



# Bria Enterprise User Guide

Windows and Mac - Version 6.5.5




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## About this document

Bria Enterprise User Guide - Windows and Mac - Version 6.5.5  
Publication date: 2022-09-21

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# Introduction to Bria Enterprise

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This user guide is intended for end users in an enterprise or subscribers of a service provider who has deployed Bria Enterprise.

## Bria Enterprise Features

### Standard enterprise telephone features

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

## Advanced features and functions

- Video calls with 1080p HD support
- IM and presence
- IM sync and call history sync
- **Corporate chat rooms**
- Text messaging (SMS)
- **Contact list containing the individual user's contacts**
- **Favorites list**
- **Directory containing names from a shared LDAP directory**
- **Windows only: Directory containing names from a shared Microsoft® Active Directory®**
- **Windows only: Access to Microsoft Outlook® contacts from within Bria Enterprise**
- **Mac only: Access to Mac address book contacts from within Bria Enterprise**
- **Windows only: Microsoft Outlook integration**
- **File transfer**
- **Screen share**
- **Support for DTMF (RFC 2833, SIP INFO or inband DTMF)**
- **Automatic detection of audio and video devices**
- Acoustic echo cancellation, automatic gain control, voice activity detection
- Audio codecs: G.711aLaw, G.711µLaw, G.722, G.729A, G.729B, GSM, Opus, SILK Narrowband, SILK Wideband, SILK Super-Wideband, Speex Narrowband, Speex Wideband, Speex Wideband
- Video codecs: H.264, VP8
- Support for these firewall traversal solutions: STUN, TURN, or ICE
- Support for the following languages in addition to English: Chinese (Simplified and Traditional), Dutch, French, German, Italian, Korean, Japanese, Polish, Portuguese (Brazil), Russian, and Spanish

# Requirements

## Service requirements

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

## System requirements

### Desktop System Requirements

Component	Requirement
Processor	Minimum: Single-core 2GHz or higher Recommended: Dual-core 2GHz or higher
Memory	Minimum: 4GB RAM Recommended: 8 GB RAM and above
Hard Disk Space	400 MB (Install/Upgrade, 200 MB operation)
Operating System	Microsoft Windows 10 (Fall Creators Update or newer required) Microsoft Windows 11 <b>Microsoft .Net 4.8</b> macOS 11 (Big Sur) macOS 12 (Monterey)
Connection	IP network connection (broadband, LAN, wireless); Constant Internet connection
Audio Device	Full duplex, 16-bit or USB headset



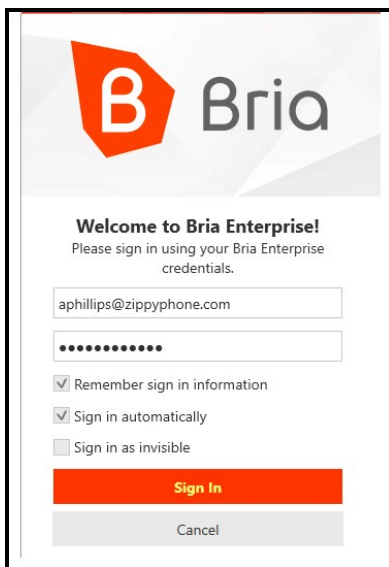
# Getting started

Bria Enterprise is deployed using a configuration server. If you are deploying Bria Enterprise with the help of a system administrator, follow the instructions given by the administrator.

## Launching Bria Enterprise

### To launch Bria Enterprise

1. Obtain the Bria Enterprise download file and follow the prompts in the install wizard.
2. Start Bria Enterprise as you would any other program. The **Bria Enterprise Login** dialog appears.
3. Enter your login credentials as provided by your system administrator and click **Sign in**.



The screenshot shows the Bria Enterprise Login dialog box. At the top left is the Bria logo, which consists of a red shield with a white letter 'B' inside, followed by the word 'Bria' in a grey sans-serif font. Below the logo, the text reads 'Welcome to Bria Enterprise!' followed by 'Please sign in using your Bria Enterprise credentials.' There are two input fields: the first contains the email address 'aphillips@zippyphone.com' and the second is a password field with ten black dots. Below the password field are three checkboxes: 'Remember sign in information' (checked), 'Sign in automatically' (checked), and 'Sign in as invisible' (unchecked). At the bottom, there are two buttons: a red 'Sign In' button and a grey 'Cancel' button.

The softphone interface opens.

On Windows, your computer must have the root certificate installed in order to access the Stretto server from the client. Normally this certificate downloads automatically. If this fails to happen, you can manually force Windows to download the certificate.

Open Internet Explorer and go to <https://ccs3.cloudprovisioning.com/status>. This will prompt Windows to download the correct root certificate. Make sure to use Internet Explorer. Using a different browser will not work.

## Giving permissions to Bria Enterprise (Mac)


When using Bria Enterprise with macOS Mojave or higher, Bria Enterprise needs some of these permissions in order to access certain functions. Bria Enterprise asks permissions for:

- Notifications: For incoming calls and messages.  
See [Configuring OS notifications](#) to set up the type of notification.
- Contacts: For displaying your contact list within Bria Enterprise.
- Microphone: For phone conversations.
- Camera: For video calls.
- Screen recording: For screen sharing. Required for macOS 10.15 Catalina.

Allow Bria Enterprise a permission if a pop-up appears.

If you have recently updated to Mojave from a previous macOS version, or you find that you do not have outgoing audio or video during calls, or you have issues integrating your Mac Address Book contacts, you may need to update the permissions in **System Preferences**.

### To give macOS permissions to Bria Enterprise

1. Click  to open the Apple menu and select **System Preferences**.
2. Click **Security & Privacy** and select the **Privacy** tab.
3. Find the **Contacts** category. Select Bria Enterprise to allow access.

4. Find the **Camera** category. Select Bria Enterprise to allow access.
5. Find the **Microphone** category. Select Bria Enterprise to allow access.
6. Find the **Screen Recording** category. Select Bria Enterprise to allow access.  
Required for macOS 10.15 Catalina.

Bria Enterprise's permissions are updated.

## Minimizing Bria Enterprise

If you click **×** **Minimize to system tray** (Windows) or the **×** red close button (Mac), Bria Enterprise does not actually exit, it is simply minimized to the system tray (Windows) or the dock (Mac) but continues running in the back ground.

### To open Bria Enterprise from the system tray (Windows)

1. Open the Windows system tray.
2. Right-click on Bria Enterprise and select **Show the Phone**.

Bria Enterprise opens the phone on the desktop.

## Exiting Bria Enterprise

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

### To exit using the menu

1. Click **Exit** of the **Softphone** menu (Windows) or click **Quit Bria Enterprise** on the menu bar (Mac).

Bria Enterprise stops running and the application closes.

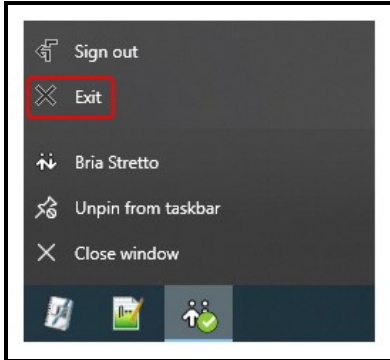
### To exit using keyboard accelerators

1. Bring Bria Enterprise into focus.
2. Type **CTRL+Q** (Windows) or **COMMAND+Q** (Mac).

Bria Enterprise stops running and the application closes.

## To exit from the taskbar (Windows)

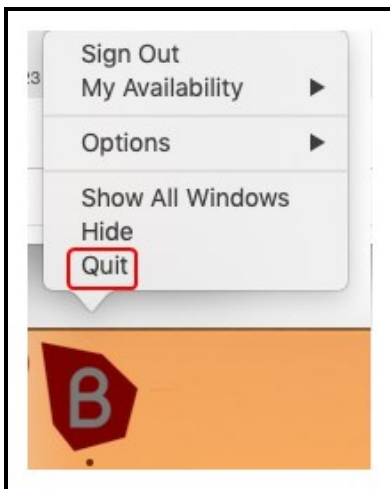
1. Right-click on Bria Enterprise in the taskbar.
2. Click **Exit**.



Bria Enterprise stops running and the application closes.

## To exit from the dock (Mac)

1. CONTROL+Click on Bria Enterprise in the dock.
2. Click **Quit**.



Bria Enterprise stops running and the application closes.

## To exit from the system tray (Window)

1. Open the Windows system tray.
2. Right-click on Bria Enterprise and select Exit.

Bria Enterprise stops running and the application closes.

# Setting up accounts

Bria Enterprise supports SIP accounts, XMPP accounts, Windows Outlook accounts, G-Suite account, and Mac Address Book accounts.

## Account type

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

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

A G-suite account can be used to provide Bria Enterprise with access to the contacts in your account.

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

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

Your system administrator sets up your SIP and XMPP accounts. All fields in **Softphone > Account Settings** (Windows) and **Bria Enterprise > Preferences > Account Settings** (Mac) are read-only.

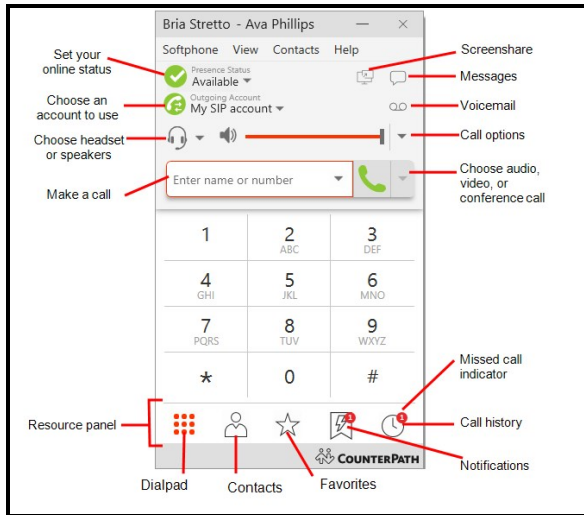
# Using the Bria Enterprise interface

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

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

## Windows

### The Windows on-screen phone



### Compact view

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



## Bria Enterprise menus

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

### Softphone menu

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

### View menu

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



### Contacts menu

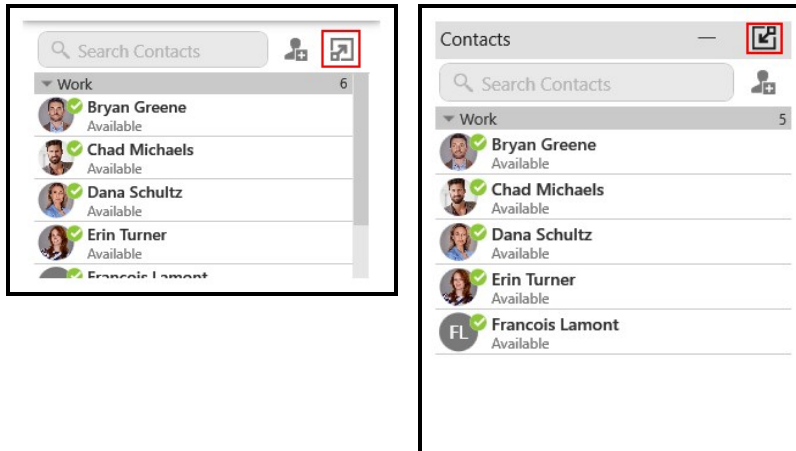
Use the [Contacts](#) menu to add contacts and groups, and to change the way your contacts are displayed in **Contacts** and **Favorites**.

### Help menu

The **Help** menu provides support for Bria Enterprise. Use the **Help** menu to [access CounterPath Technical Support](#), [access the online user guide](#), [troubleshoot problems](#), and [check for updates](#).

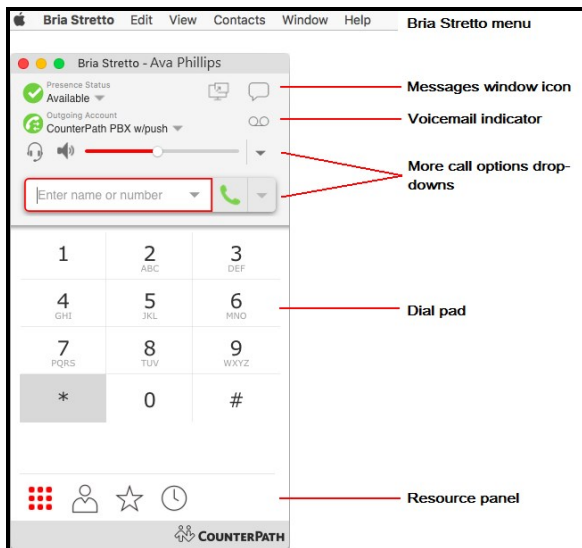
## Detaching tabs

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



## Mac

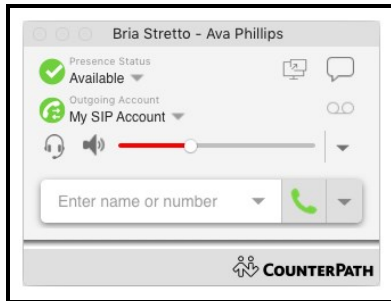
### The Mac on-screen phone





## Compact view

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



## Bria Enterprise menus

### The Bria Enterprise menu

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

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

### View menu

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

### Windows menu

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

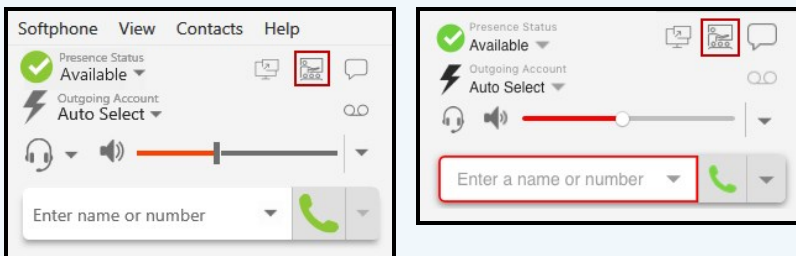
## Contacts menu

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

## Help menu

The **Help** menu provides support for Bria Enterprise. Use the **Help** menu to access **CounterPath Support Center**, access the online user guide, **troubleshoot problems**, and **check for updates**.

If you have Collaboration enabled,  **Start or schedule a conference** appears on the on-screen phone. See the [Bria Enterprise Collaboration User Guide](#) for information on using Collaboration.



## Configuring OS notifications

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

When you have configured the OS notifications, make sure that the notifications are also set up in **Preferences: Alerts and sounds panel**.


For information on the device that Bria Enterprise uses for ringing, incoming audio, and incoming video, see **Preferences: Devices panel**.

## To set up notifications on Windows 10

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

## To set up notifications on a Mac

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

1. Click the Apple  icon on the **Bria Enterprise** menu and click **System Preferences**.
2. Click **Notifications**.
3. Click **Bria Enterprise**.
4. Choose **Banners** or **Alerts** for the alert style.
5. Update any other notification settings.

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

# Managing your devices

Your subscription determines how many devices you can use Bria Enterprise at the same time.

You might be able to manage your devices using Bria Enterprise if End User Portal has been setup by your administrator.

In Bria Enterprise menu, click **View > Show User Portal**. The User Portal appears in Bria Enterprise. Click **Devices** and delete a device you are no longer using.

If you do not see **Show User Portal**, contact your administrator who can delete the old device for you.

# Checking for Bria Enterprise software updates

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

## To see if an update is available

1. Click **Check for Updates** on the **Help** menu.

The **Auto Update** (Windows) or the **Auto Upgrade** (Mac) window opens.

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

# Calls

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

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

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

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

## **Tip:** **Pausing music when making or receiving calls**

For Mac users:

The Bria Enterprise for Mac app has a preference for pausing Apple Music. It does not stop anything else such as Spotify or YouTube; you will have to pause it manually.

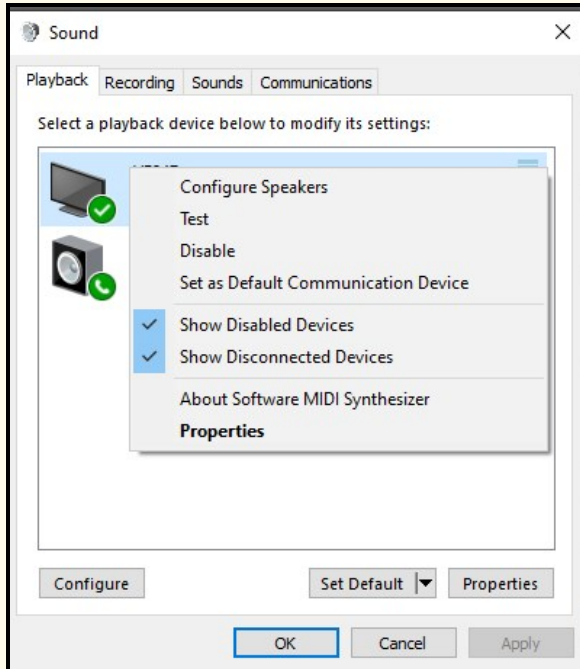
For Windows users:

Windows offers a feature called "Default Communication Device" where users can choose whether to stop music or reduce volume when Windows detects communication activities such as making and receiving calls.

**To use this feature, you need to configure both Windows and Bria Enterprise.**

1. Set your headsets to be Default Communication Device on Windows. Right-click on the Speaker icon in Windows taskbar, then click **Sounds**, and click the

**Playback** tab. Select the headsets you want to use for phone calls and right-click to show the menu and choose **Set as Default Communication Device**. Click **Apply**.



2. In Bria Enterprise app, go to **Softphone > Preferences > Devices**, then choose **Default Communication Device** as your headsets.

#### To change the behavior when Windows detects communication activities:

1. Right-click on the Speaker icon in Windows taskbar, then click **Sounds**.
2. Click the **Communications** tab and select an option for muting or reducing volume.
3. Click **Apply**.

## Placing an audio or video call

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

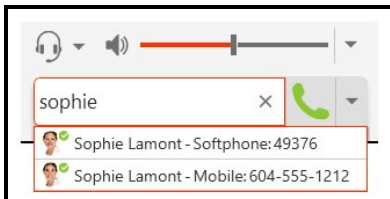
Bria Enterprise has default actions for the call button and for double-clicking a contact. Set the default actions in the [Preferences > Application: Default Actions](#).

## Using the dialer

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

### To place a call using auto-complete

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

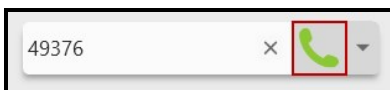


2. Press **ENTER** after typing the full name, phone number, jid, or email or use the up and down arrow keys on your keyboard to move through the list of suggestions and press **ENTER** or **TAB** to dial.

Bria Enterprise makes the call.

### To place a call using Make a call or Make a video call

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

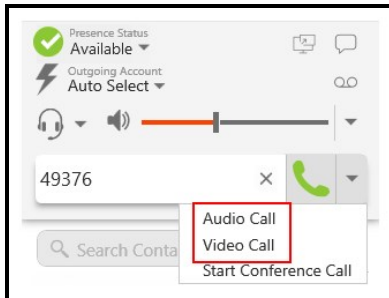


2. Do one of the following:

Bria Enterprise makes the call.



## To place a call using the More menu

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



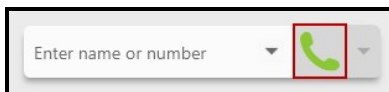
Bria Enterprise makes the call.

## Using redial

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

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

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



The last number dialed appears.

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

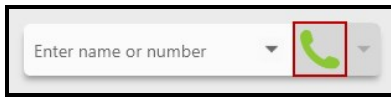


Bria Enterprise makes the call.



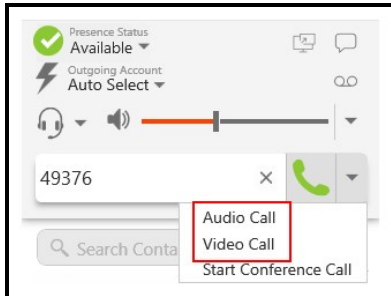
## To redial using the More menu

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



The last number dialed appears.

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

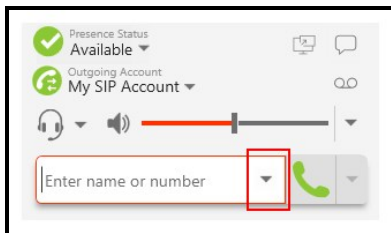


Bria Enterprise makes the call.

## To redial using the List of recent calls

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

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




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

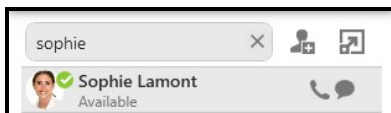
Bria Enterprise places the audio call.

## Using Contacts, Favorites, or Directory

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

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

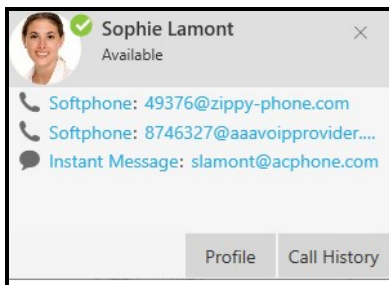
1. Type a name in **Search Contacts**, **Search Favorites**, or **Search Directory** or scroll through **Contacts**, **Favorites**, or **Directory** and find the contact you want to call. You can also use phone number, jid, or email.
2. Hover on the contact you want to call to reveal the click-to-call button and click  **Call this contact**.



Bria Enterprise makes the call.

### To place a call using the Contact Info flyout

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

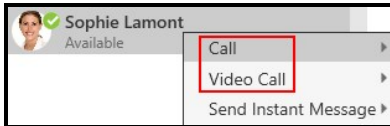


3. Click the number you want to call in the **Contact Info** flyout.

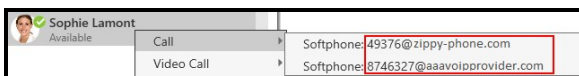
Bria Enterprise makes the call.

## To place a call using the shortcut menu

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



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



Bria Enterprise makes the call.

## To place a call using double-click

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

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

Bria Enterprise makes the call.

## Using History

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

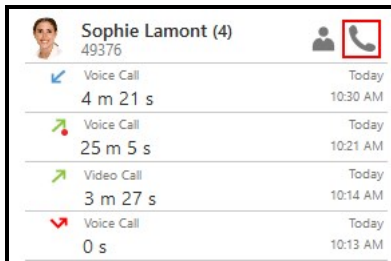
Making a call from the **Contact Info** flyout only works if the person is one of your **Contacts**. You may want to use the **Contact Info** flyout when the person you want to call is in **History** but you want to reach them at a different number than the one in **History**.

## To place a call using Make a call

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



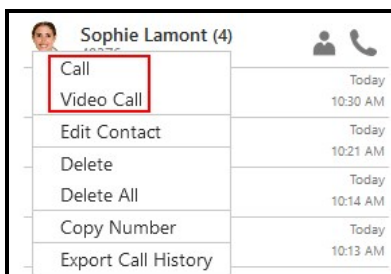
3. Click  **Make a call**.



Bria Enterprise makes the call.


## To place a call using the shortcut menu

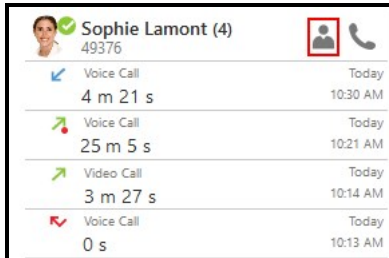
1. Type a name in the **Search History** or scroll through **History** and find a grouped entry with the contact and number you want to call.
2. Right-click (Windows) or CTRL+click (Mac) on the **History** group and click **Call** or **Video Call**.



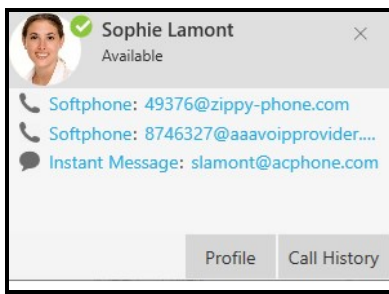
Bria Enterprise makes the call.

## To place a call using the Contact Info flyout

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



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



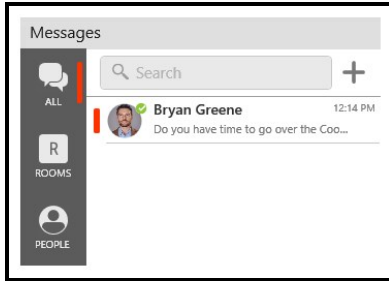
Bria Enterprise makes the call.

## Using Messages

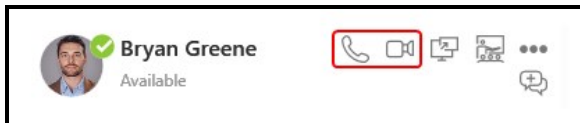
From the **Messages** windows, call the message sender or call a number in a message.

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

1. With the **All** or **People** filter applied, click on the IM in the conversation list. Type a keyword into **Search** to look for a specific message.



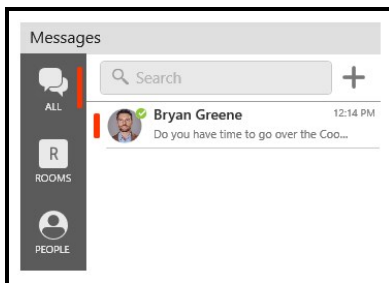
2. Click  **Make a call** or  **Make a video call** in the IM header.



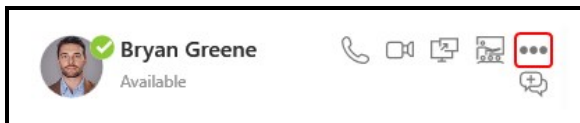
Bria Enterprise makes the call to the default number for the contact.

### To place a call using the More options menu

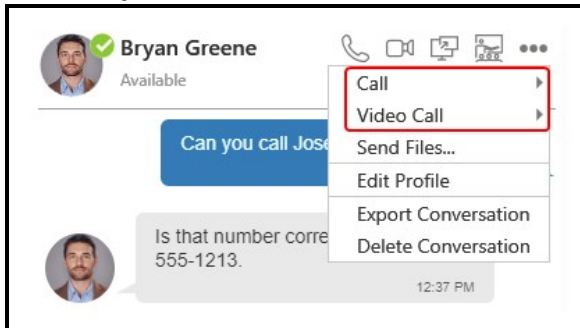
1. With the **All** or **People** filter applied, click on the IM in the conversation list. Type a keyword into **Search** to look for a specific message.



2. Click **...** **More options for this contact** (Windows) or **...** **More options for this conversation** (Mac) in the IM header.



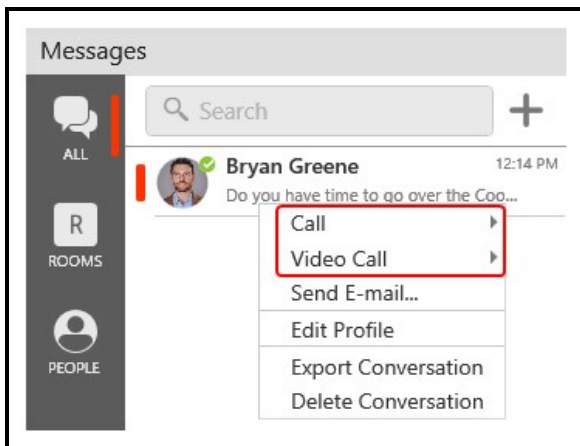
- Click **Call** or **Video Call**. If the person has more than one number, select the number you want to call.
- - 
  - 3.



Bria Enterprise makes the call.

### To place a call using the shortcut menu

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



Bria Enterprise makes the call.

## To place a call to a number sent in an message

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





Bria Enterprise makes the call.

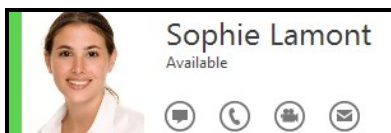
## From Microsoft Outlook

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

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

### To place a call

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



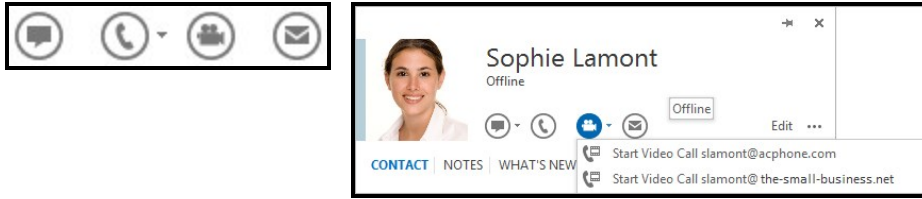
Bria Enterprise places the call or video call and opens the call panel. If you clicked **Start video call**, Bria Enterprise opens the **Video** window if the remote party answers the call with video.

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

### To place a call to a contact with multiple numbers

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





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

## Selecting the account to use

The account selection options appear only if you have two or more SIP accounts enabled and set up for phone calls.

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

### To set your Preferred account for calls

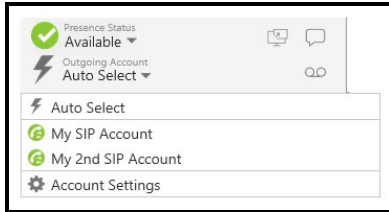
1. Click **Softphone > Account Settings** (Windows) or **Preferences > Account Settings** (Mac). The **Account Settings** window opens.
2. Select the account you want prefer to use from the **Preferred account for calls** menu.

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

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

### To select the account for an outgoing call

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



3. Place your outgoing call.

Bria uses the account you select for the outgoing call.

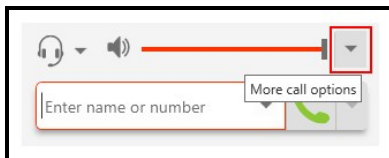
**Note:** Your system administrator may have set up a dial plan to select the correct dial out account. Contact your system administrator for details.

## Changing letters to numbers

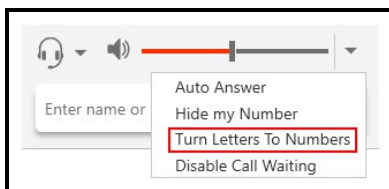
Some phone numbers are given with words to help you remember them – “1-800-numbers”. Rather than converting the letters to numbers in your head – n=6, u=8, m=6, ... to get 1-800-686-2377 – you can type letters into and Bria Enterprise will convert the letters to numbers when placing the call.

### To change letters to numbers

1. Click **More call options**.



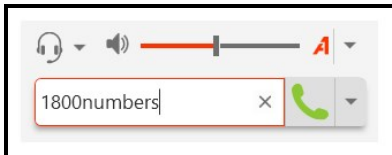
2. Select **Turn Letters to Numbers**.



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



3. Type the phone number using numbers and letters.



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

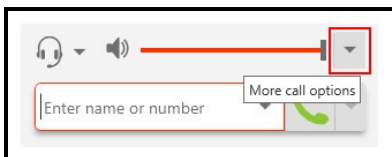
The call panel opens and the call is placed. The call panel shows the phone number all in numbers.

## Hiding your identity

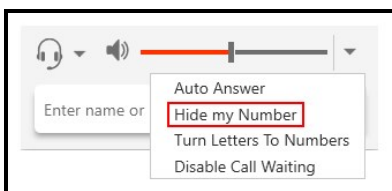
You can hide your identity on a call so that the remote party will not see your name or number on their phone.

### To hide your number

1. Click **More call options**.



2. Select **Hide my Number**.



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

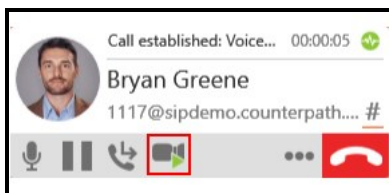


## Changing video options

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


## To add video to an audio call

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




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

## To stop and resume video

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




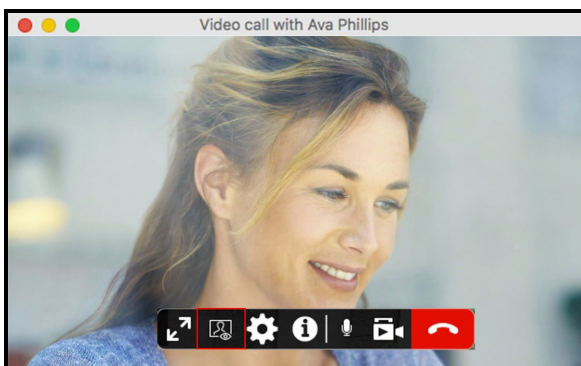
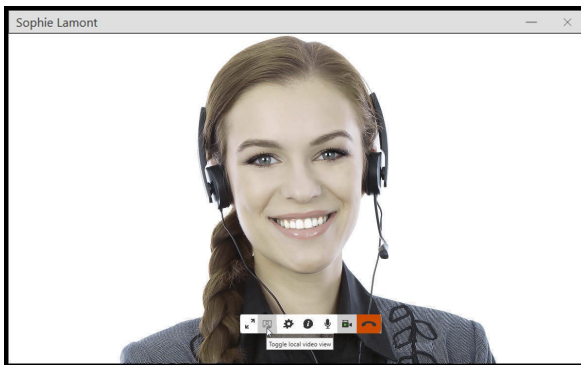
2. Click  **Start Video** at the bottom of the call panel or on the video window toolbar or the open the video window to resume sending your video.

Bria Enterprise starts or stops sending your video.

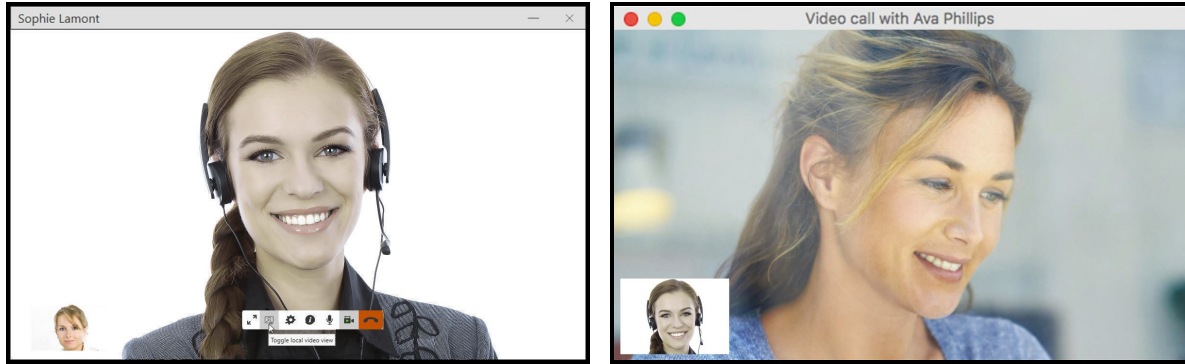
## To show and hide the video preview

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


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



Bria Enterprise toggles the local video view on and off.



## To expand and exit full screen video

1. Click on the video window if it is not in focus and hover over the video window.
2. To view in full screen click the  **Full screen** or press **F11** (Windows only).




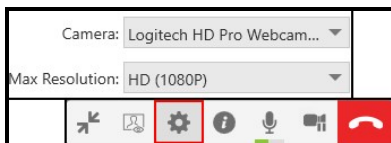
3. To close full screen view click  **Exit full screen** or press **ESC** (Mac only).



The video window screen changes size.

## To change video settings

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



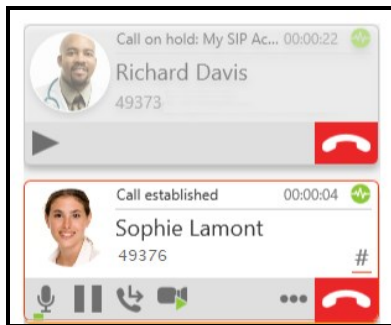
Bria Enterprise changes the video settings.

# Placing simultaneous calls

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

## To place a second call

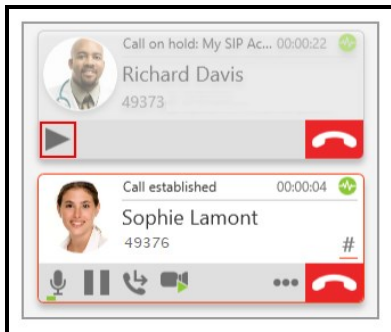
To place a second call, use any of the methods for [placing an audio or video call](#) when you have a call established. Bria Enterprise automatically puts the first call on hold and dials the second call.



Bria Enterprise displays a call panel for each call.

## To swap between calls

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



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

# Dealing with an auto attendant (Pause dialing)

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

## Using DTMF when you dial a call

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

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

### DTMF dialing rules

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

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

### Examples

#### Example: Example 1

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

```
6045551212PPP44;
```

#### Example: Example 2



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

```
6045551212PPPPPP1PP3PP2;
```

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

```
6045551212XXX44;
```

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

## Using DTMF during a call

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

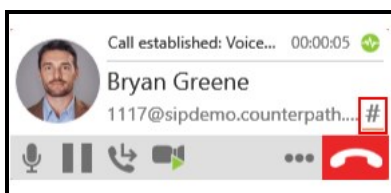
The supported characters are: 0 1 2 3 4 5 6 7 8 9 A B C D \* #

Note the alphabets are case sensitive and must be upper case.

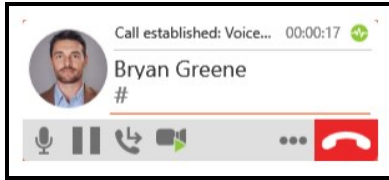
**Tip:** You can also paste DTMF instead of typing. Use right-click to reveal **Paste to DTMF**. CTRL+V is not supported.

### To use DTMF during a call

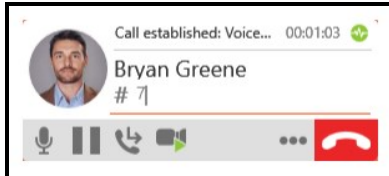
1. Click **Show/Hide DTMF**.



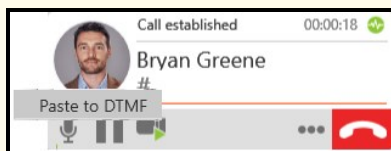
The DTMF field opens.



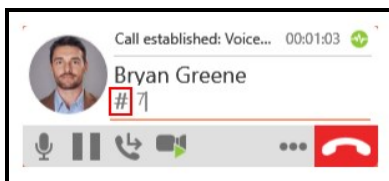
2. Type the required DTMF numbers.



**Tip:** Alternatively, copy the DTMF you want to type in, and right-click the DTMF field to reveal **Paste to DTMF**. Click **Paste to DTMF** when you are ready to send the tones.



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



Bria Enterprise plays the DTMF tones.

