



Bria 2.1 for Windows

User Guide

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The content of this publication is intended to demonstrate typical uses and capabilities of the CounterPath Multimedia Communicator Bria 2.0 softphone application from CounterPath Solutions Inc. Users of this material must determine for themselves whether the information contained herein applies to a particular IP-based networking system.

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This manual corresponds to Bria version 2.1

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1 Introduction

1.1 What Is Bria?

Bria is the latest telephony application from CounterPath, allowing users to enjoy multimedia communications in a dynamic new way. Featuring an intuitive new interface, Bria is expanding the softphone experience by making it even easier for users to make VoIP (Voice over Internet Protocol) and Video over IP calls, see when contacts are available and send instant messages.

Designed to work over internet-based phone systems, Bria provides VoIP solutions using an internet-based telephony server within your company's local area network and/or over your local internet VoIP service provider.

Standard Telephone Features

The CounterPath Multimedia Communicator Bria 2.0 has all the standard telephone features, including:

- Call display and Message waiting indicator (MWI).
- Speakerphone and Mute.
- Redial, Hold, Do not disturb.
- Call history – list of received, missed, and dialed calls.
- Call transfer.
- Six-party audio conferencing.
- Three-party video conferencing.

Enhanced Features and Functions

The CounterPath Multimedia Communicator Bria 2.0 also supports the following VoIP features and functions:

- Instant messaging and presence using the SIMPLE protocol.
- Managed contact list – importing and exporting contacts between Bria and other applications.
- Support for Intel® Centrino® Mobile technology, allowing Bria to provide more consistent quality of service across both wired and wireless networks using industry standards such as 802.11e.
- Log in with up to ten different VoIP service providers.
- Automatic detection and configuration of audio and video devices.
- Acoustic echo cancellation, automatic gain control, voice activity detection.
- Support for the following audio codecs:
AMR Wideband (G.722.2), Broadvoice-32, Broadvoice-32 FEC, DVI4, DVI4 Wideband, G.711aLaw, G.711uLaw, G.723, G.726, G.729, GSM, iLBC, L16 PCM Wideband, Speex, Speex FEC, Speex Wideband, Speex Wideband FEC.
- Support for the following video codecs:
H.263, H.263+ 1998, H.264.

- Automatic selection of the best codec based on the other party's capability, the available bandwidth, and network conditions. Bria switches the codec within a call in response to changing network conditions.
- SIP compliance to 3261 SIP standard.
- STUN and ICE NAT traversal. XTunnels for firewall traversal.
- Support for DTMF (RFC 2833, inband DTMF or SIP INFO messages).
- Support for languages. Bria can be configured for English or German.

2 Installation and Setup

2.1 Getting Ready

After choosing a VoIP service provider, you will need the following information:

- User name
- Password
- Authorization Name (if applicable)
- Domain
- Firewall traversal and other network information; see “Configuring Accounts” on page 55.

System Requirements

Processor	Minimum: Intel Pentium III 1.3 GHz or equivalent Optimal: Pentium 4® 2.4 GHz or equivalent
Memory	512 MB RAM
Hard Disk Space	50 MB
Operating system	Windows® 2000 Windows® XP
Connection	IP network connection (broadband, LAN, wireless)
Sound Card	Full-duplex, 16-bit

Microsoft Internet Explorer® 6.0 or later.

Multimedia Device Requirements

Bria requires both speakers and a microphone to make calls. Any of the following configurations are acceptable:

- External speakers and microphone
- Built-in speakers and microphone
- Dual-jack multimedia headset
- Bluetooth® multimedia headset
- USB multimedia headset
- USB phone.

Optimized Devices

Bria is optimized to work with the following:

- Actiontec Internet Phone Wizard
- GN Netcom GN 8120 USB and GN Netcom 8110 USBXP
- Plantronics CS50-USB Wireless Office Headset System
- Polycom® Communicator C100S Wideband USB Speakerphone
- TigerJet RJ11 to USB Phone Adaptor (incorporating the Tiger560C)
- TigerJet USB Phone Set (incorporating the Tiger560C)
- Yealink USB-P1K USB hand phone

Video Cameras

Calls made with Bria will work without a video camera, but one is necessary to allow other parties to see your image. Bria will work with most USB video cameras.


2.2 Installing Bria

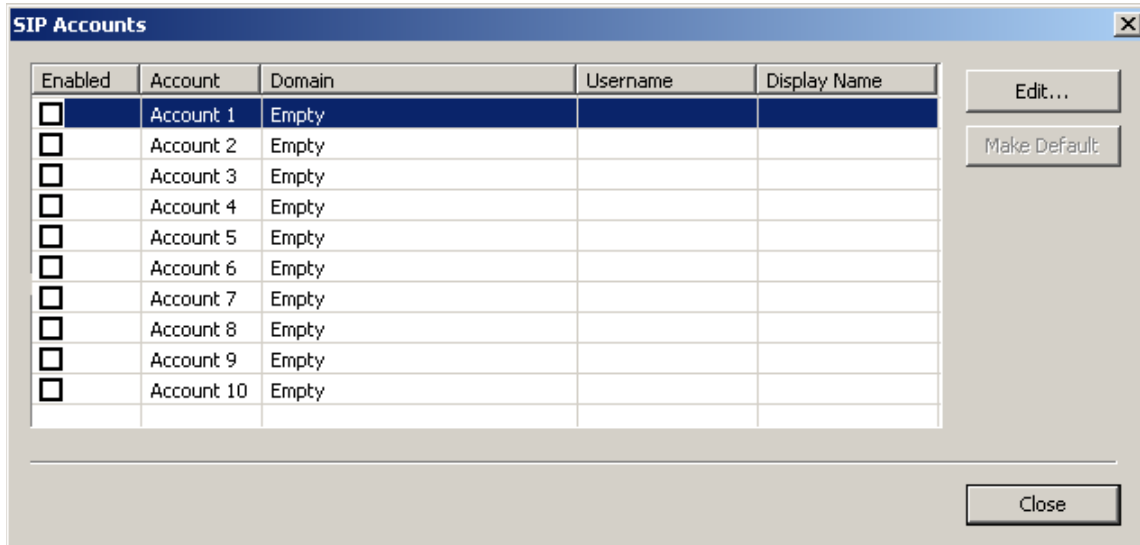
1. Run the Bria setup executable file and follow the prompts in the install wizard.
2. At the final step of the wizard, select Launch Bria to start using the Multimedia Communicator.
3. Click Finish to complete the installation. The Log In dialog box appears. You can press Cancel to exit for now, or you can set up your CounterPath Bria account immediately; see below.

Uninstalling Bria

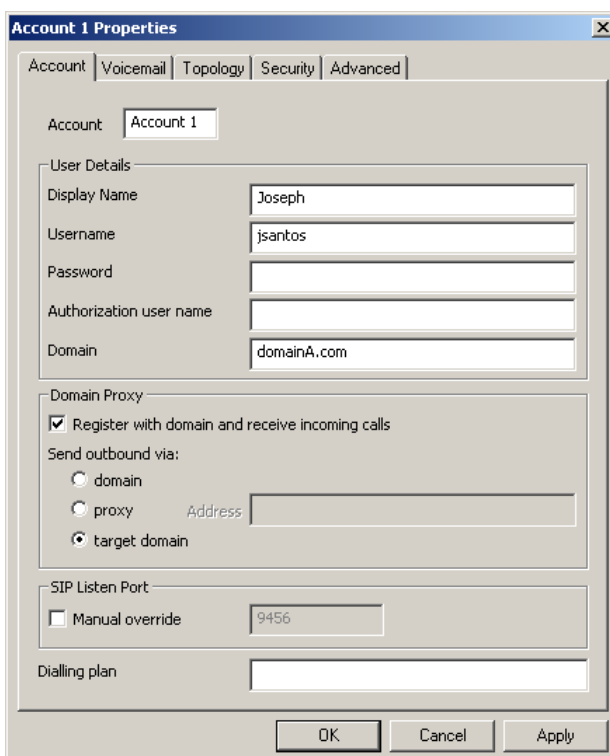
Uninstall Bria as you would uninstall any other program: launch the Windows Control Panel, and select Add or Remove Programs. Follow the prompts.

2.3 Configuring Bria

1. If Bria is not already running, start it as you would any other program: Use the Windows Start menu or double-click the desktop icon. Bria appears. 
2. From the Bria menu, choose File > Account Settings. The SIP Accounts window appears.



3. Click Edit. The Properties of Account window appears.



4. In the Account tab, complete the User Details area with the information obtained from the VoIP service provider.

5. Complete the remaining tabs as specified by the service provider or to suit your setup. Settings that you may need to change immediately include:

- Account tab, Domain Proxy area.
- Topology tab, if your computer is on a network and/or behind a firewall.
- Security tab, if you want to set up secure calls.

For more information, see “Configuring Accounts” on page 55.

Setting up for Voicemail

Your VoIP service provider may offer voicemail. If it does, then you can set up some voicemail features in Bria. See “Account Properties – Voicemail” on page 58.

Setting up a Contacts List

Use of a Contact list is optional, but is the most efficient way to make calls. You can set up contacts in several ways:

- During a call that you place or receive, you can add the other party to your contact list. “Handling an Established Call” on page 14.
- You can add numbers to the Contact list one by one. See “Adding a Contact” on page 29.
- You can import a contact list from a file or from another application. See “Importing Contacts” on page 29.

For general information on contacts, see “Contacts Tab” on page 27.

3 Using Bria

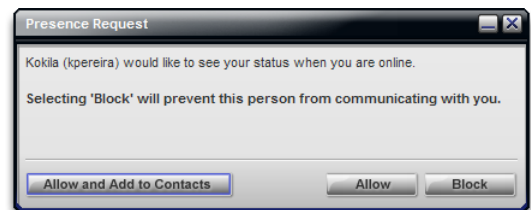
3.1 Starting Bria

If Bria is not already running, start it as you would any other program: Use the Windows Start menu or double-click the desktop icon. Bria appears.



Receiving a Presence Request

If availability is enabled, then at any time you may get a Presence Request dialog box. For information on this request, see “Availability” on page 34.



3.2 Shutting Down

To shut down Bria, choose File > Exit. Or press Ctrl-Q.

3.3 The Onscreen Multimedia Communicator

Bria menu. See below.

Call panel. See page 10.

Phone Book panel. See page 27.



The Bria Menu

File

- My Profile. See page 41.
- Preferences. These settings control the way that you work with Bria and apply to all accounts. See page 42.
- Account Settings. These settings control how Bria interacts with your VoIP service provider, and are set individually for each account. See page 55.
- Sign Out. To log off and minimize Bria to the system tray. If you click on the Bria icon in the status bar, the Login screen appears.
- Exit. To shut down the application. You can also exit by pressing Ctrl-Q.

View

- Change the GUI. See “Showing and Hiding Parts of the Multimedia Communicator” on page 9.
- Select the language. After changing the language, you must restart Bria for the new language to be used.

Contacts

Lets you work with contacts. Everything in this menu except for import and export can also be performed directly in the Phone Book panel.

For information on these actions, including import and export, see page 27.

For information on managing blocked contacts, see “Privacy” on page 39.

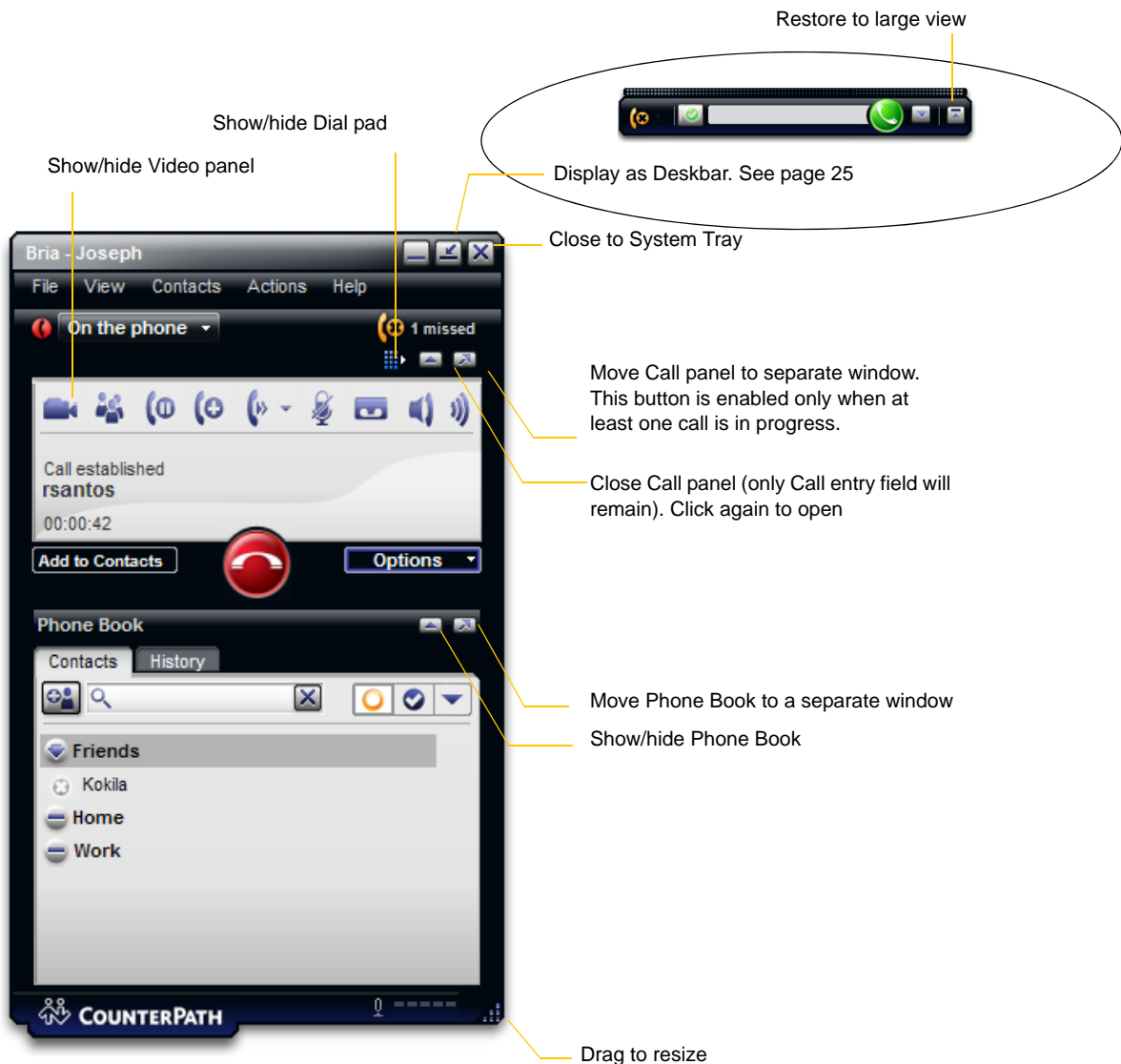
Actions

Lists the actions that you can perform, depending on the current “state” of Bria. For example, if a contact is selected, it lists all the actions that can be performed on that contact.

Help

Provides access to various service-related features.

Showing and Hiding Parts of the Multimedia Communicator



You can still receive calls when Bria is hidden or minimized.

If you exit when Bria is minimized or in Deskbar mode; Bria will start next time as minimized or in Deskbar mode.

3.4 Placing a Call

You can contact someone using:

- A softphone address (kperreira@domain.com)
- A traditional phone number, if supported by your VoIP service provider

You can place a call when another call is already in progress. There is no limit to the number of calls you can make, although eventually the quality of audio and video will degrade because of limitations on the computer. We recommend no more than six concurrent calls.







1. If you have a camera on your computer, decide how you want to handle video for this call:
 - The Video panel must be open if you want to send your video immediately. When the Video panel is opened, the Video button appears on the Call panel. (You always have the option of starting the call without video and then adding it later).
 - The Video panel can be opened or closed if you do not want to send video.

2. Place the call. See the table below.

The new call is added to the Current Calls bar. You will hear a ringing tone while Bria attempts to make a connection.

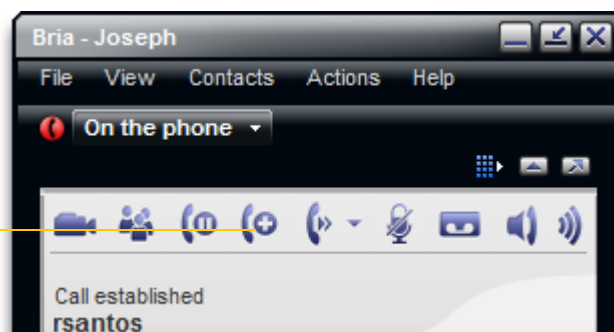
3. Once the new call is established, switch between different calls by clicking the tab in the Current Calls bar.

How	From the ...	Description
Keying	Dialpad or computer keyboard	<ol style="list-style-type: none"> If another call is currently in progress, click  on the Call toolbar. A new Call Entry area appears. The current call is put on hold. Enter the softphone address or number in the Call entry field using the dialpad or the computer keyboard. For the name, you can enter the entire softphone address (kperreira@domain.com) or just the name (kperreira). As you type, a suggestion for completing the entry may appear. Choose the suggestion or keep typing. Click Call or Video Call (if the Video panel is opened), or press Enter.
Drag-and-drop contact or previous call	Contacts or History tab in the Phone Book panel	<p>Drag an entry from the Contacts or History tab. The call is placed immediately.</p> <p>If the tab contains lots of contacts, first use the  field to filter the list.</p>
Right-click a contact or previous call	Contacts or History tab in the Phone Book panel	<p>Right-click an entry from the Contacts or History tab and choose Call or Call with Video. The call is placed immediately.</p> <p>If the tab contains lots of entries, first use the  field to filter the list.</p>
Redial	Redial button	<p>Click Options and choose Redial. Or click the Redial button.</p> <p>The call is placed immediately (without video).</p>
From Outlook		<p>If you have set up contacts in Microsoft® Outlook®, you can place a call using a PSTN number (but not a softphone address).</p> <ol style="list-style-type: none"> Double-click the contact in the contact list in Outlook. The Contact dialog box appears. Click the  in the top left corner and select the phone number to dial. As soon as you release, Bria will be brought to the front (or will be started) and the call will be placed. <p>You may need to revise the dial plans for your accounts in order to support the format used in Outlook. For example, if phone numbers in Outlook all have a “+9” prefix, you must ensure the dial plans for your accounts strip out the + correctly. For details, see “Dialing Plan” on page 73.</p> <p>For information on how Bria and Outlook contacts work together, see “Exporting Contacts” on page 30.</p>

Placing another Call


To place a new call (without hanging up on the current call), click the Start another Call button. In the Current Calls bar, a tab appears for each separate call.

