



Bria User Guide - Android

for Bria Solo and Bria Teams




About this document

Bria User Guide - Android - for Bria Solo and Bria Teams
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Introduction to Bria

This user guide is intended for individuals and businesses who have signed up for the Bria solutions such as Bria Solo and Bria Teams.

The features available in the Bria softphone vary depending on the Bria solution you subscribe to. Some features included in this user guide may not be available to you. To learn more about each solution, see [Solution Comparison](#).

This user guide describes how to use the Bria app on Android devices. If you are looking for a PDF version for printing or downloading, [check this page](#).

Requirements

Service requirements

- A subscription to Bria Solo or Bria Teams

System requirements

Component	Requirement
Operating system	Android version 8.0 (Oreo) or higher
Supported Devices	Android smartphones, tablets, and Chromebooks. For Chromebooks, it must run ChromeOS 53 or higher, and that the model is supported by Google Play Service. See https://sites.google.com/a/chromium.org/dev/chromium-os/chrome-os-systems-supporting-android-apps .

Supported accessories

Bria supports the following accessories:

- Headset with microphone (including Bluetooth™): Bria uses the earpiece and microphone on the headset.
- Headphones (no microphone): Bria uses the earpiece on the headphone and the built-in microphone on the device.

Bluetooth support is dependent on the Android device and operating system. Try enabling the **Native Integration** setting to see if it improves Bluetooth support.

Note: Important VoIP over Mobile and Cellular data notice: Some mobile network operators may prohibit or restrict the use of VoIP functionality over their network and may also impose additional fees or other charges in connection with VoIP use. CounterPath will not be held liable for any charges, fees or liability imposed by your carrier for use of VoIP over mobile and cellular data.

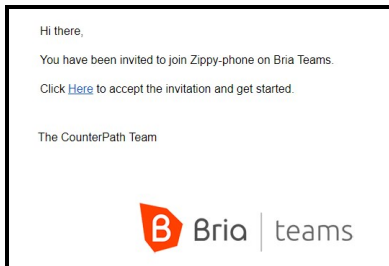
Warning: You cannot make an emergency or 911 call using the Bria app-to-Bria app (Team Voice) calling feature. The software, whether for mobile or fixed devices, is not intended, designed or fit for placing, carrying or supporting emergency calls to any emergency service or any call for the purpose of obtaining assistance, help or aid in the event of an emergency. The mobile software products may provide handling designed to redirect emergency calls to the native cellular dialer when possible on a reasonable commercial efforts basis, however this functionality is also dependent on the operating system of the mobile phone which is outside of our control and subject to change at any time. By signing up, you acknowledge that the software is not intended, designed or fit for placing, carrying or supporting any call to any emergency service or any call for the purpose of obtaining assistance, help or aid in the event of an emergency.

Getting started

Users need to create their Bria account on the Bria User Dashboard before logging into Bria. The administrator of your team creates the team and sends you an email invitation to join the team. Use the link in this email to create your Bria account.

To create your Bria Portal account

1. Click the link in your team invitation.



The Bria User Dashboard opens.


2. The email that your invitation was sent to appears in the email line. If this is the email address you want to use, tap **Next**. If you want to use a different email, type it here and click tap **Next**.
3. Type a password you want to use for your Bria Portal account and tap **Next**.
4. Review the service terms for Bria Teams. You must agree to the terms in order to use Bria. Select **I agree to allow CounterPath to store and process my personal data** and click **Accept Terms & Conditions**. If you do not agree, close your browser window.
5. Set your Bria communication preferences and click **Start Communicating**.
6. Type your name in your user profile. You can add additional contact details and a photo now or you can log back in to the [Bria User Dashboard](#) later to add them.

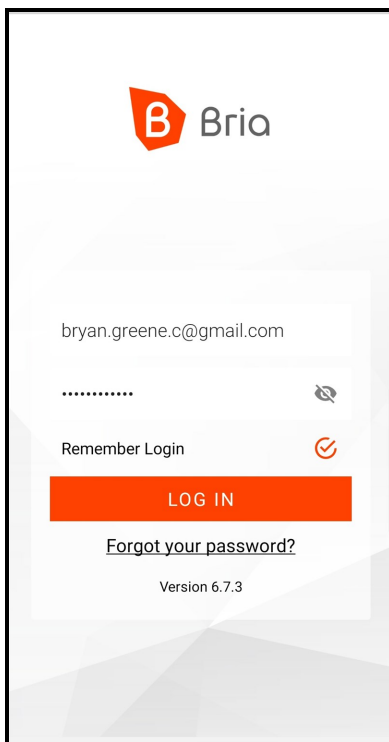
Your Bria Portal account is ready to use. You can download Bria from the links provided. You can also download the iOS version from the Apple app store and the Android version from Google Play.

Launching Bria

You should have received an email invitation to join Bria. When you accept the invitation, you set a password for Bria. Use the email address and the password you created as your login credentials for Bria.

To launch Bria

1. Tap  **Bria** to launch Bria. The Bria log in screen appears after a few seconds.
2. Enter your login credentials.



Bria opens.

Giving permissions to Bria

Bria asks you to give permissions for the following:

- Phone for making and managing phone calls.
- Microphone for capturing and recording audio.

Note: If you see a dialog asking to give Bria a permission to record a call, answer Yes even if you do not intend to record calls. This dialog is actually asking for permission to access your microphone for making calls, not necessarily for recording. Calls will be recorded if you manually start recording during a call, or if you enable **Settings > Preferences > Auto Record Calls**.

- Contacts
- Camera for video calls
- Notifications
- External storage for sending files

Connecting to the service

First, you need an account for SIP and XMPP. See [Setting up accounts](#).

You should be connected as your system administrator has done all the configurations for you. See [Account status and network quality](#) on how you know you are connected to the service. Use Bria Push to stay connected while saving battery. More details on [Push notifications](#).

See [Using Bria's interface](#) to learn the Bria interface.

Trouble logging in from a new device? See [Managing your devices](#).

Using biometric authentication

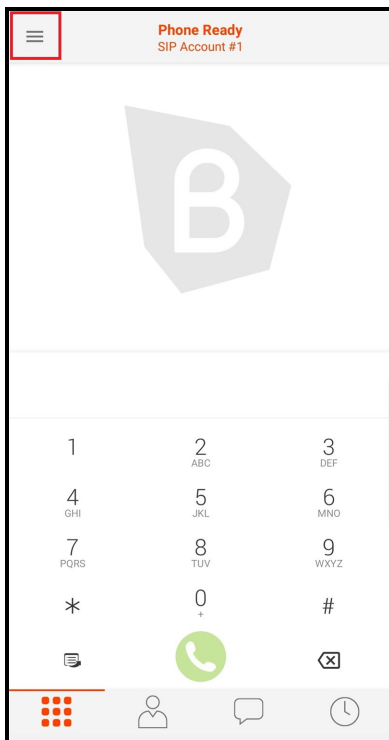
If your device supports fingerprint authentication, you can turn on biometric authentication after the first successful log in. See [Using biometric authentication](#) for details.

Exiting Bria

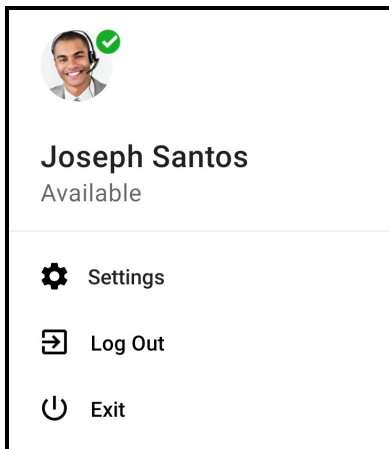
When you log out, Bria stops running and Bria Push will be disabled. When you exit the app, it keeps connected to the servers and Bria Push remains enabled for incoming calls.

To exit or log out Bria:

1. In Bria, tap ☰ **Menu** on the top left corner.



2. Tap **Exit** or **Log Out**.



Setting up accounts

Bria Teams

Setting up accounts is done via [Bria Teams Portal](#).

Bria Teams includes Team Voice and Team Messaging accounts. With Team Voice, you can make voice and video calls to other members of your team. With Team Messaging, you can share your presence and send IMs to other members of your team. If your administrator has configured an additional SIP account, you can use that account to make voice and video calls outside of your team.

Bria Solo

Setting up accounts is done via [Bria Solo Portal](#).

What you configure in the Portal applies to all of your devices that you log in. No need to configure the app every time you get a new device.

Managing your Bria profile

On Bria User Dashboard, team members can:

- Download Bria apps
- Change their password
- Set their name
- Add and remove contact information to share with the team
- Upload a profile photo to share with the team

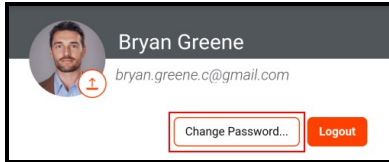
To download apps for Bria

1. Log in to the [Bria User Dashboard](#).
2. Tap the link in **Apps / Download**. The Google Play store opens.
3. Install the app on your device.

You can now start communicating with other team members. If your administrator has configured an additional SIP account, you can send and receive calls outside of your team.

To change your password

1. Log in to the [Bria User Dashboard](#).
2. Tap on Change Password.



3. Type in your existing password in **Current Password**.
4. Type in your new password in **New Password**. Your new password must be at least 8 characters long, with at least one lower case character, one upper case character, and a number.
5. Tap **Update Password**.

Your password is changed for both the Bria User Dashboard as well as the Bria apps.

To change your name

1. Log in to the [Bria User Dashboard](#).
2. Type the changes to your **First Name** and **Last Name**.

A screenshot of the 'PROFILE' section in the Bria User Dashboard. It shows three input fields: 'FIRST NAME' with 'Bryan', 'LAST NAME' with 'Greene', and 'EMAIL / USERNAME' with 'bryan.greene.c@gmail.com'. The email field is disabled.

Your name is updated in the Bria User Dashboard and in **Contacts** in the Bria apps.

To provide personal contact information for your team

1. Log in to the [Bria User Dashboard](#).
2. Tap **Add Contact Info**.

PROFILE

FIRST NAME
Bryan

LAST NAME
Greene

EMAIL / USERNAME
bryan.greene.c@gmail.com

PERSONAL CONTACT INFO

+ Add Contact Info

3. Select 🏢 Work, 🏠 Home, 📱 Mobile or ✉ Email.

PERSONAL CONTACT INFO

🏢 🏠 📱 ✉

✖

4. Type in your contact details.

Your contact information is updated in the Bria User Dashboard and in **Contacts** in the Bria apps.

To delete personal contact information

1. Log in to the [Bria User Dashboard](#).
2. Hover over the contact information you want to delete.
3. Click ✖ **Remove Contact Information**

PERSONAL CONTACT INFO

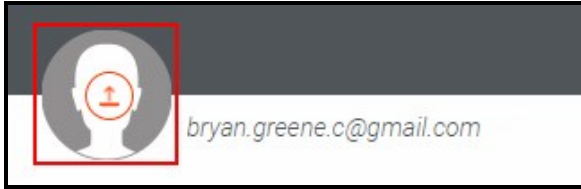
🏢 6045555555 ✖

+ Add Contact Info

Your contact information is updated in the Bria User Dashboard and in **Contacts** in the Bria apps.

To upload a profile picture

1. Log in to the [Bria User Dashboard](#).
2. Click on the profile picture.



3. Use your file manager to select the image you want to use for your profile.

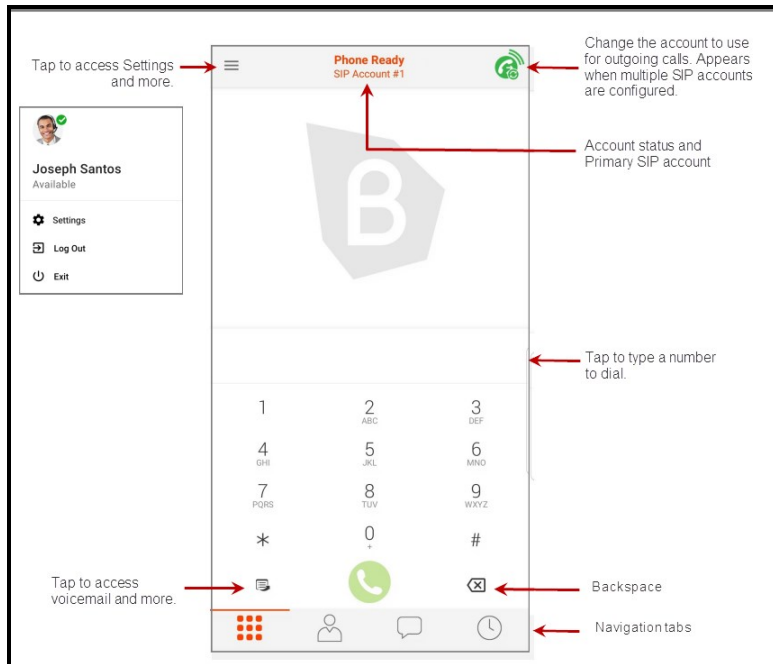
Your image is added to your profile in the Bria User Dashboard and in **Contacts** in the Bria apps.

Using Bria's interface

Navigating the app

Android phone interface

Bria has navigation tabs at the bottom, and the menu button at the top left corner where users can go to Settings or exit from the app. Bria also uses the Android **Back**, **Home**, and **Overview** buttons for navigation.



When you tap **☰ Menu**, you will see your avatar photo, name, and options for Settings, Log out and Exit. To change the photo or name, log into Bria Portal and follow steps in [Managing your Bria profile](#).

Navigation tabs

☰ Phone: Opens the dial pad

☰ Phone: Indicates you have **a new voicemail**

👤 Contacts: Opens **Contacts**

🕒 History: Opens **History**

🕒 History: Indicates you have a new **missed call**

💬 Messaging: Opens **Messaging**

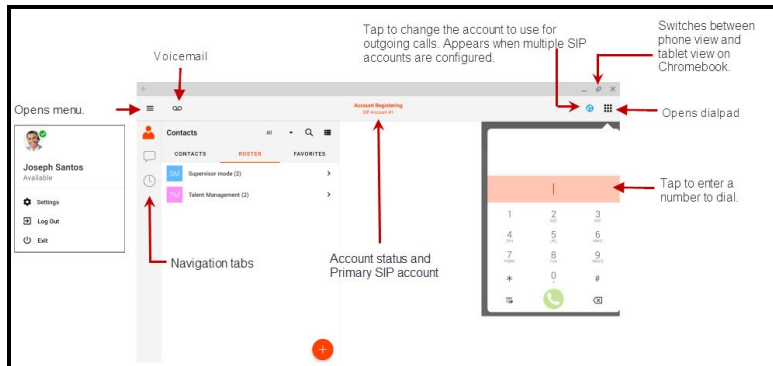
💬 Messaging: Indicates you have a new **message**

Android tablet interface

Bria supports both vertical and horizontal views on tablets.

The tablet interface has three sections: a tool bar at the top, navigation tabs on the left pane, and the content panel on the right pane. The menu button at the top left corner

allows users to go to Settings or exit from the app. Bria also uses the Android **Back**, **Home**, and **Overview** buttons for navigation.



Icons on the tool bar

☰ **Menu:** Tap to access options such as Settings, your presence status, Log out, and Exit.

☞ **Tap to listen to voicemail:** Tap to listen to **voicemail**

📞 **Select Dial-out Account:** Tap to **choose the account to use for outgoing calls**. Only appears in more than one SIP account is registered.

☎ **Dial:** Tap to open the dialpad.

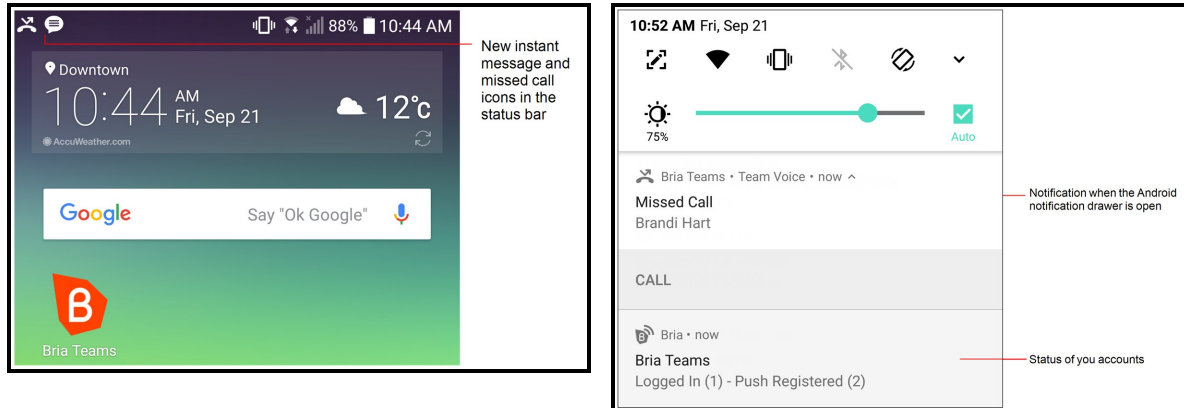
Chromebooks

When using Bria on a Chromebook, you can use Bria in either phone or tablet mode. Stretch Bria to view it in tablet mode, shrink Bria to return it back to phone mode.

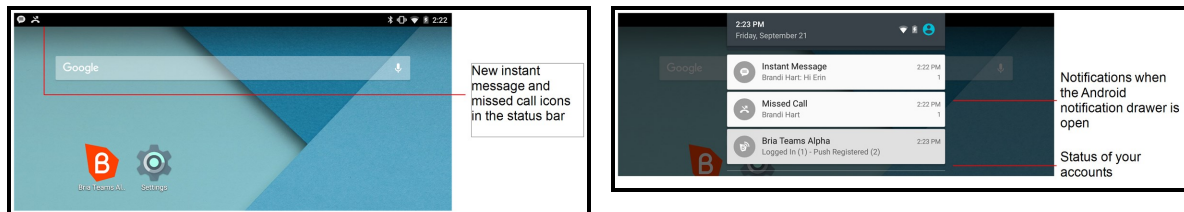
Notifications

Notifications for Bria show up in the Android notification drawer.

Android phone



Android tablet



Android Oreo Channel notifications

Bria supports notification channels for devices running so you can decide how Bria sends notifications based on how important they are to you. Read more if your device is on Android Oreo.

Read more

On devices running Android Oreo, Bria notifications are divided into channels. Bria has a default for each channel that determines whether your device displays peek notifications, makes sounds, vibrates, shows a badge on the launcher icon, or uses LED notifications. If you would like the behavior to be different from the defaults, go to **Preferences - Incoming Calls** and tap on **Incoming Call Notification Settings**. The Android notification channels for Bria opens.

Some devices running Android Oreo only support text tones and not ringtones in Android notification channels. When you install Bria, the default ringtone is set to a custom distinct

ringtone. If you are using a device that does not support ringtones and you choose a text tone, you can only go back to the Bria distinct ringtone by reinstalling Bria.

For Xiaomi MIUI 10 devices, you may need to **Enable Sound** in the native Android OS settings.

Notification channels and default attributes

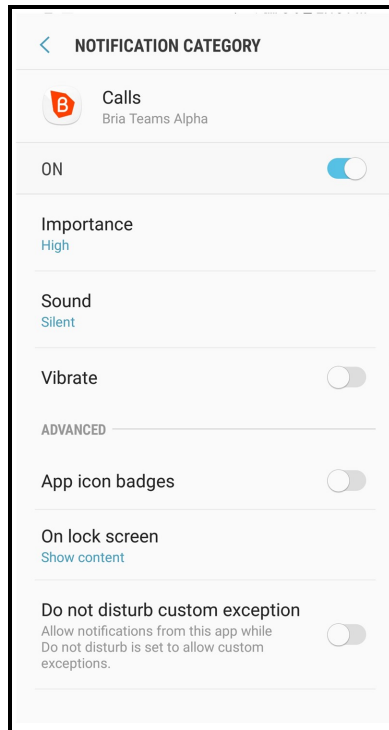
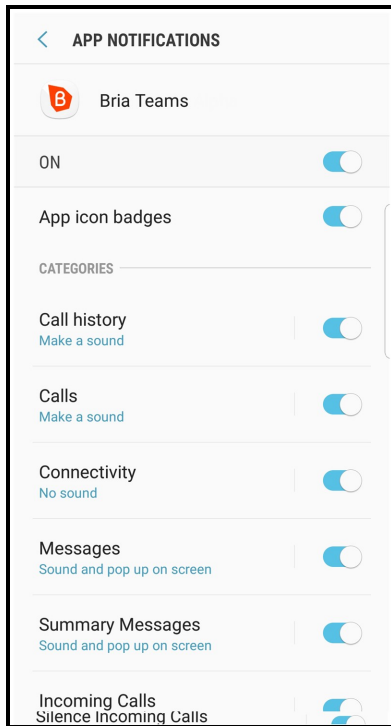
Attributes	Calls	Messages	Voice Mail	Reminders	Requests	Connectivity	Service Messages
Importance	High	Urgent	High	Urgent	High	Medium	Low
Ringtone: Default for the channel	None*	Default	Default	Default	Default	n/a	n/a
Vibration	No	Yes	Yes	Yes	Yes	No	No
Show badge	No	Yes	Yes	Yes	Yes	No	No
LED notification	No	Yes	No	Yes	Yes	No	No

* The default ringtone for incoming calls is set in Bria.

There are four importance levels you can set for each channel.

- **Urgent:** Notifications show a peek notification and make a sound
- **High:** Notifications make a sound
- **Medium:** Notifications do not make a sound
- **Low:** Notifications give no audio or visual interruption

To change the default settings, go to device **Settings > Apps & Notifications > App info > Bria > App notifications > General notifications**.

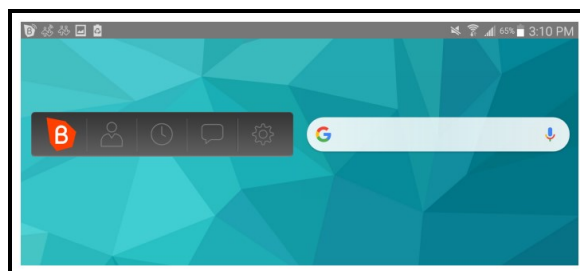
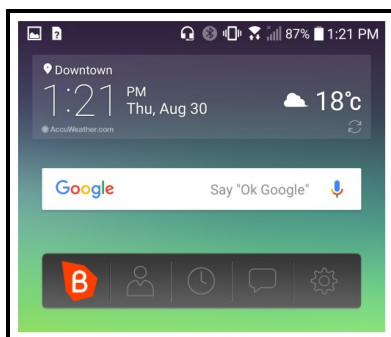


The **Alert Sound**, **Alert Vibration**, **Alert Text Tone**, and **Use LED Notifications** settings have been removed from **Settings > Preferences > Messaging** and **Settings > Preferences > Additional** on all devices running Android Oreo and higher.

Widget

You can add the Bria widget to your home screen. The Bria widget allows you quick access to each tab of Bria. The widget does not show a badge for unread messages or missed calls.


To add the widget to the home screen, go to the widgets library on your device, look for Bria, hold down the Bria icon, and drop it on to the home screen.



Online help

Online help can be accessed from the **Settings** menu.

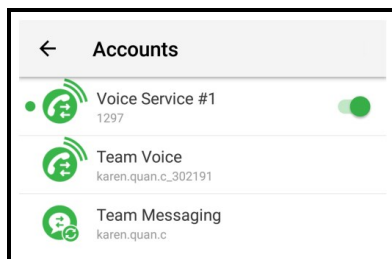
To access online help

1. In Bria, tap  **Menu** in the top left corner, then tap **Settings**.
2. Tap **Help**.

Quick Help opens.

Account status and network quality

Each of your accounts displays its status under **Settings > Accounts**.



Account status

Accounts can be registered, not registered, in the process of registering, or disabled.

Team Voice account or additional SIP account status

 /  **Alternating** The account is in the process of registering

 The account is registered and can be used to make and receive voice and video calls

 The account is registered and can only be used to make phone calls.

To allow incoming calls:

1. Turn off **Settings > Enabled**.
2. Turn on **Settings > Accounts > Account Advanced > Incoming Calls**.
3. Turn on **Settings > Enabled**.

 The account is disabled.

Go to **Settings > Accounts (SIP)** and turn on the account toggle switch.

The account is enabled but registration failed. Contact the administrator for your team.

- The primary account. This account is used for outgoing calls unless you select a different account when placing a particular call.

Team Messaging account status

- The account is in the process of registering.
- The account is connected and can be used for presence and messaging.
- The account is disabled.

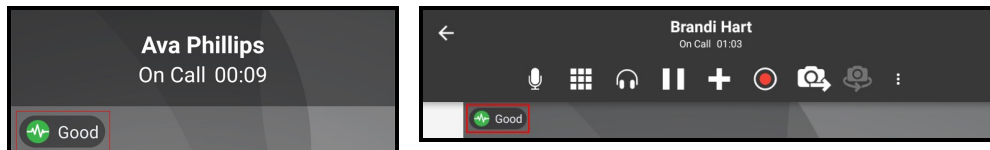
Go to **Settings > Accounts (XMPP)** and turn on the account toggle switch.

The account is enabled but registration failed. Contact the administrator for your team.

Network quality

During a call, you can view the network quality. The **Network Quality Indicator** on the call panel displays the current network conditions.

- Good
- Fair
- Poor
- Unknown



Wi-Fi networks

If the **Network Quality** indicator shows **Poor**, this indicates there is network congestion or a poor quality Wi-Fi signal. Try moving closer to your Wi-Fi access point.

Mobile networks

If the **Network Quality** indicator shows **Poor**, this indicates that you may be:

- Between cellular towers
- Experiencing adverse weather conditions
- Nearing the maximum range of the closest tower.

If possible, move closer to the tower.

Network lost indicator

During a call, you may lose network connectivity. When this occurs, you see a visual indicator on the screen - **Lost internet connection**.

To turn on an optional audio indicator, enable **Settings > Preferences - Call In Progress > Play Tone On Network Lost**. When this setting is enabled, you hear an audio chime if the network loses connectivity. You also hear a second chime when network connectivity is restored. By default, this settings is off.

Push notifications

Your Team Voice account is push enabled. There are no push settings for your Team Voice account.

If your administrator set up an additional SIP account, this information applies to the additional SIP account.

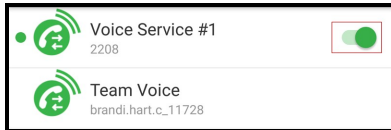
Bria offers Bria Push Service to users to allow users to receive incoming calls when Bria is in the background or exited.

Note: When you use the Bria Push Service, your account configuration is stored on CounterPath's push notification server. The data is securely transmitted in accordance to our [Privacy Policy](#). In order to use the Bria Push Service, you must accept the Bria Push Service agreement.

Enabling push notifications


To enable push notifications

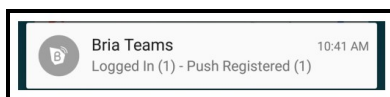
1. Go to **Settings > Accounts** and turn the account toggle switch off.



2. Tap the SIP account you want to enable push notifications for.
3. Turn on **Use Push Notifications**.
4. If required, change the settings for **Registration Mode**, **NAT Emulation**, and **SIP Proxy**.
5. For most VoIP service providers, no changes are required in **Advanced Settings**. If your VoIP service provider does not follow the SIP RFC specifications, you may need to enable some of the **Advanced Settings**.
6. Tap **← Back** to return to **Accounts**.
7. Toggle the account switch on.

The Bria Push Service is enabled. You will receive calls if Bria is in the background or exited.

To make sure that push notifications are enabled, look at the icon beside the account in **Settings > Accounts**. If the account has push enabled, there will be green lines above the SIP account icon . Your device also shows a notification in the Android status bar that shows that you have a push registered account if it is correctly configured.



Push Registration Mode

This option controls how the combination of the Bria client and the Bria Push server interact with the SIP server. For some customer's SIP servers, the registration mode may not matter or make a substantive difference to the behavior of the SIP Server or the reliability of the reachability of the Bria client. For another customer's, the registration mode will matter quite a bit because one of the registration modes works best to address

the particular limitations of the customer's SIP Server. Customer administrators and IT staff should carefully understand these registration mode options and their potential impacts.

- **Standard (0)**

The Standard registration mode allows both the Bria Push servers and the Bria clients to register to a customer's SIP account in an alternating manner. In this mode, there may be short overlaps of registration where both the Bria Push server and the Bria client are registered to the SIP server. Some PBXs, SIP servers or SIP services may have issues with this registration overlap. If you encounter an issue with registering to the SIP server or receiving push notifications, select a different registration mode.

- **Single Device Emulation (1)**

The Single Device Emulation registration mode ensures that both the Bria client and the Bria Push server unregister before the other one registers. In other words, the Bria client and the Bria Push server never register to a PBX, SIP server, or SIP service at the same time. The Bria client controls the registrations by requesting the Bria Push server to register only after the Bria client has de-registered and alternately, by receiving confirmation that the Bria Push server has de-registered before the Bria client registers directly to the SIP server. The Bria clients will also not register while they are in a call delivered through the Bria Push server so that they do not cause potential issues with the call in progress being terminated by the SIP Server.

Note that when in the Single Device Emulation registration mode, there are periods of time (typically fractions of a second) when neither the Bria client or the Bria Push server will be registered to the PBX, SIP server or SIP service. This gap could lead to a missed call if the call is presented to the SIP server at the same time that neither element is actively registered. This is a downside of the requirement of the SIP server that only one element be registered at any one time.

- **Continuous (2)**

The Continuous registration mode ensures that the Bria Push server is always registered on behalf of the Bria client. The Bria client still registers directly to the SIP server when in the foreground, but the Bria Push server does not de-register from the SIP server. In this mode, all inbound calls and all outbound calls from the Bria client are handled by the Bria Push server.

The Continuous mode, in particular, is used when a SIP server supports multiple registrations at the same time. This mode avoids any gap in SIP registration because the Bria Push server is always registered on behalf of the Bria client.

In the event of a call to the SIP account while the Bria client is in the foreground, the Bria client will receive an INVITE directly from the SIP server and via the Bria Push server. The Bria client will filter out these duplicate events and only allow one of the call attempts to progress.

- **Single Device Takeover (3)**

The Single Device Takeover mode is an enhanced option of the Single Device Emulation mode. The Bria client and the Bria Push server take over registrations from each other **without unregistering first**. Neither the Push server or the Bria client sends SIP de-registration messages when transitioning from one element to the other. It aims to eliminate gaps that are present in the other registration mode. This mode is in some cases beneficial for SIP servers that only support single registration.

Nat Emulation

This option instructs the Bria Push server to simulate that the Bria Push server is registering from behind a Network Address Translation (NAT) router or another network element. Enable NAT Emulation if your VoIP service provider uses a session border controller. If enabling NAT Emulation results in no push notifications or no audio, disable NAT Emulation.

More details

The Bria Push server simulates this NAT situation by inserting a SIP VIA header into the SIP REGISTER method that the Bria Push server sends to the SIP server. This VIA header often assists with ensuring that various NAT traversal techniques are enabled on a customer's Session Border Controller and/or SIP server. Enabling the various techniques supported by these platforms may assist with ensuring that registrations are maintained or may help with issues related to call delivery or RTP stream establishment.

Advanced push settings

SIP Proxy

The option allows the customer to specify a SIP Proxy specifically for use by the Bria Push Server. It is important to note that this is an alternative to the SIP proxy configured

as part of the regular SIP account configuration. In some very specific customer deployments, the customer would like the Bria Push server to register and receive calls from the SIP Server using a particular proxy while the Bria clients would use a different SIP Proxy either internally to a customer's local network or external to the customer's network.

Insert R Instance

The Insert RInstance option instructs the Bria Push server to use a hash token as the rinstance in the contact header of SIP register. RInstance assists some SIP servers with identifying different clients contact addresses when servers support multiple registrations for a single SIP account. Refer to the Disable Hash Token option for an example of when to use RInstance.

Disable Hash Token

The Bria Push server generates a globally-unique hash token for each customer to avoid possible SIP username collisions. The Bria Push server uses this token when registering to the SIP service on behalf of the Bria client's SIP account. In most cases, using the hash token is beneficial and does not cause any problems for registration and call processing. However, some SIP servers, mainly PBXs that are not compliant to the SIP RFC specifications, cannot handle this token. If this is the case, disable hash token and try using RInstance instead in order to help the Bria Push server identify the clients. Note that some PBXs do not support RInstance either.

More details

When the Disable Hash Token option is off (therefore using the token), the Bria Push server inserts a hash token in the uri.user portion in the contact header of SIP register. However, some SIP servers do not include the hash token in an INVITE message when sending it to the Bria Push server, which does not benefit the Bria Push server.

Auto Send 180

The Auto Send 180 Ringing option instructs the Bria Push server to issue a SIP 180 RINGING message to the SIP server without waiting for the Bria client to be waken up for an incoming call. This option may help situations where your SIP service may timeout before the push notification is delivered to your device.

More details

With Bria Push enabled, the Bria client establishes a secure WebSocket tunnel with the Bria Push server after the Bria Push server receives an INVITE from the SIP service. Once the tunnel is established, the Bria Push server relays the INVITE to the Bria client. The Bria client then sends 180 Ringing back to the Bria Push server and the Bria Push server relays it to the SIP service. This process takes longer than what occurs during a normal (non-push) foreground call.

When the Auto Send 180 option is enabled, the Bria Push server generates its own 180 ringing response and does not wait for the Bria client to create the secure WebSocket tunnel. This aims to shorten the delay and allows the Bria Push server to respond to the SIP service right away to the incoming INVITE. Note that this option aims to address only a part of the delay; the Bria Push Service involves processing through various elements that result in this time lag.

Disable Override Domain

The Disable Domain Override option stops the Push server from replacing the To Header Domain Part of the INVITE with the domain included in the SIP account information.

Server Refresh Interval

The Server Refresh Interval option instructs the Bria Push server to register with the SIP server for a particular requested re-registration interval. Value in seconds. Some SIP servers do not specify minimal refresh time in the registration response and ignore the REGISTER expires value. Note that according to the SIP standards, a SIP server can return a lower value in the 200OK which the Bria Push server will respect by re-registering at or before the lower interval requested.

Testing push notifications

After setting up push on your SIP account, you can use the **Test Push Service** button to make sure that your device can communicate with the Bria Push server and that your device is able to receive push notifications from [Google's FCM](#) push notification system. Your SIP account must be enabled in order to test push notifications.

To test push notifications

1. Go to **Settings > Accounts** and tap the SIP account you to test.
2. Tap **Test Push Service**.

If you see **Push test passed**, push notifications are working. If push notifications fail, review your push notification settings and check the [Bria Mobile Push Checklist](#) to see if your device and your server can be used with the Bria Push Service.

Your device also shows a notification in the Android status bar that shows that you have a push registered account if it is correctly configured.

You can also test push notifications by putting Bria in the background and trying to call it from another number. If you receive a notification of an incoming call, you have correctly set up the Bria Push Service.

Stop receiving push notifications

There are multiple ways to stop receiving push notifications.

To stop receiving push notifications on your Team Voice account

1. Log out: Tap **:** **More Options** in the action bar and tap **Log Out**.

You are logged out of Bria and you will not receive any incoming call notifications.

To stop receiving push notifications on additional SIP accounts

- Disable the Bria Push Service: Go to **Settings > Accounts** and turn the account toggle switch off. Turn off **Settings > Accounts - Bria Push Service > Use Push Notifications**. Make sure to turn the account toggle switch on to use the SIP account.
- Disable the SIP account: Go to **Settings > Account** and turn the account toggle switch off.
- Change your presence to **Do Not Disturb**: When you change your presence to **Do Not Disturb**, incoming calls are rejected. Calls show in **History** as a **Missed Call** entry. To change your presence, see [Changing your status](#).
- Turn on **Do Not Disturb** on your device: When you use the device's **Do Not Disturb** setting, the call is shown on the screen but you will not hear an audible alert.
- Turn on **Client-Side Call Forwarding**: Go to **Settings > Preferences > Forward Calls**. Enter the number you want to forward the calls to in **To Number**.

- Turn off device notifications for Bria
 - Go to the device **Settings > Sound & Notification > Apps > Bria** and turn on **Block**.
 - There may be other ways to turn off notifications on your device depending on your specific device and the operating system.
- Log out: Tap **:** **More Options** in the action bar and tap **Log Out**.

For more detailed information of push notifications, settings, and requirements for using push, see [Bria Push Service](#).

Managing your devices

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

Bria Solo

If you get a new device, use [Bria Solo Portal](#) to remove the old device.

Bria Teams

If you get a new device, contact your team administrator to delete the old device for you.

Calls

Each user on your team has a Team Voice account. This account can be used to place audio and video calls with other team members. You can also record calls on your Team Voice account and transfer Team Voice calls to other team members.

If your administrator has added an additional SIP account to your team, you can use this account to make audio and video calls, record, and transfer calls to people outside of your team.

See also:

- [Placing a voice or video call](#)
- [Handling an incoming call](#)

Incoming call handling

When multiple call handling features are enabled, Bria uses the enabled features in the following order.

1. [Call Blocking](#)
2. [DND](#)
3. [Call Forwarding - Global](#) (in Preferences)
4. [Call Forwarding - per account](#) (in SIP account)
5. [Auto Answer](#)

Placing a voice or video call

Availability of video calls depends on the Bria solution you subscribe to.

Available in: Solo, Teams Standard, Teams Pro (Legacy).

Not available in: Solo (Free)

You can place a voice or video call from almost anywhere in the Bria app. If you know the number, you can place a call using the dial pad. If you do not know a number, you can place the call from **Contacts**, from **History**, or from a chat room.

Team Voice can be used to call other team members. If your team's administrator added additional SIP accounts, you can use these accounts to place calls outside of your team. When placing a call outside of your team, make sure the additional SIP account is **selected as your dial out account**.

To place a video call on additional SIP accounts your administrator has set up, **Settings > Accounts (SIP) > Account Specific Features > Enable Video** and **Settings > Preferences > Enable Video** must be on.

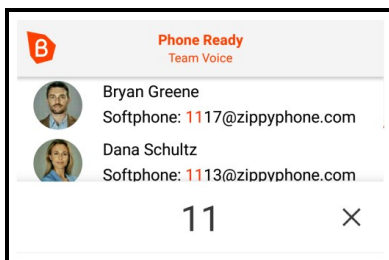
Using the dial pad

The dial pad can only be used to place voice calls. You can add video to the call once it has started.

To place a call using the dial pad

Android phone

1. Go to the **Phone** tab on the resource panel.
2. Type the number or name of the person you want to call. (Use 2 for A, B, C; use 3 for D, E, F; etc.) Tap **X Clear Phone Number** to clear the entry or tap in the entry field to bring up the keyboard. Tap **RETURN** to close the keyboard. Bria brings up a list of matches and refines the list as you enter numbers and characters.

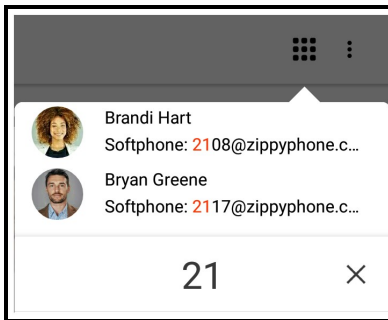


3. Tap **Dial** after entering the number or tap on the contact you want to call.

Bria completes the call.

Android tablet

1. Tap **Dial** in the tool bar.
2. Type the number or name of the person you want to call. (Use 2 for A, B, C; use 3 for D, E, F; etc.) Tap **Clear Phone Number** to clear the entry or tap in the entry field to bring up the keyboard. Tap **RETURN** to close the keyboard. Bria brings up a list of matches and refines the list as you enter numbers and characters.



3. Tap **Dial** after entering the number or tap on the contact you want to call.

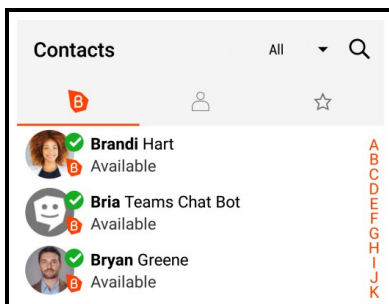
Bria completes the call.