## Handling an incoming call

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

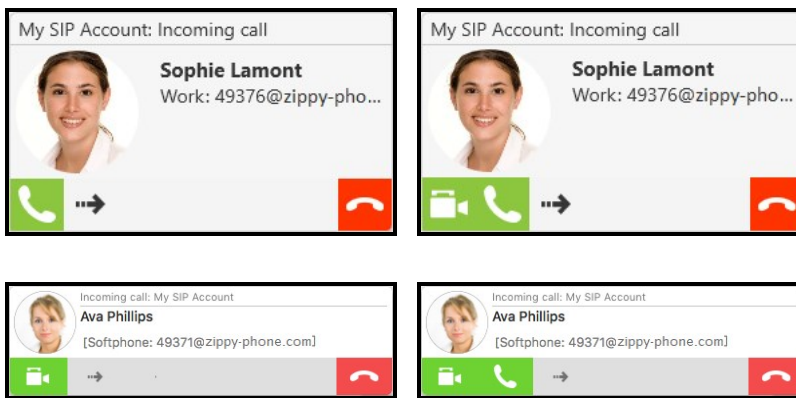
When Bria Enterprise is in the foreground, the call appears in the call panel in the Bria Enterprise interface. When Bria Enterprise is in either the foreground or the background, you may also receive a notification for the incoming call depending on your [settings](#). To receive notifications on a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

## Answering on the call panel

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


### To answer a call on the call panel

1. Click an action button.




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

### Icon and Meaning - Windows

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

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

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

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

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

## Icon and Meaning - Mac

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

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

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

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

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

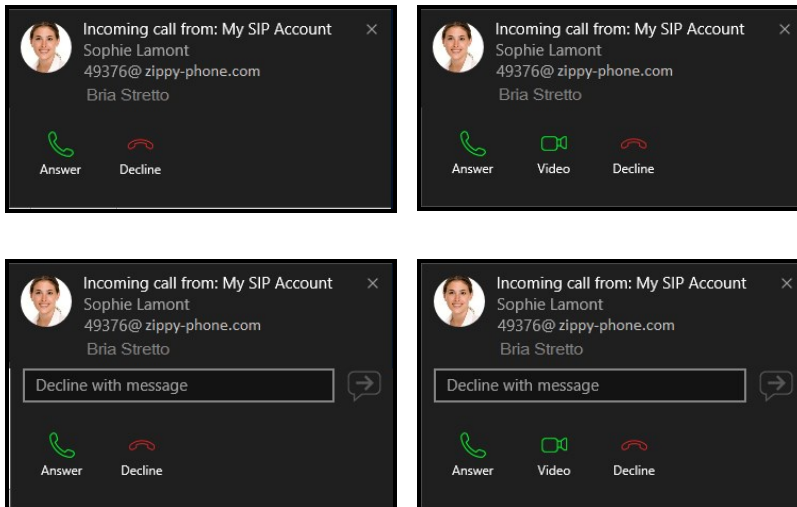
## Answering notifications

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

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

### To answer Windows 10 interactive toast notifications

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



### To answer Windows 7 style notifications

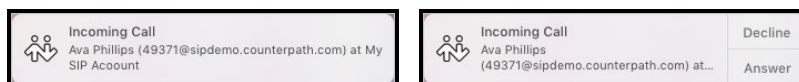
You can answer a call with the notification by clicking **Answer incoming call**, **Answer incoming call and start sending my video**, or **Refuse incoming call**.



### To answer Mac notifications

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

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



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

## Related features

Here is a list of features and preferences related to incoming calls.

- **Display name on incoming calls**

You can set Bria Enterprise to try to match your contacts and use the contact's display name for the caller ID if a match is found. If you prefer you can use the SIP call information. See [Preferences > Calls - Caller ID](#).

### To match contacts for caller ID

1. Click **Softphone > Preferences** (Windows) or **Bria Enterprise > Preferences** (Mac).
2. On the **Calls** panel, select **Match Contacts for Caller-ID**.

Bria Enterprise attempts to match incoming calls to your contacts. If Bria Enterprise finds a match, Bria Enterprise uses the **Display name** for the caller ID information.

- **Call blocking**

You can configure Bria Enterprise to block certain numbers.

- **Call forwarding**

Instead of answering, incoming calls can be forwarded to another number.

- **Auto answer**

Instead of clicking on the call panel, you can configure Bria Enterprise to automatically answer calls.

- **Call waiting**

Call waiting notifies you of a new call while you are already on another call.

## Enabling auto answer

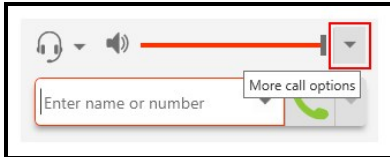
You can turn on **Auto Answer** so the call is automatically answered by Bria Enterprise after a specified period of time with no user intervention. **Auto Answer** is initially disabled.

You can enable this feature anytime, even during a call and it takes effect right away. When you enable auto answer, Bria Enterprise automatically answers a call after 3

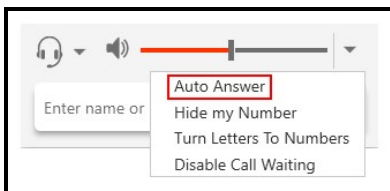
seconds with audio only. You can customize the settings under **Preferences > Calls**.configuration.

## To enable Auto Answer

1. Click **More call options**.



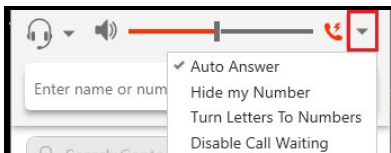
2. Select **Auto Answer**.



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



To disable auto answer, click **More call options** and click **Auto Answer**. The ☑ **Auto Answer is enabled** icon will disappear.



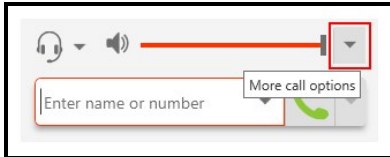
## Disabling call waiting

You can turn on **Disable Call Waiting** so active calls are not interrupted by incoming calls. You can enable this feature during a call and it will take effect right away. The calls will appear as **Missed Calls** in the **List of recent calls** (Windows) or **History** (Mac). Any

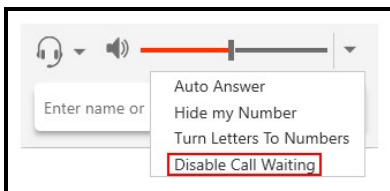
new incoming calls ring busy (to the caller) or go straight to voice mail if you have this service.

## To disable call waiting

1. Click  **More call options**.



2. Select **Disable call waiting**.



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



## Enabling call blocking

With this feature, Bria Enterprise blocks incoming calls with:

- No number,
- Anonymous Caller ID, and/or
- any number you added to the block list.

You can add up to 10 phone numbers in Bria Enterprise.

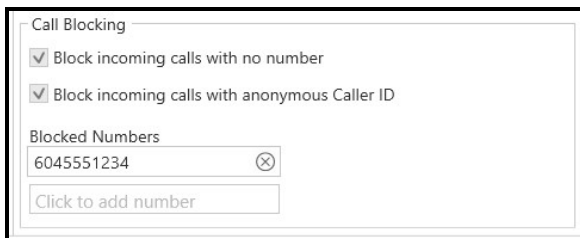
A SIP address with alphabets cannot be blocked.

Call History shows blocked calls.



## To enable call blocking

1. Click **Softphone > Preferences (Windows)** or **Bria Enterprise > Preferences (Mac)**.
2. On the **Calls** panel under **Call Blocking**, select the desired option(s).
  - Block incoming calls with no number
  - Block incoming calls with anonymous Caller ID
3. Add phone numbers to block, if desired. Type a number in the box and press **ENTER**.



The screenshot shows the 'Call Blocking' settings window. It contains two checked checkboxes: 'Block incoming calls with no number' and 'Block incoming calls with anonymous Caller ID'. Below these is a 'Blocked Numbers' section with a text input field containing '6045551234' and a 'Click to add number' button.

## To add a phone number to the block list from History

1. Scroll through **History** and find a grouped entry with the number you want to block.
2. Right-click (Windows) or **CTRL+click** (Mac) on the **History** group and click **Block number**.



Bria Enterprise blocks incoming calls from this number.

# Transferring a call

Transferring a call means you are in a call and you want to hand this call over to someone else (the target). **Forwarding a call** is something different; it means you redirect an incoming call to another number *without* answering the incoming call. Another number could be your mobile phone number, or someone else's number.

## Two types of call transfer



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

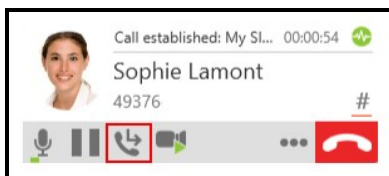
The Bria Enterprise transfer button can be set with **Transfer Now** or to **Call First** as the default. You can set the default in the **Preferences: Application panel**

## Unattended transfer

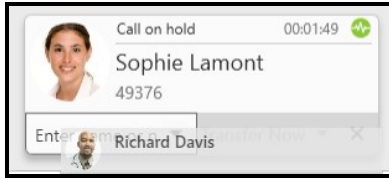
In an unattended or blind transfer, you transfer the call to the target without talking to the target first.

## To transfer a call

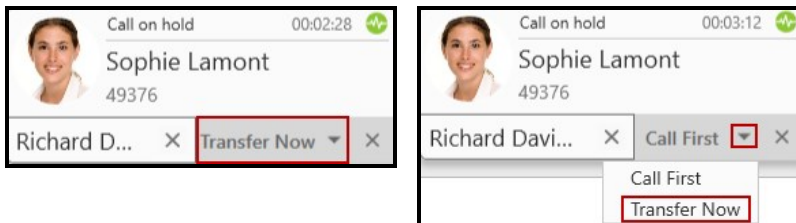
1. Click  **Transfer this call** (Windows) or  **Transfer** (Mac) at the bottom of the call panel. Bria Enterprise puts the call on hold.



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



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





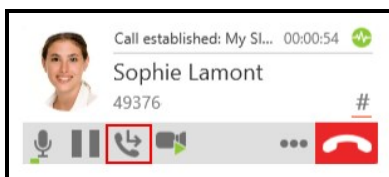
Bria Enterprise attempts to transfer the call to the target. The call may end immediately or may show **Transfer: Calling**. If you see **Transfer: Calling**, do not hang up. If the target does not answer, the call will return to you.

## Attended transfer

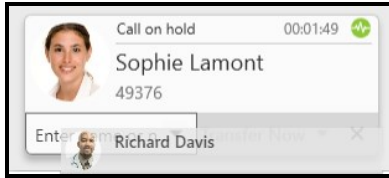
Transfer the call to the target after speaking to the target.

## To transfer a call

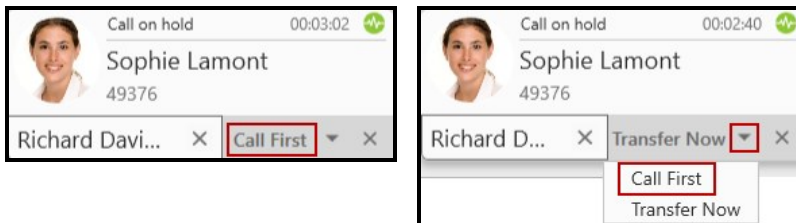
1. Click  **Transfer this call** (Windows) or  **Transfer** (Mac) at the bottom of the call panel. The call is put on hold.




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

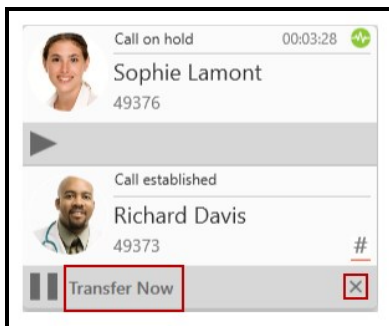


3. Click **Call First** if it is your default or click the drop-down arrow beside **Transfer Now** and click **Call First**.



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

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



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

## Forwarding a call

Forwarding a call means you redirect an incoming call to another number *without* answering the incoming call. Another number could be your mobile phone number, or someone else's number.

Call forwarding can be handled by the call server, or the Bria Enterprise softphone client. Configure just one of them, not both. You can also manually forward a call on the fly on each incoming call even when you haven't set up call forwarding.

## Server-side call forwarding

If your VoIP service provider supports call forwarding handled by their call server, follow their instructions to enable it.

## Client-side call forwarding

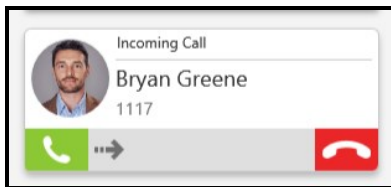
Client-side call forwarding works only when Bria Enterprise is running and only if your VoIP service provider supports redirect. See [Voicemail panel \(SIP\)](#).

## Forwarding a call manually

When you receive an incoming call on Bria Enterprise, you can forward it instead of answering it. Calls show up as missed calls in **History**.

### To forward a call on the fly

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



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

Bria Enterprise forwards your call.

## Encrypting a call

The outgoing call may be encrypted depending on your [security settings](#).

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

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

## Recording a call

You can record the audio portion of a one-to-one call or a conference call. Recordings are saved as .wav files on your computer. Your administrator sets up the location where the recordings are saved.

### Files created for conference calls

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

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

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

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

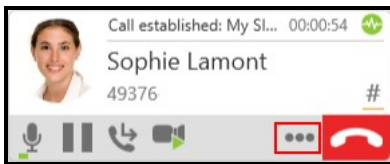
If you are recording one-to-one calls and you add them to an existing conference call, all the individual recordings stop. If the conference call was being recording before the merge, the recording of the conference call continues.

## Creating a call recording

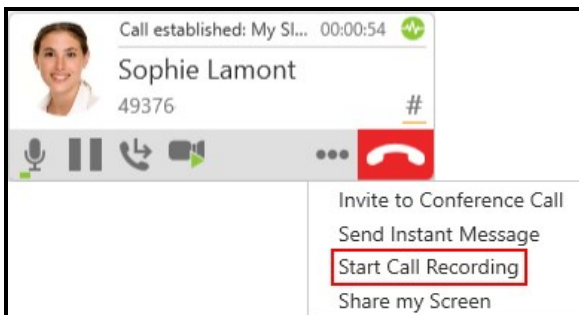
You can record the audio portion of a call in progress.

## To start a call recording

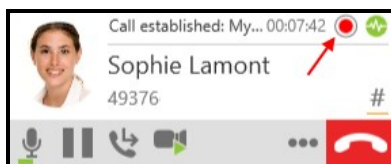
1. Click **⋮ More options for handling this call** (Windows) or **⋮ More options** (Mac).



2. Click **Start Call Recording**.



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

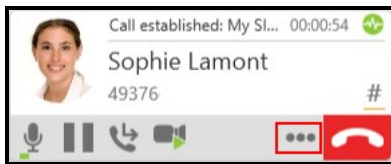


## Stopping recording a call

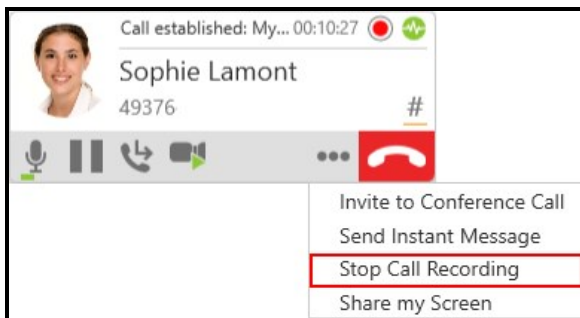
You can stop recording a call using the More menu or using the recording icon.

## To stop recording a call using the More menu

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



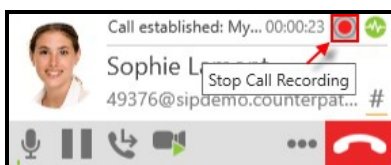
2. Click **Stop Call Recording** to end the call recording.



Bria Enterprise stops recording the call.

## Using the Stop Call Recording

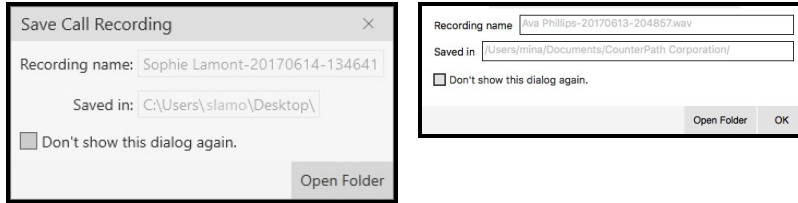
1. Click the  Stop Call Recording.



Bria Enterprise stops recording the call.

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



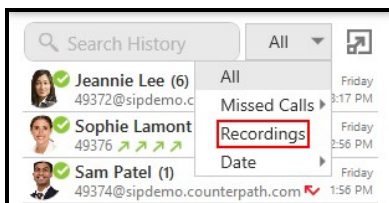


## Playing back a call recording

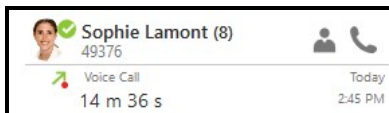
You can play a call recording back directly from Bria Enterprise using History or you can use a file explorer and your default app to play the recording.

### To play back a recording using History

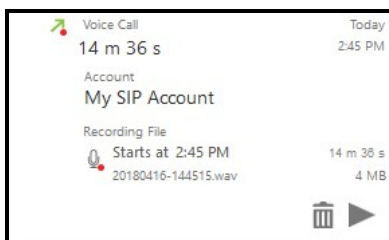
1. Go to the **History** tab on the resource panel.
2. Optional: Click on the filter and select **Recordings**.



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



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



5. Click ► **Play Recording**.

Bria Enterprise plays the recording in your default audio player.

## To play back a recording using file explorer

1. Locate the .wav file from the location it was saved in.
2. Double-click on the file. The file opens in your default audio player.
3. Use the controls in the audio player to play back the recording.

The recording is played in the default audio player.

## Ending a call

You can end a call from the call panel, from the taskbar, from the dock, or from the video window.

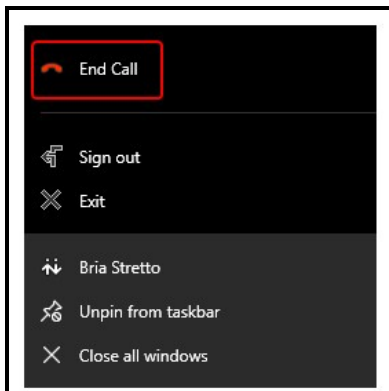
### To end a call from the call panel

1. Click  End call.

The call ends and the panel closes after a few seconds.

### To end a call from the taskbar (Windows)

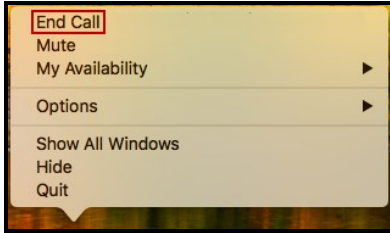
1. Right-click on the Bria Enterprise icon in the taskbar.
2. Click **End Call**.



The call ends and the panel closes after a few seconds.

## To end a call from the dock (Mac)

1. CONTROL+click on the Bria Enterprise icon in the dock.
2. Click **End Call**.



The call ends and the panel closes after a few seconds.

## To end a call from the video window

1. Click  **End call** in the video window tool bar.

The call ends and the panel closes after a few seconds.

# Conference calls

## Creating a conference call

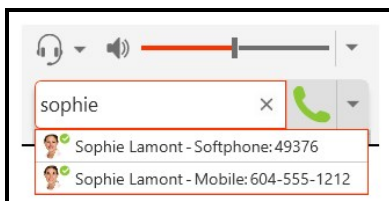
You can create a conference call or you can add participants to an existing call. Once a conference call is created, you can add additional participants.

### Creating a conference call

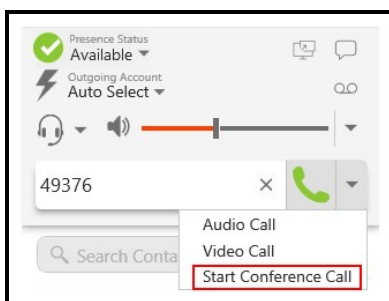
Create a conference call without an established call.

#### To create a conference call using the dialer

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

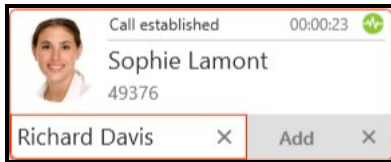


2. Click **More call options** beside **Make a call** or **Make a video call** and select **Start Conference Call**.



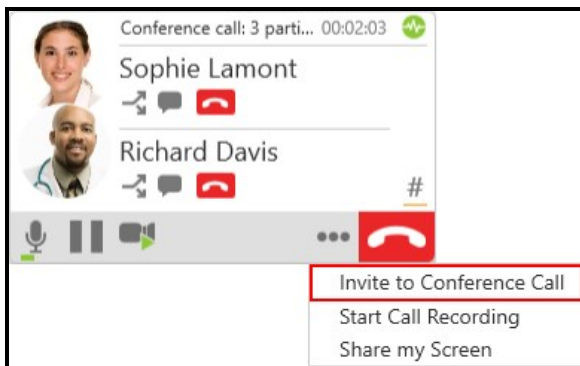
Bria Enterprise connects the first participant.

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

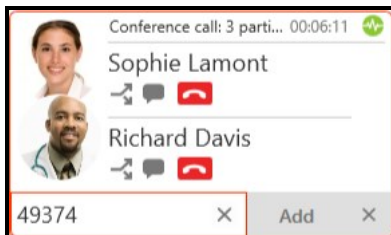


Bria Enterprise starts a three-party conference call.

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



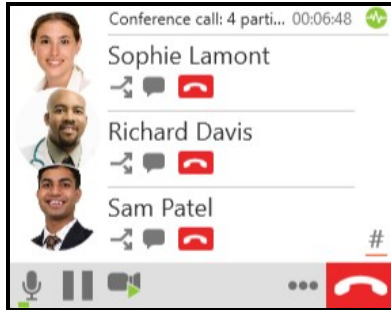
5. Enter a name or a number, use the redial drop-down list, or drag a contact into **Enter name or number** at the bottom of the call panel and click **Add**.



Bria Enterprise adds the new participant.

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

Bria Enterprise creates a conference call.



## Adding participants to an established call

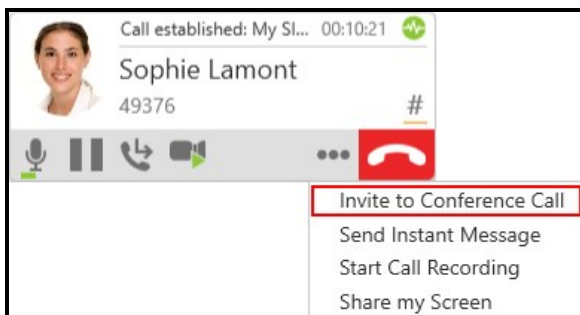
You can add participants to a one-on-one call or to an existing conference call.

### Adding participants to an active call

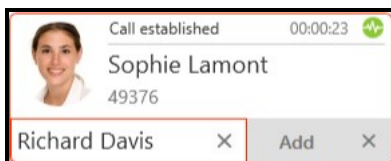
You can use the **...** More options for handling this call (Windows) or **...** More options (Mac) from an existing one-on-one call or from an existing conference call.

#### Using the More menu

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

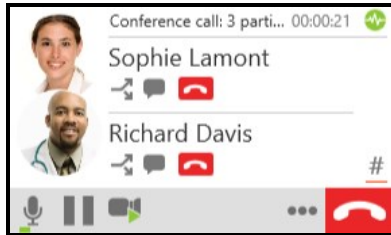


2. Type a name or a number, use the redial drop-down, or drag a contact into **Enter name or number** and click **Add**. Bria Enterprise adds the new participant.



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

Bria Enterprise creates a conference call.

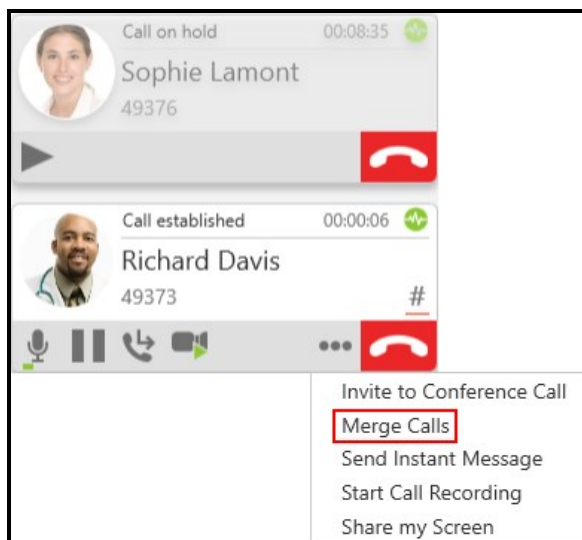


## Merging existing calls

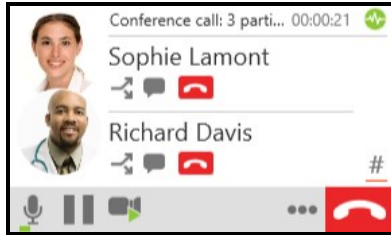
You can create a conference call by merging two or more existing calls.

### To add participants by merging calls

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



Bria Enterprise creates a conference call.

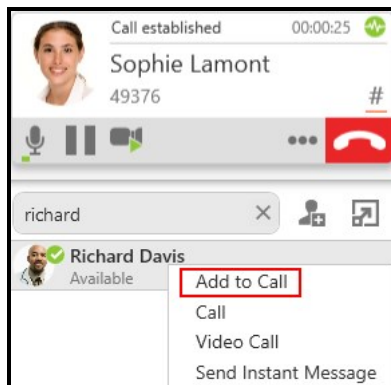


## Using the shortcut menu in Contacts or Favorites

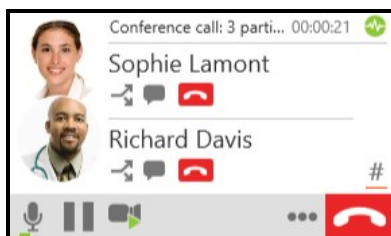
You can add participants to an established one-on-one call or to an established conference call using the shortcut menu in **Contacts** or **Favorites**.

### To add participant using the shortcut menu

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



Bria Enterprise creates a conference call.



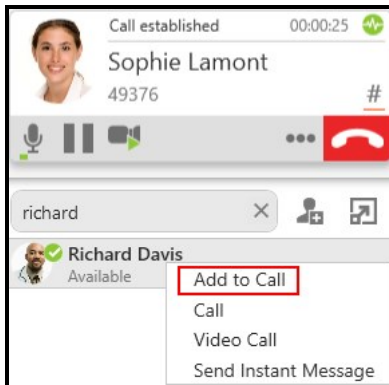


## Using the shortcut menu in History

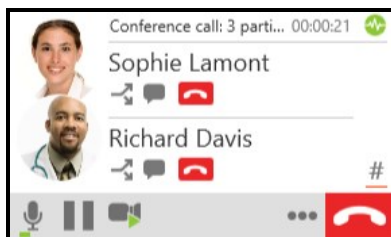
You can add participants to an established one-on-one call or to an established conference call using the shortcut menu in **History**.

### To add participants by using the shortcut menu

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



Bria Enterprise creates the conference call.

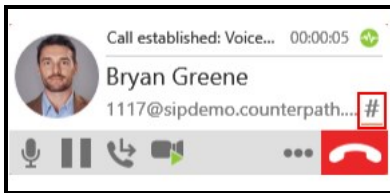


## External conference call

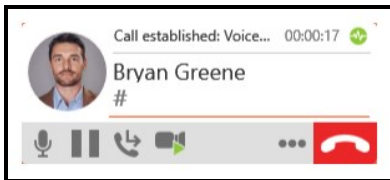
To join a conference call external to Bria Enterprise, you may need to enter DTMF digits.

## To use DTMF during a call

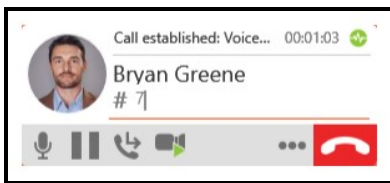
1. Click **Show/Hide DTMF**.



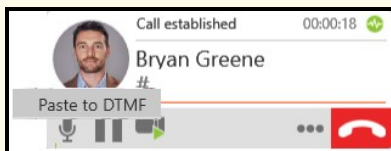
The DTMF field opens.



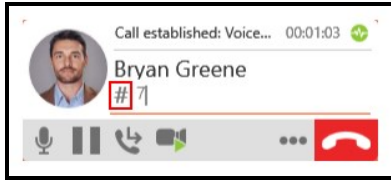
2. Type the required DTMF numbers.



**Tip:** Alternatively, copy the DTMF you want to type in, and right-click the DTMF field to reveal **Paste to DTMF**. Click **Paste to DTMF** when you are ready to send the tones.



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



Bria Enterprise plays the DTMF tones.

## Video conference calls

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

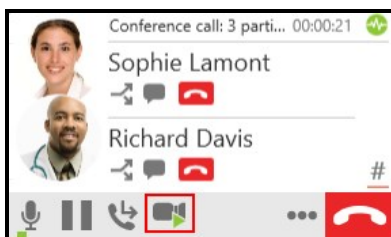
### Including video in a conference call

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

When you create a new conference call, video is not included. You (the host) must add video to the new conference call as participants do not have the ability to do so.

### To add video to a conference call

1. Click  **Start Video**.



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

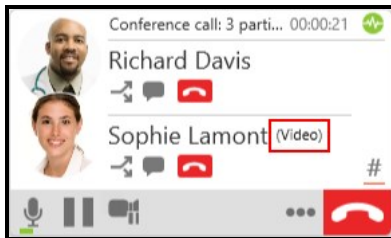
### How video is shared

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

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

## One person does not have video


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

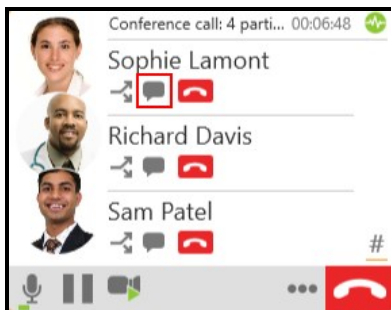


## Sending an instant message to a conference participant

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

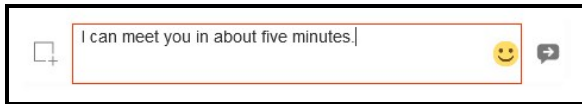
## To send a participant an instant message (IM) during the conference call

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



The **Messages** window opens.

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



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

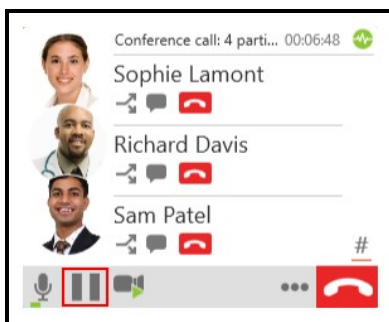
Bria Enterprise sends the IM.

## Putting a conference on hold

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

### To put a conference call on hold

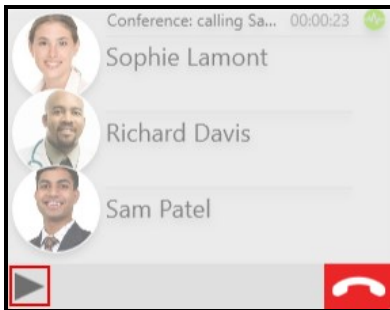
1. Click **Put conference call on hold** at the bottom of the conference call panel.



Bria Enterprise places the conference call on hold.

## To resume a conference call

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



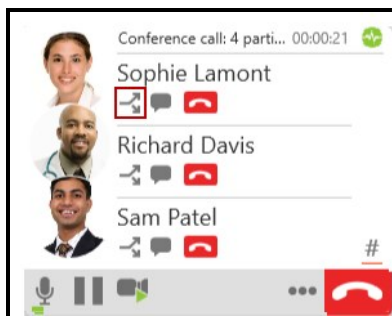
Bria Enterprise takes the conference call off of hold.

## Speaking to a participant separately

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

### To speak to one participant in a conference call

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



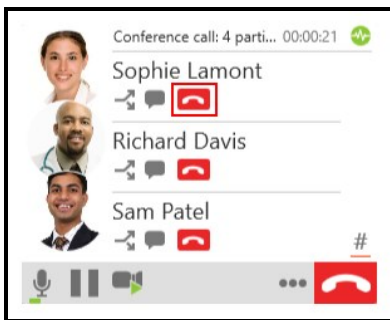
The conference is split into two calls. When you are finished speaking to the separate participant, you can merge the two calls back into the conference call or end the one-on-one call and return to the other conference call.

# Removing a participant or ending a conference call

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

## To remove a participant

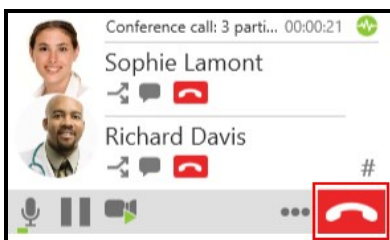
1. Tap  **End call** beside the participant you want to remove.



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

## To end a conference call

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



Bria Enterprise ends the conference.

# Accessing voicemail

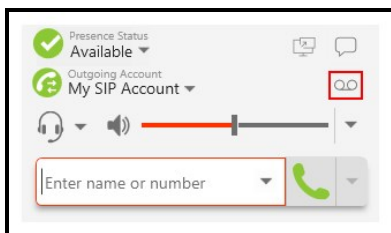
Voicemail is offered through your VoIP service provider or through your enterprise's IP PBX. It is not part of Bria Enterprise. Contact your VoIP service provider or your system administrator for information on using voicemail. If your service includes voicemail, your system administrator can set up **voicemail options** to access your provider's voicemail using Bria Enterprise.

## Listening to voice messages

When you have a new message, an icon showing the number of messages shows on **oo** **Voice messages** (Windows) or **oo** **Voice Mail** (Mac) if Bria Enterprise has been set up with the number to call to check voicemail. If it has not been set up, contact your service provider to find out how to access voicemail.

### To listen to your messages

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



Bria Enterprise plays your messages.

## Multiple SIP accounts

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

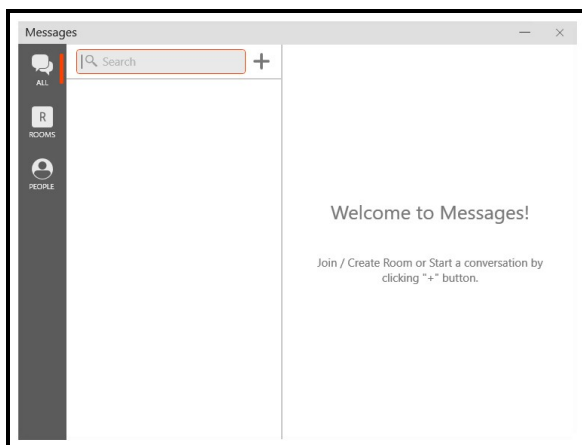


# Messaging

There are three types of messages in Bria Enterprise - instant messages (IMs), broadcast IMs, and chat rooms.

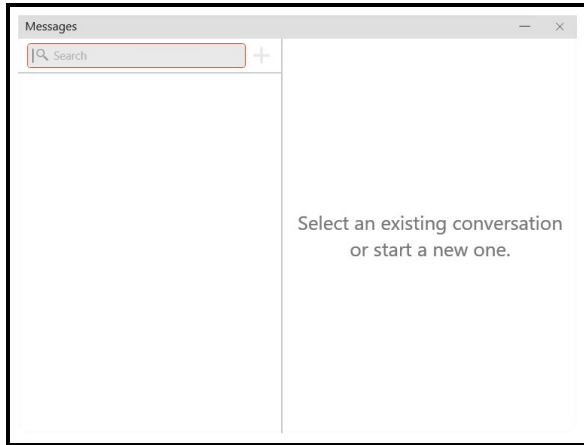
- IMs are messages that you send to an individual contact.
- Broadcast IMs are messages that you send to more than one contact at once. Each recipient can reply to the IM but only you will see these replies.
- Chat rooms have multiple members and allow you to send messages to all the members of the room. The messages each member sends are seen by everyone.

You can see chat rooms with either the **All** or the **Rooms** filter selected in the **Messages** window. You can see IMs with either the **All** or the **People** filter selected in the **Messages** window. You can see broadcast IMs with either the **All** or the **B-casts** filter selected in the **Messages** window.



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

If you do not have an XMPP account registered and enabled, there are no filters in the **Messages** window.



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

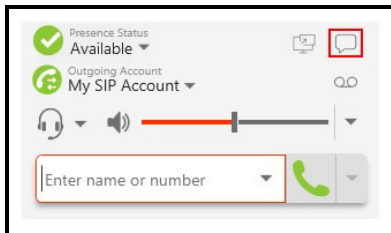
By default, **SHIFT+ENTER** (for Windows) or **CONTROL + ENTER** (for Mac) inserts a new line in a message and **ENTER** sends the message. You can modify this behavior in [Preferences > Application panel: Messages & Presence](#).

## Opening the Messages window

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

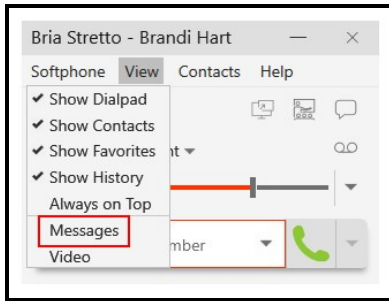
### Windows

- Click  **Show the messages window.**

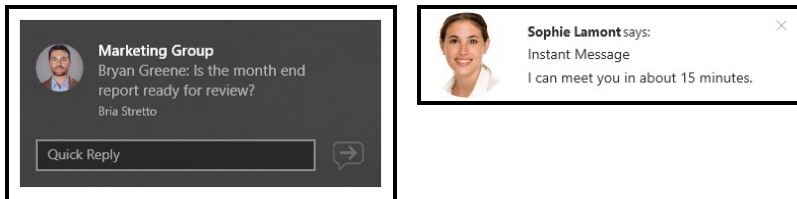


- Keyboard accelerator: **SHIFT+CTRL+M**

- Select **View > Messages**

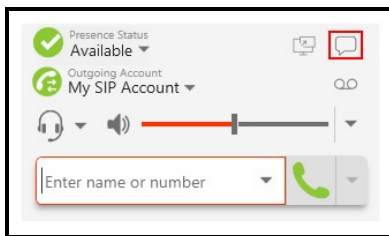


- Click on an IM notification

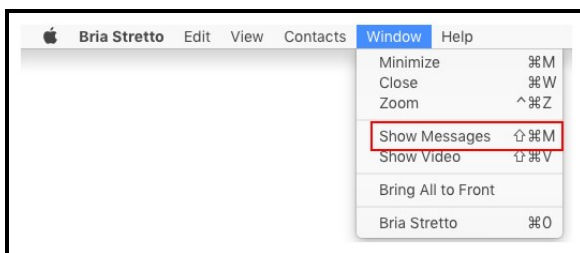


## Mac

- Click  **Show the messages window.**



- Keyboard accelerator: **SHIFT+COMMAND+M**
- Select **Window > Show Messages**



- Click on an IM notification



## Instant messages

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

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

## Sending and receiving instant messages

### Sending an instant message

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

Set the action for clicking `ENTER` while typing a message in [Preferences > Application panel: Messages & Presence](#).

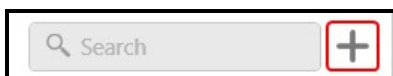
### Sending an IM from the Messages window

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

When you send an IM using **+ New Conversation**, you may see **Add a Favorite**. This only shows up if you have [added a person to Favorites](#).

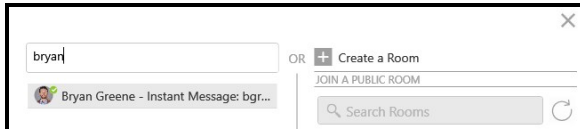
## To send an IM using New Conversation

1. Click **+ New Conversation**.

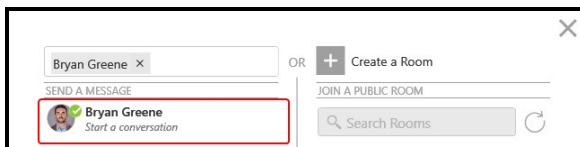


The new conversation window opens.

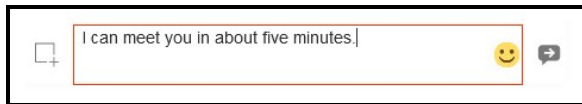
2. Type the name of a person in **Type to add people to a conversation** and select them from the list of suggestions when they appear. Type `ENTER` to select the first suggestion in the list. If you have added any contacts to **Favorites**, you can also click on the person in **Add a Favorite**.



3. Click on the person below **Send a Message**. Type `ENTER` to select the first suggestion in the list.



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



5. Click **Send Message**.

Bria Enterprise sends the IM.