Start another Call button



Hiding your Identity

You can hide your identity on a call, so that the other person will not see your ID on their phone.

On the Call control bar, choose Options > Hide my Number for this Call.  appears on the Call control bar for this call. Place the call in the usual way.

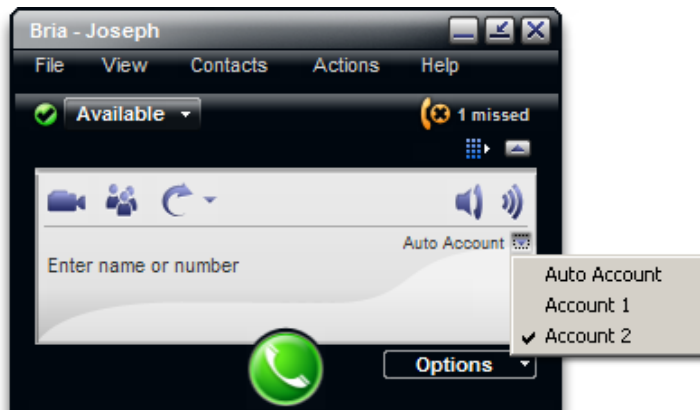
Your identity is hidden only for this call.

Which Account Is Used?

If you have more than one account enabled, Bria selects the account to use to place the call as follows:

- If a dial plan exists for any account, Bria runs through the dial plans to determine if the dialed number matches any of these plans. If a match is found, the account that the dial plan belongs to is used. See “Dialing Plan” on page 73.
- If there is no match on any dial plans or if no dial plans are defined, then the default account is used.

When placing an outgoing call, you can explicitly specify the account to use for that call. Click the Account Selection menu and select the desired account.



Once the call is placed, this menu always reverts back to “Auto”.

Ending a Call

Click End on the Call panel. Details of the call remain on the Call display. To clear the details of the call from the display, click Clear.

3.5 Handling an Incoming Call

Bria must be running to answer incoming calls. (If Bria is not running, incoming calls may be directed to voicemail, but check with your VoIP service provider to be sure.)

Bria rings and information about the incoming call appears in the Call entry field. In addition, the Call Alert box appears, even if Bria is minimized. For information on call alerts, see “Preferences – Alerts & Sounds” on page 43.

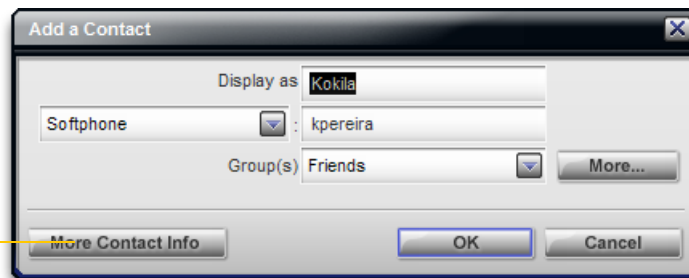
The softphone address of the person calling you is displayed. The display name may also appear.



Action	From the ...	Description
Answer	Call panel or Call Alert box	Click Answer. If you are on another call, that first call is automatically put on hold. You are now talking to the new caller. Or press Enter (on the keyboard), if Bria is the active application.
Decline	Call panel or Call Alert box	Click Decline. There will be a busy signal. In some networks, the call will be directed to voicemail (if you have this service).
Permanently block the caller	Options menu	Click the Options button and choose Block this person.
Answer with IM	Options menu	Click Options and choose Answer with Instant Message. The phone call is declined, and instead an Instant Message window appears. Type the message and click Send. (Or close the window if you change your mind.)

Creating a Contact

If the caller is someone who is not currently in your contact list, the Add to Contacts button appears. You can click this button at any time during the call and for up to three seconds after the call has ended.



Click to display the Contact Profile dialog and enter more information

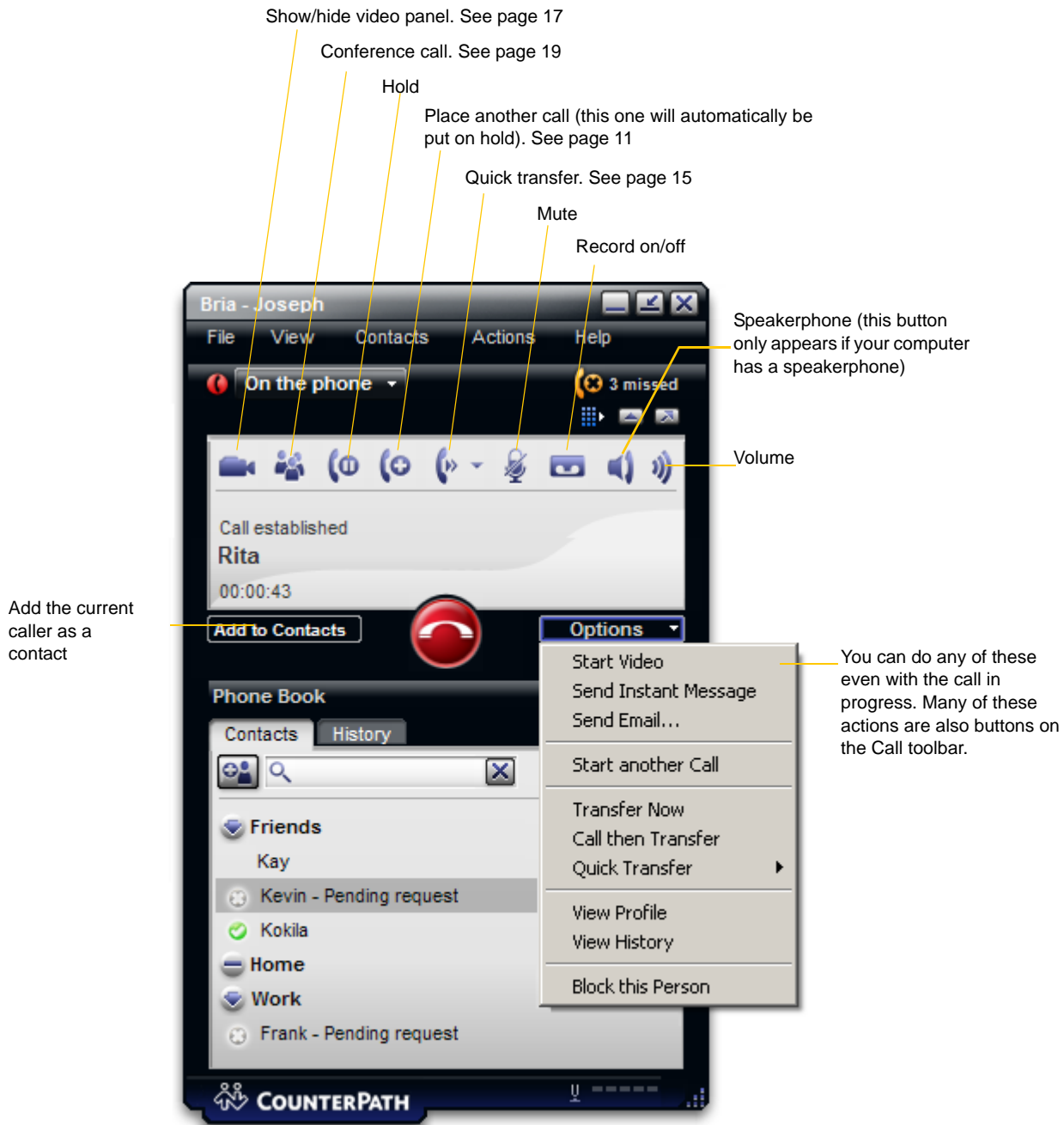
Ending a Call

Click End on the Call panel. Details of the call remain on the Call display. To clear the Call display, click Clear.

3.6 Handling an Established Call

While the call is in progress you can:

- Control the audio: use the speakerphone, mute the call, control volume.
- Record the call.
- Put the call on hold.
- Add the caller as a contact.
- Pull an individual call into a separate panel. See the next page.
- Transfer the call. See the next page.
- Add video. Pause and resume video when video is already present. See “Video” on page 17



Displaying Separate Panels for Calls

You can pull each individual call into a separate panel.



Transferring a Call

Quick Transfer

You can set up a list of phone numbers that calls can be transferred to. Then during a call, you can transfer to any of these numbers by selecting from a list.

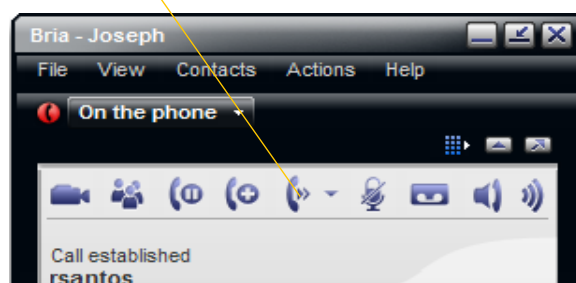
To set up the numbers:

1. Choose File > Preferences from the menu. Display the Transfer panel.
2. Enter as many numbers as you want. To enter a new number, click in an empty line. To remove an entry, click in the line and delete the number.

Set one of the numbers as the default and click OK.

To transfer a call, click the arrow on the Transfer button and click the number to transfer to. As soon as the transfer is made (the other phone starts ringing), the call is disconnected at your end.

Quick Transfer

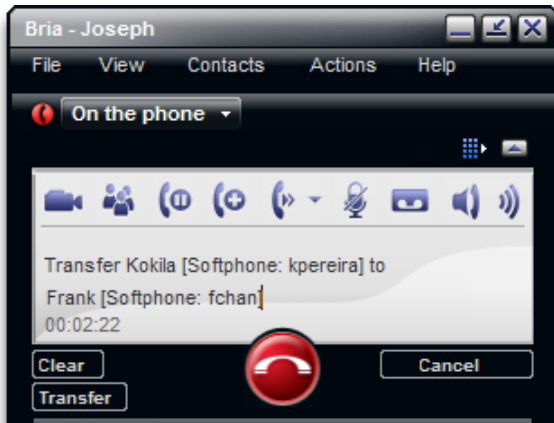


Basic (Unattended) Transfer – Transfer this Call

You can transfer a call to any number, then hang up as soon as you have entered the number.

1. Click Options > Transfer this Call. The LCD prompts for the number to transfer to.
2. Call the target (the person you are transferring the call to) by keying the number.
3. Click Transfer; the message Call Transferred Successfully appears.

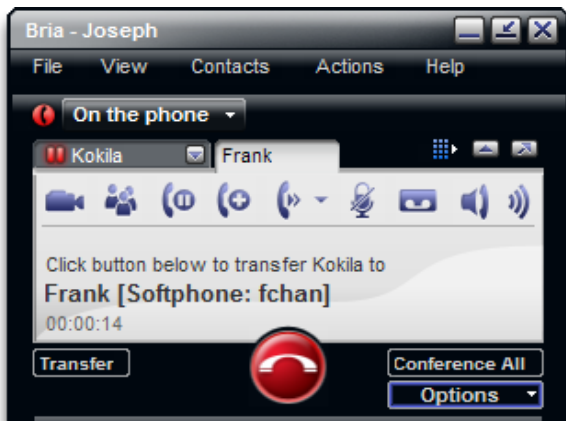
Or click Cancel to continue the current call



Attended Transfer – Call then Transfer

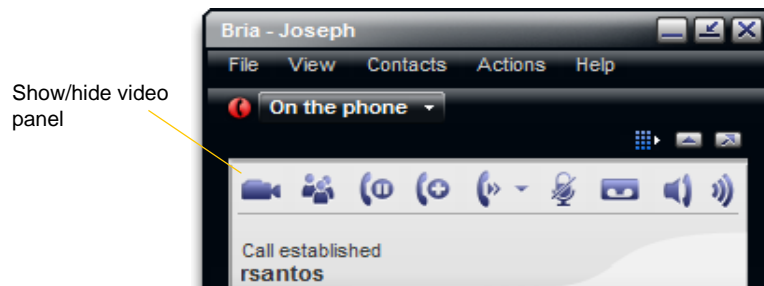
You can first speak to the target (the person you are transferring the call to), then click Transfer to complete the transfer.

1. Click Options > Call then Transfer. The first call is put on hold and a New call tab appears
2. Call the target in any of the normal ways.
3. When you are ready, click Transfer; the message Call Transferred Successfully appears.



If the target does not want to take the call, simply end the call with that person. The first call is taken off hold.

Video



Adding Video

Either you or the other party can add video at any time.

To add video, open the Video panel and click Start My Video. When you add video, the other party may (or may not) start sending their video to you.

You can add video, even if you do not have a camera, in order to start receiving the other party's video.

Other Party Adds Video

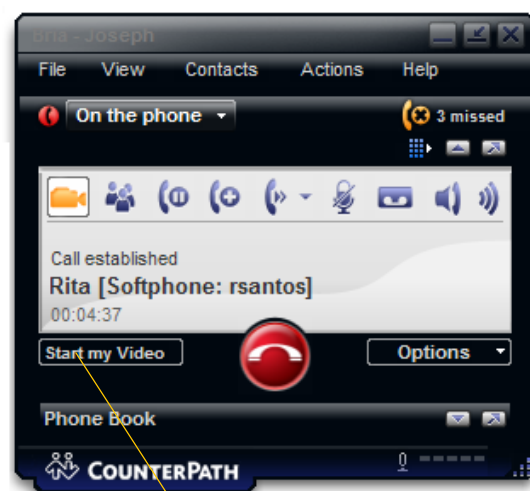
If the other party starts their video, the Video panel automatically opens and the video is played. You can start sending your own video, if desired (and assuming you have a camera) by clicking Start My Video.

Pausing and Resuming Video

If the Video panel is open and video exists in a call, the Start My Video and Stop My Video buttons appear, to let you pause and resume video.

If you close the Video panel, your video will stop being sent; you can reopen the panel and click Start My Video again.

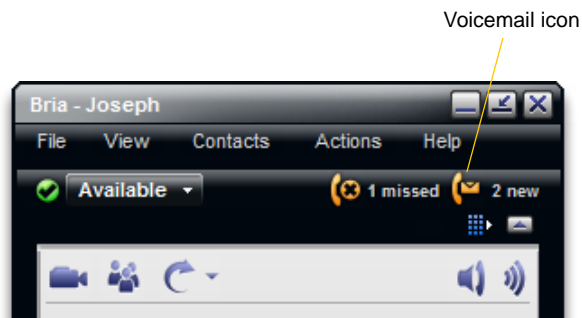
Control video from the Call panel or the Video panel



This button only appears when video panel is open

Voicemail

If your service includes voicemail, then when you have voicemail messages, the word “new” appears beside the voicemail icon at the top of the phone. Click the icon to automatically connect to voicemail and listen to your messages.



3.7 Conference Calls

Starting a Conference Call

You can create a conference call starting from one existing call:

1. Click the Conference icon. Bria enters “conference mode” and “Call a conference participant” appears on the LCD.
2. Place the second call in one of these ways:
 - Right-click on a contact and choose Add to Conference Call.
 - Type a name or number.(Or to cancel the call, click the Cancel button.)

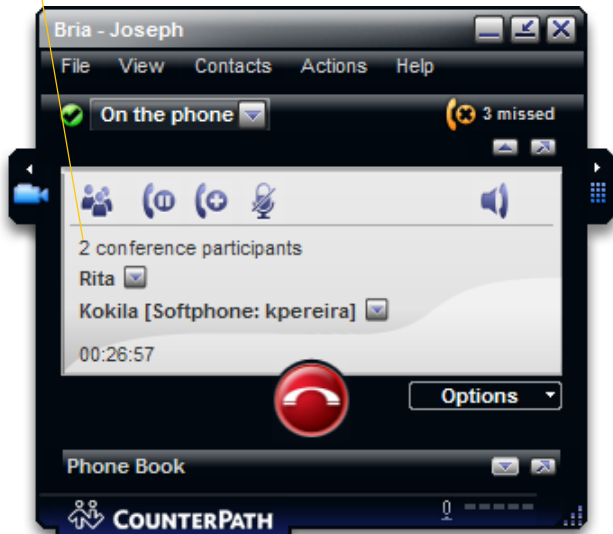
When the second callee answers, the call will automatically be added to the conference.

Or you can start a conference call using all the existing, separate calls:

1. Establish the calls. The calls can be incoming or outgoing, and one or more calls can include video.
2. Click Conference All.



Conference is now established



Managing the Conference

Adding More Participants

You can add more participants to an existing conference in any of these ways:

- Right-click on a contact and choose Add to Conference Call.
- From the tab that contains the conference, click the Conference icon. Place a call by typing a name or number. When the callee answers, the call will automatically be added to the conference.
- Place a separate outgoing call in the normal way (by clicking the New Call icon to display a new tab). When the call is established, click Conference All. All existing separate calls will be brought into the existing conference.
- Accept one or more incoming calls. A separate call will be established for each call. Click Conference All. All existing separate calls will be brought into the existing conference.
Whenever you click Conference All, all current established calls are conferenced together; you cannot keep any one call out of the conference.

Removing a Participant

To remove one call from the conference, right-click on that participant and choose Separate Call from Conference. The call becomes a separate call.

Disbanding the Conference

To break the conference into separate calls, click Options > Disband Conference.

To hang up on everyone, click the End button.



Suspending the Conference

To suspend the conference, click the Hold button.

Audio Controls

Adjusting Volume. Use the speaker adjustment to adjust volume of the sound you are hearing.

Mute. Click  on the dialpad to prevent the other parties from hearing you. The  icon appears on the Call display. When you mute, you may also want to stop video feed, if any.

Speakerphone. Click  on the dial pad to put the callers on the speaker phone. The  icon appears on the Call display.

Video Conference Calls



Starting a Conference with Video

To start a conference with video, make sure that both the existing calls are video calls. Then click the Conference button.

Adding Video to an Existing Conference Call

Choose Options > Start Group Video. Your video starts immediately.

Or open the Video panel and click Start my Video.