Using Bria's contacts

To place a call using Bria's contacts

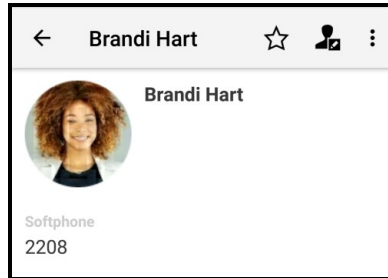
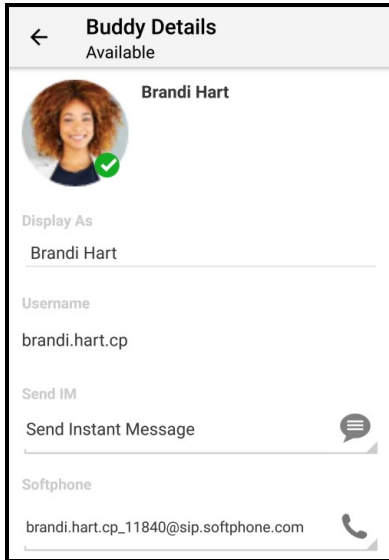
Android phone

1. Go to the **Contacts** tab on the resource panel.
2. Select a team member by tapping on the team member or typing their name in the **Search** bar and tapping the team member. To call someone outside of you team, tap **Contacts** and select a contact by tapping on the contact or typing their name in the **Search** bar and tapping on the contact.

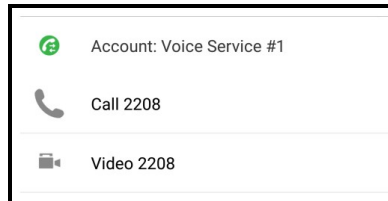
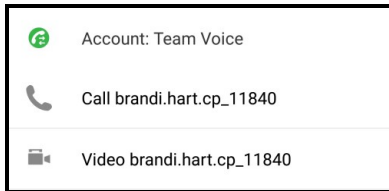


Contact Details opens.

3. Tap the number you want to dial.



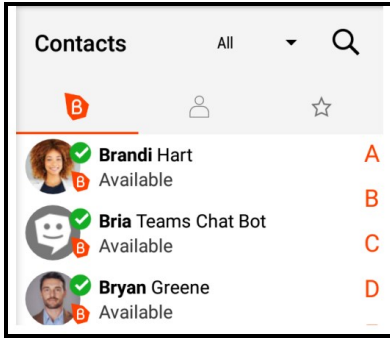
4. Tap Call or Video.



Bria starts the call. If you are placing a video call, Bria starts sending your video as soon as the other party accepts the incoming call.

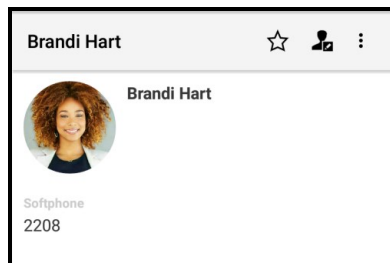
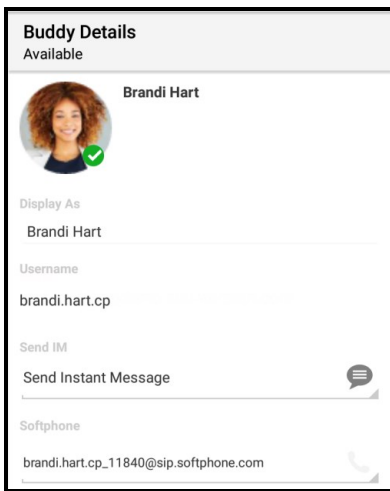
Android tablet

1. Go to the **Contacts** tab on the resource panel.
2. Select a team member by tapping on the team member or typing their name in the **Q Search** bar and tapping the team member. To call someone outside of you team, tap **Contacts** and select a contact by tapping on the contact or typing their name in the **Q Search** bar and tapping on the contact.

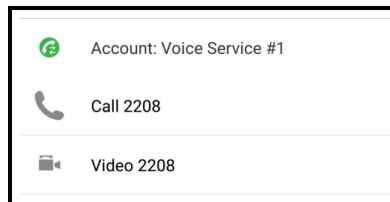
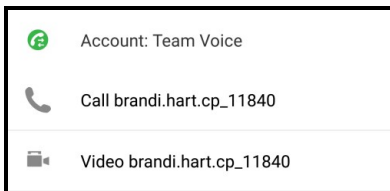


Contact Details opens.

3. Tap the number you want to dial.



4. Tap Call or Video.



Bria starts the call. If you are placing a video call, Bria starts sending your video as soon as the other party accepts the incoming call.

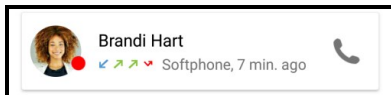
Using History

You can place a call from **History** when reviewing calls. You can call from the grouped **History** entry or using the phone icon.

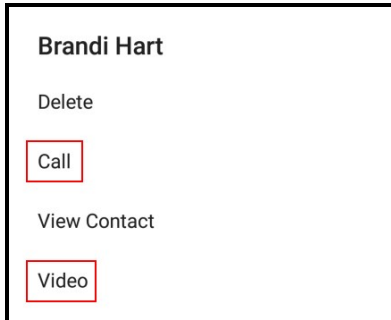
By default, Bria uses the SIP account that received the call as the dial out account. It uses the **default/primary account** if **Default Account for History** is enabled under **Preferences**. If the SIP account has been deleted, Bria uses the default account regardless of **Default Account for History**.

To place a call using long-press

1. Go to the **History** tab on the resource panel.
2. Long-press the **History** group containing the contact you want to transfer the call to.



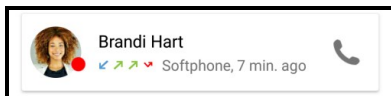
3. Tap **Call** or **Video**.



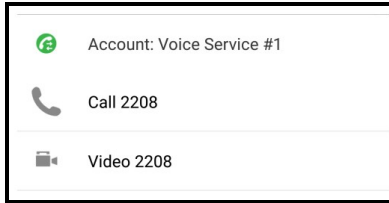
Bria starts the call. If you are placing a video call, Bria starts sending your video as soon as the other party accepts the incoming call.

To place a call using the phone icon

1. Go to the **History** tab on the resource panel.
2. Long-press the grouped entry that contains the person you want to call.



3. Tap **Call** or **Video**.



Bria starts the call. If you are placing a video call, Bria starts sending your video as soon as the other party accepts the incoming call.

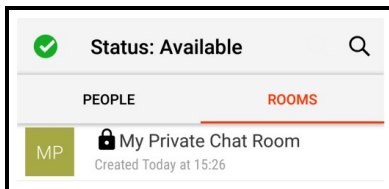
Using Messaging

You can call your team member from a chat room.

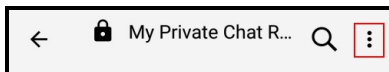
To place a call from a chat room

Android phone

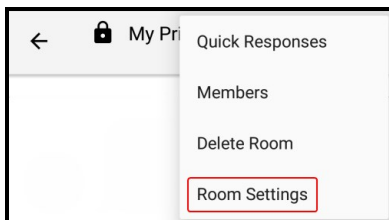
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room.



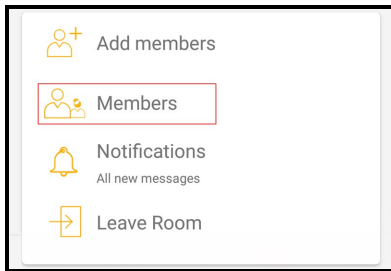
3. Tap **: More Options**.



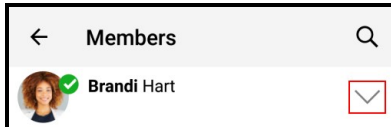
4. Tap **Room Settings**.



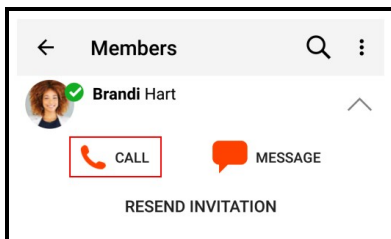
5. Tap **Members**.



6. Tap **More Options Conference Expand** for the room member you want to call.



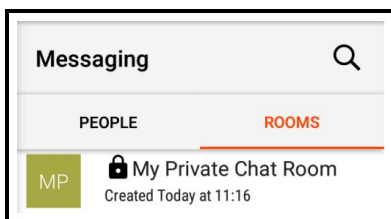
7. Tap **Call**.



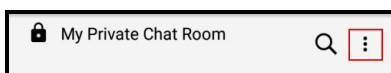
Bria completes the call.

Android tablet

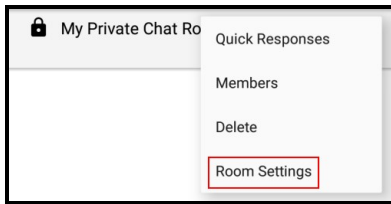
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room.



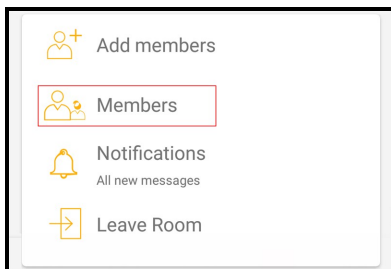
3. Tap **: More Options**.



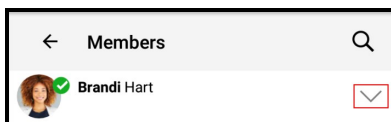
4. Tap **Room Settings**.



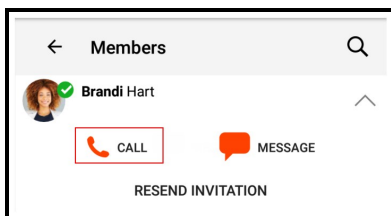
5. Tap **Members**.



6. Tap **More Options** for the room member you want to call.



7. Tap **Call**.



Bria completes the call.

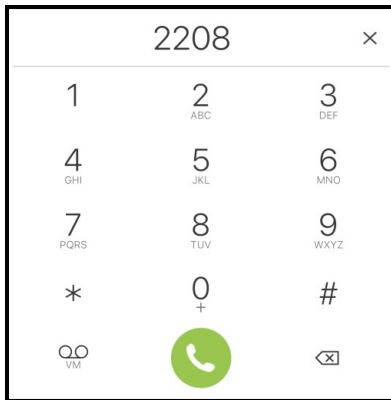
Redial

You can place an audio call to the last number you dialed.

To use redial

Android phone



1. Go to the **Phone** tab on the resource panel.
2. Tap **Dial**. The last number you dialed appears in the dialer.

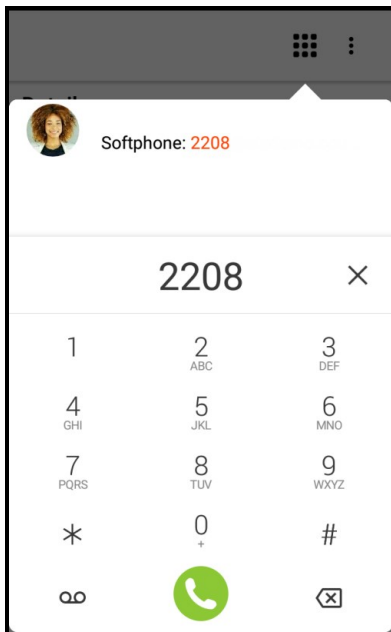


3. Tap  Dial again.

Bria redials the last number called.

Android tablet

1. Tap  Dial in the tool bar.
2. Tap  Dial. The last number dialed appears in the dialer.



3. Tap  Dial again.

Bria redials the last number called.

Adding video to a voice call

You can add video to the voice call after the call is established.

To add video to a voice call by swiping left - Android phone only

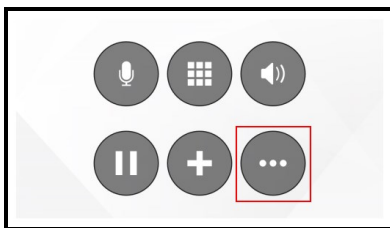
1. Swipe left of the screen.

Bria starts initializing video. You see the remote party's video after they add video on their end.

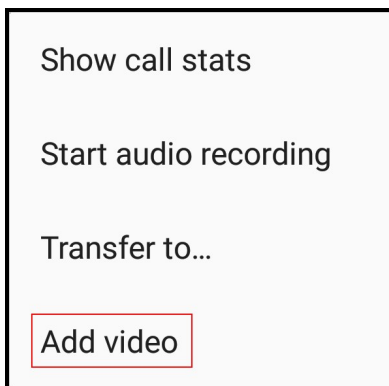
To add video to a voice call using More

Android phone

1. Tap  More Options.



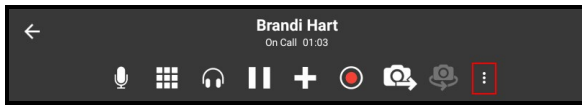
2. Tap Add video.



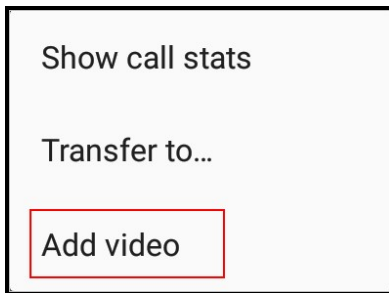
Bria starts initializing video. You see the remote party's video after they add video on their end.

Android tablet

1. Tap  More Options.



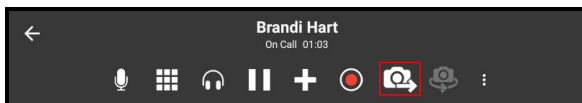
2. Tap Add video.



Bria starts initializing video. You see the remote party's video after they add video on their end.

To add video to a voice call using the toolbar - Android tablet only

1. Tap  Send Video.



Bria starts initializing video. You see the remote party's video after they add video on their end.

Changing SIP Accounts

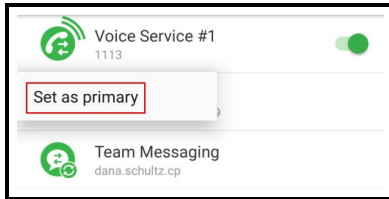
All calls to team members automatically use your Team Voice account. If your administrator sets up additional SIP accounts, one of the accounts should be your default account for calls made outside the team. The following procedure describes how to change your primary SIP account. Your primary SIP account is displayed under **Phone Ready**.

Using settings – On-going

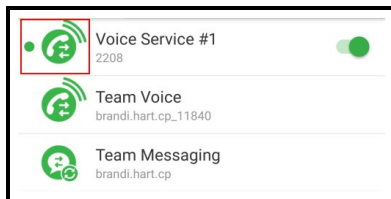
This method changes your primary SIP account for all future outgoing calls.

To change your primary SIP account using settings

1. Go to **Settings > Accounts**.
2. Long-press the account you want to set as your primary account.
3. Tap **Set as primary**.



Your primary account has a green dot beside it in **Settings > Accounts**.





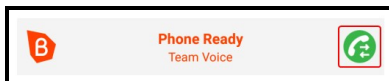
Using the status bar – On-going

This method changes your primary SIP account for all future outgoing calls.

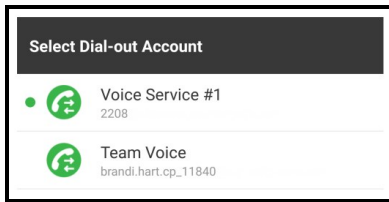
To change the SIP account using the status bar

Android phone

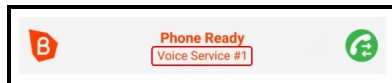
1. Go to the **Phone** tab on the resource panel and tap  **Select Dial-out Account**.  **Select Dial-out Account** is only displayed if you have more than one SIP account enabled.





2. Tap the SIP account you want to use from **Select Dial-out Account**.

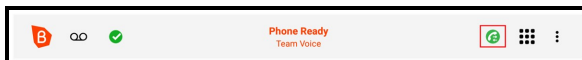


Bria displays the chosen account under **Phone Ready**. This account will be used for any future calls. Dial the number you want to call and Bria uses the selected SIP account to place the call.

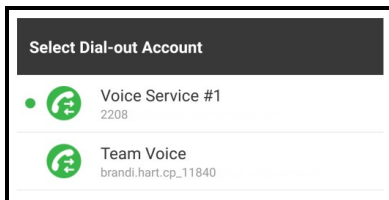


Android tablet

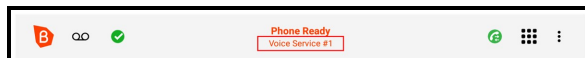
1. Tap  **Select Dial-out Account** on the toolbar.  **Select Dial-out Account** is only displayed if you have more than one SIP account enabled.



2. Tap the SIP account you want to use from **Select Dial-out Account**.



Bria displays the chosen account under **Phone Ready**. This account will be used for any future calls. Dial the number you want to call and Bria uses the selected SIP account to place the call.



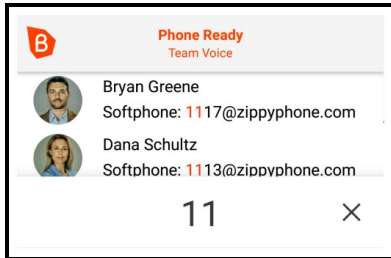
Using the dial pad – Temporary


This method changes your primary SIP account for the outgoing call only.

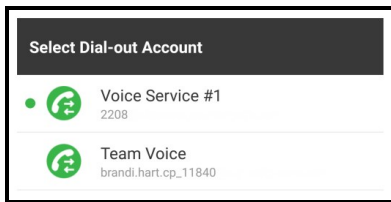
To pick the SIP account for an outgoing call using the dial pad

Android phone

1. Go to the **Phone** tab on the resource panel.
2. Enter the number you want to call or enter the name you want to call. (Use 2 for A, B, C; use 3 for D, E, F; etc.) To clear the entry, tap the **X**. Bria brings up a list of matches and refines the list as you enter numbers and characters.




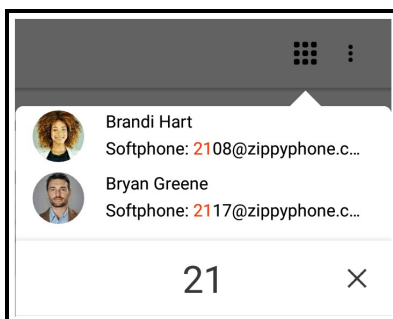
3. Long-press  **Dial**.
4. Tap the SIP account you want to use from **Select Dial-out Account**.




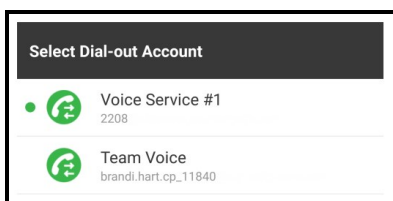
Bria complete the call using the dial-out account you chose.

Android tablet

1. Tap  **Dial** on the toolbar.
2. Enter the number you want to call or enter the name you want to call. (Use 2 for A, B, C; use 3 for D, E, F; etc.) To clear the entry, tap the **X**. Bria brings up a list of matches and refines the list as you enter numbers and characters.



3. Long-press  **Dial** .
4. Tap the SIP account you want to use from **Select Dial-out Account**.




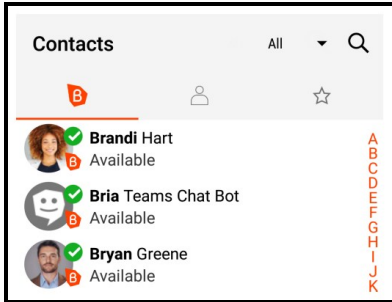
Bria complete the call using the dial-out account you chose.

Using Bria's Contacts – Temporary

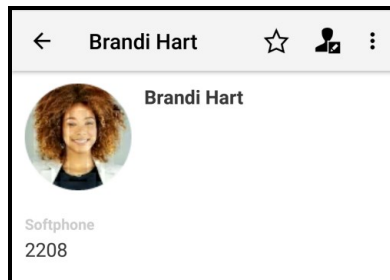
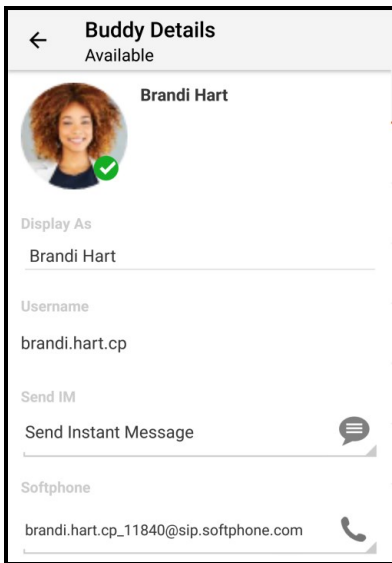
This method changes your primary SIP account for the outgoing call only.


To pick your outgoing SIP account using Contacts - Android phone only

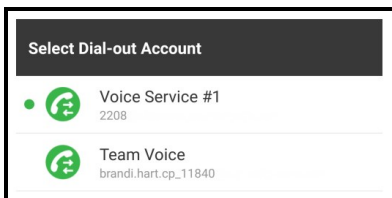
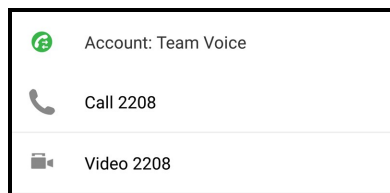
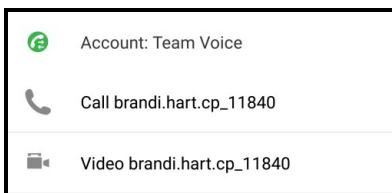
1. Go to the **Contacts** tab on the resource panel.
2. Select a team member by tapping on the team member or typing their name in the **Q Search** bar and tapping the team member. To call someone outside of you team, tap  **Contacts** and select a contact by tapping on the contact or typing their name in the **Q Search** bar and tapping on the contact.



3. Tap the number you want to call.



4. Tap  **Select Dial-out Account** and tap the SIP account you want to use from **Select Dial-out Account**.



5. Tap the **Call** or **Video**.

Bria displays the new SIP account above the **Call** and **Video** prompts. The SIP account is changed for this call only.

Navigating away from a call

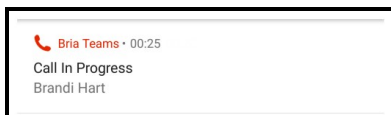
While on a call, you can navigate away from the call screen to any of the tabs on the resource panel or you can put Bria in the background by tapping the Android **Back**, **Home**, or **Overview** buttons. On Android tablets, you can also tap the arrow at the top of the screen to navigate away from the call.

To return to an active call

Return to an active call once you have navigated away.

To return to a call using Android's navigation center with Bria in the background

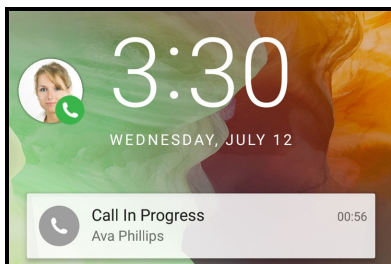
1. Open the Android navigation center.
2. Tap on the **Call In Progress** notification.



Bria opens and returns you to the active call.

To return to Bria from the lock screen

1. Tap twice on the **Call In Progress** notification.

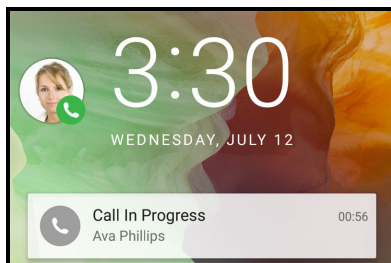
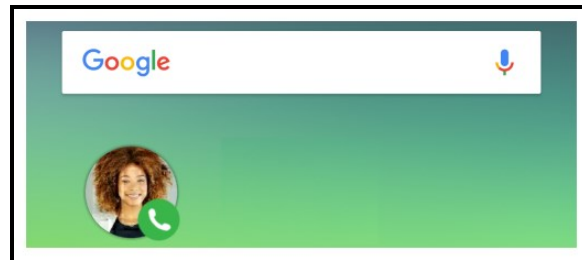
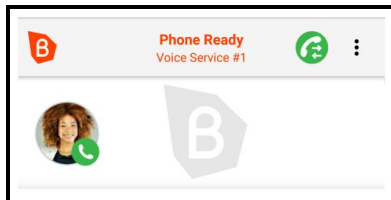


2. Enter you passcode, if required.

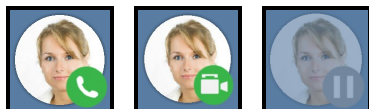
Bria opens and returns you to the active call.

Call Heads

Call Heads are small, floating action buttons that contain your contact's image or avatar and provide easy access to active calls, including returning to an active call and ending a call. Call Heads are visible in Bria, when Bria is in the background, and when your device is locked. Call Heads can be moved around the screen.



Call Heads also indicate the status of the call - an active call has a **Phone** icon , a video call has a **Video** icon, and a call on hold has a **Pause** icon.



To turn Call Heads on or off

1. Go to **Settings > Preferences - Incoming Call**.
2. Select or clear **Call Heads**.

Bria turns Call Heads on or off.

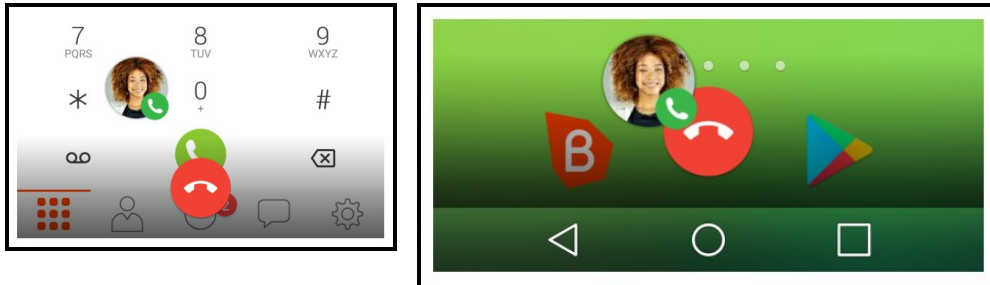
To return to an active call using Call Heads

1. Tap on the Call Head.

Bria returns to the active call.

To end a call using Call Heads

1. Drag the Call Head to the bottom of the screen. The **End Call** icon appears.
2. Drop the Call Head onto the **End Call** icon.

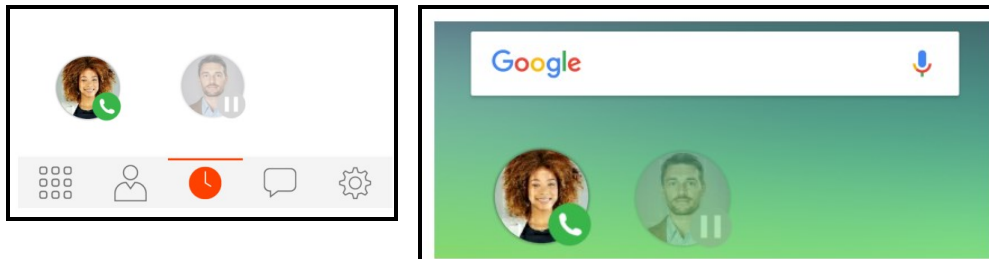


Bria ends the call.

Swap between calls

If there are two calls in progress, two Call Heads are displayed on the screen.

1. Tap on the Call Head for the call you want to switch to.



Bria swaps to the other call.

Changing letters to numbers

Availability of this feature depends on the Bria solution you subscribe to.


Available in: Solo, Teams Standard, Teams Pro (Legacy).

Not available in: Solo (Free)

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 the dial pad and Bria will convert the letters to numbers when placing the call.

First, make sure the preference for this feature is enabled, then use the keyboard to enter letters on the dial pad.

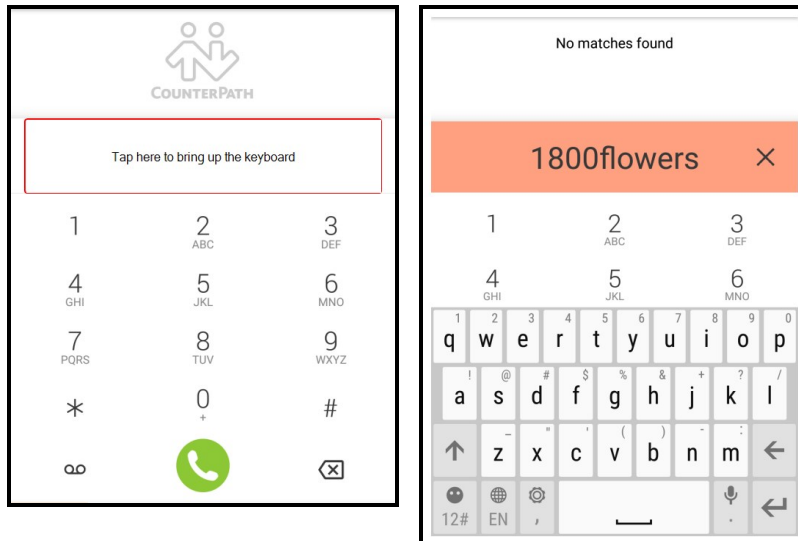
To enable the preference for turning letters to numbers

1. In Bria, tap  **Menu** on the top left corner, then tap **Settings**.
2. Go to **Preferences - Outgoing Call**.
3. Turn on **Turn Letters to Numbers**.

Turning letters to numbers is enabled. Letters entered in the dial pad are converted to numbers when a call is placed.

To enter letters on the dial pad

1. Tap the dial pad entry field. The keyboard opens.
2. Use the keyboard to enter the letters into the dial pad.



Hiding your identity

Availability of this feature depends on the Bria solution you subscribe to.

Available in: Solo, Teams Standard, Teams Pro (Legacy).

Not available in: Solo (Free)

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. In Bria, tap ≡ **Menu** on the top left corner, then tap **Settings**.
2. Go to **Preferences - Outgoing Call**.
3. Turn on **Hide My Number**.

Anonymous calling is enabled. Your ID is hidden for all outgoing calls until you turn off anonymous calling.

Placing a second call

When you have one call established, you can place that call on hold and make a second call.

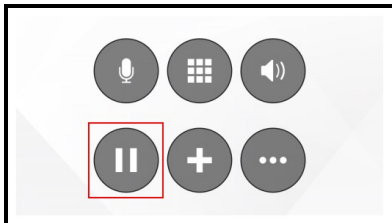
Using the dial pad

The dial pad can only be used to place voice calls.

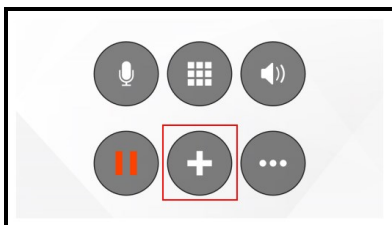
To place a second call using the dial pad

Android phone

1. Tap **⏸ Put Call On Hold** to put the first call on hold.



2. Tap **+ Add Call**.

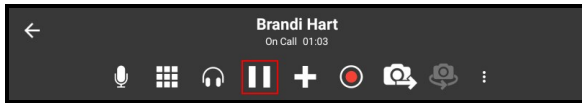


3. Dial the number of the second party you want to call and tap **📞 Dial**.

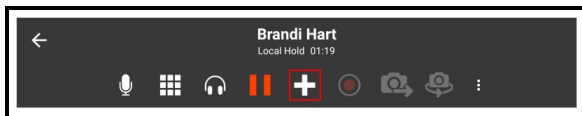
Bria connects the second call. If you end one of the calls, Bria automatically switches back to the other call.

Android tablet

1. Tap **⏸** Put Call on Hold to put the first call on hold.



2. Tap **+** Add Call.



3. Tap **⌨** Keypad in the toolbar to display the dial pad, if necessary.
4. Dial the number of the second party you want to call and tap **☎** Dial.

Bria connects the second call. If you end one of the calls, Bria automatically switches back to the other call.

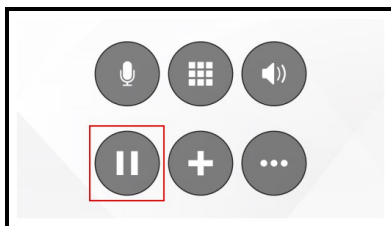
Using Bria's Contacts

Place a second call to anyone in **Contacts**.



To place a second call using Bria Contacts

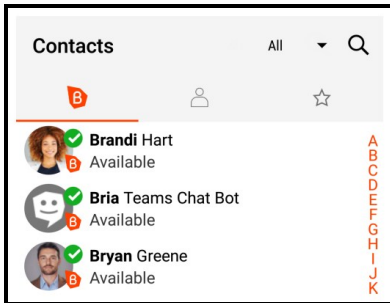
Android phone

1. Tap **⏸** Put Call On Hold to put the first call on hold.



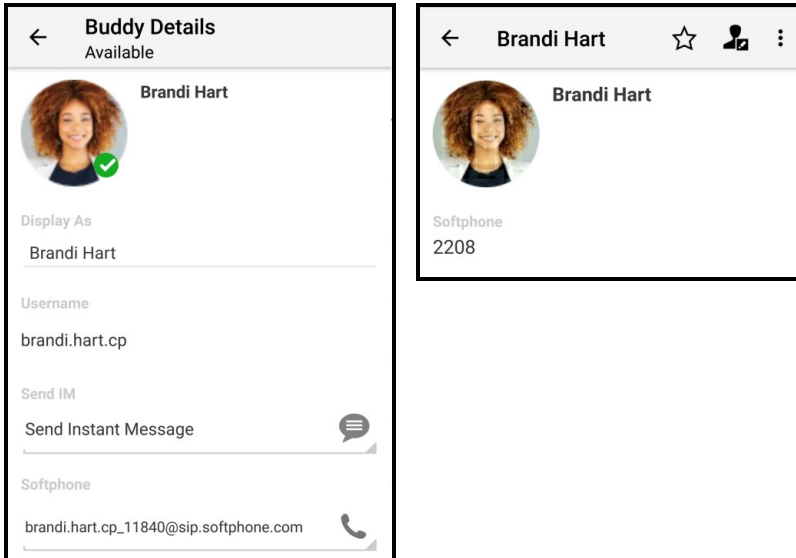
2. Tap the Android **Back** button and go to the **Contacts** tab on the resource panel.
3. Select a team member by tapping on the team member or typing their name in the **Q Search** bar and tapping the team member. To call someone outside of you team,

tap  **Contacts** and select a contact by tapping on the contact or typing their name in the  **Search** bar and tapping on the contact.

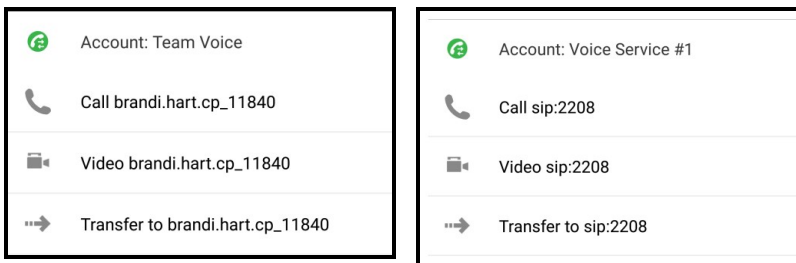


Contact Details opens.

4. Tap the number you want to dial.



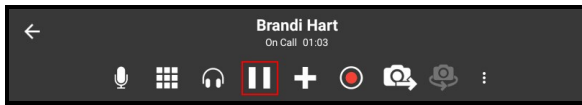
5. Tap **Call** or **Video** for a contact not on your team.




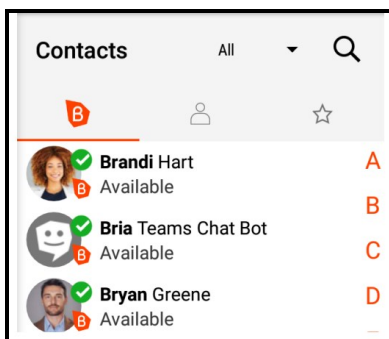
Bria connects the second call. If you are placing a video call, Bria starts sending your video as soon as the other party accepts the incoming call. If you end one of the calls, Bria automatically switches to the other call.

Android tablet

1. Tap  Put Call on Hold to put the first call on hold.

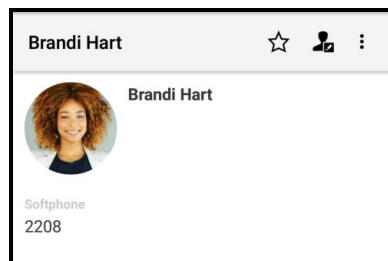
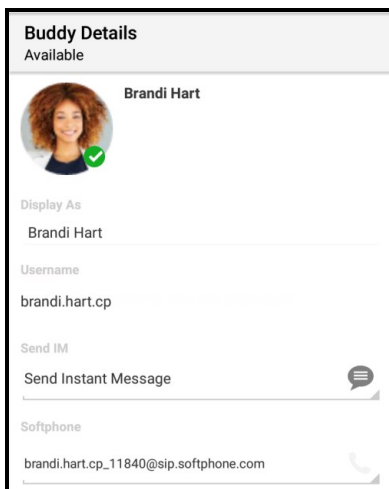


2. Tap the Android **Back** button and go to the **Contacts** tab on the resource panel.
3. Select a team member by tapping on the team member or typing their name in the **Q Search** bar and tapping the team member. To call someone outside of you team, tap  **Contacts** and select a contact by tapping on the contact or typing their name in the **Q Search** bar and tapping on the contact.

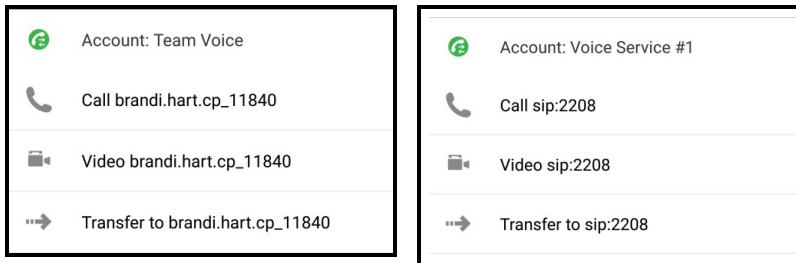


Contact Details opens.

4. Tap the number you want to dial.



5. Tap **Call** or **Video**.



Bria connects the second call. If you are placing a video call, Bria starts sending your video as soon as the other party accepts the incoming call. If you end one of the calls, Bria automatically switches to the other call.

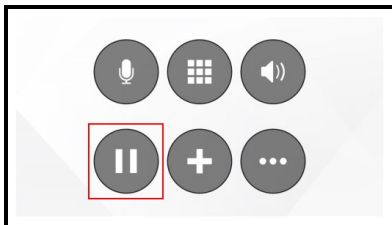
Using History

You can place a second call using entries in Bria's **History** using long-press or the phone icon.

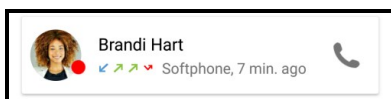
To place a second call using long-press

Android phone

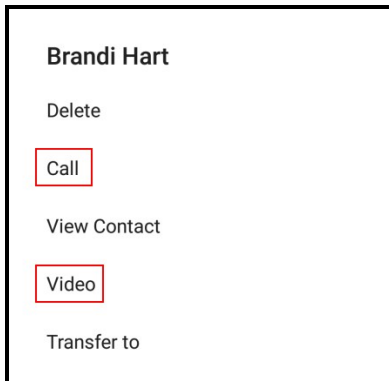
1. Tap  **Put Call On Hold** to put the first call on hold.



2. Tap the Android **Back** button and go to the **History** tab on the resource panel.
3. Long-press the grouped history entry containing the contact you want to call.



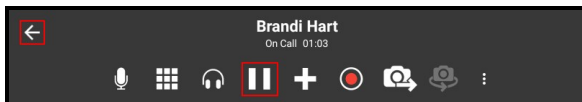
4. Tap **Call** or **Video**.



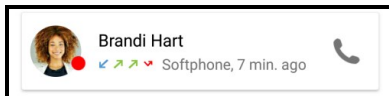
Bria connects the second call. If you are placing a video call, Bria starts sending your video as soon as the other party accepts the incoming call. If you end one of the calls, Bria automatically switches to the other call.

Android tablet

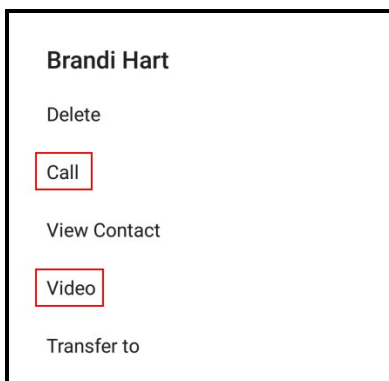
1. Tap  Put Call on Hold to put the first call on hold and tap  Back.



2. Go to the **History** tab on the resource panel.
3. Long-press the grouped history entry containing the contact you want to call.



