, then the entire input is compared to each dial plan.
- If you are typing the input, then the digits are compared one by one as they are entered. Each time a new digit is entered, the comparison starts over at the first account.

Results of the comparison

Bria 5 finds a match according to a number of rules.

Dial plan matching rules and results

Type of Match	Result If User Presses Enter or Call	Result if User Stops typing
The input matches the pattern and the pattern does not	Not applicable. The pattern's account is immediately selected and the transformation is performed when the	This pattern's account is immediately selected. The transformation is performed. Bria 5 attempts the call.

include the T timer	user stops typing.	
The input matches the pattern and the pattern includes the T timer	This pattern's account is immediately selected. The transformation is performed. Bria 5 attempts the call.	T starts counting down after each key press. When T expires (approximately 4 seconds), this pattern's account is selected. Then the transformation is performed and Bria 5 attempts the call.
The input does not match the pattern	<p>The Outgoing Account is set to Auto Select. Bria 5 uses the account selected as the Preferred account for calls in Account Settings. No transformation is performed and Bria 5 attempts the call.</p> <p>The Outgoing Account is set to a specific account.</p> <p>Bria 5 uses the selected account. No transformation is performed and Bria 5 attempts to make the call.</p>	Nothing happens until the user presses Enter or Call.

XMPP account

Setting up an XMPP account is optional. If you set up an XMPP account, it will automatically be used for presence subscriptions and instant messaging. End users can pull their XMPP contacts into Bria 5's contacts and IM these contacts from Bria 5. You can create and use multiple XMPP accounts.

You **create an XMPP account** if:

- Your enterprise uses XMPP for presence.
- You already have an XMPP account independent of Bria 5. When the account is created, the contacts will be pulled into Bria 5's contact list. You can IM these contact directly from Bria 5.

General account settings (XMPP)

This panel lets you configure User Details, and signal transport for the XMPP account.

Settings in this panel:

Account name: Used to identify the account. If desired, change the name to something meaningful to you. For example, the **Corporate Account**.

Protocol: Read-only. Always specifies **XMPP**.

User Details

User ID: The XMPP (Jabber) user ID. Provided by your XMPP service provider. For example, **bhart**.

Domain: The domain portion of your XMPP address. Provided by your XMPP service provider.

Password: The password for your XMPP account. Provided by your XMPP service provider.

Display name: This is the name that is displayed in the Bria 5. Remote parties see this name when they are connected to you.

Synchronization

Enable synchronization of messages

Selected: Bria 5 synchronizes XMPP messages between your clients on all devices.

Cleared: Bria 5 shows messages on the device that they were sent on.

Advanced

Port selection: Configures the port to use.

Auto detected: Bria 5 automatically detects the port to use

User selected: Enter the Connect port.

Connect port: Complete only if **Port selection** is set to **User selected**.

Outbound proxy: The value in the **User ID** and in this setting may be used by Bria 5 to compose a valid jid (Jabber ID).

If **User ID**=aphillips@ABC.com and the **Outbound proxy** is empty, the jid=**User ID**: aphilips@ABC.com.

If **User ID**=aphillips@ABC.com/home and the **Outbound proxy** is empty, the jid=**User ID**: aphilips@ABC.com.

If **User ID**=aphillips@ABC.com and the **Outbound proxy**=XYZ, ignore the **Outbound proxy**; the **jib**=**User ID**: aphillips@ABC.com.

If **User ID**=aphillips@ABC.com and the **Outbund proxy**=IP address or host address, the **jid**=**User ID**: aphillips@ABC.com

If **User ID**=aphillips and **Outbound proxy**=ABC.com, **jid**=aphillips@ABC.com.

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 **User ID** is used. If both are specified, the value of the **Resource** 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 zero.

Verify TLS Certificate:

Selected: Bria 5 attempts to verify one or more of the certificates sent by the XMPP server to see if it is trusted. If the certificate is trusted by a well-known certificate authority such as VeriSign, no further action is required. If the certificate is self-signed, install a corresponding CA certificate on your device. Contact your XMPP service provider to get a corresponding CA certificate.

Windows Outlook account settings

You can integrate Outlook contacts with Bria 5. Bria 5 offers two ways:

- Using an Outlook account (see below)
- **Importing a .pst file**

If you integrate Outlook contacts using an Outlook account, the contacts are continually synced with the contacts in Outlook.

This section describes how to integrate Outlook contacts so they remain in sync.

Outlook account

The user can enable the Outlook account to provide Bria 5 with access to the contacts in their address book. The users can map contact addresses to fields in Bria 5 in order to

make calls and send messages to Outlook contacts. Calls and messages can be made either from Bria 5 or from within Outlook.

Settings in the panel

Account

Protocol: Read only. Always specifies Outlook.

Account Details

Outlook profile: The default Outlook profile detected by Bria 5. If Outlook is set up with more than one profile and you want to use a different profile other than the default, you need to change the default profile in Outlook. After you configure the default profile in Outlook, Bria 5 detects the profile that you have change to.

Field to use for Softphone address: If you are using SIP for presence, you can set up Bria 5 to treat one of the contact fields in Outlook as a SIP address that can be subscribed to.



Softphone address example

If you select **Business Telephone Number** in this field, any values that are in the **Business Telephone Number** field in Outlook are copied to the **Softphone** field in Bria 5 and Bria 5 subscribes to the online status of that contact through your SIP account. If an Outlook contact has “2766” in Outlook’s **Business Telephone Number** field and your SIP account domain is “domainA.com”, Bria 5 subscribes to “2766@domainA.com”.

Field to use for IM address: If you have an XMPP account, you can set up Bria 5 to treat one of the contact fields in Outlooks as an XMPP address that can be subscribed to.



IM address example

If you select **IM Address** in this field, any values that are in the **IM Address** field in Outlook are copied to the **Instant Message** field in Bria



5 and Bria 5 subscribes to the online status of that contact through your XMPP account. If an Outlook contact has “aphillips@acphone.com” in Outlook’s **IM Address** and the domain of your XMPP account is acphone.com, Bria 5 subscribes to “aphillips@acphone.com”.