## Add to an existing IM conversation

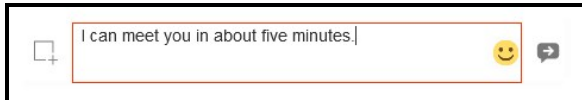
1. Do one of the following:
  - **Scroll to find the IM conversation**  
With the **All** or **People** filter selected, scroll through the conversations and click on the IM conversation.
  - **Search with the People filter**  
With the **People** filter selected, type the name of the person you want to IM in **Q Search**. All IM conversations that have the person's name in them appear - including conversations where the name was mentioned in a message. Click

on the IM conversation.

- **Search with the All filter**

With the **All** filter selected, type the name of the person you want to IM in **Search**. All IM conversations and group chats that have the person's name in them appear - including conversations where the name was mentioned in a message. Click on the IM conversation.

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

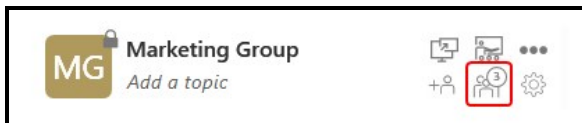


3. Click **Send Message**.

Bria Enterprise sends the IM.

### To send an IM from a chat room

1. Click on the chat room with the **All** or **Rooms** filter selected.
2. Click **Members** in the chat room header. The number indicates the number of members in the room.



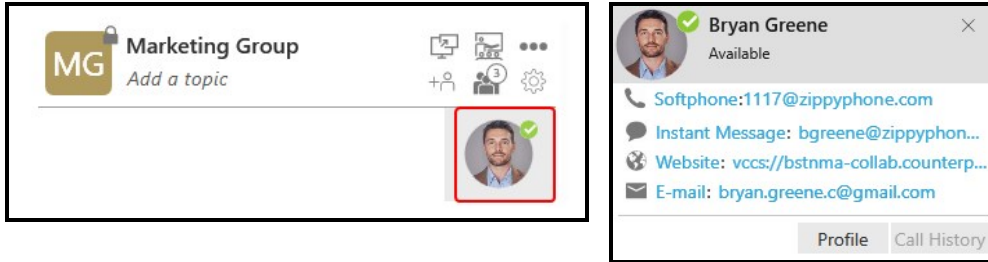
3. Do one of the following:

- **Single click**

Click on their avatar and click on **Instant Message** on the vCard.

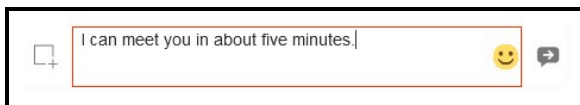
- **Double click**

Double click on their avatar.



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

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



5. Click **Send Message**.

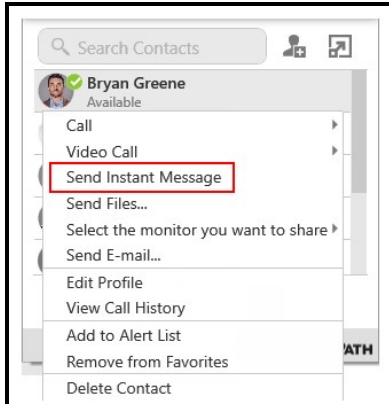
**Note:** If you do not have an XMPP account or your XMPP account is not registered, there are no filters.

### Sending an IM from the Contacts or the Favorites panel

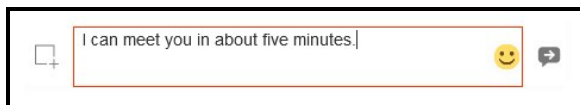
From the **Contacts** or **Favorites** panel, you can send an IM using the shortcut menu or using click-to-message.

#### To send an IM using the shortcut menu

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



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

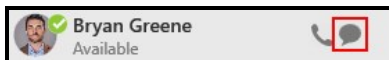


3. Click **Send Message**.

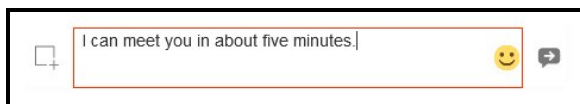
Bria Enterprise sends the IM.

### To send an IM using click-to-message

1. On the **Contacts** or **Favorites** panel, hover on the contact you want to message to reveal the click-to-message button. Click **Instant message this person**.



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



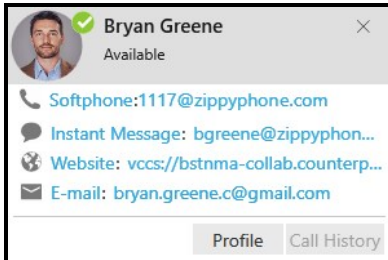
3. Click **Send Message**.

Bria Enterprise sends the IM.

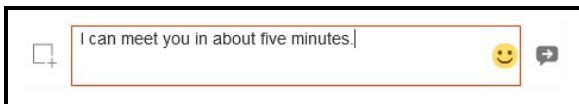


## To send an IM from the vCard

1. On the **Contacts** or **Favorites** panel, click the person you want to message. Their vCard opens.
2. Click **Instant Message**.



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



4. Click **Send Message**.

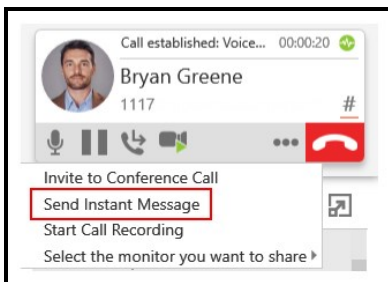
Bria Enterprise sends the IM.

### Sending an IM from an active call

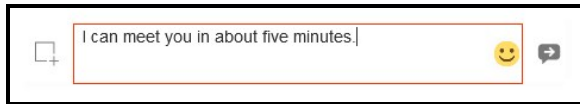
From an active call, you can send an IM using **More options for handling this call** (Windows) or **More options** (Mac).

### To send an IM from an active call

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



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



3. Click **Send Message**.

Bria Enterprise sends the IM.

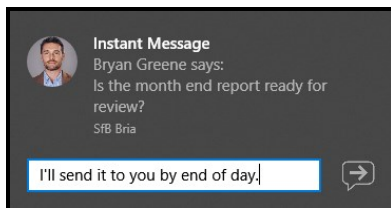
**Tip:** If **Preferences > Application panel: Messages & Presence > In messaging, pressing Enter will:** is set to **Send the message**, you can use **ENTER** instead of clicking **Send Message**.

## Receiving an instant message

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

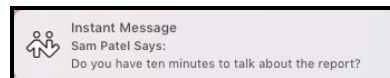
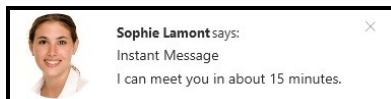
### Windows 10 interactive toast notification

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



### Windows 7 and Mac notifications

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



## Sharing files

Send and receive files with your XMPP contacts using Bria Enterprise. To use XMPP file transfer, the recipient needs to have their XMPP account enabled.

### Sending files

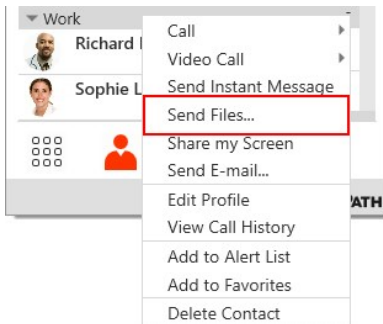
You can send a file:

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

#### To send a file using the shortcut menu

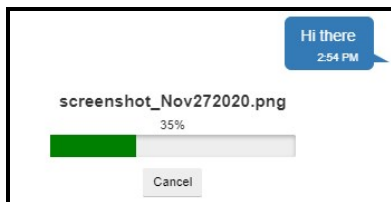
You can use the shortcut menu to send files from the **Messages** window, contacts, and favorites.

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



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

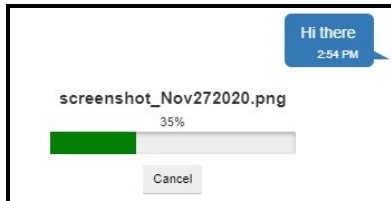
The progress bar appears in the **Messages** window along with the file name. Bria Enterprise waits for the recipient to accept the file transfer. To cancel the transfer, click **Cancel**.



## To send a file by dragging it to an IM session

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

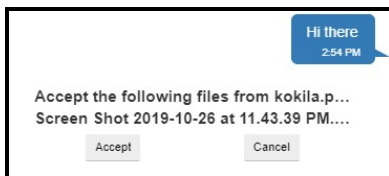
The progress bar appears in the **Messages** window along with the file name. Bria Enterprise waits for the recipient to accept the file transfer. To cancel the transfer, click **Cancel**.



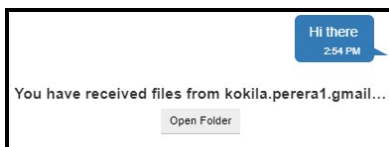
## Receiving files

If you have an XMPP account enabled, another person with an XMPP account can send you files.

1. The following message appears in the **Messages** window when the other party initiates the transfer.



2. Click **Accept** to start receiving the file. To stop the transfer, click **Cancel**.
3. When the transfer is complete, click **Open Folder**, then locate the download file to open it.



## Sending a screen capture

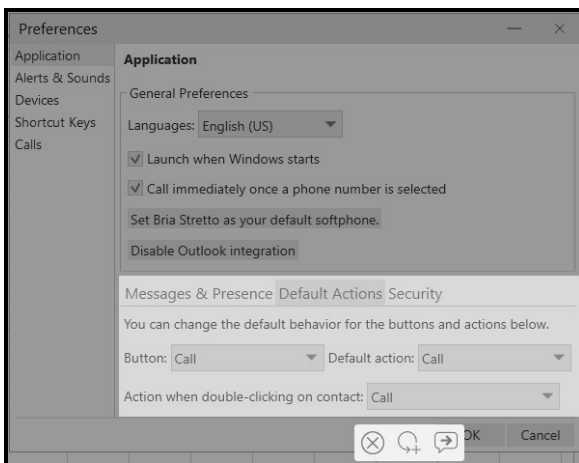
Use Bria Enterprise to send a screen capture as an IM to a single recipient using your XMPP account. The recipient must be online. The recipient receives the screen capture as a file transfer.




### To send a screen capture

1. Click  **Start Screen Capture** beside **Compose Message**.



2. Click and drag to highlight the area you want to capture. The area you select appears lighter than the surrounding area.



3. click  **Send Screen Capture over IM** when you have selected the area you want to send. If you are unhappy with the screen capture, you can click  **Cancel Screen Capture** or  **Redo Screen Capture**.



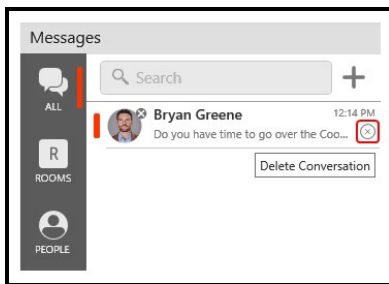
Bria Enterprise sends the screen capture to the message recipient

## Deleting instant messages

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

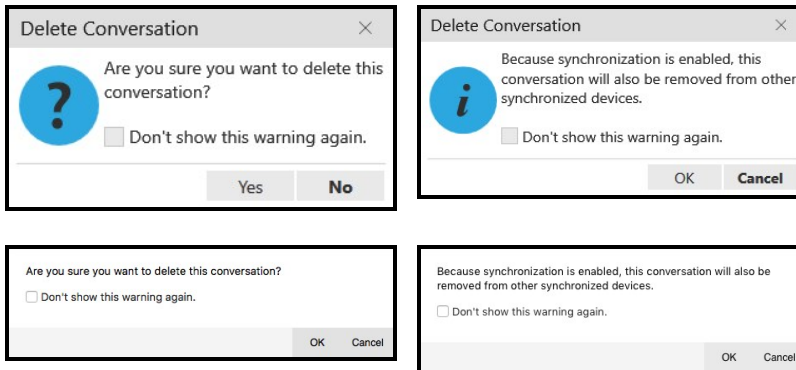
## To delete a conversation using Delete Conversation

1. Click  **Delete Conversation** on the conversation.



A **Delete Conversation** dialog opens.

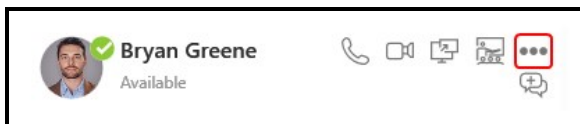
2. Click **Yes** or **OK**.



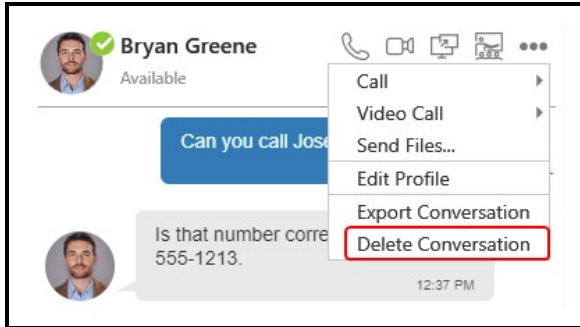
Bria Enterprise deletes the conversation. If synchronization is enabled, the conversation is removed from all of your devices.

## To delete a conversation using the More menu

1. With the **All** or **People** filter applied, click on the IM in the conversation list.
2. Click **... More options for this contact** (Windows) or **... More options for this conversation** (Mac) in the conversation header.

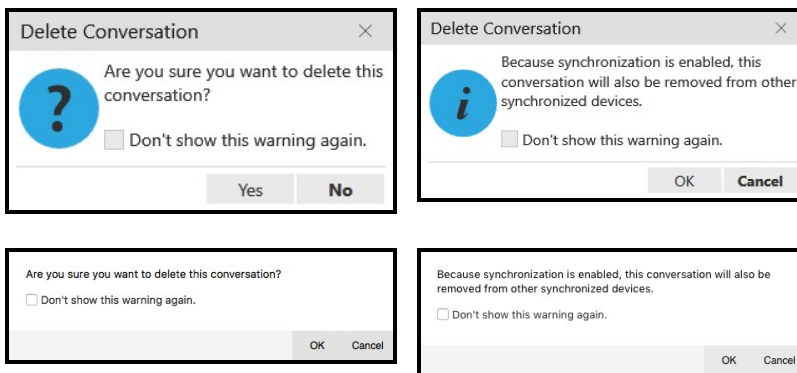


3. Click **Delete Conversation**.



A Delete Conversation dialog opens.

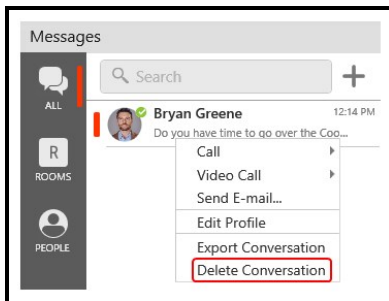
4. Click **Yes** or **OK**.



Bria Enterprise deletes the conversation. If synchronization is enabled, the conversation is removed from all of your devices.

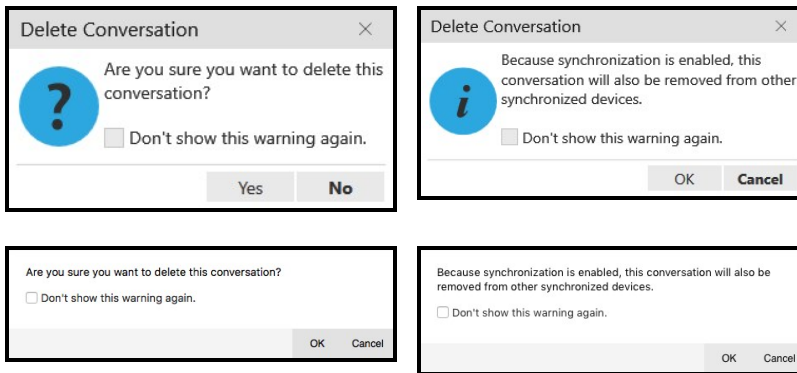
### To delete a conversation using the shortcut menu

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



A Delete Conversation dialog opens.

## 2. Click **Yes** or **OK**.



Bria Enterprise deletes the conversation. If synchronization is enabled, the conversation is removed from all of your devices.

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

## Broadcast IMs

With an XMPP account enabled, you can send a broadcast message to multiple contacts at one time. A broadcast IM is not a chat room;

- With a broadcast IM, each recipient can reply to the IM but only you will see these replies. Other recipients will not see these replies.
- With a chat room, all parties will see everyone's messages and the messages each party sends are seen by everyone.

### To send a broadcast message using **New Conversation**

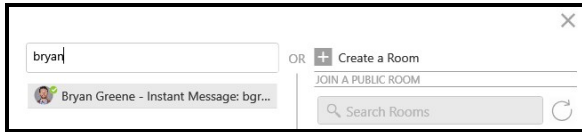
#### 1. Click **+ New Conversation**.



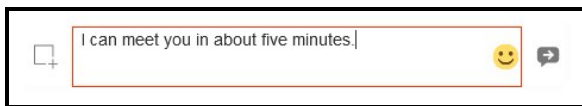
The new conversation window opens.



2. Type the name of a person in **Type to add people to a conversation** and select them from the list of suggestions when they appear. Type `ENTER` to select the first suggestion in the list. If you have added any contacts to **Favorites**, you can also click on the person in **Add a Favorite**.



3. Repeat the previous step to add more people.
4. Click **Send a Broadcast**.
5. Type your message in **Compose Message**.



6. Click **Send Message**.

Bria Enterprise sends a message to the recipients.

## Chat rooms

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

You can:

- Create chat room.
- Join a chat room.
- Set up the type of notifications you want to receive for each chat room.
- Use mentions to get the attention of a specific chat room member.
- Add and remove members.
- Delete or leave a chat room.

## Chat room server requirements

The following requirements must be met to use chat rooms:

- Your XMPP server must support:
  - Multi-User Chat as defined in XEP-0045.
  - Bookmarks as defined in XEP-0048.
  - Private XML Storage as defined in XEP-0049.
  - Entity Time as defined in XEP-0202
  - Delayed Delivery as defined in XEP-0203
- All the clients must be running version 5.5.0 or higher on Windows and Mac and version 5.5.3 or higher on iOS and Android.
- All the users must connect to the same XMPP server; in other words, their XMPP accounts must have the same domain.
- Your XMPP account must be registered and enabled.

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

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

If some clients are running versions earlier than 5.5.0 on Windows and Mac and version 5.5.3 on iOS and Android, the room members list may not accurately show who is in the chat rooms and messages may not be sent to all room members.

## Chat room properties

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

### Required chat room properties

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

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

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

## Optional chat room properties

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

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

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

## Creating a chat room

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

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

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

## Creating a private chat room

You can create a private chat room from the **Messages** window, **Contacts** or **Favorites**. When you create a private chat room, you invite people to join the room.

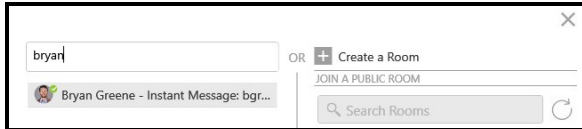
## To create a private room using the New Conversation button

1. Click **+ New Conversation**.

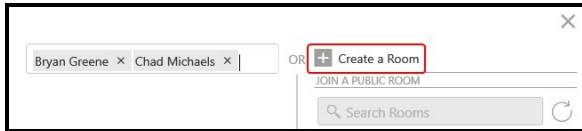


The new conversation window opens.

2. Optionally, type the name of a person you want to add to the room in **Type to add people to a conversation** and select them from the list when they appear. Repeat this for all users you want to add to the room. You can also add members later in the **Create a Room** window.



3. Click **Create a Room**.



Any contacts entered into **Type to add people to a conversation** appear in **Members**.

4. Type in a **Room Name**.
5. Optionally, add additional members to the room. Start typing the name of a contact you want to add to the room. As you type a name, Bria Enterprise shows a list of suggestions. Select the person you want to invite from the list.

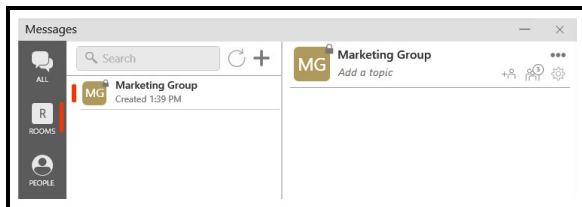


If you want to remove someone from **Members** before you create the room, click ⊗ **Remove**.



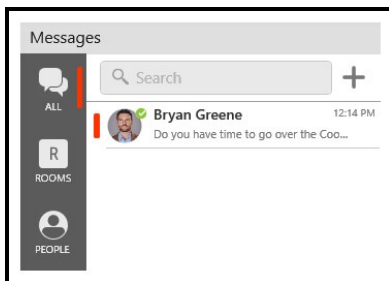
6. Repeat the previous step until all the members you want to add are shown in **Members**.
7. If desired, enter a brief **Description** of the room. This field is optional.
8. Click **Create**.

Bria Enterprise creates the room and displays the conversation. The **Members** you invited are automatically added to the room. The lock on the avatar for the room indicates this is a private room.

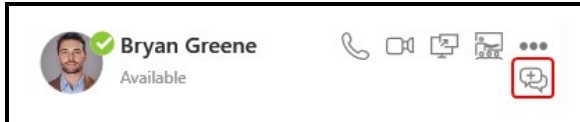


## To create a private room from an IM

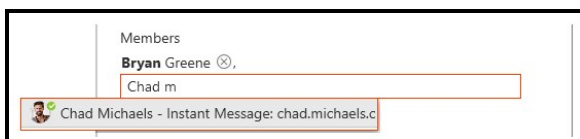
1. From **All** or **People** on the sidebar, select the IM you want to create a room from.



2. Click  **Create a Chat Room** in the IM header.



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

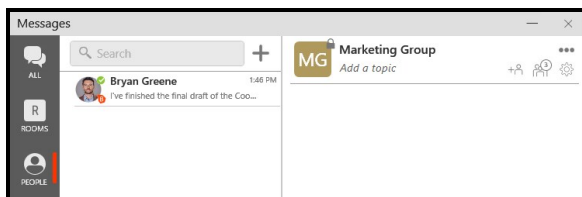


If you want to remove someone from **Members** before you create the room, click ⊗ **Remove**.



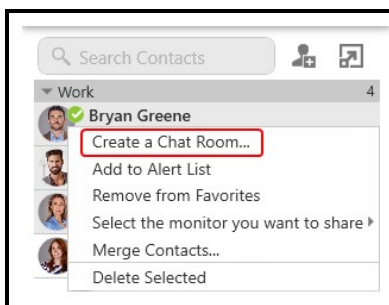
6. Repeat the previous step until all the members you want to add are shown in **Members**.
7. If desired, enter a brief **Description** of the room. This field is optional.
8. Click **Create**.

Bria Enterprise creates the room and displays the conversation. The **Members** you invited are automatically added to the room. The lock on the avatar for the room indicates this is a private room.



## To create a private room in Contacts or Favorites

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



Create a Room opens.

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

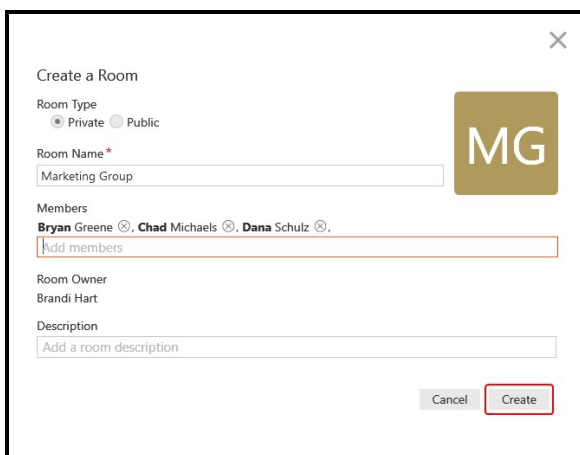
If you want to add any additional contacts, start typing the name of a participant you want to add to the room. As you type a name, Bria Enterprise shows a list of suggestions. Select the person you want to invite from the list.



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

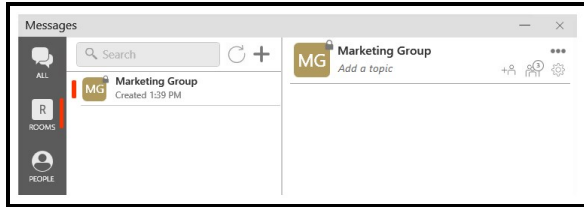


6. Repeat the previous step until all the members you want to add are shown in **Members**.
7. If desired, enter a brief **Description** of the room. This field is optional.
8. Click **Create**.



Bria Enterprise creates the room and displays the conversation. The **Members** you invited are automatically added to the room. The lock on the avatar for the room indicates this is a private room.





## Creating public chat rooms

You can create a public room from the **Messages** window, **Contacts** or **Favorites**. Once the room is created, anyone can invite members to join the room.

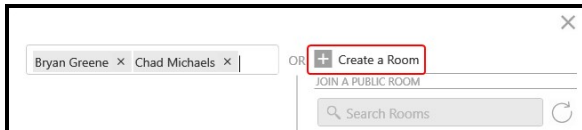
### To create a public room using the New Conversation button

1. Click **+** New Conversation.

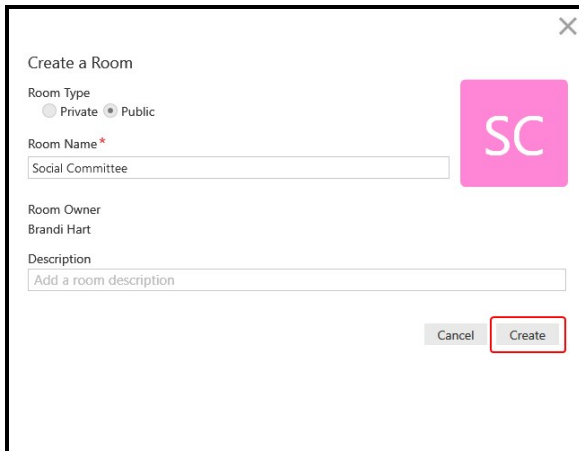


The new conversation window opens.

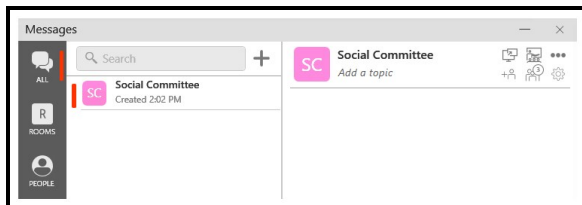
2. Click **Create a Room**.



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

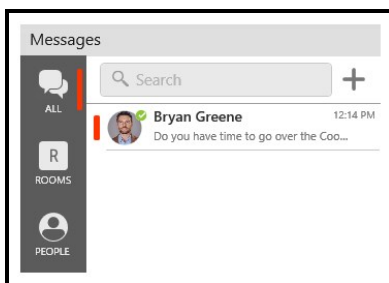


Bria Enterprise creates the room and adds it to the list of conversations. Your contacts can join the room.

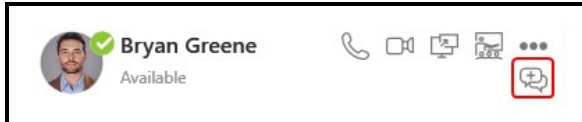


## To create a public room from an IM

1. From **All** or **People** on the sidebar, select the IM you want to create a room from.

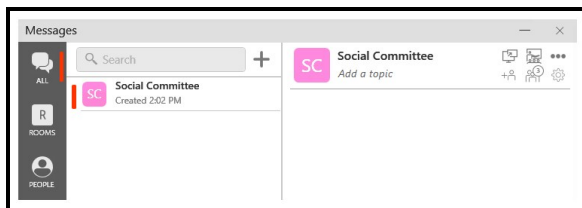


2. In the IM header, click  **Create a Chat Room**.



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

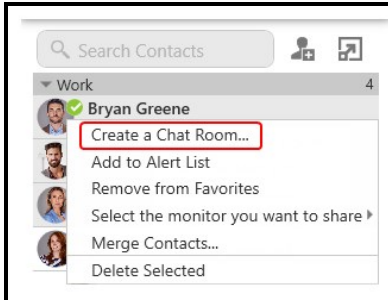
Bria Enterprise creates the room and adds it to the **Rooms** section of the **Messages** window. Your contacts can join the room.



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

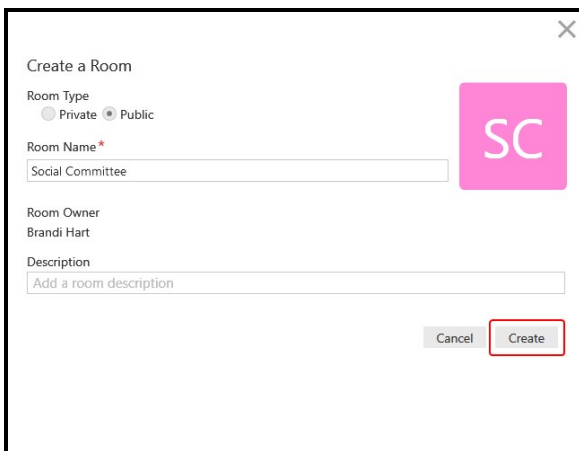
## To create a public room in Contacts or Favorites

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

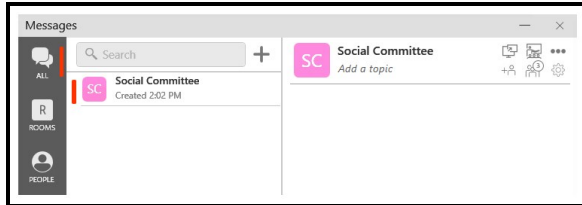


**Create a Room** opens in the **Messages** window.

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



Bria Enterprise creates the room and adds it to the **Rooms** section of the **Messages** window. Your contacts can join the room.



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

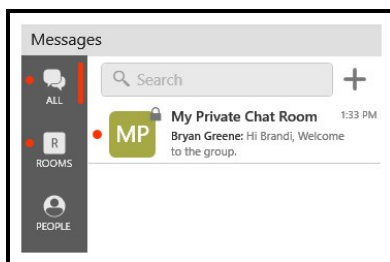
## Joining a chat room

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

When you join a chat room, all the messages from the room are available to you. You can continue to scroll through and download the message history until you see **No more messages**.

## Joining a private chat room

In order to join a private chat room, you have to be added as a member. You automatically join the room when the **Room Owner** invites you. When you select either **All** or **Rooms** on the sidebar, the private chat room appears at the top of the list of conversations. If there are any messages in the room, you also see a new message indicator.



## Joining a public chat room

You can join existing public chat rooms that were created by one of your contacts. Anyone in a public chat room can invite people to join the room. The invitation is sent as an IM to each person invited.

### To join a public chat room by searching for the room

1. Click **+** New Conversation.

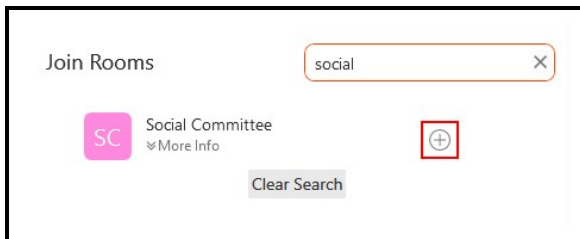


The new conversation window opens.

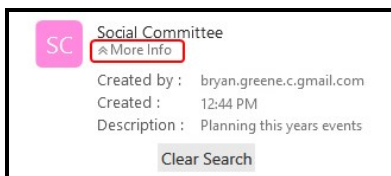
2. Click **+** **Join room** beside the public room you want to join.

If you want to join multiple rooms at the same time, click **+** **Join room** beside all the public rooms you want to join.

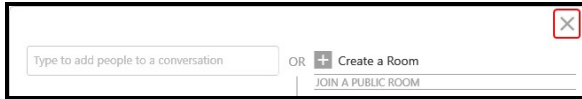
If the list of rooms is long, you can type room name and description keywords in **Search**.



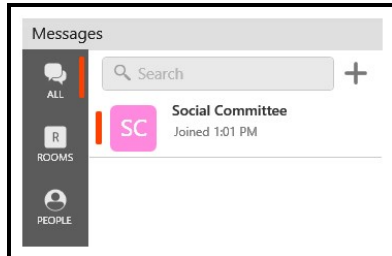
Click on **More Info** to view who created the room, when it was created, and the **Description** (if one was added).



3. Once you have added all the rooms you want to join, click **X Close**.

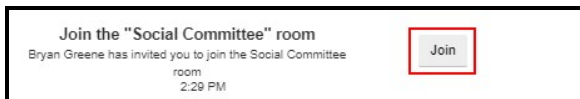


The chat room is added to the **Rooms** section of the **Messages** window.

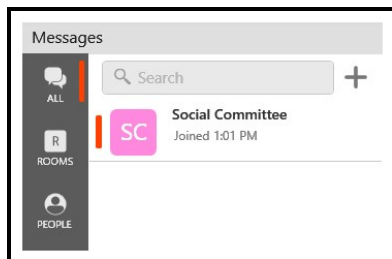


### To join a public chat room from an invitation

1. Click on the IM with the invitation for the public room.
2. Click **Join**.



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



## Editing chat rooms

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

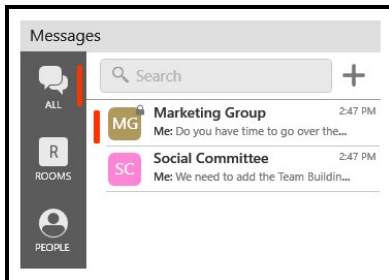
Members of the room can also change the **Topic**.

## Changing the Room Name and Description

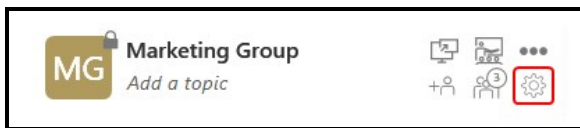
The **Room Owner** can change the **Room Name** and **Description**.

### To change the Room Name and Description

1. With the **All** or **Rooms** filter applied, click on the chat room in the list of conversations.

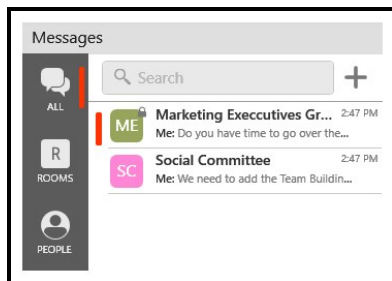


2. Click **Settings** in the chat room header.



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

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



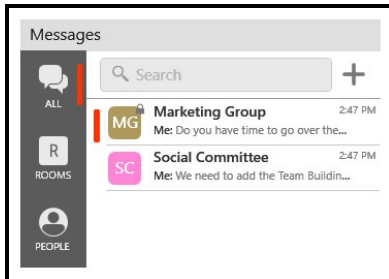
## Adding a Topic to a room

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

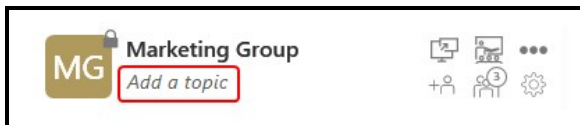


## To add a Topic to a room

1. With the **All** or **Rooms** filter applied, click on the chat room in the list of conversations.



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



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

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



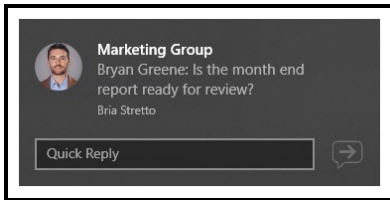
## Chat room notifications

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

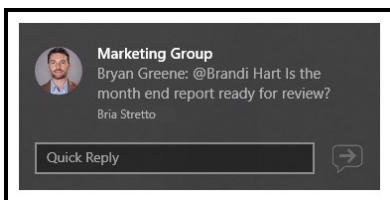
### Types of notifications

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

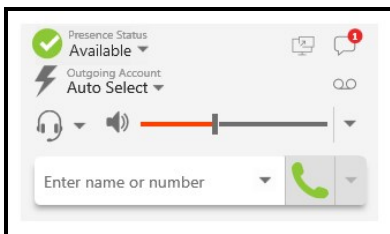
- Send a notification or open the **Messages** window when there is a new message if **Notifications** is set to **All** for the chat room.



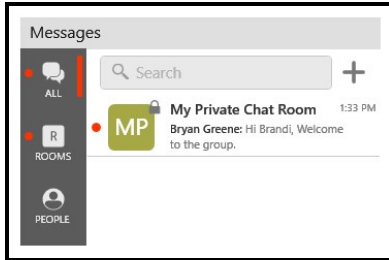
- Send a notification or opens the **Messages** window where the user has been mentioned in a message if **Notifications** is set to **All** or to **Mentions (@)** for the chat room.



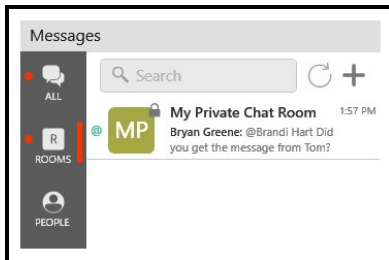
- Cause the icon to flash in the Taskbar or bounce in the Dock when there is a new message if **Notifications** is set to **All** for the chat room.
- Cause the icon to flash in the Taskbar or bounce in the Dock when the user has been mentioned in message if **Notifications** is set to **Notifications**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



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



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



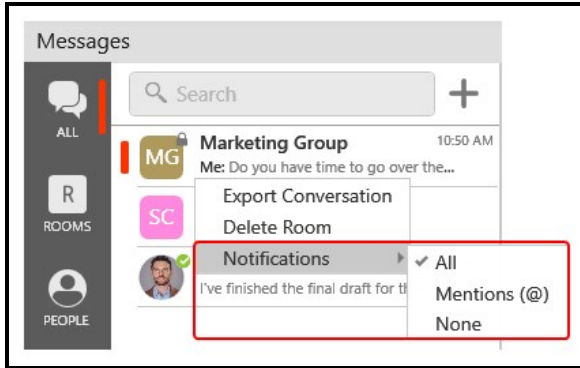
## Changing chat room notifications

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

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

### To change room notifications from the Rooms list

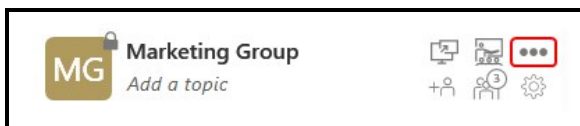
1. Right-click (Windows) or CTRL+click (Mac) on the chat room in the **Rooms** section of the **Messages** window.
2. Select **Notifications** and the type of notification that you want to receive – **All**, **Mentions (@)**, or **None**.



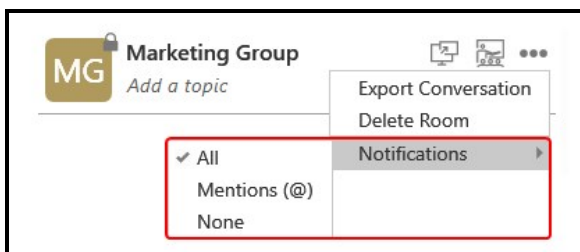
Bria Enterprise updates your notification preferences for the room.

### To change room notifications from room options

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



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



Bria Enterprise updates your notification preferences for the room.

## Sending and receiving messages

### Sending a message

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

## To send a chat room message

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

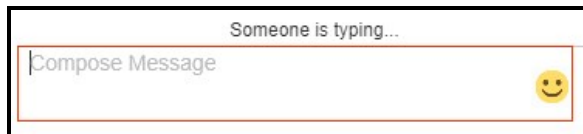


3. Click  **Send Message**.

Bria Enterprise sends the chat room message.

## Seeing someone else is typing

You will see an indication in the chat room message area when someone is typing a response.