4. Tap **Call** or **Video**.

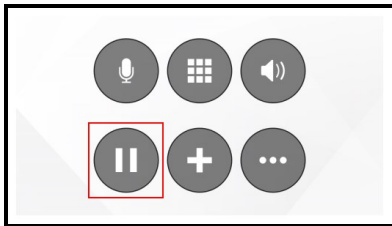


Bria connects the second call. If you are placing a video call, Bria starts sending your video as soon as the other party accepts the incoming call. If you end one of the calls, Bria automatically switches to the other call.

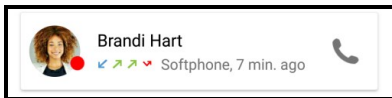
To place a second call using the phone icon


Android phone

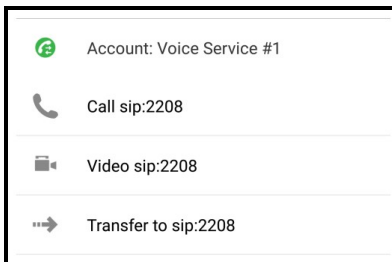
1. Tap  **Put Call On Hold** to put the first call on hold.



2. Tap the Android **Back** button and go to the **History** tab on the resource panel.



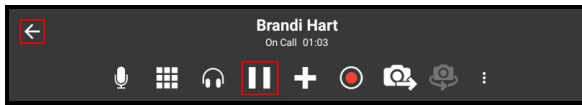
3. Tap  **Phone** on the grouped history entry containing the contact you want to call.
4. Tap **Call** or **Video**.



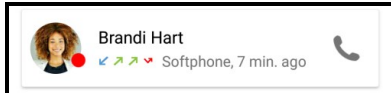
Bria connects the second call. If you are placing a video call, Bria starts sending your video as soon as the other party accepts the incoming call. If you end one of the calls, Bria automatically switches to the other call.

Android tablet

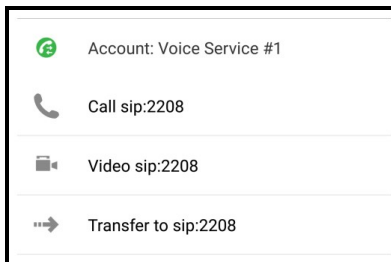
1. Tap  Put Call on Hold to put the first call on hold and tap  Back.



2. Go to the **History** tab on the resource panel.
3. Long-press the grouped history entry containing the contact you want to call.



4. Tap **Call** or **Video**.



Bria connects the second call. If you are placing a video call, Bria starts sending your video as soon as the other party accepts the incoming call. If you end one of the calls, Bria automatically switches to the other call.

Swapping between calls

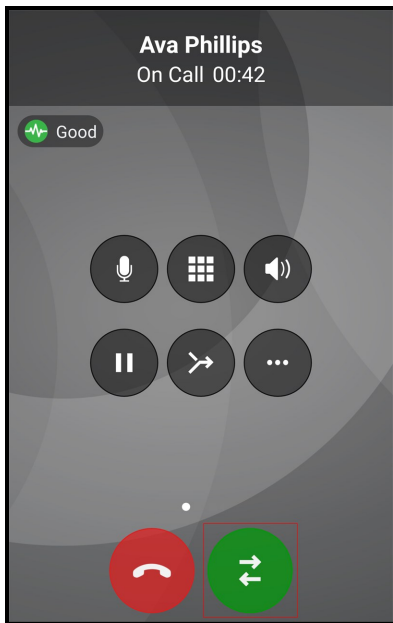
When you have two established calls, you can swap between them.

The active call is displayed in Bria.

To swap between calls

Android phone

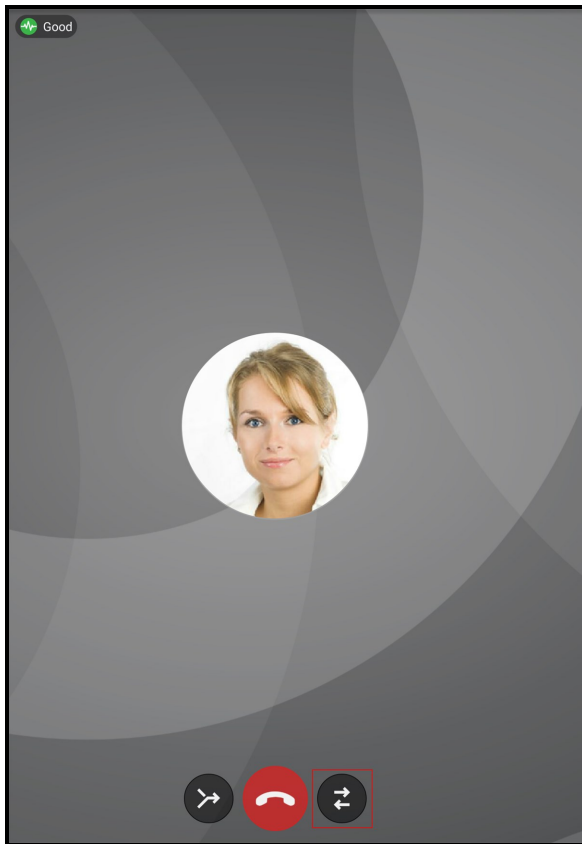
1. Tap  Swap Calls.



Bria places the first call on hold and connects the second call. Bria displays the name of the remote party for the active call.

Android tablet

1. Tap  Swap Calls.



Bria places the first call on hold and connects the second call. Bria displays the name of the remote party for the active 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.

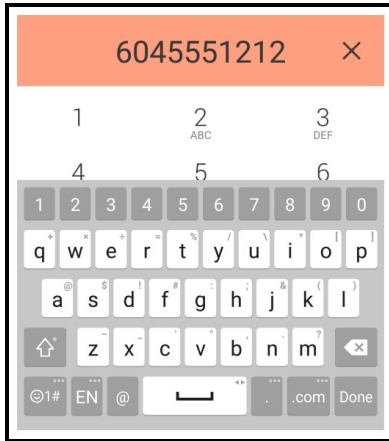
Using DTMF when you dial a call

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

To use DTMF when you dial a call


Android phone

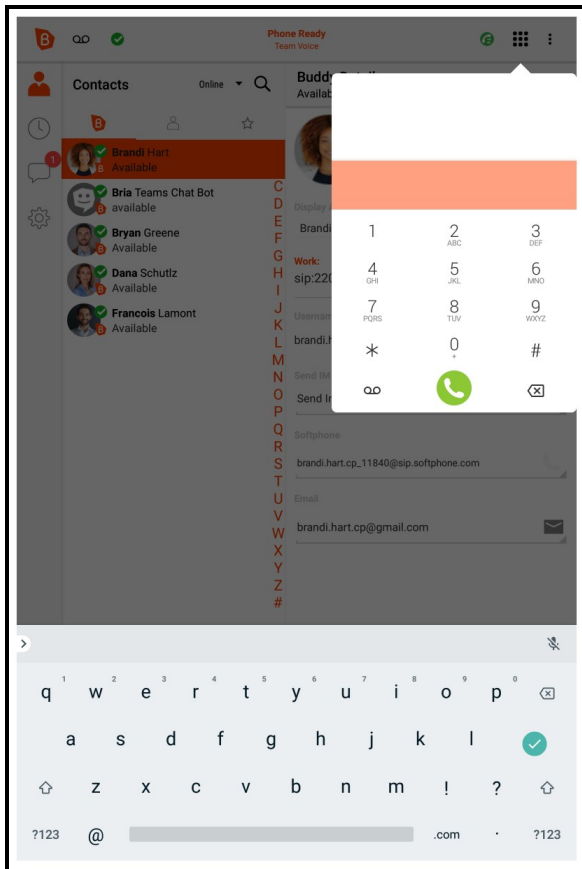
1. Enter the number you want to call in the dial pad.
2. Before you tap  **Dial**, use the DTMF dialing rules to add the required DTMF digits. Tap in the call entry field to bring up the keyboard.



Bria dials the number and adds the DTMF digits to the call.

Android tablet

1. Enter the number you want to call in the dial pad.
2. Before you tap  **Dial**, use the DTMF guidelines to add the required DTMF digits. Tap in the call entry field to bring up the keyboard.



Bria dials the number and adds the DTMF digits to the call.

DTMF dialing rules

- You must include at least one comma before the first DTMF number.
- You can include other commas. Each comma causes Bria to pause for one second before sending the next character.

Example:

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

```
6045551212,,,44
```

Example:

To dial a number, add a 6-second delay, then press 1 then 3 then 2, each with a two second delay, enter this dialing string in the call entry field:

6045551212,,,,,,1,,3,,2

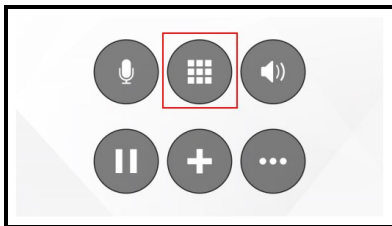
Using DTMF during a call

If an auto attendant requires you to press numbers during a call, you can bring up the keyboard and enter the DTMF digits.

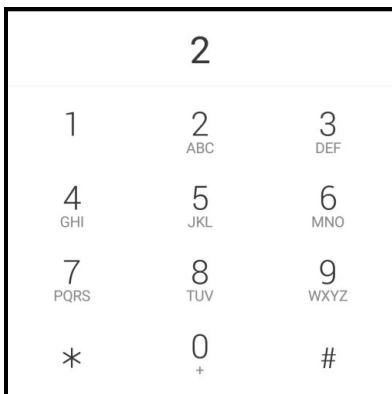
To use DTMF during an audio call

Android phone

1. Tap  Keypad.



2. Tap the required DTMF numbers.



3. Tap the Android back button to return to the call interface.

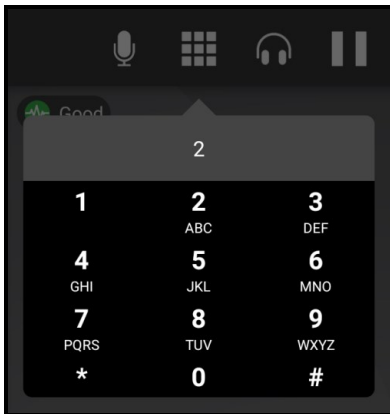
Bria sends the DTMF tones.

Android tablet

1. Tap  Keypad.



2. Tap the required DTMF numbers.




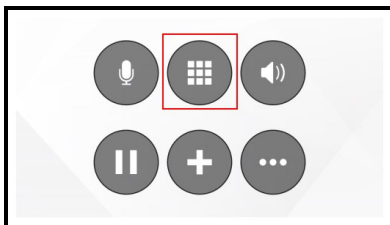
3. Tap the Android back button to return to the call interface.

Bria sends the DTMF tones.

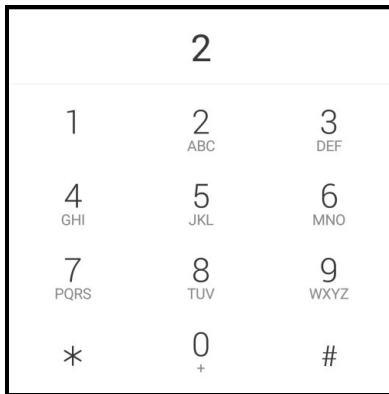
To use DTMF during a video call

Android phone

1. Swipe right on the video screen.
2. Tap  Keypad.



3. Tap the required DTMF numbers.



4. Tap the Android back button to return to the call interface.

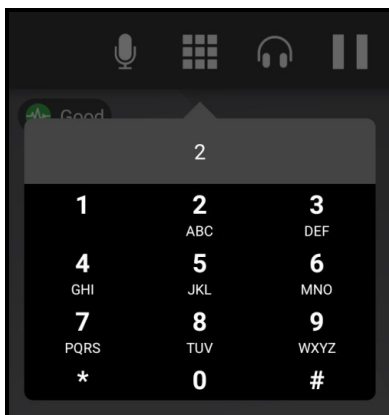
Bria sends the DTMF tones.

Android tablet

1. Tap  Keypad.



2. Tap the required DTMF numbers.



3. Tap the Android back button to return to the call interface.

Bria sends the DTMF tones.

Handling an incoming call

An incoming call appears in full screen or as a heads-up notification depending on your **Preferences** for incoming calls and the OS of your device.

Tip: Make sure you allow Bria to show notifications on your device. Go to Device Settings > Apps > Bria > Notifications.

If your administrator has set up additional SIP accounts, **set up push notifications** to receive calls when Bria is in the background or exited.

Some devices running Android Oreo only support text tones and not ringtones in **Android notification channels**. When you install Bria, the default ringtone is set to a custom distinct ringtone. If you are using a device that does not support ringtones and you choose a text tone, you can only go back to the Bria distinct ringtone by reinstalling Bria.

For Xiaomi MIUI 10 devices, you may need to **Enable Sound** in the native Android OS settings.

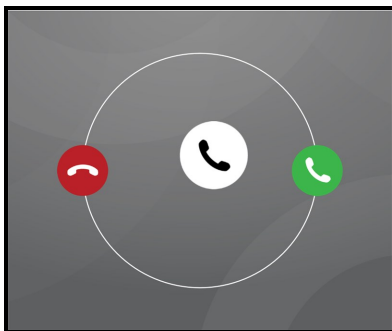
Tip: Tap the power button or turn the phone face down to silence the ringer and vibration without answering an incoming call.

To answer an incoming call using a full screen notification

On Chromebook, you can switch between the phone mode and the tablet mode anytime, including when you are receiving a call. Simply tap on the Maximize / Minimize button on the top right corner of an incoming call screen.

Android phone

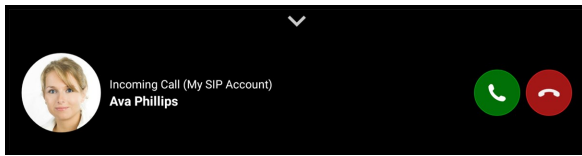
1. Drag 📞 Incoming Call to 🟢 Accept to answer the call or drag icon 📞 Incoming Call to 🛑 Decline Call to decline the call.



Bria declines or starts the call.

Android tablet

1. Tap  **Accept** to answer the call or tap  **Decline Call** to decline the call.

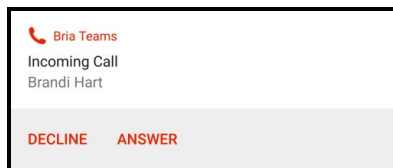


Bria declines or starts the call.

To answer an incoming call using a heads-up notification

If you have heads-up notifications enabled under Bria preferences, a notification floats down from the notification bar and presents you with call answering options. If you want to see the full screen incoming call notification, tap the heads-up notification.

1. Tap **Answer** or **Decline**.



Bria declines or starts the call.





To display a SIP account name in heads-up notification, go to Bria > **Menu** > **Settings** > **Preferences** and enable **Show account name on heads-up notification**.

Answering a second incoming call

A second incoming Bria call displays in front of the existing Bria call on Android phones. The second incoming call displays at the bottom of the screen on Android tablets.

To answer a second incoming call


Android phone

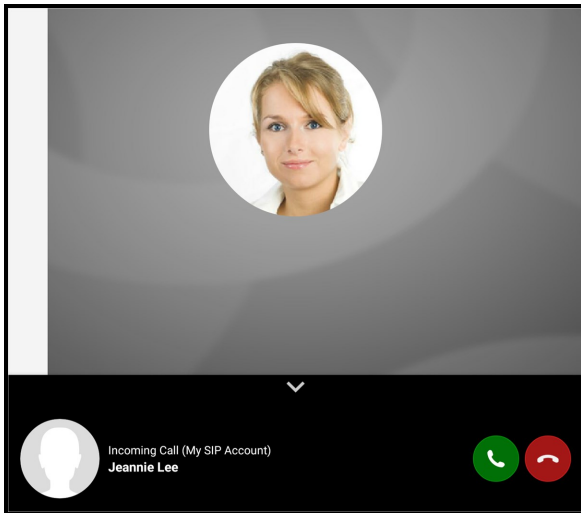
1. Drag  **Incoming Call** to  **Accept** to answer the call or drag icon  **Incoming Call** to  **Decline Call** to decline the call.



Bria declines or starts the call.

Android tablet

1. Tap  **Accept** to answer the call or tap  **Decline Call** to decline the call.



Bria declines or starts the call.

Swapping between calls

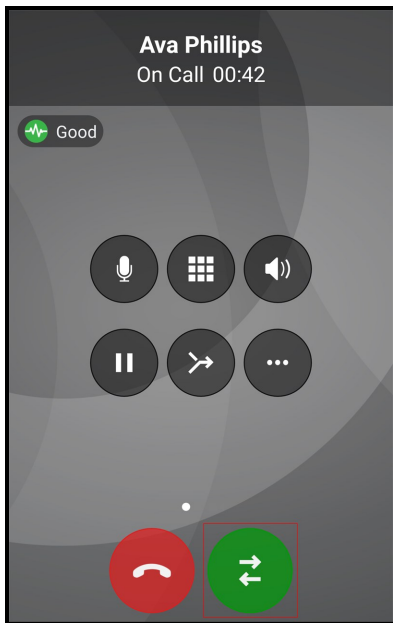
When you have two established calls, you can swap between them.

The active call is displayed in Bria.

To swap between calls

Android phone

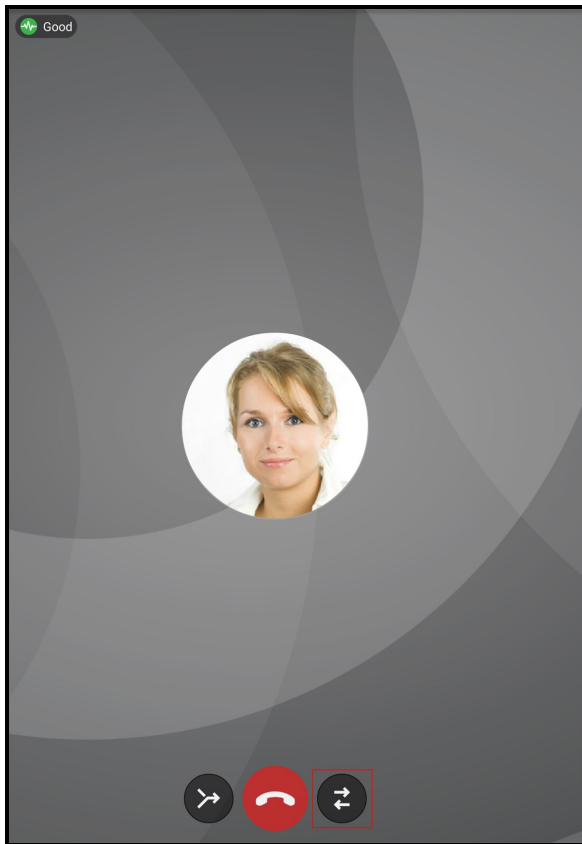
1. Tap  Swap Calls.



Bria places the first call on hold and connects the second call. Bria displays the name of the remote party for the active call.

Android tablet

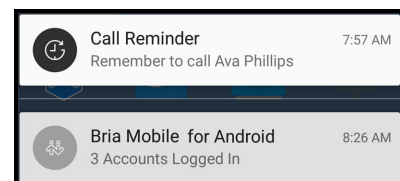
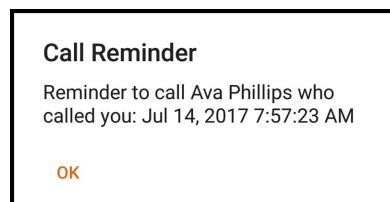
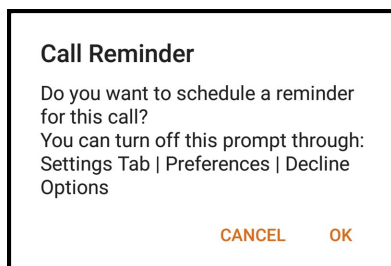
1. Tap  Swap Calls.



Bria places the first call on hold and connects the second call. Bria displays the name of the remote party for the active call.

Using Call Reminder

When you decline a call, Bria gives you the option to set a **Call Reminder** if **Preferences > Use heads-up notification for incoming calls** is not enabled.



To turn on Call Reminders

1. Go to **Settings > Preferences**.
2. Turn on **Enable Call Reminder** in **Decline Options**.
3. Set the interval for the reminder in **Call Reminder Delay** in **Decline Options**.

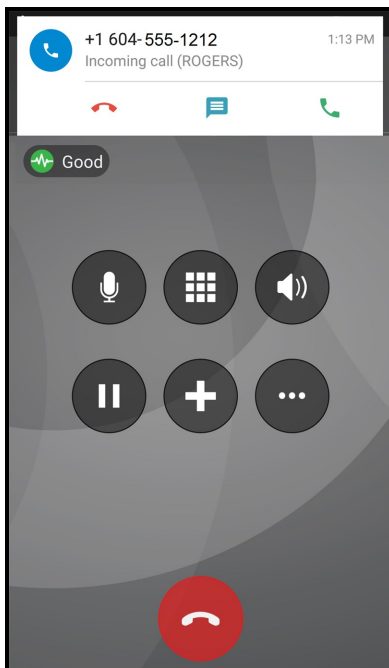
Bria updates your Call Reminder settings.

Handling an incoming native call

You can receive a native call while you are on a Bria call. The incoming native call is displayed as a notification in front of the existing Bria call.

To answer an incoming native call

1. Tap one of the native incoming call options.



If you accept the call, the Bria call is placed on hold. You will not be able to release the hold until you end the native call.

Handling an incoming video call

When the remote party places a video call, you see their video on Bria when you answer the call. You can add your video, remove your video but continue to receive video, or you

can remove all video and downgrade the call to audio only.

On an Android phone, the video controls auto-hide. If the video controls are missing, tap the screen to make them reappear.

See [Handling a video call](#) for more details.

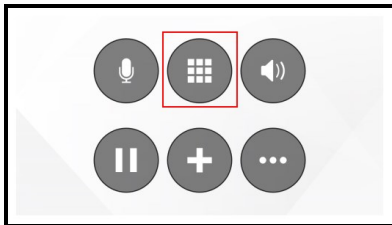
Accessing the dial pad

You may need to access the dial pad during a call.

To access the dial pad during a call

Android phone

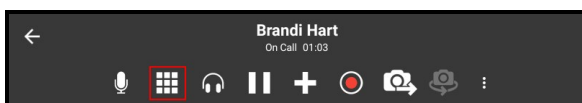
1. Swipe right and tap  Keypad



Bria displays the dial pad.

Android tablet

1. Tap  Keypad.



Bria displays the dial pad.

Enabling auto answer

Availability of this feature depends on the Bria solution you subscribe to.


Available in: Solo, Teams Standard, Teams Pro (Legacy).

Not available in: Solo (Free)

You can turn on **Auto Answer** so the call is automatically answered by Bria after a specified period of time with no user intervention. **Auto Answer** is initially disabled and configured to answer calls after 3 seconds.

When the call is established, Bria sends your audio only.

To enable Auto Answer

1. In Bria, tap  **Menu** on the top left corner, then tap **Settings**.
2. Go to **Preferences - Incoming Call**.
3. Turn on **Auto Answer Calls**.

Auto Answer Calls is enabled.

Disabling call waiting


Availability of this feature depends on the Bria solution you subscribe to.

Available in: Solo, Teams Standard, Teams Pro (Legacy).

Not available in: Solo (Free)

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 **History**. 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. In Bria, tap  **Menu** on the top left corner, then tap **Settings**.
2. Go to **Preferences - Incoming Call**.
3. Turn on **Disable Call Waiting**.

Disable Call Waiting is enabled.

Enabling call blocking

Availability of this feature depends on the Bria solution you subscribe to.

Available in: Solo, Teams Standard, Teams Pro (Legacy).

Not available in: Solo (Free)

With this feature, Bria 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. This list is stored locally on your device; if you have Bria installed on multiple devices, you need to set this feature manually on each device.

A SIP address with alphabets cannot be blocked.

Call History shows blocked calls.

To enable call blocking

1. In Bria, tap ≡ **Menu** on the top left corner, then tap **Settings**.
2. Go to **Preferences - Incoming Call**.
3. Tap **Call Blocking**.
4. Enable options and/or add phone numbers to block.

Call blocking is enabled.

Handling a video call

Availability of this feature depends on the Bria solution you subscribe to.

Available in: Solo, Teams Standard, Teams Pro (Legacy).

Not available in: Solo (Free)

When the remote party places a video call, you see their video on Bria when you answer the call. You can send your video, stop sending your video, or turn off all video.

On an existing call, you can add your video, remove your video but continue to receive video, or you can remove all video and downgrade the call to audio only.

On an Android phone, the video controls auto-hide. If the video controls are missing, tap the screen to make them reappear.

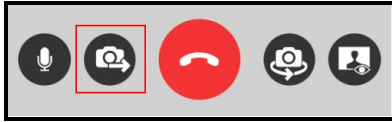
Sending your video

On an existing call, you can send your video to the remote party.

To send your video

Android phone

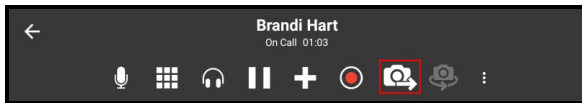
1. Tap  Send Video or swipe left.



Bria starts sending your video to the remote party.

Android tablet

1. Tap  Send Video.



Bria starts sending your video to the remote party.

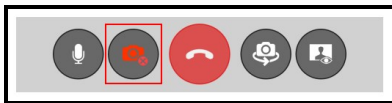
Stop sending your video

You can stop sending your video but continue to receive incoming video.

To stop sending your video

Android phone

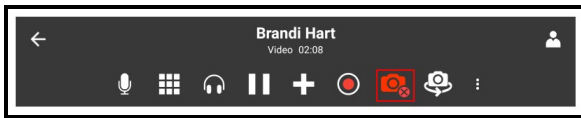
1. Tap  Sending Video.



Bria no longer sends your video. You can still see the remote party's video if they are sending it.

Android tablet

1. Tap  Sending Video.



Bria no longer sends your video. You can still see the remote party's video if they are sending it.

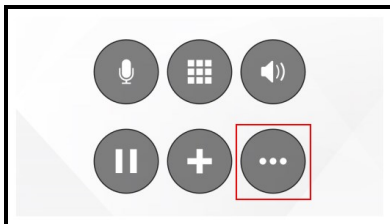
Removing all video

You can remove all video from the call and turn it into an audio only call.

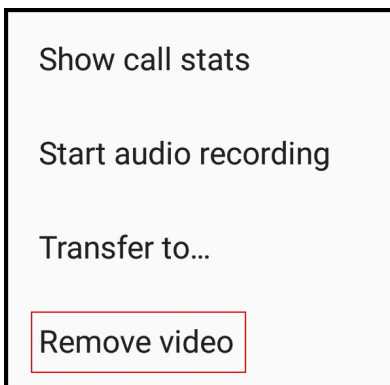
To remove all video

Android phone

1. Swipe right and tap  More Options.



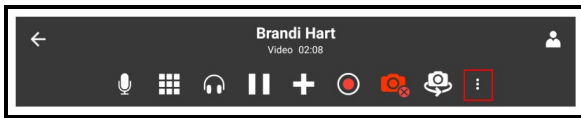
2. Tap Remove video.



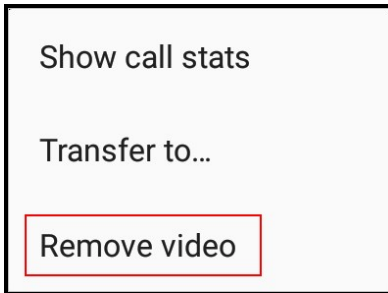
Bria removed all video and switches the call to an audio call.

Android tablet

1. Tap  More Options.



2. Tap Remove video.



Bria removed all video and switches the call to an audio call.

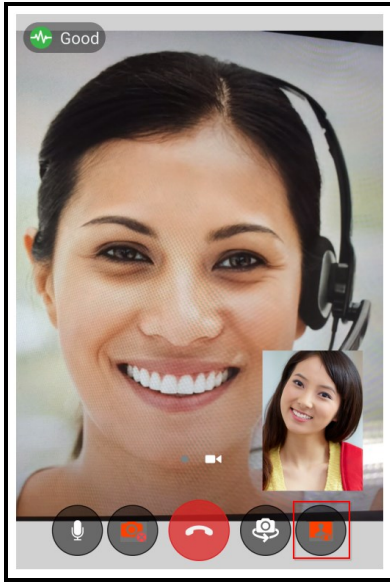
Local video preview

If you want to see what the remote party sees for your video, you can view the local video preview.

To show or hide the local video preview

Android phone

1. Tap  Preview.



Bria adds or removes the video preview.

Android tablet

1. Tap  Preview on the side tool bar.



Bria adds or removes the video preview.

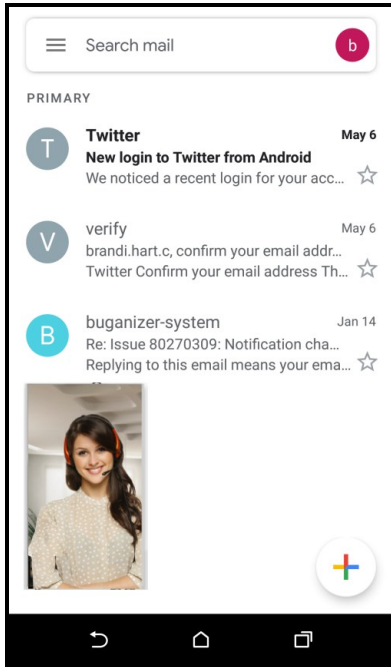
Picture-in-picture

For devices running Android 8 (Oreo) or higher, Bria supports picture-in-picture. The video is reduced to a thumbnail and can be dragged around the screen. Close the thumbnail by tapping X.

On devices running on Android 13, Picture-in-picture is not available when the device is in landscape mode. Use a call head instead to go back to the call screen.

To use picture-in-picture

1. Establish a video call.
2. Put Bria in the background.
3. Open another app.



The video is reduced to a thumbnail and remains on the screen.

Transferring a call

Availability of this feature depends on the Bria solution you subscribe to.

Available in: Solo, Teams Standard, Teams Pro (Legacy).

Not available in: Solo (Free)

Calls can be transferred to a target in two ways. In an attended transfer, the first party speaks to the target before transferring the call. In an unattended (blind) transfer, the first party sends the call to the target without talking to the target in advance.

When you transfer a video call, the call is transferred as an audio call. Both parties can add video to the audio call.

Note: You can only transfer a call from a team member to another team member. If your administrator has set up additional SIP accounts, you can only transfer calls from non-team members to other non-team members.

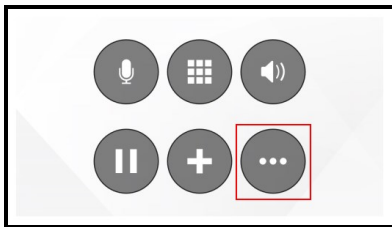
Attended transfer

In an attended transfer, you speak to the target before transferring the call. You can make an attended transfer from the dial pad, from **Contacts**, or from **History**.

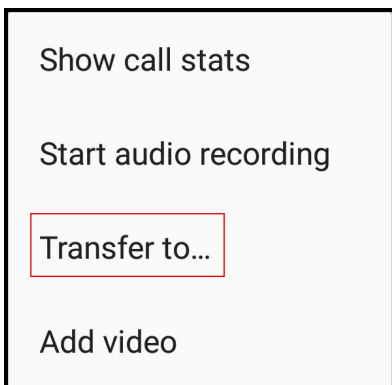
To make an attended transfer

Android phone

1. Use any method to **establish a second call** to the target.
2. When you have finished speaking to the target, tap **More Options**.



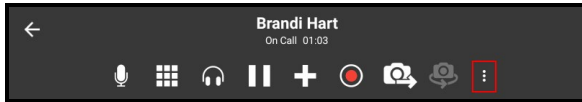
3. Tap **Transfer to...**



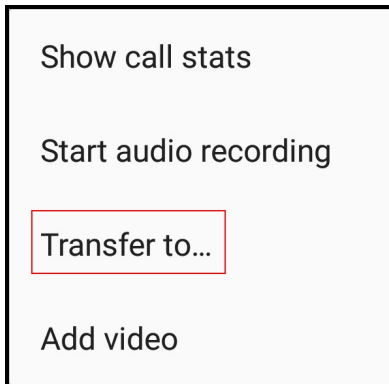
Bria displays **Transferring to**. Do not hang up. Once the call connects the second party to the remote party, you will see **Call Ended**.

Android tablet

1. Use any method to **establish a second call** to the target.
2. When you have finished speaking to the target, tap **More Options**.



3. Tap **Transfer to...**



Bria displays **Transferring to**. Do not hang up. Once the call connects the second party to the remote party, you will see **Call Ended**.

Unattended transfer

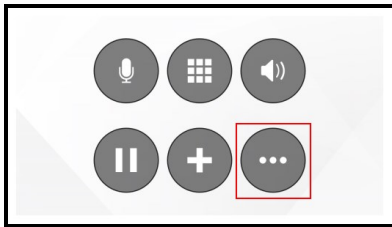
In an unattended transfer, you do not speak to the target before transferring the call. If desired, you can put the call on hold prior to dialing the target. If you put the first call on hold and the target does not answer or declines the call, the remote party remains on hold with you.

Using the dial pad

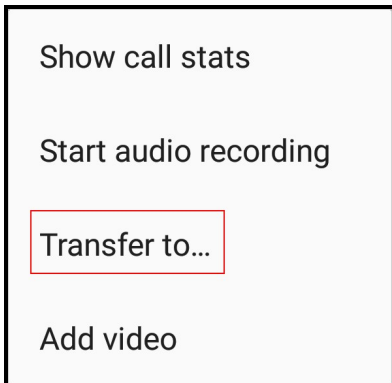
To make an unattended transfer using the dial pad

Android phone

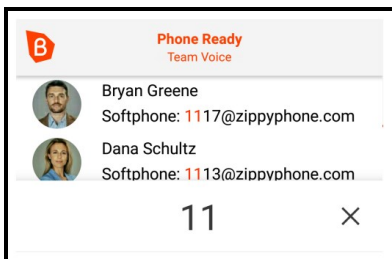
1. Tap  **More Options**.



2. Tap **Transfer to...**



3. Type the number or name of the person you want to transfer the call to. (Use 2 for A, B, C; use 3 for D, E, F; etc.) To clear the entry, tap the **x**. Bria brings up a list of matches and refines the list as you enter numbers and characters.

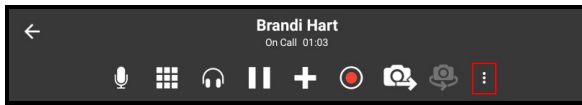


4. Tap  **Transfer**.

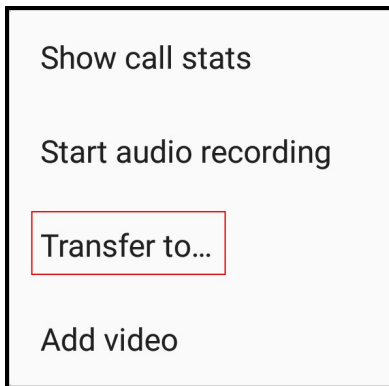
If the target answers the call, Bria connects the target to the remote party and Bria disconnects you from both calls. If the target does not answer or declines the call, the call continues between you and the remote party.

Android tablet

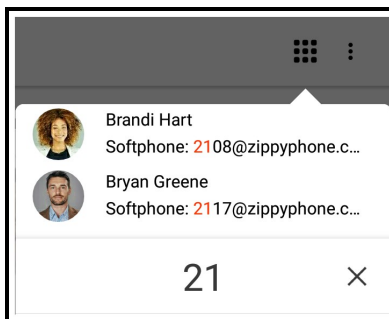
1. Tap  More Options.



2. Tap Transfer to....



3. Type the number or name of the person you want to transfer the call to. (Use 2 for A, B, C; use 3 for D, E, F; etc.) To clear the entry, tap the **x**. Bria brings up a list of matches and refines the list as you enter numbers and characters.



4. Tap  Transfer.

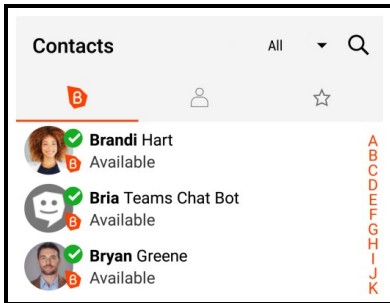
If the target answers the call, Bria connects the target to the remote party and Bria disconnects you from both calls. If the target does not answer or declines the call, the call continues between you and the remote party.

Using Bria Contact's

To make an unattended transfer using Bria's Contacts

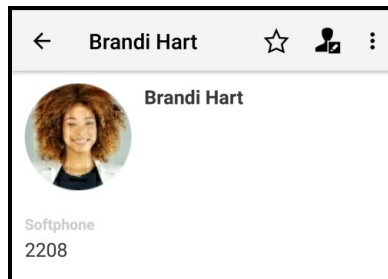
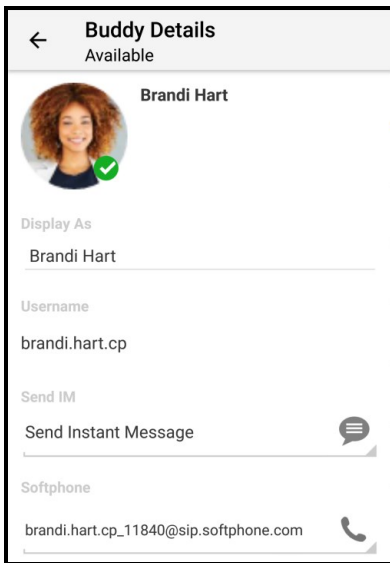
Android phone

1. Tap the Android **Back** button and go to the **Contacts** tab on the resource panel.
2. Select a team member by tapping on the team member or typing their name in the **Q Search** bar and tapping the team member. To call someone outside of you team, tap **Contacts** and select a contact by tapping on the contact or typing their name in the **Q Search** bar and tapping on the contact.

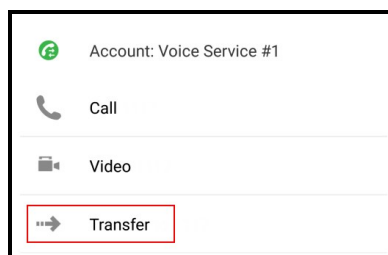
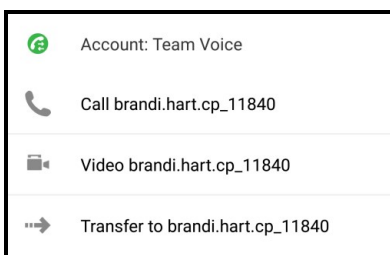


Contact Details opens.

3. Tap the number you want to transfer the call to.



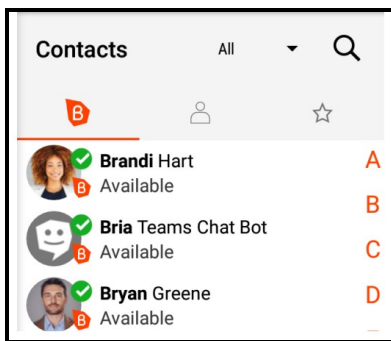
4. Tap **Transfer**.



If the target answers the call, Bria connects the target to the remote party and Bria disconnects you from both calls. If the target does not answer or declines the call, the call continues between you and the remote party.

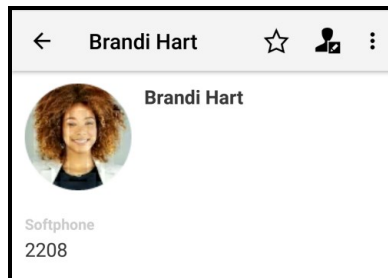
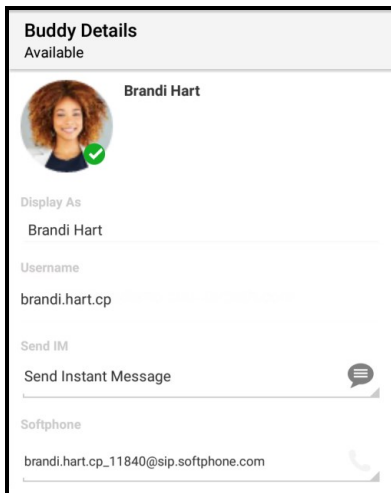
Android tablet

1. Tap the Android **Back** button and go to the **Contacts** tab on the resource panel.
2. Select a team member by tapping on the team member or typing their name in the **Q Search** bar and tapping the team member. To call someone outside of you team, tap **👤 Contacts** and select a contact by tapping on the contact or typing their name in the **Q Search** bar and tapping on the contact.