Mac Address Book account

Bria 5 creates the Mac Address Book account automatically. To use the Mac Address Book account, make sure **Enabled** is selected in the **Account Settings** window. Once your Mac Address Book account is enabled, Bria 5 automatically pulls the Mac Address Book account contacts into Bria 5’s contacts. You can phone or IM them directly from Bria 5.

To set up for presence

If your Mac Address Book contains phone numbers that you know can be used to obtain online activity information about the person through your SIP account, you can perform this additional step.

1. In the Mac Address book make sure that the contact type is Phone and the label is softphone (in lower case).
2. Enable your Mac Address Book account in **Bria 5 > Preferences > Account Settings**. Bria 5 pulls in the contact with the specified number already set up as a softphone address.
3. Open the contact in Bria 5 and choose the specified phone number in the **Primary Presence** field and click **OK**.

Bria 5 obtains the presence for this contact.

Configuring Bria 5 - Preferences

There are two ways of configuring Bria 5 - **Account Settings** and **Preferences**.

Account Settings are settings that only apply to an individual account.

Preferences are settings that let you control the way that you work in Bria 5.

Preferences also contains fields to configure features that apply globally rather than on a per-account basis.

This section describes **Preferences**.

For Windows, click **Preferences** on the **Softphone** menu. For Mac, click **Preferences** from the Bria 5 menu on the menu bar.

Preferences: Application panel

This panel lets you set preferences for the general user interface.

Login options

Login is typically only used in enterprises and requires a login/provisioning server.

To choose your login options

If you chose **I will manually input my account configuration** when you started Bria 5 but you actually do have a login credentials, you can select **Enable Sign In** screen here.

1. On the **Application** panel of the **Preferences** window, select **Enable Sign In screen**.
2. Exit Bria 5 by clicking **Exit** on the **Softphone** menu (Windows) or by clicking **Quit Bria 5** on the **Bria 5** menu on the menu bar (Mac).
3. Launch Bria 5.

The login screen appears. Select the correct option and log in.

Settings in the panel:

General Preferences (Windows)

Language: The language you want the app to run in. Restart Bria 5 for the change to take effect. Supported languages are English (US), Dutch, French, German, Italian, Japanese, Portuguese, Russian, Simplified Chinese, and Spanish.

Launch when Windows starts: Determines whether you need to start Bria 5 manually.

- **Selected:** Bria 5 launches when you start Windows.
- **Cleared:** Start Bria 5 manually.

Call immediately once a phone number is selected: Restart Bria 5 for the change to take effect.

- **Selected:** You can start a Bria 5 call without click the **Make a call** button.
- **Cleared:** You must click the **Make a call** button to start a call.

Enable Sign In screen: Only available when you selected **I will manually input my account configuration** on initial start up. Check if you have login credentials. Restart Bria 5 for the change to take effect.

- **Selected:** The next time you start Bria 5, you will see the sign in screen.
- **Cleared:** The next time you start Bria 5, you will not see the sign in screen.

Set Bria 5 as your default softphone: This works for Windows 7 only. See [Setting Bria 5 as your default softphone](#) to set Bria 5 as your default softphone in Windows 10.

Enable/Disable Outlook integration: See [Office integration](#).

General Preferences (Mac)

Pause iTunes when making or receiving calls:

- **Selected:** Bria 5 pauses iTunes when you are using Bria 5 to place and receive calls.
- **Cleared:** Bria 5 does not pause iTunes when you are using Bria 5 to place and receive calls.

Set Bria 5 as your default softphone: Determines whether Bria 5 is your default softphone.

- **Selected:** Bria 5 is your default softphone.
- **Cleared:** Bria 5 is not your default softphone.

Call immediately once a phone number is selected: Restart Bria 5 for the change to take effect.

- **Selected:** You can start a Bria 5 call without click the **Make a call** button.
- **Cleared:** You must click the **Make a call** button to start a call.

Enable Sign In screen: Only available when you selected **I will manually input my account configuration** on initial start up. Check if you have login credentials. Restart Bria 5 for the change to take effect.

- **Selected:** The next time you start Bria 5, you will see the sign in screen.
- **Cleared:** The next time you start Bria 5, you will not see the sign in screen.

Messages & Presence

Display idle status if I don't use my computer for:

- **Selected:** Bria 5 automatically changes your status to Idle if you have not used your computer for a set amount of time.
- Set the amount of time here. Time is measured in minutes.

In messaging, pressing Enter will: Set the action for pressing `ENTER` when you are composing an IM.

- **Send the message (Use `SHIFT + ENTER` to create a line)** (Windows)
- **Create a new line (Use `SHIFT+ ENTER` to send)** (Windows)
- **Send the message (Use `CTRL+ ENTER` to create a new line)** (Mac)
- **Create a new line (Use `CTRL+ ENTER` to send)** (Mac)

Show timestamp on messages: Changing this setting affects all messages in your history.

- **Selected:** Bria 5 displays date and time information in the message.
- **Cleared:** Cleared: Bria 5 only displays the message content.

You can always hover over a message to get the date and time information.

Show hyperlink preview on messages: Bria 5 can display a preview for any hyperlinks that appear in **Messages**.

- **Selected:** Bria 5 shows a hyperlink preview in the message.
- **Cleared:** Bria 5 does not show a hyperlink preview in the message.

Messaging Font Face: Use the drop-down box to select a different font for your messages.

Messaging Font Size: Use the drop-down box to select a font size for your messages.

Default Actions

This section lets you configure the default action for the **Call** and **Transfer** buttons and the action that occurs for double-clicking on a contact.

- You can set the action of the **Call** button to **Call**, **Make a video call**, or **Start a conference**.
- You can set the action of the **Transfer** button to **Call First** for attended transfers or **Transfer Now** for unattended transfer. You can use the drop-down to change the action of the button on an individual call basis. See [Transferring a call](#).
- You can set the action for double-clicking to **Call**, **IM**, or **E-mail**.

Button: Use the drop-down list to select the button you want to change the default action for.