## Receiving a message

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

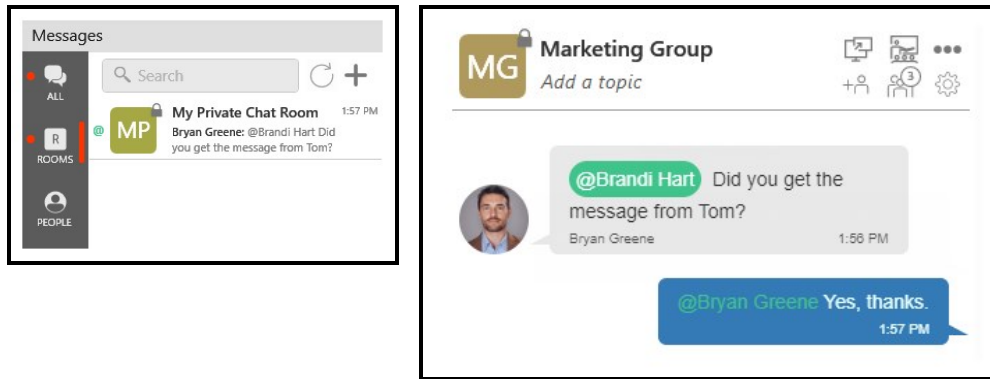
### To view a new message

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

Bria Enterprise displays the chat room messages.

## Mentions

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

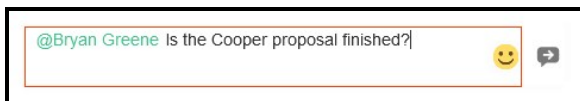


## To mention a person

1. Click on the chat room in the **Rooms** section of the **Messages** window.
2. Type @ followed by the name of the person you want to mention in **Compose Message**. As you type, Bria Enterprise offers suggestions. Click on person from the list of suggestions or use the up and down arrows to highlight a person in the suggestions list and use **TAB** to select them. If you type **TAB** without using the arrows, the first person in the list of suggestions is selected.



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



4. Click **Send Message**.

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

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


## Chat room members

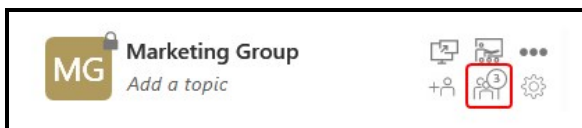
Members of a chat room can see who is in the room. Anyone in the chat room can invite new members to a public chat room. The owner of the chat room can add new members to a private room. The room owner can also re-invite members to a private chat room and remove private chat room members.

### Seeing who is in a room

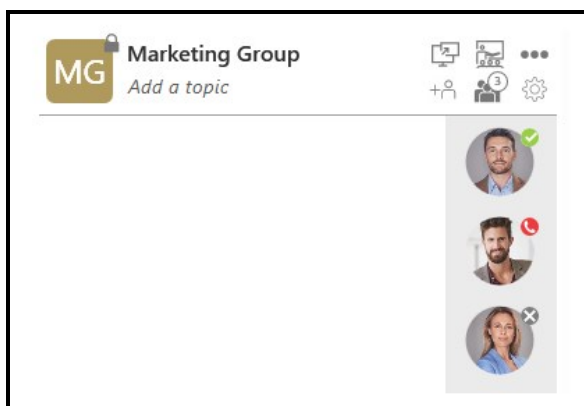
As a member of a chat room, you can see who is in the room. Private chat rooms display everyone who is a member of the chat room along with their status. Public chat rooms display the room members that are currently online.

#### To see who is in a chat room

1. With the **All** or **Chat Room** filter applied, click on the chat room in the conversation list.
2. Click  **Members** in the chat room header. The number indicates the number of members in the room.




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

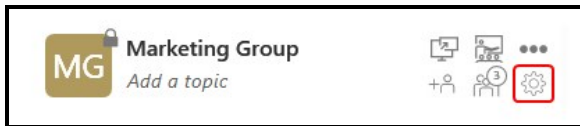


## Seeing who the room owner is

You may need to find out who the room owner is so you can ask them to invite another person to a private chat room.

### To see who the room owner is

1. With the **All** or **Chat Room** filter applied, click on the chat room in the conversation list.
2. Click  **Settings** in the chat room header.



Room Owner displays in Room Settings.


## Adding new members to a chat room

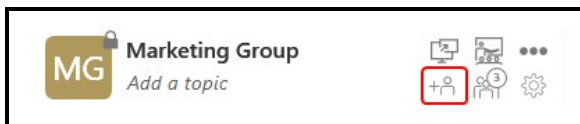
You can add members to chat rooms using the chat room header or from the chat room settings.

### Adding members from the header

Using the chat room header, you can add members to both private and public rooms. Only the room owner can add members to a private room. Both the room owner and members of the room can invite people to a public room.

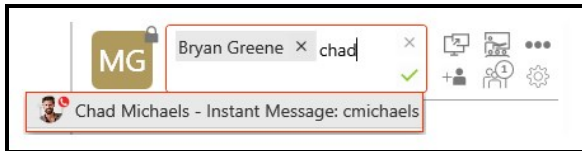
### To add new members to a chat room from the header

1. With the **All** or **Chat Room** filter applied, click on the chat room in the conversation list.
2. Click  **Add members** in the chat room header.

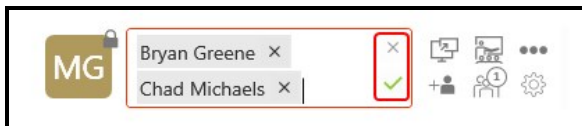




3. Start typing the name of a contact you want to add to the chat room. As you type a name, Bria Enterprise shows a list of suggestions. Select the person you want to invite from the list. Repeat for all contacts you want to add to the room.



4. Click **✓ Add members** to add the contacts. Click **✗ Cancel** if you do not want to add the contacts.



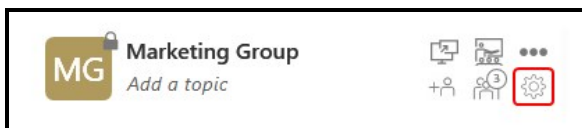
Bria Enterprise adds the contacts to the chat room.

### Adding members from Settings

The owner of a private chat room can add additional members to a room from the room settings.

## To add new members to a room from chat room Settings

1. With the **All** or **Chat Room** filter applied, click on the chat room in the conversation list.
2. Click **⚙ Settings** in the chat room header.



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




4. Click **Update**.

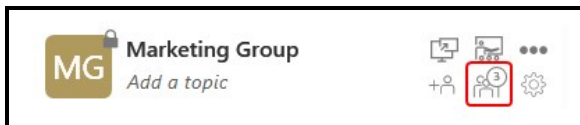
Bria Enterprise adds the contact to the chat room.

## Re-inviting a member

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

### To re-invite a member

1. With the **All** or **Chat Room** filter applied, click on the chat room in the conversation list.
2. Click  **Members** in the chat room header. The number indicates the number of members in the room.



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




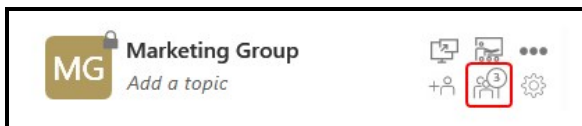
The **Member** you re-invited is automatically added to the room.

## Removing a member

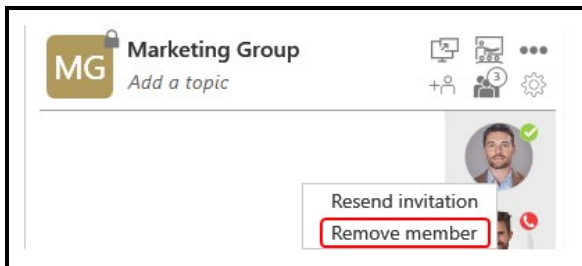
The owner of a private chat room can delete members from the room. This could occur if the owner invites someone by mistake or if a person changes teams.

### To remove a member from the Members list

1. With the **All** or **Chat Room** filter applied, click on the chat room in the conversation list.
2. Click  **Members** in the chat room header. The number indicates the number of members in the room.




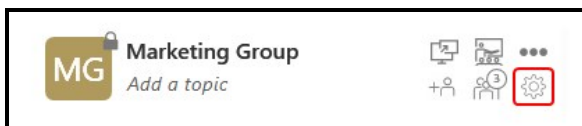
3. Right-click (Windows) or CTRL+click (Mac) on the member and click **Remove member**.



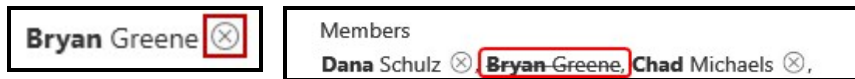
The **Member** you removed is deleted from the room. The person sees a message that they are no longer a member of the room.

### To remove a member from Settings

1. With the **All** or **Chat Room** filter applied, click on the chat room in the conversation list.
2. Click  **Settings** in the chat room header.



- Click **Remove** beside the member. The person's name appears struck through.



- Click **Update**.

The **Member** you removed is deleted from the room. The person sees a message that they are no longer a member of the room.

## Leaving or deleting a chat room

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

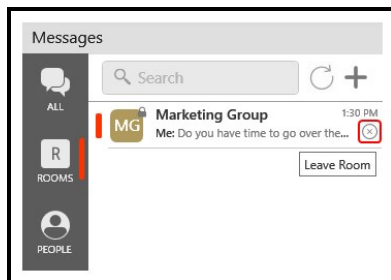
**Tip:** Before you leave or delete a room, you may want to [export the conversation](#).

### Leaving a chat room

If you are not the room owner, you can leave a chat room from the **Rooms** list or from the chat room header. If you have been removed from a private chat room by the room owner and see **You are no longer a member of this room.**, you can also leave the chat room.

#### To leave a room from the conversations list

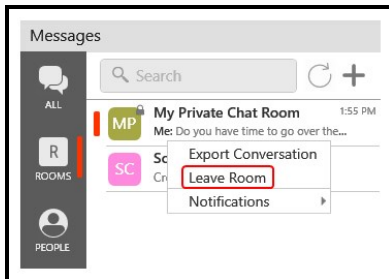
- Hover on the chat room in the **All** or **Rooms** tab.
- Click **Leave Room**.



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

## To leave a room using the chat room shortcut menu

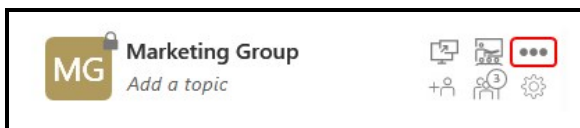
1. Right-click (Windows) or **CTRL**+click (Mac) on the chat room in the **All** or **Rooms** tab.
2. Click **Leave Room**.



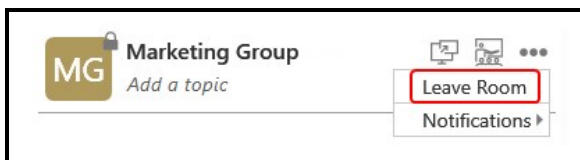
The chat room is removed from the **Rooms** list. If the chat room was private, you need to be invited again to rejoin.

## To leave a chat room using the room options

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



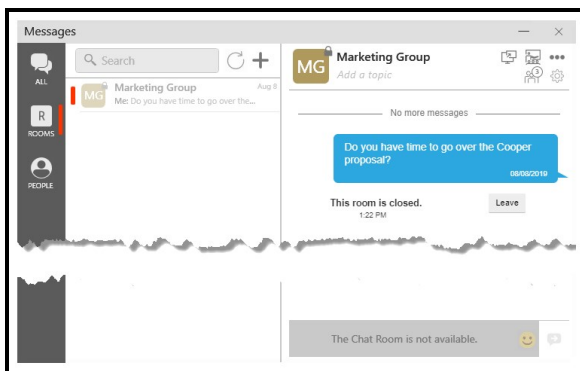
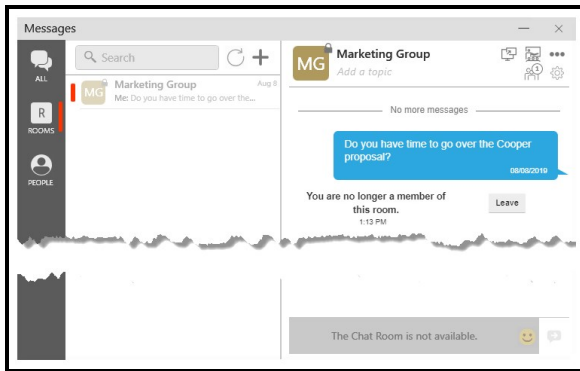
3. Click **Leave Room**.



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

## To leave a room from the messages

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



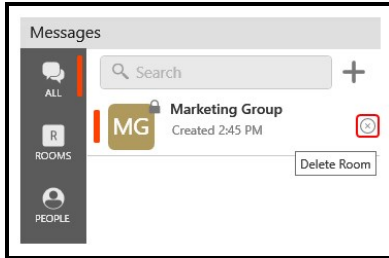
The chat room is removed from the **Rooms** list. If the chat room was private, you need to be invited again to rejoin.

## Deleting a chat room

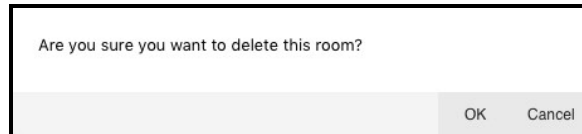
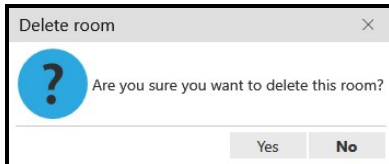
If you are a room owner, you can delete both public and private chat rooms. If you delete the room, it is no longer available for other room members.

### To delete a room from the Rooms list

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



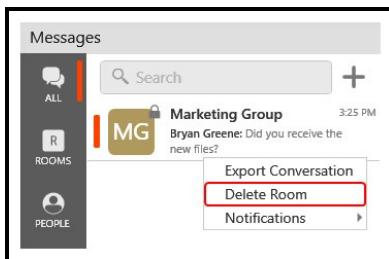
3. Click **Yes** (Windows) or **OK** (Mac).



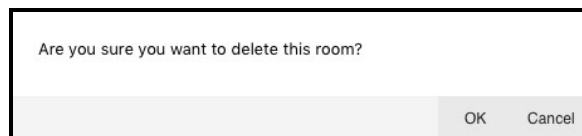
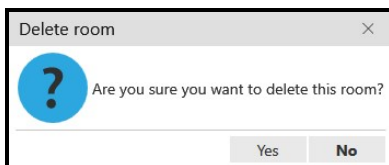
The chat room is deleted and removed from the **Rooms** list.

### To delete a room using the chat room shortcut menu

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



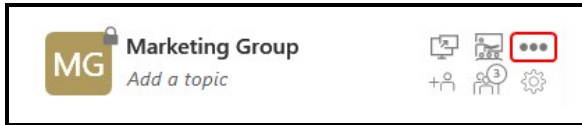
3. Click **Yes** (Windows) or **OK** (Mac).



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

## To delete a chat room using the room options

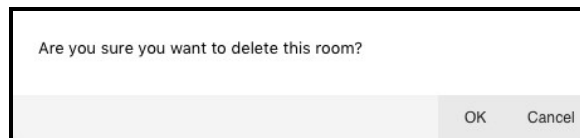
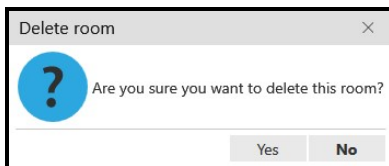
1. Click on the chat room in **Rooms**.
2. Click **...** More options for this conversation.



3. Click **Delete Room**.



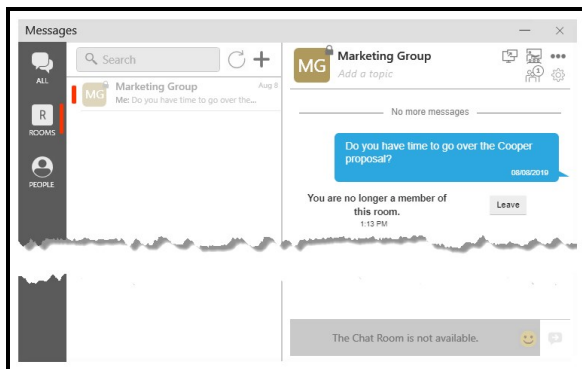
4. Click **Yes** (Windows) or **OK** (Mac).



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

## The room owner removes you from a chat room

The room owner can remove you from a private chat room. If this happens, the chat room remains in **Rooms** but is dimmed and shows a message that you are no longer a member of the room and shows **Room not available** in **Compose Message**.

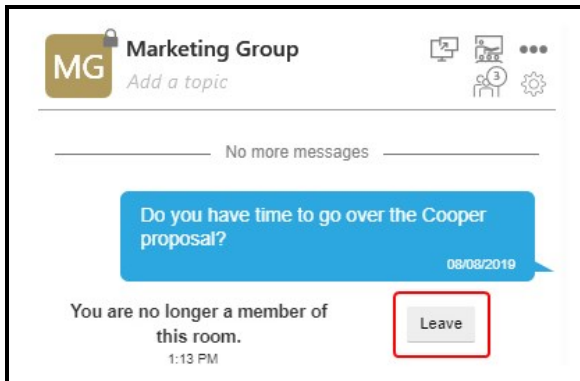




To remove the chat room from **Rooms**, leave the room using one of the methods above. In addition to the above methods, you can leave from the chat room messages panel. If you want to keep the message history, **export the conversation** before you leave the room.

### To leave a chat room you have been removed from

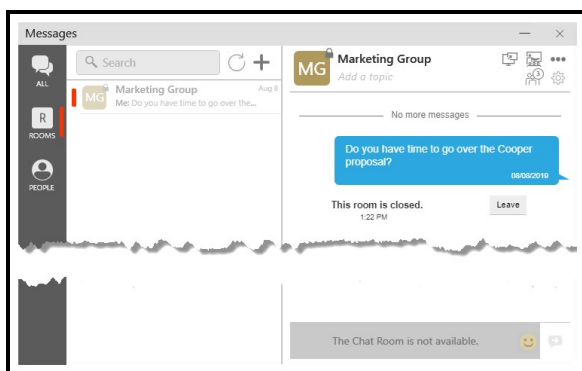
1. Click on the chat room in **Rooms**.
2. Click **Leave** in the messages.



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

### The room owner deletes a chat room

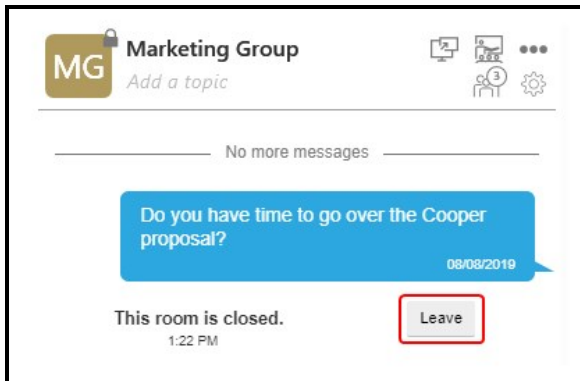
The room owner may delete a chat room that you are a member of. If this happens, the chat room remains in **Rooms** but is dimmed and shows a message that the room is closed and shows **The Chat Room is not available** in **Compose Message**.



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

### To leave a closed chat room

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



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

## Working with messages

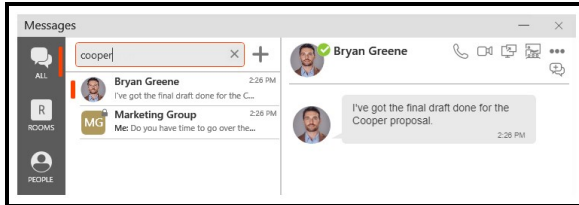
Using Bria Enterprise, you can preview hyperlinks, search, copy/paste messages and export conversations.

### Searching messages

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

#### To search in messages

1. Type the **Room Name**, contact's name or search keywords in the **Search Messages** field. Bria Enterprise filters the sessions that contain the search words.



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

2. Click the chat room or the IM that you want to view.

Bria Enterprise displays the messages in the chat room or IM that contain the name or keyword. When you have scrolled through all of the messages containing the search keywords in a chat room, you see **No more messages**.

Clear **Search Messages** to see all of the messages in the chat room or IM.

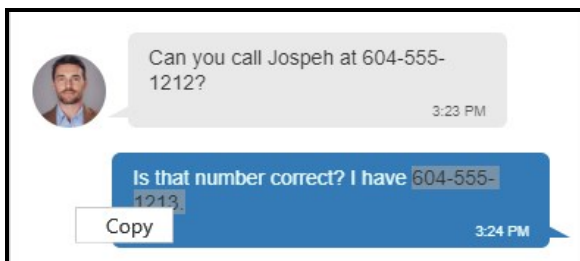
## Copying and pasting messages

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

### To copy and paste messages

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

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



Bria Enterprise places the messages on the clipboard. You can paste the messages in Bria Enterprise or in another app on your computer. Formatting from the original message is not retained.

## Previewing hyperlinks

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



### To control hyperlink previews

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

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

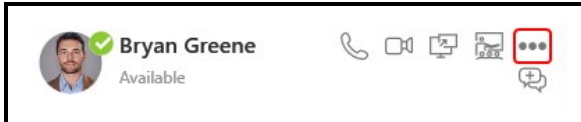
## Exporting messages

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

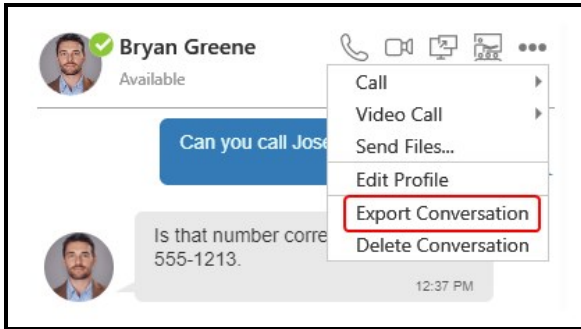
**Tip:** When you close or leave a chat room, you no longer have the conversation history. If you want to keep the messages, export them first.

### To export a conversation using the More menu

1. Click on the message you want to export.
2. Click **... More options for this contact** (Windows) or **... More options for this conversation** (Windows and Mac).

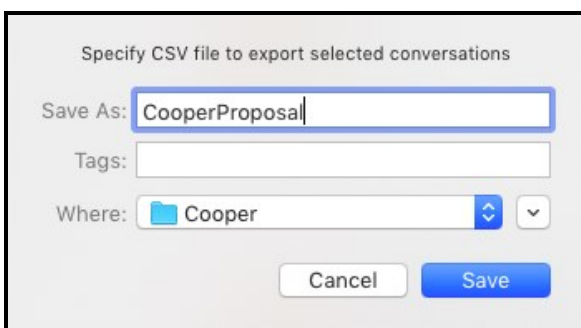
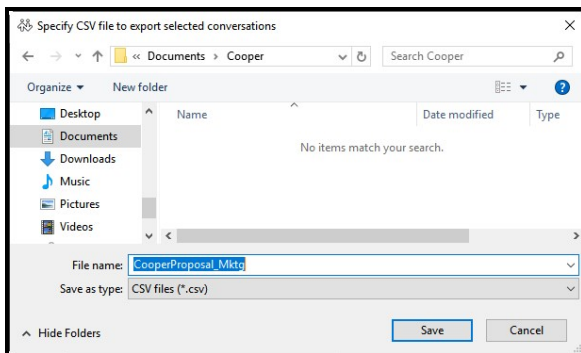


### 3. Click **Export Conversation**.



Bria Enterprise opens the **File Manager**.

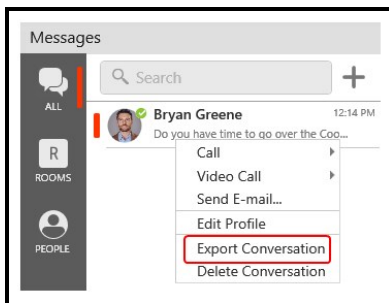
### 4. Select the location and enter a name for the file. Click **Save**.



Bria Enterprise saves the session as a .csv file in the location you selected. Formatting from the original message is not retained.

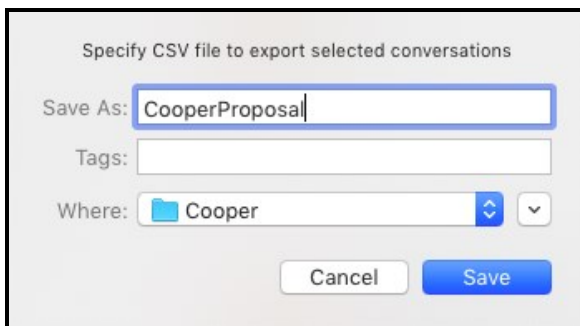
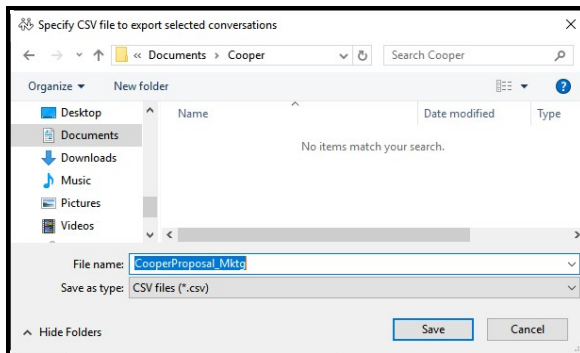
## To export a conversation using the shortcut menu

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



Bria Enterprise opens the **File Manager**.

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



Bria Enterprise saves the session as a .csv file in the location you selected. Formatting from the original message is not retained.

# Presence

## Changing your status

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

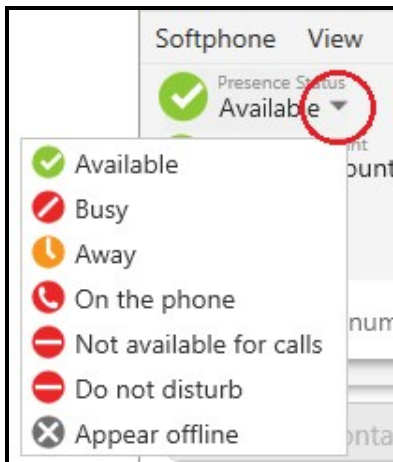
You can change your status from **Available** to **Busy**, **Away**, **Not available for call**, **Do not disturb**, and **Appear offline**. When you change your status from **Available**, Bria Enterprise no longer automatically updates your status and it remains as what you set it to until you change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

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

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

## To change your status





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








2. Select the status you want to display.

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

## Status indicators and what they mean

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



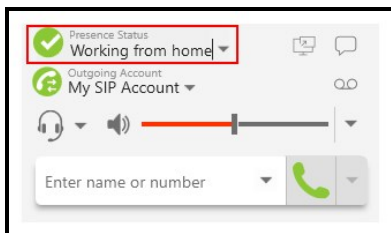
		<p>Bria Enterprise never automatically switches you out of this status; you must switch yourself.</p> <ul style="list-style-type: none"> <li>You started a phone call when your status was <b>Available</b>. When your call ends, your status reverts back to <b>Available</b>.</li> </ul>	
	Do not disturb	You have set your status to this value. Bria Enterprise never automatically switches you out of this status; you must switch yourself.	You cannot contact this person.
	Not available for calls	You have set your status to this value. Bria Enterprise never automatically switches you out of this status; you must switch yourself.	You cannot contact this person.
	Idle	<p>You have not moved or clicked the mouse or pressed a keyboard key for the idle period. Set the idle period in <a href="#">Preferences: Application panel</a>.</p> <p>As soon as you click the mouse or keyboard, your status changes to <b>Available</b>.</p>	You can contact this person.
	Appear offline	You have set your status to this value. The other person sees you as offline, even though you are actually online. The other person cannot tell the difference between this status and you really being offline.	You see the status Offline for this contact. You cannot tell the difference between this status and if the contact is really offline.
	Offline	This status is automatically set by Bria Enterprise when you are not signed in.	The contact is either not logged in or does not want to share online status.
n/a	No icon	Not applicable	You are not watching the other person's status.

## Setting your custom status

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

### To change your custom status

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



Bria Enterprise updates your custom status.

## To remove your custom status

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

Bria Enterprise returns to the default status wording.

## Viewing others' status and status alerts

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

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

### Requirements for viewing presence

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

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

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

If you create contacts by **importing a contact list**, you can specify whether you want to see presence during the import.

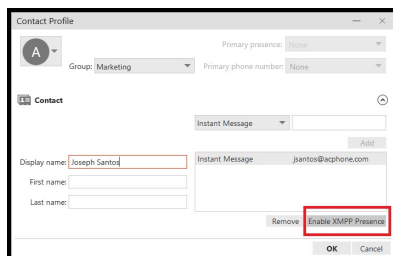
### To enable presence of contacts you added manually using Contact Profile

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

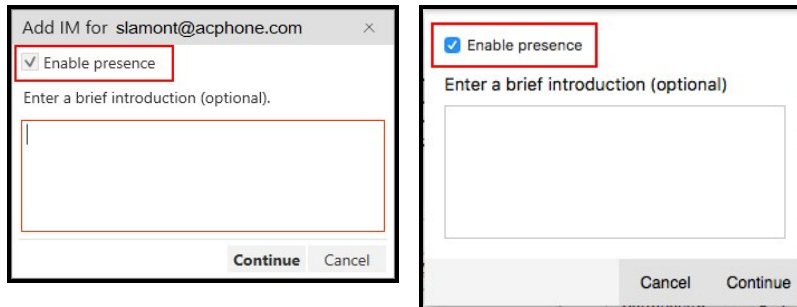
- If the contact is using SIP for presence, you need to add their SIP address to the **Softphone** field. Bria Enterprise automatically obtains the status information for this address.
- If the contact is using XMPP for presence, you need to add their XMPP/Jabber address to the **Instant Message** field. The contact is sent a presence request. You only see their status if they accept your request.

### To enable contact presence in your XMPP account

1. On the **Contacts** panel, select the contact and click **Edit**.
2. Do one of the following to display a prompt.
  - If there is no **Instant Message** information for the contact, enter a Jabber address to the **Instant Message** field, and click **Add**.
  - Click **Enable XMPP Presence**.



3. Click the check box to enable presence. Bria Enterprise sends a request to the contact. If the person allows this request, their status appears in contacts.



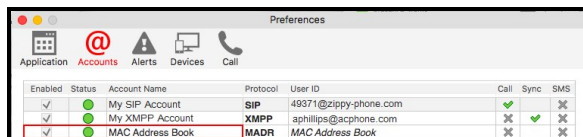
## To enable presence for Windows Outlook account contacts

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

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

## To enable presence for Mac Address Book account contacts

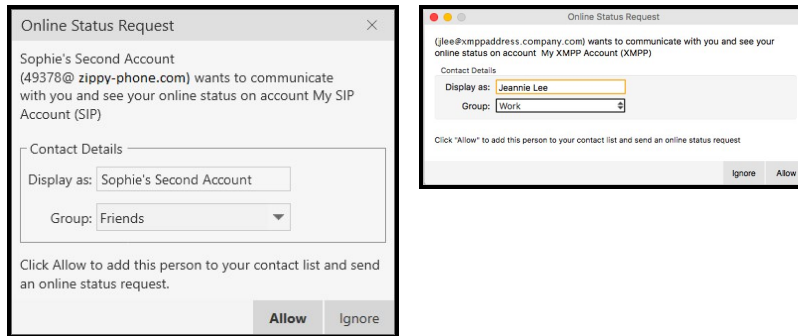
A Mac Address Book account is automatically created in Bria Enterprise. You can enable or disable the Mac Address Book by selecting or clearing the check box in the **Enabled** column.



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

## To respond to an online status request

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



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

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

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

## Online status alerts

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

### To add contacts or favorites to the alert list

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

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



## To add groups to the alert list

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

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



## To remove contacts or favorites from the alert list

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

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

## To remove groups from the alert list

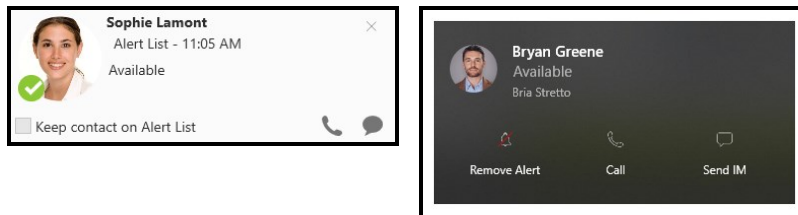
1. Click on a group or use **SHIFT+Click**, **CTRL+Click** (Windows), **COMMAND+Click** (Mac) or a combination to select one or more groups.
2. Right-click (Windows) or **CTRL+click** (Mac) and select **Remove Group from Alert List** (Windows) or **Remove Contacts in Group from Alert List** (Mac)

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

## Alert styles

### Windows

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



### Mac

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



# Screen share

The Screen Share Add-in lets you share your screen with both Bria Enterprise users and non-Bria Enterprise users. Your system administrator must enable screen share for you in order to host a screen share session. You do not need to have screen share enabled to view someone else's screen.

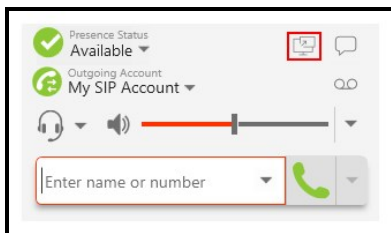
## Hosting a screen share session

The screen share sessions do not contain audio so you will likely need an audio call as well as the screen share session for a complete experience.

You can **start a screen share session immediately**, or send out a screen share link beforehand as described below. Anyone with your screen share link can join the session.

### To send out a screen share link to participants

1. Click  **Start sharing your screen** on the onscreen phone.



2. Select **Copy Screen Share link to clipboard**.
3. Paste the screen share link into any communication client and send it to invitees.

The link is sent to invitees using your chosen communication client. The screen share does not start automatically. **Start sharing your screen** any time when you are ready.

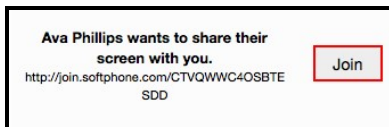


# Joining a screen share session

If you are a Bria Enterprise user, you might receive an invitation to join a screen share from another Bria Enterprise user who has screen share enabled. You do not need to have the add-in to receive the invitation.

## To respond to a screen share invitation

- Click **Join**. The host's screen appears.



- Windows: Type **CTRL+SHIFT+ALT+S** to bring the screen share window in front and in focus if it moves behind other screens. Shortcut keys must be enabled in **Softphone > Preferences > Shortcut Keys**.
- Close the screen share window to leave the session.
- Click **Join** in the IM to rejoin the session while it is still in progress.

# Start screen share

You can start sharing your screen in various ways. Some of the ways described below send an IM to participants when you start screen share, which works as a reminder for people to join now.

Screen share does not contain audio. You can start and end screen share anytime without affecting the audio call.

During the screen share session, the screen that you are sharing displays a red bounding box around it. For an optimal viewing experience, Bria Enterprise may temporarily change the background color of the shared screen for the duration of the session. Nothing is changed in the settings and the color returns to your default at the end of the screen sharing session.

## Before you start

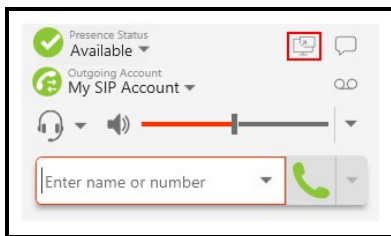
- If you want to use multiple monitors during screen sharing, connect the additional monitors before starting the screen share.
- Bria Enterprise shares your full screen or an application of your choice. Make sure you close any apps that contain confidential information if you are planning to share your entire monitor.
- When using macOS 10.15 Catalina, Bria Enterprise needs a permission for **Screen Recording** in order to share your screen. Allow Bria Enterprise the permission if a pop-up appears or by going to Mac's **System Preferences > Security & Privacy > Privacy**.

## Starting a screen share session from the on screen phone

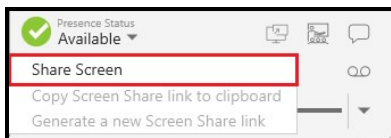
This method does not send an IM; it simply starts sharing your screen. You can then **add more people** during a session.

### To start a screen share from the on screen phone

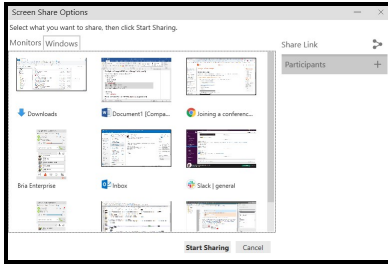
1. Click  **Start sharing your screen** in the on screen softphone.



2. Click **Share screen**.



3. Choose a monitor or application to share, and click **Start Sharing**. To choose an application, click the **Windows** tab and make sure the application you want to share is launched and **not minimized** to the task bar.



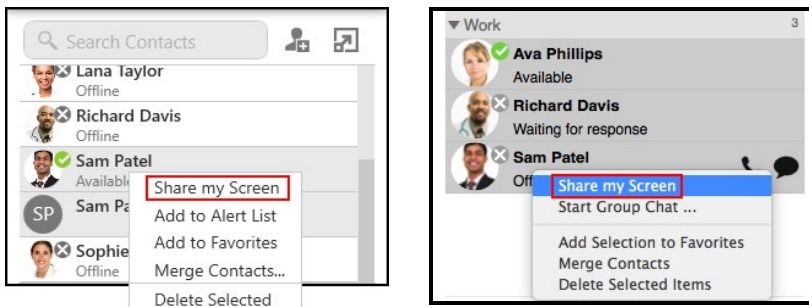
Bria Enterprise starts your screen share. The **Screen Share** panel appears on the softphone showing you are sharing your screen.

## Starting a screen share session from Contacts or Favorites

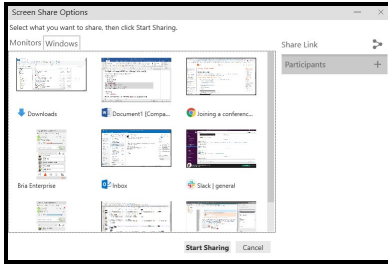
This method sends an IM and starts screen share. You can select multiple contacts or a contact group. The contacts do not have to be Bria Enterprise users but they must have a SIP or an XMPP address that you can send an IM to.

### To send an invitation from Contacts and Favorites

1. On the **Contacts** or **Favorites** panel, click a contact, group, or favorite. To select multiple entries, use **SHIFT+Click**, **CTRL+Click** (Windows), **COMMAND+Click** (Mac).
2. Right-click (Windows) or **CTRL+click** (Mac) or **SHIFT+CTRL+click** (Mac), and choose **Share Screen**.



3. Choose a monitor or application to share, and click **Start Sharing**. To choose an application, click the **Windows** tab and make sure the application you want to share is launched and **not minimized** to the task bar.




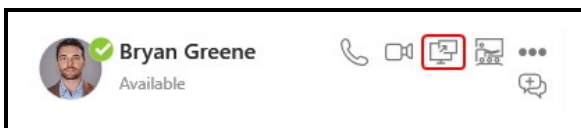
Bria Enterprise starts your screen share. The **Screen Share** panel appears on the softphone showing you are sharing your screen. The contacts, favorites, or groups that you invite receive an IM with your screen share link. They can click on the link to join.

## Starting a screen share from the Messages window

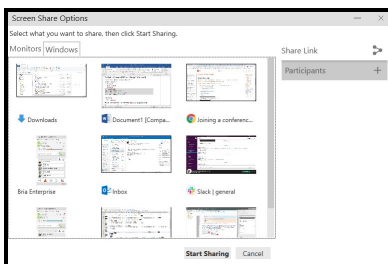
This method sends an IM and starts screen share. Using a chat room is a good way to invite a large group.

### To send an invitation from the Messages window

1. In the **Messages** window, click on an IM or a chat room.
2. Click  **Share Screen** in the IM or chat room header.



3. Choose a monitor or application to share, and click **Start Sharing**. To choose an application, click the **Windows** tab and make sure the application you want to share is launched and **not minimized** to the task bar.