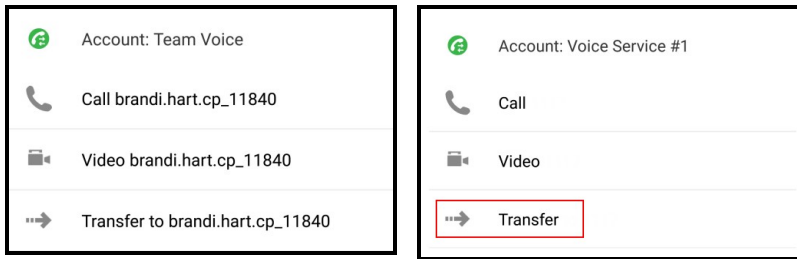


Contact Details opens.

3. Tap the number you want to transfer the call to.



4. Tap **Transfer**.



If the target answers the call, Bria connects the target to the remote party and Bria disconnects you from both calls. If the target does not answer or declines the call, the call continues between you and the remote party.

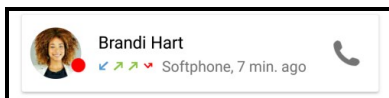
Using Bria's History

You can make an unattended transfer from Bria's **History** using long-press or using the **History** icon.

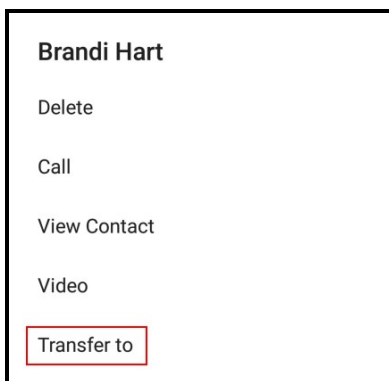
To make an unattended transfer using long-press

Android phone

1. Tap the Android **Back** button and go to the **History** tab on the resource panel.
2. Long-press the **History** group containing the contact you want to transfer the call to.



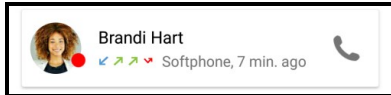
3. Tap **Transfer to**.



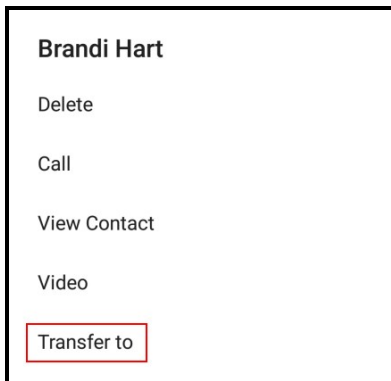
If the target answers the call, Bria connects the target to the remote party and Bria disconnects you from both calls. If the target does not answer or declines the call, the call continues between you and the remote party.

Android tablet

1. Tap **Back** and go to the **History** tab on the resource panel.
2. Long-press the **History** group containing the contact you want to transfer the call to.




3. Tap **Transfer to**.

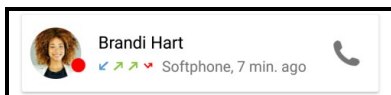


If the target answers the call, Bria connects the target to the remote party and Bria disconnects you from both calls. If the target does not answer or declines the call, the call continues between you and the remote party.

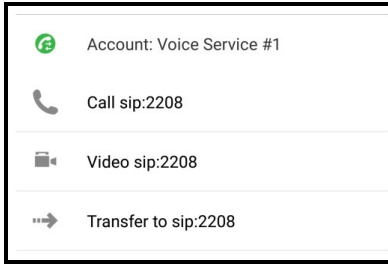
To make an unattended transfer using the phone icon

Android phone

1. Tap the Android **Back** button and go to the **History** tab on the resource panel.
2. Tap  **Phone** on the History group containing the contact you want to transfer the call to.



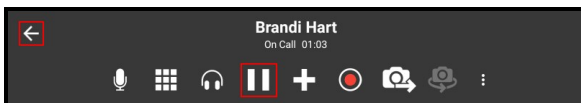
3. Tap **Transfer to**.




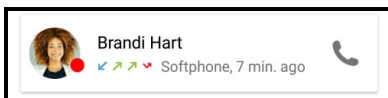
If the target answers the call, Bria connects the target to the remote party and Bria disconnects you from both calls. If the target does not answer or declines the call, the call continues between you and the remote party.

Android tablet

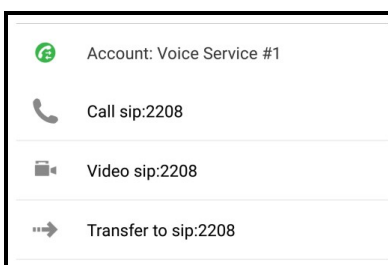
1. Tap the  **Put Call on Hold** to put the first call on hold and tap  **Back**.



2. Go to the **History** tab on the resource panel.
3. Tap  **Phone** on the History group containing the contact you want to transfer the call to.



4. Tap **Transfer to**.



If the target answers the call, Bria connects the target to the remote party and Bria disconnects you from both calls. If the target does not answer or declines the call, the call continues between you and the remote party.

Encrypting a call

Availability of this feature depends on the Bria solution you subscribe to.

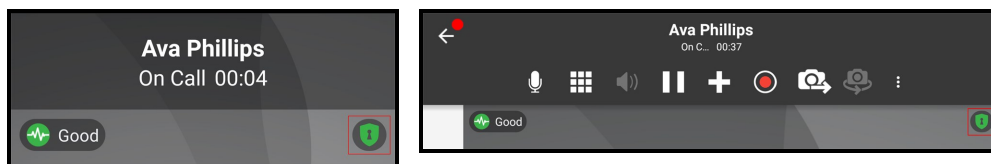
Available in: Solo, Teams Standard, Teams Pro (Legacy).

Not available in: Solo (Free)

Calls placed using your Team Voice calls are always encrypted.

Encryption indicators

 - Bria is using SRTP for encryption.



Recording a call

Availability of this feature depends on the Bria solution you subscribe to.

Available in: Solo, Teams Standard, Teams Pro (Legacy).

Not available in: Solo (Free)

When you record a call, Bria plays a call recording tone to the remote party when the recording starts.

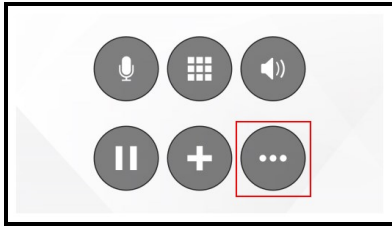
You can record a video call, but only the audio portion of the call is recorded.

- Muting a call does not silence the tone.
- If a call is put on hold (either by yourself or the remote party), the recording is paused. Bria plays the call recording tone to the remote party when the call resumes.
- Bria stops recording when you are redirecting a call. Bria plays the call recording tone to the remote party when the recording resumes.

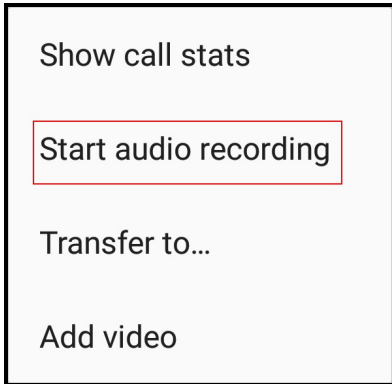
To record a call

Android phone

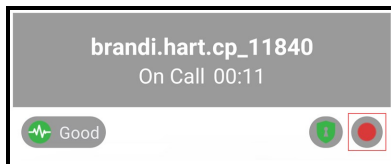
1. Tap **More Options** during an established call.



2. Tap **Start audio recording**.

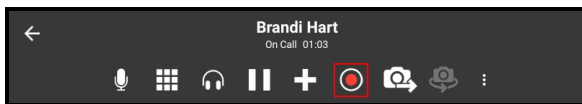


Bria starts recording the call. Bria displays a recording indicator below the call header.



Android tablet

1. Tap **Record** during an established call.

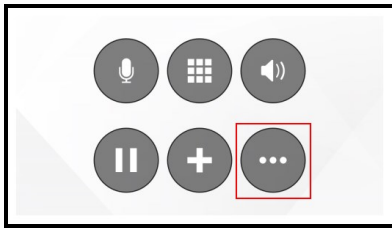


Bria starts recording the call. **Record** flashes in the tool bar.

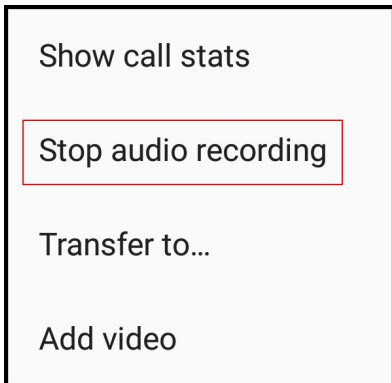
To stop recording a call

Android phone

1. Tap  More Options.



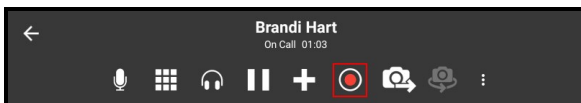
2. Tap Stop audio recording.



Bria stops or pausing call recording the call.

Android tablet

1. Tap  Record.



Bria stops or pausing call recording the call.

Tip: Bria automatically ends the recording when you end the call. To pause the recording, stop recording the call and restart recording the call when you want to resume recording. Bria saves both recordings in one file.

Managing a recording

Use the **History** tab in Bria to listen to, share or delete a call recording. Recordings are stored locally on your device. If you have **Call History Sync** enabled, note that the

recording is accessible only on the device you made the recording; on other devices you will still see the call entry but without the red call recording indicator.

There are two ways to access call recording.

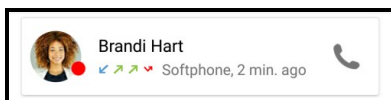
- Scroll down the call history, and locate an entry that is marked with a red dot indicator, or
- Use the **Recordings** screen that lists all the call recording files stored on your device.

Both ways allow you to listen to, share or delete a call recording. The **Recordings** screen only shows the file names but gives you an easy access to the recordings created a long time ago.

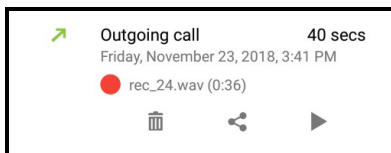
Note: When you delete a call entry with recording from the **History** tab, the associated audio file will also be deleted from your device. To keep the call entry in **History** but only delete the associated audio file, follow the instructions below to delete the file.

To use the call history to listen to, share, or delete a recording

1. Go to the **History** tab on the resource panel.
2. Tap the grouped entry with the call recording indicator.



3. Tap the icon for the action you want. From left to right: **Delete Recording**, **Share Recording**, or **Listen to Call Recording**.

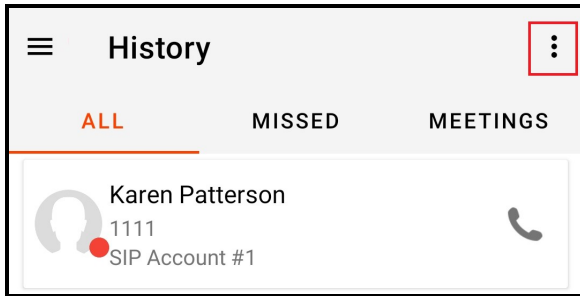


4. If you are deleting, confirm your action by tapping **Yes**.
Bria removes the file from your device. Bria also removes the call recording indicator from the call log in **History**. All other details of the call remain unchanged.
5. If you are listening or sharing, choose the app you would like to use if Bria asks you.

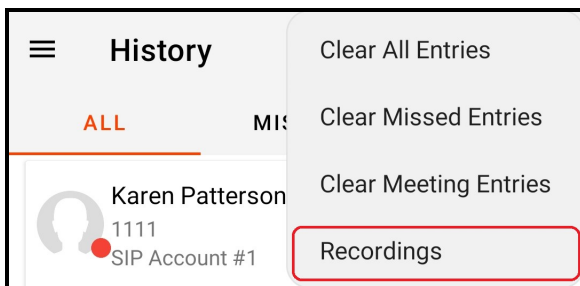
6. Give a permission to the app to access photos, media, and files on your device (if required).
7. Use the controls on the app to listen to or share the recording.

To use the Recordings screen to listen to, share, or delete a recording

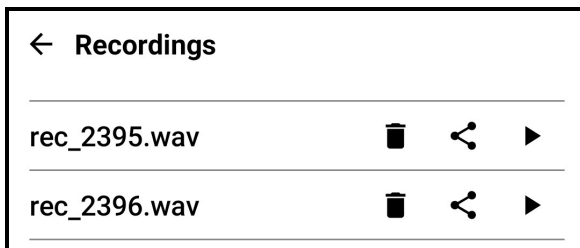
1. Go to the **History** tab on the resource panel.
2. On the top right corner, tap the **: More Options** icon.



3. Tap **Recordings**.



4. Locate the recording and tap the icon for the action you want. From left to right: **Delete Recording**, **Share Recording**, or **Listen to Call Recording**.



5. If you are deleting, confirm your action by tapping **Yes**.





Bria removes the file from your device. Bria also removes the call recording indicator from the call log in **History**. All other details of the call remain unchanged.




6. If you are listening or sharing, choose the app you would like to use if Bria asks you.
7. Give a permission to the app to access photos, media, and files on your device (if required).
8. Use the controls on the app to listen to or share the recording.

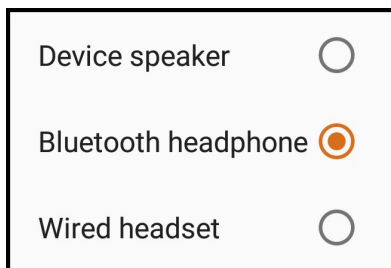
You can also manage call recordings using a file explorer or file manager. Bria saves the recordings under the `/sdcard/Bria` folder of the device in the `.wav` format.

Call audio

Bria can play audio through the Android device, over the speaker phone, or through **supported accessories**.

If you only have two audio outputs option, tap  **Speaker** to turn on the speaker phone.  **Speaker** changes to  **Bluetooth** if there are Bluetooth devices paired and  **Headset** if there is a wired headset connected.

When you have more than two audio output options, tap  **Speaker**,  **Bluetooth**, or  **Headset**, and select your preferred audio output.



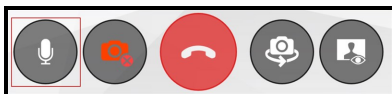
Muting calls

Mute calls by using the tool bars so your audio is not sent to the remote party.

To mute a call by using the call controls

Android phone

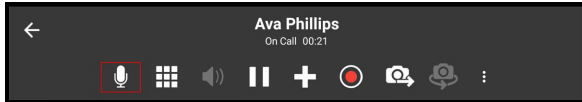
1. Tap .



Bria mutes the call.


Android tablet

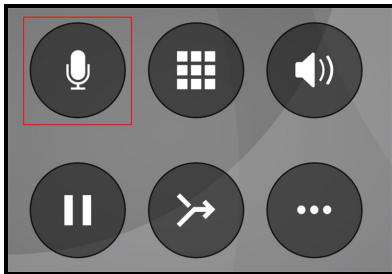
1. Tap  Mute Microphone.



Bria mutes the call.

To mute a call using the menu - Android phone only

1. Swipe right.
2. Tap  Mute Microphone



Bria mutes the call.

Creating a conference call

When you have **two calls established**, you can merge the two calls into a three-way conference call. You can split the conference call back to two separate calls.

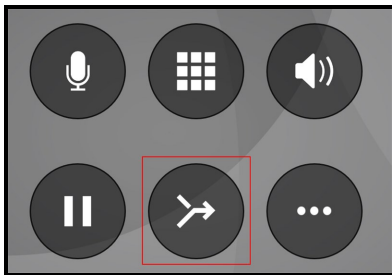
Merging calls

You can merge two existing calls into a conference call. If either of the calls is a video call, you can still merge the calls but the merged call is an audio only call. Video conference calls are not supported at this time.

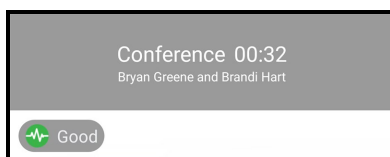
To merge two calls

Android phone

1. Tap  Put calls in conference.

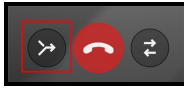


Bria merges the calls into a conference call and displays **Conference**. If you end the call, both remote parties are disconnected. The remote parties cannot continue the call without you.

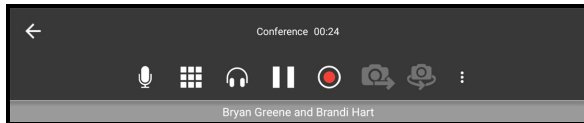


Android tablet

1. Tap  Put calls in conference.



Bria merges the calls into a conference call and displays **Conference**. If you end the call, both remote parties are disconnected. The remote parties cannot continue the call without you.



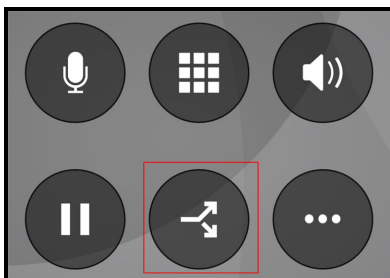
Splitting calls

After you have merged two call together, you can split them back into two separate calls.

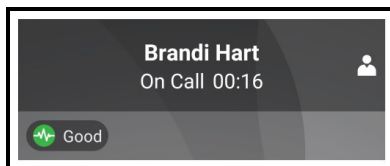
To split a merged call

Android phone

1. Tap  Split Calls.

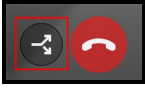


Bria splits the calls. Bria displays the name of the remote party for the active call.

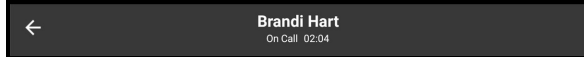


Android tablet

1. Tap  Split Calls.



Bria splits the calls. Bria displays the name of the remote party for the active call.



Accessing voicemail

Voicemail is offered through your VoIP service provider or through your enterprise's IP PBX. It is not part of Bria. Contact your VoIP service provider or your system administrator for information on using voicemail.

If your service includes voicemail, Bria can be set up to access voicemail and show notifications for new messages. That's all Bria offers regarding voicemail. It is up to your VoIP provider whether you have more controls such as deleting previous messages or changing the greeting or changing your access password. Contact your VoIP service provider for voicemail features. For configuring Bria for voicemail, contact an administrator for your Team.

Note: Team Voice does not offer a voicemail service. An administrator on your team can set up the number to call to access voicemail on your additional SIP account if an additional account supports voicemail.

If you subscribe to Bria Solo (Free), it does not allow you to configure voicemail even if your voice provider offers a voicemail service. Consider upgrading to a different Bria solution.

If your VoIP service provider offers a voicemail service, incoming calls go to voicemail if you have voicemail configured and

- Bria is not running
- You already have two calls established
- You are on a native call

A voicemail indicator shows on the resource tab for Android phones and on the toolbar for Android tablets.




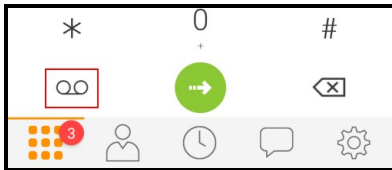
A voicemail indicator also shows on the Android status bar when you have a voicemail.



To access your voicemail

Android phone

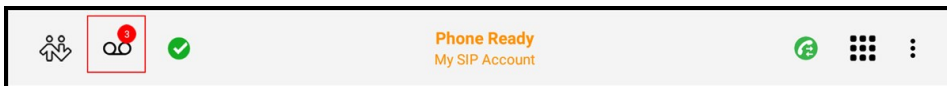
1. Go to the **Phone** tab on the resource panel.
2. Tap  Tap to listen to voicemail.



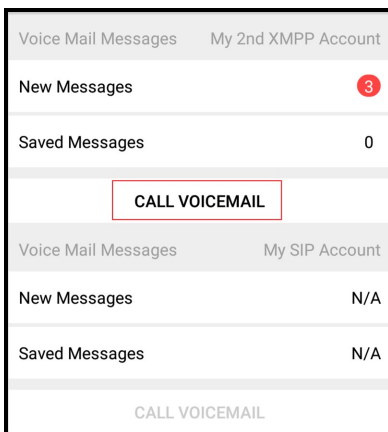
Bria dials you voicemail number. Follow any instructions to play your voicemail messages.

Android tablet

1. Tap  Tap to listen to voicemail in the toolbar.



2. Tap **Call Voicemail**.



Bria dials you voicemail number. Follow any instructions to play your voicemail messages.

Messaging

Availability of this feature depends on the Bria solution you subscribe to.

Available in: Teams Standard, Teams Pro (Legacy).

Not available in: Solo (Free), Solo.

There are two types of messages in Bria - instant messages (IMs) and chat rooms.

- IMs are messages that you send to an individual team member.
- Chat rooms have multiple members and allow you to send messages to all the members of the room.

IMs are found in the **IM** section of the **Messages** tab. Chat rooms are found in the **Rooms** section.

Instant messages

Availability of this feature depends on the Bria solution you subscribe to.

Available in: Teams Standard, Teams Pro (Legacy).

Not available in: Solo (Free), Solo.

You can send instant messages (IMs) to a team member. You can delete single or multiple messages from an IM session, or delete the entire IM session.

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

Sending instant messages

Availability of this feature depends on the Bria solution you subscribe to.

Available in: Teams Standard, Teams Pro (Legacy).

Not available in: Solo (Free), Solo.

You can send an instant message (IM) to a team member.

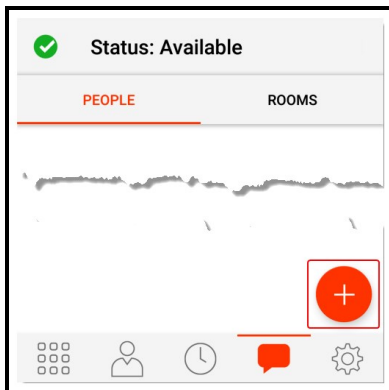
Using messaging

You can use the **Messaging** tab to send an IM to a team member or to send an IM to a member of a chat room. You can also reply to a IM using **Quick Responses**.

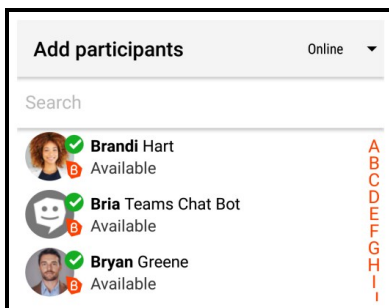
To send an IM using Messaging

Android phone

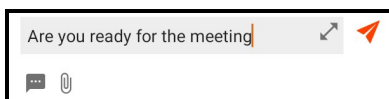
1. Go to the **Messaging** tab on the resource panel.
2. Tap **IM** and tap **+** **Add**.



3. Tap a team member or type a name and tap a team member.



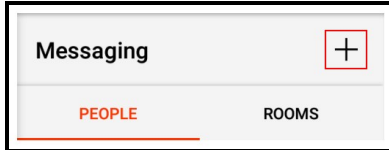
4. Type your message in **Compose Message** and tap **Send**.



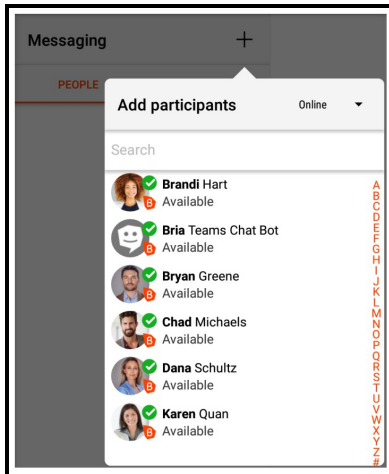
Bria sends the IM.

Android tablet

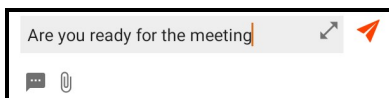
1. Go to the **Messaging** tab on the resource panel.
2. Tap **IM** and tap **+ Add Message**.



3. Tap a team member or type a name and tap a team member.



4. Type your message in **Compose Message** and tap **Send**.

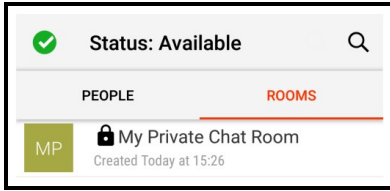


Bria sends the IM.

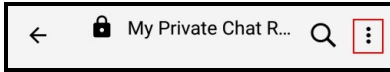
To send an IM from a chat room

Android phone

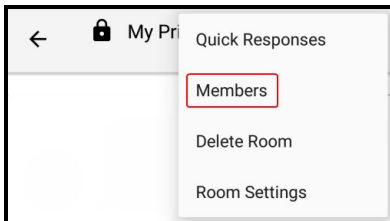
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room.



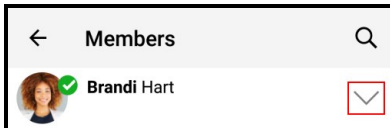
3. Tap : More Options.



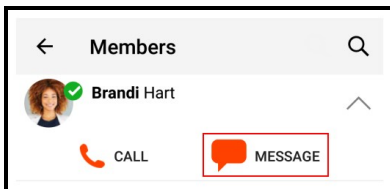
4. Tap Members.



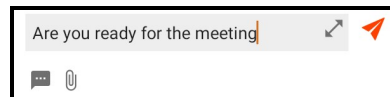
5. Tap More Options beside the member you want to IM.



6. Tap Message.



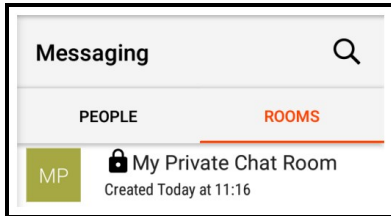
7. Type your message in Compose Message and tap Send.



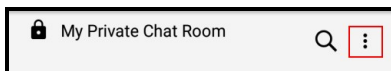
Bria sends the IM.

Android tablet

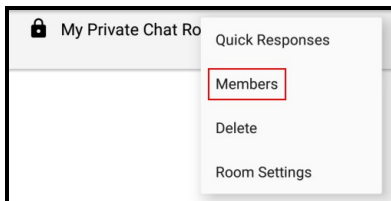
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room.



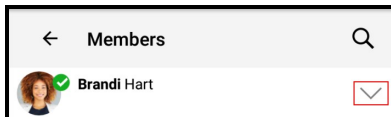
3. Tap **: More Options**.



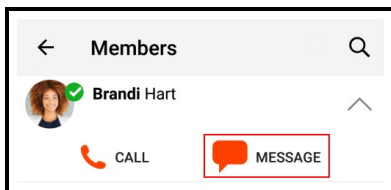
4. Tap **Members**.



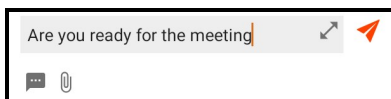
5. Tap **More Options** beside the member you want to IM.



6. Tap **Message**.



7. Type your message in **Compose Message** and tap **Send**.



Bria sends the IM.

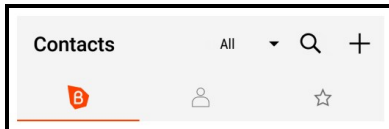
Using Contact details

You can send an IM to a team member directly from **Contacts**.

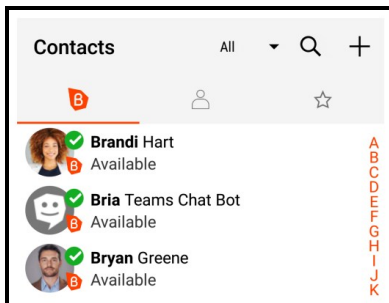
To send an IM from Contacts using contact details

Android phone

1. Go to the **Contacts** tab on the resource panel and tap **Team**.

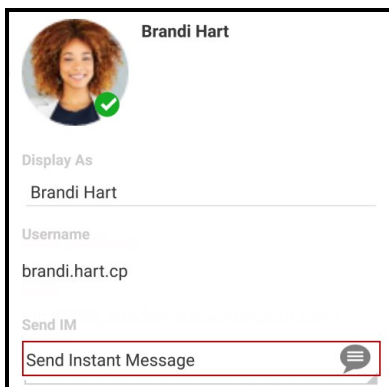


2. Select a team member by tapping on the team member or typing their name in the **Search** bar and tapping the team member.

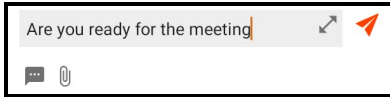


Member Details opens.

3. Tap **Send Instant Message**.



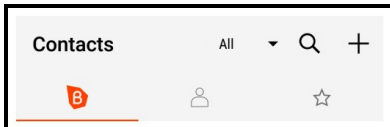
4. Type your message in **Compose Message** and tap **Send**.



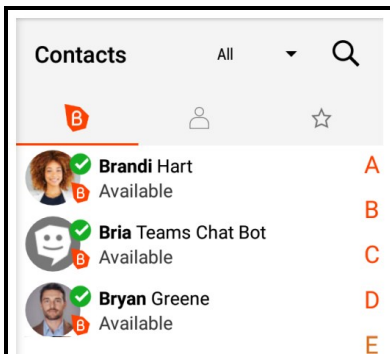
Bria sends the IM.

Android tablet

1. Go to the **Contacts** tab on the resource panel and tap **Team**.

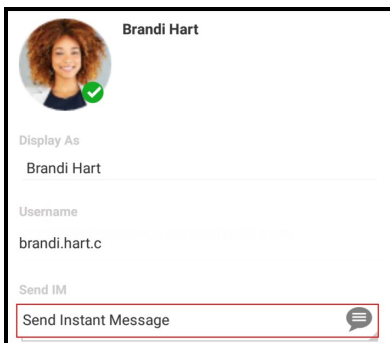


2. Select a team member by tapping on the team member or typing their name in the **Search** bar and tapping the team member.

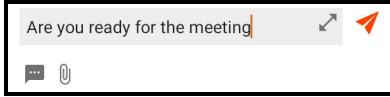


Buddy Details opens.

3. Tap **Send Instant Message**.



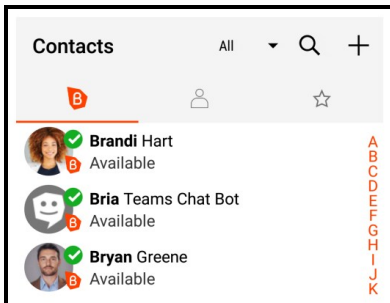
4. Type your message in **Compose Message** and tap **Send**.



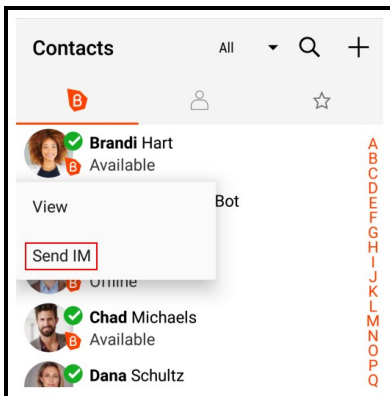
Bria sends the IM.

To send an IM from Contacts using long-press - Android phone only

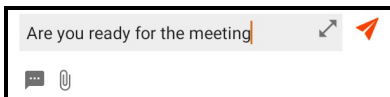
1. Go to the **Contacts** tab on the resource panel.
2. Long-press a team member, or tap **Search Q**, type a name, and long-press a team member.



3. Tap **Send IM**.



4. Type your message in **Compose Message** and tap **Send**.



Bria sends the IM.

Receiving an instant message

Availability of this feature depends on the Bria solution you subscribe to.

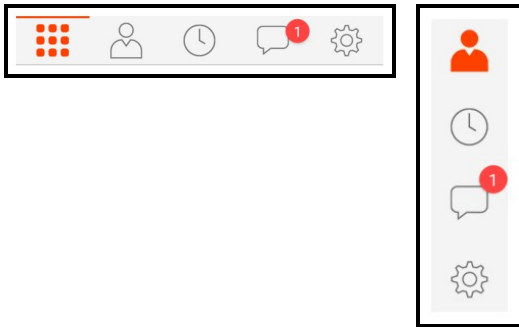
Available in: Teams Standard, Teams Pro (Legacy).

Not available in: Solo (Free), Solo.

With Bria running, you can reply to an instant message (IM) from the foreground, background, or the lockscreen.

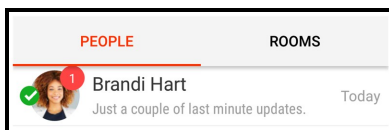
Bria in the foreground

Bria displays the number of new messages with a badge notification on the resource panel.



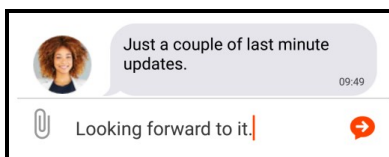
To reply to an IM with Bria in the foreground

1. Go to the **Messaging** tab on the resource panel.
2. Tap **IM** and tap the IM session.



The message and any previous messages in IM session open.

3. Type your message in **Compose Message** and tap **Send**.



Bria sends the IM.

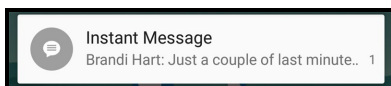
Bria is in the background

When Bria is in the background, you see a notification in the Android status bar when you have a new IM.



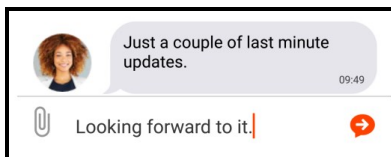
To reply to an IM with Bria in the background

1. Swipe down on the Android status bar.
2. Tap on the notification.



The IM session opens in Bria.

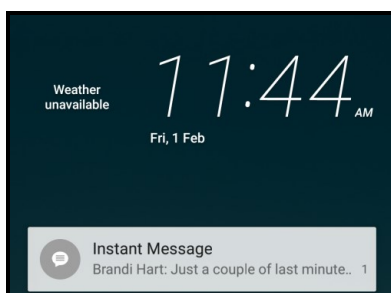
3. Type your message in **Compose Message** and tap **Send**.



Bria sends the IM.

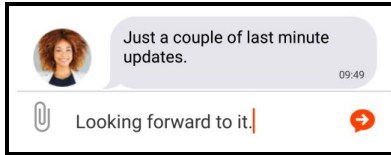
Device is locked

When the device is locked, you receive a notification on the lock screen when you have a new IM.



To reply to a message with the device locked

1. Tap the notification twice and enter your passcode (if required). The IM session opens in Bria.
2. Type your message in **Compose Message** and tap **Send**.



Bria sends the IM.

Sending files

Availability of this feature depends on the Bria solution you subscribe to.

Available in: Teams Standard, Teams Pro (Legacy).

Not available in: Solo (Free), Solo.

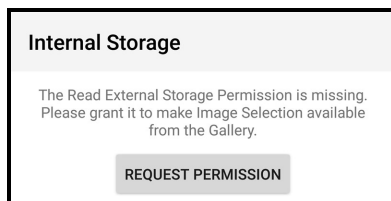
Send and receive files with your team members as long as they are online.

The received files are saved on your device, under Bria folder. Note that the files are not synced between your devices if you use Bria on multiple devices.

Tip: Deleting the file transfer message from the IM conversation on Bria does *NOT* remove the file from the device. Use a file manager app to remove the file if desired.

Giving Bria a permission

The first time you use file transfer, you need to give Bria the permission to access your device's external storage.




Sending photos, videos, files

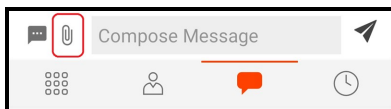
Send photos, videos and files to your XMPP contact who is online. To send multiple files at a time, all the files must be located in the same folder.

The recipient must accept the files for the transfer to start. If you send multiple files at a time, the recipient must accept or decline all of the files for the transfer to start.

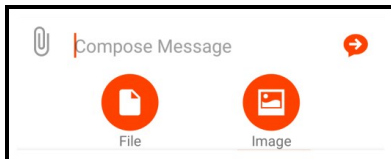
Note: If you put Bria in the background during a file transfer, the transfer is paused until you bring Bria back to the foreground.

To send photos, videos or files


1. Create a new IM or open an IM session with the person you want to send the file to.
2. Tap  **Attach** in **Compose Message**.



3. Tap either **File** or **Image**, depending on the type of file you want to send.



The file manager opens.

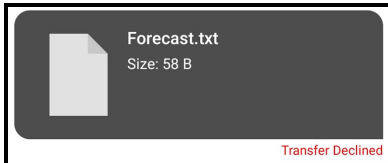
4. Locate the folder that contains the files that you want to send. You can only send multiple files at one time if they are located in the same folder.
5. Long-press on the first file that you want to send.
6. Tap any additional files that you want to send.
7. Tap  **Select** on the top right corner.

Bria sends a file transfer notification to the recipient. If you selected multiple files, the transfer does not start until all of the files are accepted.

Once the recipient accepts the file, Bria shows the progress of the transfer and when the transfer is complete.



If the recipient declines the files, the transfer shows as not sent.

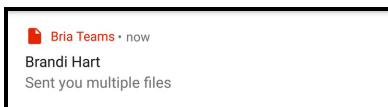


Receiving files

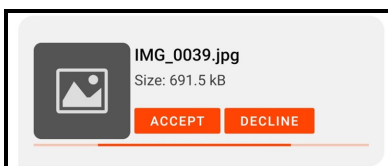
If you have an XMPP account enabled, another person with an XMPP account can send you files. The file transfer notification appears on Bria or in the notification center if Bria is in the background.

To receive a file transfer

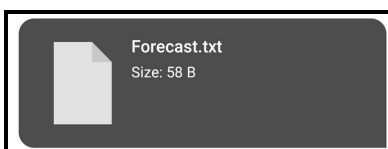
1. Tap on the notification. Bria opens the **Messaging** tab.



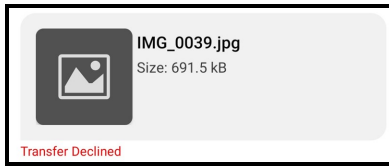
2. Tap **Accept** or **Decline** on the files. The file transfer does not begin until you have clicked **Accept** or **Decline** on all of the files.



If you accept the files, Bria begins the transfer. Bria displays the progress of the transfer and when the transfer is complete in the IM.



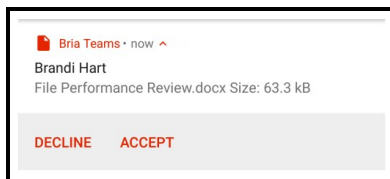
If you decline the transfer, both the recipient and the sender see the file transfer status as **Declined**.



To receive a file transfer from the Notification Center (on some Android devices)

Depending on your Android device, you may be able to accept the transfer from the notification center.

Tap **Accept** or **Decline** in the notification. If you tap **Accept**, Bria begins the file transfer.

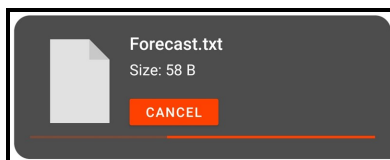


Canceling a file transfer

You can cancel a file transfer as either the sender or the recipient. As the sender, you can cancel the transfer before the recipient accepts the transfer (your screen shows **Waiting**) or while the transfer has been accepted but before the transfer is complete.

Note: Once the file transfer has been accepted by the recipient, the progress screen may be too quick to actually see the progress.

To cancel a file transfer, tap **Cancel**.



The sender sees **Transfer Failed** and the recipient sees **Transfer Declined** as the transfer status.

Deleting instant messages

Availability of this feature depends on the Bria solution you subscribe to.

Available in: Teams Standard, Teams Pro (Legacy).

Not available in: Solo (Free), Solo.

You can delete messages in a session, or you can delete an entire session.

If you use Bria on multiple devices, deleting on one device also deletes from all of your devices.

Deleting messages

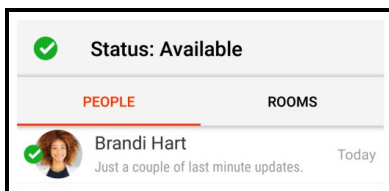
You can delete one or more messages without losing the entire IM session.


Note: Deleting messages on Bria does *not* delete them from the other person; they still see the messages even after you deleted them.

To delete a single IM message

Android Phone

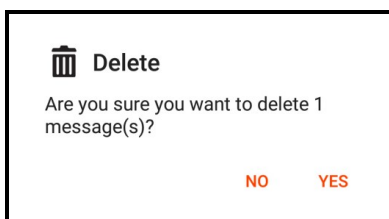
1. Go to the **Messaging** tab on the resource panel.
2. Tap **IM** and tap the IM session.