- **Call**
- **Transfer**

Default Action: Use the drop-down list to set the action that occurs when you single-click on the **Call** or **Transfer** button.

Call button

- **Call**
- **Make a video call**
- **Start a conference**
- **Call First**
- **Transfer Now**

Transfer button

- **Call First**
- **Transfer Now**

Action when double-clicking on contact: Use the drop-down list to set the action that occurs when you double-click on a contact.

- **Call**
- **IM**
- **E-mail**

Security

This section lets you decide what happens when another application requests Bria 5 API access.

When an application requests Bria 5 API access: Select one of the options to determine how API requests are handled.

- **Prompt to all access each time**
- **Allow access always**
- **Deny access always**

Preferences: Alerts and sounds panel

This panel lets you change the way you are notified of calls, IMs, and messages.

For information on the device that Bria 5 uses for ringing, incoming audio, and incoming video, see [Preferences: Devices panel](#).

Enabling alerts

You can set up Bria 5 to send an alert in the following events:

- For an incoming call
- When a contact comes online
- When a contact goes offline
- For IMs
- For new mentions in a chat room

Select **Enable alert displays** to enable alerts for all the actions. Once **Enable alert displays** is selected, you can select which events you want to receive an alert for.

For Windows 10, see [Configuring OS notifications](#) to make sure system notifications are enabled.

Windows

In Windows, you will receive an notification from Bria 5. If you are running Windows 10, you may receive a Windows 10 interactive toast notification or a Windows 7 style notification. The Windows 10 interactive toast notification is sent when you select **Use Windows notifications** in **Preferences > Alerts & Sounds**.

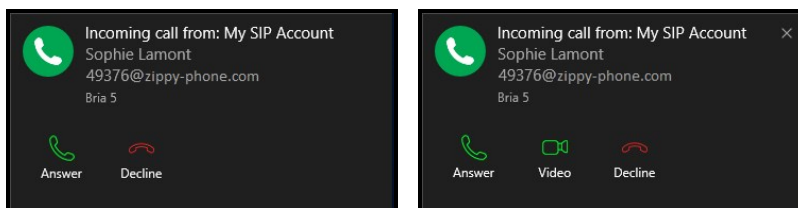
Windows 7 style notification

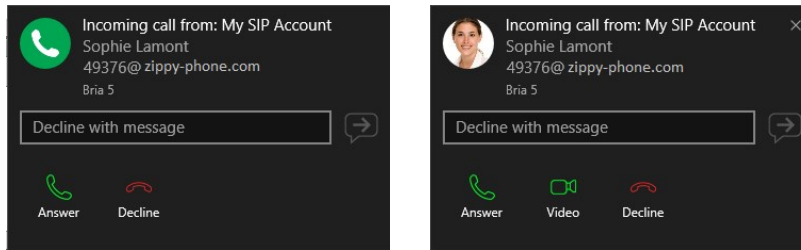
A Bria 5 alert allows you to answer a call, answer a call with video (if the remote party initiated a video call), or decline a call.



Windows 10 interactive toast notifications

With an interactive toast notification, you can answer or decline the call, or you can decline the call and send an IM to the remote party. The incoming call notification displays the name of the remote party and the number they are calling from. If you have more than one SIP account, the notification also displays the account that the call is received on.






Mac

Bria 5 uses OS notifications. Make sure that the notifications are set up for Bria 5 in the Mac system preferences.

Setting up OS notifications

1. From the menu, click the  Apple logo and click **System Preferences > Notifications**.
2. Click **Bria 5**.
3. Choose the banner or alert notification style.

You will receive either a banner or alert notification when you have an incoming call or instant message on Bria 5. Banner style notifications appear briefly in the top corner of the screen. They will disappear on their own. Alert styles notifications appear and remain on the screen until you take action on them.

Banner and alert notifications

If you receive a banner notification, you can click on the notification to open the call panel or the **Messages** window.

If you receive an alert style notification for a phone call, you can click **Answer** or **Decline** on the notification or click anywhere else on the notification to open the call panel.

If you receive an alert style notification for an IM, you can click **Close** or click anywhere else on the notification to open the **Messages** window.



Enabling sounds

You can set Bria 5 up to play a sound in the following events:

- For an incoming call
- For call waiting
- For auto answer
- For hangup
- For an incoming IM
- When mentioned (@) in a Room
- When a contact comes online
- When a contact goes offline

Select **Enable sounds** to turn on sounds for all the actions. Once **Enable sounds** is enabled, you can select whether you would like to hear a sound for each event.

You can assign a sound for each event. Click on the event you want to change the alert sound for. Use **Browse** to locate the file you want to use.

For Windows 10, see [Configuring OS notifications](#) to make sure system notifications are enabled.

Settings in the panel

Alerts

Enable alert displays: Determines if Bria 5 displays notifications. Once **Enable alert display** is selected, you can select whether you receive an alert **For an incoming call**, **When a contact comes online**, **When a contact goes offline**, or **For IMs (show alert instead of automatically opening the IM window)** by selected or clearing the corresponding box.

Selected: You can set up alerts for incoming calls, contact presence, and IMs.

Cleared: Bria 5 flashes in the taskbar (Windows) or the Dock (Mac) for incoming calls, contact presence changes, and IMs.

Windows 10 only: Bria 5 sends a Windows 7 style notification or a Windows interactive toast notification.

Use Windows notifications (Windows only): Determines whether Bria 5 sends Windows 7 style notifications or Windows 10 interactive toast notifications.

Selected: Bria 5 sends Windows 10 interactive toast notifications.

Cleared: Bria 5 sends Windows 7 style notifications.

Sounds

Enable sounds: Determines if Bria 5 plays sounds for notifications. Once Enable Sounds is selected, you can select whether a sound is played **For an incoming call**, **For call waiting**, **For auto answer**, **For hangup**, **For an incoming IM**, **When a contact comes online** or **When a contact goes offline** by selected or clearing the corresponding box.

Selected: You can set up Bria 5 to play sounds for calls, contact presence, and messages.

Cleared: Bria 5 flashes in the taskbar (Windows) or the Dock (Mac).