When you add video, the other party may (or may not) start sending their video to you. You can add video, even if you do not have a camera, in order to start receiving the other party's video.

How Video Is Shared

When you conference two calls together, video continues as it was before the conference call. For example, if you were sharing video with one party, and only sending your video to another party, then that is how the video will be handled when the conference call is created.

The conference host, serves as the “funnel” for other video. Whatever the conference host is receiving will automatically be sent to the other parties.

Controlling Video

Once video has been added, it can be paused, resumed and stopped in the same way as on a regular conference call, by the initiator of the individual “leg” of the conference call.

The conference host does not have special control over the video, and can only add video on legs for which they were the initiator.

However, if the conference host pauses or stops video, other participants will no longer receive video, because the host is the video “funnel” as described above.

3.8 Instant Messaging

Instant messages are made using softphone address. Therefore, you can send or receive an instant message (IM) to:

- Any contact who has a softphone address.
- Any party who phoned you from a softphone address.
- Any party whom you phoned using a softphone address.

Sending an IM

1. There are several ways to select the person to send an IM to.

From the Contacts tab in the Phone Book	Right-click on the contact and choose Send Instant Message. The contact must have a softphone address.
An active phone call	The person in the active phone call. Choose Options > Send Instant Message.
A person on hold	In the Current Calls bar, click the arrow next to this call and choose Options > Send Instant Message.
From the History tab in the Phone Book	Right-click on the entry and choose Send Instant Message.

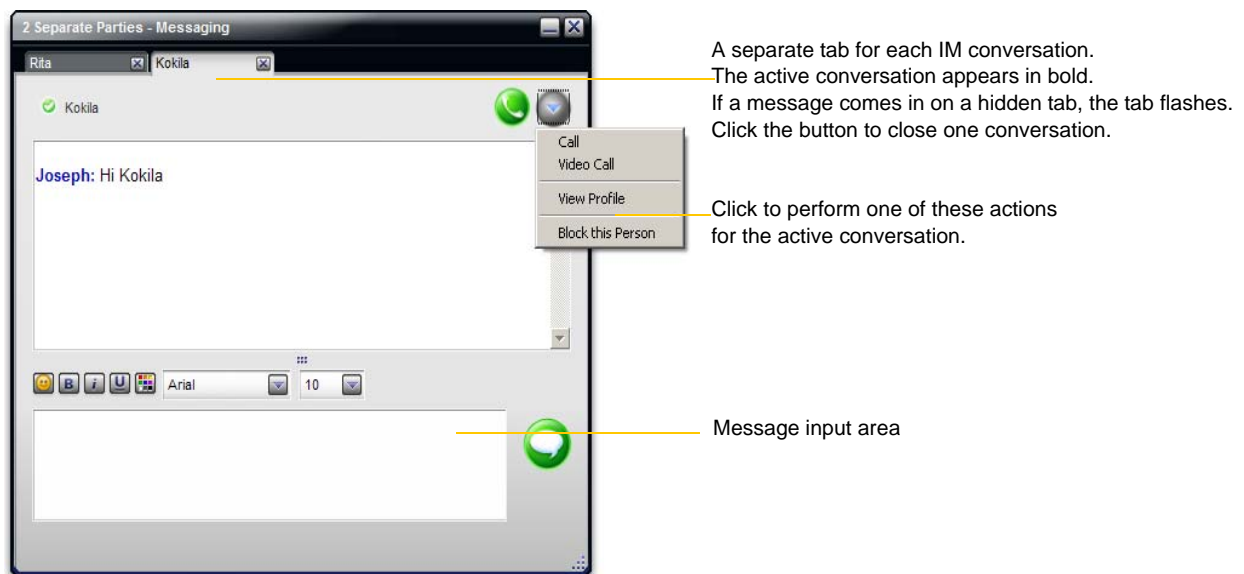
The Instant Message window appears. Or if another Instant Message session exists, a new tab is created for this IM session.

2. Type the message. Include emoticons and formatting, as desired.

To insert a return in the message, press Ctrl-Enter. (You can control the behavior of Enter and of Ctrl-Enter; see “Preferences – Application” on page 42.)

3. Press Send or Enter.

You can press Ctrl-F to search for text in the large message area.



Receiving an IM

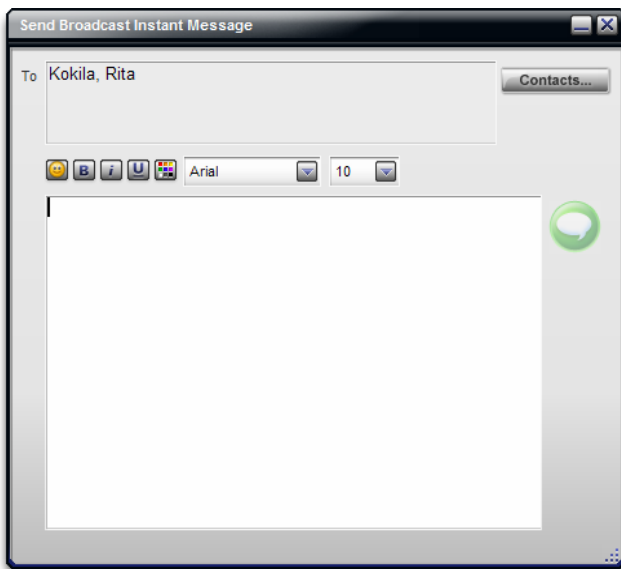
When an IM is received, either the IM window or a Call Alert pops up. (To control which window appears, see “Preferences – Application” on page 42.)

If the IM window is already displayed with an IM session with another person, the message from the new person appears in another tab in that window. (You can set up Bria so that each person has their own IM window; see “Preferences – Application” on page 42.)

Sending a Broadcast IM

You can send an IM to several people at one time. A broadcast IM is *not* a conference IM.

- With a broadcast IM, each recipient can reply to the IM, but only you will see these replies; the other recipients will not see these replies.
 - With a conference IM, all parties see everyone’s messages and the messages each party sends are seen by everyone. Conference IM is currently not supported.
1. Select the parties from the Contacts tab in one or more of the following ways:
 - Select one or more contacts in the usual ways (using Shift-click or Ctrl-click).
 - Select one or more groups in the usual way.
 2. Right-click and choose Send Broadcast Instant Message. The Send Instant Message to Group window appears.



Shows the display names of all the selected contacts and the individual display names of all the contacts in any selected groups. Contacts that do not have a softphone address are not included in the list.

3. Type the message. Include emoticons and formatting, as desired.

To insert a return in the message, press Ctrl-Enter. (You can control the behavior of Enter and of Ctrl-Enter; see “Preferences – Application” on page 42.)
4. Press Send or Enter. The IM is sent and the window closes.

A recipient may send you a response, which will be displayed to you in a regular Instant Message window; you will then be in a regular IM with that one party.

You can press Ctrl-F to search for text in the large message area.

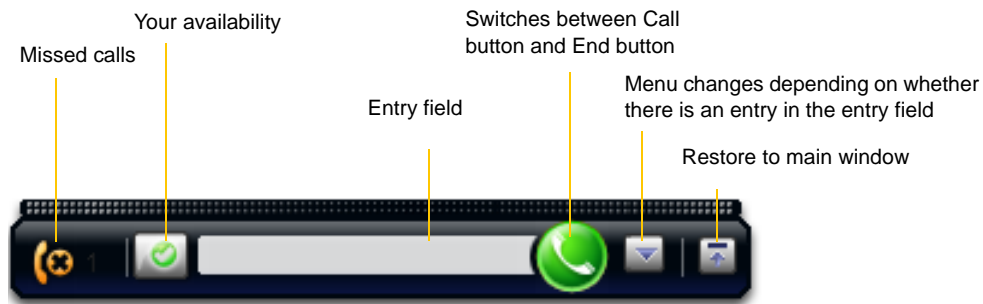
3.9 Email

You can send an email to one or more contacts, or to all the contacts in a group.

Select the contact, contacts or group, right-click and choose Send Email. An email window opens in your default email application, with the “to” line populated with all those contacts who have email addresses (in their Contact Profiles).

3.10 The Deskbar

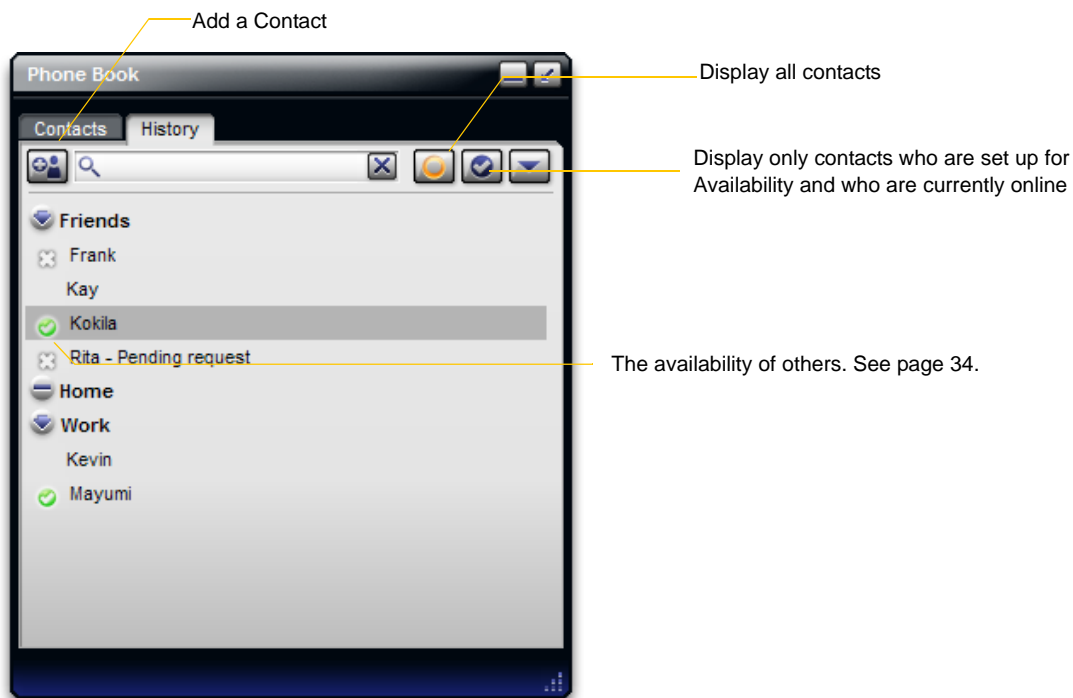
The Deskbar provides a compact GUI for performing many Bria actions. It is assumed that you will work in this mode after you are quite familiar with Bria and its features.



4 Contacts, History and Availability

The Phone Book panel, which is divided into three tabs, provides access to key contact, call history, and contact availability (presence) features.

4.1 Contacts Tab



The Contacts tab displays your contacts and lets you specify multiple contact methods for them, including:

- Softphone address
- Home phone number
- Business phone number
- Cellphone number
- Fax number (this is provided for convenience; Bria does not have any fax capability).
- Email

You can identify one of these contacts as the primary contact method.

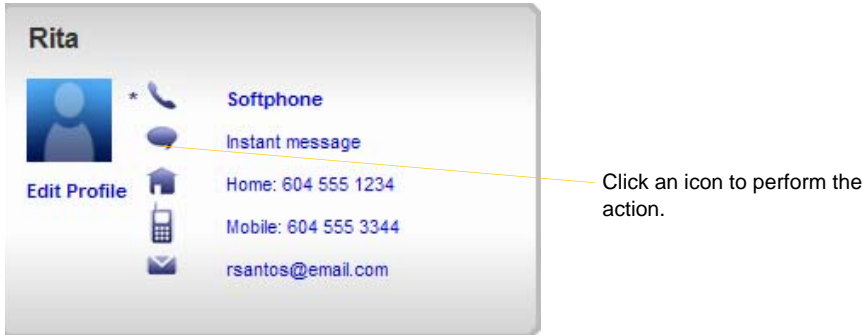
Contacts are typically organized into groups. Bria includes built-in groups: “Friends”, “Home” and “Work”. You can add more groups, as desired.

Using Contacts



- Call a contact** To use the person’s primary number, double-click or drag the contact to the Call display.
To choose the number to use, right-click and choose Call, then click the desired number.
- Call a contact and include video** Right-click the contact and choose Call with Video. The Video panel opens, and call is placed. As soon as the other party answers, Bria starts sending your video.
- Email a contact who has an email address** Right-click and choose Send Email.
- Send an IM to a contact who has a softphone address** Right-click and choose Instant Message.
- You can watch the contact’s availability, if the contact has a softphone address** See Table 1 on page 37 for the meaning of the availability icons.
See “Availability” on page 34 for information on obtaining availability information.

Contact Flyout

Left-click on a contact to show the Contact flyout. This flyout shows all the contact methods set up for the contact and has icons you can click to perform an action that is valid for that contact method.



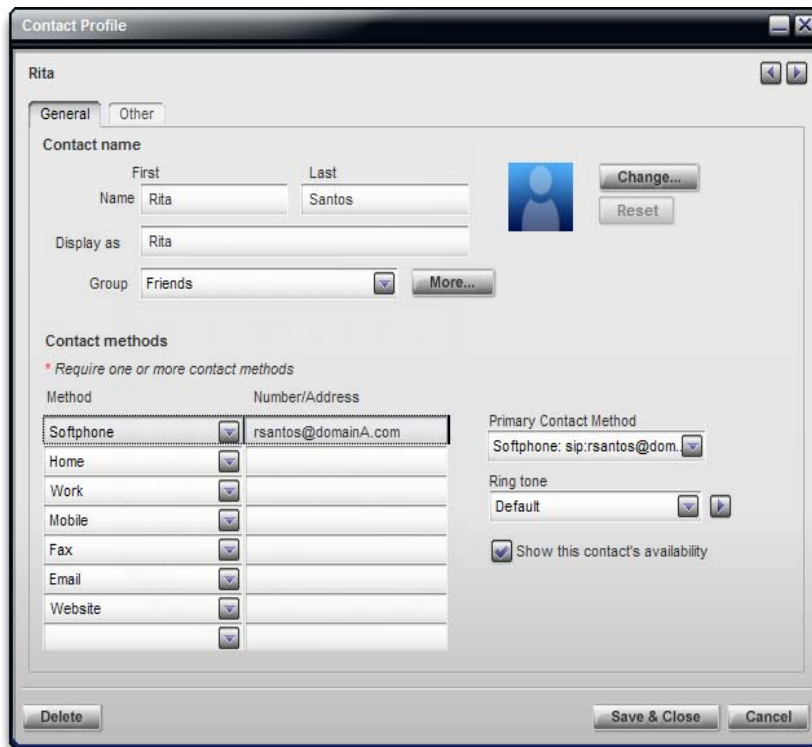
Finding a Contact

If the contact list is long, use the  field to filter the contacts that are displayed. To clear the filter and redisplay all contacts, clear the  field.

Setting up Contacts

Adding a Contact

Click , or right-click a group and choose Add Contact to Group. The Contact Profile dialog box appears.



The screenshot shows the 'Contact Profile' dialog box for a contact named Rita. The dialog has two tabs: 'General' and 'Other'. The 'General' tab is active. The contact name is split into 'First' (Rita) and 'Last' (Santos) fields. There is a 'Display as' field with 'Rita' and a 'Group' dropdown menu set to 'Friends'. A 'Contact methods' section contains a table with columns for 'Method' and 'Number/Address'. The 'Softphone' method is selected and has the address 'rsantos@domainA.com'. Other methods listed are Home, Work, Mobile, Fax, Email, and Website. To the right of the table, there is a 'Primary Contact Method' dropdown set to 'Softphone: sip:rsantos@dom...', a 'Ring tone' dropdown set to 'Default', and a checked checkbox for 'Show this contact's availability'. At the bottom of the dialog are 'Delete', 'Save & Close', and 'Cancel' buttons.

Method	Number/Address
Softphone	rsantos@domainA.com
Home	
Work	
Mobile	
Fax	
Email	
Website	

Importing Contacts

You can populate the Bria contact list by importing from an external file. The new contacts will be added to the existing contacts.

You can import a contact list from:

- A comma-separated file. Use this method to import from a Microsoft® Excel® file. You will first have to set up the file; see below.
 - A Microsoft® Outlook® or Microsoft® Exchange contact list (a *.pst file).
 - A vCard file (*.vcf file). A vCard is an electronic business card that is often attached to an email.
1. From the main menu, click the Contacts menu and choose Import Contacts. The Import Contacts wizard starts.
 2. As soon as you click Finish on the wizard, the Contacts tab in Bria is updated to show the imported entries. Note that none of the entries are set up with availability turned on; in order to view availability of contacts, you must modify the appropriate entries by changing the Show this contact's Availability checkbox. See above for details.

Setting up an Excel File for Import

1. Remove any introductory text or headings from the top of the file. (You can keep text at the end of the file; it will be ignored during the import.)

2. Insert a blank row as the first row, then insert the headings that Bria will use to interpret the meaning of each column. The columns can be in any order. The most popular headings are:
 - display-name
 - entry_id
 - given_name
 - surname
 - postal_address.For a complete list of headings, see “Contact List Headings” on page 79.
3. Save the file as *.csv.

External Storage of the Contact List

Each time Bria is started, the contact list is retrieved from the external storage. Each time a contact is added to the contact list, it is immediately copied to external storage.

The list is always stored on the local computer. In addition, if you have access to a remote storage server, you can configure Bria so that the contact list is also stored remotely using XCap or WebDAV.

To set up for remote storage, see “Account Properties – Storage” on page 64.

Exporting Contacts

You can export a contact list to a comma-separated file, a pst file or a vcf file.

1. From the main menu, click the Contacts menu and choose Export Contacts. The Export Contacts wizard starts.
2. When you click Next, the export starts. The result is:
 - For an Outlook export, the existing.pst file is updated to include the entries from the Bria contact list. If Outlook is open, the entries immediately appear in the contact list.

All information in the Bria contact list is exported to Microsoft Outlook. Only information that can be displayed in Outlook actually appears in the Outlook Contacts window. Typically this means that all softphone addresss are exported (and stored in custom fields) but not displayed in Outlook.
 - For other formats, a new file of the specified type is created.