3. Long-press on the message you want to delete.
4. Tap  **Delete**.



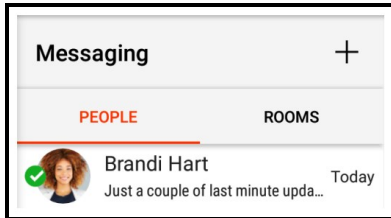
5. Tap **Yes** to confirm you want to delete the selected message.



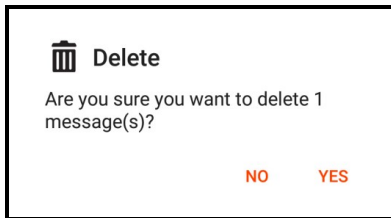
Bria deletes the message. There is not warning before Bria deletes the message.

Android tablet

1. Go to the **Messaging** tab on the resource panel.
2. Tap **IM** and tap the IM session.



3. Long-press on the message you want to delete.
4. Tap **Delete**.
5. Tap **Yes** to confirm you want to delete the selected message.

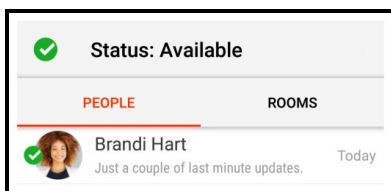


Bria deletes the message. There is not warning before Bria deletes the message.

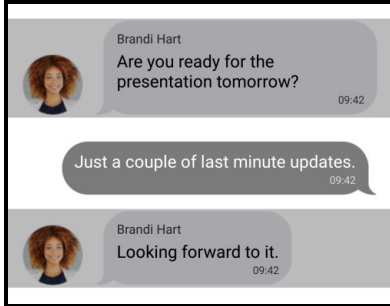
To delete multiple IM messages

Android phone

1. Tap **IM** and tap the IM session.



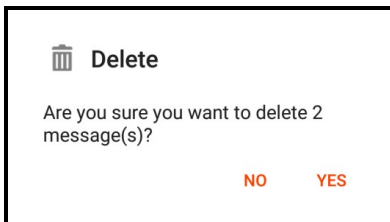
2. Long-press one of the messages you want to delete.
3. Long-press all other messages your want to delete. Selected messages have a gray background.



4. Tap  Delete.



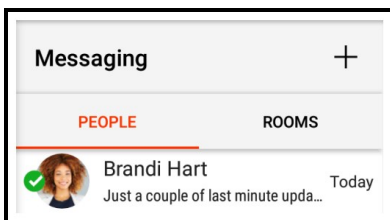
5. Tap **Yes** to confirm you want to delete the selected messages.



Bria deletes the selected messages.

Android tablet

1. Go to the **Messaging** tab on the resource panel.
2. Tap **IM** and tap the IM session.



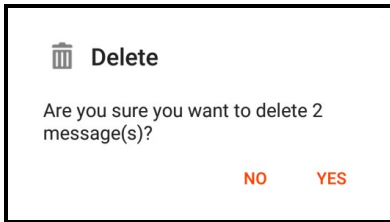
3. Long-press on the message you want to delete.
4. Long-press all other messages your want to delete. Selected messages have a gray background.



5. Tap  **Delete**.



6. Tap **Yes** to confirm you want to delete the selected messages.



Bria deletes the selected messages.

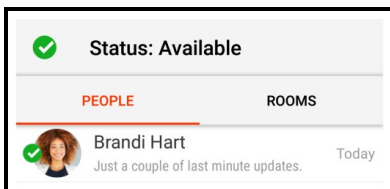
Deleting an IM session

You can remove the entire IM session from your device rather than just deleting individual messages.

To delete an IM session using More

Android phone

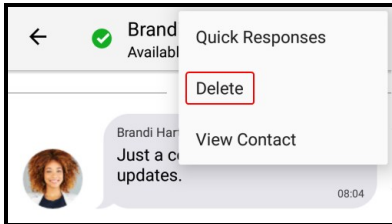
1. Go to the **Messaging** tab on the resource panel.
2. Tap **IM** and tap the IM session.



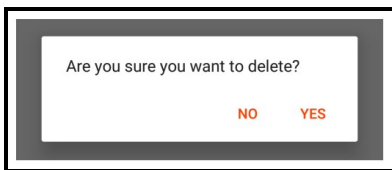
3. Tap **: More Options**.



4. Tap **Delete**.



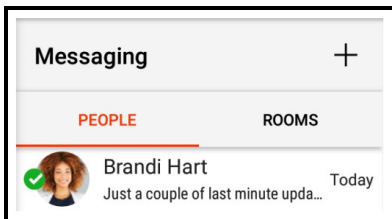
5. Click **Yes** on **Are you sure you want to delete?**



The IM session is deleted.

Android tablet

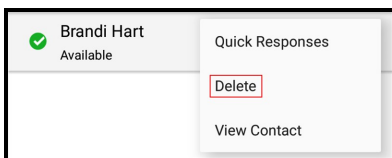
1. Go to the **Messaging** tab on the resource panel.
2. Tap **IM** and tap the IM session.



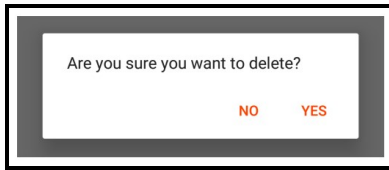
3. Tap **: More Options**.



4. Tap **Delete**.



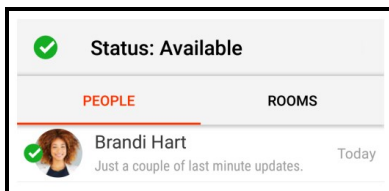
5. Click **Yes** on **Are you sure you want to delete?**



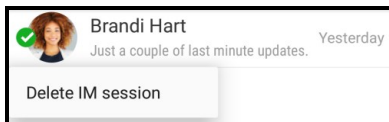
The IM session is deleted.

To delete an IM session using long-press - Android phone only

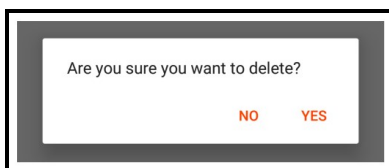
1. Go to the **Messaging** tab on the resource panel.
2. Tap **IM**.



3. Long-press the conversation want to delete and tap **Delete IM session**.



4. Click **Yes** on **Are you sure you want to delete?**



The IM session is deleted.

Chat rooms

Availability of this feature depends on the Bria solution you subscribe to.

Available in: Teams Standard, Teams Pro (Legacy).

Not available in: Solo (Free), Solo.

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 Team Messaging group.

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:

- All the clients must be running version 5.5.3 or higher on iOS and Android and version 5.5.0 or higher on Windows and Mac.
- Your Team Messaging account must be registered and enabled.

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

Chat room properties

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

Required chat room properties

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

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

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

Optional chat room properties

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

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

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

Creating a chat room

Availability of this feature depends on the Bria solution you subscribe to.

Available in: Teams Standard, Teams Pro (Legacy).

Not available in: Solo (Free), Solo.

All Bria 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.

Topic is an optional field and can be up to 140 characters long. **Topic** can be changed by all room members and is used to show what is currently being discussed in the room.

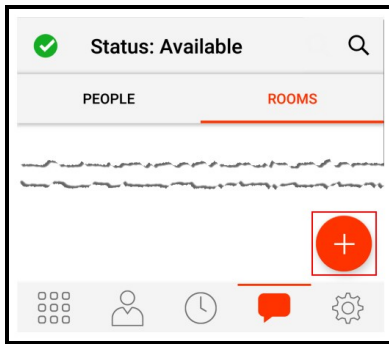
Creating a private chat room

You can create a private chat room from the **Messaging** tab. When you create a private chat room, you invite people to join the room.

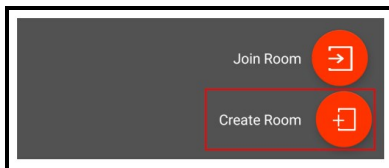
To create a private chat room

Android phone

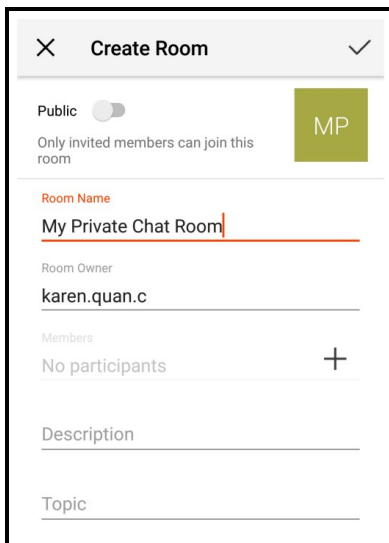
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap **Add**.



3. Tap **Create Room**.

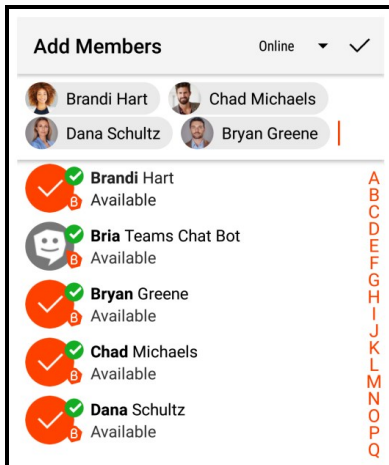


4. Type in a **Room Name**. If desired, type a **Description** and a **Topic**.



5. Tap **+ Add Members**.

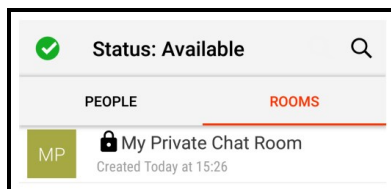
6. Tap on the team members you want to add to the chat room. A check mark appears on top of their avatar. Tap **Done** when you finish selecting team members.



Your team members show in **Members**. If you want to remove someone from **Members** before you create the chat room, tap **+ Add Members** and tap the team members to remove the check mark.

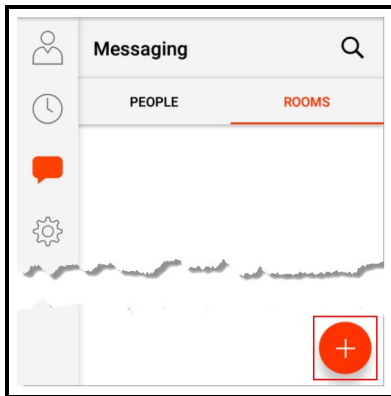
7. Tap **✓ Save**.

Bria creates the private chat room. The **Members** you invited are automatically added to the room. The chat room shows up in the **Rooms** section of the **Messaging**. The room shows when created it. The lock on the avatar for the room indicates this is a private chat room.

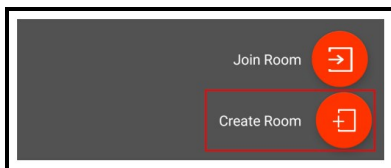


Android tablet

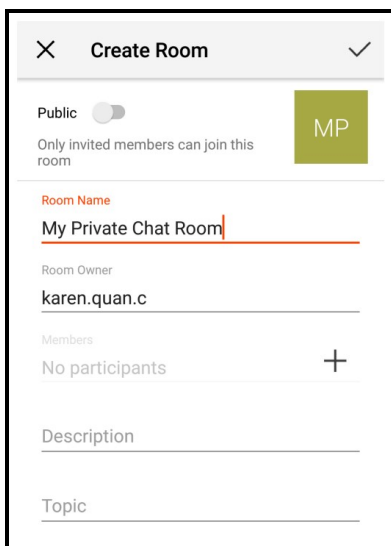
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap **• Add**.



3. Tap **Create Room**.

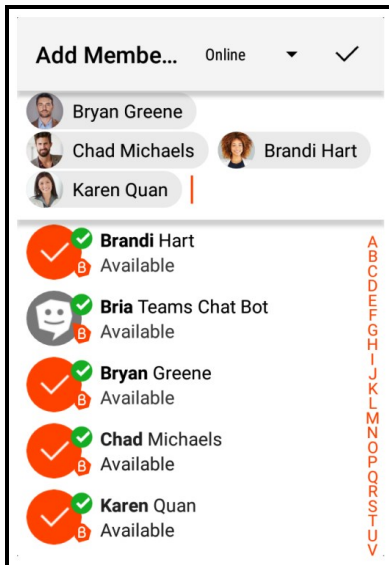


4. Type in a **Room Name**. If desired, type a **Description** and a **Topic**.



5. Tap **+ Add Members**.

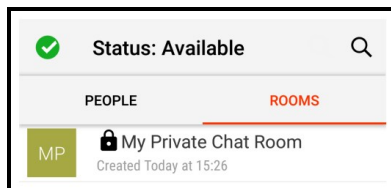
6. Tap on the team members you want to add to the chat room. A check mark appears on top of their avatar. Tap **Done** when you finish selecting team members.



Your team members show in **Members**. If you want to remove someone from **Members** before you create the chat room, tap **+ Add Members** and tap the team members to remove the check mark.

7. Tap **✓ Save**.

Bria creates the private chat room. The **Members** you invited are automatically added to the room. The chat room shows up in the **Rooms** section of the **Messaging**. The room shows when you created it. The lock on the avatar for the room indicates this is a private chat room.



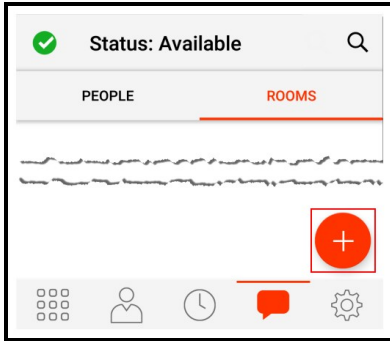
Creating a public chat room

You can create a public chat room from the **Messaging** tab.

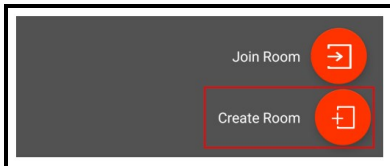
To create a public chat room

Android phone

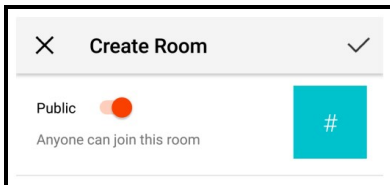
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap **● Add**.



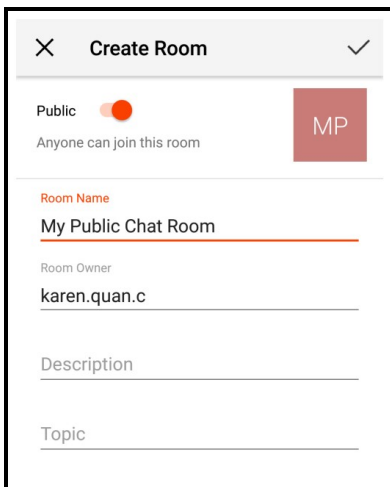
3. Tap **Create Room**.



4. Toggle **Public** on.

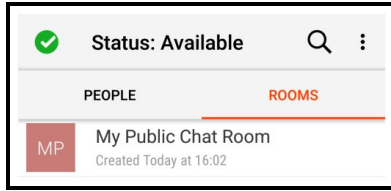


5. Type in a **Room Name**. If desired, type a **Description** and a **Topic**.



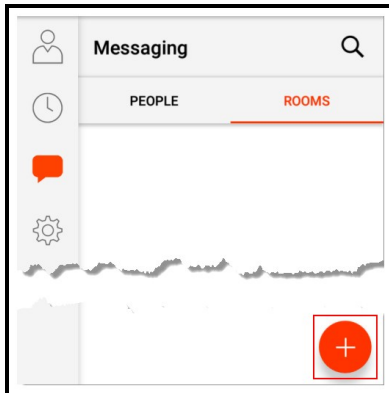
6. Tap ✓ **Save**.

Bria creates the public chat room. The chat room shows up in the **Rooms** section of the **Messaging** tab. The room shows when you created it.

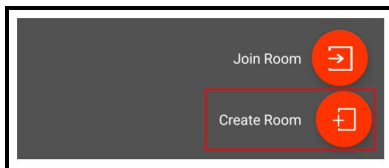


Android tablet

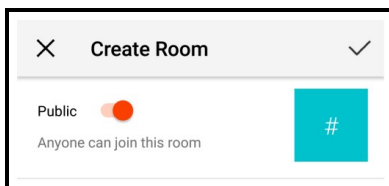
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap **+** Add.



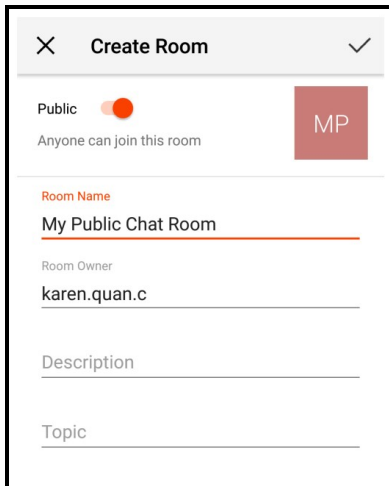
3. Tap **Create Room**.



4. Toggle **Public** on.

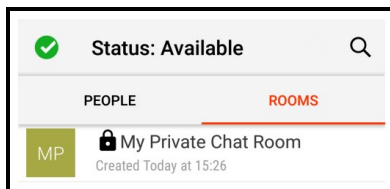


5. Type in a **Room Name**. If desired, type a **Description** and a **Topic**.



6. Tap ✓ **Save**.

Bria creates the private chat room. The **Members** you invited are automatically added to the room. The chat room shows up in the **Rooms** section of the **Messaging**. The room shows when you created it. The lock on the avatar for the room indicates this is a private chat room.



Joining a chat room

Availability of this feature depends on the Bria solution you subscribe to.

Available in: Teams Standard, Teams Pro (Legacy).

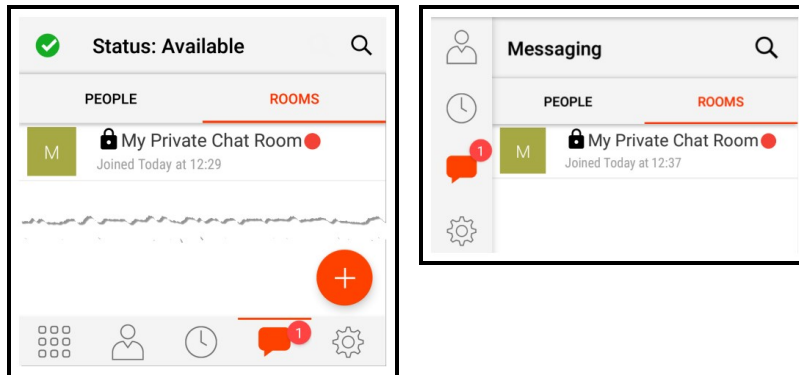
Not available in: Solo (Free), Solo.

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



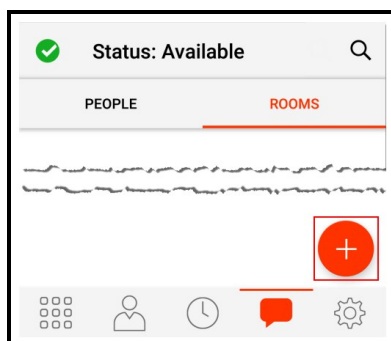
Joining a public chat room

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

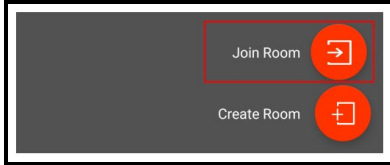
To join a public chat room

Android phone

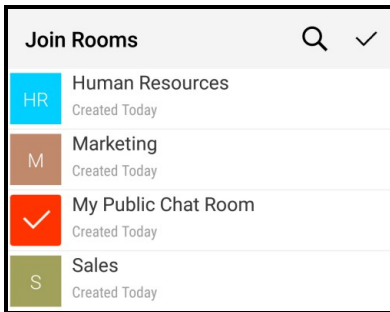
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap **Add**.



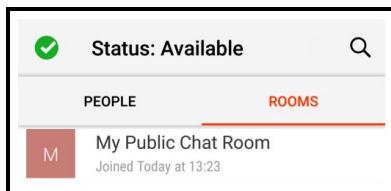
3. Tap **Join Room**.



4. Tap the public rooms you want to join and tap ✓ Add. You can use search to look for a specific room.

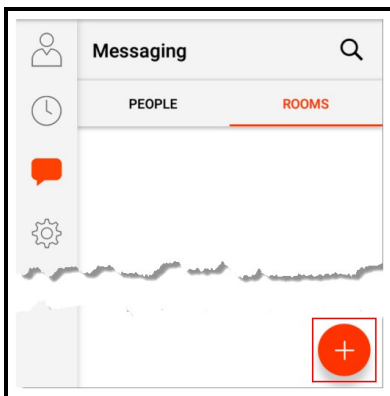


Bria adds the public chat room to **Rooms** in the **Messaging** tab.

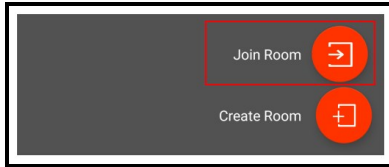


Android tablet

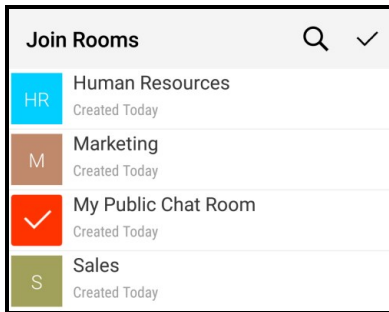
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap + Add.



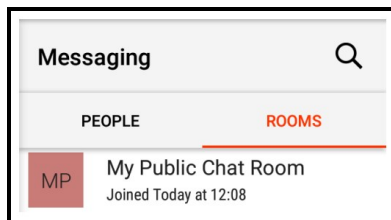
3. Tap **Join Room**.



4. Tap the public rooms you want to join and tap ✓ Add. You can use search to look for a specific room.



Bria adds the public chat room to **Rooms** in the **Messaging** tab.



Editing chat rooms

Availability of this feature depends on the Bria solution you subscribe to.

Available in: Teams Standard, Teams Pro (Legacy).

Not available in: Solo (Free), Solo.

After a room has been created, the **Room Owner** - the person who created the room- can change the **Room Name** and **Description**, add new members, and add a **Topic** to a room.

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

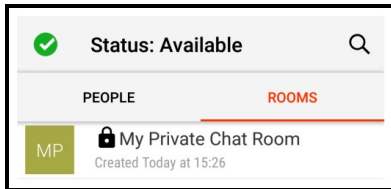
Changing the Room Name and Description

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

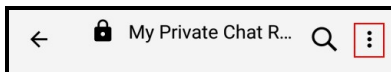
To change the Room Name and Description

Android phone

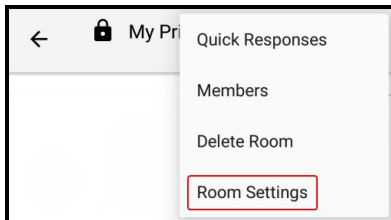
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room you want to edit.



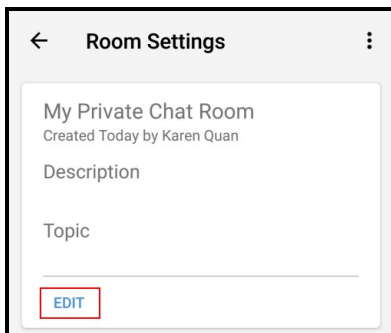
3. Tap **: More Options**.



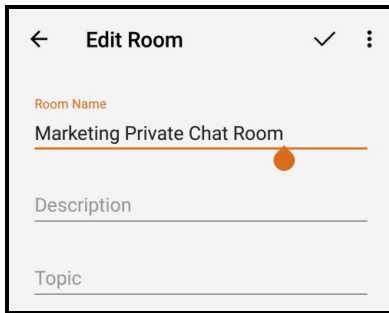
4. Tap **Rooms Settings**.



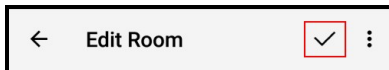
5. Tap **Edit**.



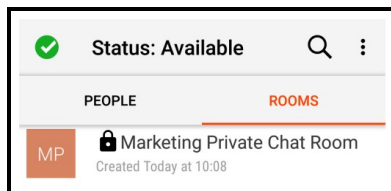
6. Type in a new **Room Name** or **Description**.



7. Tap ✓ **Save**.

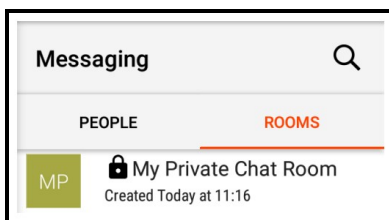


Bria updates the **Room Name** and **Description**.

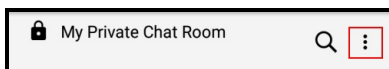


Android tablet

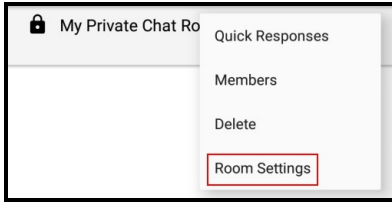
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room you want to edit.



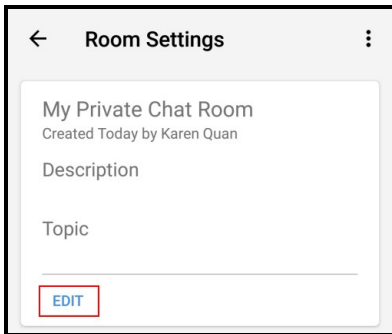
3. Tap **: More Options**.



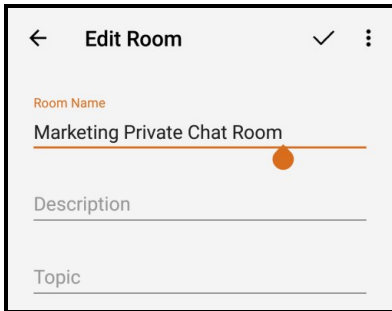
4. Tap **Rooms Settings**.



5. Tap **Edit**.



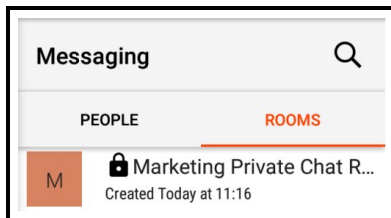
6. Type in a new **Room Name** or **Description**.



7. Tap ✓ **Save**.



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



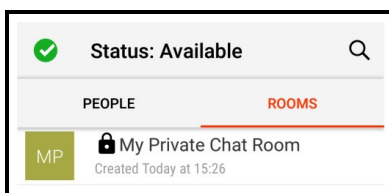
Adding a topic to a room

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.

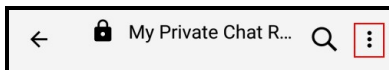
To add a Topic

Android phone

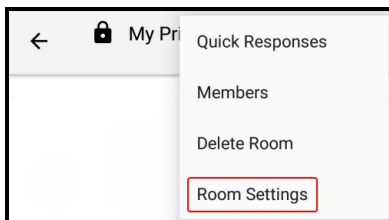
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room you want to edit.



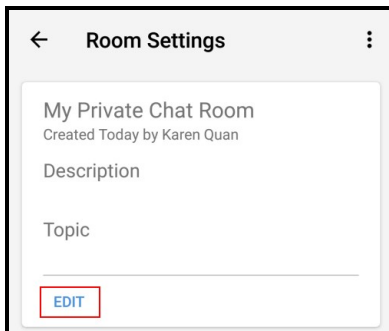
3. Tap **: More Options**.



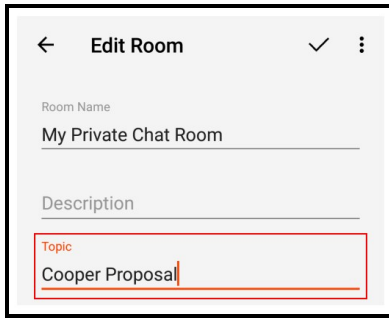
4. Tap **Rooms Settings**.



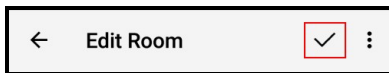
5. Tap **Edit**.



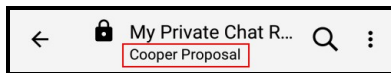
6. Type in the **Topic**.



7. Tap ✓ **Save**.

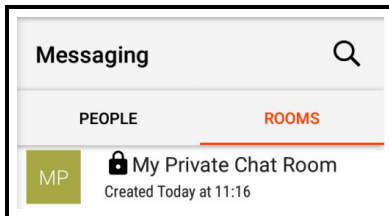


The **Topic** displays below the **Room Name** in the chat room header.

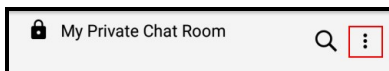


Android tablet

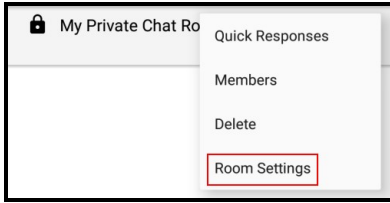
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room you want to edit.



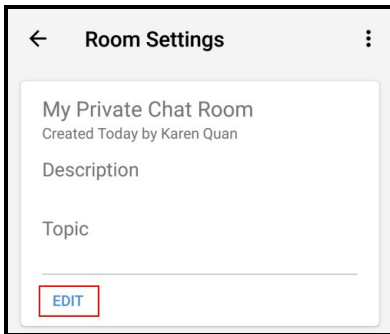
3. Tap **: More Options**.



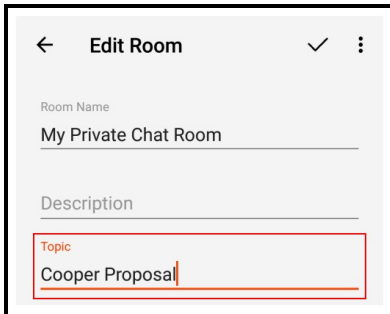
4. Tap **Rooms Settings**.



5. Tap **Edit**.



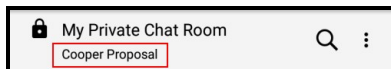
6. Type in the **Topic**.



7. Tap ✓ **Save**.



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



Chat room notifications

Availability of this feature depends on the Bria solution you subscribe to.

Available in: Teams Standard, Teams Pro (Legacy).

Not available in: Solo (Free), Solo.

Bria can notify you when there is a new message or when you have been mentioned in a chat room. You can change the way you are alerted using a combination of individual chat room notification settings and the following **Preferences**:

Preferences - Messages

- **Alert Sound** can be enabled or disabled.
- **Alert Vibration** can be enabled or disabled.
- **Alert Text Tone** lets you choose the sound you want to use for incoming messages.

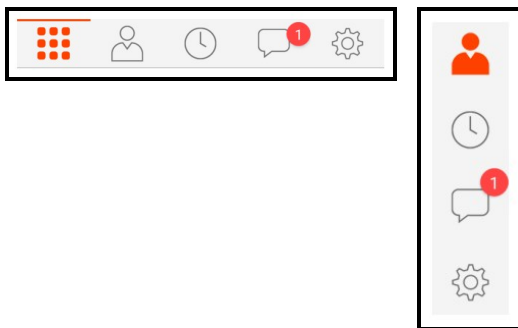
Preferences - Mentions

- **@mention Sound** can be enabled or disabled.
- **@mention Text Tone** lets you choose the sound you want to use for new mentions.

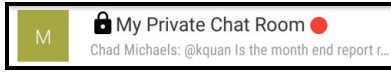
Types of notifications

When you have a new message or mention, you may see the following depending on how you have configured **Chat Room Notifications** and **Preferences**:

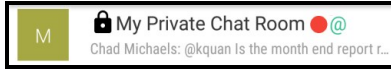
- A badge notification on **Messaging** in the resource panel with Bria in the foreground.



- The device vibrating in the foreground, background, and on the lock screen.
- The **Alert Text Tone** is played in the foreground, background, and on the lock screen.
- The **@mention Text Tone** is played in the foreground, background, and on the lock screen.
- A badge notification on the chat room in **Rooms**.



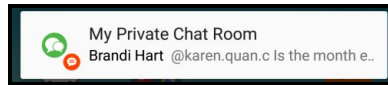
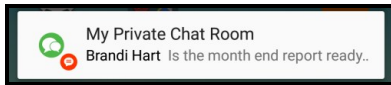
- A mention badge notification on the chat room in **Rooms**.



- A notification in the Android status bar with Bria in the background. Drag down to open the message.



- A notification on the lock screen.



Changing chat room notifications

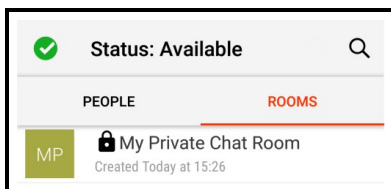
You can change the notifications you receive for each individual chat room. Choose from:

- **All New Messages:** Bria notifies you if there is a new message or you have been mentioned in a chat room you are a member of.
- **Mention (@):** Bria notifies you if you are mentioned in a chat room you are a member of.
- **Mute Room:** Bria 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.

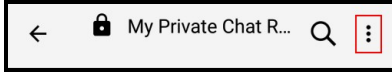
To change room notifications

Android phone

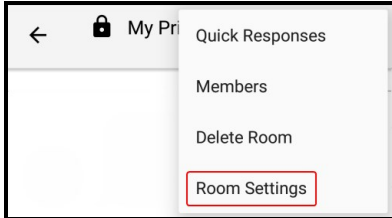
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap on the chat room.



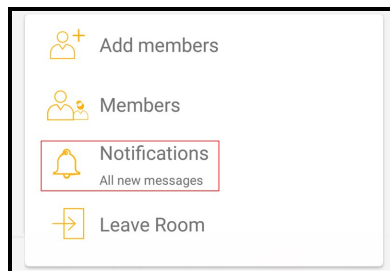
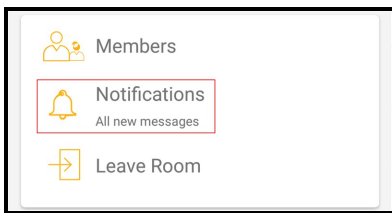
3. Tap : **More Options**.



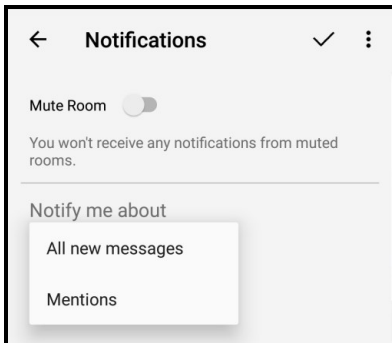
4. Tap **Room Settings**.



5. Tap **Notifications**.



6. To stop receiving any notification for the room, toggle **Mute Room** on. Otherwise, select either **All New Messages** or **Mentions**.

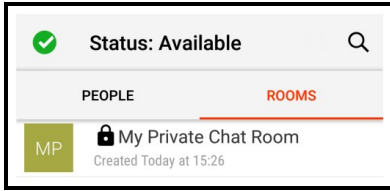


7. Tap **Save**.

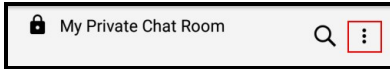
Bria updates your notification preferences for the room.

Android tablet

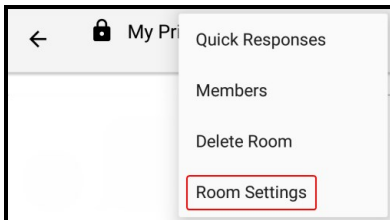
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap on the chat room.



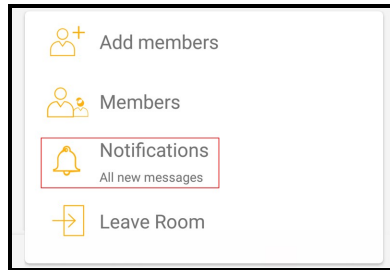
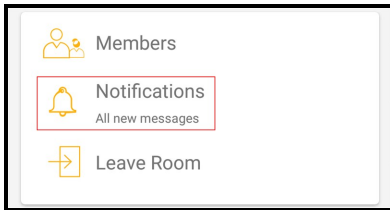
3. Tap **More Options**.



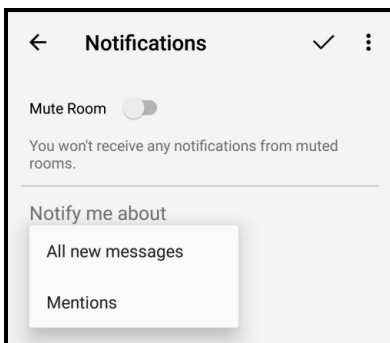
4. Tap **Room Settings**.



5. Tap **Notifications**.



6. To stop receiving any notification for the room, toggle **Mute Room** on. Otherwise, select either **All New Messages** or **Mentions (@)**.



7. Tap **Save**.

Bria updates your notification preferences for the room.

Sending and receiving chat room messages

Availability of this feature depends on the Bria solution you subscribe to.

Available in: Teams Standard, Teams Pro (Legacy).

Not available in: Solo (Free), Solo.

Sending a message

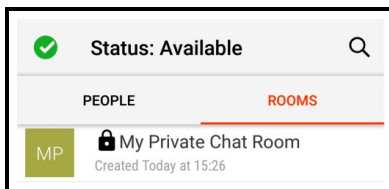
Once you have **created** or **joined** a chat room, you can start sending messages.

Note: A chat room message cannot be deleted or unsend; take a moment to make sure you are sending it to the right chat room.

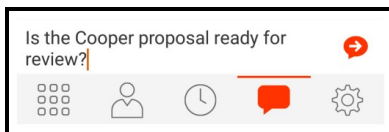
To send a chat room message

Android phone

1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap on the chat room.



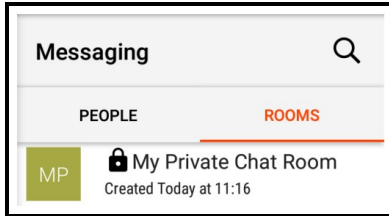
3. Type your message in **Compose Message** and tap **Send**.



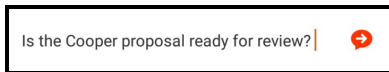
Bria sends the chat room message.

Android tablet

1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap on the chat room.



3. Type your message in **Compose Message** and tap **Send**.



Bria sends the chat room message.

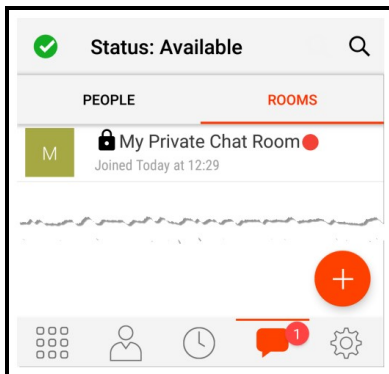
Receiving a message

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

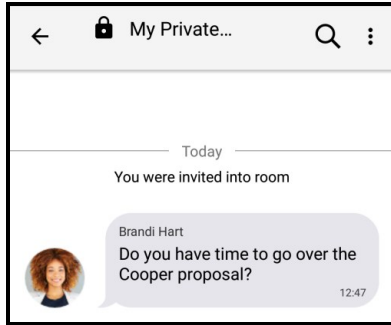
To view an new message

Android phone

1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap on the chat room.

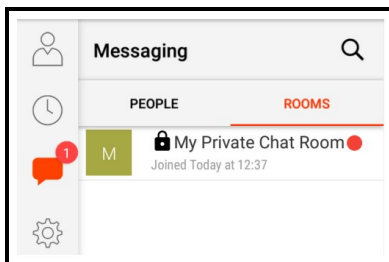


Bria displays the chat room messages.

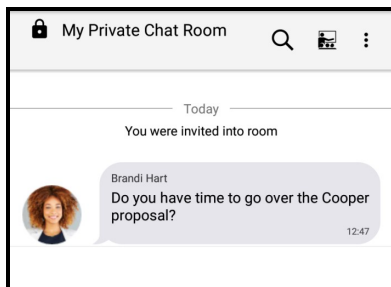


Android tablet

1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap on the chat room.

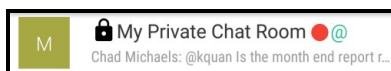


Bria displays the chat room messages.

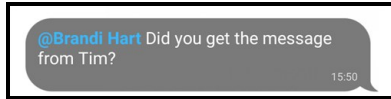


Mentions

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 **Rooms**.