Sound preference: If you have enabled sounds for an event, you can select the individual event and choose a sound to play for that event.

Click **Browse** and find the file locations for the sound you want to use.

Click **Reset** to go back to the default sound.

Preferences: Devices panel

This panel lets you select your Speaker and Microphone in Headset Mode and in Speakerphone Mode, and lets you select which device should ring, your Camera, and the maximum resolution for video.

Unless you have made changes in **Devices**, Bria 5 automatically detects devices at each startup and selects the most appropriate device for audio and video. Your choices apply at the next start up unless the device is no longer in use, in which case, Bria 5 will automatically detect the device to use.

On a new install, Bria 5 uses your system default device for the speaker and the microphone.

Test Devices: Opens the [Troubleshooting window](#).

Test Camera: Opens the Video window and shows the image from your camera.

Headset Mode

Change these fields only if you want to override the devices that Bria 5 automatically selected.

Speaker: Click the drop-down arrow to see the devices detected by Bria 5. Select the device you want to use for the speaker when you are using a headset.

Microphone: Click the drop-down arrow to see the devices detected by Bria 5. Select the device you want to use for the microphone when you are using a headset.

Speakerphone Mode

Change these fields only if you want to override the devices that Bria 5 automatically selected.

Speaker: Click the drop-down arrow to see the devices detected by Bria 5. Select the device you want to use for the speaker when you are in speakerphone mode.

Microphone: Click the drop-down arrow to see the devices detected by Bria 5. Select the device you want to use for the microphone when you are in speakerphone mode.

Reduce echoes from speakers (AEC): Automatic echo cancellation.

Selected: Improves the sound quality. The feature is typically on.

Other Devices

Ring on: Change this field only if you want to override the devices that Bria 5 automatically selected.

Click the drop-down arrow to see the devices detected by Bria 5. Select the device where you want to hear the phone ringing.

Camera: Change this field only if you want to override the devices that Bria 5 automatically selected.

Click the drop-down arrow to see the devices detected by Bria 5. Select the device you want to use as your video camera.

Max Resolution: Click the drop-down arrow and select the maximum resolution you want to use for your outgoing video.

Low (CIF): Common Intermediate Format, uses 352 x 240 pixels.

Medium (VGA): Video graphics array, uses 640 x 480 pixels.

HD (720p): High definition video, uses 1280 x 720 pixels.

HD (1080p): High definition video, uses 1920 X 1080 pixels.

Set to the highest resolution if you have a good camera, a high speed internet connection, and a computer with a fast CPU. You will know if you have set the resolution too high if your computer slows down or the video shows black areas or is slow or jerky.

Set to the lowest resolution only in special situations – using Wi-Fi in a hotel. You will know if you have set the resolution too low if the video is fuzzy.

You can test the resolution by clicking **Test Camera** once you set this field.

Preferences: Shortcut keys panel (Windows)

Bria 5 supports system-wide shortcut keys and keyboard accelerators. This topic describes how to enable shortcut keys. For keyboard accelerators, see [Bria 5 Desktop keyboard accelerators](#).

- Shortcut keys work regardless of whether Bria 5 is in focus or not. Other applications on your device may interfere with these operations. Bria 5 shortcut keys are disabled by default until you enable them under Preferences.
- Keyboard accelerators apply only when Bria 5 is in focus. They are keyboard combinations that speed up common interactions with Bria 5. They cannot be enabled/disabled, or customized.

System-wide shortcut keys

Activity	Key combination
Answer call	CTRL+SHIFT+ALT+A
Hang up call	CTRL+SHIFT+ALT+H

Activity	Key combination
Focus on Bria 5	CTRL+SHIFT+ALT+F
Toggle mute	CTRL+SHIFT+ALT+M
Redial	CTRL+SHIFT+ALT+R
Dial selected text	CTRL+SHIFT+ALT+D

On the Shortcut keys panel of the **Preferences** window, select **Enable shortcut keys** to use the shortcuts in Bria 5. You can also enable or disable individual shortcut keys by selecting or clearing **Enable** for each action.

To customize shortcut key combinations

You can change the default shortcut key combinations.

1. Make sure **Enable shortcut keys** is selected and the action you want to change is enabled.
2. Select an **Action** and click **Edit**. The **Edit Shortcut Key** window opens.
3. Select the keys that you want to use in the new combination. Select at least two keys.
4. Type the desired letter or number in the field.
5. Click **Assign**.

You can use the new shortcut key combination for the action you selected.

Shortcut key combination rules

The following rules apply to shortcut key combinations.

- You cannot override a standard Microsoft Windows combination such as CTRL+ALT+DELETE.
- The shortcut applies when Bria 5 is running, regardless of the application that is in focus.
- If another program uses the same shortcut key combination, the application that was started later has control over that combination.

- If a shortcut key combination is not valid at a particular moment, entering the combination has no effect. For example, `CTRL+SHIFT+ALT+A` has no effect if there is no incoming call on Bria 5.

Preferences: Audio codecs panel

Codecs are programs in Bria 5 that are involved in transmitting audio and video. Each codec has different characteristics and each works better in some situations than others.

Codecs can be categorized as either narrowband, wideband, or super-wideband, and fixed bit rate or variable bit rate.

- Narrowband codecs work with low bandwidth, such as a dial-up Internet connection. These codecs have a sampling rate of 8 kHz.
- Wideband codecs work with high bandwidth and result in better audio quality. Wideband codecs do not work with PSTN numbers. These codecs have a sampling rate of 16 kHz.
- Super-wideband codecs have a sampling rate of 24-48 kHz.
- Fixed bit rate codecs use the same amount of data during the call.
- Variable bit rate codecs use different amounts of data depending on network conditions.

This panel shows all of the audio codecs that are included in your version of Bria 5. You can enable and disable codecs by clicking on the codec and clicking one of the arrow buttons to move it between the **Available Codecs** column to the **Enabled Codecs** column. You can also view the codec properties by clicking on each codec.

With only one codec enabled, all calls will use that codec. With more than one codec enabled, Bria 5 offers the enabled codecs and negotiates a common codec with the other party. If you do not have a common codec with the other party, the call will fail.