Bria Enterprise starts your screen share. The **Screen Share** panel appears on the softphone showing you are sharing your screen. Everyone in the conversation receives an IM with your screen share link. They can click on the link to join.

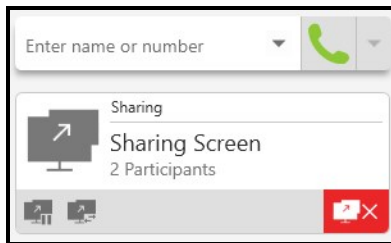
## What's next

Read [Managing a screen share session](#) for handling an active screen share session.

# Managing a screen share session

## Handling an active screen share session

Once you start sharing your screen, Bria Enterprise shows the screen share panel below.



From this panel, you can temporarily pause screen share, switch the screen to share, invite more people and end screen share.

### To temporarily pause screen sharing

You can stop sharing your screen without ending the screen share session.

1. Click  **Pause Screen Sharing**.



Bria Enterprise stops sharing your screen until you resume or end the screen share session.

When screen share is paused or stopped, there is no page displayed to the viewers; the last video frame is shown instead, as HD screenshare uses a video feed.

## To resume sharing your screen

1. Click  **Resume Screen Sharing**.



Bria Enterprise starts sharing your screen again.

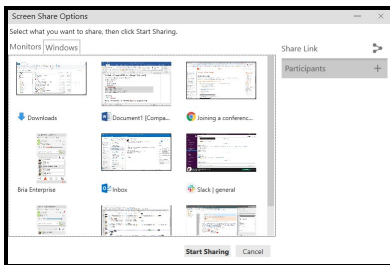
## To switch the screen to share

You can switch what to share during an active screen share. The screen that you are sharing displays a red bounding box around it.

1. Click  **Show Screen-share window**. The window opens.



2. Choose a monitor or application to share, and click **Start Sharing**. To choose an application, click the **Windows** tab and make sure the application you want to share is launched and **not minimized** to the task bar.

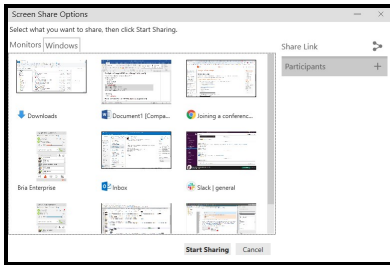


## To invite more participants

During an active screen share, you can invite more people to join your session by using **Participants +**, or by copying the link and sending it to the invitee with any communication tool.


When using **Participants +**, an invite is sent as an IM. The contacts you add to the screen share session do not have to be Bria Enterprise users but they must have a SIP or an XMPP address that you can send an IM to.

1. Click  **Show Screen-share window**. The window opens.



2. Click **Participants +** on the right.
3. Type the name of a contact you want to invite.
4. Click the contact from the contact list.
5. Repeat the process for all contacts you want to invite.

Bria Enterprise sends IMs to the contacts you selected. The contacts can click on the link in the IM to join the screen share.

**Tip:** Alternatively, you can send a copied link using an email or any communication tool to anyone. To copy your screen share link, click  **Share Link** and select **Copy Screen Share link to clipboard**.

## To end screen share

1. Click  **Stop screen sharing**.





Bria Enterprise stops sharing your screen.


When screen share is paused or stopped, there is no page displayed to the viewers; the last video frame is shown instead, as HD screenshare uses a video feed.

## Screen share icons

The following icons appear in the screen share toolbar:

 **Pause Screen Sharing:** Temporarily stops sharing your screen without ending the screen share session.

 **Resume Screen Sharing:** Starts sharing your screen after you have paused it during the screen share session.

 **Show Screen-share window:** Opens the Screen Share Options window. From here, you can select a screen to share, invite people to view your screen, see who has been invited but not joined yet, and copy the screen share link to the clipboard.

 **Stop screen sharing:** End the screen sharing session.

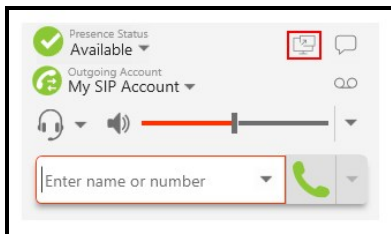
## Managing your screen share link

The screen share link is unique to you. The same link will be used until you generate a new link. This allows you to send the link for recurring sessions.

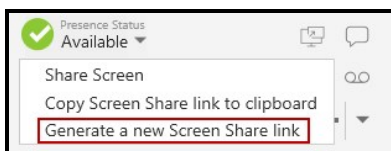
Sometimes you will want to share your screen with a person one time – a customer in another organization – and you may not want them to be able to join in future sessions. In this case, you can generate a new link when you end your one-time session or before you send out your next invitation.

### To generate a new screen share link

1. Click  **Start sharing your screen** in the on screen softphone.



2. Click **Generate a new screen share link**.

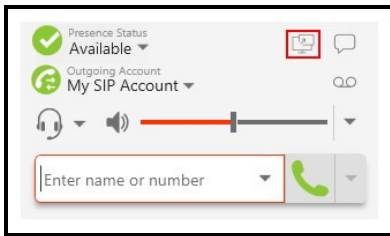


Bria Enterprise creates a new link. The old link no longer lets people view your screen share.



## To copy the current screen share link

1. Click  **Start sharing your screen** in the on screen softphone.



2. Click **Copy Screen Share link to clipboard**.
3. Paste the link to an application of your choice, such as email or calendar invite.

# Collaboration (Virtual Meeting Rooms)

Collaboration, also known as Virtual Meeting Rooms, is a cloud-based service hosted by CounterPath that combines audio, HD video, screen sharing, messaging, and presence in one virtual meeting.

As long as your subscription includes Collaboration, you can host a collaboration conference using the Bria Enterprise client on desktop and mobile devices.

Anyone can join your collaboration conference using desktop and mobile devices. They have a choice to use the Bria Enterprise app, use a browser, or dial in.


## Hosting a collaboration conference

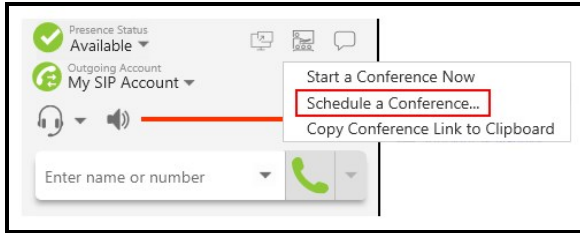
- Make sure to use a desktop device if you want to share your screen.
- It is a good idea to set a participant PIN for your conference for improved security.

### Step 1: Set a PIN to join your conference

1. Click **Softphone > Preferences (Windows)** or **Bria Enterprise > Preferences (Mac)**.
2. Choose the **Conferences** panel, then enable **Require PIN/Passcode** and enter a number.

### Step 2: Invite people to your conference


1. Click  **Start or schedule a conference** on Bria Enterprise.
2. Click **Schedule a conference...**

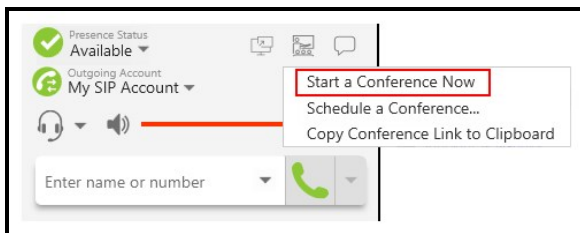


3. Add invitees, and set time.  
The PIN you set earlier appears in the invitation.
4. Send the invitation.


**Tip:** Alternatively, you can click **Copy Conference Link to Clipboard** and send the link in the way you prefer. Don't forget to include the PIN to join your conference.

### Step 3: Start a conference

1. If you are planning to share your screen, make sure you close any applications that contain confidential information.
2. Click  **Start or schedule a conference** on Bria Enterprise.
3. Click **Start a Conference Now**.



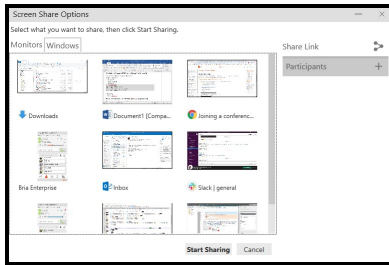
The conference console opens., and your conference is now in progress.

4. When you are ready to share your screen, click  **Start sharing your screen** in the conference console.



5. Choose a monitor or application to share, and click **Start Sharing**. To choose an application, click the **Windows** tab and make sure the application you want to share

is launched and not minimized to the task bar.



Participants see your screen. A red bounding box outlines your screen as a visual cue to show what is being shared.

For more details, see [Collaboration User Guide](#).

# Contacts

## Viewing contacts

Bria Enterprise stores your contacts for you. These contacts may be contacts you have added using Bria Enterprise, they can be contacts that are synched with your Outlook , or they can be XMPP contacts who share their presence with you.

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

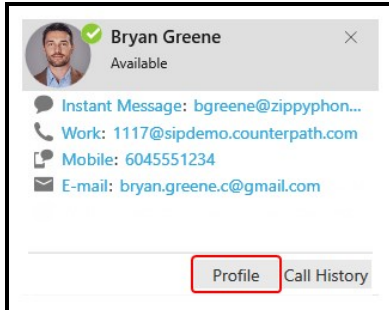
If the **Contacts** or **Favorites** tabs are not showing, click **Show Contacts** or **Show Favorites** on the **View** menu.

## Using Contacts and Favorites

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

### Using the Contact Info flyout

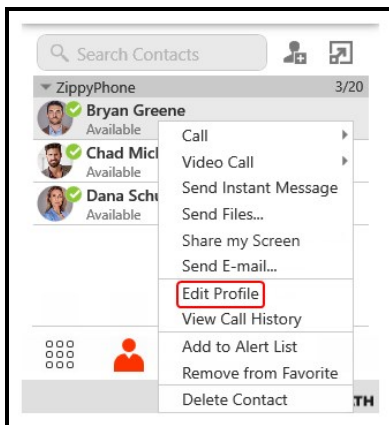
1. Click on a contact in **Contacts** or **Favorites**. A **Contact Info** flyout appears with contact information.
2. Click **Profile** if you want to see more information.



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

### Using the shortcut menu

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



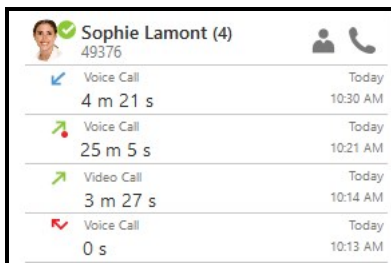
Bria Enterprise displays the **Contact Profile**.

### Using History

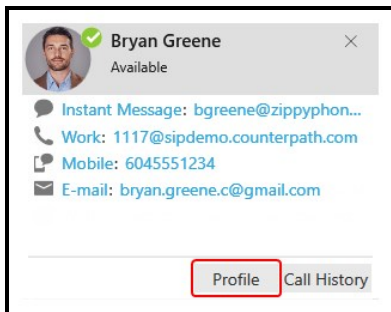
In **History**, you can open the **Contact Info** flyout to view contact information. Open the **Contact Profile** (Windows) or the **Contact Editor** (Mac) for more contact details.

## Using the Contact Info flyout

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



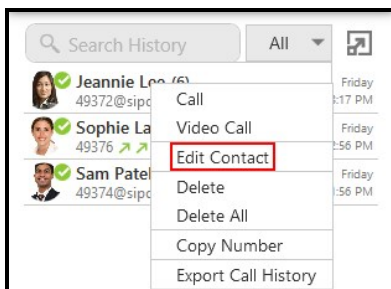
2. Click on **Contact Info**. A **Contact Info** flyout appears with contact information.
3. Click **Profile** if you want to see more information.



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

## Using the shortcut menu

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



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

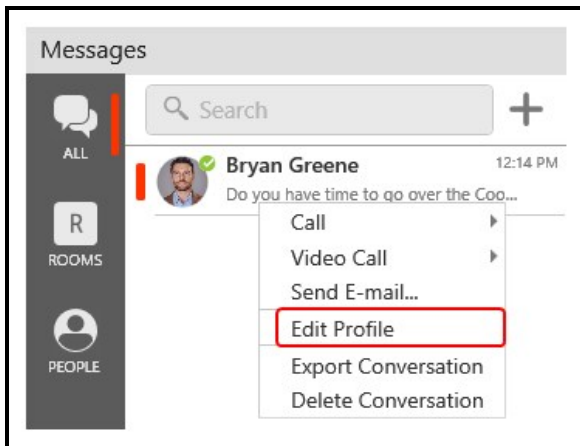
## Using Messages

You can view contact information from the **Messages** window.

### IM

#### Using the shortcut menu

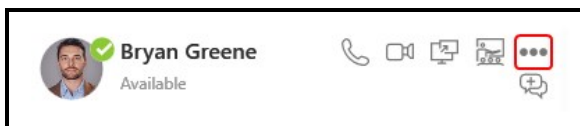
1. With the **All** or **People** filter applied, click on the IM in the conversation list.
2. Click **Edit Profile** (Windows) or **View/Edit Profile** (Mac).



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

#### Using the More menu

1. With the **All** or **People** filter applied, click on the IM in the conversation list.
2. Click **... More options for this contact** (Windows) or **... More options for this conversation** (Mac) in the conversation header.




3. Click **Edit Profile** (Windows) and **View/Edit Profile** (Mac).

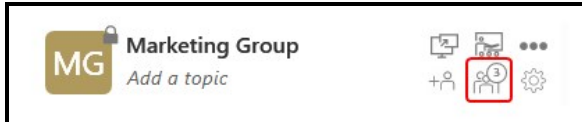
Bria Enterprise displays the **Contact Profile** (Windows) or the **Contact Editor** (Mac).



## Chat rooms

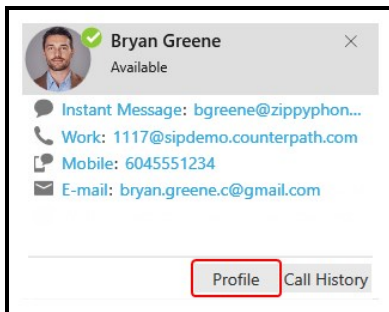
### Using the Contact Info flyout

1. With the **All** or **Chat Room** filter applied, click on the chat room in the conversation list.
2. Click  **Members** in the chat room header. The number indicates the number of members in the room.



The members list opens in the chat room panel.

3. Click on the contact's avatar.  
The **Contact Info** flyout opens.
4. Click **Profile** to see more information.



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

## Adding and exporting contacts

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

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


You can populate the contacts in these ways:

- By entering contact information
- By importing contacts
- From an XMPP account
- By adding your G-Suite account
- By adding your Microsoft Outlook account
- By adding your Mac Address Book account

## Adding an individual contact

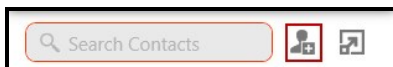
You can add contacts individually in the **Contacts** panel, using the **Contacts** menu and in the **History** panel. For information on populating contacts, see [Adding and exporting contacts](#).

### Adding a contact in the Contacts panel

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

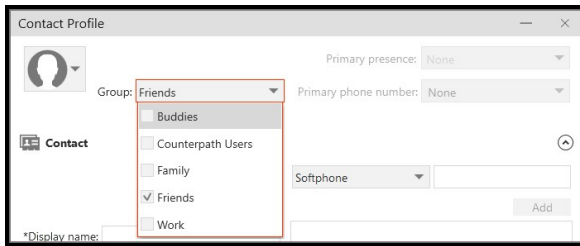
#### To add a contact using the Add a new contact icon

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

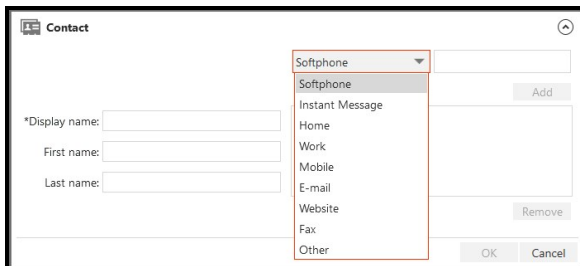


The **Contact Profile** (Windows) or the **Contact Editor** (Mac) window appears.

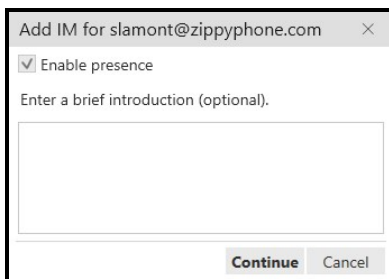
2. Use the **Group** drop-down arrow to select the group or groups that you want a contact to belong to.



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



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

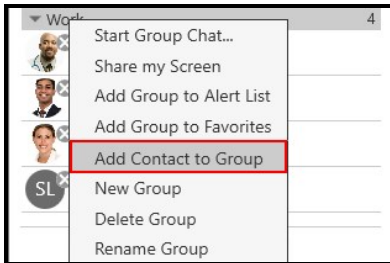


- Complete the **Display name** (required on Windows).
- Complete any other fields you want to include with the contact.
- Click **OK**.

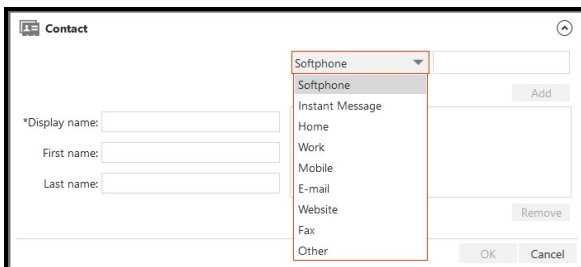
The contact is added to Bria Enterprise.

## To add a contact using the shortcut menu

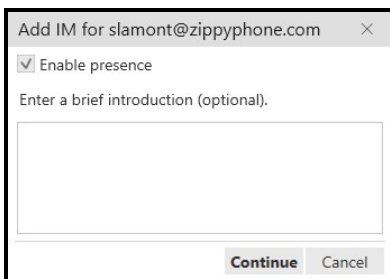
1. Right-click (Windows) or **CTRL+click** (Mac) on a group and click **Add Contact to Group**. The **Contact Profile** (Windows) or the **Contact Editor** (Mac) window opens.



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



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



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

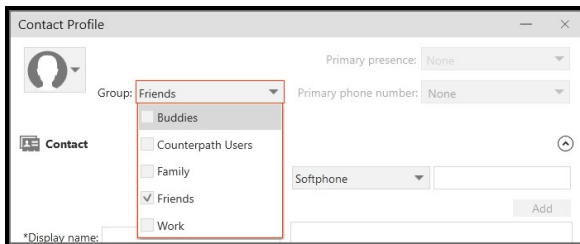
The contact is added to Bria Enterprise.

## Adding a contact using the Contacts menu

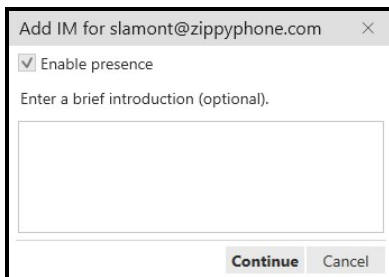
You can add contacts to Bria Enterprise using the **Contacts** menu on the menu bar.

### To add a contact using the Contacts menu

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



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



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

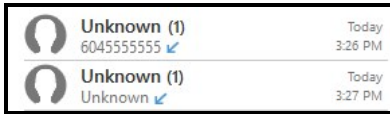
The contact is added to Bria Enterprise.

## Adding a contact in the History panel

Add an unknown number to a new or existing contact from **History**.

### To add a contact using Add this person to your contact list

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

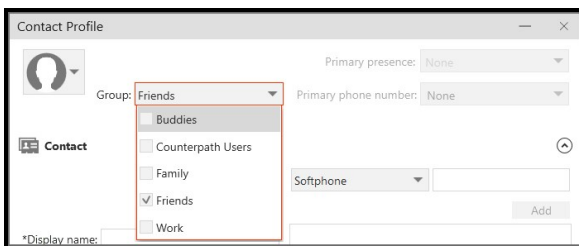


2. Click  **Add this person to your contact list**.

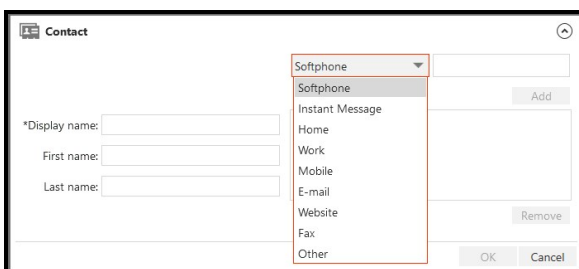


The **Contact Profile** (Windows) or the **Contact Editor** (Mac) opens.

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

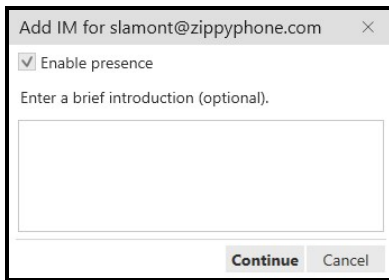


4. Use the drop down list to select the type of information you want to add, type the information, and click **Add** (Windows) or the **Add number** icon (Mac).



When you use the **Instant Message** contact method, a window will open to send an introduction to the contact. Type an introduction, if desired. If you do not want to see

the presence status for this person, clear **Enable presence**. When you are finished click **Continue**.

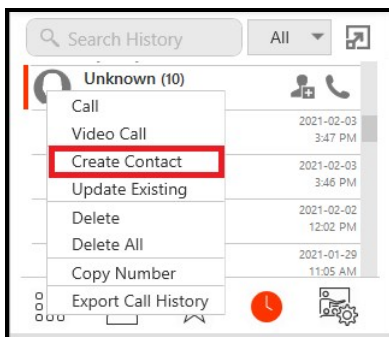


5. Complete the **Display name** (required on Windows) and any other fields you want to include with the contact.
6. Click **OK**.

The contact is added to Bria Enterprise.

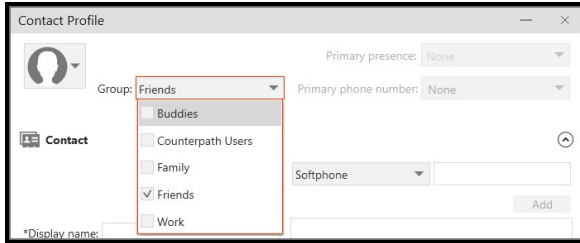
### To add a contact using the shortcut menu

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

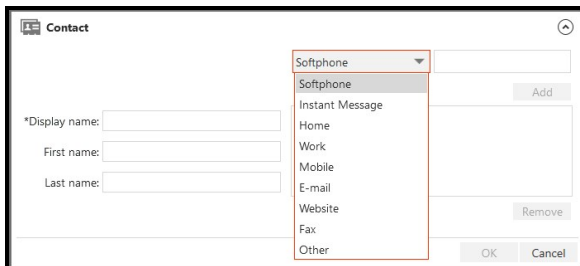


The **Contact Profile** (Windows) or the **Contact Editor** (Mac) opens.

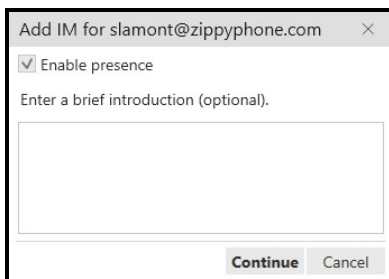
2. Use the **Group** drop-down arrow to select the group or groups that you want a contact to belong to.



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



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



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

The contact is added to Bria Enterprise.

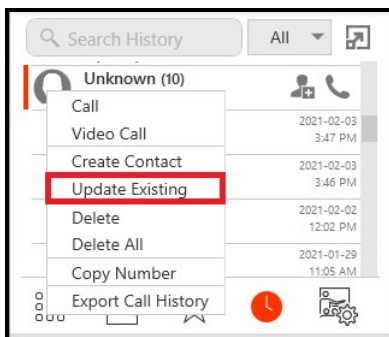


## Adding a new number to an existing contact in the History panel

Add an unknown number to an existing contact from the **History** panel using the shortcut menu. This method does not create a new contact; it just edits an existing contact to add the new number you see in the **History** panel.

### To add a new number to an existing contact using the shortcut menu

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



The **Find Contacts** dialog opens.

2. Choose a contact you want to add this number to.  
The **Contact Profile** (Windows) or the **Contact Editor** (Mac) opens.
3. Edit any of the fields that need to be changed.
4. Click **OK**.

The number is added to the contact in Bria Enterprise.

## Fields in Contact Profile

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

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

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

## Contact summary

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

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

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

## Contact

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

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

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

Enter the person's IM address as follows:

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

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

## XMPP

The XMPP section appears for contacts that use XMPP for messaging. The information may have been entered manually in the **Contact** section or may be pulled from an XMPP roster. There may be contact methods other than **Instant Message** listed in the **XMPP** section that come from the roster. Only the **Display name** is editable.

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

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

## Importing contacts

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

You can import a contact list from:

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

**Note:** If you add your **Outlook account** or **Mac Address Book account**, you do not need to import your Windows or Mac contact lists.

## To prepare a .csv file in Excel for import

1. Remove any introductory text or headings from the to of the file. You can keep the text at the end of the file as it will be ignored during import.
2. Insert a blank row as the first row. In the next row, insert the heading that Bria Enterprise will use to interpret the meaning of each column. The columns can be in any order. The key heading are:
  - **sip-address**: Bria Enterprise recognizes a value in this column as a softphone address and considers the address as one that can be phoned and one that can be using for IM and presence (if SIP is being used for IM and presence).
  - **xmpp-address**: Bria Enterprise recognizes a value in this column as a Jabber (XMPP) address and will map this field to the Instant Message field for the contact.
  - **display-name, given-name, and surname**
  - **business\_number**
  - **presence\_subscription**: Complete this field in one of these ways:

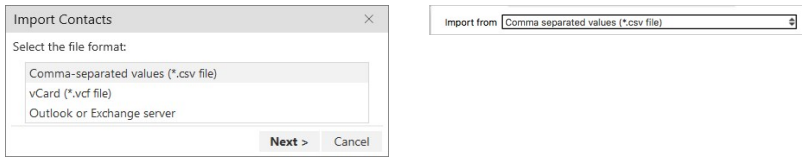
If you only want to share presence information with some of your contacts, fill in this column in the file. Enter "true" for contacts whose online presence you want to see. Leave this column blank or enter "false" for others. During the import, you will be able to choose to share presence with only the contacts that have "true". Bria Enterprise will subscribe to the presence for "true" contacts assuming that the user has a SIP account (if SIP is being used for IM and presence).

If you want to share presence with all or with none of your contacts, ignore this heading. During the import you will be able to choose whether to share will all or none of your contacts.
3. Save the file as "\*.csv".

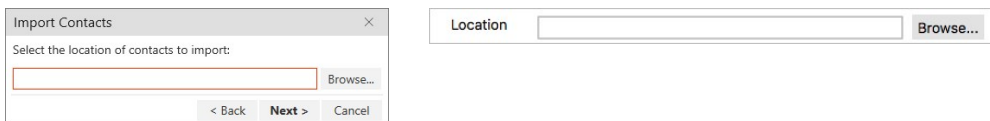
The file is now ready for import.

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

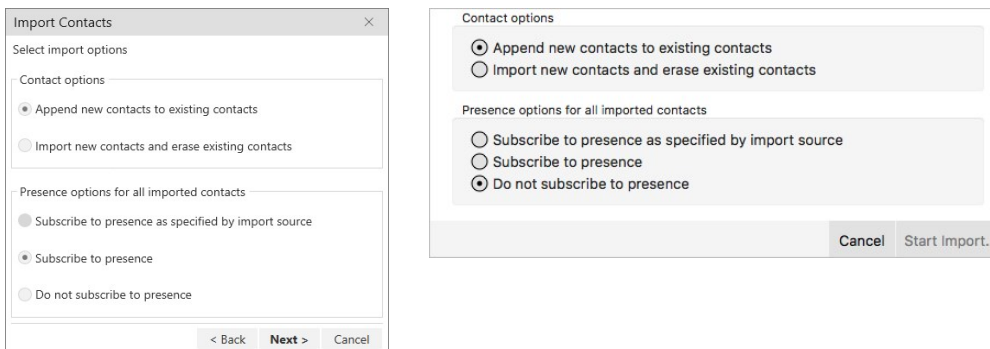
1. On the **Contacts** menu, click **Import Contacts**.
2. Select the file type – **Comma-separated values (\*.csv file)**, **vCard (\*.vcf file)**, or **Outlook or Exchange server (Windows only)** – and click **Next**.



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



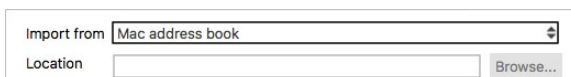
4. Set the **Contact Options** and the **Presence options** for all imported contacts and click **Next**.



Bria Enterprise imports the contacts that are in the file.

## To import Mac address book contacts

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



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

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

Bria Enterprise imports the contacts that are in the file.

## Exporting contacts

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

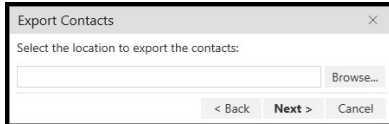
### Windows

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

#### To export a .csv file

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

3. Click **Browse**.



The Windows save dialog open.

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

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

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

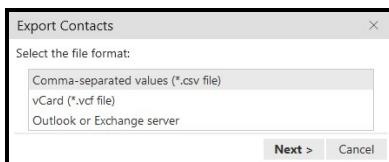
All information in Bria Enterprise is exported to Microsoft Outlook. Only information that can be displayed in Outlook appears in the Outlook Contacts window.

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

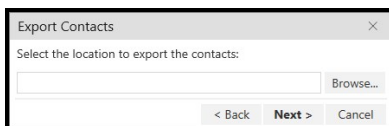
- **vCard and CSV**: A new file of the specified type is created in the location you chose in the **Export Contacts** wizard.

### To export a .vCard file

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



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

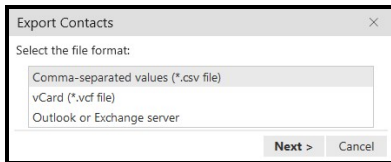


4. Use **Browse For Folder** to navigate to the location you want to save the file and click **OK**.
5. Click **Next** on **Export Contacts**.

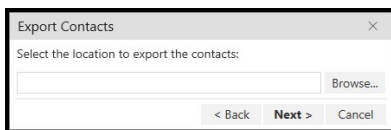
A new vCard file is created in the location you chose in the **Export Contacts** wizard.

### To export a .pst file

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

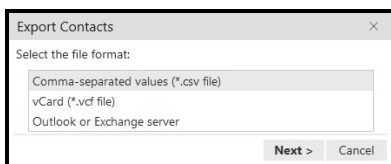


3. Click **Browse**.



The Windows save dialog open.

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



6. Click **Next**.

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

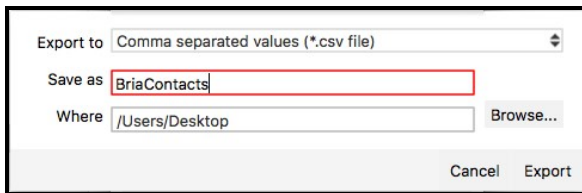


## Mac

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

### To export a .csv file

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

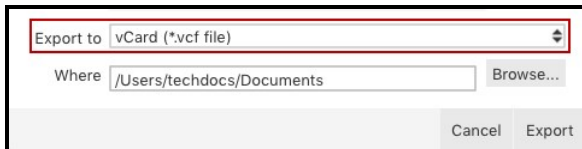


5. Click **Export**.

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

### To export a vCard file

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



4. Click **Export**.

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

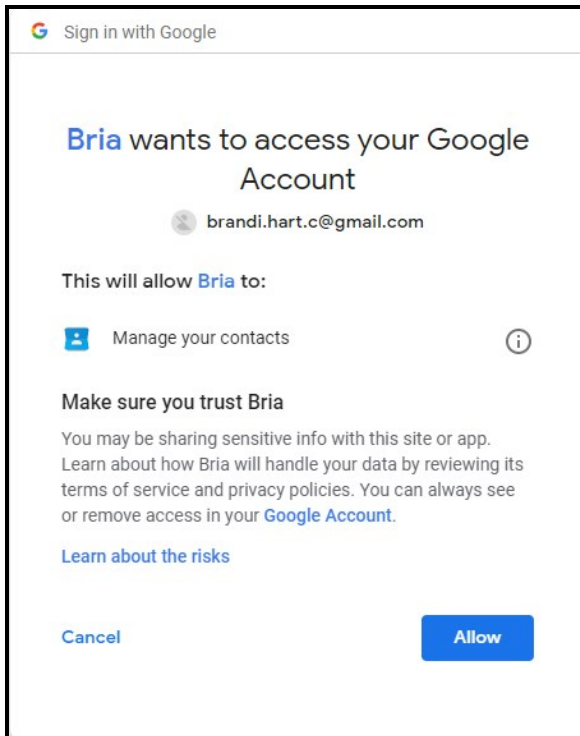
## Setting up a G-Suite account

Your G-Suite account can be used to integrate your G-Suite contacts in Bria Enterprise. G-Suite contacts are read-only in Bria Enterprise.

Bria Enterprise supports one G-Suite account. The G-Suite account cannot be disabled. If you no longer want your G-Suite contacts to be displayed in Bria Enterprise or you want to add a different G-Suite account, delete the existing G-Suite account from Bria Enterprise.

### To add your G-Suite account

1. Click **Softphone > Account Settings** (Windows) or **Preferences > Account Settings** on the menu bar (Mac). The **Account Settings** window (Windows) or the **Preferences** window (Mac) opens.
2. Click **Add** and click **Google Account**. Your default web browser opens.
3. If you have more than one G-Suite account, select the account from the list. If the G-Suite account is not listed, select **Use another account**. Sign in to the G-Suite account you want to use with Bria Enterprise.
4. Click **Allow** to give Bria Enterprise permission to access your G-Suite account. You can close the web browser when you receive the message **Received verification code. You may now close this window..**



5. Click **Apply** or **OK** in the **Account Settings** window.

Your G-Suite contacts now show in Bria Enterprise. G-Suite contacts show up in Google groups. Google groups and contacts display **Google**.



## To delete your G-Suite account

1. Click **Softphone** > **Account Settings** (Windows) or **Preferences** > **Account Settings** (Mac). The **Account Settings** window opens.
2. Click on your G-Suite account and click **Remove**.

Your G-Suite account is no longer linked and your G-Suite contacts no longer appear in Bria Enterprise.

## Google API page continues to open

If you experience an issue where the Google API page opens each time you restart or log back in to Bria Enterprise, try deleting the Keychain Access entry for the Bria Enterprise Google Contacts login. On your next login, the Google API page opens again. After you allow Bria Enterprise access to your Google account, your password should store correctly in Keychain Access and the problem should no longer occur. For information on deleting Keychain Access, please visit the [Keychain Access User Guide](#).

## Setting up Windows Outlook accounts

You can enable your Outlook account to provide Bria Enterprise with access to the contacts in your address book. When you integrate Outlook contacts using an Outlook account, the contacts are continually synced with the contacts in Outlook. By mapping contact addresses to fields in Bria Enterprise, you can make calls and send messages to Outlook contacts from either Bria Enterprise or from within Outlook.

### To add your Outlook account

1. On the **Softphone** menu, click **Account Settings**. The **Account Settings** window opens.
2. Click **Add** and click **Outlook Account**. The **Outlook Account** window opens on the **Account** tab.
3. If you are using SIP for presence, select the Outlook contact field that you use for softphone addresses from **Field to use for Softphone address**.
4. If you have an XMPP account, select the Outlook contact field that you use for IM addresses from **Field to use for IM address**.
5. Click **OK**.

Bria Enterprise creates the Outlook account.

## Settings in the panel

### Account

**Protocol:** Read only. Always specifies Outlook.

## Account Details

**Field to use for Softphone address:** If you are using SIP for presence, you can set up Bria Enterprise to treat one of the contact fields in Outlook as a SIP address that can be subscribed to.



If you select **Business Telephone Number** in this field, any values that are in the **Business Telephone Number** field in Outlook are copied to the **Softphone** field in Bria Enterprise and Bria Enterprise subscribes to the online status of that contact through your SIP account. If an Outlook contact has “2766” in Outlook’s **Business Telephone Number** field and your SIP account domain is “domainA.com”, Bria Enterprise subscribes to “2766@domainA.com”.

**Field to use for IM address:** If you have an XMPP account, you can set up Bria Enterprise to treat one of the contact fields in Outlook as an XMPP address that can be subscribed to.



If you select **IM Address** in this field, any values that are in the **IM Address** field in Outlook are copied to the **Instant Message** field in Bria Enterprise and Bria Enterprise subscribes to the online status of that contact through your XMPP account. If an Outlook contact has “aphillips@acphone.com” in Outlook’s **IM Address** and the domain of your XMPP account is acphone.com, Bria Enterprise subscribes to “aphillips@acphone.com”.

## Setting up Mac Address Book accounts

Bria Enterprise pulls the Mac Address Book contacts into Bria Enterprise’s contacts. You can phone or IM them directly from Bria Enterprise.

### Setting up Mac Address Book account

Setting up the Mac Address Book account in Bria Enterprise allows you to directly call or IM the contacts in your Mac Address Book.

## To set up the Mac Address Book account

1. On the menu bar, click **Bria Enterprise - Preferences**. The **Preferences** window opens.
2. Click on the **Accounts** tab.



3. Click **+** at the bottom to add an account.
4. Select **Mac Address Book**. Make sure to enable the account.

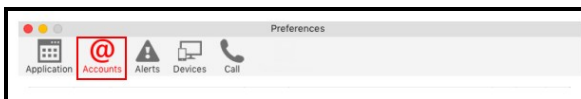
Bria Enterprise pulls in the contact with the specified number already set up as a softphone address.

## Using your Mac Address Book for presence

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

### To set up for presence

1. In the Mac Address book make sure that the contact type is **Phone** and the label is **softphone** (in lower case).
2. On the menu bar, click **Bria Enterprise - Preferences**. The **Preferences** window opens.
3. Click on the **Accounts** tab.




4. Make sure your **Mac Address Book** account is enabled. Bria Enterprise pulls in the contact with the specified number already set up as a softphone address.
5. Open the contact in Bria Enterprise and choose the specified phone number in the **Primary Presence** field and click **OK**.

Bria Enterprise obtains the presence for this contact.

## Permissions

Bria Enterprise requires permission to use your Mac contacts on macOS Mojave and higher. If you are having issues with your Mac Address Book, check to make sure Bria Enterprise has access to your contacts.

### To give macOS contacts permission to Bria Enterprise

1. Click  to open the Apple menu and select **System Preferences**.
2. Click **Security & Privacy** and select the **Privacy** tab.
3. Find the **Contacts** category. Select Bria Enterprise to allow access.

Bria Enterprise's permissions are updated.

## Editing a contact

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

You cannot edit, merge and split, change contact groups, or delete G-Suite contacts.

### Updating contact information

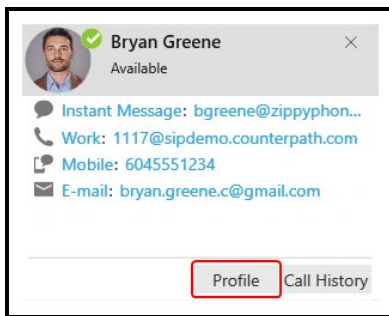
You can open the **Contact Profile** (Windows) or the **Contact Editor** (Mac) from **Contacts**, **Favorites**, **History**, and **Messages**. Once in the **Contact Profile** (Windows) or the **Contact Editor** (Mac), you can edit the contact.