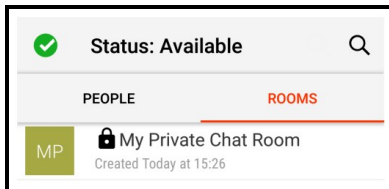
The name of the person mentioned in the messages is highlighted.



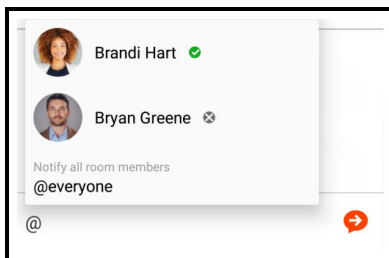
To mention a person

Android phone

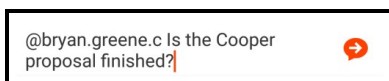
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap on the chat room.



3. Type @ followed by the name of the person you want to mention in **Compose Message**. As you type, Bria offers suggestions. Select the name of the person from the list of suggestions.



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

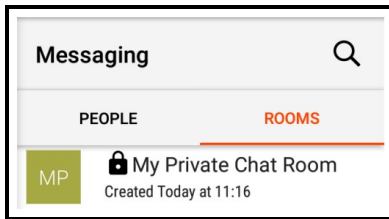


5. Click **Send**.

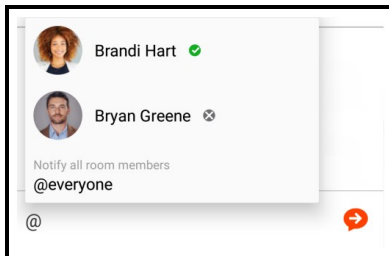
Bria sends the chat room message. The person mentioned in the message sees an indicator that they have been mentioned.

Android tablet

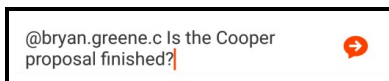
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap on the chat room.



3. Type @ followed by the name of the person you want to mention in **Compose Message**. As you type, Bria offers suggestions. Select the name of the person from the list of suggestions.



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



5. Click **Send**.

Bria 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

Availability of this feature depends on the Bria solution you subscribe to.

Available in: Teams Standard, Teams Pro (Legacy).

Not available in: Solo (Free), Solo.

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.

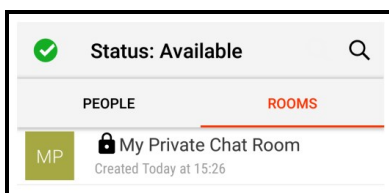
Seeing who is in a room

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.

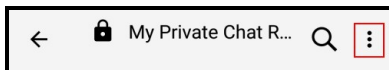
To see who is in a chat room

Android phone

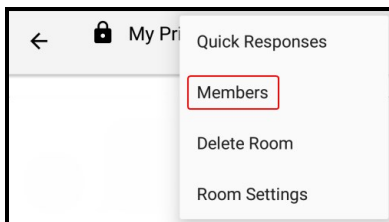
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room.



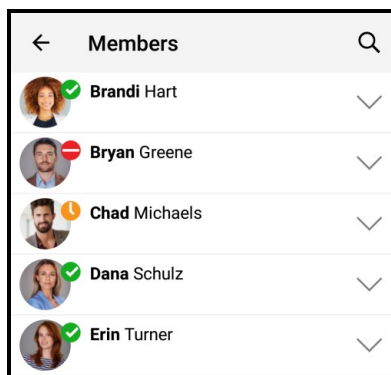
3. Tap **: More Options**.



4. Tap **Members**.

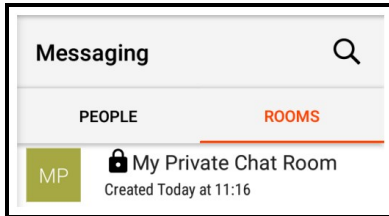


The members list opens. Each member of the room is displayed with their status.

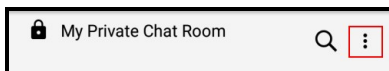


Android tablet

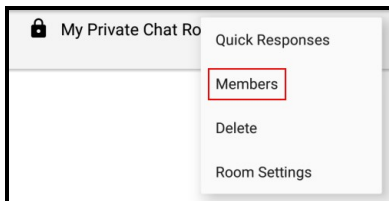
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room.



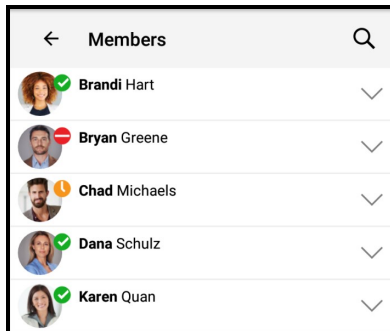
3. Tap **: More Options**.




4. Tap **Members**.



The **Members** list opens. Each member of the room is displayed with their status.



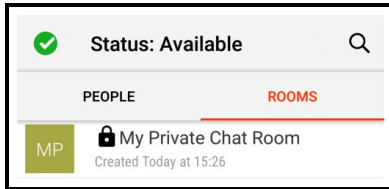
Adding new members to a private chat room

The room owner can add new members to a private chat room from the **Members** list. If you are the room owner, you see  **Settings** in the chat room header.

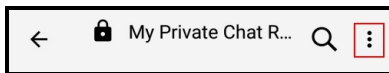
To add new members to a chat room

Android phone

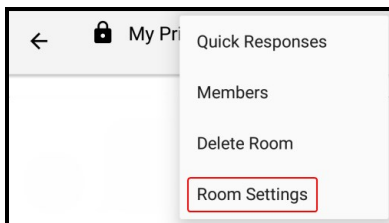
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room.



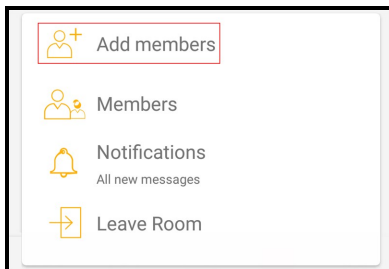
3. Tap **: More Options**.



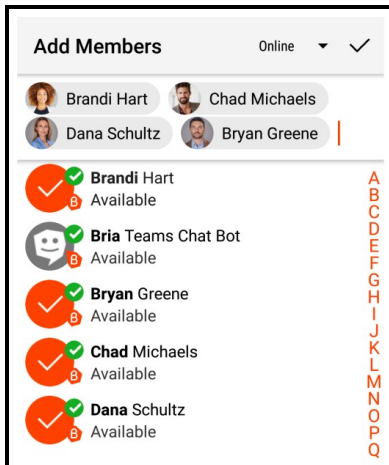
4. Tap **Room Settings**.



5. Tap **+ Add members**.



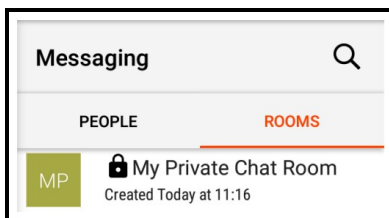
6. Tap on the team members you want to add to the chat room. A check mark appears on top of their avatar. Tap **Done** when you finish selecting team members.



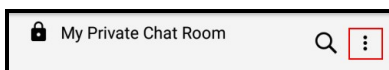
Bria adds the team member to the chat room.

Android tablet

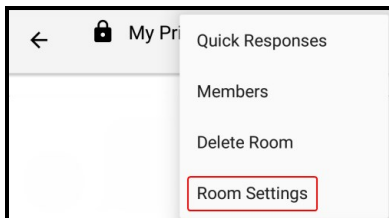
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room.



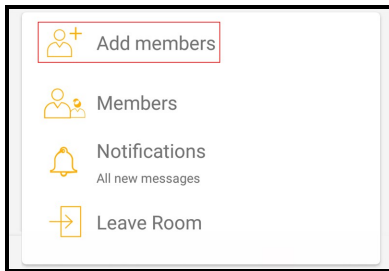
3. Tap **: More Options**.



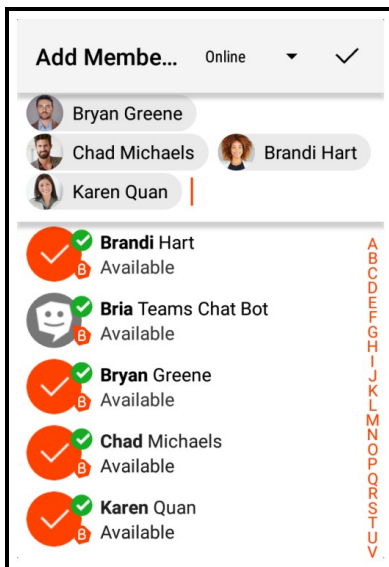
4. Tap **Room Settings**.



5. Tap **+ Add members**.



6. Tap on the team members you want to add to the chat room. A check mark appears on top of their avatar. Tap **Done** when you finish selecting team members.



Bria adds the team member to the chat room.

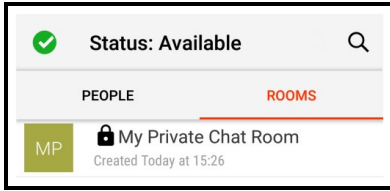
Re-inviting a member

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

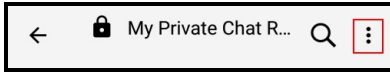
To re-invite a member

Android phone

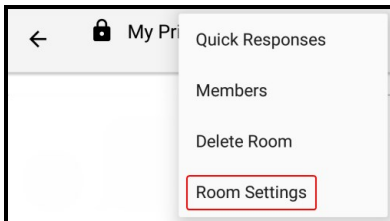
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room you want to edit.



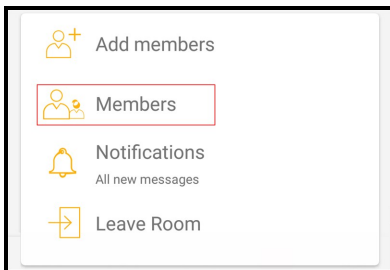
3. Tap : More Options.



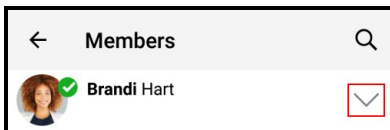
4. Tap Room Settings.



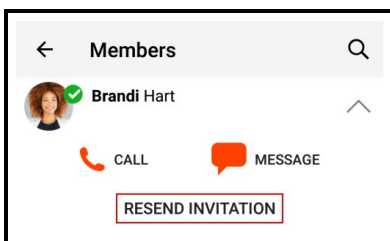
5. Tap Members.



6. Tap \checkmark More Options for the room member you want to re-invite.



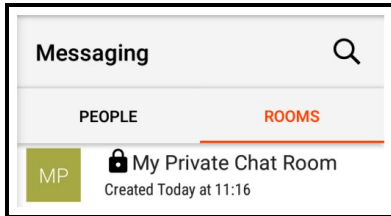
7. Tap Resend Invitation.



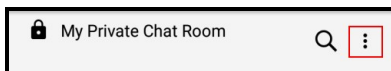
The member you re-invited is automatically added to the room.

Android tablet

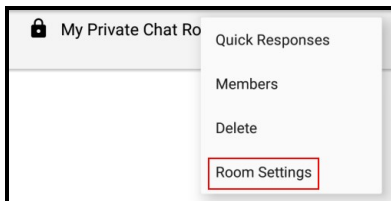
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room.



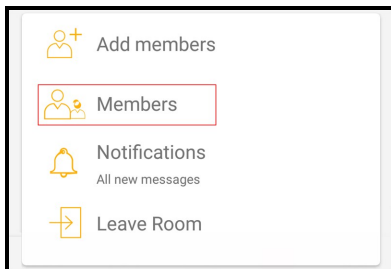
3. Tap **: More Options**.



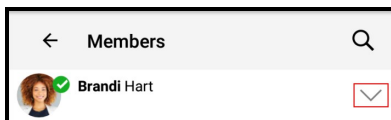
4. Tap **Room Settings**.



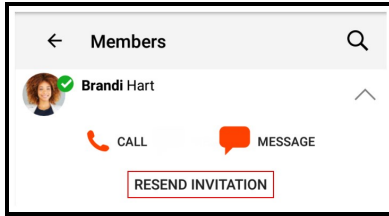
5. Tap **Members**.



6. Tap **More Options** for the room member you want to re-invite.



7. Tap **Resend invitation**.



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

Leaving or deleting a chat room

Availability of this feature depends on the Bria solution you subscribe to.

Available in: Teams Standard, Teams Pro (Legacy).

Not available in: Solo (Free), Solo.

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 [copy important messages and paste them in another app](#).

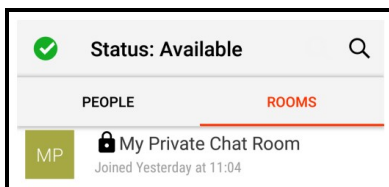
Leaving a chat room

If you are not the room owner, you can leave a private or public chat room.

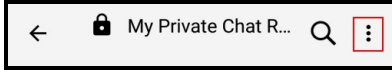
To leave a chat room from the More Options menu

Android phone

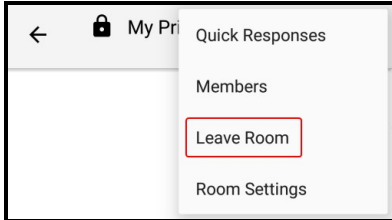
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room you want to leave.



3. Tap **: More Options**.



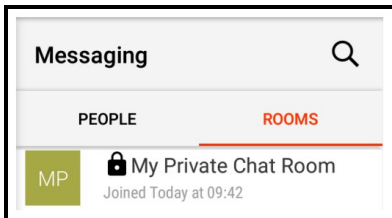
4. Tap **Leave Room**.



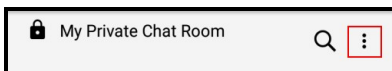
The chat room is removed from **Rooms**.

Android tablet

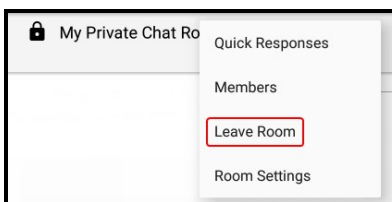
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room you want to leave.



3. Tap **: More Options**.



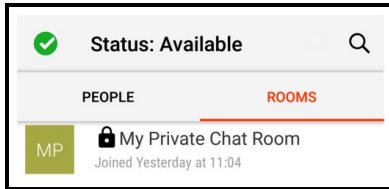
4. Tap **Leave Room**.



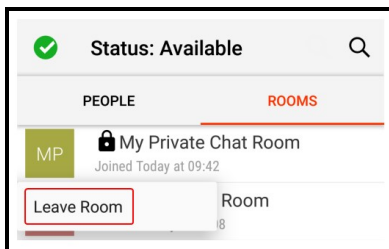
The chat room is removed from **Rooms**.

To leave a room using long press - Android phone only

1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and long-press the chat room.



3. Tap **Leave Room**.

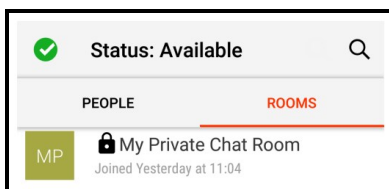


The chat room is removed from **Rooms**.

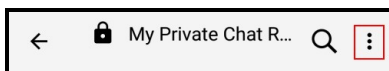
To leave a chat room from Room Settings

Android phone

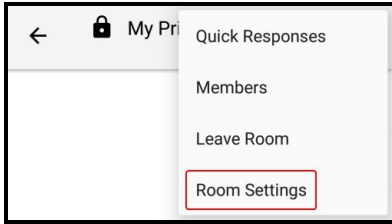
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room you want to leave.



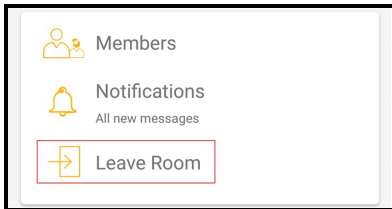
3. Tap **: More Options**.



4. Tap **Room Settings**.



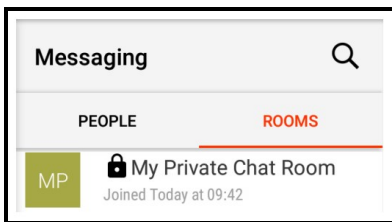
5. Tap **Leave Room**.



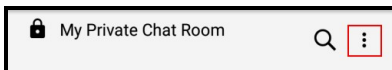
The chat room is removed from **Rooms**.

Android tablet

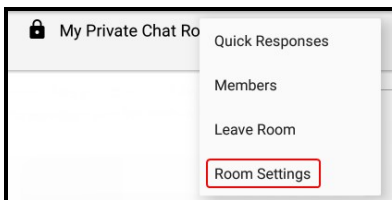
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room you want to leave.



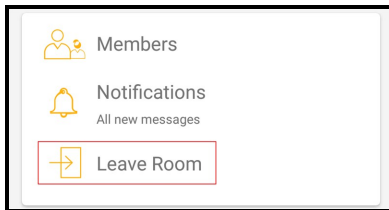
3. Tap **: More Options**.



4. Tap **Room Settings**.



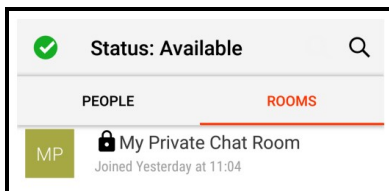
5. Tap **Leave Room**.



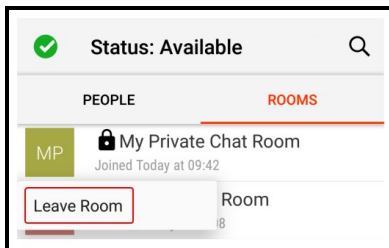
The chat room is removed from **Rooms**.

To leave a room using long press - Android phone only

1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and long-press the chat room.



3. Tap **Leave Room**.



The chat room is removed from **Rooms**.

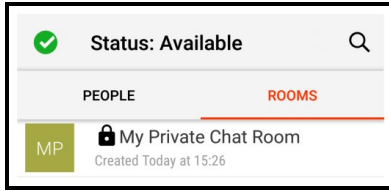
Deleting a chat room

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.

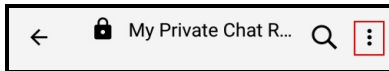
To delete a chat room from Room Settings

Android phone

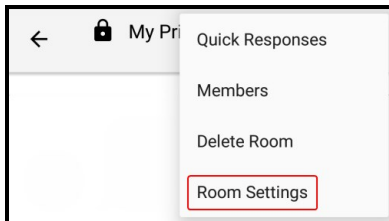
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room you want to leave.



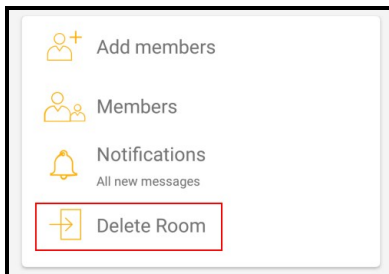
3. Tap : More Options.



4. Tap Room Settings.



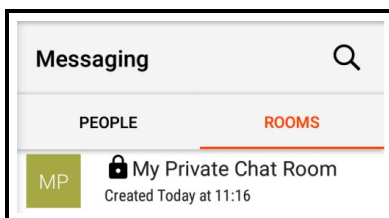
5. Tap Delete Room.



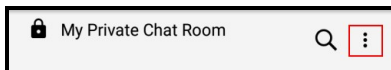
The chat room is removed from **Rooms**.

Android tablet

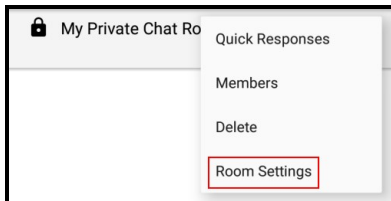
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room you want to leave.



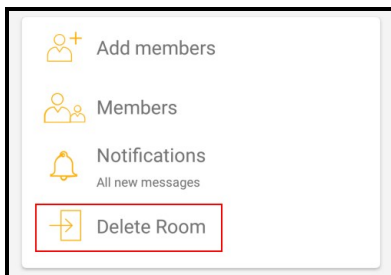
3. Tap : More Options.



4. Tap Room Settings.



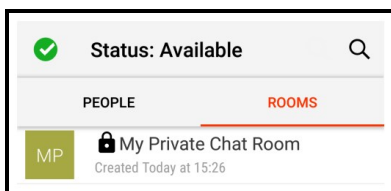
5. Tap Delete Room.



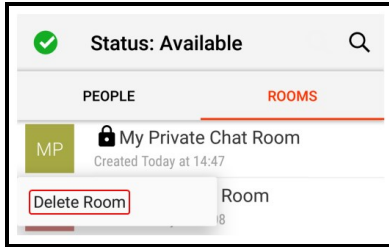
The chat room is removed from **Rooms**.

To delete a room using long press - Android phone only

1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and long-press the chat room.



3. Tap Delete Room.



The chat room is removed from Rooms.

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 **Room not available** in **Compose Message**.

To remove the chat room from **Rooms**, leave the room using one of the methods above. If you want to keep the message history, **copy the messages and paste them into another app** before you leave the room.

Working with messages

Availability of this feature depends on the Bria solution you subscribe to.

Available in: Teams Standard, Teams Pro (Legacy).


Not available in: Solo (Free), Solo.

From **Messaging**, you can use quick responses, copy, and forward messages.

Using Quick Responses

Quick Responses are pre-defined replies that let you respond quickly to an 1:1 conversation or a chat room.

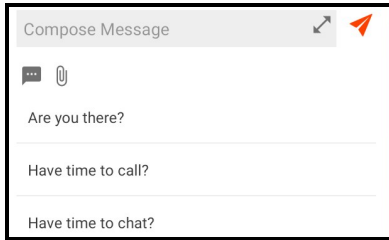
To send a Quick Response

1. In the **Messaging** tab, open a conversation or chat room.
2. Tap  **Quick Responses**.



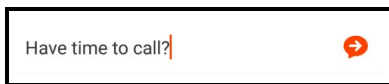
Bria displays the list of Quick Responses.

3. Select the response you want to use from the list.



The **Quick Response** is added to **Compose Message**.

4. Tap **Send**.



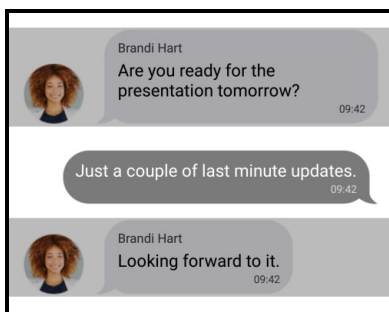
Bria sends the Quick Response.

Copying a message

You can copy one or more messages in an IM or a chat room. Then you can paste the messages within Bria or in another app.

To copy messages

1. Go to the **Messaging** tab and open a conversation or a chat room.
2. Long-press the message you want to copy, and tap **Select message**. The selected message has a gray background.
3. Repeat the same step for all the messages you want to copy.



4. Tap **Copy**.



Bria copies the selected messages to the clipboard.

To cancel, tap the left-pointing arrow on the left top corner.

Forwarding a message

You can forward one or more messages in an IM or a chat room to your XMPP contact.

To forward messages, follow the same steps as copying but tap → **Forward** instead.



Bria asks whom to forward to; type a name and select a contact, and then tap • **Send**.

Presence

Availability of this feature depends on the Bria solution you subscribe to.

Available in: Teams Standard, Teams Pro (Legacy).

Not available in: Solo (Free), Solo.

Bria allows you to share your online status (your presence) with your team members. When you launch Bria, your online status is **Available**.

You can view the status of your team members.

Changing your status

Availability of this feature depends on the Bria solution you subscribe to.

Available in: Teams Standard, Teams Pro (Legacy).

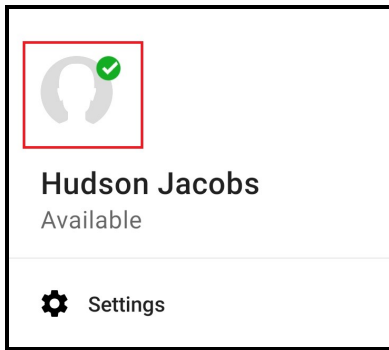
Not available in: Solo (Free), Solo.

Bria allows you to share your online status (presence) with team members. When you launch Bria, your online status is **Available**.

You can change your status from **Available** to **Away**, **Busy**, **On The Phone**, **Do Not Disturb**, or **Appear Offline**. When you change your status from **Available** or specify a custom status note, your status remains as specified until you update it yourself. Bria updates your status to **On The Phone** when you make or receive a phone call if your status is **Available** and you have not entered anything into **Custom Note**.

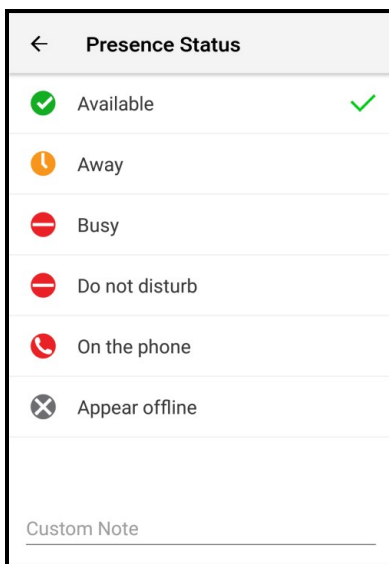
To change your presence status

1. In Bria, tap ≡ **Menu** in the top left corner.
2. Tap the avatar icon.



The list of available status options appears in **Presence Status**.

3. Tap the status option you want to use.



4. Tap **← Back** or tap the Android **Back** button. On Android tablet, tap outside of the presence pop-up.

Bria updates your status.

Status indicators and what they mean

Icon	My Presence	Mean that ...
	Available	People can call you and send you an IM. If no custom status note is specified, Bria automatically switches Available to On The Phone when you make or receive calls.
	Away	People can call you and send you an IM.
	Busy	People can call you and send you an IM.
	On The Phone	When you make or receive phone calls, Bria automatically updates your status to On The Phone if your status is Available and no custom note is specified. When your call finishes, your status goes back to Available .

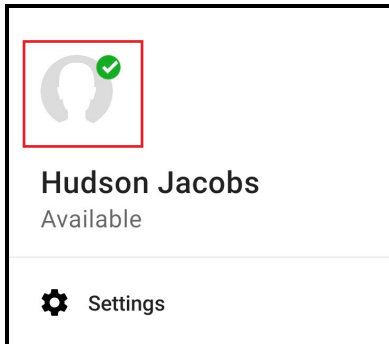
Icon	My Presence	Mean that ...
		While you are on the phone, you can still send and receive IMs.
🚫	Do Not Disturb (DND)	No one can call you; the call fails and your History shows a missed call. Your team members can send you IM; an alert comes up on the Messaging tab without any sound.
⊗	Appear Offline	You can see the presence status of your team members but your team members see you as offline. You receive phone calls and IMs if your team members do contact you; they are unlikely to do so because your team members cannot tell the difference between Appear Offline and you really being offline.
Any	Custom Note	You can choose any of the other status options. Your team members see the status icon with your custom status note.

Creating a custom status note

You can create a custom status that appears beside the status icon. When you have a custom status note, Bria no longer automatically updates your presence to **On the phone** if you have an incoming call.

To create a custom status note

1. In Bria, tap ☰ **Menu** in the top left corner.
2. Tap the avatar icon.



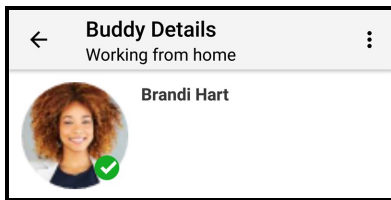
The list of available status options appears in **Presence Status**.

3. At the bottom, type your custom status in **Custom Note**.

 A screenshot of a text input field labeled "Custom Note". The field is empty and has a light gray border.

4. Tap ← **Back** or tap the Android **Back** button. On Android tablet, tap outside of the presence pop-up.


Bria updates the text in your status to your **Custom Note**. You can choose any of the status options available. Your team members see the wording from **Custom Note** and the status icon from the status you choose.

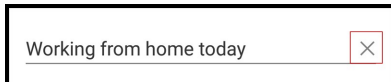



Deleting a custom status note

When you delete a custom status note and set your status to **Available**, Bria automatically switches **Available** to **On The Phone** when you make or receive calls.

To delete a custom status

1. In Bria, tap  **Menu** in the top left corner.
2. Tap the avatar icon. The list of available status options appears in **Presence Status**.
3. Tap the **X Clear Text** beside your custom status.



4. Tap  **Back** or tap the Android **Back** button. On Android tablet, tap outside of the presence pop-up.

Bria removes the custom status message. Your team members see the wording and the status symbol from the status you choose.

Contacts

Bria stores your contacts for you. These contacts may be contacts you have added using Bria, they can be contacts that are saved to your device, or they can be special Bria contacts known as team members.

The Contacts tab shows subsections, from left to right:

- Team: your team members from your Bria Teams account.
- Contacts: contacts saved on your device.
- Favorites: choose a few from contacts saved on your device for easier access.

Contacts saved on your device

Bria uses contacts saved on your device. Bria's **Contacts** are continually synchronized with your native contacts. Adding, modifying or deleting a contact from one list updates the other list.

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

Team members for Bria Teams

Team members share their online status with you using their Team Messaging account. You can also exchange instant messages (IMs) with your team members.

Managing contacts

Bria team members are added to teams by the administrator. Team members can update their own contact information in the Bria User Dashboard. You can not add, edit, or remove team members in Bria.


Add, edit, and remove contacts in Bria.

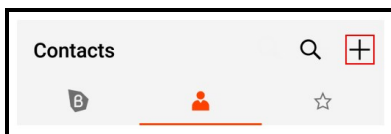
Adding contacts


In addition to seeing your device contacts in Bria, you can add additional contacts. These contacts are also added to your external contact sources. You can add contacts in the **Contacts** tab or add a contact directly from **History**.

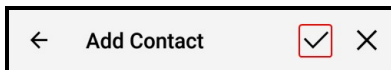
To add a contact in the **Contacts** tab

Android phone

1. Go to the **Contacts** tab on the resource panel.
2. Tap  **Contacts** and tap **+ Add Contact**.




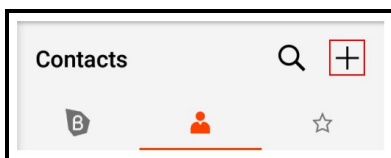
3. Complete the contact details you want to include.
4. Tap  **Save**.




The contact is added to Bria's **Contacts** and to the device's native contacts.

Android tablet

1. Go to the **Contacts** tab on the resource panel.
2. Tap  **Contacts** and tap **+ Add Contact**.



3. Complete the contact details you want to include.
4. Tap  **Save**.

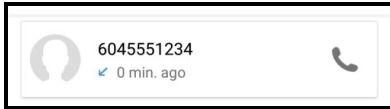


The contact is added to Bria's **Contacts** and to the device's native contacts.

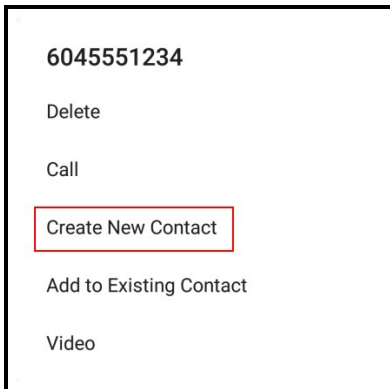
To create a new contact from History

Android phone

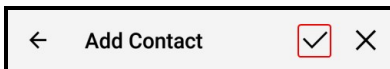
1. Go to the **History** tab on the resource panel.
2. Long-press the entry you want to add to **Contacts**.



3. Tap **Create New Contact**.



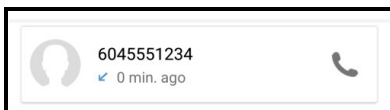
4. Complete the contact details. Bria populates the phone number automatically.
5. Tap ✓ **Save**.



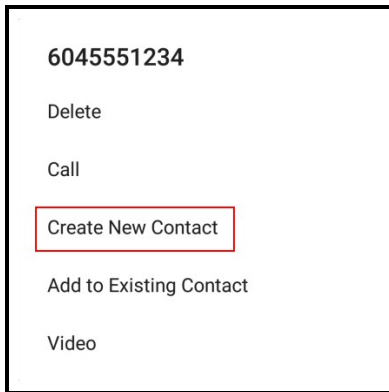
The contact appears in Bria's **Contacts** and in the device's contacts.

Android tablet

1. Go to the **History** tab on the resource panel.
2. Long-press the entry you want to add to **Contacts**.



3. Tap **Create New Contact**.



4. Complete the contact details. Bria populates the phone number automatically.
5. Tap ✓ **Save**.

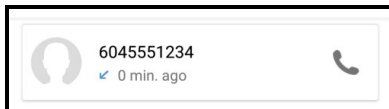


The contact appears in Bria's **Contacts** and in the device's contacts.

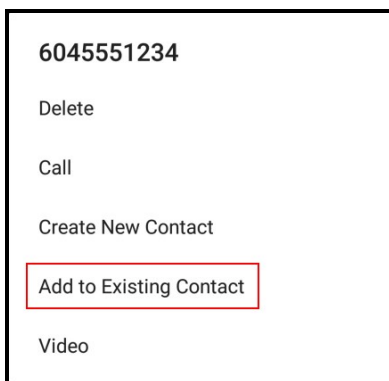
To add to an existing contact from History

Android phone

1. Go to the **History** tab on the resource panel.
2. Long-press the entry with the information you want to add to an existing contact.

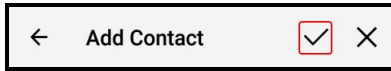


3. Tap **Add to Existing Contact**.



4. Select the contact you want to add the phone number to. **Contact Details** opens.

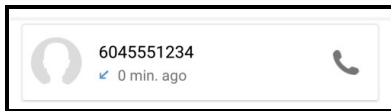
5. Edit any contact details you want to change. The number automatically populates in the contact.
6. Tap ✓ **Save**.



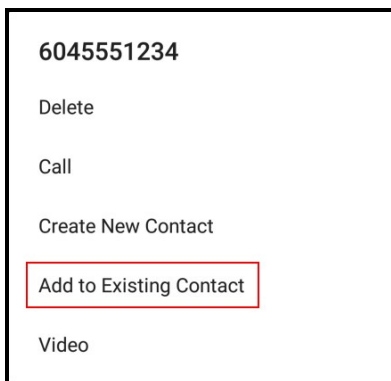
The contact is updated in Bria's **Contacts** and in the device's native contacts.

Android tablet

1. Go to the **History** tab on the resource panel.
2. Long-press the entry with the information you want to add to an existing contact.



3. Tap **Add to Existing Contact**.



4. Select the contact you want to add the phone number to. **Contact Details** opens.
5. Edit any contact details you want to change. The number will automatically populate in the contact.
6. Tap ✓ **Save**.



The contact is updated in Bria's **Contacts** and in the device's native contacts.

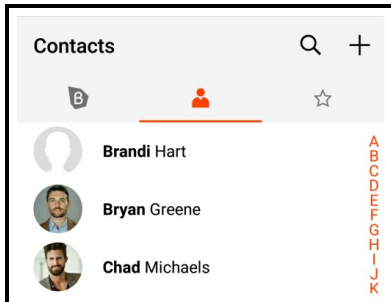
Adding or editing avatars

If the contact does not contain an avatar, you can add an image to the contact.

To add or edit an avatar

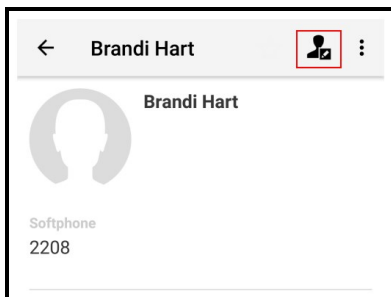
Android phone

1. Go to the **Contacts** tab on the resource panel.
2. Tap **Contacts**.
3. Select the contact you want to edit by tapping on the contact or typing their name in the **Search** bar and tapping on the contact.

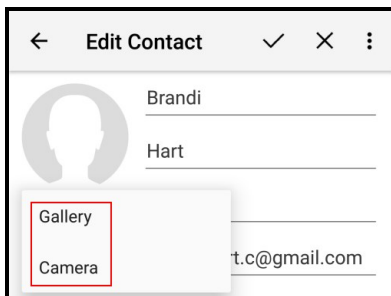


Contact Details opens.

4. Tap **Edit Contact**.



5. Tap on the empty avatar or tap the avatar you want to replace and select **Gallery** or **Camera**.



If you choose **Gallery**, select **Photos** or **Gallery** and select an image on your device. Edit your image as desired and tap **Done** or **OK**.

If you choose **Camera**, take a picture to use as the avatar. Choose **Photos** or **Crop picture** and edit your image as desired. Tap **Done** or **OK**.

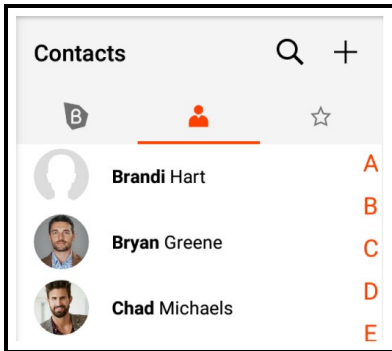
6. Tap ✓ **Save**.



The avatar is added to the contact.

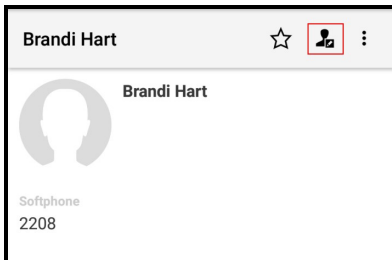
Android tablet

1. Go to the **Contacts** tab on the resource panel.
2. Tap **Contacts**.
3. Select the contact you want to edit by tapping on the contact or typing their name in the **Search** bar and tapping on the contact.

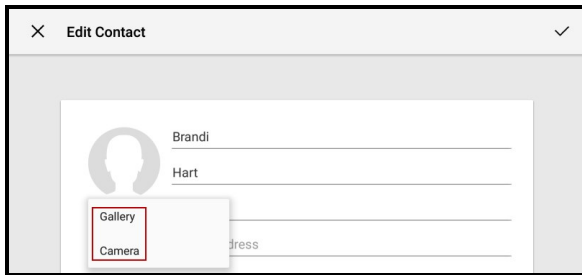


Contact Details opens.

4. Tap **Edit Contact**.



5. Tap on the empty avatar or tap the avatar you want to replace and select **Gallery** or **Camera**.



If you choose **Gallery**, select **Photos** or **Gallery** and select an image on your device. Edit your image as desired and tap **Done** or **OK**.

If you choose **Camera**, take a picture to use as the avatar. Choose **Photos** or **Crop picture** and edit your image as desired. Tap **Done** or **OK**.

6. Tap ✓ **Save**.



The avatar is added to the contact.

Changing sort order or display order

You can customize the way contacts are displayed in Bria. For example, you can sort contacts by first name or last name, or change how names are shown.

Bria uses the Android preferences that you set on your device. If, for some reason, Bria cannot access the Android preferences, you can set the preferences within Bria instead.

To set the preferences on your device

The instruction varies depending on the Android device / manufacturer you use. Refer to your device documentation for detailed instructions.

1. Go to your device's **Contacts** app.
2. Tap the **Settings** button or **Manage contacts** in the menu.
3. Select the order you want to use.

To set the preferences on Bria

When Bria cannot access your device preference, the Contacts preferences become available within Bria.

1. Open Bria and go to Bria **Settings > Preferences**.
2. Scroll down for the **Additional** section.
3. Select the order you want to use.

Contacts Sort order controls the order of your contact list. **First name** sorts the list in alphabetical order of their first names.


Contacts Display order controls each person's name. **First Name First** displays a name as James Smith while **Last Name First** displays Smith James.

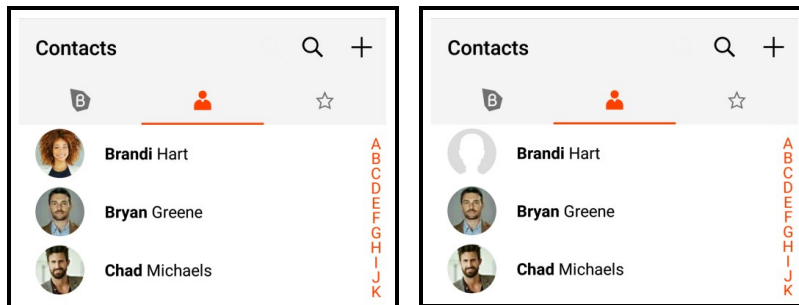
Editing contacts

You can update Bria contacts in the **Contacts** tab . The updates are also applied to your device contacts. You cannot update team member details. Some fields of a contact are read only in Bria; see [Fields that must be updated in Android](#) for details.