You cannot change the properties of any codecs.

Enable RFC 7261 negotiation: Without this option selected, Bria 5 responds with G.729 annexb=y to an incoming invite with G.729 annexb=no. If calls negotiated with the G.729 codec fail, select this option.

Preferences: Video codecs

Codecs are programs in Bria 5 that are involved in transmitting audio and video. Each codec has different characteristics and each works better in some situations than others. For example, some codecs require less bandwidth than others but may result in lower video quality.

This panel shows all of the video codecs that are included in your version of Bria 5. You can enable and disable codecs by clicking on the codec and clicking one of the arrow buttons to move it between the **Available Codecs** column to the **Enabled Codecs** column. You can also view the codec properties by clicking on each codec.

With only one codec enabled, all calls will use that codec. With more than one codec enabled, Bria 5 offers the enabled codecs and negotiates a common codec with the other party. If you do not have a common codec with the other party, video will not be available on the call.

Preferences: Directory

If your organization has an LDAP or an Active Directory server, you can configure Bria 5 to connect to that server. The entries from the directory will appear on the **Directory** tab beside **List of contacts**, **List of favorites**, and **List of recent calls**.

Typically, directories are only used in enterprises and are set up by a system administrator. Generally, change these settings only if advised by your system administrator.

Refreshing of the directory

When data in the LDAP or Active Directory server changes, the Directory in Bria 5 is refreshed. If **Search Options - Search on demand** is selected, Bria 5a is refreshed immediately. If **Type to filter list** is selected, Bria 5 uses a fetch-and-filter mode and the directory is refreshed on the next fetch, set in **Update interval**.

Synchronization between directory and contacts

Users may create contacts from directory entries (see [Directory Tab](#)). Whenever the directory is refreshed, the contact created from the directory is refreshed as well. If the directory entry is removed from the server, the contact is deleted from the List of contacts as well.

Configuring the directory

This panel lets you set up the server settings, the search options, and the mapping of information from the LDAP or Active Directory server to the directory in Bria 5.

Field	Description
Configure Directory	
Directory type	Select LDAP from the drop-down list
Server Settings (LDAP)	
Server	The hostname or IP address of the LDAP server Example: ldap.example.com
Authentication method	Anonymous Simple: Your LDAP server requires a valid login in order to allow binding and searching the directory.
Username (dn=)	The full Distinguished Name (DN) of the username that will be used for authenticating to the LDAP directory.
Credential	The password for the Username.
Root DN	The “base” DN of the server where searches will begin. The entire subtree under the Root DN will be used for searching. Example: OU=users, OU=company, DC=example,DC=com
Search expression	The query used to filter valid users in the directory. This query can only be used to retrieve only members of a group. Example: memberOf=CN=Corporate Users, OU=Groups, OU=company, DC=example,DC=com
Server Settings (Active Directory)	
Subtree DN	The Active Directory subdirectory to restrict the search to.
Search Options	
Search on demand (requires pressing Search button)	The Directory panel of the softphone will have a Search button. The Directory panel 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 panel of the softphone will not have a Search button. The Directory panel is populated with the records from the LDAP database as soon as Bria 5 starts (restricted by the Max results field). When the user types in the Search Directory field in the Directory tab, the local contents are filtered and a new retrieve is not performed.
Search timeout	A search of the database will stop if it has not succeeded by this time period, measured in second.
Max results	This field is optional. When Search on demand is selected, this field can be used to prevent the user from retrieving too many records and slowing down the system. When Type to filter list is selected, make sure this number is at least equal to the number of records in your database. If it is smaller, the records at the end of the database will never be retrieved.

	Enter 0 (zero) if you do not want a maximum number of records.
Update Interval	<p>Enabled when Type to filter list is selected.</p> <p>The database is retrieved at this frequency, measured in minutes.</p> <p>If the user has filtered the Directory contents when the timer expires, the filter is lost and the entire database is displayed again.</p>
Attribute Mapping	
All fields	<p>The Attribute Mapping panel is used to map attributes from your LDAP directory to corresponding fields in Bria 5. The panel shows the Bria 5 field that shows in the Contact Profile. Enter the attribute names that are in your directory.</p> <p>Example: If your directory stores mobile numbers as the “cell” attribute, enter “cell” in the Mobile number field.</p> <p>Be careful with this mapping. When users create a directory entry, Bria 5 will allow or disallow certain functions – such as sending an IM – based on whether the correct contact method is populated. Specifically:</p> <p>Softphone: Bria 5 recognizes a value in this field as a softphone address and will map this field to the Softphone contact method. Bria 5 considers a softphone address to be one that can be phoned, and if SIP is being used for presence and messaging, one that can be used for presence and messaging.</p> <p>Jabber: Bria 5 recognizes a value in the field as a Jabber (XMPP) address and will map this to the Instant Message contact method. Bria 5 considers a Jabber address as one that can be used for presence and messaging if XMPP is being used for presence and messaging.</p>

Preferences: Calls

This panel allows you to configure auto answer, DTMF, and third party call control support.

Answer calls

This section allows you to set preferences for the auto answer feature. To enable auto answer, see [Enabling auto answer](#).

Auto answer after: The time, in seconds, that Bria 5 waits to answer a call when Auto Answer is enabled. Select the number of seconds from the drop-down list. This field can be set from 0 (zero) to 5 seconds. Choose 0 if you want Bria 5 to answer calls immediately. Also pick one of the following:

Auto answer with audio: When Auto Answer is enabled, Bria 5 answers calls with audio only.

Auto answer with audio and video: When Auto Answer is enabled, Bria 5 answers calls with audio and video.

DTMF

Select a method Bria 5 uses when using dual-tone multi frequency (DTMF) or interactive

voice response.

You may need to change this method if you cannot interact with interactive voice response systems – auto attendants, voice-activated menus. Contact your VoIP service provider or your system administrator for the correct setting.

- Send via RFC 2833
- Send via INFO
- Send in-band
- RFC 2833 and SIP INFO
- In-band and SIP INFO

In-band means that Bria 5 encodes DTMF signals in the audio stream as regular sound. Typically, DTMF is not send in-band.