### Using Contacts and Favorites

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

## To edit a contact using the Contact Info flyout

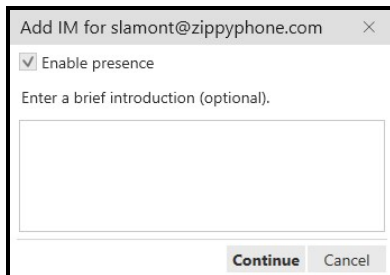
1. Click on a contact and click **Profile** in the **Contact Info** flyout.



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

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

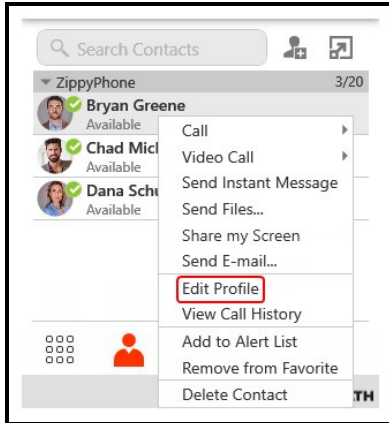
The contact is updated in Bria Enterprise. If you add or edit the **Softphone** or **Instant Message** contact method, an online status request is sent to this person.



## To edit a contact using the shortcut menu

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

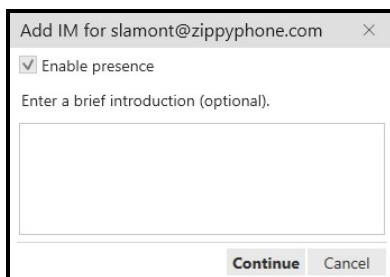




The **Contact Profile** (Windows) or the **Contact Editor** (Mac) window opens.

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

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

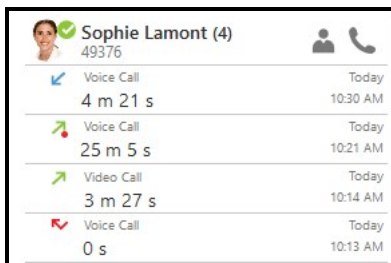


## Using History

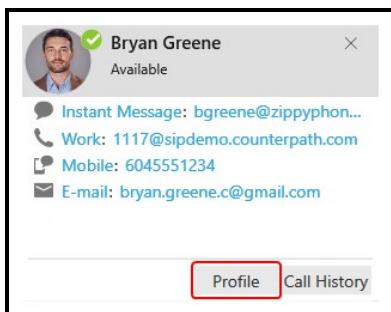
In **History**, you can use the **Contact Info** flyout or the shortcut menu to open the **Contact Profile** (Windows) or the **Contact Editor** (Mac) so you can edit contacts.

## To edit a contact using the Contact Info flyout

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



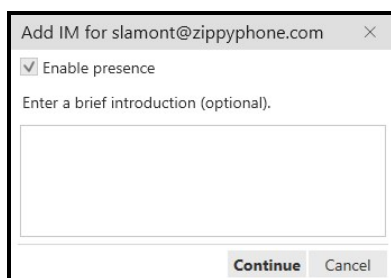
2. Click on **Contact Info**. A **Contact Info** flyout appears with contact information.
3. Click **Profile**.



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

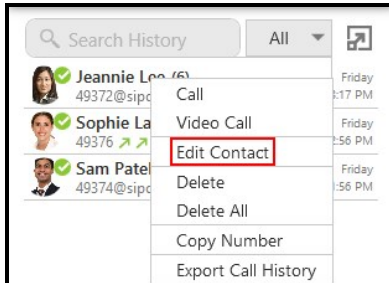
4. Edit any of the fields that need to be changed.
5. Click **OK**.

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



## To edit a contact using the shortcut menu

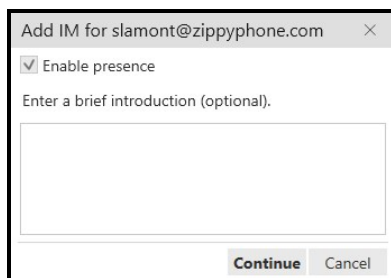
1. Right-click (Windows) or **CTRL**+click (Mac) on a call group or the heading of an expanded call group.
2. Click **Edit Contact**.



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

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

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



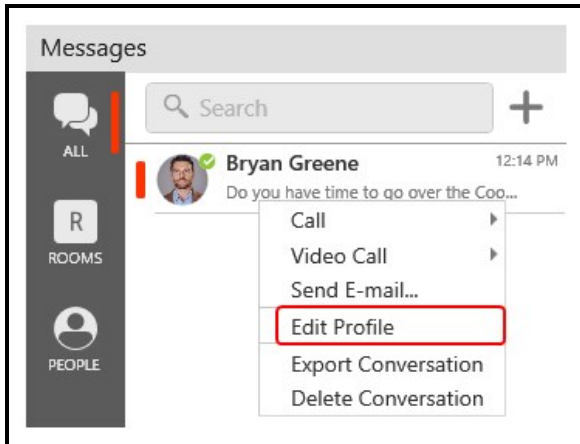
## Using Messages

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

## IM

### Using the shortcut menu

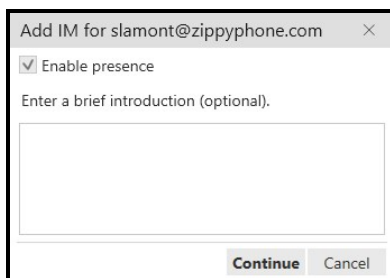
1. With the **All** or **People** filter applied, click on the IM in the conversation list.
2. Click **Edit Profile** (Windows) or **View/Edit Profile** (Mac).



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

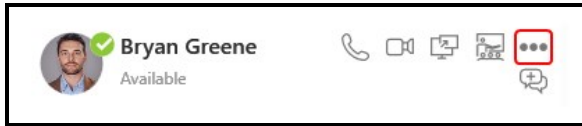
3. Edit any of the fields that need to be changed.
4. Click **OK**.

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

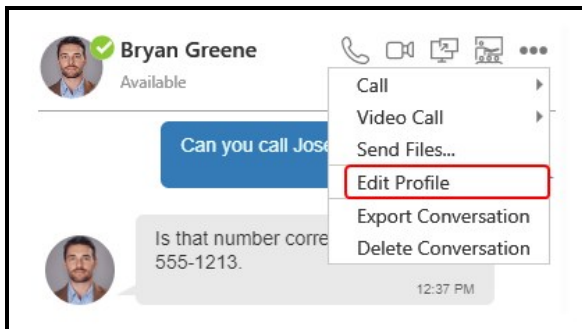


## Using the More menu

1. With the **All** or **People** filter applied, click on the IM in the conversation list.
2. Click **... More options for this contact** (Windows) or **... More options for this conversation** (Mac) in the conversation header.



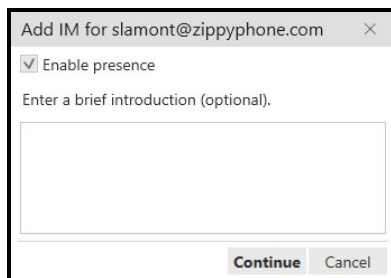
3. Click **Edit Profile** (Windows) and **View/Edit Profile** (Mac).



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


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

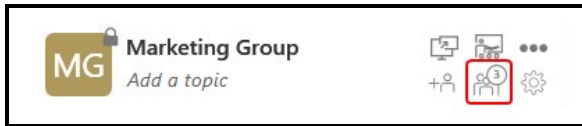
The contact is updated in Bria Enterprise. If you add or edit the **Softphone** or **Instant Message** contact method, an online status request is sent to this person.



## Chat rooms

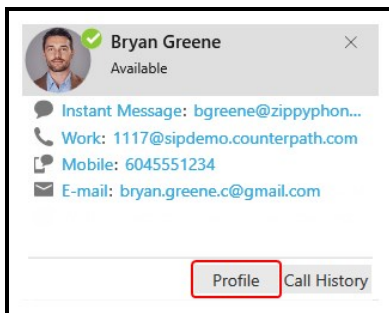
### Using the Contact Info flyout

1. With the **All** or **Chat Room** filter applied, click on the chat room in the conversation list.
2. Click  **Members** in the chat room header. The number indicates the number of members in the room.



The members list opens in the chat room panel.

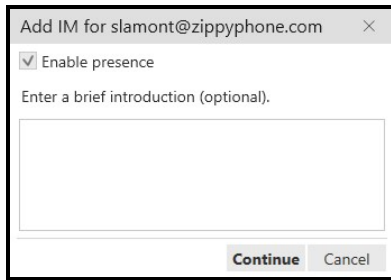
3. Click on the contact's avatar.  
The **Contact Info** flyout opens.
4. Click **Profile** if you want to see more information.



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

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

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

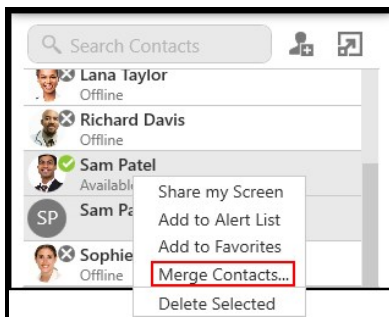


## Merging contacts

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

### To merge contacts using the shortcut menu

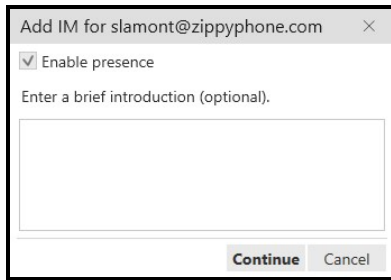
1. Use **SHIFT+Click**, **CTRL+Click** (Windows), **COMMAND+Click** (Mac) or a combination to select one or more contacts you want to merge.
2. Right-click (Windows) or **SHIFT+CTRL+Click** (Mac) and select **Merge Contacts**.



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

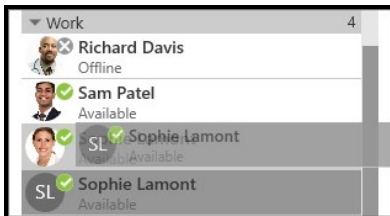
3. Edit any of the fields that need to be changed.
4. Click **OK**.

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



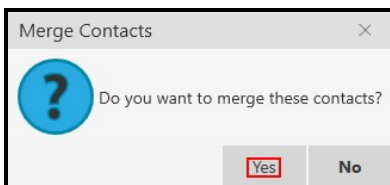
## To merge contacts using drag and drop

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



The **Merge Contacts** dialog opens.

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

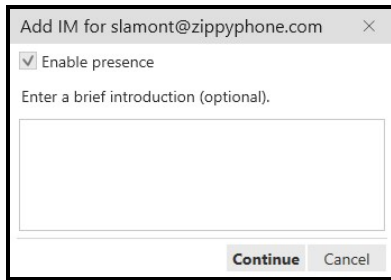


The **Contact Profile** (Windows) or the **Contact Editor** (Mac) window opens.

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

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



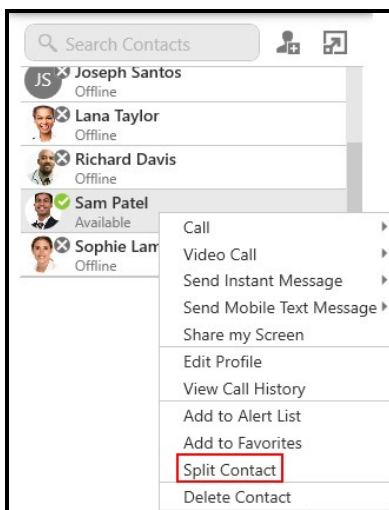


## Splitting contacts

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

### To split contacts using the shortcut menu

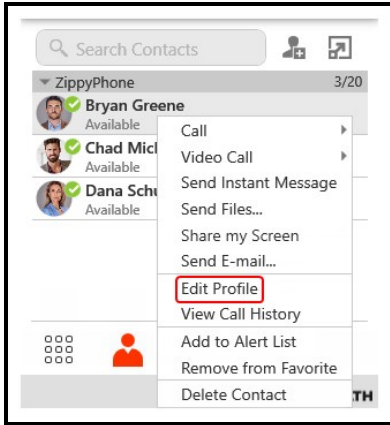
1. Right-click (Windows) or **CTRL**+click (Mac) on a contact and click **Split Contact**.



Bria Enterprise splits that contact into the original contacts.

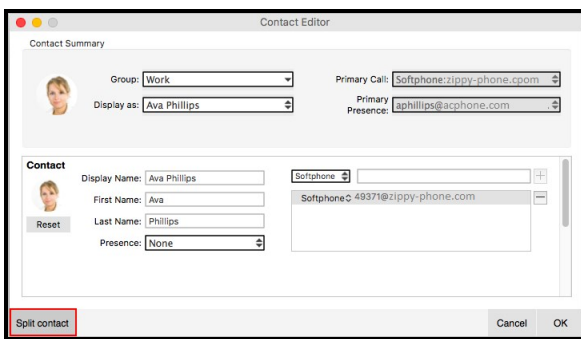
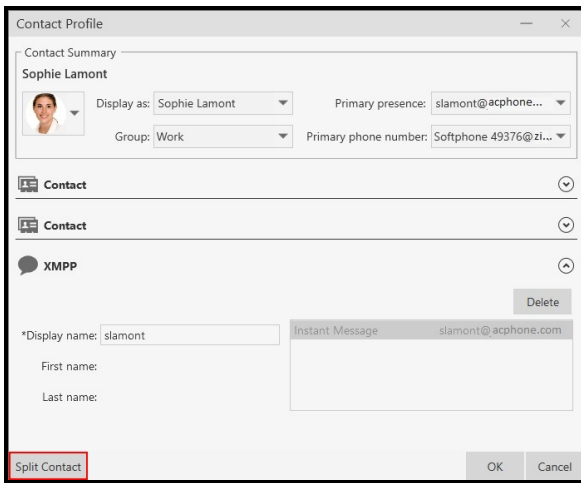
### To split a contact using the Contact Profile

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



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

2. Click **Split Contact**.



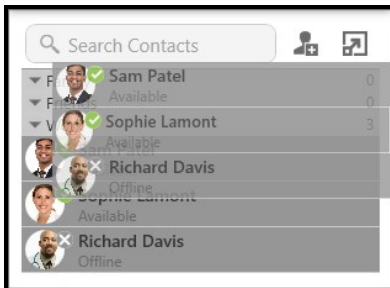
The contact is splits into the original contacts.

## Changing contact groups

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

### To move contacts to another group

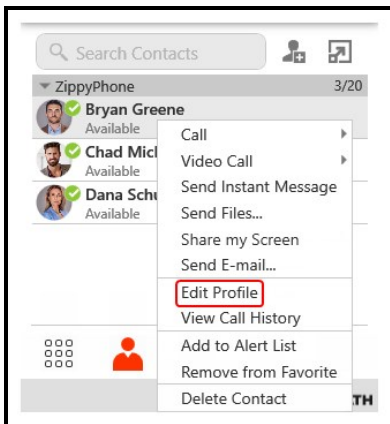
1. In the contacts panel, use **SHIFT+Click**, **CTRL+Click** (Windows), **COMMAND+Click** (Mac) or a combination to select one or more contacts you want to move to another group.
2. Drag the selected contacts to the title bar of the new group.



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

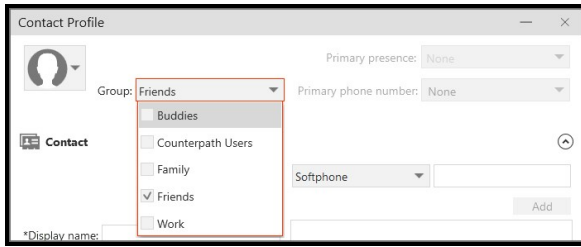
### To add and remove contacts from multiple groups using the Contact Profile

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



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

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



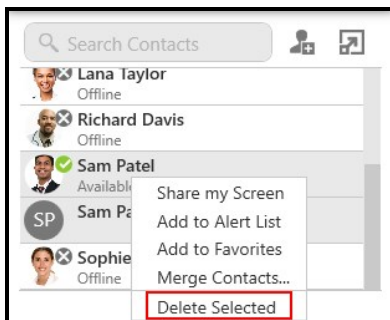
3. Click **OK**.

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

### To remove a contact from a single group

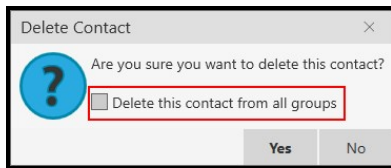
If a contact is in multiple groups, you can remove them from one of the groups.

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



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

dialog.



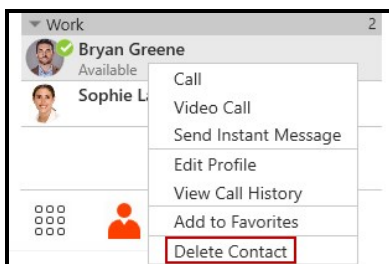
The contact or contacts are removed from the group. They remain in any other groups they belonged to.

## Deleting a contact

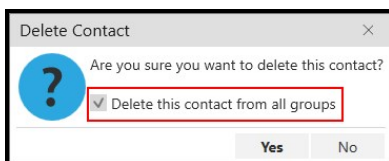
You can delete a single contact or a group of contacts from Bria Enterprise.

### To delete one or more contacts

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



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



The contacts are deleted.

# Managing groups

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

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

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

[Create a chat room](#)

[Screen share](#)

[Add a group to the alert list](#)

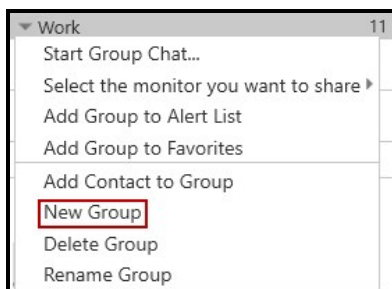
[Add a group to Favorites](#)

## Creating a group

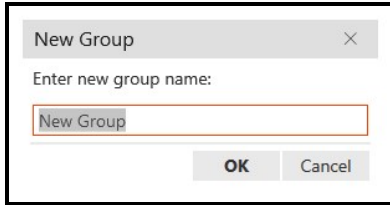
Use the shortcut menu or the **Contacts** menu to create a new group.

### To create a new group using the shortcut menu

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



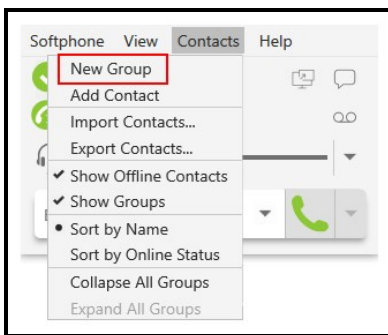
2. Type in a group name in the **New Group** window and click **OK**.



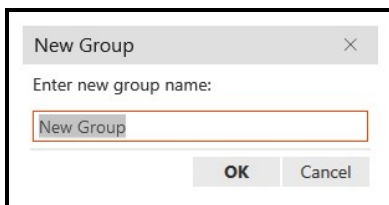
The new **Group** is displayed in the **List of contacts**.

## To create a new group using the **Contacts** menu

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



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

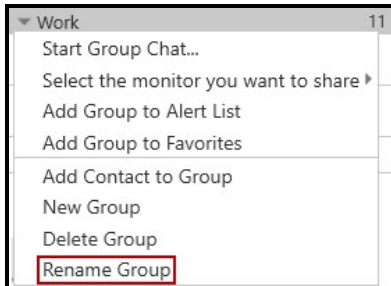


The new **Group** is displayed in **Contacts**.

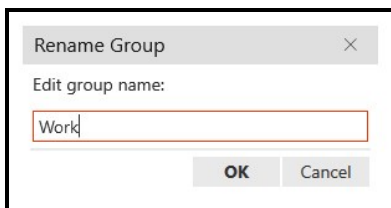
## Renaming a group

### To rename a group using the shortcut menu

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



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

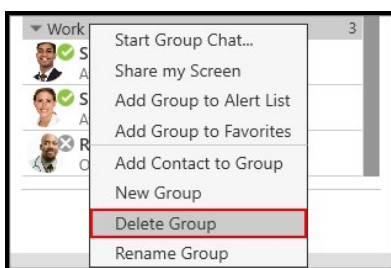


The **Group** appears with the new name in the **List of contacts**.

## Deleting groups

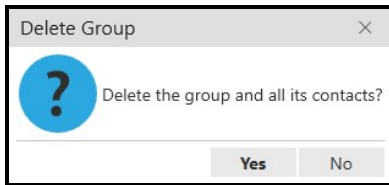
### To delete a group

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



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





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

## Favorites

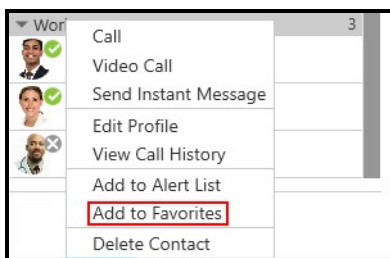
If you have contacts that you use frequently, you can add these contacts as **Favorites** for easier access. You can create favorites from the **Contacts** panel or in the contact profile. When you add a contact to **Favorites**, it displays in both the **Contacts** panel and the **Favorites** panel.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

### Adding a contact to Favorites

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

#### To add a contact to Favorites

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



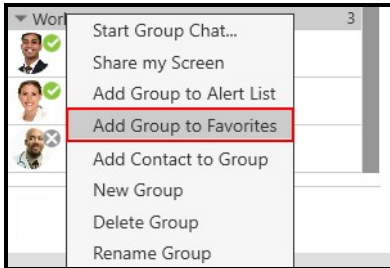
The contact or contacts are added to **Favorites**.

### Adding a group to Favorites

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

## To add a group to Favorites

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



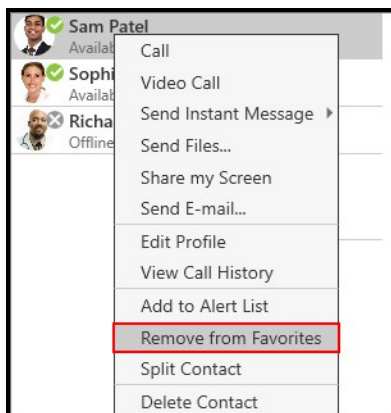
The contacts in the group or groups appears are added to **Favorites** and can be viewed in the **Favorites** panel.

## Removing a contact from Favorites

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

### To remove a contact from Favorites

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



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

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

## Directory Tab

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

The **Directory** tab may be configured as on demand or may be populated with users as soon as you sign in. If it is configured as on demand, the **Directory** tab is empty until the user types in a search strings and click **Search**. If the Directory shows a list of users when you sign in, you can type text into the search field, but there is no **Search** button.

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

### To phone a directory contact

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

### To create a contact from the directory

1. Right-click (Windows) or **CTRL**+click (Mac) on an entry and choose **Add as Contact**. The **Contact Profile** (Windows) or **Contact Editor** (Mac) window appears with all the information from the directory populated.
2. Complete any of the fields that are missing information you want to add to the contact and click **OK**.

The person is added to contacts.

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

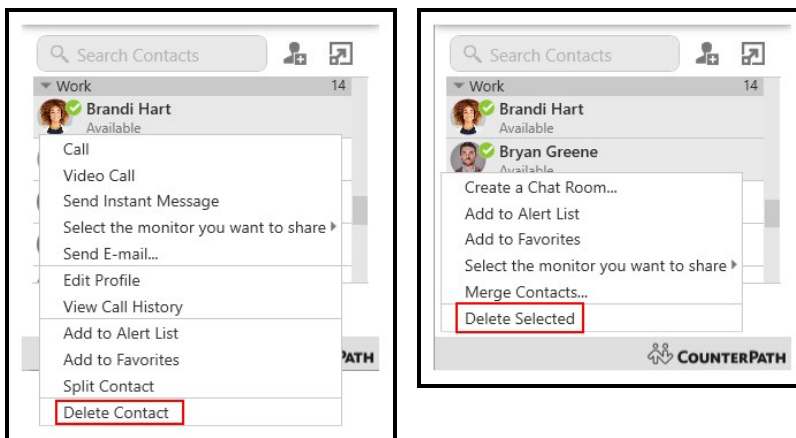
- Automatically updated whenever the corresponding directory entry changes.
- Automatically deleted if the corresponding directory entry is deleted.

**Note:** Contacts created from directory entries do not show presence when you are using SIP SIMPLE for presence as opposed to XMPP and when contacts are created from an LDAP or Active Directory. If you create the contacts manually in the contacts panel, presence will display properly.

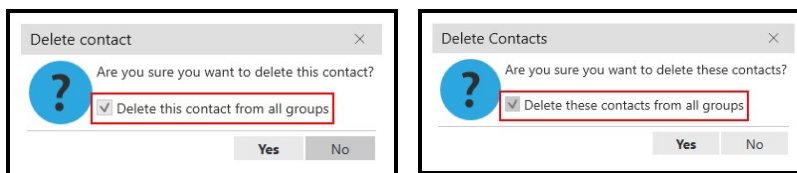
## To delete a directory contact

A contact created from the directory can be deleted from **Contacts**.

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



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



The person is deleted from **Contacts**. The person is not deleted from the **Directory**.

# History

## Viewing History

All Bria Enterprise calls are captured in Bria Enterprise's **List of recent calls** (Windows) or **History** (Mac) - referred to as **History**. Calls are grouped to easily find all calls from one contact, and can be filtered to make it easier to find a specific call. The most recent 200 calls per SIP account are stored in Bria Enterprise.

### Call grouping

Calls captured in Bria Enterprise's history are grouped by name and caller ID. The caller ID can be a phone number or a SIP address, but will be referred to as phone number. The group can be expanded and collapsed to show or hide the individual calls in the group.

If a person has called you from multiple numbers, you may see more than one group of calls for them.


### Collapsed group display

The collapsed group displays an overview of call information: the name and presence status of the caller, the number and types of calls, and the time and date of the most recent call.



### Expanded group display

The expanded group shows a list of recent calls between you and the person. The most recent calls are displayed at the top of the list. In addition to the information displayed in the collapsed group, Bria Enterprise also shows whether the call was voice or video, the time and date, and the length of the call.


Sophie Lamont (4) 49376		
Voice Call	Today	
4 m 21 s	10:30 AM	
Voice Call	Today	
25 m 5 s	10:21 AM	
Video Call	Today	
3 m 27 s	10:14 AM	
Voice Call	Today	
0 s	10:13 AM	

## Multiple groups for the same number

In some cases, calls from the same person may show up in multiple groups. If one call only contains the phone number, and another call contains the phone number with a domain, they calls appear in two different groups. Bria Enterprise does not strip the domain and try to match the results with other calls.

	Sophie Lamont (11) 49376@zippyphone.com	Today 2:56 PM
	Sophie Lamont (7) 49376	Today 2:56 PM



## Multiple contacts with the same number

When you have a number that is used for multiple contacts, all calls for that number are grouped together as **Multiple Contacts**. Expand the group and click  **Contact Info** to see the contacts associated with the number.

Shared Contacts	Multiple Contacts (6) 49372@zippyphone.com
 Jeannie Lee Available	Voice Call 5 m 28 s Today 3:17 PM
 jlee Available	Voice Call 4 m 41 s Today 3:08 PM

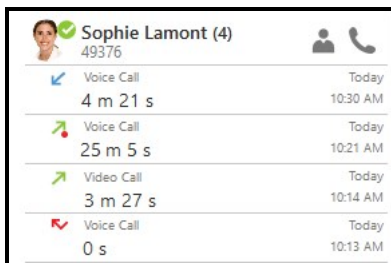
## Unknown contacts

There are two types of unknown contacts that can appear in the call history. If a call comes from a phone number that is not in your contacts, the contact is grouped as **Unknown** with the phone number displayed. Calls that come in with an unknown number are grouped as **Unknown** with **Unknown** displayed for the number.

	Unknown (1) 6045555555	Today 3:26 PM
	Unknown (1) Unknown	Today 3:27 PM

## To view all calls in a group

1. Click the group you want to expand.



Bria Enterprise displays the expanded group.

## Call type icons

☑ Incoming call

☑ Incoming call answered on another device - Appears when Call History Sync is enabled for the account.

➤ Outgoing call

☑ Incoming call recorded on this device

➤ Outgoing call recorded on this device

🚫 Blocked call - Appears when Call Blocking is enabled.

☑ Missed call

## Call History Sync

With Call History Sync, when a user enables their SIP account on multiple devices, the user sees consistent call log history on all the devices. For example, a user answers a call on a Windows computer, and sees on an iPhone that the call was answered on another device.

Deleting an entry from Bria Enterprise's call log history results in deleting the entry from all the devices.

Call History Sync can be configured for your Stretto group by your administrator.



# Searching and filtering History

To find a specific entry in **History**, you can filter or search the list of recent calls, or use both methods.

Limit the calls you see in the call history using filtering. Bria Enterprise lets you filter all calls, incoming calls, missed calls, calls that were answered elsewhere, Collaboration conference calls, calls with recordings, and calls by date.

## Searching History

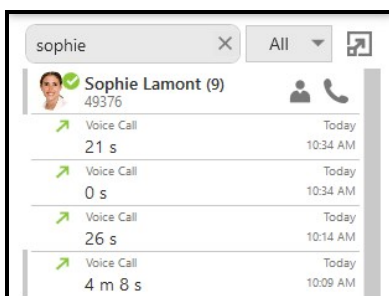
Search for a call in **History** by either the name of the caller or by their phone number.

### To search History

1. Type the name or phone number for the call your are looking for in **Search History**.



2. Expand the **History** entry to find specific call details.



Bria Enterprise displays all calls from the name or number.

## Filtering History

Limit the calls you see in **History** using filtering.

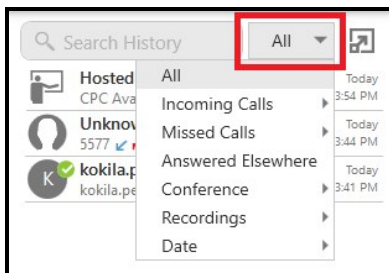
## Available filters

- incoming calls (with second filter for Date)
- missed calls (with second filter for Date)
- answered elsewhere
- Collaboration conference call (with second filter for Date)
- Calls with recordings (with second filter for Conference or Call)
- Date

You can search Bria Enterprise for calls based on when the call occurred. Filter calls from **Today**, **Yesterday**, **This Week**, **This Month**, **Last 7 Days**, and **Last 30 Days**. **This Week** filters for calls for the current week running from Sunday to Saturday. **This Month** filters for calls during the current calendar month.

## To apply a filter to the History

1. In **History**, click on the call filter and select the filter you want to apply.

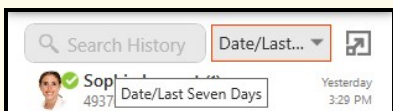


2. Click the second filter if applicable.

Bria Enterprise displays the calls that match the filter(s).

### Tip:

To see which filter is applied to call history when the full name of the filter does not fit, hover over the filter drop down and the full text appears.



## Search and filter History

Use search and filter at the same time. You can filter your results first, and then enter your search information or enter your search information first and filter your results.

## Call recordings in History

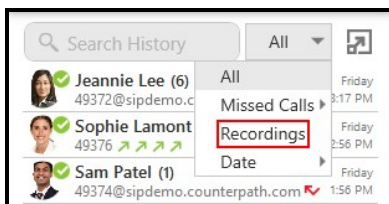
Call recording are available in Bria Enterprise's **List of recent calls** (Windows) or **History** (Mac) - referred to as **History**. You can play and delete recordings from **History**, in addition to [using the file explorer on your computer to play and delete recording files](#).

### Filtering for recordings

If you are searching for a call recording, you can filter the **History** to show only calls that have recordings.

#### To filter for recordings

1. Click on the call filter and click **Recordings**.

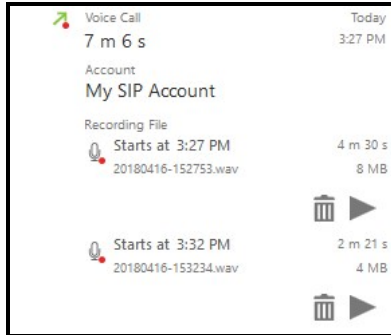


Bria Enterprise displays all calls that have a recording associated with them.



### Multiple recordings

If you created multiple recordings of a call - you stopped and restarted a recording during the same call - all the call recording are visible in the expanded view of the call entry.

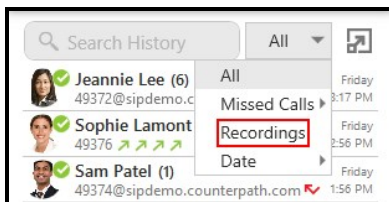


## Playing back a call recording

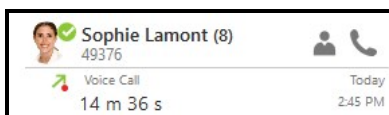
You can play back a call recording using either **History** or using the file explorer on your computer. This section describes how to play back a call recording using call history. For more information on call recording, including using the file explorer to listen to a recording, see [Recording a call](#).

### To play back a call recording

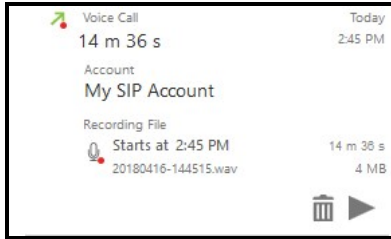
1. Optional: Click on the filter and select **Recordings**.



2. Click on the history group that contains the recording. The history group expands.



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



4. Click ► **Play Recording**.

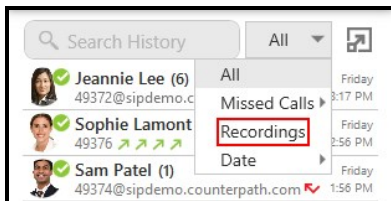
Bria Enterprise plays the recording in your default audio player.

## Deleting a call recording

You can delete a call recording using **History** or by locating the file on your computer and deleting it using file explorer. This section describes how to delete a call in **History**.

### To delete a recording

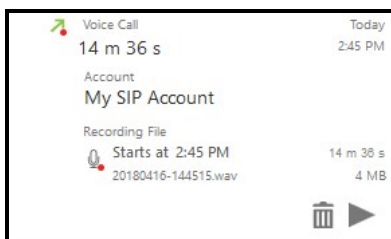
1. Optional: Click on the filter and select **Recordings**.




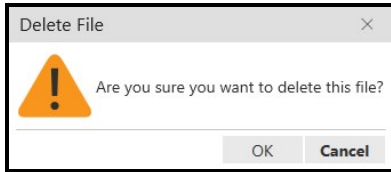
2. Click on the history group that contains the recording. The history group expands.





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




4. Click  **Delete Recording**.
5. Click **OK** on **Recording File**.



Bria Enterprise deletes the recording from your computer and you can no longer play back the file in call history.

The history entry still appears when the **Recordings** filter is applied.  **Delete Recording** and  **Play Recording** are still visible in the call entry but are inactive.

Click  **Recording Info** to see when the file was deleted.

## Exporting calls from History

You can export your from Bria Enterprise's **List of recent calls** (Windows) or **History** (Mac) - referred to as **History** - Bria Enterprise to a .csv file.

### To export call history

1. Right-click (Windows) or **CTRL+click** (Mac) on any group in **History** and click **Export to File**.
2. Use **Browse For Folder** to set the location where you want to save the file and click **OK**.

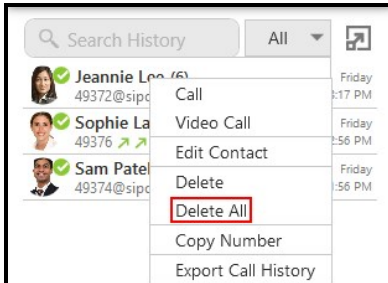
Bria Enterprise exports the .csv file to the specified location.

## Deleting History

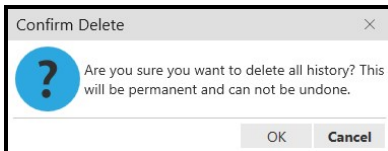
Calls are grouped by caller ID in Bria Enterprise's **List of recent calls** (Windows) or **History** (Mac) - referred to as **History**. You can delete all calls in **History**, or you can delete all calls in a group.

## To delete all calls

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



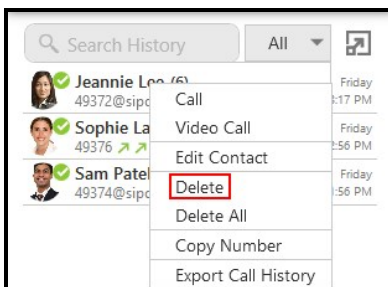
3. Click **OK** on **Confirm Delete**.



Bria Enterprise deletes all calls from **History**.

## To delete a History group

1. Right-click (Windows) or **CTRL+click** (Mac) on the call group or the heading of the expanded call group you want to delete.
2. Click **Delete**.



Bria Enterprise deletes the calls in the **History** group.

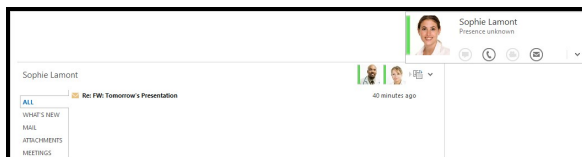
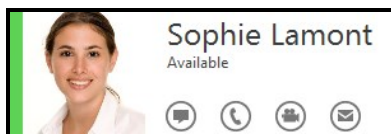
**Warning:** There is no warning before all calls in a group are deleted.



# Microsoft Office Integration - Windows only

Bria Enterprise is integrated with Microsoft Office 2013, Microsoft Office 2016, and Microsoft Office 365. However, the Office 365 Web App (a browser-based version of Microsoft Outlook) is not supported.

You can place an audio or a video call, send an IM, and see presence information directly from Outlook's mini-contact card. The mini-contact card appears anywhere you see a contact – the email header, the Social Connector, the scheduler assistant, the people tab – when you hover over that contact.



## To enable Office integration - Windows only

1. Open **Preferences** on the **Softphone** menu.
2. Click **Enable Outlook integration** in the **Application** panel.
3. Restart Microsoft Outlook.

Bria Enterprise is available from Outlook.

## To disable Office integration - Windows only



1. Open **Preferences** on the **Softphone** menu.
2. Click **Disable Outlook integration** in the **Application** panel.
3. Restart Microsoft Outlook.

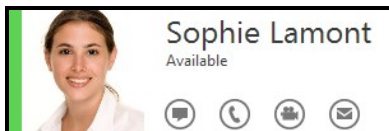
Bria Enterprise is no longer available from Outlook.

# Placing an audio or video call from Outlook

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

## To place a call

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

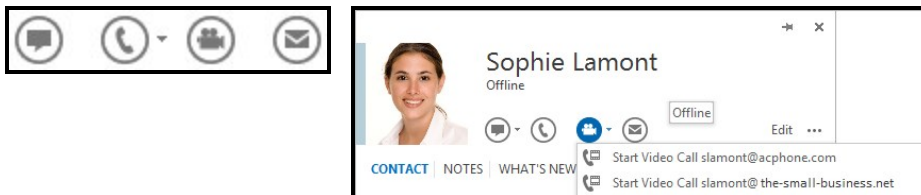


Bria Enterprise places the call or video call and opens the call panel. If you clicked **Start video call**, Bria Enterprise opens the **Video** window if the remote party answers the call with video.

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

## To place a call to a contact with multiple numbers

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




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

## IM and presence in Outlook

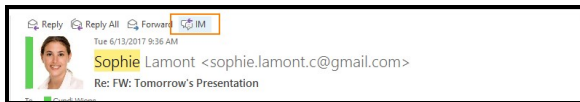
The Outlook Integration offers you the ability to view presence information and send IMs directly from Microsoft Office.

### Sending an IM

There are two ways to send an IM from Outlook: clicking on **IM** in the message header and clicking on  **Send an IM** on the mini-contact card.