To update a contact using Contact details

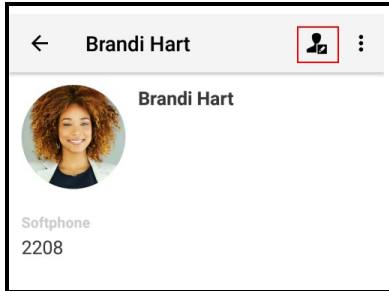
Android phone

1. Go to the **Contacts** tab on the resource panel.
2. Tap  **Contacts**.
3. Select the contact you want to edit by tapping on the contact or typing their name in the Q **Search** bar and tapping on the contact.

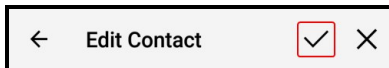


Contact Details opens.

4. Tap  **Edit Contact**.



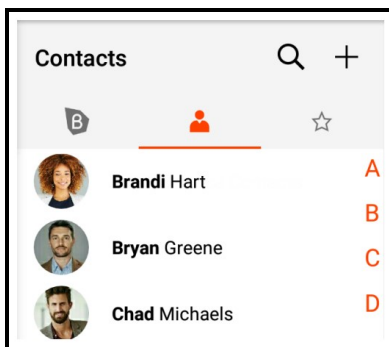
5. Complete the contact details.
6. Tap ✓ **Save**.



The contact is updated in the Bria's **Contacts** and in the device's native contacts.

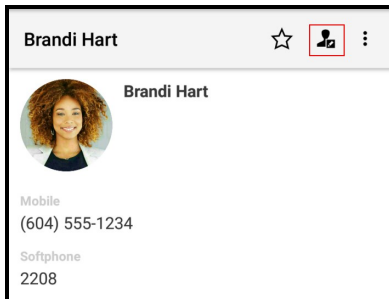
Android tablet

1. Go to the **Contacts** tab on the resource panel.
2. Tap **Contacts**.
3. Select the contact you want to edit by tapping on the contact or typing their name in the **Search** bar and tapping on the contact.



Contact Details opens.

4. Tap **Edit Contact**.



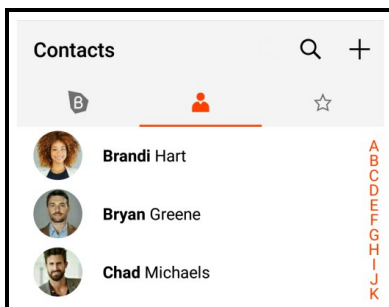
5. Complete the contact details.
6. Tap ✓ **Save**.



The contact is updated in the Bria's **Contacts** and in the device's native contacts.

To update a contact using long-press in the **Contacts** tab - Android phone only

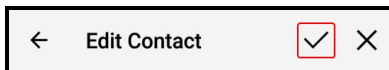
1. Go to the **Contacts** tab on the resource panel.
2. Long-press the contact or tap **Q Search**, type a name, and long-press the contact you want to edit.



3. Tap **Edit**.



4. Complete the contact details.
5. Tap ✓ **Save**.





The contact is updated in the Bria's **Contacts** and in the device's native contacts.

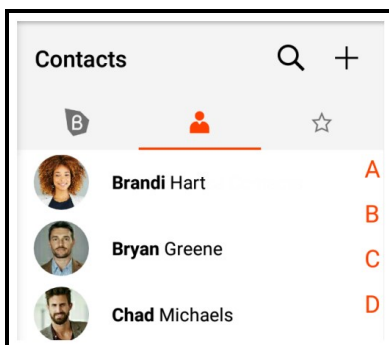
Deleting a contact

Delete your Bria contacts. This also deletes the contact in your device contacts. You cannot delete team members.

To delete a contact using contact details

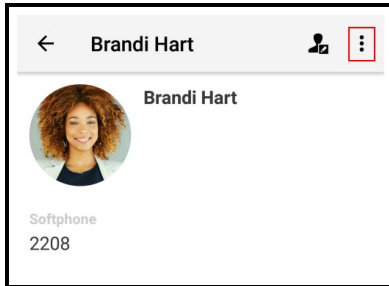
Android phone

1. Go to the **Contacts** tab on the resource panel.
2. Tap  **Contacts**.
3. Select the contact you want to delete by tapping on the contact or typing their name in the  **Search** bar and tapping on the contact.

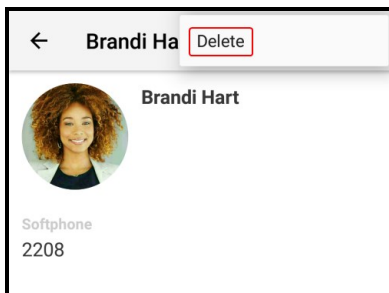


Contact Details opens.

4. Tap **More Options**.



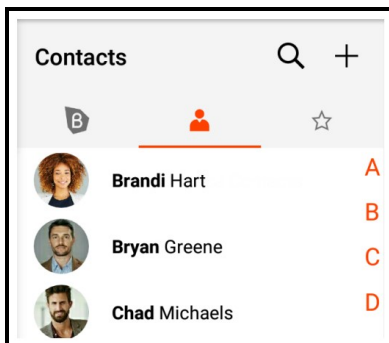
5. Tap **Delete** and tap **Yes**.



The contact is deleted and no longer shows in Bria's **Contacts** or in the device's native contacts.

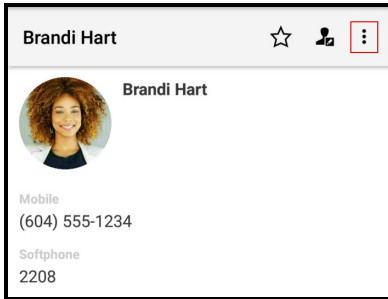
Android tablet

1. Go to the **Contacts** tab on the resource panel.
2. Tap **Contacts**.
3. Select the contact you want to delete by tapping on the contact or typing their name in the **Search** bar and tapping on the contact.

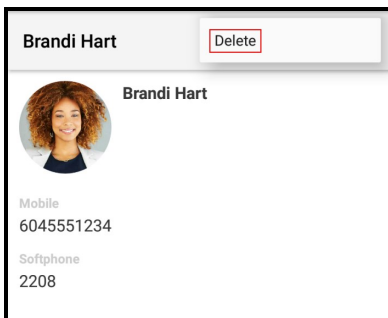


Contact Details opens.

4. Tap **More Options**.



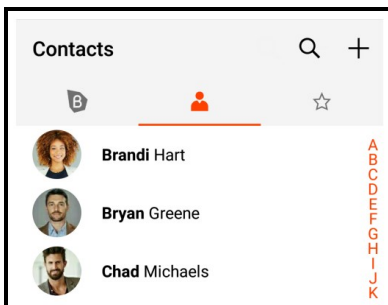
5. Tap **Delete** and tap **Yes**.



The contact is deleted and no longer shows in Bria's **Contacts** or in the device's native contacts.

To delete a contact using long-press - Android phone only

1. Go to the **Contacts** tab on the resource panel.
2. Tap **Contacts**.
3. Long-press the contact or tap **Search**, type a name, and long-press the contact you want to delete.



4. Tap **Delete** and tap **Yes**.



The contact is deleted and no longer shows in Bria's **Contacts** or in the device's native contacts.

Contact Favorites

Favorites allow you easy, one-touch access to contacts you use frequently. Choose a contact's phone number as a favorite for quick access to dial and to send IMs.

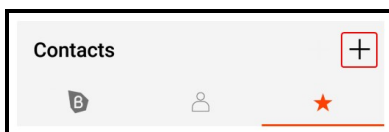
Adding a Favorite

Add one of your contacts as a Favorite for quicker access.

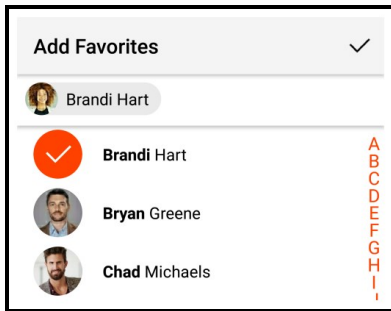
To add a Favorite on the Favorites list

Android phone

1. Go to the **Contacts** tab on the resource panel.
2. Tap ☆ **Favorites** and tap + **Add Contact**.



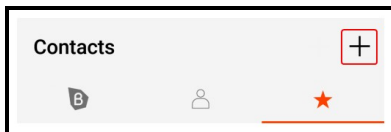
3. Tap the contact you want to add and tap ✓ **Save**.



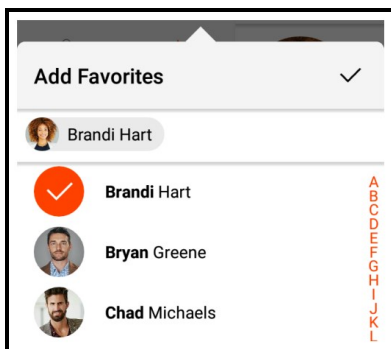
The contact is added to **Favorites**.

Android tablet

1. Go to the **Contacts** tab on the resource panel.
2. Tap ☆ **Favorites** and tap + **Add Contact**.



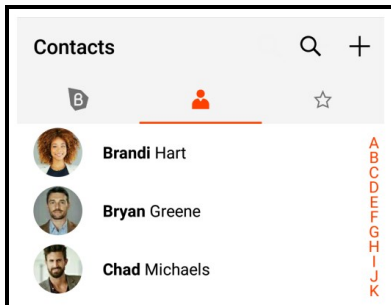
3. Tap the contact you want to add and tap ✓ **Save**.



The contact is added to **Favorites**.

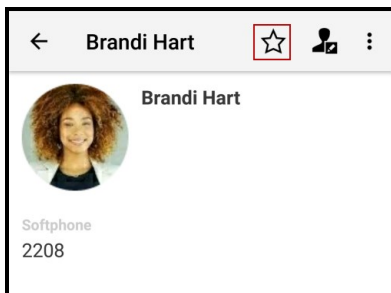
To add a Favorite using contact details - Android phone only

1. Go to the **Contacts** tab on the resource panel.
2. Tap the contact or tap Q **Search**, type a name, and tap the contact you want to add as a favorite.



Contact Details opens.

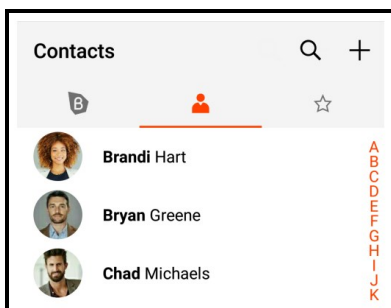
3. Tap ☆ Favorites .



Bria adds the number to your Favorites list.

To add a Favorite using long-press - Android phone only

1. Go to the **Contacts** tab on the resource panel.
2. Long-press the contact or tap 🔍 **Search** , type a name, and long-press the contact you want to add as a favorite.



3. Tap **Add Favorites**.



Bria adds the contact to your **Favorites** list.

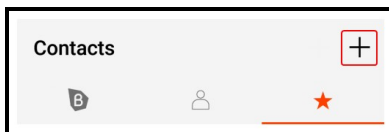
Adding multiple Favorites

You can add multiple contacts to Favorites at the same time.

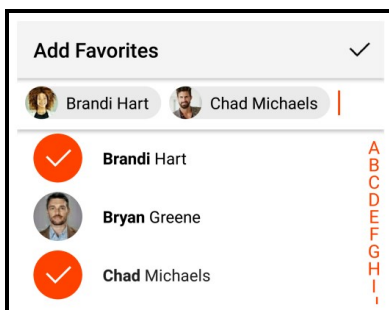
To add multiple favorites

Android phone

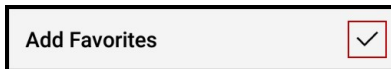
1. Go to the **Contacts** tab on the resource panel.
2. Tap **Favorites** and tap **+ Add Contact**.



3. Tap the contact or start typing the name of the contact you want to add to **Favorites**. You can add one or more contacts.



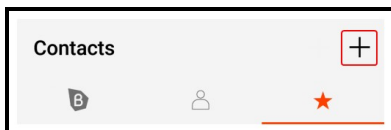
4. Tap **✓ Save**.



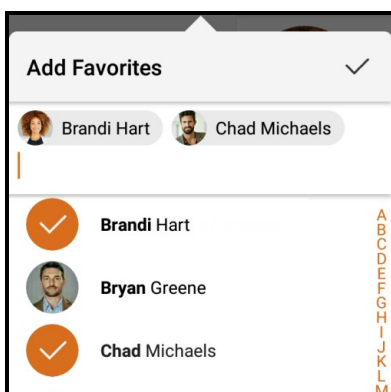
Bria adds the contacts to your **Favorites** list.

Android tablet

1. Go to the **Contacts** tab on the resource panel.
2. Tap **Favorites** and tap **+ Add Contact**.



3. Tap the contact or start typing the name of the contact you want to add to **Favorites**. You can add one or more contacts.



4. Tap **✓ Save**.



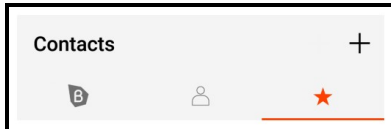
Bria adds the contacts to your **Favorites** list.

Call options

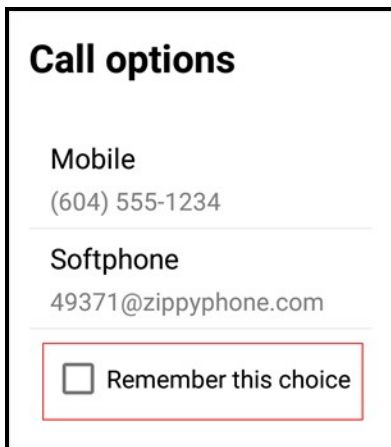
When you call a Favorite with more than one number, you must select the correct number to call. You can set the call options for a Favorite so you do not have to choose each time.

To set call options

1. Go to the **Contacts** tab on the resource panel.
2. Tap **Favorites**.



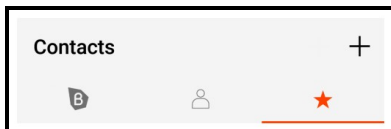
3. Tap the Favorite you want to call.
4. Select **Remember this choice** and tap the number you want to use.



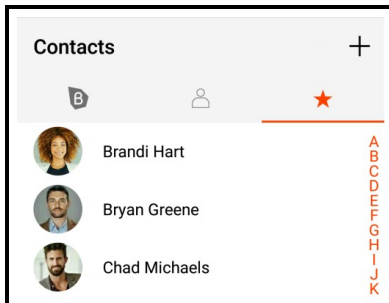
Bria calls the number you selected for the favorite. In the future, Bria uses this number for calls made to this Favorite.

To edit call options

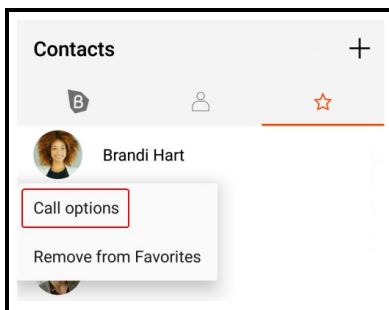
1. Go to the **Contacts** tab on the resource panel.
2. Tap **Favorites**.



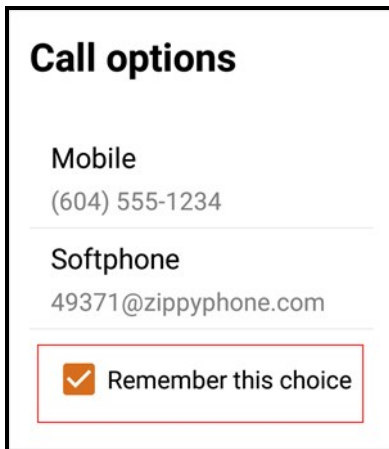
3. Long-press on the contact you want to edit the **Call options** for.



4. Tap Call options.



5. Clear Remember this choice and tap the number you want to call.



Bria calls the number you selected in **Call options**. Bria no longer uses the specified number to call your Favorite. You will be asked to choose a number each time you call the Favorite.

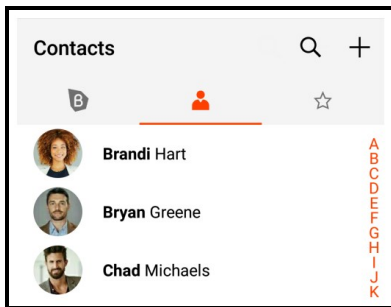
Deleting a favorite

If you have a contact that you no longer want in your **Favorites**, you can remove the contact from Favorites and it remains in **Contacts**.

To remove a Favorite using contact details

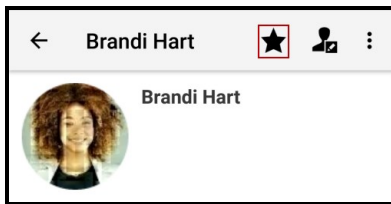
Android phone

1. Go to the **Contacts** tab on the resource panel.
2. Tap the contact or tap **Q Search**, type a name, and tap the contact you want to delete.



Contact Details opens.

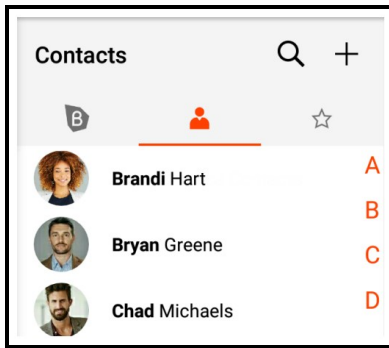
3. Tap **★ Favorites**.



Bria removes the contact from your **Favorites** list.

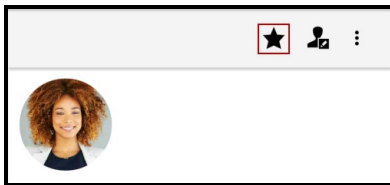
Android tablet

1. Go to the **Contacts** tab on the resource panel.
2. Tap the contact or tap **Q Search**, type a name, and tap the contact you want to delete.



Contact Details opens.

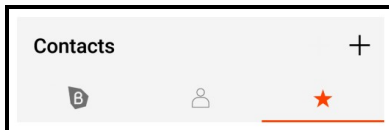
3. Tap ★ Favorites.



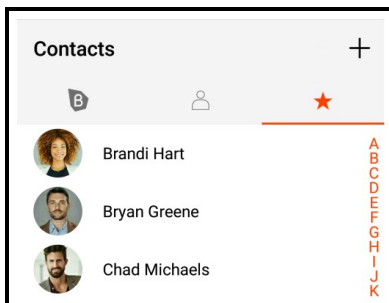
Bria removes the contact from your Favorites list.

To remove a Favorite using long-press - Android phone only

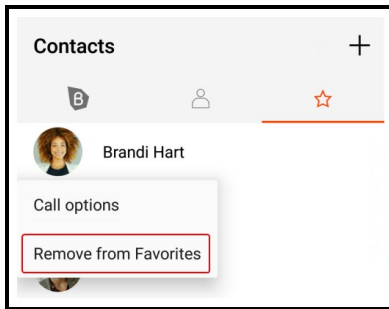
1. Go to the **Contacts** tab on the resource panel.
2. Tap **Favorites**.



3. Long-press the favorite you want to delete.



4. Tap **Remove from Favorites**.



Bria removes the contact from the **Favorites** list. The contact remains in Bria's **Contacts**.

Fields that must be updated in Android

Some fields can be updated in Bria's Contacts. These include:

- **Given name**
- **Family name**
- **Company**
- **E-Mail Address**
- **Photo**
- **Contact number:** Softphone, Home, Work, Mobile, Home fax, Work fax
- **SIP Address**
- **Presence and IM Softphone Address**

All others contact fields must be updated through in Android's native contacts app. Not all of the fields shown in Android's contacts will appear in Bria's contacts.

History

All calls are captured in Bria's call **History**.

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

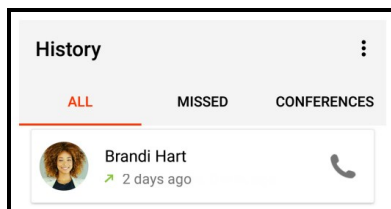
➤ Outgoing call recorded on this device

🚫 Blocked call - Appears when Call Blocking is enabled.

🔴 Missed call

Viewing call information

History provides a basic list of calls which can be filtered by **All** or **Missed**. If your administrator has enabled Collaboration, you can also filter calls by **Conferences**. You can also view more detailed information for an individual call.



Call grouping

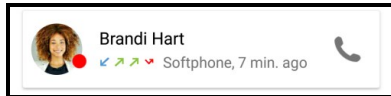
Calls captured in Bria's history are grouped by name and caller ID. The caller ID can be a phone number or a SIP address, but will be referred to as phone number. The group can

be expanded and collapsed to show or hide the individual calls in the group.

You may see more than one group for a person if there were calls from other parties between calls. If a person has called you from multiple numbers, you may also see more than one group of calls for them.

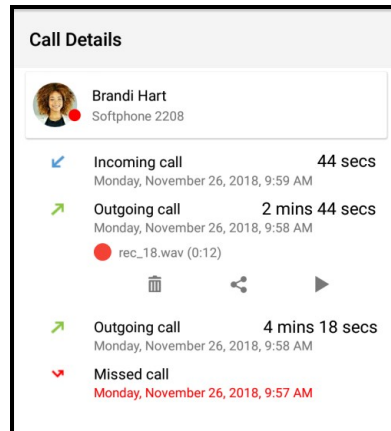
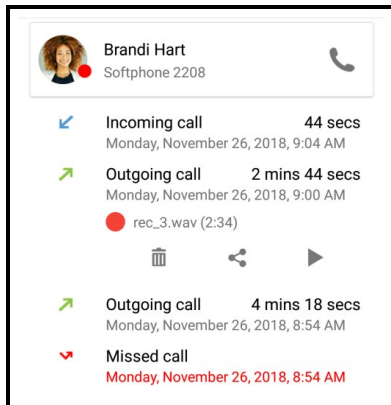
Collapsed group display

The collapsed group displays an overview of call information: the name and presence status of the caller, the types of calls, and the time and date of the most recent call.



Expanded group display

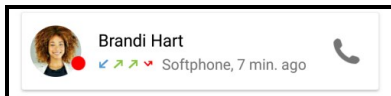
The expanded group shows a list of recent calls between you and the person. The most recent calls are displayed at the top of the list. In addition to the information displayed in the collapsed group, Bria also shows the time and date, and the length of the call.



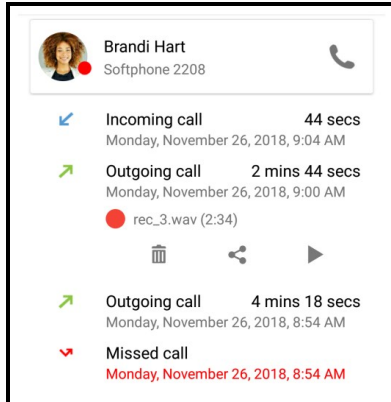
To view call details

Android phone

1. Tap the group you want to expand.

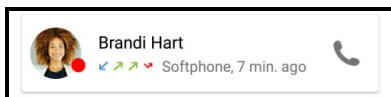


Bria displays the expanded group.

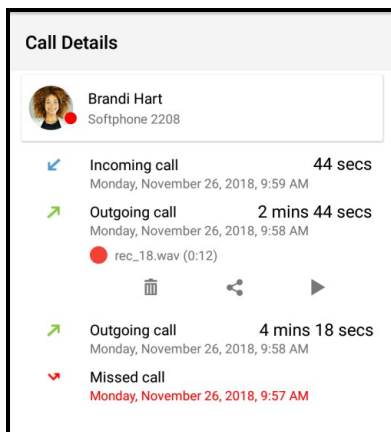


Android tablet

1. Tap the group you want to expand.



Bria displays the expanded group.



Call History Sync

Available in: Solo, Teams Standard, Teams Pro (Legacy).

Not available in: Solo (Free)

With Call History Sync, when a user enables their SIP account on multiple devices, the user sees a consistent call log history on all of their devices. For example, a user answers

a call on a Windows computer, then sees on an iPhone that the call was answered on another device.

Deleting an entry from Bria's call log history results in deleting the entry from all the devices.

The information on whether a call was recorded, as well as the audio files of the call recording will not be synced; the red icon indicating that the call was recorded appears only on the device used for recording. Other devices still show the call log entry *without* the red icon or access to the audio file.

Deleting calls from History

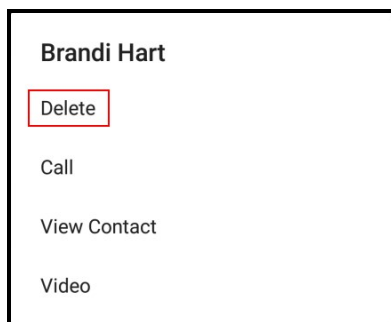
You can delete a grouped entry, missed calls, or all calls from **History**.

Note: When you delete a call entry with recording from the **History** tab, the associated audio file will also be deleted from your device.

To delete a grouped entry

Android phone

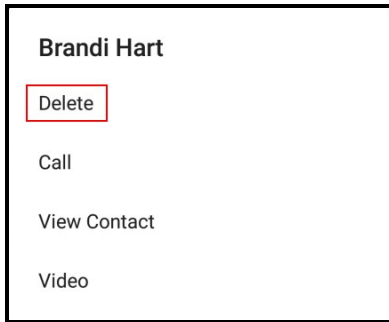
1. Go to the **History** tab on the resource panel.
2. Long-press the grouped entry you want to delete.
3. Tap **Delete**.



Bria deletes the call from the **History**.

Android tablet

1. Go to the **History** tab on the resource panel.
2. Long-press the grouped entry you want to delete.
3. Tap **Delete**.

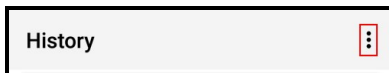


Bria deletes the call from the **History**.

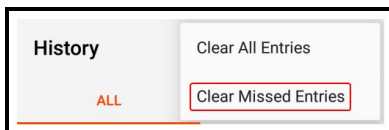
To delete missed calls

Android phone

1. Go to the **History** tab on the resource panel.
2. Tap **: More Options**.



3. Tap **Clear Missed Entries**.



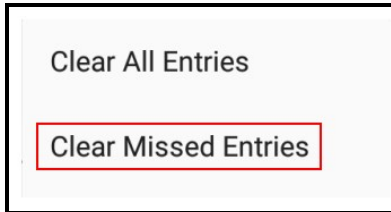
Bria deletes all missed calls from the **History**.

Android tablet

1. Go to the **History** tab on the resource panel.
2. Tap **: More Options**.



3. Tap **Clear Missed Entries**.



Bria deletes all missed calls from the **History**.

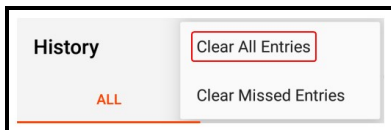
To delete all calls

Android phone

1. Go to the **History** tab on the resource panel.
2. Tap **: More Options**.



3. Tap **Clear All Entries**.



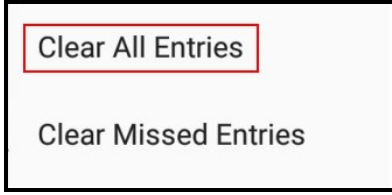
Bria deletes all the calls from the **History**.

Android tablet

1. Go to the **History** tab on the resource panel.
2. Tap **: More Options**.



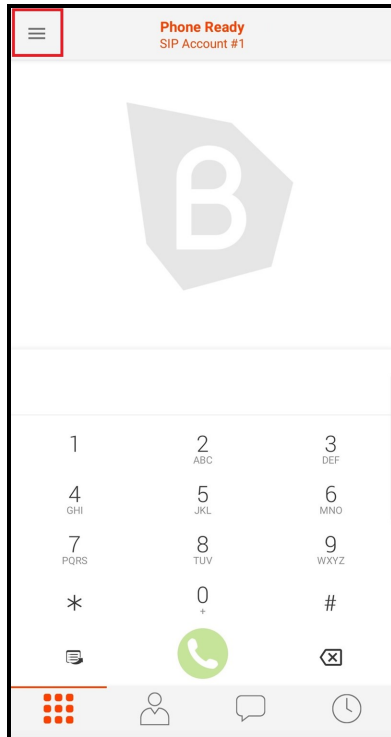
3. Tap **Clear All Entries**.



Bria deletes all the calls from the **History**.

Settings

Bria has the menu button in the top left corner which provides access to Settings and Exit.



Under **Settings** , you can find:

- **Accounts:** Shows your Team Voice and Team Messaging accounts. If your administrator has set up an additional account, this is where you update settings that are specific to the additional SIP account.
- **Preferences:** User defined preferences for how the end user wants Bria to work.
- **Advanced Settings:** Settings that apply to Bria overall, rather than just to your additional SIP account.
- **Help:** Opens simplified web help for end users
- **About:** Information about Bria, such as the version number and third party credits

Accounts

Bria Teams

Bria includes a Team Voice and a Team Messaging account. Team Voice is used for audio and video calls to other members of your team. Team Messaging is used to share your presence status and messages with other members of your team. These two accounts are displayed in the **Accounts** tab. If your administrator has set up an additional SIP account, this additional account is also in the **Accounts** tab.

Within the additional SIP account, you can access [Account Specific Features \(SIP\)](#) and [Call forwarding \(SIP\)](#).

Bria Solo

The accounts page on the Bria client displays the SIP accounts for voice and video that you have configured using the Bria Solo Portal. This is view only. To change the configuration, go to [Bria Solo Portal](#) so that the changes will be provisioned to all of your devices.

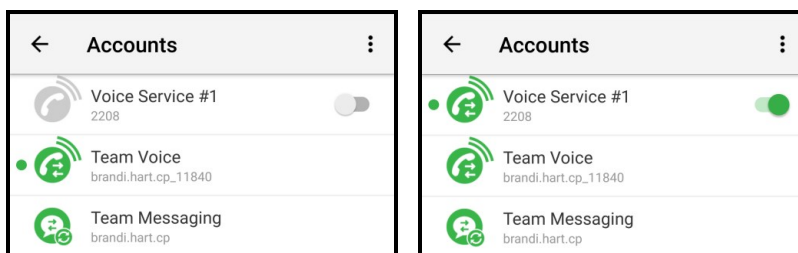
SIP account settings

Bria Teams

Team Voice and Team Messaging accounts are view only.

If your administrator has set up an additional SIP account, you can access the settings here. All settings for the additional SIP account are ready-only except for the Bria Push Service settings. If you believe a change is required to your configurations, talk to your administrator who can access the Bria Solo Portal. Teams Portal.

Before you make changes to an existing account in **Settings > Accounts (SIP)**, turn the account toggle switch off. Turn the account toggle switch on when you have finished making changes.



Bria Solo

Bria clients show the SIP accounts that you configured using the Bria This is view only. To change the configuration, go to [Bria Solo Portal](#) so that the changes will be provisioned to all of your devices.

If you make changes in **Settings > Account (SIP)** and tap ✓, the changes are saved.

If you make changes in **Settings > Account (SIP)** and tap X, you are presented a dialogue to **Discard Changes** or **Apply Changes** before you can leave the screen.

Account details

Field	Description
Account Name	Enter a name for each account to identify different accounts when you have multiple accounts.
Enabled	On: Sets the account as active. Off: You are not using this account so you do not want the account register automatically.

User Details

Field	Description
Display as	Your name. This is your Caller ID, if supported or just your phone number.
Username	User portion of your SIP Address of Record (AOR). For example, if your account is 6045551234@myVoIPProvider.com, the username is 6045551234
Password	The password for your SIP account. Provided by your VoIP service provider.
Domain	If your account is 6045551234@myVoIPProvider.com, the domain is myVoIPProvider . Provided by your VoIP service provider.

Bria Push Service

Field	Description
Use Push Notifications	<p>Bria uses the Bria Push Service to support inbound calls when Bria is in the background or when Bria is exited.</p> <div style="border: 1px solid #00aaff; border-radius: 10px; padding: 10px;"><p>Note: When you use the Bria Push Service, your account configuration is stored on CounterPath's push notification server. The data is securely transmitted in accordance to our Privacy Policy. In order to use the Bria Push Service, you must accept the Bria Push Service agreement.</p></div> <ul style="list-style-type: none">• On: Default. Bria uses the Bria Push Service for inbound calls when Bria is in the background or when Bria is exited.

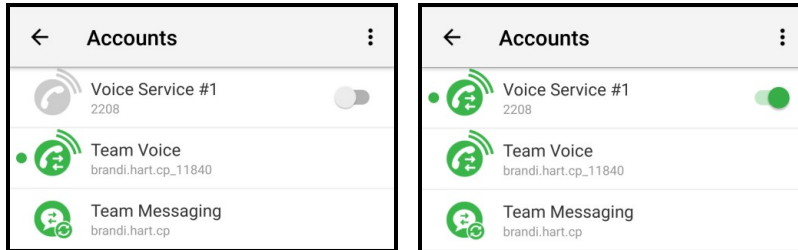
Field	Description
	<ul style="list-style-type: none"> • Off: Bria does not use the Bria Push Service for inbound calls.
Registration Mode	<p>Change this setting from Standard to Single Device Emulation if your VoIP service provider does not support dual or multiple registrations. Most service providers support dual or multiple registrations.</p> <ul style="list-style-type: none"> • Continuous: Your VoIP service provider supports multiple registrations. The Bria Push server is always connected to the SIP server. Bria is only connected to the SIP server when Bria is in the foreground. When Bria is in the foreground, Bria ignores push notifications so that you do not receive duplicate notifications. • Single Device Takeover: Your VoIP service provider does not support multiple registrations. This settings allows Bria and the Bria Push server to take over the registration from each other. • Standard: Your VoIP service provider supports multiple registrations. Both Bria and the Bria Push server can be registered with the SIP server at the same time. If you are already using this setting and you have no problems receiving push notifications, leave Registration Mode as Standard. Otherwise, use Continuous if your VoIP service provider supports multiple registrations. • Single Device Emulation: Your VoIP service provider does not support multiple registrations. Both Bria and the Bria Push server must unregister before the other one can register. If you are already using this setting and you have not problems receiving push notifications, you can leave Registration Mode as Single Device Emulation. Otherwise, use Single Device Takeover if your VoIP server provider does not support multiple registrations.
NAT Emulation	<p>Use this setting if your VoIP service provider uses a session border controller (SBC).</p> <ul style="list-style-type: none"> • On: The Bria Push Service will act as if it is behind a NAT by using a private IP address. • Off: Default
SIP Proxy	<p>Enter your outbound proxy if your VoIP service provider requires you to use different SIP proxies for Bria and for the Bria Push Service to communicate with the PBX.</p>
Advanced Settings	<p>These settings are used for VoIP service providers that do not follow the SIP RFC specifications.</p> <ul style="list-style-type: none"> • Insert R Instance: When enabled, the hash token is used as the rinstance in the contact header of SIP register. • Disable Hash Token: When enabled, the uri.user does not contain the hash token in the contact header of SIP register. • Auto Send 180: When enabled, SIP 180 (Ringing) response code is sent out as soon as the push notification is received. • Disable Override Domain: When enabled, the domain from the to header of the INVITE will not be overridden. • Server Refresh Interval: The Push Server SIP registration time refresh in seconds. The default is 3600 seconds.

Other SIP account settings

Field	Description
Account Specific Features	<p>Opens the settings screen for features that apply to individual SIP accounts. See Account Specific Features (SIP).</p>
Call forwarding	<p>Opens the settings screen for call forwarding for this particular SIP account. See Call forwarding (SIP).</p>

Account Specific Features (SIP)

Before you make changes to an existing account in **Settings > Accounts (SIP)**, turn the account toggle switch off. Turn the account toggle switch on when you have finished making changes.



If you make changes in **Settings > Account (SIP)** and tap ✓, the changes are saved.

If you make changes in **Settings > Account (SIP)** and tap X, you are presented a dialogue to **Discard Changes** or **Apply Changes** before you can leave the screen.

Video Calls

Field	Description
Enable Video	Available when Settings > Preferences > Enable Video is on. <ul style="list-style-type: none">• On: Make and receive video calls on this SIP account.• Off: You cannot make and receive video calls on this SIP account.
Auto Speaker On – Android phone	Appears when Settings > Accounts (SIP) > Account Specific Features > Enable Video is on. This setting is ignored if Preferences > Native Integration is on. If you answer the call using the Android phone, audio is sent through the Android phone. If you answer the call using a Bluetooth device, audio is sent through the Bluetooth device. This setting could solve a problem where audio calls are treated as video calls (thus the speaker comes on automatically). <ul style="list-style-type: none">• On: Applies to Android phone only. While wired and Bluetooth headsets are connected to Bria, the sound always comes from the headset regardless of this setting.• Off: Allows you to hear the sound from the earpiece.

Call forwarding (SIP)

If you make changes in **Settings > Account (SIP)** and tap ✓, the changes are saved.

If you make changes in **Settings > Account (SIP)** and tap X, you are presented a dialogue to **Discard Changes** or **Apply Changes** before you can leave the screen.

Client-side call forwarding per account

Field	Description
Forward Always	<ul style="list-style-type: none">• On: Bria immediately forwards all incoming calls to a number specified in the To Number field.• Off: Bria behaves according to the Forward Busy setting and the Forward No Answer setting below.
Forward Busy	<ul style="list-style-type: none">• On: Bria immediately forwards the incoming call to a number specified in the To Number field if it already has an ongoing call. If there is no active call, Bria behaves according to the Forward No Answer setting. Note: If Forward Busy and Disable call waiting are enabled at the same time, Forward Busy takes effect; the incoming call is forwarded to the To Number field, rather than playing a busy tone back to the caller (or going straight to a voicemail if configured).• Off: Bria behaves according to the Disable call waiting setting, which means it either displays an incoming call notification to the end user to respond while they are on a call, or plays a busy tone to the incoming call (or sends the incoming call to voicemail if configured).
Forward No Answer	<ul style="list-style-type: none">• On: Bria forwards the incoming call to a number specified in the To Number field after an interval specified in the Delay field (in seconds). If the Delay field has 0, Bria forwards the incoming call immediately and the end user will not see any incoming call notification.• Off: Bria does not forward the incoming calls. It displays an incoming call to the end user to respond.
To Number	Appears when Forward Always or Forward Busy or Forward No Answer is enabled. Enter a number to forward incoming calls to.
Delay	Appears when Forward No Answer is enabled. Enter an interval to ring before forwarding incoming calls. Value in seconds. 0 to forward calls immediately.

Incoming call handling priority

When multiple call handling features are enabled, Bria uses the enabled features in the following order.

1. **Call Blocking**
2. **DND**
3. **Call Forwarding - Global** (in Preferences)
4. **Call Forwarding - per account** (in SIP account)
5. **Auto Answer**

Dial plans (SIP)

In Bria, 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 additional SIP accounts that are configured in the Bria Portal. If you have any questions regarding the dial plans that Bria is using, talk to your administrator.

Preferences

Go to **Settings > Preferences** to make changes to the following fields.

Mobile Data Network

Field	Description
Mobile Data Network	
Use When Available	<p>Appears only on devices with mobile connectivity.</p> <ul style="list-style-type: none"> • On: Bria attempts to connect to SIP/XMPP services using the mobile data network when a Wi-Fi connection is not available. You receive messages and voice mail notifications when Bria is in the mobile data network. • Off: If a Wi-Fi connection is not available, SIP and XMPP services are unregistered; you will not receive any messages or notifications and will not be able to place or receive calls. <p>You can allow or disallow VoIP calls using a separate setting Settings > Preferences > Allow VoIP Calls. Data charges with your mobile carrier may apply.</p>
Allow VoIP Calls	<p>Appears when Use When Available is enabled in Preferences > Mobile Data Network.</p> <ul style="list-style-type: none"> • On: Bria attempts to place calls using the mobile data channel when a Wi-Fi connection is not available. Voice quality may be impacted as mobile data is not ideal for voice calls. • Off (default): If a Wi-Fi connection is not available, you cannot place or receive calls. <p>Data charges with your mobile carrier may apply.</p>

Contacts

Field	Description
Show All Contacts	<ul style="list-style-type: none"> • On: Bria displays all device contacts regardless of contact groups. • Off: Bria might not show all your contacts saved on your phone. It depends on your device and how contacts are organized.
Contact Sort Order	Change your contact sort order preference.