You may want to use in-band if all three conditions apply:

- You own your own gateway.
- One or more gateways do not support RFC 2833 or do not handle it well.
- Your gateway is using codes that reproduce DTMF codes well.

In this case, sending in-band ensures your DTMF tones get through because they bypass the gateway and they are reproduced accurately on the receiving end.

Play DTMF tones back to me

Selected: Bria 5 plays key tones through your speaker when you dial.

Cleared: Bria 5 does not play key tones.

Enable third party call control for

Third party call control is frequently used by Call Center applications in conjunction with Bria 5. An example of the SIP servers that have this ability is BroadWorks SIP Extensions.

Answer/resume (talk)

Selected: Enabling this allows Bria 5 to be remotely controlled via a SIP talk

event, without user intervention, to answer an incoming call and resume a call that has been previously held.

Hold/resume

Selected: Enabling this allows Bria 5 to be remotely controlled via a SIP hold event, without user intervention, to place a call on hold and resume a held call.

Preferences: Files and web tabs

This panel lets you set the locations for call recordings and incoming file transfer, and lets you add web tabs to the resource panel.

Field	Description
File Locations	
Recording folder	Set the location where call recordings are saved. Use Browse to find the location in File Manager. Use Open Folder to open the current location.
File transfer	Set the location where received files are saved. Use Browse to find the location in File Manager. Use Open Folder to open the current location.
Web Page Tabs	
	Set up a web page as a new tab on the resource bar beside List of contacts , List of favorites , and List of recent calls . Type the Web address and Name for the website that you want to add. The name will appear when you hover on the web icon. Selected: The tab appears on the resource bar. Cleared: The tab is removed from the resource bar. Users can go to View and click Show Name to hide the website on the resource panel.

Setting the primary number in an XMPP vCard

If you have access to XMPP vCard configuration on the XMPP server, you can set a PREF tag for a specific number to be used as a primary phone number on Bria 5. For example, if a contact has 3 numbers - home, work and mobile, you can set the work number as primary by adding a PREF tag in vCard configuration. When end users double-click the contact, the primary number will be called.

Example

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


Reference

This section provides reference information regarding Bria 5.

Troubleshooting

On the **Help** menu, click **Troubleshooting** to display the **Troubleshooting** window.

Devices panel

You can verify that your microphone and speakers are working and can set the volume to a comfortable level without having to place a call.

1. Select the microphone and speakers that you want to use from the drop-down menus.
2. Speak into the microphone. If Bria 5 detects sounds, you see **Your microphone works**.
3. Click the **Play** button while listening to the speakers. Drag the volume slider to set the volume to a comfortable level. If your speakers are working, you see **Your speakers work**.

Audio panel

While you are on a phone call, you can test the quality of the audio.

Note: To perform a valid test, you should be on an established call and not on a call attempt.

Video panel

While you are on a video call, you can test the quality of the video.

Note: To perform a valid test, you should be on an established call and not on a call attempt.

Support panel

If you have contacted **CounterPath Customer Support** in order to troubleshoot a problem, you may have been asked to generate a diagnostic log and send it to CounterPath.

To send a log

1. On the **Help** menu, click **Troubleshooting**. The **Troubleshooting** window opens.
2. On the **Support** tab, change the log level to **Verbose** by moving the slider next to **View Log** (Windows) or **View Current Log** (Mac).
3. Close the **Troubleshooting** window.
4. Reproduce the problem you were having.
5. Return to the **Support** tab in **Help > Troubleshooting**.
6. Click **Send log**. The **Send Log Report** window opens.
7. Type a brief description of the problem you were having and click **Send Log** (Windows) or **Send Log Report**.

Bria 5 sends the log to CounterPath.

To view a log

1. On the **Help** menu, click **Troubleshooting**. The **Troubleshooting** window opens.
2. On the **Support** tab, click **View Log** (Windows) or **View Current Log** (Mac).

CounterPath displays the reference number of previous logs. You cannot view the previous logs but the reference number could be helpful when you are talking to customer support. The customer support representative can view the previous logs and can use the reference number to find the correct log.

Other ways to use Bria 5

This section describes how to set Bria 5 as your default program, how to run Bria 5 from a hyperlink, and how to run Bria 5 from the command line.

Setting Bria 5 as your default softphone

Bria 5 supports three protocols: SIP, TEL, and CALLTO. You can set Bria 5 as the default app for these three protocols.

To set Bria 5 as your default softphone in Windows 7

1. Click **Preferences** on the **Softphone** menu.
2. On the **Application** panel, click **Set Bria 5 as your default softphone app**.
3. Select the **CALLTO**, **SIP**, and **TEL** protocols.
4. Click **Save**.

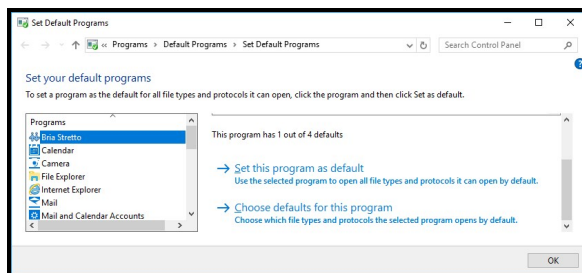
Bria 5 is set as your default application for the CALLTO, SIP, and TEL protocols.

Name ^	Description	Current ...
Protocols		
<input checked="" type="checkbox"/> CALLTO	URL:callto Protocol	Bria 5
<input checked="" type="checkbox"/> SIP	URL:sip Protocol	Bria 5
<input checked="" type="checkbox"/> TEL	URL:tel Protocol	Bria 5

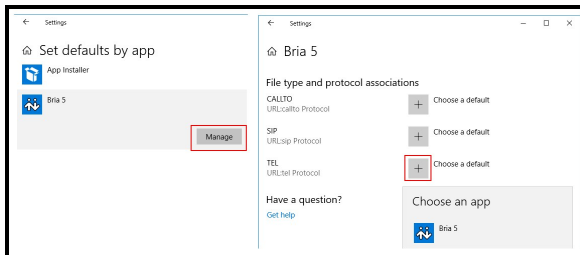
To set Bria 5 as your default softphone in Windows 10

To set Bria 5 as your default app in Windows 10, you have to go into Windows settings.

