



CounterPath Corporation

Suite 300, Bentall One Centre
505 Burrard Street Box 95
Vancouver BC V7X 1M3
Canada V6B1R8

Telephone: +1.604.320.3344
www.counterpath.com

Release Notes for CounterPath Bria 3 *for Mac* Version 3.1

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New Features for Bria 3.1

Account Selection for Phone Calls

Bria now lets you select the account to use for phone calls. The selection is on the dashboard, in the same dropdown as Hide my Identity. You can choose “Auto select” or you can choose an account that is both enabled and “used for” phone calls. You can set the “use for” on the Account > Accounts tab. You enable accounts on the Accounts List.

Once a value is selected, it remains selected until you change the selection again.

If you return to “Auto select”, then the dial plan rules select the account to use; if there are no dial plan rules, then the preferred account (specified in the Accounts List) is used for phone calls.

Favorites

Bria now includes a Favorites tab in the Resources panel. You can create favorites from the contact list. Any action you can perform on a contact in the Contact list can also be performed on that contact from the Favorites.

Update Contacts from the Directory

Bria now includes an “update contact from directory” feature so that when the directory in Bria is refreshed, changes are automatically pushed through to any contacts that were created from directory items. Changes include updates to directory entries and deletion of directory entries. If a directory entry is deleted, you are prompted to either delete the corresponding contact or keep the contact.

This feature is enabled on the Preferences > Directory panel.

Deskphone

If you have a deskphone, you can use Bria in deskphone mode. In this mode you can initiate calls from Bria (taking advantage of resources such as the contact list) and then switch to the deskphone to handle the call.

This feature is set up in the Preferences > Devices panel.

Privacy

Bria now supports privacy options for calls, IMs and file transfers.

You can create a whitelist of domains from which you will accept calls, IMs and file transfers and a blacklist of domains for which all calls are blocked.

You can also block a person either by adding their name to a blacklist, or by blocking them on the contact list.

Web Pages

You can configure a web page URL and enable it; a new tab will appear in the Resources panel showing this web page. The web page URL can be configured in the Preferences > Advanced panel.

Letters-to-Numbers

You can turn on letters-to-numbers mode. When you type letters in the call entry field, letters appear. But when the call is placed, the letters are converted to numbers and these numbers appear in the call panel.

Set this mode through the dashboard menu.

Configure the Button Action

You can configure the action associated with the green Call button (for example, so that it makes a video call by default) and the Transfer button (for example, so it starts an attended transfer by default).

Major Improvements in Bria 3.1

Phone Calls

DTMF on Call Panel

The call panel now includes an area where keys you press during an established call are echoed.

Transfer, Conference, Forward

There has been a minor change in the location of buttons on the call panel when you have chosen to transfer, invite to conference or forward a call. The buttons are now beside the call entry field instead of below it.

Conference Calls – Adding Video

The logic for handling video has changed. There is now a global Start Video button that sends video to all participants. There is no Start Video item for individual participants.

Dealing with an Auto Attendant

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:

- Before the first DTMF number, include at least one capital P.
- You can include other Ps. Each P causes Bria to wait one second before sending the next character.
- At the end of the input, you must include a ; character.

Example: To dial a number, add a 3-second delay and then press 44, enter this in the call entry field:
604551212PPP44;

Video – Camera Settings

A new icon on the Video window opens the settings window for your camera.

Instant Messaging

Call Options on the IM Window

The menu on the IM window now includes options to call the person.

IM Archive

You can now delete an individual conversation. Previously you could only delete all conversations with a particular person.

General

Improved Diagnostics

The Diagnostics tab in Troubleshooting has been improved. When you are having problems, you now select an issue from a list, rather than choosing a “module”. The list of issues is very descriptive. Once you have logged your actions, you can stop logging and send a report to customer support.

Re-organization of Preferences

Some of the options in the Preferences panels have been moved around. Notably:

- There is a new panel called Media Quality. Many fields from Advanced have been moved here.
- Some panels have been split into tabs in order to reduce the size of the panel.
- The Hold Style field has moved from Preferences > Advanced to Accounts > Advanced, allowing you to set a different value for each account that you use for phone calls.