#### To send an IM from the message header

1. Click on  **Send an IM** to send an IM to the email sender.




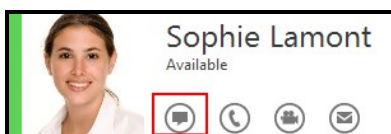
Bria Enterprise opens the **Message** window.


2. Type your message and click send.

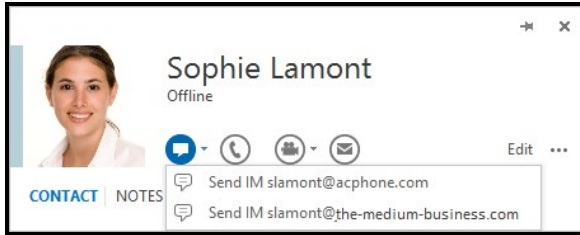
Bria Enterprise sends the IM.

#### To send an IM from the mini-contact card

1. In the header or in the Social Connector, hover over a name or avatar. The mini-contact card appears.
2. Click  **Send an IM**.



3. If the contact has more than one address you can send an IM to, you can choose the address you want to use. Click the drop-down arrow beside  **Send an IM**.



Bria Enterprise opens the **Message** window.

4. Type your message and click send.

Bria Enterprise sends the IM.




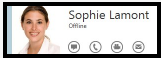


## To view the online presence of contacts

You can view the online status – the presence – of contacts that have share presence information with you in Bria Enterprise. Presence is shown in the mini-contact card, beside avatars, and beside names in the email header.

- On the mini-contact card, presence is indicated by both a colored stripe on the side of the avatar and by having the status in words under the contacts name.
- On the avatar, presence is indicated by a colored stripe.
- In the email header, a colored dot beside the name displays the status.

## Appearance and Meaning of Presence in Microsoft Office

Mini-contact card	Avatar	Name	Meaning
			This person is <b>Available</b> and you can contact this person.
			This person is <b>Busy</b> . You can contact this person.
			This person is <b>Away</b> . You can contact this person.
			This person is on a call. You can contact this person.

Mini-contact card	Avatar	Name	Meaning
		 <b>Lana Taylor</b>	This person has either set <b>Do not disturb</b> or has set <b>Not available for calls</b> . You cannot contact this person.
		 <b>JosephCarlSantos</b>	This person has either set their status as <b>Appear offline</b> or they are <b>Offline</b> . This contact is either not logged on or does not want to share online status.

# BroadWorks Feature Pack

Bria Enterprise can be integrated with the BroadWorks platform if your system administrator enables this feature. This section describes the features that are in the BroadWorks-feature-enabled Bria Enterprise but not in regular Bria Enterprise.

BroadWorks Feature Pack is a set of BroadWorks features such as:

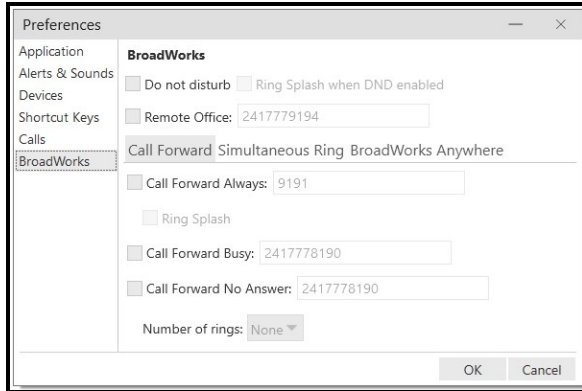
- **Service management:** Bria Enterprise allows users to change some of BroadWorks services from within the client. Bria Enterprise syncs any change with the BroadWorks Xtended Services Platform (XSP) server.
- **Server-based directory (Enterprise Directory):** Bria Enterprise retrieves server-based enterprise directory and/or group directory from the XSP server and displays it in a dedicated page.
- **Server-based call history (Call Logs):** Bria Enterprise downloads the call history saved in the XSP server and displays it along with local call history in one single tab.

When Bria Enterprise has BroadWorks Feature Pack enabled, you see the extra tabs or menus as shown below.

## Service management

Bria desktop has an extra page for BroadWorks under **Preferences**.

All the settings under the BroadWorks menu are synced with the XSP server/BroadWorks web portal. If the user makes changes on the Service Management settings on Bria Enterprise after login, Bria accesses the XSP server, and modifies the settings on the XSP server. If a setting for a given service on the XSP server is changed outside of Bria Enterprise (for example, by using the BroadWorks web portal), the user can sync the information within Bria Enterprise by logging out and logging into Bria Enterprise again. Or on Bria desktop, it retrieves the latest information from the XSP server when the user opens the BroadWorks page under Bria Enterprise's Preferences.

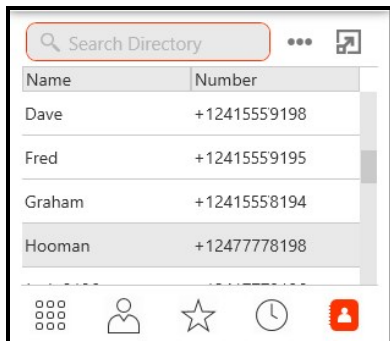


## Server-based directory (Enterprise Directory)

Bria desktop shows an extra tab for **Contact Directory** along with the existing **Contacts** and **Favorites** tabs.

**Directory** gives users access to the server-based directory where user can search, make a call to an entry, and save an entry to local address book. Once saved locally, the information on the entry does not sync with the information on the XSP server.

**Tip:** If the Directory tab is empty, enter a search keyword and perform search. The entries that match the search will appear.

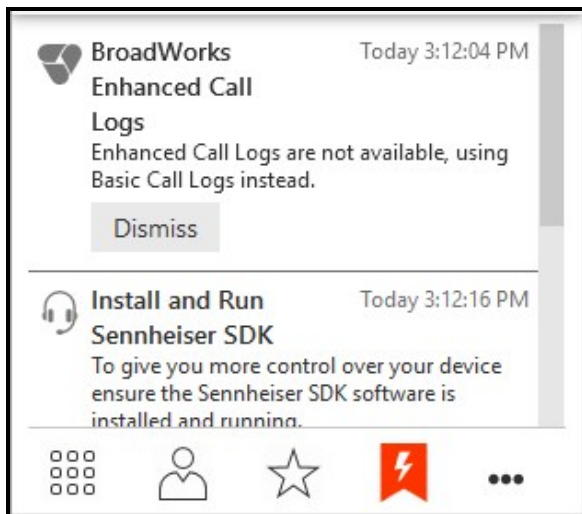


## Server-based call history (Call Logs)

The existing **History** tab displays server-based call history stored on the BroadWorks server as well as the local call history. The server-based call history syncs with the BroadWorks server; meaning that users can delete an entry on the Bria Enterprise client,

and it deletes the same entry from the XSP server as well. The server-based call history does not persist on the device (the history will be erased from the device when user logs out from the service on Bria Enterprise).

Bria Enterprise retrieves an enhanced history, and falls back to a basic history if enhanced history is not available from the XSP server. End users are notified when this occurs.





# Account settings

There are two ways of configuring Bria Enterprise - **Account Settings** and **Preferences**. **Account Settings** are settings that only apply to an individual account. **Preferences** are settings that apply to Bria Enterprise as a whole.

This section describes **Account Settings**. **Account Settings** shows all of the accounts currently set up. From this window, enable and disable your accounts. Click **Softphone > Account Settings** (Windows) or **Bria Enterprise > Preferences > Accounts** (Mac) to view **Account Settings**.

## Selecting default accounts

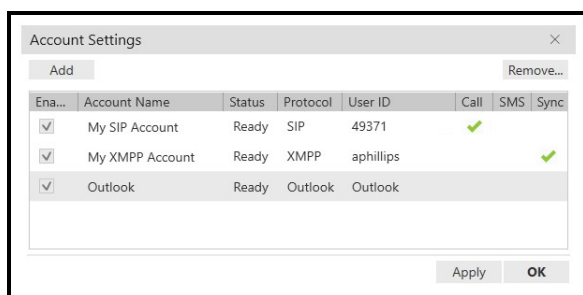
If you have multiple SIP accounts, you can select your preferred SIP account from **Account Settings**.

Your Outlook account (Windows) and your Mac Address Book account (Mac) are configured in the **Account Settings** window. Your SIP and XMPP accounts are configured by your system administrator.

### To view the Account Settings - Windows

1. Click **Account Settings** on the **Softphone** menu.

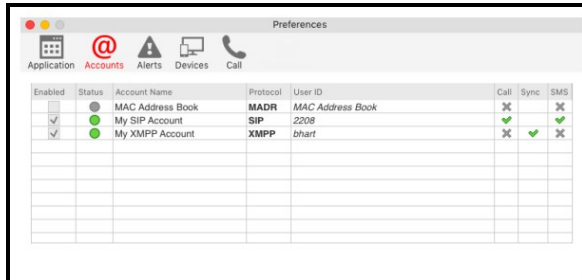
The **Account Settings** window opens.



## To view the Account Settings - Mac

1. On the menu bar, click **Preferences**.
2. Click the **Accounts** tab.

The **Preferences - Accounts** window opens.



## The Call column

The **Call** column shows how the account is used for calls.

### Windows icons

: The account is the preferred account for calls

: The account can be used for outgoing calls if you select it when placing an outgoing call

: The account cannot be used for phone calls. It is either a SIP account with calling disabled or a non-SIP account.

### Mac icons

: The account is the preferred account for calls

: The account can be used for outgoing calls if you select it when placing an outgoing call

: The account cannot be used for phone calls. It is either a SIP account with calling disabled or a non-SIP account.

## The Status column

The **Status** column indicates the registration status of each account.

## Windows Meaning


**Ready:** The account is registered and can be used for calls (SIP) and messaging.

**Registering:** The account is in the process of registering.


**Failed:** The account is enabled but registration failed. Check that you entered your account credentials correctly.

**Disabled:** The account is disabled. Select the Enabled check box to register the account.

## Mac Meaning

: The account is registered and can be used for calls (SIP) and messaging.

: The account is in the process of registering.

: The account is enabled but registration failed. Check that you entered your account credentials correctly.

: The account is disabled. Select the **Enabled** check box to register the account.

# Selecting your preferred account for calls

**Preferred account for calls** only appears when you have more than one SIP account. The preferred account is used if there are no dial plan rules being used to determine the outgoing account and you do not explicitly choose an account for the outgoing call.

## To select your preferred account

1. Open the **Account Settings** window.
2. Select your preferred SIP account from **Preferred account for call**.

Your preferred account is set.

# SIP account settings

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

This section describes the SIP account settings.

**Note:** SIP account settings are read-only.

## Accounts or General panel (SIP)

**Note:** These fields are view only.

The **Accounts** (Windows) or **General** (Mac) panel shows the **User Details**, **Domain Proxy**, and the **Dial plan** for the account.

### Settings in this panel

#### Account Name

**Account Name:** Used to identify the account. If desired, change the name to something meaningful to you. For example, the name of your VoIP service provider.

**Protocol:** Read-only. Always specifies **SIP**.

#### Allow this account for

**Calls** (Windows) / **Used for Call** (Mac): Determines if the account is used to place outbound calls.

**Selected:** This account can be used for outbound calls.

**Cleared:** This account cannot be used for outbound calls.

**IM / Presence** (Windows) / **Presence** (Mac): Determines if the account is used for presence and messaging.

**Selected:** This account is used to share your online presence and send instant messages.

**Cleared:** This account is not used to share your online presence and send instant messages.

#### User Details

**User ID:** The account number for the softphone. Provided by your VoIP service provider.

**Domain:** The domain of your softphone address. Provided by your VoIP server provider.

**Password:** The password for the softphone. Provided by your VoIP service provider.

**Display name:** This is the name that is displayed in the Bria Enterprise title bar. Remote parties see this name.

**Authorization name:** Complete this field if your VoIP service provider gave you an authorization name. Typically not used in an enterprise environment. An Authorization name is useful if you allow user IDs that are short and easy to guess. The Authorization name is used in place of the User ID to register the SIP account.

## Domain Proxy

**Register with domain and receive calls:** This field must be **Cleared** if your level of service does not include the ability to receive incoming calls. In this case, leaving this field selected may prevent the account from registering.

**Selected:** Register this account with your VoIP service provider so you can receive incoming calls.

**Cleared:** This SIP account cannot be used for incoming calls.

**Send outbound via:** Choose the settings specified by your VoIP service provider. If you select this field, complete the **Address** field with the domain provided by your VoIP service provider.

**Domain:** Select this field if your VoIP service provider requires that traffic be directed to proxies that are discovered via the domain.

**Proxy:** Select this field if your VoIP service provider has an outbound proxy address and requires that you provide the address to your softphone client.

If neither of these options are suitable, see [Advanced](#) for additional ways to direct traffic.

## Dial Plan

**Dial Plan:** Information about the syntax of the numbers used by your VoIP service provider. This information is provided by your VoIP service provider.

The default plan is: #1\a\a.T;match=1;prestrip=2;

You do not have to change the dial plan if:

- You only have one SIP account.
- You have multiple SIP accounts but will always manually select the account to use for calls.
- The default plan is acceptable.

See [Using a Dial Plan to Modify How Calls are Placed](#) for information on configuring dial plans.

## Voicemail panel (SIP)

This panel shows your set up for client-side voicemail and client-side call forwarding.

**Note:** These fields are view only.

Voicemail is offered through your VoIP service provider or through your enterprise's IP PBX. It is not part of Bria Enterprise. Contact your VoIP service provider or your system administrator for information on using voicemail.

### Settings in this panel:

#### Voicemail

**Check for voicemail:** Check with your VoIP service provider or your enterprise's IP PBX system administrator for the correct configuration.

**Selected:** Subscribe for message waiting – Bria Enterprise must subscribe to be notified when there is a voicemail.

**Cleared:** Implicit subscription – the VoIP service provider's voicemail server send notifications without Bria Enterprise subscribing.

**Cleared:** Your VoIP service provider does not support voicemail.

**Number to dial for checking voicemail:** Complete this field only if your VoIP service includes voicemail. This is the number that will be called when a user click the Voice messages icon on Bria Enterprise to check for voicemail and listen to messages. Completing this field enables the **Voice messages** icon. If you leave this field empty, the

icon will not work and you will have to dial your voicemail number manually. Enter the number provided by your VoIP service provider or system administrator.

**Number for sending calls to voicemail:** Complete this field only if your VoIP service includes voicemail. This is the number that incoming calls will be forwarded to if they are unanswered after the specified interval. This field must be completed if you select **Send call to voicemail if unanswered for**. If you leave this field empty, Bria Enterprise never forwards call to your service provider's voicemail. However, most VoIP service providers have their own mechanism for sending unanswered calls to voicemail. Leaving this field blank does not mean that forward-to-voicemail does not work. Enter the number provided by your VoIP service provider or your system administrator.

**Send calls to voicemail if unanswered for:** Complete this field only if your VoIP service includes voicemail. Your service provider may have a similar feature outside Bria Enterprise. If they do, make sure that you are not entering competing information in Bria Enterprise and in the service provider's interface. For example, if you clear this field in Bria Enterprise, make sure that you turn this feature off with your service provider as well or calls continue to be forwarded.

**Selected:** Bria Enterprise sends call to voicemail when the specified interval expires. Enter the time interval in seconds.

## Forwarding

**Forward to:** Forward to only works when Bria Enterprise is running and only if your VoIP service provider supports redirect. You can use this feature even if your VoIP service does not include voicemail.

**Selected:** All calls will be forwarded to the number specified. Inbound calls on other SIP accounts (if you have them) are not affected by enabling this field. Enter the number you want to forward your calls to.

**When on the phone, forward to:** When on the phone, forward to only works when Bria Enterprise is running and only if your VoIP service provider supports redirect. You can use this feature even if your VoIP service does not include voicemail.

**Selected:** Forward calls only when you are on another call. Inbound calls on other SIP accounts (if you have them) are not affected by enabling this field.

Your service provider may have a similar feature outside Bria Enterprise. If they do, make sure that you are not entering competing information in Bria Enterprise and in the service provider's interface. If you clear this field, make sure that you turn this feature off with your service provider as well.

## Topology panel (SIP)

This panel controls how signals are passed through your network.

**Note:** These fields are view only.

### Settings in the panel:

#### Firewall Traversal

**Firewall traversal method:** Choose the settings recommended by your VoIP service provider.

**Auto-detect firewall traversal method using ICE (Windows) / Auto-detect (ICE, recommended) (Mac):** Automatically determines the contact address for signaling traffic. If selected, also set **Firewall traversal server type**.

**Firewall traversal server type:** In most cases, this setting can be left as **STUN and TURN**. However, if you experience connection delays, change this setting to **STUN only** or **TURN only**. This limits Bria Enterprise to discovering only the STUN servers or only the TURN servers known to be deployed in the network.

- **STUN and TURN**
- **STUN only**
- **TURN only**

**Discover public IP address (STUN):** Advertises the public IP address (discovered via STUN) for the contact address for signaling traffic and for the connection address for media traffic.

**Use media relay (TURN):** Advertises the public IP address (discovered via STUN) for the contact address for signaling traffic.



**Use ICE:** Advertises the public IP address (discovered via STUN) for the connection address for media traffic.

**None:** Advertises the local IP address only for both signaling and media traffic.

**Server address:**

**Empty:** Discover the address of the firewall traversal server (the STUN or TURN server), if available, using DNS SRV.

**Specified:** Use the firewall traversal server specified as either an IP address or a fully qualified host name. If you use **Auto-detect firewall traversal method using ICE** (Windows) or **Auto-detect (ICE, recommended)** (Mac), you can only enter a STUN server here. Do not enter a TURN server because TURN is not supported when ICE is used.

**User name:** The user name for the server.

**Password:** The password for the server.

## Port Ranges

**Range of ports used for signaling (Windows) / Range of ports used on local computer (Mac):** Set the range of ports on the local computer for SIP signaling.

**Selected:** Your computer is behind a restrictive firewall that only allows specific port ranges to be used. Enter the port ranges for your SIP account and also open the same ports on your firewall. Refer to applicable firewall documentation for more information.

**Cleared:** Your computer is not behind a restrictive firewall.

**Range of ports used for RTP:** Set the range of ports on the local computer RTP audio and RTP video.

**Selected:** Your computer is behind a restrictive firewall that only allows specific port ranges to be used. Enter the port ranges for your SIP account and also open the same ports on your firewall. Refer to applicable firewall documentation for more information.

**Cleared:** Your computer is not behind a restrictive firewall.

## Custom DNS

**Server 1 / Server 2:** Enter the custom domain name server. A custom DNS is a domain name server that is specific to a given domain (network or sub-network). It provides Bria Enterprise the ability to query inside the network for IP addresses associated to domain names rather than querying outside the domain.

## Presence panel (SIP)

Presence allows other softphone users to see your online status and allows you to see the online status of others.

**Note:** These fields are view only.

### Settings in this panel:

#### Presence

**Mode:** Enter the value specified by your VoIP service provider.

Peer-to-peer

Presence agent

**Poll time:** The frequency, in seconds, that Bria Enterprise uses to check presence.

**Refresh interval:** The amount of time, in seconds, that Bria Enterprise refreshes your presence.

## Transport settings (SIP)

These settings display the method Bria Enterprise uses for transporting your SIP signal.

**Note:** These fields are view only.

## Settings in this panel

### Transport

**Signaling transport:** Contact your VoIP service provider to identify the types of transport that are supported.

**Automatic:** Bria Enterprise sets up the transport based on the capabilities of the network and the Bria Enterprise computer. Choose this option if you do not care which transport is used.

**TCP (Transmission Control Protocol):** This transport provides no signaling security.

**UDP (User Datagram Protocol):** This transport provides no signaling security.

**TLS (Transport Layer Security):** Choose this option to request signaling encryption or both signaling and media encryption.

### Media Encryption (Windows) / Media Encryption over TLS (Mac)

**Media Encryption (Windows) / Media Encryption over TLS (Mac):** Applies when TLS is chosen as the **Signaling transport** method (see **Signaling transport** above).

### Make and accept only encrypted call

**Outgoing calls:** Bria Enterprise places all outbound calls with TLS. The call INVITE will specify SRTP media encryption. If the correct root certificates are not in place or if the other party does not accept encrypted calls, the call will fail.

**Incoming calls:** Bria Enterprise only accepts INVITEs that are for encrypted calls. If Bria Enterprise receives a call INVITE that is not encrypted, the call will be rejected.

### Do not allow encrypted calls

**Outgoing calls:** Bria Enterprise only places unencrypted calls. If the other party does not support unencrypted calls, the call will fail.

**Incoming calls:** Bria Enterprise only accepts INVITEs that are for unencrypted calls. Bria Enterprise only accepts INVITEs that are for unencrypted calls.

## Security

**Verify TLS Certificate:** Applies when TLS is chosen for transport.

**Selected:** Bria Enterprise attempts to verify one or more of the certificates sent by the SIP server to see if they are trusted. If the certificates are trusted by a well-known certificate authority such as VeriSign, no further action is required. If the certificates are self-signed, install a corresponding CA certificate on your device. Contact your VoIP service provider to get a corresponding CA certificate.

**Cleared:** Bria Enterprise accepts the certificate without trying to verify it.

**IPv6:** Generally, leave this selected. Clear the check box only if advised by your VoIP service provider or your system administrator.

**Selected:** Allows Bria Enterprise to make phone calls and send IMs over an IPv6 network.

## Advanced settings (SIP)

The **Advanced** panel allows you view registration intervals, timers, the hold method, and manage connections.

**Note:** These fields are view only.

### Settings in the panel:

#### Register Settings

**Reregister every:** The time interval measured in seconds between Bria Enterprise's attempts to reregister in order to refresh the account registration with the account's VoIP service provider. A value of zero means that Bria Enterprise should not attempt to reregister after the initial registration. This value is placed in the Expires header field of the REGISTER message.

**Minimum time:** If the reregister fails, Bria Enterprise waits this amount of time, measure in seconds, and then attempts to reregister. If the second attempt fails, Bria Enterprise waits twice this time and tries again. Each time the attempt to reregister fails, Bria Enterprise increases the amount of time between tries until registration succeeds.

## Timers

**Enable session timers:** A session timer is a mechanism to detect whether a call session still active from a signaling point of view. When the timer expires, a refresh is sent from one party to the other. This timer is then reset.

**Selected:** Turns on the session timers.

**Cleared:** Turns off session timers, refreshes will never be sent.

**Session time preference:** Specifies how Bria Enterprise uses session timers.

**Inactive:** Session timers are not used in any session, except when it is explicitly required in the remote request.

**Optional:** Session timers are used in all sessions whenever the remote party supports and uses it.

**Required:** Session timers support is a requirement for the remote party to be able to establish a session.

**Always:** Sessions timers are used in all sessions whether or not the remote party supports or uses it.

**Default session time:** The default value of the session timer measured in seconds.

## Hold Method

**Hold method:** Change this setting only if your VoIP service provider advises you to.

**Handle hold request in M-line only (latest standard)**

**Handle hold request in M-line and C-line (old standard)**

## Connection Management

**Send SIP keep-alives:** Typically selected. Instructs Bria Enterprise to send SIP keep-alive messages in order to maintain a “pinhole” through your firewall for SIP messaging.

**Use rport:** Typically selected.

**Use SIP Outbound:** Determines Bria Enterprise uses an existing connection.

**Selected:** Bria Enterprise uses an existing connections by populating the SIP header as specific to RFC 5626. The SIP server should communicate with Bria Enterprise using the same connection if the transport is set to TCP or TLS.

**Cleared:** Bria Enterprise does not use an existing connection.

**Force outbound proxy on all requests:** Typically **Cleared**. Use this setting only if you have trouble connecting to the SIP server.

**Selected:** Requests always go to the outbound proxy configured in **Send outbound via** on the **Account** (Windows) or **General** (Mac) panel. Bria Enterprise never sends the invite directly to the end point. If you select this field, make sure you also set **Send outbound via**.

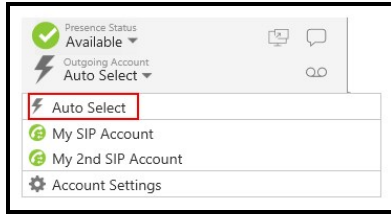
## Using a dial plan to modify how calls are placed

In Bria Enterprise, a dial plan can be used to modify how your calls are placed. For example, a dial plan can change any number that starts with “+1613” to “613”. A dial plan is used for any combination of the following reasons:

- To modify (transform) the input (the number to be dialed), such as to add the “9” required to obtain an outside line from a PBX.
- To select the account to use to place a call, if users have more than one account. For example, to use Account 1 to dial a number starting with 61, and use Account 2 to dial a number starting with 64.

Your administrator can set up dial plans for you. If you have any questions regarding dial plans, talk to your administrator.

If you have multiple SIP accounts, it is recommended to set **Outgoing Account** to **Auto Select** so that Bria Enterprise can access the dial plans of **all enabled** accounts. If it is set to a specific account, Bria Enterprise only checks the dial plan of the selected account.



## XMPP account settings

An XMPP account is optional. If you have an XMPP account, it will automatically be used for presence subscriptions and instant messaging. End users can pull their XMPP contacts into Bria Enterprise's contacts and IM these contacts from Bria Enterprise.

### General account settings (XMPP)

This panel let you view User Details, and signal transport for the XMPP account.

#### Settings in this panel:

**Account name:** Used to identify the account. If desired, change the name to something meaningful to you. For example, the **Corporate Account**.

**Protocol:** Read-only. Always specifies **XMPP**.

#### User Details

**User ID:** The XMPP (Jabber) user ID. Provided by your XMPP service provider. For example, **bhart**.

**Domain:** The domain portion of your XMPP address. Provided by your XMPP service provider.

**Password:** The password for your XMPP account. Provided by your XMPP service provider.

**Display name:** This is the name that is displayed in the Bria Enterprise. Remote parties see this name when they are connected to you.

## Synchronization

### Enable synchronization of messages

**Selected:** Bria Enterprise synchronizes XMPP messages between your clients on all devices.

**Cleared:** Bria Enterprise shows messages on the device that they were sent on.

### Advanced

**Port selection:** Configures the port to use.

**Auto detected:** Bria Enterprise automatically detects the port to use

**User selected:** Enter the Connect port.

**Connect port:** Complete only if **Port selection** is set to **User selected**.

**Outbound proxy:** The value in the **User ID** and in this setting may be used by Bria Enterprise to compose a valid jid (Jabber ID).

If **User ID**=aphillips@ABC.com and the **Outbound proxy** is empty, the jid=**User ID**: aPhillips@ABC.com.

If **User ID**=aphillips@ABC.com/home and the **Outbound proxy** is empty, the jid=**User ID**: aPhillips@ABC.com.

If **User ID**=aphillips@ABC.com and the **Outbound proxy**=XYZ, ignore the **Outbound proxy**; the jid=**User ID**: aPhillips@ABC.com.

If **User ID**=aphillips@ABC.com and the **Outbound proxy**=IP address or host address, the jid=**User ID**: aPhillips@ABC.com

If **User ID**=aphillips and **Outbound proxy**=ABC.com, jid=aphillips@ABC.com.

**Resource:** Optional resource as specified in RFC 3920, for example, home/. If this setting is blank and the **User ID** includes a resource, the value from **User ID** is used. If both are specified, the value of the **Resource** is used. If no resource is specified, the XMPP server will assign a temporary resource.

**Priority:** The priority as per RFC 3921. The default is zero.



## Verify TLS Certificate:

**Selected:** Bria Enterprise attempts to verify one or more of the certificates sent by the XMPP server to see if it is trusted. If the certificate is trusted by a well-known certificate authority such as VeriSign, no further action is required. If the certificate is self-signed, install a corresponding CA certificate on your device. Contact your XMPP service provider to get a corresponding CA certificate.

# G-Suite account settings

You can integrate your G-Suite contacts into Bria Enterprise by adding your G-Suite account.

There are no settings in your G-Suite account.

# Windows Outlook account settings

You can enable your Outlook account to provide Bria Enterprise with access to the contacts in your address book. When you integrate Outlook contacts using an Outlook account, the contacts are continually synced with the contacts in Outlook. By mapping contact addresses to fields in Bria Enterprise, you can make calls and send messages to Outlook contacts from either Bria Enterprise or from within Outlook.

## Settings in the panel

### Account

**Protocol:** Read only. Always specifies Outlook.

#### Account Details

**Field to use for Softphone address:** If you are using SIP for presence, you can set up Bria Enterprise to treat one of the contact fields in Outlook as a SIP address that can be subscribed to.



If you select **Business Telephone Number** in this field, any values that are in the **Business Telephone Number** field in Outlook are copied to the **Softphone** field in Bria Enterprise and Bria Enterprise subscribes to the online status of that contact through your SIP account. If an Outlook contact has “2766” in Outlook’s **Business Telephone Number** field and your SIP account domain is “domainA.com”, Bria Enterprise subscribes to “2766@domainA.com”.

**Field to use for IM address:** If you have an XMPP account, you can set up Bria Enterprise to treat one of the contact fields in Outlook as an XMPP address that can be subscribed to.



If you select **IM Address** in this field, any values that are in the **IM Address** field in Outlook are copied to the **Instant Message** field in Bria Enterprise and Bria Enterprise subscribes to the online status of that contact through your XMPP account. If an Outlook contact has “aphillips@acphone.com” in Outlook’s **IM Address** and the domain of your XMPP account is acphone.com, Bria Enterprise subscribes to “aphillips@acphone.com”.

## Setting up Mac Address Book accounts

Bria Enterprise pulls the Mac Address Book contacts into Bria Enterprise’s contacts. You can phone or IM them directly from Bria Enterprise.

### Setting up Mac Address Book account

Setting up the Mac Address Book account in Bria Enterprise allows you to directly call or IM the contacts in your Mac Address Book.

#### To set up the Mac Address Book account

1. On the menu bar, click **Bria Enterprise - Preferences**. The **Preferences** window opens.
2. Click on the **Accounts** tab.



3. Click + at the bottom to add an account.
4. Select **Mac Address Book**. Make sure to enable the account.

Bria Enterprise pulls in the contact with the specified number already set up as a softphone address.

## Using your Mac Address Book for presence

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

### To set up for presence

1. In the Mac Address book make sure that the contact type is `Phone` and the label is `softphone` (in lower case).
2. On the menu bar, click **Bria Enterprise - Preferences**. The **Preferences** window opens.
3. Click on the **Accounts** tab.




4. Make sure your **Mac Address Book** account is enabled. Bria Enterprise pulls in the contact with the specified number already set up as a softphone address.
5. Open the contact in Bria Enterprise and choose the specified phone number in the **Primary Presence** field and click **OK**.

Bria Enterprise obtains the presence for this contact.

## Permissions

Bria Enterprise requires permission to use your Mac contacts on macOS Mojave and higher. If you are having issues with your Mac Address Book, check to make sure Bria Enterprise has access to your contacts.

## To give macOS contacts permission to Bria Enterprise

1. Click  to open the Apple menu and select **System Preferences**.
2. Click **Security & Privacy** and select the **Privacy** tab.
3. Find the **Contacts** category. Select Bria Enterprise to allow access.

Bria Enterprise's permissions are updated.

# Preferences

There are two ways of configuring Bria Enterprise - **Account Settings** and **Preferences**.

**Account Settings** are settings that only apply to an individual account.

**Preferences** are settings that let you control the way that you work in Bria Enterprise. **Preferences** also contains fields to configure features that apply globally rather than on a per-account basis.

This section describes **Preferences**.

For Windows, click **Preferences** on the **Softphone** menu. For Mac, click **Preferences** from the Bria Enterprise menu on the menu bar.

## Preferences: Application panel

This panel lets you set preferences for the general user interface.

### Settings in the panel:

#### General Preferences (Windows)

**Language:** The language you want the app to run in. Restart Bria Enterprise for the change to take effect. Supported languages are English (US), Dutch, French, German, Italian, Japanese, Portuguese, Russian, Simplified Chinese, and Spanish.

**Launch when Windows starts:** Determines whether you need to start Bria Enterprise manually.

- **Selected:** Bria Enterprise launches when you start Windows.
- **Cleared:** Start Bria Enterprise manually.

**Call immediately once a phone number is selected:** Restart Bria Enterprise for the change to take effect.

- **Selected:** You can start a Bria Enterprise call without click the **Make a call** button.
- **Cleared:** You must click the **Make a call** button to start a call.

**Set Bria Enterprise as your default softphone:** This works for Windows 7 only. See [Setting Bria Enterprise as your default softphone](#) to set Bria Enterprise as your default softphone in Windows 10.

**Enable hardware acceleration:** Turn off hardware acceleration for Windows Presentation Foundation (WPF). Turning this setting off is useful for graphics cards that do not support WPF.

- **Selected:** Hardware acceleration is used.
- **Cleared:** Hardware acceleration is not used.

**Enable/Disable Outlook integration:** See [Office integration](#).

## General Preferences (Mac)

**Pause Music when making or receiving calls:**

- **Selected:** Bria Enterprise pauses Apple Music when you are using Bria Enterprise to place and receive calls. Note that it does not stop anything else such as Spotify or YouTube; you will have to pause it manually.
- **Cleared:** Bria Enterprise does not pause Apple Music when you are using Bria Enterprise to place and receive calls.

**Set Bria Enterprise as your default softphone:** Determines whether Bria Enterprise is your default softphone.

- **Selected:** Bria Enterprise is your default softphone.
- **Cleared:** Bria Enterprise is not your default softphone.

**Call immediately once a phone number is selected:** Restart Bria Enterprise for the change to take effect.

- **Selected:** You can start a Bria Enterprise call without click the **Make a call** button.
- **Cleared:** You must click the **Make a call** button to start a call.

**Note:** The language on Bria Enterprise is controlled by macOS system primary language.

## Messages & Presence

**Display idle status if I don't use my computer for:**

- **Selected:** Bria Enterprise automatically changes your status to Idle if you have not used your computer for a set amount of time.
- Set the amount of time here. Time is measured in minutes.

**In messaging, pressing Enter will:** Set the action for pressing `ENTER` when you are composing an IM.

- **Send the message (Use `SHIFT + ENTER` to create a line)** (Windows)
- **Create a new line (Use `SHIFT+ ENTER` to send)** (Windows)
- **Send the message (Use `CTRL+ ENTER` to create a new line)** (Mac)
- **Create a new line (Use `CTRL+ ENTER` to send)** (Mac)

**Show timestamp on messages:** Changing this setting affects all messages in your history.

- **Selected:** Bria Enterprise displays date and time information in the message.
- **Cleared:** Cleared: Bria Enterprise only displays the message content.

You can always hover over a message to get the date and time information.

**Show hyperlink preview on messages:** Bria Enterprise can display a preview for any hyperlinks that appear in **Messages**.

- **Selected:** Bria Enterprise shows a hyperlink preview in the message.
- **Cleared:** Bria Enterprise does not show a hyperlink preview in the message.

**Messaging Font Face:** Use the drop-down box to select a different font for your messages.

**Messaging Font Size:** Use the drop-down box to select a font size for your messages.

## Default Actions

This section lets you configure the default action for the **Call** and **Transfer** buttons and the action that occurs for double-clicking on a contact.

- You can set the action of the **Call** button to **Call**, **Make a video call**, or **Start a conference**.
- You can set the action of the **Transfer** button to **Call First** for attended transfers or **Transfer Now** for unattended transfer. You can use the drop-down to change the action of the button on an individual call basis. See [Transferring a call](#).
- You can set the action for double-clicking to **Call**, **IM**, or **E-mail**.

**Button:** Use the drop-down list to select the button you want to change the default action for.

- **Call**
- **Transfer**

**Default Action:** Use the drop-down list to set the action that occurs when you single-click on the **Call** or **Transfer** button.

#### Call button

- **Call**
- **Make a video call**
- **Start a conference**
- **Call First**
- **Transfer Now**

#### Transfer button

- **Call First**
- **Transfer Now**

**Action when double-clicking on contact:** Use the drop-down list to set the action that occurs when you double-click on a contact.

- **Call**
- **IM**
- **E-mail**

#### Security



This section lets you decide what happens when another application requests Bria Enterprise API access. It also allows you to see if you have allowed or denied access to APIs and change the access.

**When an application requests Bria Enterprise API access:** Select one of the options to determine how API requests are handled.

- **Prompt to all access each time**
- **Allow access always**
- **Deny access always**

**Allowed Applications and Denied Applications:** When **Prompt to allow access each time** is selected, move applications that have requested API access between columns.

## Preferences: Alerts and sounds panel

This panel lets you change the way you are notified of calls, IMs, and messages.

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

### Enabling alerts

You can set up Bria Enterprise to send an alert in the following events:

- For an incoming call
- When a contact comes online
- When a contact goes offline
- For IMs
- For SMS
- For new mentions in a chat room

Select **Enable alert displays** to enable alerts for all the actions. Once **Enable alert displays** is selected, you can select which events you want to receive an alert for.

For Windows 10, see [Configuring OS notifications](#) to make sure system notifications are enabled.

## Windows

In Windows, you will receive an notification from Bria Enterprise. If you are running Windows 10, you may receive a Windows 10 interactive toast notification or a Windows 7 style notification. The Windows 10 interactive toast notification is sent when you select **Use Windows notifications** in **Preferences > Alerts & Sounds** .

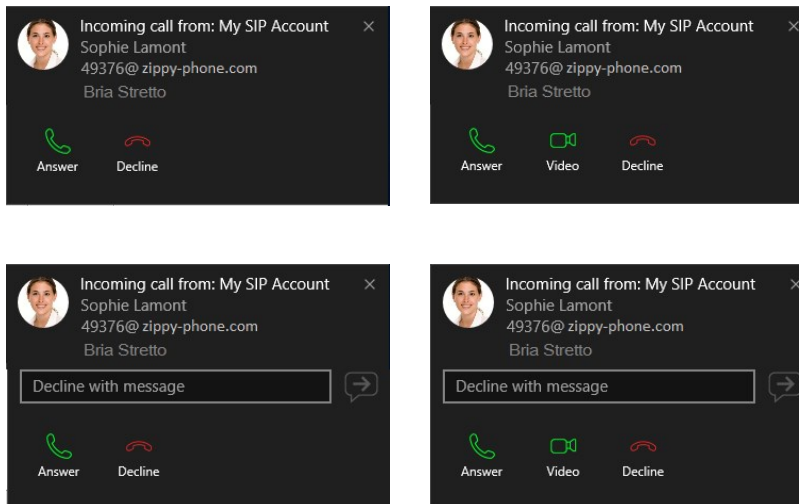
### Windows 7 style notification

A Bria Enterprise alert allows you to answer a call, answer a call with video (if the remote party initiated a video call), or decline a call.



### Windows 10 interactive toast notifications


With an interactive toast notification, you can answer or decline the call, or you can decline the call and send an IM to the remote party. The incoming call notification displays the name of the remote party and the number they are calling from. If you have more than one SIP account, the notification also displays the account that the call is received on.



## Mac

Bria Enterprise uses OS notifications. Make sure that the notifications are set up for Bria Enterprise in the Mac system preferences.

### Setting up OS notifications

1. From the menu, click the  Apple logo and click **System Preferences > Notifications**.
2. Click **Bria Enterprise**.
3. Choose the banner or alert notification style.

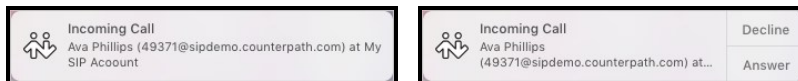
You will receive either a banner or alert notification when you have an incoming call or instant message on Bria Enterprise. Banner style notifications appear briefly in the top corner of the screen. They will disappear on their own. Alert styles notifications appear and remain on the screen until you take action on them.

### Banner and alert notifications

If you receive a banner notification, you can click on the notification to open the call panel or the **Messages** window.