1. Open **Windows Settings**.
2. Click on **Apps**.
3. Click on **Default apps**.
4. Scroll to the bottom of the screen and click **Set defaults by app**.
5. Proceed depending on the screen you see.



- a. Click Bria 5 in the **Programs** list.
- b. Do one of the following:
 - To set for all three protocols, click **Set this program as default**.
 - To pick some of the protocols, click **Choose defaults for this program**. Select the protocol in the list, and click **Save**.



- a. Click Bria 5 and click **Manage**.
- b. For each protocol, click **Choose a default** and select Bria 5.

Bria 5 is set as your default applications for the CALLTO, SIP, and/or TEL protocols.

To set Bria 5 as your default softphone - Mac

1. Click **Preferences** on the **Bria 5** menu.
2. On the **Application** panel, enable **Set Application as your default softphone**.

Bria 5 is set as your default application for the CALLTO, SIP, and TEL protocols.

Other ways to start Bria 5

Bria 5 can be started from a hyperlink or a Windows command line.

To start Bria 5 from a hyperlink

You can attach a hyperlink to a phone number or a softphone address that start Bria 5 and dials the number when it is clicked. For Bria 5 to start dialing when a user clicks the hyperlinks, the user must configure Bria 5 as the default phone and associate Bria 5 to the protocols.

Attach a hyperlink in this format:

```
<a href="sip:address_or_number">dial address_or_number</a>
```

For example:

```
<a href="sip:aphillips@domainA.com">dial aphillips@domainA.com<a>
```

To start Bria 5 from the command line - Windows

Note: This is a historical integration. CounterPath does not recommend this for new integrations. Users with existing integrations should look at moving to the Desktop API.

You can start Bria 5 from a Windows command line. You may need to add the install directory (typically C:\Program Files (x86)\CounterPath\Bria 5) to the PATH environment variable in Windows.

To launch Bria 5, type:

```
bria5.exe
```

You can also run these action commands:

```
Bria 5 >bria5.exe -action=<action>=<input>
```

where action and input are:

Action	Input
call?to	Enter the remote URI
quit	n/a

Examples

Example 1:

```
C:\>bria5.exe -action=call?to=1331
```

Example 2:

```
C:\>bria5.exe - action=call?to=1331@domainA.com
```

Bria 5 no longer supports `import` and `addContact`. Customers looking to integrate these features need to use the Desktop API.

Bria 5 Desktop keyboard accelerators

Keyboard accelerators apply only when Bria 5 is in focus. They are keyboard combinations that speed up common interactions with Bria 5. They cannot be enabled, disabled, or customized. They are different from **system-wide shortcut keys** that can be customized in Windows.

Windows

Making or answering a call

CTRL+N: Answer an incoming call

CTRL+D: Decline an incoming call

CTRL+R: Redial the last number called

CTRL+R then ENTER: Redial the last number called

CTRL+E: End a call or end a conference call (hang up on all participants).

During a call

CTRL+M: Mute your voice

CTRL+H: Hold or resume a call when the focus is on the call panel

CTRL+T: Transfer an established call when the focus is on the call panel

↑ **(Up arrow)**: Turn the call volume up when the focus is on the call panel

↓ **Down arrow**: Turn the call volume down when the focus is on the call panel

F11: Display the **Video** window in full screen when the focus is on the **Video** windows

Opening a window

SHIFT+CTRL+M: Open the **Messages** window

F8: Open the **Preferences** window

CTRL+F9: Open the **Support** tab in the **Troubleshooting** window

F1: Open **Help** in a browser

Exiting

CTRL+Q: Quit Bria 5.

Mac

Making or answering a call

CTRL+N: Answer an incoming call

CTRL+D: Decline an incoming call

CTRL+R: Redial the last number called

CTRL+R then ENTER: Redial the last number called

CTRL+E: End a call or end a conference call (hang up on all participants).

During a call

CTRL+M: Mute your voice

CTRL+H: Hold or resume a call when the focus is on the call panel

CTRL+T: Transfer an established call when the focus is on the call panel

↑ **(Up arrow)**: Turn the call volume up when the focus is on the call panel

↓ **(Down arrow)**: Turn the call volume down when the focus is on the call panel

Opening a window

SHIFT+COMMAND+M: Open the **Messages** window

COMMAND+,: Open the **Preferences** window

CTRL+F9: Open the **Support** tab in the **Troubleshooting** window

SHIFT+COMMAND+V: Open the **Video** window

SHIFT+COMMAND+?: Open **Help** in a browser

Exiting

COMMAND+Q: Quit Bria 5.

Contact list headings

Following is a list of heading that are used in the Bria 5 contact list. This list can be useful when **formatting a contact list** to import into Bria 5.

Heading	Description
business_number	
business_number n , where n is 2 to 6	
categories	Maps to Bria 5 groups
default_address	Maps to the Presence field
default_address_com	Always specifies IM, if default is specified Does not map to a Contact Profile field
default_address_type	Specifies SIP or XMPP
display-name	
email_address	
email_address n , where n is 2 to 6	
fax_number	
Fax_number n , where n is 2 to 6	
given_name	
home_number	
home_number n , where n is 2 to 6	
mobile_number	
mobile_number n , where n is 2 to 6	
other_address	
other_address n , where n is 2 to 6	
postal_address	
presence_subscription	TRUE or FALSE
sip_address	Maps to the Softphone field

Heading	Description
sip_address n , where n is 2 to 6	
surname	
web_page	
web_page n , where n is 2 to 6	
xmpp_address	Maps to the Instant Message field Must always specify an XMPP address
xmpp_address n , where n is 2 to 6	Maps to the Instant Message field Must always specify an XMPP address

Glossary

A

account

In Bria, your account refers to your credentials used to connect with servers. These servers (SIP or XMPP servers) are used to place calls, send messages, or indicate your presence online.

authentication

Authentication is the process of confirming a user or administrator's identity by way of a username and password combination (their "credentials").