Managing Contacts

Changing Contact Information

To change the information for a contact, right-click the contact and choose View Profile. The Contact Profile dialog box appears, see page 29. Some of the changes you can make are:

- Change any contact details.
- Add, delete or change a contact method.
- Change the primary contact method.
- Move a contact to another group by selecting a different group.
- Add an existing contact to more groups by selecting one or more extra groups.
- Change the Show this contact's availability checkbox to enable or disable availability information for this contact. For information on availability, see page 34.

Moving or Deleting a Contact

- To drag one or more contacts to a different group, select them and drag to the new group.
- To delete one or more contacts, select them, right-click, and choose Delete. The contacts are removed from this group.

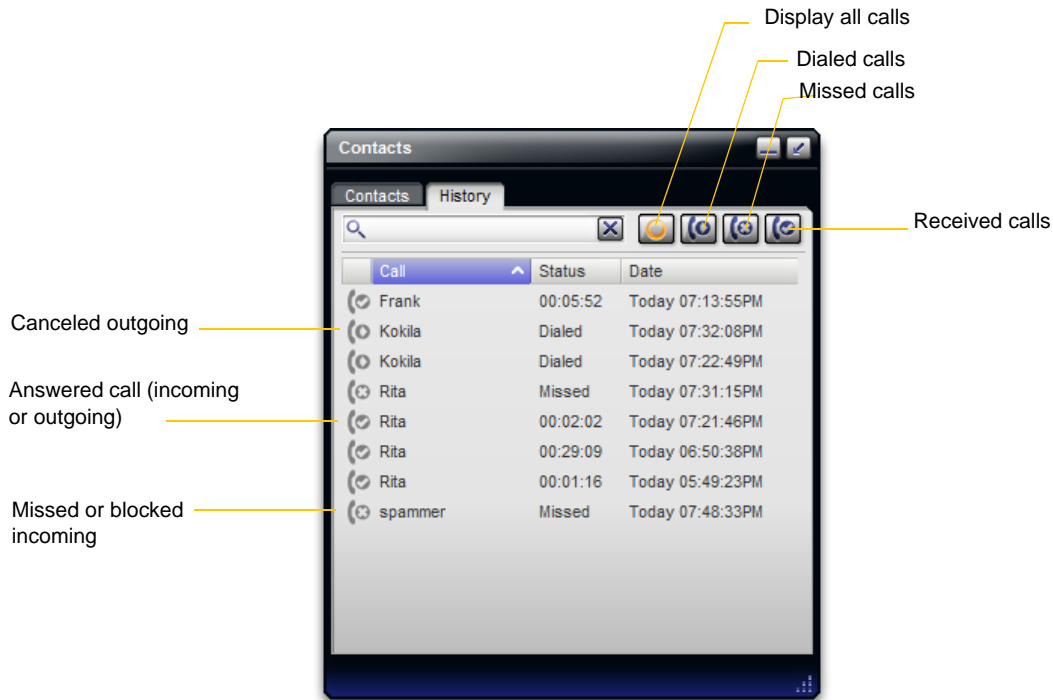
Adding, Deleting or Renaming Groups

Select any group, right-click, and choose the appropriate menu item.

You can only delete an empty group.

Field	Description
Display name	Required. This is the name that will appear in the Call display and the Call Alert when this person phones you.
Group	Either: <ul style="list-style-type: none"> • Choose one group. • Click More and select several groups. The new contact will be added to each group.
Contact Methods	Enter as many contact methods as you want. Email and softphone entries must have the format <name>@<domain>
Primary contact method	Choose the desired method. This method will be used when you double-click or drag this contact.
Ring tone	Choose a ring tone for this contact, or use the default. Click the arrow to play the currently selected ring tone.
Show this contact's availability	Click in order to obtain this contact's availability and display it on the Contacts list. This field is only enabled when a softphone address is specified. This contact will have an availability icon beside their name in the Contacts list. Initially this icon will be gray, later its color will change to indicate the current availability. For details on availability, see page 34.
Other fields	Complete as desired.

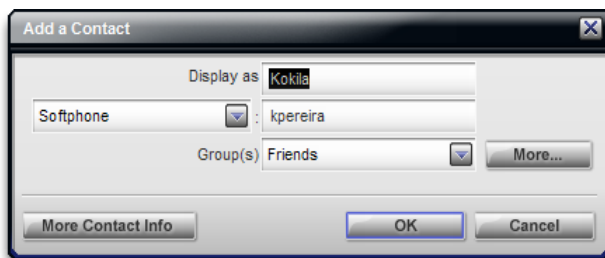
4.2 History Tab



Managing the Lists of Calls

You can right-click on an entry in a list to:

- Delete the call.
- Delete all entries in this list.
- Add to contacts. The Add a Contact dialog box appears. Complete the dialog box and press OK. For more information on the fields, see “Managing Contacts” on page 31.



- Block this person to control whether they can send you phone calls or instant messages, or see your online availability. You can change these privacy settings at any time; see page 44.

Phoning and Sending IM from a List

You can right-click on an entry in the Received or Dialed list to:

- Place a call to this person, using the contact method that was used for this call. You can also double-click to place a call.
- Place a call to this person and add them to a conference call that is in progress. For more information on conference calls, see “Conference Calls” on page 19.
- Send an instant message, if the call was made with a softphone address. For details, see page 23.

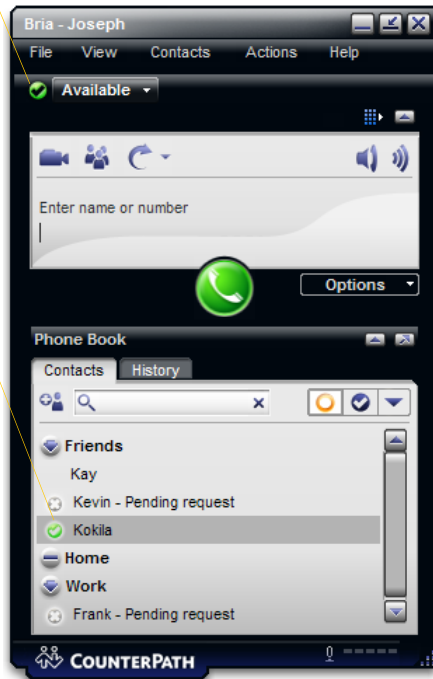
4.3 Availability

Availability refers to the ability to see whether a person is available or not: online, on phone, busy, and so on. Your availability information is displayed below on the main menu. The availability of others is displayed in the Contacts tab.

You can publish your availability to contacts who have softphone addresss, and you can set up Bria to view the availability of other contacts.

Availability of other people

Your availability



Sharing Availability

Watching others' Availability

To be able to see the availability of another person, either add that person to Contacts with the “Show this contact’s availability” field checked, or modify the existing contact information so that this field is checked. For more information, see page 31.

As soon as the person is set up in this way in your Contacts, Bria sends them a notification request. The request asks that you be able to see that person’s availability. If the person allows this request, then the icon beside their name (in your Contacts) becomes color coded, so you can determine their availability.

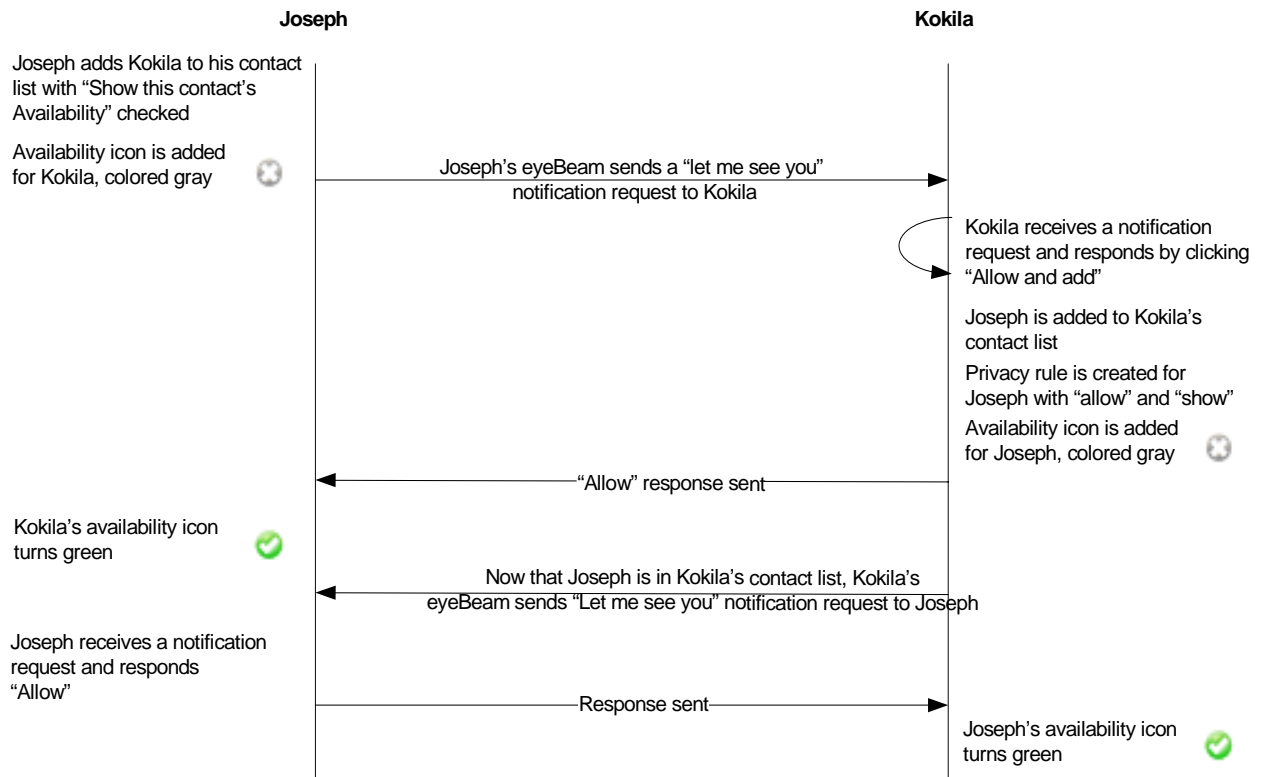
Allowing Other Parties to See your Availability (Publishing your Availability)

Continuing from above, when the other person allows the notification request, your name is added to their contact list. As soon as you are added to their list, a request is sent back to you requesting that they be able to see you. You can reply to this request to complete the sharing loop.

Troubleshooting: When You Cannot See Availability

If you have multiple accounts set up, icons may remain gray when you expect them to be color coded. For information on how this can happen, see “Account Properties – Presence” on page 62.

The following chart illustrates how the sharing of availability occurs.

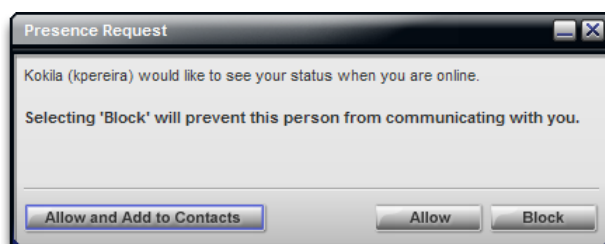


Receiving a Presence Request

Your Bria receives a new contact request when you add a contact to your list (with “Show this contact’s Availability” checked) or when another person adds you as a contact at their end.

The request is handled in one of two ways:

- If you set up a privacy rule before this person has a chance to contact you, then you will never see this request. Bria will automatically reply to the request according to the rule. See “Preferences – Privacy” on page 44.
- If you do not yet have a privacy rule set up for this person or for their domain, this request appears to you as a Presence Request. You must respond to the request.



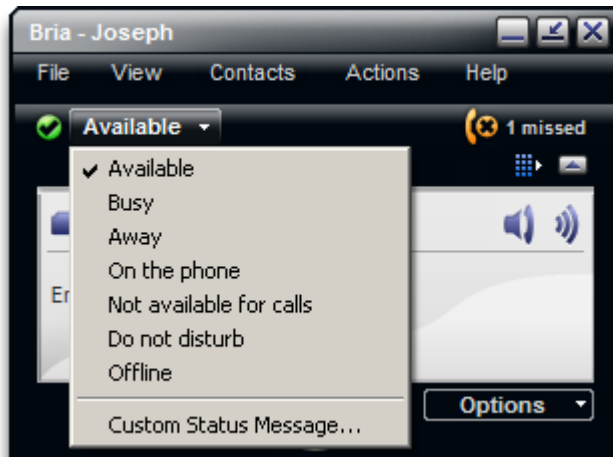
Button	Next Action	Result
Allow and Add to Contacts	<p>This button appears only if the other person is not already on your contact list.</p> <p>When you click this button, the Add a Contact dialog box appears. Complete the dialog box and press OK. For more information on the fields, see “Managing Contacts” on page 31.</p>	<p>The other person will:</p> <ul style="list-style-type: none"> • Be able to see your availability. • Be added to your Contacts. <p>In the future, you will not receive this request from this person.</p> <p>In addition, this same request will be sent to the other person, so that you can see their availability.</p>
Allow		<p>The other person will:</p> <ul style="list-style-type: none"> • Be able to see your availability, but for this session only. <p>Because you have not set up the person as a contact, a Presence Request will appear for this person each time you start Bria.</p>
Block		<p>The other person will:</p> <ul style="list-style-type: none"> • Not be able to see your availability. • Not be able to phone or IM you. • Be added to your Blocked List. See “Preferences – Privacy” on page 44.
Close the window		<p>The other person will not be able to see your availability. The other person will not be added to your privacy settings.</p> <p>The Presence Request may appear again in this session or a future session</p>

For important information on how privacy affects availability, see “Privacy” on page 39.

Setting your Availability

Changing your Availability

Click the down arrow beside the availability indicator on Bria, and select the desired availability. See Table 1, below.



When your availability changes, the new availability is sent to everyone who has permission to see your availability, according to the Privacy Settings (see “Preferences – Privacy” on page 44).

Setting up Availability Indicators

You can create custom availability indicators, or edit or delete custom or built-in indicators: click the down arrow beside the availability indicator, and choose Custom Message.

Table 1: Availability Indicators

Indicator	Meaning for your Availability	Meaning for Others' Availability
Available	<p>Either:</p> <ul style="list-style-type: none"> You have set your availability to this status. Bria has determined that you are logged on but not on the phone or idle. <p>When you have this availability, Bria will automatically detect when you are idle or on the phone, and change the availability to match.</p>	You can contact this person.
Busy	You have set your availability to this status. Bria will never automatically switch 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 availability to this status. In this case, Bria will never automatically switch you out of this status; you must switch yourself. Bria has detected that you are on a call. When your call finishes, your availability reverts to the last availability. 	You can contact this person.
Not Available for calls	<p>You have set your availability to this status. Bria will never automatically switch you out of this status; you must switch yourself.</p> <p>Incoming phone calls will be directed to voicemail.</p>	<p>Your phone calls to this person will be directed to voicemail.</p> <p>You can IM this person.</p>

Table 1: Availability Indicators

Indicator	Meaning for your Availability	Meaning for Others' Availability
Do not disturb	<p>You have set your availability to this status. Bria will never automatically switch you out of this status; you must switch yourself.</p> <p>Both incoming phone calls and incoming IMs will be directed to voicemail.</p> <p>However, you can still make phone calls and IMs. When the other person responds, your availability will remain as Do not disturb.</p>	You cannot make phone calls or IMs to this person.
Idle	<p>You have not moved or clicked the mouse or pressed a keyboard key for the Idle period. To set the Idle period see "Preferences – Application" on page 42.</p> <p>As soon as you click the mouse or keyboard, your status changes to Available.</p>	You can contact this person.
Away	<p>You have set your availability to this status. Bria will never automatically switch you out of this status; you must switch yourself.</p>	You can contact this person.
Offline	Not applicable	The contact is either not logged on or else is not set up for availability.

4.4 Privacy

You can control how contacts and other people can contact you by phone or IM, and you can control whether your contacts can see your availability information (whether you are online, on the phone, and so on).

You can set up controls in advance or “on the fly” (as phone calls and presence requests come in)

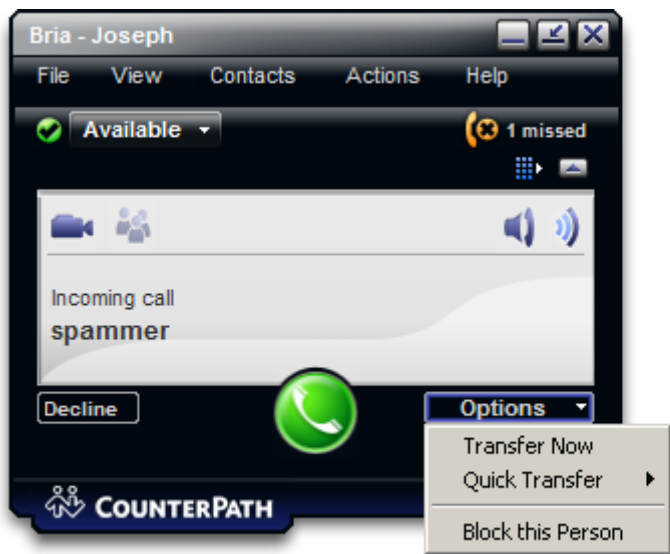
Setting up Controls in Advance

To set up controls in advance, see “Preferences – Privacy” on page 44.

Setting up Controls “on the Fly”

On an Incoming Call

To block someone when they are phoning you, choose Options > Block this Person.



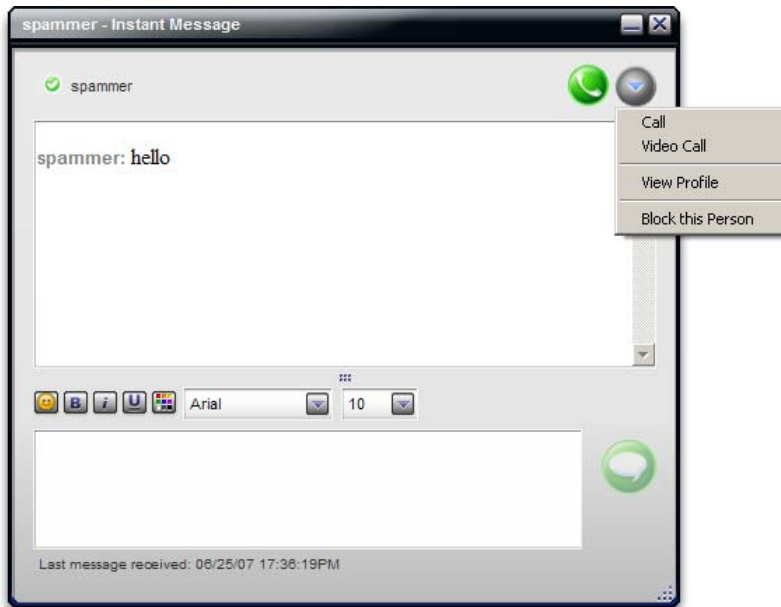
The call is declined, and this person is added to your Blocked List (see page 44). In addition, if the person is a contact, then “blocked” appears beside their name in the contact list.