If you receive an alert style notification for a phone call, you can click **Answer** or **Decline** on the notification or click anywhere else on the notification to open the call panel.

If you receive an alert style notification for an IM, you can click **Close** or click anywhere else on the notification to open the **Messages** window.



## Enabling sounds

You can set Bria Enterprise up to play a sound in the following events:

- For an incoming call
- For call waiting
- For auto answer
- For hangup

- For an incoming IM
- For an incoming SMS
- When mentioned (@) in a Room
- When a contact comes online
- When a contact goes offline

Select **Enable sounds** to turn on sounds for all the actions. Once **Enable sounds** is enabled, you can select whether you would like to hear a sound for each event.

You can assign a sound for each event. Click on the event you want to change the alert sound for. Use **Browse** to locate the file you want to use. The sound file must be an uncompressed WAV file, which is also called a PCM WAV file. If your WAV file does not work, try converting your WAV file to PCM format.

For Windows 10, see [Configuring OS notifications](#) to make sure system notifications are enabled.

## Settings in the panel

### Alerts

**Enable alert displays:** Determines if Bria Enterprise displays notifications. Once **Enable alert display** is selected, you can select whether you receive an alert **For an incoming call**, **When a contact comes online**, **When a contact goes offline**, or **For IMs (show alert instead of automatically opening the IM window)** by selected or clearing the corresponding box.

**Selected:** You can set up alerts for incoming calls, contact presence, and IMs.

**Cleared:** Bria Enterprise flashes in the taskbar (Windows) or the Dock (Mac) for incoming calls, contact presence changes, and IMs.

Windows 10 only: Bria Enterprise sends a Windows 7 style notification or a Windows interactive toast notification.

**Use Windows notifications (Windows only):** Determines whether Bria Enterprise sends Windows 7 style notifications or Windows 10 interactive toast notifications.

**Selected:** Bria Enterprise sends Windows 10 interactive toast notifications.

**Cleared:** Bria Enterprise sends Windows 7 style notifications.

## Sounds

**Enable sounds:** Determines if Bria Enterprise plays sounds for notifications. Once Enable Sounds is selected, you can select whether a sound is played **For an incoming call**, **For call waiting**, **For auto answer**, **For hangup**, **For an incoming IM**, **When a contact comes online** or **When a contact goes offline** by selected or clearing the corresponding box.

**Selected:** You can set up Bria Enterprise to play sounds for calls, contact presence, and messages.

**Cleared:** Bria Enterprise flashes in the taskbar (Windows) or the Dock (Mac).

**Sound preference:** If you have enabled sounds for an event, you can select the individual event and choose a sound to play for that event.

Click **Browse** and find the file locations for the sound you want to use.

Click **Reset** to go back to the default sound.

## Preferences: Devices panel

This panel lets you select your **Speaker** and **Microphone** in **Headset Mode** and in **Speakerphone Mode**, and lets you select which device should ring, your **Camera**, and the maximum resolution for video.

Unless you have made changes in **Devices**, Bria Enterprise automatically detects devices at each startup and selects the most appropriate device for audio and video. Your choices apply at the next startup unless the device is no longer in use, in which case, Bria Enterprise will automatically detect the device to use.

On a new install, Bria Enterprise uses your system default device for the speaker and the microphone.

**Test Devices:** Opens the [Troubleshooting window](#).

**Allow device integration:** Enabled by default. Turn off if you have issues with your audio devices (such as headsets and speakers) and you are advised by Support to turn it off.

**Enable echo cancellation:** Reduces echo from speakers and headsets. Enabled by default.

## Headset Mode

Change these fields only if you want to override the devices that Bria Enterprise automatically selected.

**Speaker:** Click the drop-down arrow to see the devices detected by Bria Enterprise. Select the device you want to use for the speaker when you are using a headset.

**Microphone:** Click the drop-down arrow to see the devices detected by Bria Enterprise. Select the device you want to use for the microphone when you are using a headset.

## Speakerphone Mode

Change these fields only if you want to override the devices that Bria Enterprise automatically selected.

**Speaker:** Click the drop-down arrow to see the devices detected by Bria Enterprise. Select the device you want to use for the speaker when you are in speakerphone mode.

**Microphone:** Click the drop-down arrow to see the devices detected by Bria Enterprise. Select the device you want to use for the microphone when you are in speakerphone mode.

## Other Devices

**Ring on:** Change this field only if you want to override the devices that Bria Enterprise automatically selected.

Click the drop-down arrow to see the devices detected by Bria Enterprise. Select the device where you want to hear the phone ringing.

**Camera:** Change this field only if you want to override the devices that Bria Enterprise automatically selected.

Click the drop-down arrow to see the devices detected by Bria Enterprise. Select the device you want to use as your video camera.

**Max Resolution:** Click the drop-down arrow and select the maximum resolution you want to use for your outgoing video.

**VGA (4:3):** Video graphics array, uses 640 x 480 pixels.

**480P (16:9):** Sometimes called as widescreen VGA, uses 848 x 480 pixels.

**720P (16:9):** High definition video, uses 1280 x 720 pixels.

**1080P (16:9):** High definition video, uses 1920 x 1080 pixels.

Set to the highest resolution if you have a good camera, a high speed internet connection, and a computer with a fast CPU. You will know if you have set the resolution too high if your computer slows down or the video shows black areas or is slow or jerky.

Set to the lowest resolution only in special situations – using Wi-Fi in a hotel. You will know if you have set the resolution too low if the video is fuzzy.

You can test the resolution by clicking **View > Video** once you set this field.

**Video Render Mode:** Click to select the render mode for your incoming video. Options are: **Auto, DirectX 9, DXVA-HD.** **Auto** by default.

Change it to **DirectX 9** if you have issues with video such as displaying incorrectly or corrupted when a video window is resized.

**Camera Rotation:** Available on Windows. Some cameras do not rotate correctly when you change the display rotation on Windows (for your main monitor). The setting **Camera Rotation** on Bria Enterprise allows you to fix the situation where video feed ends up in the wrong direction after the main display rotation has been changed on Windows. Close and reopen the Video window to see the change.

**Normal(Default) :** Your video feed appears in the display orientation set on Windows for your main monitor.

**Flipped:** Try this setting if your video feed appears mirrored or in an opposite direction.

**None:** Use this setting for a stationary camera when you want the camera orientation to be different from the main display orientation (e.g., main display is in Portrait while video feed is in Landscape). Select None here, then set the camera orientation you want in the OS under Settings > Devices > Bluetooth & other devices.

**Note:** When using a Jabra device, you need to select the device in **Speaker** and **Microphone**, rather than use **Default Device** or **Default Communication Device**.

## Preferences: Shortcut keys panel (Windows)

Bria Enterprise supports system-wide shortcut keys and keyboard accelerators. This topic describes how to enable shortcut keys. For keyboard accelerators, see [Bria Enterprise Desktop keyboard accelerators](#).

- Shortcut keys work regardless of whether Bria Enterprise is in focus or not. Other applications on your device may interfere with these operations. Bria Enterprise shortcut keys are disabled by default until you enable them under Preferences.
- Keyboard accelerators apply only when Bria Enterprise is in focus. They are keyboard combinations that speed up common interactions with Bria Enterprise. They cannot be enabled/disabled, or customized.

### System-wide shortcut keys

Activity	Key combination
Answer call	CTRL+SHIFT+ALT+A
Hang up call	CTRL+SHIFT+ALT+H
Bring focus on Bria Enterprise	CTRL+SHIFT+ALT+B
Toggle mute	CTRL+SHIFT+ALT+M
Redial	CTRL+SHIFT+ALT+R
Dial selected text	CTRL+SHIFT+ALT+D
Focus on Joined Screen Share	CTRL+SHIFT+ALT+S

On the Shortcut keys panel of the **Preferences** window, select **Enable shortcut keys** to use the shortcuts in Bria Enterprise. You can also enable or disable individual shortcut keys by selecting or clearing **Enable** for each action.

### To customize shortcut key combinations

You can change the default shortcut key combinations.



1. Make sure **Enable shortcut keys** is selected and the action you want to change is enabled.
2. Select an **Action** and click **Edit**. The **Edit Shortcut Key** window opens.
3. Select the keys that you want to use in the new combination. Select at least two keys.
4. Type the desired letter or number in the field.
5. Click **Assign**.

You can use the new shortcut key combination for the action you selected.

### Shortcut key combination rules

The following rules apply to shortcut key combinations.

- You cannot override a standard Microsoft Windows combination such as `CTRL+ALT+DELETE`.
- The shortcut applies when Bria Enterprise is running, regardless of the application that is in focus.
- If another program uses the same shortcut key combination, the application that was started later has control over that combination.
- If a shortcut key combination is not valid at a particular moment, entering the combination has no effect. For example, `CTRL+SHIFT+ALT+A` has no effect if there is no incoming call on Bria Enterprise.

## Preferences: Calls

This panel allows you to configure auto answer, caller ID, call blocking , and DTMF.

### Answer calls

This section allows you to set preferences for the auto answer feature.

**Tip:** Auto answer is disabled until you manually enable it on the on-screen phone. To enable auto answer, see [Enabling auto answer](#).

**Auto answer after:** The time, in seconds, that Bria Enterprise waits to answer a call when Auto Answer is enabled. Select the number of seconds from the drop-down list. This field can be set from **0** (zero) to **5** seconds. Choose **0** if you want Bria Enterprise to answer calls immediately. Also pick one of the following:

**Auto answer with audio:** When Auto Answer is enabled, Bria Enterprise answers calls with audio only.

**Auto answer with audio and video:** When Auto Answer is enabled, Bria Enterprise answers calls with audio and video.

## Caller ID

### Match Contacts for Caller-ID

**Selected:** Bria Enterprise tries to match incoming calls with **Contacts** or **Roster**. If a match is found, Bria Enterprise uses the contact's **Display name** in the caller ID.

**Cleared:** Bria Enterprise uses the information in the SIP header for the caller ID.

## Call Blocking

- Block incoming calls with no number
- Block incoming calls with anonymous Caller ID
- Blocked numbers

Type in a number you want to block. Make sure to press Enter. You can add up to 10 phone numbers.

## DTMF

Select a method Bria Enterprise uses when using dual-tone multi frequency (DTMF) or interactive voice response.

You may need to change this method if you cannot interact with interactive voice response systems – auto attendants, voice-activated menus. Contact your VoIP service provider or your system administrator for the correct setting.

- Send via RFC 2833
- Send via INFO
- Send in-band

- RFC 2833 and SIP INFO
- In-band and SIP INFO

In-band means that Bria Enterprise encodes DTMF signals in the audio stream as regular sound. Typically, DTMF is not sent in-band.

You may want to use in-band if all three conditions apply:

- You own your own gateway.
- One or more gateways do not support RFC 2833 or do not handle it well.
- Your gateway is using codes that reproduce DTMF codes well.

In this case, sending in-band ensures your DTMF tones get through because they bypass the gateway and they are reproduced accurately on the receiving end.

### Play DTMF tones back to me

**Selected:** Bria Enterprise plays key tones through your speaker when you dial.

**Cleared:** Bria Enterprise does not play key tones.

# Troubleshooting

This topic covers common errors as well as how to send a log to Customer Support.

Use the **Troubleshooting** window in Bria Enterprise to make sure your headsets and speakers are working without having to actually place a call.

## Troubleshooting common errors

### Error 408

408 Request Timeout (no response received from the server)

It means that Bria Enterprise cannot reach the SIP server (VoIP service provider or PBX), or the server is not responding.

- Make sure you or your admin entered the correct domain name and outbound proxy for your SIP server.

**Tip:** Include a port number after the domain and/or outbound proxy, such as `counterpath.com:5061` if your service provider requires a port other than 5060 (ie, using TLS as transport). If no port is specified, Bria Enterprise uses 5060.

- Try changing the firewall strategy used in Bria Enterprise. Bria Enterprise supports multiple options, and you are going to try each one to see which one works for your network.

If the problem persists, contact your VoIP service provider, and ask if they are receiving registration requests from Bria Enterprise on your SIP account. Also double check the transport type (UDP/TCP/TLS) and port number. In some cases, your service provider might need to whitelist your IP address in order to reach their server.

- Disable SIP ALG on your router if it has this option. SIP ALG (Application-level gateway) is a common feature of consumer routers that aims to help VoIP traffic get routed properly, but it could also cause issues with VoIP traffic.
- If this error occurs in a different network than the previous ones you used, check to see if a VPN is used in your network. VPNs could potentially block VoIP traffic.
- If you have strict firewall rules, you might need to open ports on your network and change firewall rules. This allows traffic from the various servers communicating with Bria Enterprise.

See [this page](#) for details.

## Error 503

503 Service Unavailable (may also say Internal Server Error)

- You or your admin requested TLS or TCP transport, but the SIP server is not configured for this service. Make sure your transport type and encryption settings are correct. Revert to UDP transport for now, and contact your VoIP service provider for details.

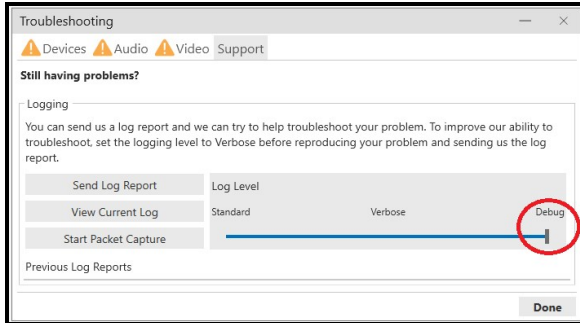
# Using Bria Enterprise diagnostics

You may be asked to generate a packet capture, which captures the network traffic on your computer, in addition to a log report. Packet capture is not supported over network changes, such as changing from a wired network to a Wi-Fi network. When you generate a packet capture, you also create a log report.

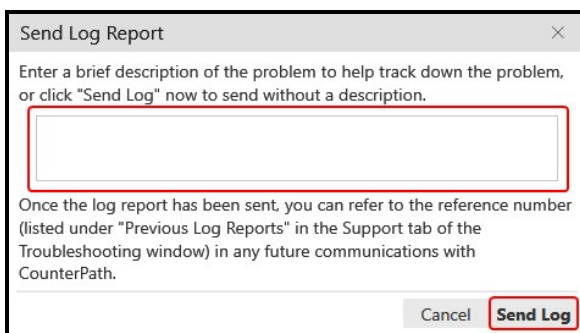
**Warning:** While packet capturing is in progress, all network traffic on your computer is captured. All other applications that generate network traffic should be shut down or suspended before starting packet capture to avoid complex filtering of network traffic during analysis and to minimize privacy concerns.

## To send a log report

1. In Bria Enterprise, go to **Help > Troubleshooting > Support**.
2. On the **Support** tab, change the log level to **Debug** by moving the slider.



3. Close the **Troubleshooting** window.
4. Restart Bria Enterprise.
5. Try to recreate the problem you are having.
6. Return to the **Support** tab in **Help > Troubleshooting**.
7. Click **Send Log Report**. The **Send Log Report** window opens.
8. Type a brief description of the problem you are having and click **Send Log (Windows)** or **Send Log Report (Mac)**.



Once the log is sent, it will be listed under **Previous Log Reports**.

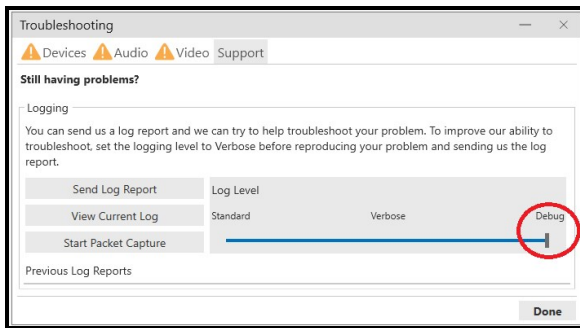
9. Save the reference number and forward it to Customer Support.

Bria Enterprise sends the log to Customer Support.

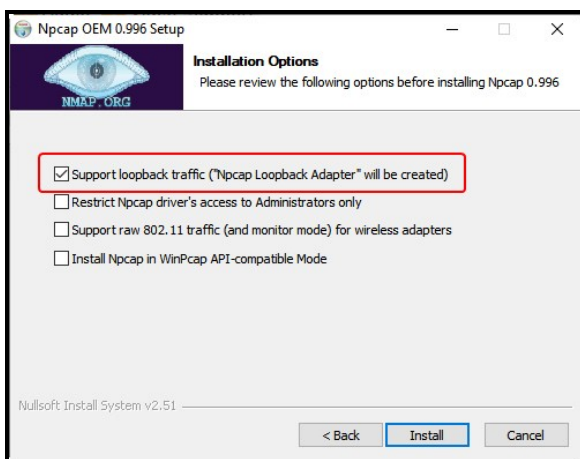
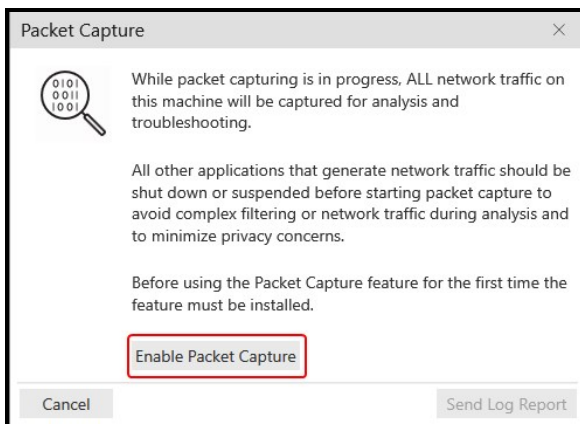
### To send a packet capture and a log

1. Other than Bria Enterprise, shut down or suspend any apps that generate network traffic.
2. On the **Help** menu, click **Troubleshooting**. The **Troubleshooting** window opens.

3. On the **Support** tab, change the log level to **Debug** by moving the slider.

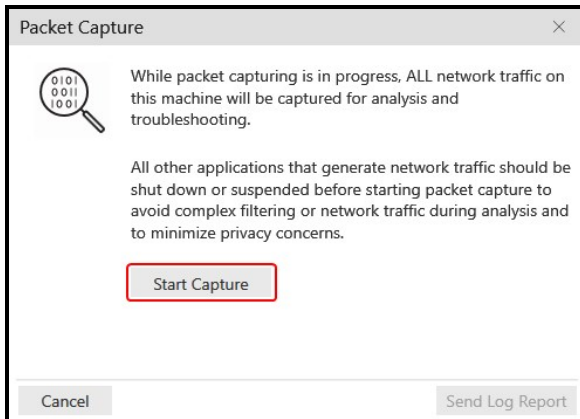


4. On the **Support** tab, click **Start Packet Capture**. The **Packet Capture** window opens.
5. If this is your first time using packet capture or if you have uninstalled Npcap, click **Enable Packet Capture**. An installer dialog box appears. Follow the instructions to install Npcap and select **Support loopback traffic** on **Installation Options**.



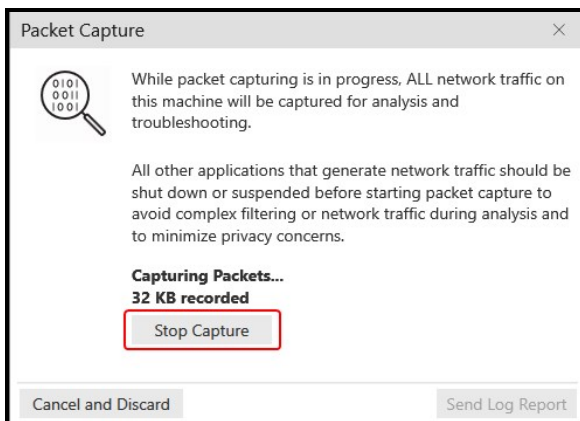
When the installation is complete, click **Start Packet Capture**. The **Packet Capture** window opens.

6. Click **Start Capture**.



7. Reproduce the problem you are having.

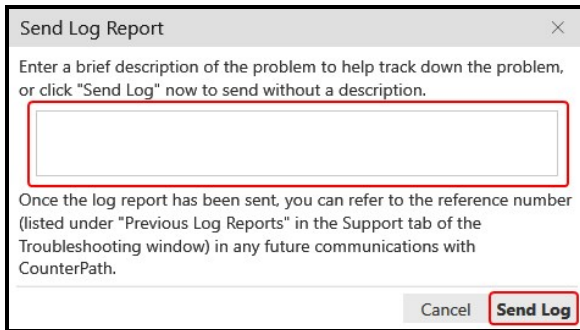
8. Click **Stop Capture**.



9. Click **Send Log Report**. The **Send Log Report** window opens.

10. Type a brief description of the problem you are having and click **Send Log (Windows)** or **Send Log Report**.

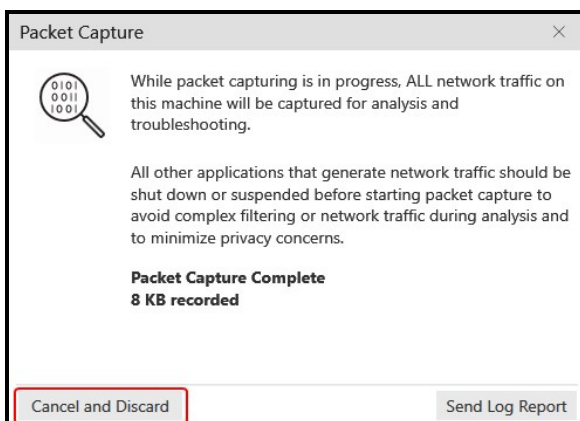
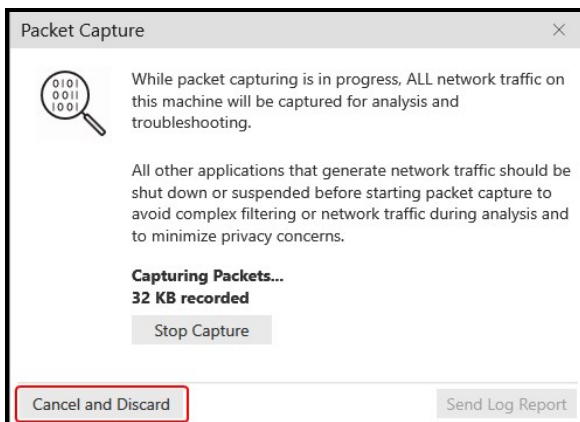




Bria Enterprise sends a zip file containing both the packet capture and the log report to CounterPath.

### To cancel a packet capture

1. Either during the packet capture or when you have stopped but not send the packet capture, click **Cancel and Discard**.



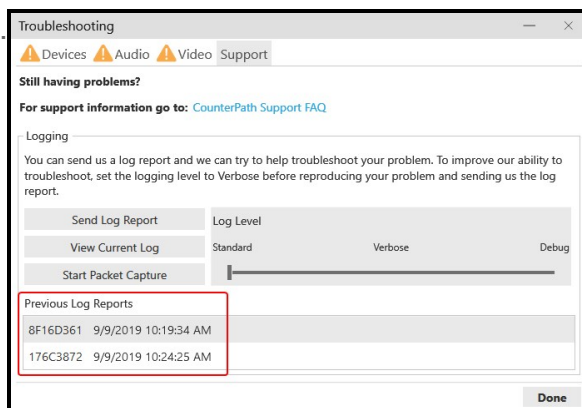
The current package capture stops and any data collected is discarded.

### To view the last report log

1. On the **Help** menu, click **Troubleshooting**. The **Troubleshooting** window opens.
2. On the **Support** tab, click **View Log (Windows)** or **View Current Log (Mac)**.

The log opens in your default app for opening .txt files.

Bria Enterprise displays the reference number of previous logs. You cannot view the previous logs but the reference number could be helpful when you are talking to customer support. The customer support representative can view the previous logs and can use the reference number to find the correct log.



## Troubleshooting microphone and speaker

Use the Troubleshooting window in Bria Enterprise to make sure your headsets and speaker are working. Go to **Help > Troubleshooting** to display the **Troubleshooting** window.

### Devices panel

You can verify that your microphone and speakers are working and can set the volume to a comfortable level without having to place a call. You can also check the image from your camera before starting a video call.

1. Select the microphone that you want to use from the drop-down menu.
2. Speak into the microphone. If Bria Enterprise detects sounds, you see **Your microphone works**.
3. Select the speakers that you want to use from the drop-down menu.
4. Click the **Play** button while listening to the speakers. Drag the volume slider to set the volume to a comfortable level. If your speakers are working, you see **Your speakers work**.
5. Click **Test** for the camera.

**Tip:**  
**Pausing music when making or receiving calls**

For Mac users:

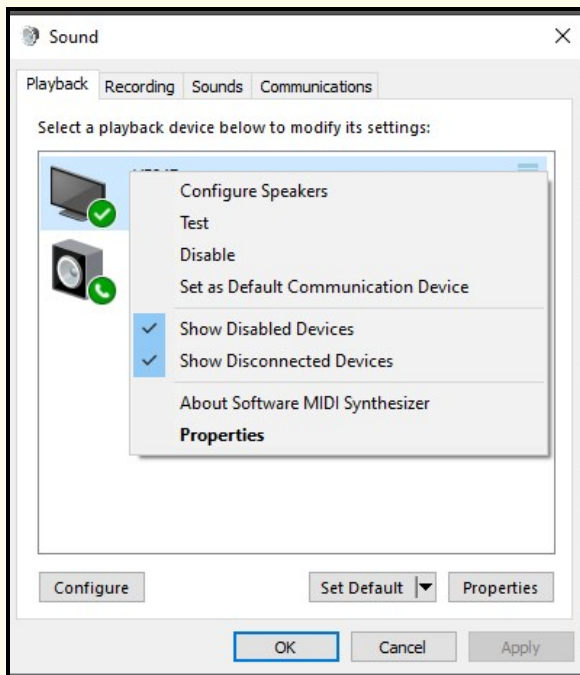
The Bria Enterprise for Mac app has a preference for pausing Apple Music. It does not stop anything else such as Spotify or YouTube; you will have to pause it manually.

For Windows users:

Windows offers a feature called "Default Communication Device" where users can choose whether to stop music or reduce volume when Windows detects communication activities such as making and receiving calls.

**To use this feature, you need to configure both Windows and Bria Enterprise.**

1. Set your headsets to be Default Communication Device on Windows. Right-click on the Speaker icon in Windows taskbar, then click **Sounds**, and click the **Playback** tab. Select the headsets you want to use for phone calls and right-click to show the menu and choose **Set as Default Communication Device**. Click **Apply**.



2. In Bria Enterprise app, go to **Softphone > Preferences > Devices**, then choose **Default Communication Device** as your headsets.

#### To change the behavior when Windows detects communication activities:

1. Right-click on the Speaker icon in Windows taskbar, then click **Sounds**.
2. Click the **Communications** tab and select an option for muting or reducing volume.
3. Click **Apply**.

## Audio panel

While you are on a phone call, you can test the quality of the audio.

**Note:** To perform a valid test, you should be on an established call and not on a call attempt.

## Video panel

While you are on a video call, you can test the quality of the video.

**Note:** To perform a valid test, you should be on an established call and not on a call attempt.

# Reference

## Administrator

### Setting the primary number in an XMPP vCard

If you have access to XMPP vCard configuration on the XMPP server, you can set a PREF tag for a specific number to be used as a primary phone number on Bria Enterprise. For example, if a contact has 3 numbers - home, work and mobile, you can set the work number as primary by adding a PREF tag in vCard configuration. When end users double-click the contact, the primary number will be called.

#### Example

```
<TEL><PREF/>
  <WORK/>
  <VOICE/>
  <NUMBER>6045551234</NUMBER>
</TEL>
<TEL>
  <HOME/>
  <VOICE/>
  <NUMBER>6045559999</NUMBER>
</TEL>
<TEL>
  <CELL/>
  <VOICE/>
  <NUMBER>7785551234</NUMBER>
</TEL>
...
```

## Other ways to use Bria Enterprise

This section describes how to set Bria Enterprise as your default program, how to run Bria Enterprise from a hyperlink, and how to run Bria Enterprise from the command line.

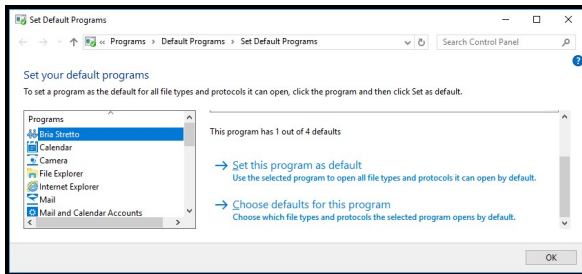
## Setting Bria Enterprise as your default softphone

Bria Enterprise supports three protocols: SIP, TEL, and CALLTO. You can set Bria Enterprise as the default app for these three protocols.

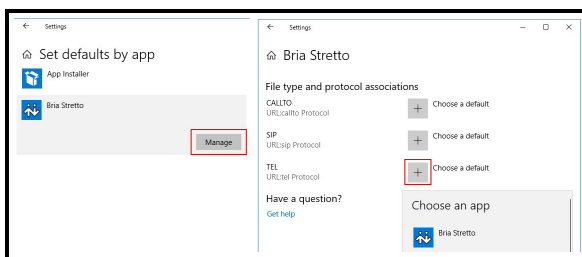
### To set Bria Enterprise as your default softphone in Windows 10

To set Bria Enterprise as your default app in Windows 10, you have to go into Windows settings.

1. Open **Windows Settings**.
2. Click on **Apps**.
3. Click on **Default apps**.
4. Scroll to the bottom of the screen and click **Set defaults by app**.
5. Proceed depending on the screen you see.



- a. Click Bria Enterprise in the **Programs** list.
- b. Do one of the following:
  - To set for all three protocols, click **Set this program as default**.
  - To pick some of the protocols, click **Choose defaults for this program**.  
Select the protocol in the list, and click **Save**.



- a. Click Bria Enterprise and click **Manage**.
- b. For each protocol, click **Choose a default** and select Bria Enterprise.

Bria Enterprise is set as your default applications for the CALLTO, SIP, and/or TEL protocols.

### To set Bria Enterprise as your default softphone - Mac

1. Click **Preferences** on the menu.
2. On the **Application** panel, enable **Set Application as your default softphone**.

Bria Enterprise is set as your default application for the CALLTO, SIP, and TEL protocols.

## Other ways to start Bria Enterprise

Bria Enterprise can be started from a hyperlink or a Windows command line.

### To start Bria Enterprise from a hyperlink

You can attach a hyperlink to a phone number or a softphone address that starts Bria Enterprise and dials the number when it is clicked. For Bria Enterprise to start dialing when a user clicks the hyperlinks, the user must configure Bria Enterprise as the default phone and associate Bria Enterprise to the protocols.

Attach a hyperlink in this format:

```
<a href="sip:address_or_number">dial address_or_number</a>
```

For example:

```
<a href="sip:aphillips@domainA.com">dial aPhillips@domainA.com</a>
```

#### Tip:

With the tel protocol, you can call an extension from a hyperlink. For example:

```
<a href="tel:+16045553727;ext=1">dial +1-604-555-3727 Extension 1</a>
```

Note a semicolon (;) between a phone number and an extension. When a hyperlink is clicked, Bria Enterprise dials the number and pauses before dialing an extension.



Make sure you use the **tel** protocol; the other protocols do not support calling an extension.

## Bria Enterprise Desktop keyboard accelerators

Keyboard accelerators apply only when Bria Enterprise is in focus. They are keyboard combinations that speed up common interactions with Bria Enterprise. They cannot be enabled, disabled, or customized. They are different from **system-wide shortcut keys** that can be customized in Windows.

### Windows

#### Making or answering a call

**CTRL+N**: Answer an incoming call

**CTRL+D**: Decline an incoming call

**CTRL+R**: Redial the last number called

**CTRL+E**: End a call or end a conference call (hang up on all participants)

#### During a call

**CTRL+M**: Mute or unmute your voice

**CTRL+H**: Hold or resume a call when the focus is on the call panel

**CTRL+T**: Transfer an established call when the focus is on the call panel

↑ **(Up arrow)**: Turn the call volume up when the focus is on the call panel

↓ **Down arrow**: Turn the call volume down when the focus is on the call panel

**F11**: Display the **Video** window in full screen when the focus is on the **Video** windows

## Presence

**CTRL+W**: Change presence to **Do not disturb** or change presence from **Do not disturb** to the default status, usually **Available** when the focus is on the onscreen phone

### During a screen share session

**SHIFT+CTRL+ALT+S**: Bring the screen share window to the front and in focus

### During a Collaboration meeting

**CTRL + SHIFT + C**: Bring the active Collaboration meeting into focus from the main window

**CTRL+M**: Mute or unmute your voice

**CTRL+H**: Hold or resume a conference call

**CTRL+V**: Pause or resume sending your video (to control whether or not other participants see you)

**CTRL+S**: Start or pause sharing your screen

### Opening a window

**SHIFT+CTRL+M**: Open the **Messages** window

**F8**: Open the **Preferences** window

**CTRL+F9**: Open the **Support** tab in the **Troubleshooting** window

**F1**: Open **Help** in a browser

## Exiting

**CTRL+Q**: Quit Bria Enterprise.

## Mac

### Making or answering a call

**CTRL+N**: Answer an incoming call

**CTRL+D**: Decline an incoming call

**CTRL+R**: Redial the last number called

**CTRL+E**: End a call or end a conference call (hang up on all participants)

### During a call

**CTRL+M**: Mute or unmute your voice

**CTRL+H**: Hold or resume a call when the focus is on the call panel

**CTRL+T**: Transfer an established call when the focus is on the call panel

↑ **(Up arrow)**: Turn the call volume up when the focus is on the call panel

↓ **(Down arrow)**: Turn the call volume down when the focus is on the call panel

### Presence

**CTRL+W**: Change presence to **Do not disturb** or change presence from **Do not disturb** to the default status, usually **Available**

### During a Collaboration meeting

**COMMAND + SHIFT + C**: Bring the active Collaboration meeting into focus from any Bria Enterprise window

**CTRL+M**: Mute or unmute your voice

**CTRL+H**: Hold or resume a conference call

**CTRL+V**: Pause or resume sending your video (to control whether or not other participants see you)

**CTRL+S**: Start or pause sharing your screen

### Opening a window

**SHIFT+COMMAND+M**: Open the **Messages** window

**COMMAND+ ,**: Open the **Preferences** window

**CTRL+F9**: Open the **Support** tab in the **Troubleshooting** window

**SHIFT+COMMAND+V**: Open the **Video** window

**SHIFT+COMMAND+?**: Open **Help** in a browser

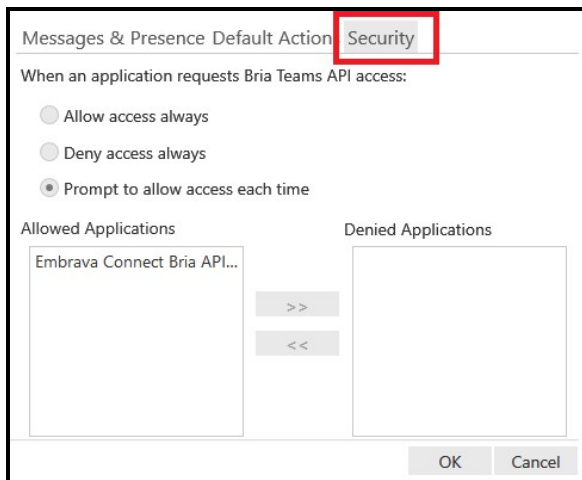
## Exiting

**COMMAND+Q**: Quit Bria Enterprise.

# Allowing API access

Occasionally, another application, such as Jabra Direct, Plantronics Hub, or Sennheiser HeadSetup Pro, requests access to Bria Enterprise. You have to grant the application access to the API either manually or automatically, depending on your settings in the **Security** tab in **Preferences > Application**.

To view the **Security** tab, go to **Preferences > Application**, and click the **Security** tab in the middle of the screen.



## Allowing access automatically

To allow or deny access to third party applications requesting access to the Bria Enterprise API, set **When an application requests Bria Enterprise API access** to either **Allow access always** or **Deny access always**.

## Allowing access each time

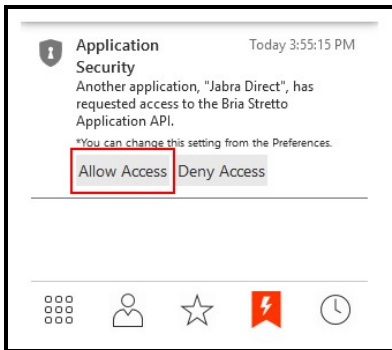
If you have **When an application requests Bria Enterprise API access**: set to **Prompt to allow access each time**, a notification appears in Bria Enterprise.

## To allow API access

1. Click **Notifications** on the resource panel.



2. Click **Allow Access**.



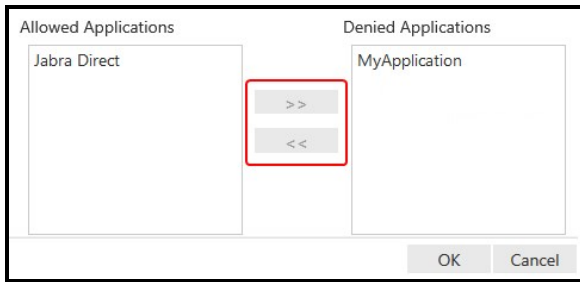
The third party application has access to the Bria Enterprise API.

## Changing API access

You can manage the API access for applications that have previously been allowed or denied.

### To change API access

1. Click **Preference** on the **Softphone** menu (Windows) or the **Bria Enterprise** menu on the menu bar (Mac).
2. Click **Security** on the **Application** tab.
3. Click an application and use the arrows to move it between **Allowed Applications** and **Denied Applications**.



4. Click **OK**.

The access has been changed for the application.

## Contact list headings

Following is a list of heading that are used in the Bria Enterprise contact list. This list can be useful when [formatting a contact list](#) to import into Bria Enterprise.

Heading	Description
business_number	
business_number $n$ , where $n$ is 2 to 6	
categories	Maps to Bria Enterprise groups
default_address	Maps to the <b>Presence</b> field
default_address_com	Always specifies IM, if default is specified Does not map to a <b>Contact Profile</b> field
default_address_type	Specifies SIP or XMPP
display-name	
email_address	
email_address $n$ , where $n$ is 2 to 6	
fax_number	
Fax_number $n$ , where $n$ is 2 to 6	
given_name	
home_number	
home_number $n$ , where $n$ is 2 to 6	
mobile_number	

Heading	Description
mobile_number $n$ , where $n$ is 2 to 6	
other_address	
other_address $n$ , where $n$ is 2 to 6	
postal_address	
presence_subscription	TRUE or FALSE
sip_address	Maps to the <b>Softphone</b> field
sip_address $n$ , where $n$ is 2 to 6	
surname	
web_page	
web_page $n$ , where $n$ is 2 to 6	
xmpp_address	Maps to the Instant Message field Must always specify an XMPP address
xmpp_address $n$ , where $n$ is 2 to 6	Maps to the Instant Message field Must always specify an XMPP address

## Location of files

Application files are installed and saved in your computer.

### Windows

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

```
C:\Program Files (x86)\CounterPath\Bria Enterprise
```

Data files are saved in the CounterPath folders in the standard location for application data, as defined in Windows. The locations are typically:

```
C:\Users\<user name>\AppData\Roaming\CounterPath Corporation\Bria Enterprise
```

```
C:\Users\<user name>\AppData\Roaming\CounterPath\
```

License keys are saved in Program Data.

```
C:\ProgramData\CounterPath Corporation\Bria Enterprise
```

## Mac

Files get copied to **Applications**, **Preferences**, and **Application Support** when you install Bria Enterprise.

~/Applications

~/Library/Preferences/com.CounterPath\_Corporation.Bria-Enterprise.plist

~/Library/Application Support/CounterPath Corporation/Bria Enterprise/6.0