B

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.

Bria 5

Bria 5 is a softphone client by CounterPath Corporation. It is available in versions for Windows, macOS, Android, and iOS.

Bria Desktop

Bria Desktop refers to Bria softphone clients for desktop or laptop computers that run Windows or macOS.

Bria Mobile

Bria Mobile refers to Bria softphone clients for mobile devices that run iOS or Android, such as tablets and phones.

C

call display

A service that transmits the caller's information to the recipient. Also known as caller ID.

chat room

A chat room is a persistent session in which two or more people can have a text conversation.

client

In the context of softphones, the client is the end-user device that connects to a server when making a voice or video call. Bria mobile is an example of a softphone client.

codec

A codec is software that encodes/decodes data, such as audio and video, for transmission and storage. Each codec has different characteristics, and each works better in some situations than in others.

collaboration conference

An online conference that includes audio, video, screen share, and messaging.

conference

In the context of softphones, a conference is a multi-party voice or video call.

conference host

The individual who initiates a multi-person voice or video call.

credentials

Authentication credentials refer to the username and password combination used to log in.

CSV

Files in Comma-separated Values (CSV) format contain data that's organized by columns and rows, in which the columns represent data fields and each row represents a record. Values on each row are separated by a comma.

CTI

Computer-telephony integration. Used in Bria for Salesforce to display the Bria Sidebar

D

device

A device is a computing device that runs the softphone client, such as Bria 5, and includes computers and mobile devices alike.

dial plan

In Bria, a single line of text – an expression – associated with an account that can modify how your calls are placed. An example might be to modify the dialed number to dial 9 for an outside line.

DNS

DNS (Domain Name System) is a system for converting named addresses into numeric IP addresses. When given a domain name, a DNS server will return the IP address needed to connect to the domain's particular server or device on the Internet.

DropBox token

The cloud storage service, DropBox, allows some applications to post files to individual DropBoxes. To do this, DropBox requires a "token" – a generated string of characters – to authenticate the upload. DropBox tokens are generated on the DropBox website.

DTMF

Dual-tone multi-frequency. The tones you hear when you press numbers on a phone. Each number corresponds to a different tone.

E

End User Portal

End User Portal is a web-based service that allows end users to interact with Stretto to manage some of their own services. Stretto administrators control which functions appear in the End User Portal.

F

firewall

A technology that prevents unauthorized people from connecting to your computer and to the applications running on your computer.

H

HTTPS

HTTPS is a protocol for communications over a secure network connection.

hyperlink

A clickable item (words or an image) that links a reader to another document or location.

I

ICE

Interactive Connectivity Establishment. A method for traversing a firewall.

IM

Instant message. A brief text message sent from one person to another with near instantaneous delivery.

ITSP

An Internet Telephony Service Provider (ITSP) is an entity that provides voice-over-IP services.

L

LDAP

LDAP (Lightweight Directory Access Protocol) is a software protocol for interacting with an Active Directory services database, which can be used for user authentication.

M

MWI

Message Waiting Indicator. An indicator, such as an icon or a light, that shows when a voicemail message has arrived.

N

notification

A popup, banner, or other message that tells you of an event, such as an incoming call or message. Some notifications may allow you to respond by clicking an icon or button.

P

presence

An instant messaging feature that allows users to share information about their online status.

provisioning

Provisioning involves the process of remotely setting up devices, such as softphones, to use particular services and resources.

PSTN

Public Switch Telephone Network. The traditional landline telephone network.

R

remote update

Remote update is a process in which a Bria client connects to Stretto to retrieve the latest provisioning settings. This is not the same as a remote upgrade.

remote upgrade

Remote upgrade is a procedure in which Bria desktop requests a the newer software version, if it's available. This is not the same as a remote update.

S

SIP

SIP (Session Initiation Protocol) is a software protocol for controlling voice and video communication sessions. A SIP server manages Bria 5 calls on a network.

SIP account

An account that provides the user with the ability to make VoIP calls. The account encapsulates the rules and functions the user can access.

SIP SIMPLE

A SIP protocol for presence and instant messaging.

softphone

A softphone is a software application for making phone calls over the Internet instead of through dedicated hardware.

softphone address

The address used to connect to a SIP endpoint. The "phone number" used in a VoIP phone call. For example, sip:joseph@domainA.com.

STUN

Simple Traversal of UDP through a firewall or NAT.

T

toast notification

A Windows 10 popup that informs you of an event, such as an incoming call or message. Windows 10 notifications may allow you to complete an action within the toast notification.

TURN

Traversal Using Relays around NAT. Like STUN, it is a network protocol/packet format (IETF RFC 5766) used to assist in the discovery of paths between peers on the Internet. It differs from STUN in that it uses a public intermediary relay to relay packets between peers.

U

USB

Universal Serial Bus. A standard for connecting devices to a computer. In the context of Bria desktop, you might use a USB headset, camera, or conferencing device.

USB device

A universal serial bus device that follows a specific communications VoIP Voice over Internet Protocol. A variation of IP used for sending voice data over the internet - making calls over the internet.

V

vCard

An electronic business card that is often attached to an email. It often appears as a signature block that identifies the person, their title, and their business.

VoIP service provider

A business that provides a Voice over Internet Protocol (VoIP) service, allowing a user to connect to the internet in order to make VoIP calls using Bria. The VoIP service provider sets up a SIP account for the user.

W

Wi-Fi call

A Bria call made over the Wi-Fi Internet. To make a Wi-Fi call, you must be in a Wi-Fi zone.

X

XML

XML (eXtensible Markup Language) is a file format that uses tags to structure data for storage or retrieval.

XMPP

XMPP (or Extensible Messaging and Presence Protocol) is a collection of technologies that support messages, chat rooms, voice/video calls, and presence information.

XMPP account

An account that provides the user with the ability to send IMs and view other people's presence.

XMPP Buddy

"Buddy" is the XMPP-specific term for an XMPP chat contact.

Z

zip file

A .zip file is a type of archive file that can contain compressed files and folders.