You will no longer see incoming calls or instant messages from this person; they will automatically be declined.

To later unblock this person, remove them from your Blocked List. Or, if the person is a contact, right-click their name on the contact list and choose Unblock this Person.

On an Incoming IM

To block who sends an IM, choose Options > Block this Person on the Instant Message window. Then close the window.



The other person gets a message that their instant message has been declined.

This person is added to your Blocked List (see page 44). In addition, if the person is a contact, then “blocked” appears beside their name in the contact list.

You will no longer see incoming calls or instant messages from this person; they will automatically be declined.

To later unblock this person, remove them from your Blocked List. Or, if the person is a contact, right-click their name on the contact list and choose Unblock this Person.

Via the Presence Request Dialog Box

Another party can send you a presence request, to request that they be able to see your availability, as described on page 34.

Your response has the following effect on privacy:

- If you add the person as a contact, then the ability of that person to phone or IM you is controlled by your privacy settings; see “Preferences – Privacy” on page 44.
- If you allow the person without adding them as a contact, then the ability of that person to phone or IM you is controlled by your privacy settings; see “Preferences – Privacy” on page 44.
- If you block the person, then that person is added to your Blocked List (see page 44). The person will not be able to phone or IM you, and will not see your availability information. You can change this blocking by removing the person from the Blocked List, in which case they will then be controlled by your privacy settings.

From the Contact List or History List

Right-click on the name and choose Block this Person. The person will be added to your Blocked List (see page 44). The person will not be able to phone or IM you, and will not see your availability information.

To later unblock this person, right-click on the name and choose Unblock this Person

5 Configuring Bria

You can configure Bria in several ways:

- Set up your personal profile. See below.
- Configure global behavior. See “Configuring Preferences” on page 42.
- Configure the behavior on a per-account basis. See “Configuring Accounts” on page 55.

5.1 Configuring your Profile

Method	Number/Address
Softphone	jsantos@domainA.com
Home	
Work	
Mobile	
Fax	
Email	
Website	

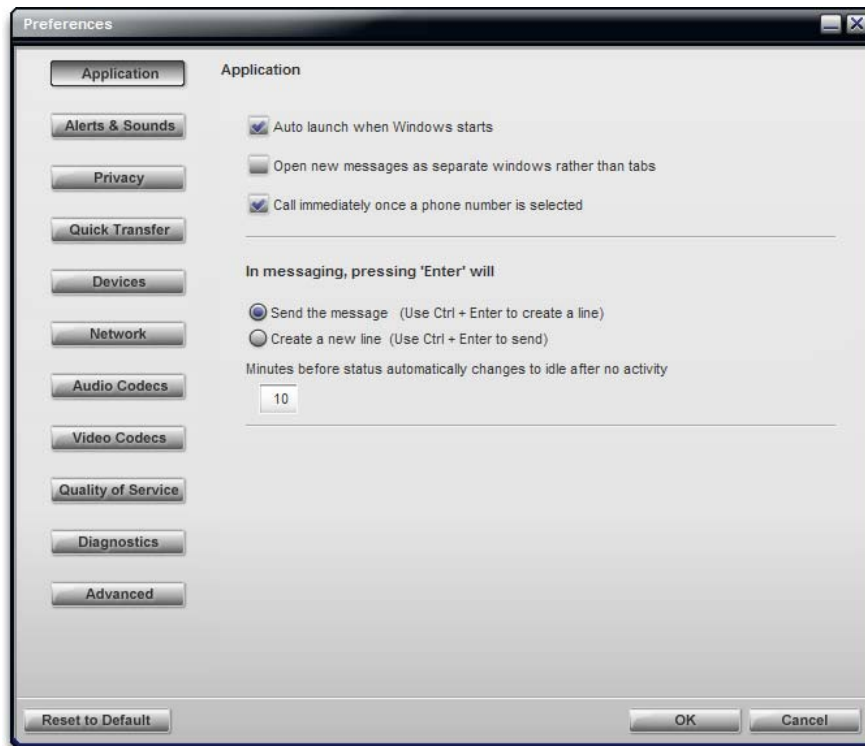
To set up information about yourself, choose File > My Profile. In later versions of Bria, you will be able to share this information with other users.

5.2 Configuring Preferences

Choose File > Preferences. The Preferences window appears.

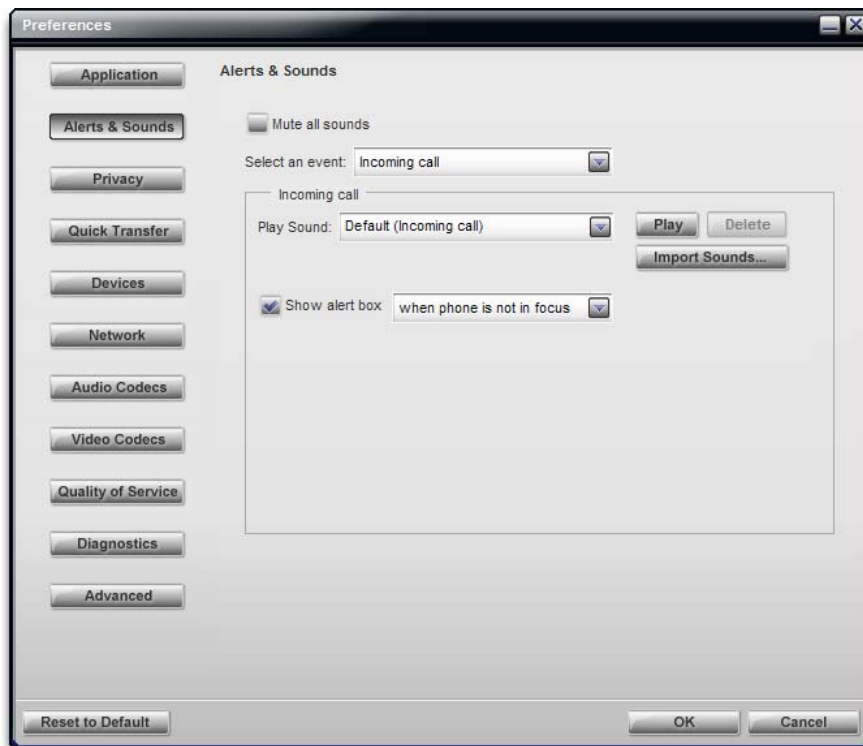
The Preferences panels let you control the way that you work with Bria.

Preferences – Application



This panel lets you set your preferences for general GUI behavior.

Preferences – Alerts & Sounds



This panel lets you assign sounds and lets you control the Call Alerts box.

Assigning Sounds

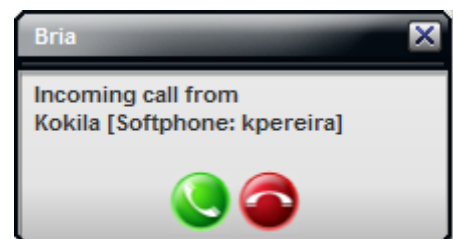
You can assign specific sounds to a variety of actions or “events”. For each, you can assign the default ringtone, which is different for each event. In other words, the default ringtone for an incoming call is not identical to the default ringtone for call waiting.

This panel lets you set up default ringtones – the tones that will be used if specific tones are not assigned. For example, if it is the ringtone that will be used for incoming calls unless you assign a specific ringtone to a specific contact (see page 29).

If you import sounds, these will be added to the list of sounds you can choose from when assigning a sound to an action.

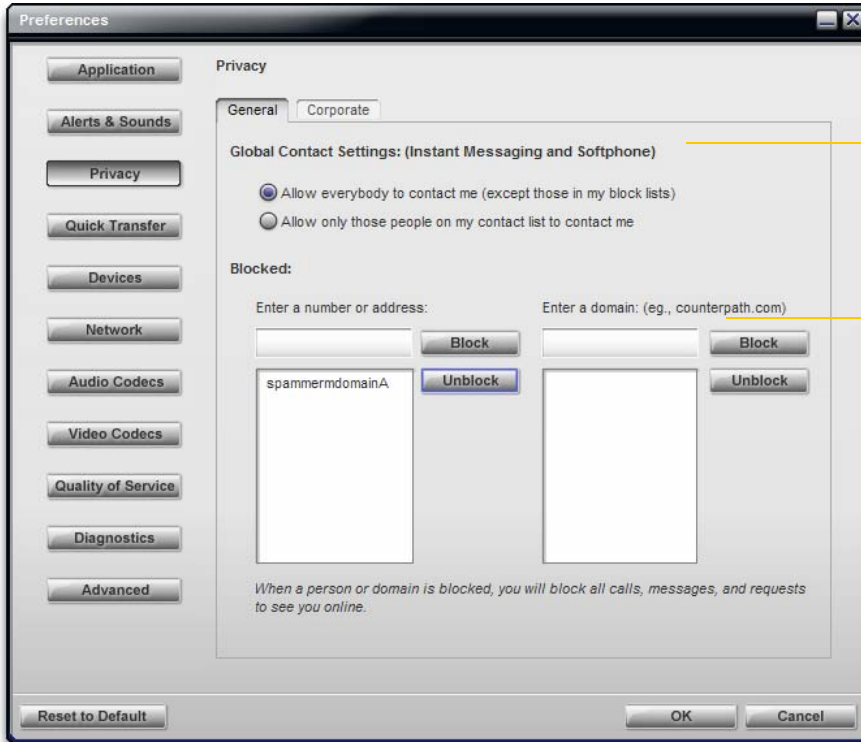
Showing Call Alert Box

You can control whether the Call Alert box is displayed for an incoming call or IM.



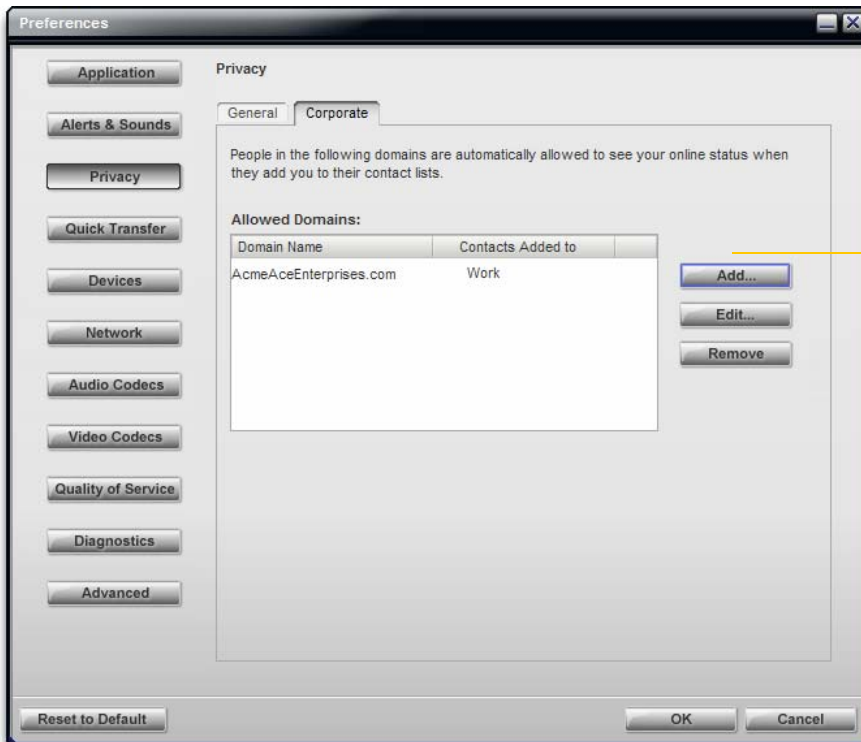
Preferences – Privacy

You can control how contacts and other people can contact you by phone or IM, and you can control whether your contacts can see your availability information (whether you are online, on the phone, and so on).



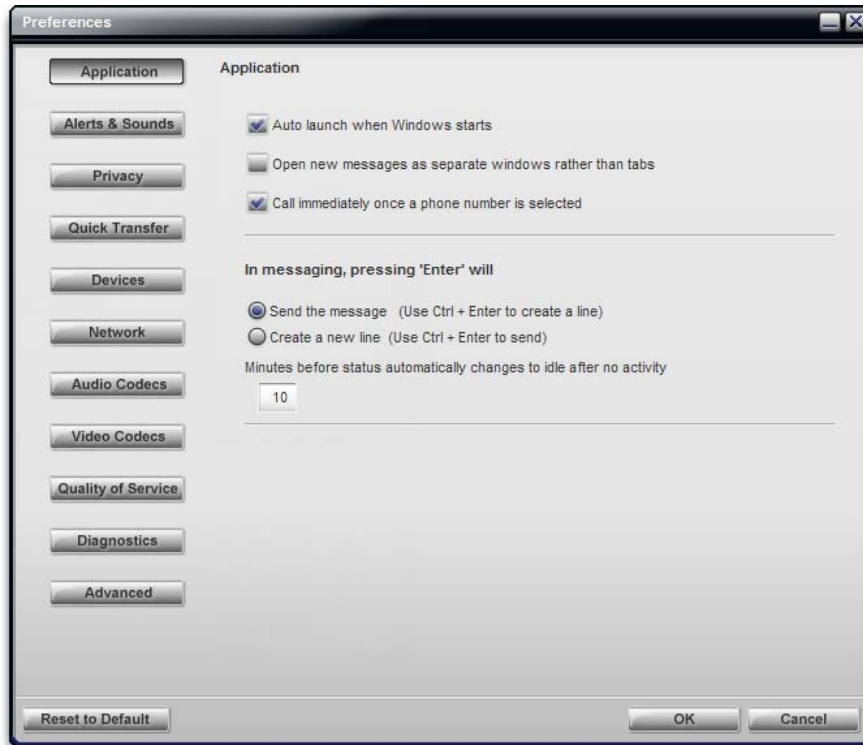
Choose one. If you choose "Allow only", then all contacts will be able to contact you unless they or their domain are in the Blocked list (below).

This section is optional. It lets you enter addresses and domains that will be prevented contacting you. You can add and remove entries from the blocked lists. In addition, entries are automatically added to this list when you block someone "on the fly" (page 39).



If you enter a domain in this list, people in that domain will automatically be allowed to see your availability online. You will no longer see Presence Request dialogs from these people in this domain.

Preferences – Quick Transfer

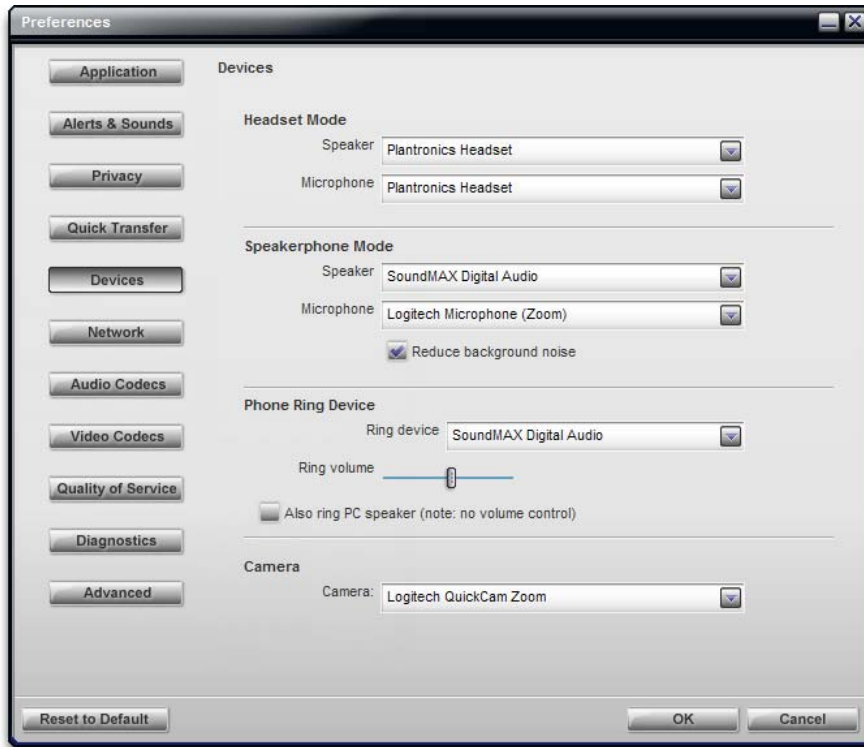


This panel lets you set up a list of phone numbers that calls can be transferred to. Then during a call, you can transfer to any of these numbers by selecting from a list.

Enter as many numbers as you want. To enter a new number, click in an empty line. To remove an entry, click in the line and delete the number. Set one of the numbers as the default.

See “Quick Transfer” on page 15 for information on using this feature.