Reorganization of Preferences > Directory Fields

The fields for search options for LDAP and Active Directory have been redesigned to make the feature easier to configure. Go to the Search Options tab in Preferences > Directory, and see the user guide or administration guide for an explanation.

Provisioning

Silent skip of login credentials is now supported. Silent skip only applies if the user attempts to log in but the login server is not available. (It does not apply when the login server can be contacted.) If the login server cannot be contacted but the user's credentials are stored on the computer (meaning that the user had previously logged in using this computer), then login will be skipped.

Login will be skipped each time this situation arises (there is no limit to the number of consecutive times the user can skip login).

No configuration is required for this feature (there is no setting); it automatically works.

Known Issues

IM Archive

IM Archive may sometimes not work as expected. If problems occur, close the IM Archive window, reopen it, and try again.

Using Low-resolution Screens

With low-resolution screens, the display may become distorted if there are more than three phone calls in progress at the same time.

Target Domain Routing

On the Advanced tab in the SIP Accounts dialog, there is a field that lets you turn on target domain routing. When this feature is enabled, requests with a complete URI (user@ABC.com) go to ABC.com.

To enable this feature you must check the field on the Advanced tab and also choose “Domain” in the “Send outbound via” field on the Account tab. (If this field is set to “Proxy” the field on the Advanced tab is ignored, regardless of whether it is checked or not).

TLS

When using TLS as the transportation, occasionally phone calls will not get established or will drop after being established.

Codec Selection

Currently, Bria does not select the best codec based on the available bandwidth and network conditions. When making an offer, Bria will offer all enabled codecs. When accepting an offer, Bria will accept the first supported codec from the offered list.

HD Video

On a low-powered Mac running Leopard 10.5.8, opening HD video in Bria 3.0 may degrade the performance of the softphone. The workaround if you experience this is to switch to standard resolution (Preferences > Network).

H.264 and Hardphones

If you are using Bria 3.0 with a videophone and you use H.264 as the video codec, video may not work. Workaround: Use an H.263 video codec.

Resolved Issues

ID	Description
25350	Support for H.264 video codec
26416	Under 1024 X 768 screen resolution call panel and dialpad gets chopped off after placing two calls
26608	Mute option not given in Dock (systray) menu
28079	Marker bit (in RTP Event Header) is set for the first RTP Event packet only instead of first three RTP Event packets.**
28430	In video call, start Video button appears enable even when Video codecs are mismatched.
29049	Attended Transfer: No video appeared at transferee when receiver start sending its video. **
29369	Anonymous call panel always initiate anonymous call when add more call participants, even though anonymous feature is disabled.
29920	Hidden System tray: Bria comes in focus when it receive any toast, even presence notification.
29921	Remote-end video appears blue.
29966	Problems with attended transfer when transfer fails.
29996	Group chat : Invitation text not get updated for new participant
30530	"Also send in-band" option does not persist after restart; need to restart Bria twice.
30616	"Add Contacts to Alert List" is shown instead of "Add group to Alert List".
30622	Preview of latest IM conversation of a contact is not shown in IM archive when select other than first contact
30629	DTMF played continuously when user raises speaker volume bar during establish call on call panel and press number key
31648	IM and Presence is automatically enabled for next created account.
31649	"OK" button remains disabled on New Group window
31653	Unable to registered through XMPP account
31655	Application crashes on opening the Video panel
31657	Improperly received video shown during video call.
31659	Application crashes when user sets Presence status to DND from Dock
31665	All calls are not deleted after selecting "Delete All Calls" option on History panel
31669	Message "Conference on hold" is not shown in calls panel when user puts conference on hold.
31724	Bria crashes when Login window is opened and user opens IM archive window.
31727	Bria automatically logged in when login window is opened and press Ok button of License key dialog
31729	DTMF tone not heard when call is on hold and insert numkey in call field
31791	"Media Encryption over TLS" options are enabled for Automatic signaling transport
32143	XMPP account is automatically disabled when SIP account is created.
32144	Recording folder path have "TemporaryItems" and click on "Open Folder" nothing happens on fresh install.
32221	In group chat, "Please join my group chat..." message appeared at remote end even though it has been deleted by host end.
32224	"Lock" is not shown on calls paned to indicate the encrypted call
38106	Contacts not showing on start-up.

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