Preferences – Devices

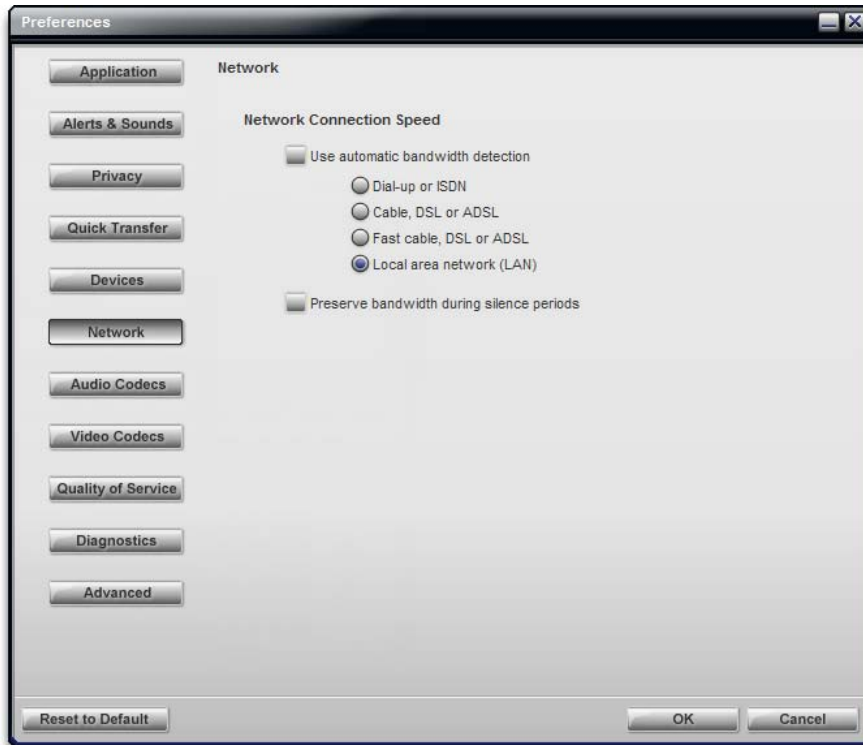


Bria automatically detects devices at each startup, and selects the most appropriate device for each purpose. If you do not like this selection, you can override it on this panel.

If you override a selection, it will be honored the next time you start Bria, unless the device is no longer available, in which case Bria will again select the device to use.

Field	Description
Headset Mode	
Speaker Microphone	<p>Change these fields only if you want to override the devices that Bria automatically selected.</p> <p>In both these fields, select the headset you are using.</p> <p>The headset is the device that is usually used for audio out (the sound you hear) and audio in (recording your voice). The only situation in which the headset is not used is when the Speaker Phone button on the dialpad is pressed.</p> <p>Therefore, unless you will always be using Bria in speakerphone mode, you must make a selection here.</p> <p>Select the headset in both the Speaker device field and Microphone device field.</p>
Speakerphone Mode	
Speaker	<p>Change this field only if you want to override the devices that Bria automatically selected.</p> <p>Make the appropriate choice:</p> <ul style="list-style-type: none"> • Select the device that you want to use for audio out (the sound you hear) when the Speaker Phone button is pressed. Make sure you select a speaker device (not the headset). • Select None if you do not have a speaker phone. The Speaker Phone button on the dialpad is disabled.
Microphone	<p>Change this field only if you want to override the devices that Bria automatically selected.</p> <p>Make the appropriate choice:</p> <ul style="list-style-type: none"> • Select the device that you want to use for audio in (recording your voice) when the Speaker Phone button is pressed. <p>It can be any microphone: it does not have to be the microphone on the device you specified as the speaker device. For example, it can be the microphone on your camera.</p> <ul style="list-style-type: none"> • Select None if you do not have a speaker phone. The Speaker Phone button on the dialpad is disabled.
Reduce background noise	<p>Automatically attempts to remove background noise.</p> <p>Typically on for the speakerphone.</p>
Phone Ring Device	
Ring Device	<p>Change this field only if you want to override the devices that Bria automatically selected.</p> <p>The device where you want to hear the phone ringing: the headset, the speakerphone, or none.</p>
Ring volume	The volume of the ringer.
Also ring PC speaker	Click on or off, to suit your preference.
Camera	
Camera	<p>Change this field only if you want to override the devices that Bria automatically selected.</p> <p>Select the camera model.</p>

Preferences – Network



Field	Description
Use automatic bandwidth detection.	Click the box to let Bria detect the speed of your network connection and hence the potential bandwidth. If you move your computer to a different IP address, Bria automatically detects the new speed. Or select the type of network connection for your computer.
Preserve bandwidth	When this feature is on, Bria stops sending audio when you are not talking. When this feature is off, Bria always sends audio, which uses more bandwidth but may result in better call quality. Typically off. However, if you are using a slow (dial-up or ISDN) connection, you may want to turn it on.

Preferences – Audio Codecs



This pane shows all the codecs that are included in the retail version of Bria. You can enable or disable codecs as desired.

With only one codec enabled, all calls made will use that codec. With more than one codec enabled, Bria automatically chooses the best codec based on the other party's capability, the available bandwidth, and network conditions.

You cannot change the properties of any codecs.

About Codecs

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

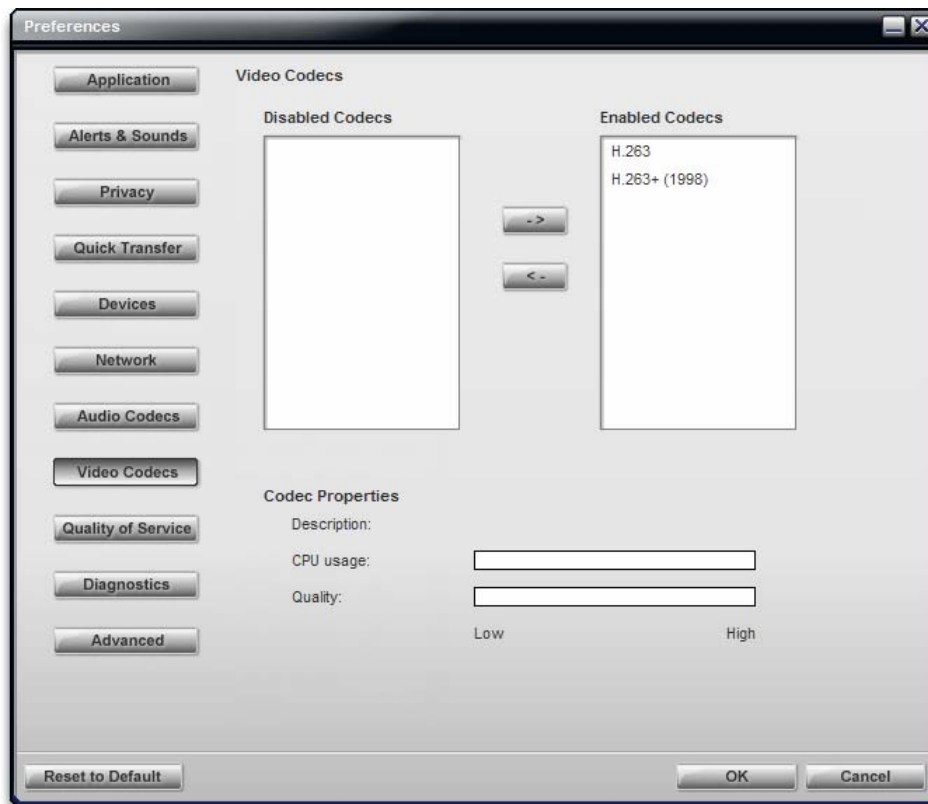
- Narrowband codecs work with low bandwidth such as a dialup internet connection. These codecs have a sampling rate of 8 KHz.
- Wideband codecs work with high bandwidths and result in better audio quality. However, they do not work with PSTN. These codecs have a sampling rate of 16 KHz.

Supported Codecs

Bria supports a wide range of codecs. See the table.

Codec	Narrowband	Wideband	Royalty-bearing	Included in Retail Bria
AMR Wideband (G.722.2)		✓	✓	
Broadvoice-32		✓		✓
Broadvoice-32 FEC		✓		✓
DVI4	✓			✓
DVI4 Wideband		✓		✓
EVRC	✓		✓	
G.711aLaw *	✓			✓
G.711uLaw *	✓			✓
G.722	✓			
G.723	✓		✓	
G.726		✓	✓	
G.729 *	✓		✓	✓
GSM	✓			✓
iLBC	✓			✓
L16 PCM Wideband	✓			✓
Speex	✓			✓
Speex FEC	✓			✓
Speex Wideband		✓		✓
Speex Wideband FEC		✓		✓
* Generally, at least one of these codecs must be enabled in order to place a PSTN (land line) call.				

Preferences – Video Codecs



This pane appears only on versions of Bria that include video functionality.

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

You can enable or disable codecs as desired. You may decide to disable a codec even though your service provider supports it.

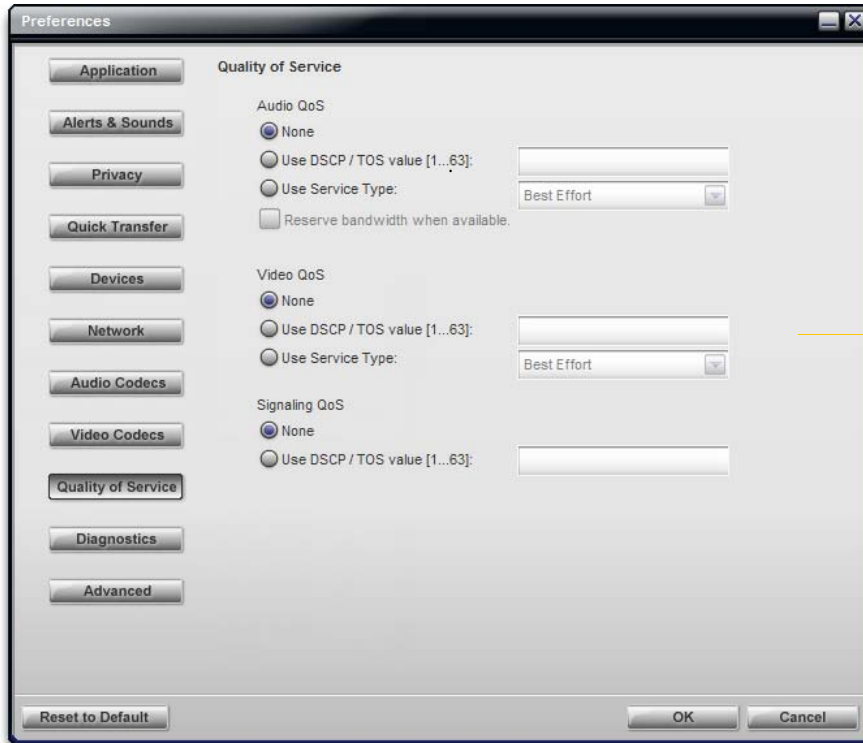
With only one codec enabled, all calls made will use that particular compression format. With more than one codec enabled, Bria automatically chooses the best codec based on the other party's capability, the available bandwidth, and network conditions.

You cannot change the properties of any codecs.

Supported Codecs

Codec	Narrowband	Wideband	Royalty-bearing	Included in Retail Bria
H.263		✓		✓
H.263+ 1998		✓		✓
H.264		✓	✓	✓

Preferences – Quality of Service



These fields appear only on versions of Bria that include video.

The Quality of Service pane lets you request a specific transport service for audio, video and signaling traffic.

There are two types of services. The service to use depends on what your internet service provider supports:

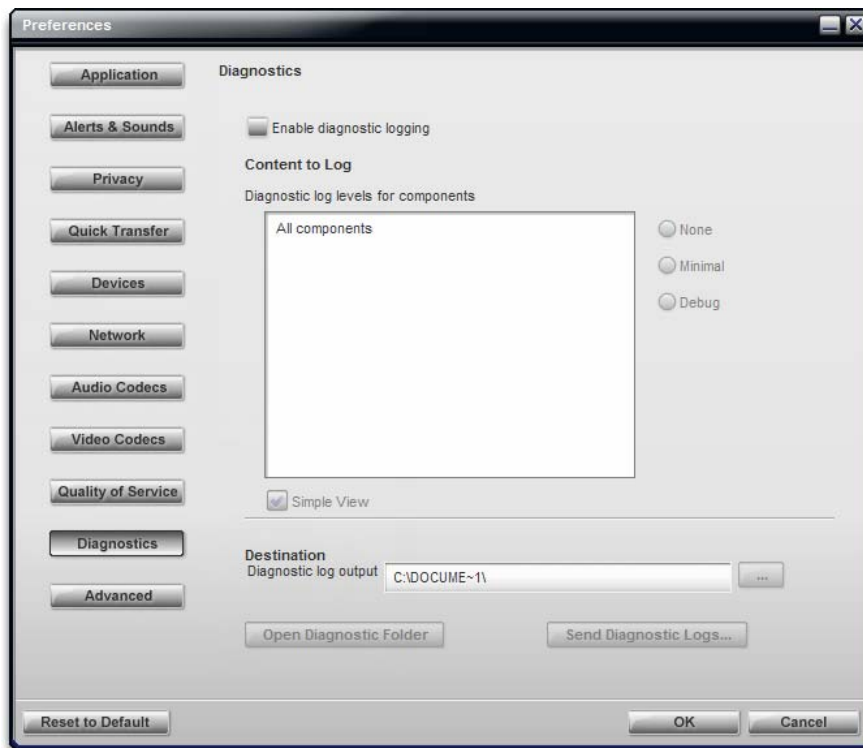
- GQoS, which is available for audio and video.
- DSCP (also known as ToS), which is available for audio, video and signaling.

In a network that has the default configuration, the recommended value for audio is 46, because “46” is the standard marking for audio.

In addition, if you are running Bria on Windows on an Intel® Centrino® Duo mobile-technology-based laptop, you can request to reserve bandwidth for audio traffic on wireless networks using 802.11e. If bandwidth is available when the call is placed, it will be reserved for the call, possibly resulting in better audio service.

Bria supports 802.1p QoS packet tagging. If you set up for QoS, Bria will include the specified information in the packets that it sends to the network provider. Whether the packet is delivered with the specified service depends on whether your broadband router and the network provider between you and the other party supports multiple transport services. In other words, whether each network provider reads the QoS information and prioritizes packet delivery based on the requested service.

Preferences – Diagnostics



This panel lets you enable logging to files. Logging uses computer resources, so you should only enable it when instructed by a customer support representative.

To set up logging:

1. Click Enable diagnostic logging. If instructed, clear the Simple View box to show the complex view.
2. Set the logging level.
3. Specify the folder where logs will be saved.
4. Click OK.

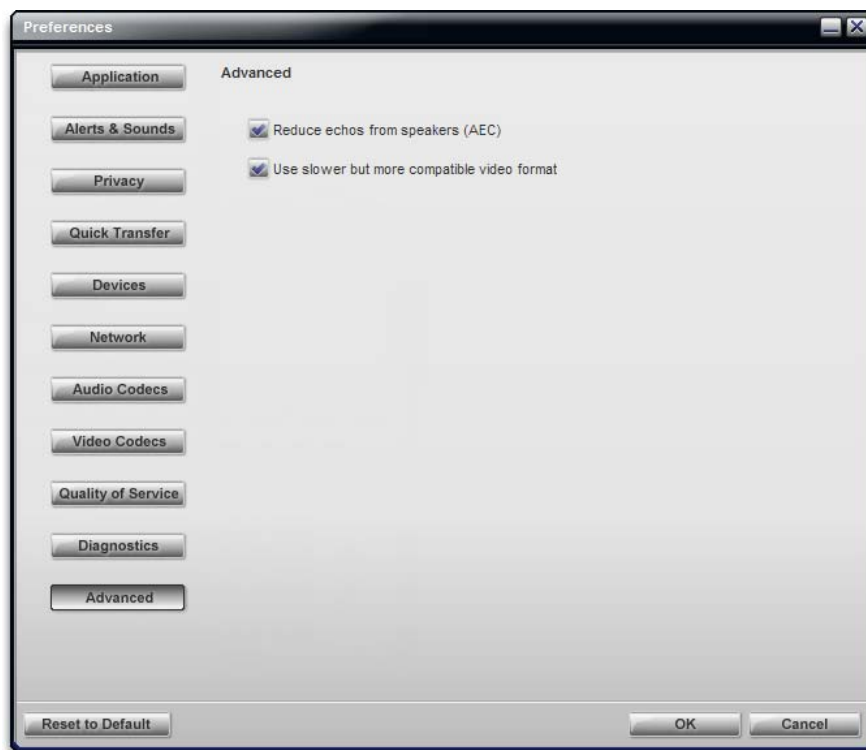
Activity on Bria will be logged to.csv files in the specified folder. A new set of files is started each time you log on. In order not to create large files when logging (which may create computer problems), you must not remain logged on indefinitely when logging. You should occasionally exit and restart Bria.

If requested by a customer support representative, you can:

- Open the logging folder and then open a log file using a text editor.
- Email the logs in the specified folder to customer support: Click Send logs to customer support. A dialog box appears showing all the logs. Select files and click Open; the selected files are sent and the dialog box closes.

You can delete log files from the specified folder as you would delete any file on your computer.

Preferences – Advanced



This screen lets you set advanced features:

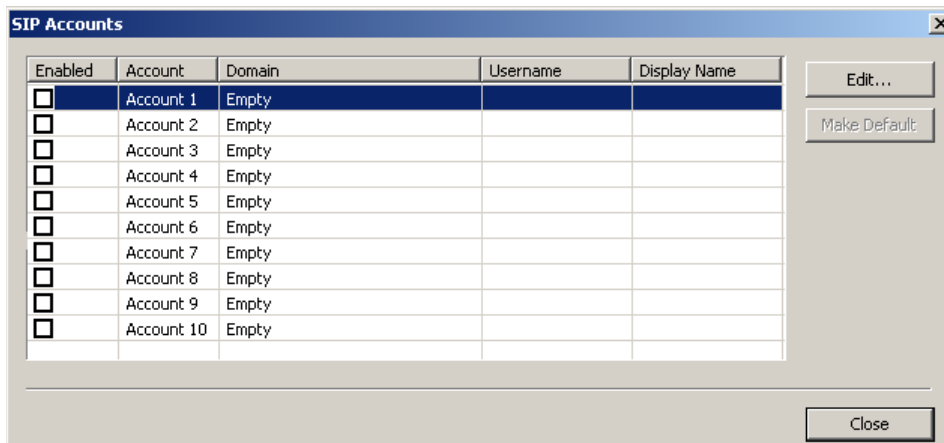
- Reduces echos. Turning this feature on improves sound quality. This feature is typically on.
- User slower but more compatible video format. Turning this field on may improve performance when running the application on older hardware.

5.3 Configuring Accounts

Choose File > Account Settings. The SIP Accounts window appears.

SIP Accounts

To work with accounts, choose File > Account Settings from the menu. The SIP Account window appears, showing all the accounts set up. Each account is automatically assigned a number: the first account in the list is 0, the second account is 1, and so on. These numbers do not imply any ranking.



You can:

- Add or remove an account.
- Enable one or more accounts. See below for details.
- Set one account as the default. See below for details.
- Set or change the properties of an account. These properties control how Bria interacts with your VoIP service provider, and are set individually for each account. Click the Properties button, then see the following pages for details.

Enabling Accounts

You must enable an account in order to make and receive calls on that account. You can enable as many accounts as you want. Click the Enable box beside each account. The rules for enabled accounts are:

- When multiple accounts are enabled, you will be able to receive calls on all those accounts.
- You can never place a call on a disabled account. If you place a call that is only “known” to the service provider of a disabled account, it will fail with a “Not found” message.
- You can never receive a call on a disabled account. If another party phones you on a number that is only known to a disabled account, the call will never appear on your Multimedia Communicator.
- When multiple accounts are enabled, the account to use for an outgoing call is determined by the rules of the dial plan determine which account is used. See “Dialing Plan” on page 73. If you have not set up any dial plans, then the default account is used.

Setting the Default Account

When multiple accounts are enabled, one account is always the default. You can set any account as the default account: click on the account and click the Make Default button.

The dial plan rules may select the default account to use to place an outgoing call, as described on page 73.

Account Properties – Account

Table 2: Account Properties – Account

Field	Description
Account	If desired, change the account name to something that is meaningful to you. For example, the name of the VoIP service provider.
User Details	
Display name	This name is displayed in the Bria display. Other parties will see this name they are when connected to you.
User name	Typically the account number for the softphone account. For example, in kpereira@domain.com, the user name is “kpereira”. Provided by your VoIP service provider.
Password	Provided by the service provider.
Authorization user name	May not be required. If it is required, it will be provided by your VoIP service provider.
Domain	For example, in kpereira@domain.com, the domain is “domain.com”. Provided by your VoIP service provider.
Domain Proxy	
Register with domain and receive incoming calls	Check this box if you want to register with your VoIP service provider, so that you can receive incoming calls. Typically, this field is checked. A situation in which this field is unchecked is, for example, if your level of service does not include the ability to receive incoming calls. In this case, turning this field on may cause registration to fail (when you close the Account Properties window), meaning that your Bria cannot register with your VoIP service provider.

Table 2: Account Properties – Account

Field	Description
Send outbound via	<p>Choose the setting specified by your VoIP service provider:</p> <ul style="list-style-type: none"> • Domain: If your VoIP service provider requires that traffic be directed to proxies that are discovered via the domain. • Proxy: If your VoIP service provider has an outbound proxy address and requires that you provide the address to Bria. For the address enter a domain name (for example, domain.com) or an IP address (for example, 123.456.789.012). • Target domain: To send directly to the other party's domain.
Dialing Plan	<p>Information about the syntax of the numbers used by this VoIP service provider. Provided by the service provider. The default plan is:</p> <pre>#1\a\a.T;match=1;prestrip=2;</pre> <p>It is possible that this plan will work for you. If you can place a successful call, then the dialing plan is suitable. If you cannot make a call, or if you want to set up a dialing plan for you own reasons, see “Dialing Plan” on page 73.</p>

Account Properties – Voicemail

Complete these settings only if your service provider offers voicemail.

These settings let you set up Bria to forward calls in several situations.

Your service provider may also provide the ability to set up for voicemail outside of Bria, for example, by phoning a softphone address and following the voice prompts, or by accessing a website.

Check with your service provider to determine if another setup mechanism is available. If so, check what the settings are in that setup, and make sure you do enter compatible information in Bria. In particular, if your service provider has a mechanism for call forwarding, find out if you should leave the Forwarding settings on this Voicemail tab blank.

Table 3: Account Properties – Voicemail

Field	Description
Check for voicemail	<p>If your VoIP service includes voicemail, choose the setting specified by your VoIP service provider:</p> <ul style="list-style-type: none"> • On: Bria will subscribe to be notified when there is a voicemail for you. • Off: the service provider may be set up to advise Bria when there is a voicemail for you; check with your service provider for details. <p>If your VoIP service does not include voicemail, choose Off.</p> <p>Voicemail is controlled by your VoIP service provider, not by Bria. Contact your service provider for information on using voicemail.</p>
Number to dial for checking voicemail	<p>Complete only if your VoIP service includes voicemail.</p> <p>If you leave this field empty, then this icon will not work; you will have to manually dial this number in order to connect to voicemail.</p> <p>Enter the number provided by your VoIP service provider.</p>

Table 3: Account Properties – Voicemail

Field	Description
Number for sending calls to voicemail	<p>Complete only if your VoIP service includes voicemail.</p> <p>This is the number that incoming calls will be forwarded to if they are unanswered after the specified interval (below).</p> <p>If you leave this field empty, then this icon will not be displayed. However, leaving this field does not mean that voicemail does not work. It only means that this icon cannot be used to send to voicemail immediately.</p> <p>Enter the number provided by your VoIP service provider.</p>
Send calls to voicemail if unanswered	<p>Complete only if your VoIP service includes voicemail.</p> <p>To send to voicemail after the specified number of seconds.</p> <p>Your service provider may also provide a similar feature that is set up outside of Bria. If so, make sure you do not enter competing information in Bria and in the service provider's user interface. For example, if you turn off this field, make sure the same feature at your service provider is also turned off. Otherwise, all your calls will continue to be forwarded.</p>
Always forward to this address	Not currently supported.
Forward to this address when busy	Not currently supported.

Account Properties – Topology

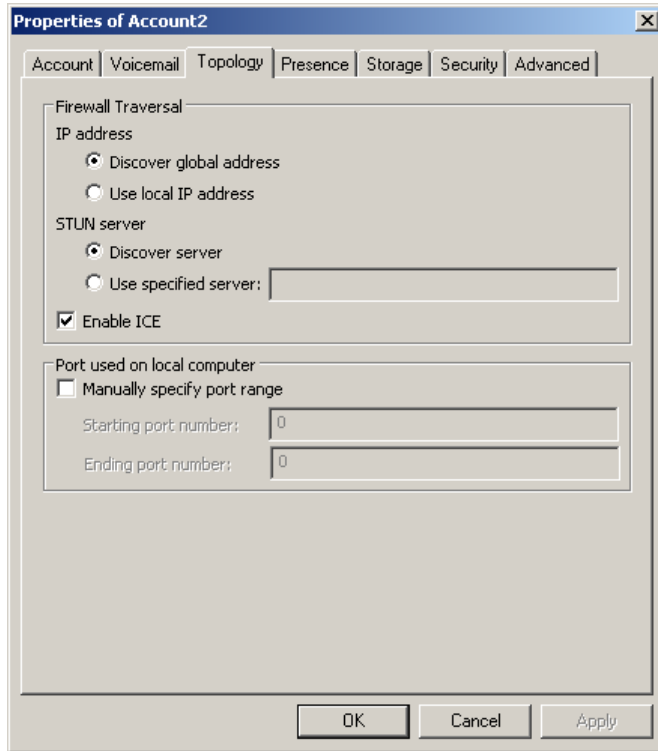
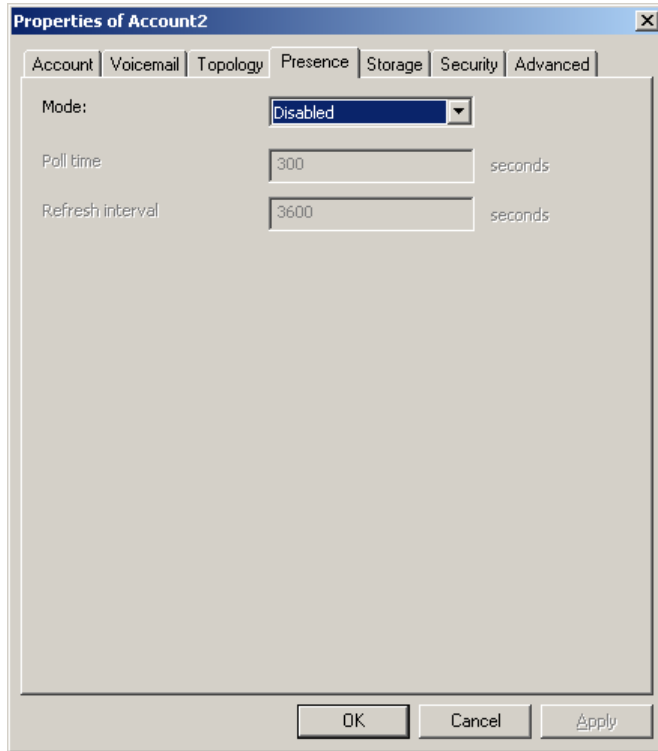


Table 4: Account Properties – Topology

Field	Description
Firewall Traversal	
IP Address	<p>This setting controls how your IP address is presented.</p> <ul style="list-style-type: none"> Discover global address: Let Bria determine your public IP address. This is the recommended setting unless your VoIP service provider advises otherwise. Use local IP address: use the IP address of the Bria computer. <p>The recommended setting is Discover global address.</p>
STUN Server	<p>This setting specifies the STUN server to use.</p> <ul style="list-style-type: none"> Discover the server: Choose this option to let Bria find the address of a STUN server. Use specified server: To use a different STUN server. For the address enter a domain name or an IP address. <p>The recommended setting is Discover server.</p>
Enable ICE	<p>ICE optimizes traffic and may help with firewall traversal.</p> <p>Typically, ICE is enabled. However, it may need to be disabled if your VoIP service provider has implemented a firewall traversal solution that is not compatible with ICE enabled.</p> <p>If you have problems with calls, contact your service provider for information on their firewall traversal solution.</p>
Port Used on Local Computer	
Manually specify range	<p>The appropriate setting depends on your computer setup:</p> <ul style="list-style-type: none"> Checked: If your computer is behind a restrictive firewall that only allows specific port ranges to be used. Enter the range of ports to use for your SIP account. (You must also open those ports on your firewall; refer to applicable firewall documentation for information.) Unchecked: If your computer is not behind a restrictive firewall.

Account Properties – Presence



Presence allows other softphone users to see your online availability, and also allows you to see the online availability of others.

Table 5: Account Properties – Presence

Field	Description
Presence Mode	Choose the setting specified by your VoIP service provider: <ul style="list-style-type: none"> • Disabled: Presence is not supported. • Presence Agent. • Peer-to-Peer.
Poll Time	Enter the value specified by your VoIP service provider. The factory setting is 300.
Refresh Interval	Enter the value specified by your VoIP service provider. The factory setting is 3600.

How Availability Works for Single Accounts

If you have only one account, enter the appropriate values on this tab, in order to configure Bria according to how presence is supported by the VoIP service provider.

The icons in the Contacts tab on the Calls & Contacts drawer will be color-coded to show the contacts' availability.

Once you have configured presence on this page, you can set up rules; see “Availability” on page 34 and “Preferences – Privacy” on page 44.

How Availability Works for Multiple Accounts

The Presence tab appears only for the account that is currently the default account. If you change the default account, the Presence tab will appear for that account and not for the previous default account.

The tab only appears for the default account because typically you can only see the presence for contacts who are contacted through the proxy for the account that is currently the default. For example, when the account

domain.com is the default, all the contacts with the address “@domain.com” are watchable. The contacts at other domains are not watchable; their availability icons appear as gray.

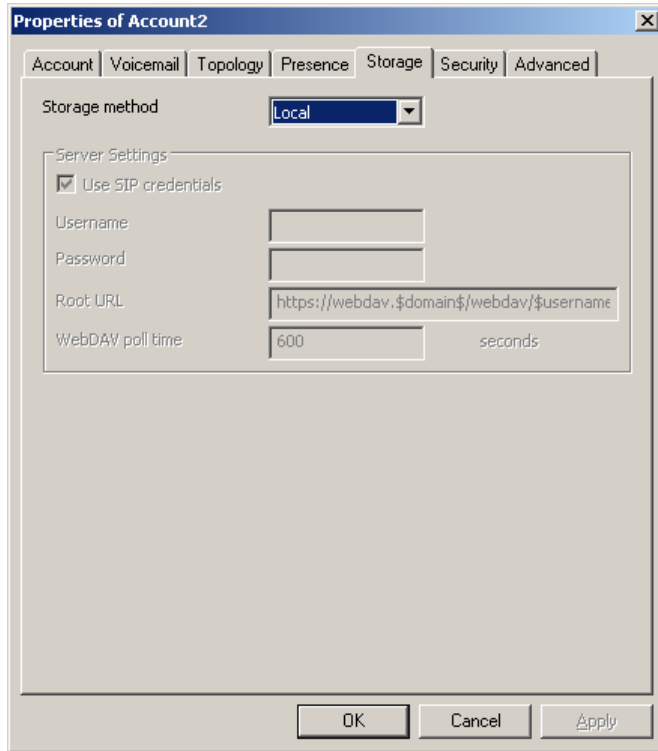
(The only exception to this rule is if the default account supports “passthrough”, in which case you will be able to watch contacts for domains that the service provider passes through. Contact your VoIP service provider for details.)

The procedure for configuring availability for multiple accounts is:

- Choose which account you want to watch availability on. Set that account as the default. Note that the choice of default will affect how your dial plans work (if you use dial plans). See “Dialing Plan” on page 73.
- Enter the appropriate values on the Presence tab for that account.

The icons of the eligible contacts in the Contacts tab on the Calls & Contacts drawer will be color-coded to show the contacts’ availability.

Account Properties – Storage



These settings let you set up a remote storage system for your contact list via WebDAV or XCAP. (The contact list is always stored locally, even when you set up for remote storage.)

The tab only appears for the current default account: see below for an explanation.

How Storage Works for a Single Account

If you have only one account, all three storage methods are supported and easily managed.

How Storage Works for Multiple Accounts

If you have multiple accounts, the local storage method is supported and easily managed.

However, if you are thinking of setting up remote storage, keep the following in mind: When you add a contact (either manually or through a new contact notification), the contact is stored at the remote storage location for the current default account. Keep in mind that this account may not allow the new contact's availability to be watched (for an explanation see "Account Properties – Presence" on page 62). In addition, when you switch default accounts, the list of contacts displayed on the Contacts tab switches from the old default account to the new default account.

Table 6: Account Properties – Storage

Field	Description
Storage method	<p>The storage method to be used for the Contacts list file and the presence rules. The file can be stored locally or on a remote computer.</p> <ul style="list-style-type: none"> • Local only • WebDAV and local • XCAP and loca.
Use SIP credentials	<p>Check this box to use the username and password from your SIP account in order to log into the storage server.</p> <p>Otherwise, uncheck this box and complete the Username and Password fields.</p> <p>Not used for “Local”.</p>
Root URL	<p>URL of an appropriate root folder on the remote server.</p> <p>Not used for “Local”. The factory setting is https://webdav.\$domain\$/webdav/\$username\$/</p>
WebDAV poll time	<p>Enabled only for WebDAV. The time that elapses between polling for new contact data from the remote server.</p> <p>The factory setting is 600.</p>

Account Properties – Security

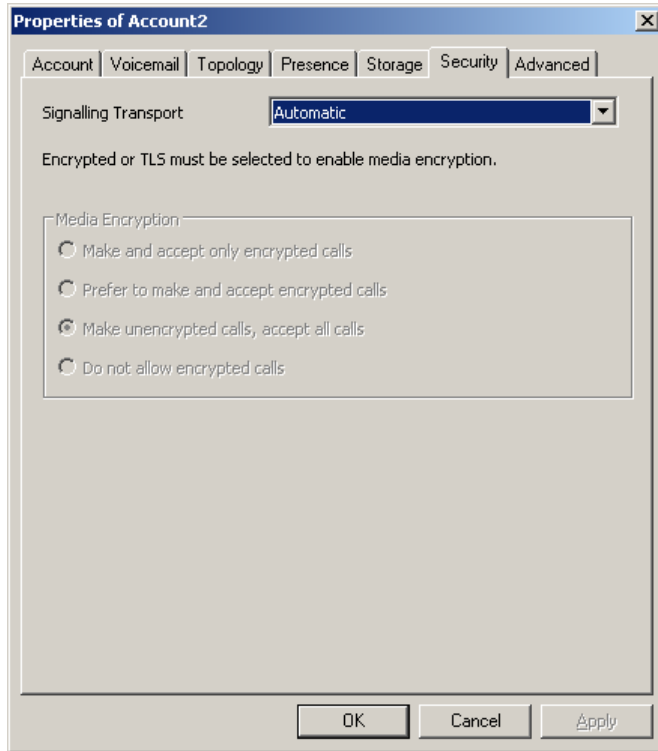


Table 7: Account Properties – Security

Field	Description
Signaling Transport	<p>Contact your VoIP service provider to identify the types of transport that are supported. Then choose a supported transport:</p> <ul style="list-style-type: none"> • Automatic: Bria sets up the transport based on the capabilities of the network and the Bria computer. Choose this option if you do not care which transport is used. • Encrypted: Currently, this option means TLS will be used. Choose this option to request signaling encryption or both signaling and media encryption. • TCP: This transport provides no signaling security. • UDP: This transport provides no signaling security. • TLS: Choose this option to request signaling encryption or both signaling and media encryption.
Media Encryption	<p>See Table 8 on page 67.</p> <p>The factory setting is Make unencrypted calls, accept all calls.</p>

Currently, security is supported, but there are no icons on the GUI to indicate whether an incoming or outgoing call is being made with or without security.

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

Bria supports:

- Signaling encryption using TLS
- Media encryption using SRTP.

Setting up for Security outside of Bria

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

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

Setting up for Security within Bria

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

Table 8: Security Options

Option	How Outgoing Calls are Handled	How Incoming Calls Are Handled
Make and accept only encrypted calls	Bria will place all calls with TLS. The call INVITE will specify SRTP media encryption. If the correct certificates are not in place or if the other party does not accept encrypted calls, the call will fail.	Bria will only accept INVITES that are for encrypted calls. If Bria receives a call INVITE that is not encrypted, the call will be rejected.
Prefer to make and accept encrypted calls	Bria will place all calls with TLS. The call INVITE will specify SRTP media encryption. If the correct certificates are not in place or if the other party does not accept encrypted calls, the call will fail. Bria will then place the call without encryption.	Bria will accept INVITES for both encrypted and unencrypted calls.
Make unencrypted calls, accept all calls	Bria will place only unencrypted calls. If the other party does not accept unencrypted calls, the call will fail.	Bria will accept INVITES for both encrypted and unencrypted calls.
Do not allow encrypted call	Bria will place only unencrypted calls. If the other party does not accept unencrypted calls, the call will fail.	Bria will only accept INVITES that are for unencrypted calls. If Bria receives a call INVITE that is encrypted, the call will be rejected.

Account Properties – Advanced

The screenshot shows the 'Properties of Account2' dialog box with the 'Advanced' tab selected. The 'Register Settings' section contains three input fields: 'Reregister every' with a value of 3600, 'Min. time' with a value of 20, and 'Max. time' with a value of 1800. The 'Advanced Options' section includes several checkboxes: 'Send SIP keep-alives' and 'Use rport' are checked, while 'Enable session timers' is unchecked. There is also a 'Default session time' field set to 60 and a 'Session Timer Preference' dropdown menu set to 'None'. At the bottom of the dialog are 'OK', 'Cancel', and 'Apply' buttons.

Table 9: Account Properties – Advanced

Field	Description
Reregister every	<p>The time interval between Bria's attempts to reregister in order to refresh the account registration with the VoIP service provider for this account. A value of zero means not to reregister after the initial registration.</p> <p>This value is placed in the "Expires" header field of the REGISTER message.</p> <p>The factory setting is 3600.</p>
Min. time	<p>If the reregistration fails, Bria will wait this amount of time, then attempt to reregister. If the second attempt fails, Bria will wait twice this time and try again, then four times this time, and so on, until reregistration succeeds.</p> <p>The factory setting is 20.</p>
Max. time	<p>This is the maximum wait time between attempts to reregister. Once this maximum is reached, Bria will wait this time for all subsequent attempts.</p> <p>For example, the min. time is 20 secs, the maximum time is 120 secs. Bria will attempt to reregister as follows:</p> <ul style="list-style-type: none"> • Wait 20 secs. • Attempt to connect. • If fail, wait 40 secs. • Attempt to connect. • If fail, wait 80 secs. • Attempt to connect. • If fail, wait 120 secs (the maximum) • Attempt to connect. • If fail, wait 120 secs, and so on. <p>The factory setting is 1800.</p>
Send SIP keep-alives	Typically on, to instruct Bria to send SIP keep-alive messages in order to maintain a "pinhole" through your firewall for SIP messaging.
Use rport	Typically on.

Table 9: Account Properties – Advanced

Field	Description
Enable session timers	<p>A session timer is a mechanism to detect whether a call session is still active from the signaling point of view. When the timer expires, a refresh is sent from one party to the other. The timer is then reset.</p> <ul style="list-style-type: none"> • Turn on to enable session timer. Enter a value in Default session time. The factory setting is 60. <p>Turn off to disable session timer; refreshes will never be sent.</p>
Session timer preference	<p>This field specifies your preference for which party should send the refresh. The preference is not a guarantee that the refresh will be performed by the specified party. The choices are:</p> <ul style="list-style-type: none"> • None: No preference. • Local refreshes: Your computer sends. • Remote refreshes: The other party sends. • UAC refreshes: The user agent client (the party that initiated establishment of the communications) sends. <p>UAS refreshes: The user agent server (the other party) sends.</p>

A Application Hot Keys

Function	Keyboard Shortcut
Answer	Enter
Exit	Ctrl Q
Hang up	Esc
Hold	Period
Increase/Decrease Volume	Up/Down Arrows
Mute	Spacebar

B Dialing Plan

When a call attempt is made, the call input (what you type, select or drag onto the Call display) is processed to select the account to use and to modify the input if that is required to ensure that the call gets placed successfully. This ability to select an account and modify the input relies on the existence of a “dialing plan” for each account.

The input is processed as follows:

- **Cleanup:** Input is cleaned up by removing spaces, dashes, open brackets, and close brackets. Cleanup allows Bria to support calls placed using contacts from a contact list, including Microsoft® Outlook®.
- **Matching:** The input is compared to the patterns defined by the dialing plan for each enabled account. Each account has one dialing plan, and each dialing plan has one or more patterns.

When a match is found between the input and the pattern, the account that this pattern belongs to is selected and the transformation for this pattern is performed.

If no match is found, the default account is selected and no transformation is performed.

For details on matching see “How the Input Is Processed” on page 76.

- **Transformation:** The selected transformation is performed.
- Then the call is placed using the transformed input.

The Default Dial Plan

The default dial plan is:

```
#n\a\a.T;match=1;prestrip=2;
```

where #n is the account prefix (#1 for the first account in the list (proxy0), #2 for the second account (proxy1), and so on).

If the input is the account prefix and the number, then the Account for this dial plan is selected. The account prefixed is stripped from the number before the call is placed.

If all Accounts use this dial plan, then the behavior is as follows: if the input includes the account, then that account is used. In other words, you can force selection of a specific account by including the account prefix. If the input does not include #n, then the default account is used.

Do You Need to Read this Information?

You do not have to read this dial plan information if the default dial plan behavior (above) is acceptable.

If you want to be able to place calls on a specific account without including the account prefix, then you must create a dial plan for one or more accounts.

B.1 Dialing Plan Syntax

In Bria, the dialing plan establishes the expected patterns of characters for a telephone number or softphone address, and allows for modification (transformation) of input based on the match to a pattern. The dialing plan has the following syntax:

```
pattern [ |pattern] ;match=1;<transformation>=<value>; [match=2;
<transformation>=<value>;]
```

Where:

- Items in [] are optional.
- Pattern: the pattern that will be matched. One or more patterns. Each pattern is separated by a | pipe. The pipe is optional after the last pattern. Each pattern is implicitly numbered, starting from 1.
- Match; Transformation: A pair that identifies the pattern number to compare with the input, and the transformation to perform on the input when a match is obtained. The transformation is optional (meaning that if there is no transformation for a pattern, then the input that matches this pattern is not transformed). One or more pairs.
 “match=” is a literal. “n” identifies the pattern. “transformation=” is replaced by a keyword, see below.
 “value” is replaced by a value.

Spaces are allowed only in the <value> items.

Example

```
\a\a.T|xxxxxxxxxx;match=1;prestrip=2;match=2;pre=8;
```

where:

- \a\a.T is the first pattern.
- xxxxxxxxxxxx; is the second pattern.
- match=1;prestrip=2; is the first match-transformation pair.
- match=2;pre=8; is the second match-transformation pair.

Pattern

Valid Content

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.

The following table describes the most common elements. As mentioned, all regular expression elements are supported.

Element	Origin	Description
0 1 2 3 4 5 6 7 8 9	Literals	Literal digits, used as is.
# * 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.

Element	Origin	Description
\a	Regular expression rules	Wildcard for any single alphanumeric character.
[digit-digit]	Regular expression rules	A digit within the specified range.
[character-character]	Regular expression rules	A character within the specified range.
[digit1, digit2, digit3]	Regular expression rules	One of the characters in the collection.
.	Digit map rules	Repeat the last element 0 or more times. For example, xxxx. means repeat the last x 0 or more times, which means this pattern matches three or more digits (not four or more digits)! Use of this element results in a pattern with “minimum requirements”.
T	Digit map rules	<p>A timeout period will take place before automatic dialing starts.</p> <p>The T timer forces Bria to wait after a match is made. This timer should always be included in , and situations:</p> <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 makes the match as soon as you type three digits. Any dialing 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 xxxxxxx, 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>

Timers

There are two timers:

- T timer is 4 seconds.
- The long timer is 20 seconds.

These timers are used in input comparison, as described in “How the Input Is Processed” on page 76.

Transformation Keywords

Keyword	Description
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	Attach the specified postfix to the input before placing the call.
replace	Replaces the input with the specified string before placing the call.

Order of Transformations

These transformations are always performed in the following order (the order in which the transformations are entered in the dialing plan is not significant):

prestrip > poststrip > pre > post > replace

B.2 How the Input Is Processed

Comparing Input to the Dialing Plan Patterns

The input is compared to each dialing plan in turn, starting with the first listed account. The process is slightly different depending on how the call is placed:

- If the input was dragged or selected, then the entire input is compared to each dialing plan. If a complete match is found, then that account is selected and the associated transformation is performed. If no match is found, the default account is selected and no transformation is performed.
- If you are typing the input, the digits are compared one by one as they are entered. The comparison will result in one of the types of matches described in the table below.

It is possible for the same input to get matched to different dialing plans depending on whether the input is entered on the fly or dragged. It is important to keep this in mind when designing dialing plan patterns.

Results of the Comparison

Type of Match	Conditions	Result if You Press Enter or Dial	Result if You Stop Typing
Partial match	The characters typed so far follow the pattern but there are not yet enough characters for a pending or complete match.	The default account is selected. No transformation is performed.	If you stop typing for the long timer length (20 seconds), then the default account is selected. No transformation is performed on the characters typed so far.
Pending match	<ul style="list-style-type: none"> • The pattern has no . (dot) but does have the T timer. There is a perfect match. • The pattern has a . (dot) and the T timer. The minimum requirements are met. 	This pattern's account is selected and the transformation is performed.	If the T timer expires, this pattern's account is selected and the transformation is performed.
Complete match	<ul style="list-style-type: none"> • The pattern has no . (dot) and no T timer. There is a perfect match. • The pattern has a . (dot) but does not have the T timer. The minimum requirements are met. 	This pattern's account is selected and the associated transformation is performed.	This pattern's account is selected and the associated transformation is performed.
No match	The characters typed do not match the patterns for any dialing plan.	The default account is selected and no transformation is performed.	Nothing happens even after the T timer and long timer have expired.

B.3 Examples

Example 1

```
\a\a.T|xxxxxxx.T;match=2;pre="9"
```

This simple 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.

Example 2

```
3xxT|1xxxxxxxxxx|[2-9]xxxxxxxxxx|+x.T;match=2;pre="9";
match=3;pre="91";match=4;prestrip=1;pre="9011"
```

3xxT	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 to wait after detecting a three-digit number beginning with 3, in case you are actually dialing a local call starting with 3.
1xxxxxxxxxx	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]xxxxxxxxxx	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.
+x.T;	The fourth pattern is a number of any length that begins with +, to indicate an international PSTN call from North America. Delete the +, prefix with 9011 (011 is the number to access an international line from North America).
match=2;pre="9";	For the second pattern, prefix 9 to access an outside line.
match=3;pre="91";	For the third pattern, prefix 9 and 1 to access an outside line and enter the long-distance code.
match=4;prestrip=1;pre="9011"	For the fourth pattern, remove the + and prefix 9011 to access an outside line and enter the international code.

Example 3

```
#1xxxxxxxxT|#19xxxxxxx|xxxxxxxT|9xxxxxxx|;match=1;prestrip=2;pre=9;match=2;
prestrip=2;match=3;pre=9;
```

#1xxxxxxxxT	The pattern is an account prefix followed by seven digits. The timer forces Bria to wait to allow a match to the second pattern. The #1 is stripped off and 9 is prepended to access an outside line.
#19xxxxxxx	The pattern is an account prefix followed by a 9 and seven digits. The #1 is stripped off.
xxxxxxxT	The pattern is seven digits. The timer forces Bria to wait to allow matching to the fourth pattern. 9 is prepended to access an outside line.
9xxxxxxx	The pattern is a 9 and seven digits. The input is not transformed.

This example assumes that the dialing plan belongs to the first account.

The dialing plan is slightly trivial, because it does not cover all the situations that a dialing plan should be designed for (local calls, long-distance calls, international calls, and so on for the locale).

However, the example does illustrate two ideas:

- Handling of the account prefix (#1), if you are upgrading from Bria 1.1 and are accustomed to entering the account number.
Use of # to identify the account is now deprecated. The dialing plan should be capable of determining the account to use for this number. However, since users may still be in the habit of entering the account prefix, you may want to include this pattern to handle such a scenario.
- Distinguishing between a local seven-digit call in which 9 is not dialed (to access an outside line) and one in which 9 is dialed to access an outside line.

C Contact List Headings

Following is a list of all the headings that are used in the Bria contact list. This list can be useful when formatting a contact list in order to import it into Bria. For details, see “Importing Contacts” on page 29

uri	business_number	sms_address5
display-name	business_number2	ms_address2
entry_id	business_number3	sms_address3
given_name	business_number4	sms_address4
surname	business_number5	sms_address5
email_address	business_number6	sms_address6
email_address2	mobile_number	custom_fields
email_address3	mobile_number2	custom_fields2
email_address4	mobile_number3	custom_fields3
email_address5	mobile_number4	custom_fields4
email_address6	mobile_number5	pres_subscription
sip_address	mobile_number6	
sip_address2	fax_number	
sip_address3	fax_number2	
sip_address4	fax_number3	
sip_address5	fax_number4	
sip_address6	fax_number5	
home_number	fax_number6	
home_number2	groups	
home_number3	comment	
home_number4	postal_address	
home_number5	default_address	
home_number6	default_address_type	

D Location of Files

System files get copied to the installation directory specified when installing Bria. The default installation directory is:

```
C:\Program Files\CounterPath\Bria
```

Data files are saved in the Counterpath folder in the standard location for application data, as defined in Windows. This location is typically:

```
C:\Documents and Settings\\Application Data\CounterPath  
Solutions Inc\Bria\
```


E Other Ways to Run Bria

E.1 From a Hyperlink

You can attach a hyperlink to a phone number or softphone address that, when clicked, starts Bria and dials the number. Attach a hyperlink with this format:

```
<a href="sip:<address or number>">dial <address or number></a>
```

For example:

```
<a href="sip:kpereira@domain.com">dial kpereira@domain.com</a>
```

E.2 From the Command Line

You can start Bria from a DOS prompt. You may need to add Bria.exe to the PATH. Then type:

```
Bria.exe
```

To start Bria from a DOS prompt and immediately dial a number, type:

```
Bria.exe -dial=sip:<number>
```


F Glossary

AEC	Acoustic echo cancellation. Processing of the audio or video signal to reduce the echo effect that can arise with a speakerphone or that can arise if the sound from the speakerphone or headphone leaks into the microphone.
AGC	Automatic gain control. Processing of the audio or video signal to adjust the microphone volume level so that the other party does not hear the distortion that might be caused by too high a microphone input or too low volume (due to too low input level).
AVI	Audio Video Interleave. A multimedia container format. AVI files contain both audio and video data in a standard container that allows simultaneous playback.
Broadband	Broad or wide bandwidth. In data transmission, the wider the band, the more data it is possible to transmit in a given time span. A cable, DSL and ADSL connection to the network provide broadband for data transmission. A dialup or ISDN connection typically provide a narrow bandwidth for data transmission.
Codec	The format by which audio or video streams are compressed for transmission over networks.
Default account	The SIP account that will be used when placing an outgoing call, if Bria does not determine that another account should be used. Bria uses the dialing plan to determine the account to use. You can mark one account as the default account; see “Setting the Default Account” on page 55.
Dialing plan	The rules that Bria follows in order to interpret the softphone address or phone number that the user has entered and to modify the number or address, as required, to ensure that the call will be placed successfully.
DTMF	Dual-tone multi frequency. DTMF is the system that is used in interactive voice-response menu systems such as the menu system for accessing voicemail messages. The DTMF system allows the user to interact with the menu by pressing keys on a dialpad or keyboard.
IM	Instant Messaging. A technology that lets users send text message and files for near instantaneous delivery and display on each others’ computers.
IP	Internet Protocol. A data-oriented protocol used for communicating data across a network. IP is the most common protocol used on the internet.
IP address	A unique number that devices use in order to identify and communicate with each other on a computer network using the IP standard.
Media	In a VoIP phone call, the audio and video portion of the information in a call. Compare to “Signaling”.
MWI	Message Waiting Indicator. An indicator that there is a voicemail message for the owner of an account.
Narrowband	In data transmission, the wider the band, the more data it is possible to transmit in a given time span. A cable, DSL and ADSL connection to the network provide broadband for data transmission. A dialup or ISDN connection typically provide a narrow bandwidth for data transmission.
Presence	An instant messaging feature that allows users to share information about their availability, mood, location and so on.
Proxy	See SIP account.
PSTN	Public Switch Telephone Network. The traditional land-line phone network.

RFC	Request for Comment. A document that describes an aspect of an internet technology. An RFC may be a proposed, draft or full internet standard.
RTP	Real-time Transport Protocol. A protocol for delivering the media portion of a data transmission over an IP network. SRTP is another media protocol.
Signaling	In a VoIP phone call, the information in a call that deals with establishing and controlling the connection, and managing the network. The non-signaling portion of the call is the Media.
SIMPLE protocol	Session Initiation Protocol for Instant Messaging and Presence Leveraging Extensions. The instant messaging (IM) protocol followed by Bria. It encapsulate the rules for exchanging instant messages.
SIP	Session Initiation Protocol. The signaling protocol followed by Bria for handling phone calls.
SIP account	An account that provides the user the ability to make VoIP phone calls. The account encapsulates the rules and functions the user can access.
softphone address	The address used to connect to a SIP endpoint. In other words, the “phone number” used in a VoIP phone call. For example, sip:joseph@domainA.com.
SRTP	Secure Real-time Transport Protocol. A protocol for delivering the media portion of a data transmission over an IP network. SRTP is a secure protocol, which means that the media is encrypted. RTP is another media protocol.
TCP	Transmission Control Protocol. A transport protocol for delivering data over an IP network. Other transport protocols are TLS and UDP.
TLS	Transport Layer Security. A transport protocol for delivering data over an IP network. TLS is a secure transport protocol, which means that all the data being transmitted (signaling and media) is encrypted. Other transport protocols are TCP and UDP.
UDP	User Datagram Protocol. A transport protocol for delivering data over an IP network. Other transport protocols are TCP and TLS.
URI	Uniform Resource Identifier. A name or address that identifies a location on the world wide web. A softphone address is a type of URI.
URL	Uniform Resource Locator. A URI that both identifies a name or address and indicates how to locate it.
USB device	Universal Serial Bus device. A device that follows a specific communications standard. A headset may be a “USB type” of headset.
VAD	Voice Activity Detection. A technology that detects if audio is a human voice or background noise. Bria includes a feature (Preserve bandwidth on the Network pane of the Preferences window) that controls whether audio is transmitted when VAD determines that none is actually speaking.
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	Voice over Internet Protocol. A variation of IP used for sending voice data over the internet, in other words, used for making phone calls over the internet.
VoIP service provider	A business that provides a VoIP service, allowing a user to connect to the internet in order to make VoIP phone calls using Bria. The VoIP service provider sets up a SIP account for the user.
WAV	Or WAVE. A file format standard for storing audio on PCs.