Field	Description
	<ul style="list-style-type: none"> • First Name: Sorts Contacts based on their first name. • Last Name: Sorts Contacts based on their last name. <p>This setting can only be changed when Bria cannot access the preferences on the Android device OS. If this setting is read-only in Bria, go to the Android device settings (such as the Contacts app) and change the sort preference.</p>
Contact Display Order	<p>Change your contact display preference in your Contacts and Buddies lists.</p> <ul style="list-style-type: none"> • First Name First: Displays a contact name as John Smith. • Last Name First: Displays as Smith, John. <p>This setting can only be changed when Bria cannot access the preferences on the Android device OS. If this setting is read-only in Bria, go to the Android device settings (such as the Contacts app) and change the display preference.</p>

Telecom Framework

Field	Description
Native Integration	<p>Requires Android 8.0+. Not supported on Chromebooks.</p> <p>When on, users see the following differences:</p> <ul style="list-style-type: none"> • Improved Bluetooth headset support. You can answer and hang up Bria using the buttons on your Bluetooth device. • Receive and answer a Bria incoming call while you already have a native call.

Incoming Call

Field	Description
Ringtone	The default ringtone for incoming calls.
Incoming Call Notification Settings	<p>Opens the notification settings page for incoming calls. You can:</p> <ul style="list-style-type: none"> enable or disable notifications, select alerts with or without sounds and vibration, change the sound, set what to show on the lock screen, and more.
Call Heads	<ul style="list-style-type: none"> • On: Tap on Call Heads from any screen on your Android to go back to the call screen or end a call. • Off: Call Heads are not available.

Field	Description
Match Contacts for Caller-Id	<p>Controls what name appears in caller ID for an incoming call.</p> <ul style="list-style-type: none"> • On (default): Bria tries to match incoming calls with Contacts or Roster. If a match is found, Bria uses the contact's Display name in the caller ID. • Off: Bria uses the information in the SIP header for the caller ID.
Show Number in Notification	<p>Controls what information appears in incoming call notifications. This setting helps you identify incoming calls if you receive many calls with the same label such as UNKNOWN.</p> <p>There is another setting for adding a SIP account name in notifications; see Show account name on heads-up notification.</p> <ul style="list-style-type: none"> • On: The incoming call panel shows the phone number/SIP username followed by the SIP display name. Ex: 6045551234 Kokila <p>For the number/SIP username, Bria takes the value from P-Asserted-Identity by default.</p> <ul style="list-style-type: none"> • Off (default): The incoming call panel shows only the SIP display name. Ex: Kokila
Decline Options	Tap to set up Quick Responses and Call Reminder .
Snooze Time	For devices running Android 5.0 (Lollipop) or higher, the length of time to snooze a heads-up notification for an incoming message
Use heads-up notifications for incoming calls	<p>For devices running Android 5.0 (Lollipop) or higher.</p> <ul style="list-style-type: none"> • On: You receive a heads-ups notification for incoming calls • Off: You receive a regular notification for incoming calls
Show account name on heads-up notification	<ul style="list-style-type: none"> • On: the incoming call notification displays the SIP account name in brackets. This setting helps the user identify which SIP account is receiving the call when Bria has multiple SIP accounts configured. • Off: the incoming call notification does not display the SIP account that is receiving the call.
WearOS Notifications	<p>Optimizes incoming call notifications for Android wearOS devices.</p> <ul style="list-style-type: none"> • On: Incoming call notifications are optimized for Android WearOS devices. Calls can be rejected by clearing notifications. • Off (default): Incoming call notifications are optimized for Android phones and tablets.
Auto Answer Calls	<p>Controls whether client-side auto answer is enabled or disabled.</p> <ul style="list-style-type: none"> • On: Bria answers incoming calls after a specified period of time without user intervention. • Off: auto answer is disabled.
Auto Answer After (seconds)	The time, in seconds, that Bria waits to answer a call when Auto Answer is enabled. Set 0 if you want Bria to answer calls immediately.
Disable Call Waiting	<p>Controls whether call waiting is enabled or disabled.</p> <ul style="list-style-type: none"> • On: Call waiting is disabled and while on another call, incoming calls ring busy to the caller or go straight to voice mail if you have voice mail configured. • Off: Call waiting is enabled and while on another call, you are alerted of the incoming call.
Call Blocking	Select what kind of phone numbers to block.

Field	Description
	<ul style="list-style-type: none"> No number, Anonymous Caller ID, and/or any number you added to the block list. You can add up to 20 phone numbers in Bria.
Flip to silence ringer	<ul style="list-style-type: none"> On (default): Placing the phone screen-down on a flat surface stops the ringtone. Note that a ringtone will be played if the phone is already faced down before ringing; the user has to pick it up and place it face down in order to stop the ringtone. Off: Bria does not stop a ringtone when the user places the phone face down.

Decline options

Field	Description
Quick Response	A list of pre-defined IMs that can be used when you send an IM. Create, edit, and delete Quick Responses.
Call Reminder - Enable Call Reminder	<ul style="list-style-type: none"> On: Bria will ask if you want a call reminder to be set when you decline a call. Off: Bria will not set a call reminder.
Call Reminder - Call Reminder Delay	<p>Set the interval between the declined call and the call reminder.</p> <ul style="list-style-type: none"> 5 minutes 15 minutes 30 minutes 1 hour 3 hours Tomorrow

Client-side Call Forwarding

Field	Description
Forward Calls	<ul style="list-style-type: none"> On: Send all incoming calls to a specific number if Bria is enabled and registered. This setting controls all the SIP accounts in the softphone client. If you have multiple SIP accounts and want to forward calls in only one of the SIP accounts, use the per-account call forwarding settings. When both global and per-account call forwarding settings are enabled, the global one takes precedence; all incoming calls on <i>all</i> the SIP accounts will be forwarded to a specified number.
To Number	Appears when Settings > Preferences > Forward Calls is on. Enter the number to which calls

Field	Description
	are forwarded.

Outgoing Call

Field	Description
Turn Letter to Numbers	Controls whether letters entered in the dial pad are converted to numbers. <ul style="list-style-type: none"> • On: Letters entered in the dial pad are converted to numbers. • Off: Letters entered in the dial pad are not converted to numbers.
Hide My Number	Controls whether anonymous calling is enabled. <ul style="list-style-type: none"> • On: Remote parties do not see your name or number on their phone. • Off: Remote parties see your caller ID information.
Default Account for History	Changes Bria's dialing behavior on History when multiple SIP accounts are configured in Bria. <ul style="list-style-type: none"> • On: Bria dials using the default/primary account. A useful option when you want to use only one account for all outgoing calls. • Off (default): Bria dials using the account that received the call.

Call in Progress

Field	Description
Contact Image	Changes the way Bria displays the image of a contact during a call. Add an image to a contact in the Contact tab of the resource panel. Make sure your images are smaller in size so they display faster. <ul style="list-style-type: none"> • On: Bria shows an image of the remote party during a call. • Off: Bria does not show an image of the remote party during a call.
Auto Record Calls	<ul style="list-style-type: none"> • On: Bria automatically records all calls made with Bria. • Off (default): Bria records a call only if you tap manually to start recording during a call.
Play Music On Hold	This setting controls music played locally by Bria; it does not control the server side if your service provider has ability to play music on the server side. <ul style="list-style-type: none"> • On: Play classical music to the party on hold. All the participants hear music if it is a conference call. • Off: Default
Use Proximity Sensor	Turn this off only if you encounter difficulties on your device. <ul style="list-style-type: none"> • On: Bria uses the proximity sensor for the device.

Field	Description
	<ul style="list-style-type: none"> • Off: Bria does not use the proximity sensor for the device.
Play Tone On Network Lost	<ul style="list-style-type: none"> • On: Bria plays an audio tone to alert you if the network connection is lost while you are on a call. • Off (default): Bria only displays the visual indicator if the network connection is lost while you are on a call.
Mute when face down	<ul style="list-style-type: none"> • On: Bria automatically mutes your microphone and pause video when the device is placed face down during a call (audio, video and Collaboration meeting). • Off : Bria does not change the mute or video status in the above situation.

Phone Number

Field	Description
Single Touch to Call	<p>When IM, SMS, and/or video are enabled, this setting is ignored. Bria displays a prompt to choose an option.</p> <ul style="list-style-type: none"> • On: When making a call from Contacts or History, the call is placed when you tap a phone number. • Off: When you tap the phone number, a prompt appears. Tap the prompt to place the call.

Video Calls

Field	Description
Video Quality Wi-Fi	<p>The video quality for calls started on a Wi-Fi network. If you move to a mobile network during a call, the video quality retains this setting.</p> <ul style="list-style-type: none"> • Medium (VGA): Uses 640 x 480 pixels. • HD (480p): Uses 848 x 480 pixels. • HD (720p) : Default. Uses 1280 x 720 pixels.
Video Quality Mobile	<p>The video quality for calls started on a mobile network. If you move to a Wi-Fi network during a call, the video quality retains this setting.</p> <ul style="list-style-type: none"> • Medium (VGA): Uses 640 x 480 pixels. • HD (480p): Uses 848 x 480 pixels. • HD (720p) : Default. Uses 1280 x 720 pixels.

Messaging

Field	Description
Alert Sound Android N and lower	<ul style="list-style-type: none"> • On: Bria plays a ring tone when you receive a new message. <p>In Android Oreo and higher, change IM notifications in device Settings > Apps & Notifications > App info > Bria > App notifications .</p>
Alert Vibration Android N and lower	<ul style="list-style-type: none"> • On: Your device vibrates when you receive a new message. <p>In Android Oreo and higher, change IM notifications in device Settings > Apps & Notifications > App info > Bria > App notifications .</p>
Show hyperlink preview on messages	<ul style="list-style-type: none"> • On: You see a small preview of hyperlinks in Bria messages • Off: Hyperlink previews do not appear in Bria messages
Alert Text Tone Android N and lower	<p>The default text tone for incoming messages.</p> <p>In Android Oreo and higher, change IM notifications in device Settings > Apps & Notifications > App info > Bria > App notifications .</p>
Message Notification Settings	<p>Opens the notification settings page for IMs. You can:</p> <ul style="list-style-type: none"> enable or disable notifications, select alerts with or without sounds and vibration, change the sound, set what to show on the lock screen, and more.
Chat Room Notification Settings	<p>Opens the notification settings page for chat rooms. You can:</p> <ul style="list-style-type: none"> enable or disable notifications, select alerts with or without sounds and vibration, change the sound, set what to show on the lock screen, and more.

Android OS Support

Field	Description
Auto Start on Boot	<ul style="list-style-type: none"> • On: Automatically start and log into Bria when you start your Android. Even if Bria was logged out when you powered off the phone, Bria will start and log in when the phone starts.
Use fingerprint to authenticate	<p>This setting determines if you can use your fingerprint to log in to Bria. This settings does not show if there is no fingerprint profile in your device.</p> <ul style="list-style-type: none"> • On: You can use biometric authentication or your password to log in to Bria. • Off: You can only use your password to log in to Bria.

Field	Description
Display Theme	Available on Android 10+. Sets the appearance of Bria: Light, Dark, or System default. When choosing System default, Bria follows preferences set on your device (under Android Settings > Display). When choosing Light or Dark, Bria uses the theme specified regardless of system settings.

Advanced settings

Media Options

Field	Description
Voice Activity Detection	<ul style="list-style-type: none"> • On: Audio is not transmitted when no one talking. Turning this feature on may reduce bandwidth usage. • Off (default): Audio is transmitted when there is no one talking.

Advanced Media Options

Field	Description
Use Audio Track	Allows you to change the audio API type for playback. If you experience poor audio, try changing this setting.
Low Latency Mode	<p>Only appears when Use AudioTrack is disabled.</p> <p>While lower latency is desirable, enabling this settings on newer devices running android 9 or higher may cause audio to be distorted or missing.</p> <p>On devices running Android 8 or lower, this settings is enabled by default.</p> <p>On devices running Android 9 or higher, this settings is disabled by default.</p>
Echo Cancellation	<ul style="list-style-type: none"> • On (default): If you or the remote party is experiencing echo, this can help eliminate the echo. • Off: Echo cancellation is not used. <p>If you or the remote party still experience echo, turn this setting off.</p>
Use Software AEC	<p>Appears when Settings > Advanced Settings > Echo Cancellation is on.</p> <ul style="list-style-type: none"> • On: Enables software audio echo cancellation in Bria. • Off: Disables software audio echo cancellation in Bria. <p>Turn this setting on only if you encounter issues with echo and your device does not have hardware support for echo</p>

Field	Description
	cancellation. CounterPath recommends using hardware support if it is available.
Noise Suppression	<ul style="list-style-type: none"> • On (default): Bria attempts to reduce background noise from your microphone. • Off: Bria does not attempt to reduce background noise.
Use Software NS	<p>Appears when Settings > Advanced Settings > Noise Suppression is on.</p> <ul style="list-style-type: none"> • On: Enables software noise suppression on Bria. • Off: Does not enable software noise suppression on Bria. <p>Turn this setting on only if you encounter issues with background noise and your device does not have hardware support for noise suppression. CounterPath recommends using hardware support if it is available.</p>
Auto Gain Control	<ul style="list-style-type: none"> • On (default): Bria automatically adjusts microphone gain using hardware gain control • Off: Bria does not adjust microphone gain using hardware gain control
Use Software AGC	<ul style="list-style-type: none"> • On: Bria automatically adjusts microphone gain using software gain control. • Off (default): Bria does not adjust microphone gain using software gain control
Configure Microphone Level	<p>Appears only when Settings > Advanced Settings - Advanced Media Options > Use Software AGC is enabled.</p> <ul style="list-style-type: none"> • Tap on Configure Microphone Level and adjust the slider to adjust microphone gain in 5 steps (-2, -1, 0, +1, +2).

TLS Cert Management

Field	Description
Verify HTTPS TLS Cert	<p>Applies to HTTPS connections except for provisioning.</p> <ul style="list-style-type: none"> • On(default): Bria attempts to verify the certificates, sent by the corresponding HTTPS server, to see if it is trusted • Off: Bria accepts the certificate without attempting to verify it. <p>If the certificate is trusted by a well-known certificate authority such as VeriSign, you do not need further action.</p> <p>If the certificate is a self-signed certificate, you need to install a corresponding CA certificate on your device in advance. Contact your VoIP service provider to get a corresponding CA certificate, and save it to your device. Enter the CA certificate in Android Settings > Security > Credential Storage.</p> <p>The CA cert should appear under Android Settings > Security > Credential Storage > Trusted credentials.</p>

Device Hardware

Field	Description
Playback Stream	<p>This settings controls how the device processes the audio receiving from the remote party. If you are receiving poor audio, try changing the playback stream.</p> <ul style="list-style-type: none"> • Voice call

Field	Description
	<ul style="list-style-type: none"> • System • Ring • Music • Alarm • Notification

Application Logging

Field	Description
Verbose Logging	Leave this off unless Technical Support instructs you to turn it on to troubleshoot a problem you are having on your device. Troubleshooting .
Send Log	Tap to upload the current log to Technical Support. Troubleshooting .
Delete Log	Clears the content of the Bria log on the device so that the log starts over empty.
Share Anonymous Usage Data	<ul style="list-style-type: none"> • On (default): Bria sends anonymous usage data to CounterPath. It contains no personally identifiable information and is used to improve the quality and performance of Bria. • Off: Bria does not send anonymous usage data to CounterPath.

Call Statistics

Field	Description
Call Statistics	<p>Shows detailed information about the current/last call, such as the number of packets lost. For an ongoing call, the statistics information refreshes every second.</p> <ul style="list-style-type: none"> • Tap the Refresh button to stop auto refresh and present a snapshot of the most current statistics. • To enable auto refresh again, either long-press the Refresh button, or leave the statistics page and come back again.

Using biometric authentication

If your device supports fingerprint authentication, you can turn on biometric authentication after the first successful log in.

Prerequisites

- Your device is using Android 6 (Marshmallow) or higher
- Your device has a fingerprint sensor
- You have enrolled a fingerprint with Android

If you do not have biometric authentication set up on your device or if your device does not support biometric authentication, **Settings > Preferences - Android OS Support > Use fingerprint to authenticate** does not show.

Enabling biometric authentication

Warning: If you enable biometric log in, any fingerprint authentication profiles stored on your device can be used to log in to Bria. Do not store profiles other than your own on your device.

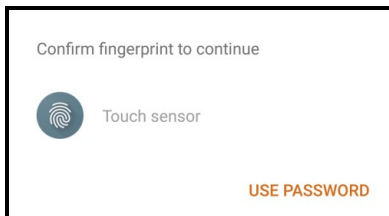
To enable biometric authentication

1. Turn **Settings > Preferences - Additional > Use fingerprint to authenticate** on.

The next time you log in, you can choose to use biometric login or to manually enter your login credentials.

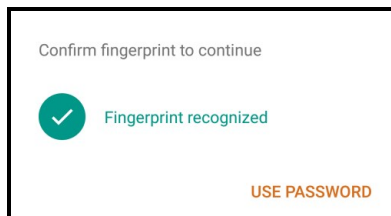
To log in with biometric authentication

1. Tap **Bria** to launch Bria. The **Confirm fingerprint to continue** pop up opens in front of the log in screen.



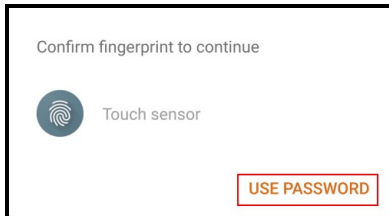
2. Place your finger on the sensor.

If your fingerprint is a match, Bria opens.

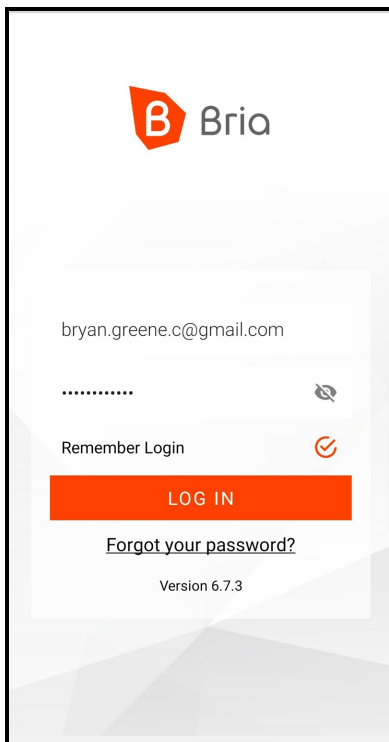


To log in manually when biometric log in is enabled

1. Tap **B Bria** to launch Bria. The **Confirm fingerprint to continue** pop up opens in front of the log in screen.
2. Tap **Use Password**.



3. Enter your **Username** and **Password**.

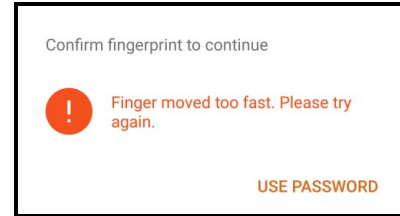
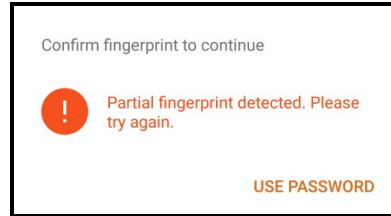
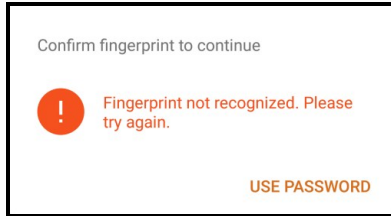


4. Tap **Login**.

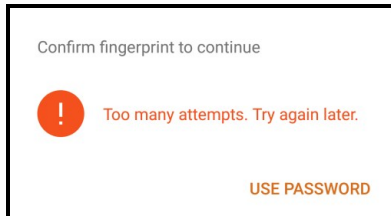
The Bria interface opens.

Biometric failures

If your biometric log in fails, adjust your fingerprint as necessary or tap **Use Password** to log in manually.



If you have too many failed attempts, you must use your password to log in. The number of failed attempts allowed and the length of time you are locked out from using biometric authentication is determined by the Android OS.



Troubleshooting

Troubleshooting registrations

Error 401, 403, 404, 407

401 Unauthorized

403 Forbidden

404 Not Found

407 Proxy authentication required

- You or your admin may have entered incorrect account credentials for your SIP accounts. Make sure you have no spaces at the end of the username or password.

Error 408

408 Request Timeout (no response received from the server)

It means that Bria cannot reach the SIP server (VoIP service provider or PBX), or the server is not responding.

- It might be due to no Wi-Fi or mobile network connection. Ensure that your Wi-Fi or mobile network connection is strong and stable.
- Make sure you or your admin entered the correct domain name for your SIP server.

Log into Bria admin portal, go to the **Voice and Video** tab, and check these fields: Domain and Port.

Tip: Ask your VoIP service provider what transport and port you should be using to connect to their service. For TLS transport, often the port 5061 is used. When port number is set to **Auto** in the admin portal, Bria uses 5060.

- Try changing the firewall strategy used in Bria. Bria supports multiple options, and you are going to try each one to see which one works for your network.

To do so, log into Bria admin portal, go to the **Voice and Video** tab, and set up a new voice configuration for testing. This test configuration would be duplicate of your current one, with slight adjustment to **Firewall Method**. In the **Service Settings** tab, try changing your Firewall Method to one of the available options. When trying for **STUN**, set `stun.counterpath.com` as the firewall server URL (it does not require a username or password).

Tip: Remember that once you make a change in the admin portal, you need to log out and back in on the Bria app to reflect the changes you made.

If the problem persists, contact your VoIP service provider, and ask if they are receiving registration requests from Bria 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 does not work, try disabling the firewall on your network all together, and set the **Firewall Method** method to **None** to test to see what is blocking the connection. Make sure nothing is set for the firewall server in Bria admin portal. Do not forget to log out of the app and log back in to reflect the change you made.

- 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.

See [Ports, IP addresses, firewall rules to allow on your network](#) in the Bria Portal Guide.

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.

"Mobile data not Allowed" appears

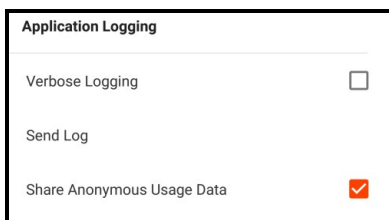
- Turn on **Preferences > Use When Available** and **Preferences > Allow VoIP Calls**.

Using Bria diagnostics

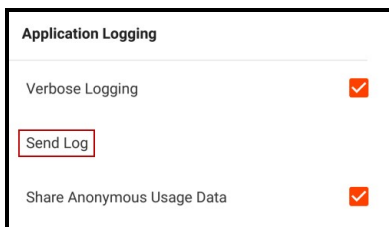
If you have a problem with Bria, technical support may ask you to turn diagnostics on to capture information.

To send a log to support

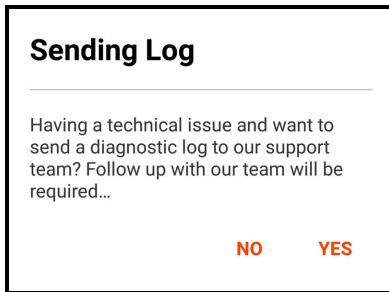
1. Go to **Settings > Advanced Settings > Verbose Logging**. If **Verbose Logging** is off, turn it to on.



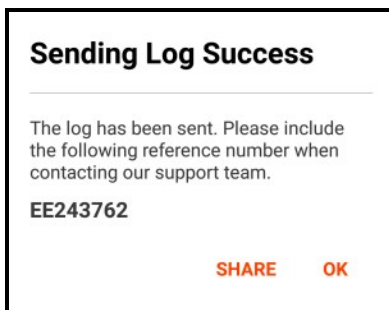
2. Reproduce the problem you were having.
3. Go back to **Settings > Advanced Settings**.
4. Tap **Send Log**.



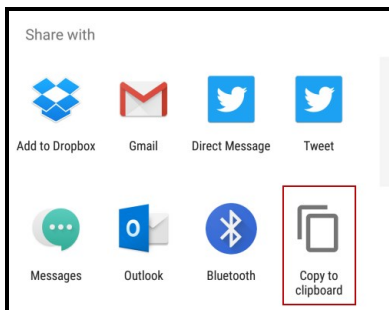
5. Tap **Yes** on **Sending Log**.



6. Add a description of the issue, and tap **Continue**.
7. Tap **Share** on **Sending Log Success**.



8. Tap **Copy to clipboard** on **Share with**. The log reference number is on your clipboard.



9. Report the **reference number** to the support team member who was assisting you. If you are opening a new topic, include a description of the problem and the **reference number** as it always helps with diagnosing an issue when support has log file to look at. If you add the **reference number** to your topic description, it will speed up the support process.

The description of the problem could include the following:

- What you were doing when the problem occurred.
- Your Android device and model.

- Any recent changes you have made to your setup of Bria.
- Whether you are in your normal Wi-Fi zone or a different Wi-Fi zone.
- Whether you normally have mobile data (3G/4G/LTE) enabled on your device and in Bria.

10. Turn off **Verbose Logging** when you are done.

More information and technical support

Please visit the [CounterPath Support Center](#) to:

- Search the knowledge base or FAQ.
- Read forum topics.
- Ask a question.
- Submit a ticket.

Bria Push Service

Team Voice is set up for the Bria Push Service. If your administrator set up an additional SIP account, this information applies to the additional SIP account.

The Bria Push Service uses push notifications to support inbound calls when Bria is in the background, Bria is not active, or your device is locked. Push notifications are messages reliably delivered from a cloud-based messaging service to your device.

Some Android operating systems stop Bria from running in the background in order to conserve battery. To continue to receive calls, the Bria Push Service maintains your SIP registration even when Bria is not running.

Note: When you use the Bria Push Service, your account configuration is stored on CounterPath's push notification server. The data is securely transmitted in accordance to our [Privacy Policy](#). In order to use the Bria Push Service, you must accept the Bria Push Service agreement.

How does the Bria Push Service work?

When Bria is in the foreground, Bria registers directly with your VoIP service provider. If the Bria Push Service is enabled and you place Bria in the background, the Bria Push Service will register with your VoIP service provider on Bria's behalf. Inbound calls are directed through the Bria Push server. When there is an incoming call, the push server sends a notification to Bria and Bria is brought to the foreground and creates a secure connection with the push server. The call is routed from the VoIP service provider to the Push Server and then to Bria.

After the call ends, the push server may unregister depending on your Registration Method. Bria re-registers with your VoIP service provider. Any new calls that are made will route directly to your VoIP service provider until you place Bria in the background again.

Bria Push Service Settings

When you turn on **Use Push Notification**, the following settings are revealed:

- **Registration Mode**
- **Nat Emulation**
- **Advanced Settings**
 - **SIP Proxy**
 - **Insert RInstance**
 - **Disable Hash Token**
 - **Auto Send 180**
 - **Disable Override Domain**
 - **Server Refresh Interval**

Registration Mode

There are four registration modes. **Continuous** and **Standard** are used if your VoIP service provider supports multiple registrations. **Single Device Takeover** and **Single Device Emulation** are used if your VoIP service provider does not support multiple registrations. Most VoIP service providers do support multiple registrations. The default value for new accounts is **Single Device Takeover**.

- **Continuous**

The Continuous registration mode ensures that the Bria Push server is always registered on behalf of the Bria client. The Bria client still registers directly to the SIP server when in the foreground, but the Bria Push server does not de-register from the SIP server. In this mode, all inbound calls and all outbound calls from the Bria client are handled by the Bria Push server.

The Continuous mode, in particular, is used when a SIP server supports multiple registrations at the same time. This mode avoids any gap in SIP registration because the Bria Push server is always registered on behalf of the Bria client.

In the event of a call to the SIP account while the Bria client is in the foreground, the Bria client will receive an INVITE directly from the SIP server and via the Bria Push server. The Bria client will filter out these duplicate events and only allow one of the call attempts to progress.

- **Single Device Takeover**

The Single Device Takeover mode is an enhanced option of the Single Device Emulation mode. The Bria client and the Bria Push server take over registrations from each other **without unregistering first**. Neither the Push server or the Bria client sends SIP de-registration messages when transitioning from one element to

the other. It aims to eliminate gaps that are present in the other registration mode. This mode is in some cases beneficial for SIP servers that only support single registration.

- **Standard**

The Standard registration mode allows both the Bria Push servers and the Bria clients to register to a customer's SIP account in an alternating manner. In this mode, there may be short overlaps of registration where both the Bria Push server and the Bria client are registered to the SIP server. Some PBXs, SIP servers or SIP services may have issues with this registration overlap. If you encounter an issue with registering to the SIP server or receiving push notifications, select a different registration mode.

- **Single Device Emulation**

The Single Device Emulation registration mode ensures that both the Bria client and the Bria Push server unregister before the other one registers. In other words, the Bria client and the Bria Push server never register to a PBX, SIP server, or SIP service at the same time. The Bria client controls the registrations by requesting the Bria Push server to register only after the Bria client has de-registered and alternately, by receiving confirmation that the Bria Push server has de-registered before the Bria client registers directly to the SIP server. The Bria clients will also not register while they are in a call delivered through the Bria Push server so that they do not cause potential issues with the call in progress being terminated by the SIP Server.

Note that when in the Single Device Emulation registration mode, there are periods of time (typically fractions of a second) when neither the Bria client or the Bria Push server will be registered to the PBX, SIP server or SIP service. This gap could lead to a missed call if the call is presented to the SIP server at the same time that neither element is actively registered. This is a downside of the requirement of the SIP server that only one element be registered at any one time.

Nat Emulation

This option instructs the Bria Push server to simulate that the Bria Push server is registering from behind a Network Address Translation (NAT) router or another network element. Enable NAT Emulation if your VoIP service provider uses a session border controller. If enabling NAT Emulation results in no push notifications or no audio, disable NAT Emulation.

More details

The Bria Push server simulates this NAT situation by inserting a SIP VIA header into the SIP REGISTER method that the Bria Push server sends to the SIP server. This VIA header often assists with ensuring that various NAT traversal techniques are enabled on a customer's Session Border Controller and/or SIP server. Enabling the various techniques supported by these platforms may assist with ensuring that registrations are maintained or may help with issues related to call delivery or RTP stream establishment.

Advanced Settings

The advanced settings only need to be changed if your VoIP service provider has some limitations or does not follow SIP RFC specifications. In most cases, Bria Push Service will work without changing the advanced settings.

- **SIP Proxy**

The option allows the customer to specify a SIP Proxy specifically for use by the Bria Push Server. It is important to note that this is an alternative to the SIP proxy configured as part of the regular SIP account configuration. In some very specific customer deployments, the customer would like the Bria Push server to register and receive calls from the SIP Server using a particular proxy while the Bria clients would use a different SIP Proxy either internally to a customer's local network or external to the customer's network.

- **Insert RInstance**

The Insert RInstance option instructs the Bria Push server to use a hash token as the rinstance in the contact header of SIP register. RInstance assists some SIP servers with identifying different clients contact addresses when servers support multiple registrations for a single SIP account. Refer to the Disable Hash Token option for an example of when to use RInstance.

- **Disable Hash Token**

The Bria Push server generates a globally-unique hash token for each customer to avoid possible SIP username collisions. The Bria Push server uses this token when registering to the SIP service on behalf of the Bria client's SIP account. In most cases, using the hash token is beneficial and does not cause any problems for registration and call processing. However, some SIP servers, mainly PBXs that are not compliant to the SIP RFC specifications, cannot handle this token. If this is the case, disable hash token and try using RInstance instead in order to help the Bria Push server identify the clients. Note that some PBXs do not support RInstance

either.

More details

When the Disable Hash Token option is off (therefore using the token), the Bria Push server inserts a hash token in the uri.user portion in the contact header of SIP register. However, some SIP servers do not include the hash token in an INVITE message when sending it to the Bria Push server, which does not benefit the Bria Push server.

- **Auto Send 180**

The Auto Send 180 Ringing option instructs the Bria Push server to issue a SIP 180 RINGING message to the SIP server without waiting for the Bria client to be waken up for an incoming call. This option may help situations where your SIP service may timeout before the push notification is delivered to your device.

More details

With Bria Push enabled, the Bria client establishes a secure WebSocket tunnel with the Bria Push server after the Bria Push server receives an INVITE from the SIP service. Once the tunnel is established, the Bria Push server relays the INVITE to the Bria client. The Bria client then sends 180 Ringing back to the Bria Push server and the Bria Push server relays it to the SIP service. This process takes longer than what occurs during a normal (non-push) foreground call.

When the Auto Send 180 option is enabled, the Bria Push server generates its own 180 ringing response and does not wait for the Bria client to create the secure WebSocket tunnel. This aims to shorten the delay and allows the Bria Push server to respond to the SIP service right away to the incoming INVITE. Note that this option aims to address only a part of the delay; the Bria Push Service involves processing through various elements that result in this time lag.

- **Disable Override Domain**

The Disable Domain Override option stops the Push server from replacing the To Header Domain Part of the INVITE with the domain included in the SIP account information.

- **Server Refresh Interval**

The Server Refresh Interval option instructs the Bria Push server to register with the SIP server for a particular requested re-registration interval. Value in seconds. Some SIP servers do not specify minimal refresh time in the registration response

and ignore the REGISTER expires value. Note that according to the SIP standards, a SIP server can return a lower value in the 200OK which the Bria Push server will respect by re-registering at or before the lower interval requested.

The default is 3600 seconds.

Current limitations

Only IPv4 SIP servers are currently supported for calls involving the Bria Push server. Bria only supports IPv6 only networks using DNS64/NAT64 when communicating with IPv4 SIP servers for these calls.

Requirements for push notifications

To see if you can use the Bria Push Service, check the following on your device and your server.

Network requirements

- Your mobile device must have public Internet access to [Google's FCM](#) push notification system.
If you are using your device inside a restricted network, please ensure ports 5228, 5229, and 5230 are open on the firewall as required by [Google](#). If they are not open, push messages will not work.
- Your mobile device must have public Internet access to Bria Push servers. For a list of servers, visit the [Bria Push Checklist](#).

SIP server requirements

If you are unsure of any of these requirements, contact your server administrator or your VoIP service provider.

- The SIP server must allow registration from the Bria Push server. If the SIP server is running inside of the restricted network of an organization, the organization must provide access to the Bria Push server and set the **SIP Proxy** parameter. For a complete list of servers, visit the [Bria Push Checklist](#).
- The SIP server should map the SIP Address-of-Record (AOR) to the Contact URI when sending the INVITE. The Bria Push server generates a unique Contact URI

for each SIP account on each device the account is registered on. The Bria Push server uses this unique Contact URI to determine where to send the push notification for the incoming call. If the SIP server does not pass the unique Contact URI to the Bria Push server in the INVITE, it is likely that the device will not get a push notification for the incoming call because the Bria Push server cannot identify a unique SIP account to route the incoming call.

More details

The Bria Push server sets this unique Contact URI in the REGISTER message when registering with the SIP server. For the best interoperability, when the SIP server notifies the Bria Push server of an incoming call, the SIP server should set the Request-URI of the INVITE message to be the same value as the Contact header as specified by the Bria Push server in the REGISTER message. If you think this might be the cause of your issue, try changing the settings for **Disable Hash Token** and **Insert RInstance**.

- For the best user experience, the SIP server should support multiple SIP registrations for each SIP account. If the SIP server can support multiple registrations, the Bria Push server and Bria can be registered with the SIP server at the same time. If your SIP server does not support multiple registrations, set **Settings > Accounts (SIP) - Bria Push Service > Registration Mode** to **Single Device Emulation**. You may notice a momentary pause in service when Bria transitions from the background to the foreground.
- If the SIP service uses server managed NAT traversal or follows industry best practices where the SIP server sends responses to the originating IP address and port, leave **Settings > Accounts (SIP) - Bria Push Service > NAT Emulation** disabled. If the SIP service does not use server managed NAT traversal or send the responses to the originating IP address and port, enable **Settings > Accounts (SIP) - Bria Push Service > NAT Emulation**. If you do not receive push notifications or there is no audio on push registered calls, turn **Settings > Accounts (SIP) - Bria Push Service > NAT Emulation** off.

Troubleshooting the Bria Push Service

Troubleshooting tips

- Is it Push-related?

Determine whether or not the issue is related to push notifications. To verify this, test the same scenarios while the Bria client is in the foreground. If you encounter the same issue while in the foreground as well as in the background, your issue is likely unrelated to the Bria Push Service.

- SIP server reachability from CounterPath Push servers

The SIP server (a PBX or a SIP service) must be reachable from the Internet. This is required in order to allow the Bria Push servers to register to your SIP server and receive calls from your SIP server.

If your SIP server is running inside a restricted network of an organization

You must do both:

- a. set the SIP Proxy setting which is a separate item from the one configured as part of regular SIP settings.
- b. provide access to the Bria Push servers CounterPath has deployed. See the [Bria Push Checklist](#) for a list of IP address and DNS names used by the Bria Push Service. Note that this information may change over time; customers should monitor the content.

If you are not sure about the network you are using

Verify the SIP server reachability by testing if the Bria client can register to the SIP server, with the Bria Push Service **disabled**, in the following networks:

- from a Wi-Fi network that is not associated with your own corporate/home network, such as a coffee shop or public library, and
- from an LTE / 4G mobile network. Make sure to disable the Wi-Fi network on the mobile device.

This test is effective when verifying the SIP server reachability because the Bria client registering from an unknown IP address simulates the interaction of CounterPath Push servers with the customer's SIP server.

- CounterPath Push server reachability from the Bria clients

Ensure that their mobile devices are on a network that allows them to communicate with the Bria Push Service. Try the **Test Push Service** button in **Settings > Accounts - Bria Push Service** with the SIP account enabled and registered. If the test is successful, your device is able to communicate with the Bria Push server and your device is able to receive push notifications

- Google FCM reachability from the Bria clients

Google requires a set of ports to be open in your firewall. If you have a restricted network, see [Google FCM](#) to make sure the traffic is allowed. The **Test Push Service** button can verify this.

- SIP server capabilities: single registration vs multiple registrations

One critical item to understand about a SIP server is if it supports a single registered client per configured SIP account or line. Different manufacturers, software providers, and Unified Communications Services use different terminology for this capability.

- a. If you can only use one SIP device at a time, then CounterPath classifies this as supporting a single registration. In Bria Push configuration, the registration mode should be either **Single Device Emulation** or **Single Device Takeover**. Try **Single Device Takeover** unless **Single Device Emulation** is already working for you. It might require some testing to figure out which is better for your deployment.
- b. If you can use multiple SIP devices at the same time and specifically receive calls on all devices for a single inbound call (meaning that all devices are able to maintain a registration and the SIP server supports call forking), then CounterPath classifies this as supporting multiple registrations. The registration mode should be either **Standard** or **Continuous**. Try **Continuous** unless **Standard** is already working for you. It might require some testing to figure out which is better for your deployment.

- SIP server capabilities: setting Contact URI

The SIP server should map the SIP Address-of-Record (AOR) to the Contact URI when sending the INVITE. The Bria Push server generates a unique Contact URI for each SIP account on each device the account is registered on. The Bria Push server uses this unique Contact URI to determine where to send the push notification for the incoming call. If the SIP server does not pass the unique Contact URI to the Bria Push server in the INVITE, it is likely that the device will not get a

push notification for the incoming call because the Bria Push server cannot identify a unique SIP account to route the incoming call.

More details

The Bria Push server sets this unique Contact URI in the REGISTER message when registering with the SIP server. For the best interoperability, when the SIP server notifies the Bria Push server of an incoming call, the SIP server should set the Request-URI of the INVITE message to be the same value as the Contact header as specified by the Bria Push server in the REGISTER message. If you think this might be the cause of your issue, try changing the settings for **Disable Hash Token** and **Insert RInstance**.

- Permissions for push notifications on user's device

Make sure the user has given a permission to receive push notifications on their device. This can be controlled in the same way as you give a permission for the mobile device to access the microphone, camera, contacts etc.

Common issues

Missed Incoming calls

This is one of the most common issues when testing the Bria client on mobile devices with or without using push notifications. Make sure:

- Push notifications are enabled in the SIP account on the Bria client.
- The user has given a permission to receive push notifications on the device.
- Your SIP servers can be reached from the Internet, such as a coffee shop or public library. Try registering to the SIP server with push notifications **disabled** in such a location using Wi-Fi and/or a mobile data network.
- The Bria client can reach the CounterPath push servers from behind any firewalls. Try the **Test Push Service** button on the Bria client.
- Check if your SIP server cancels the incoming call because it does not receive a 180 RINGING message back from the Push server within an expected period of time. If this is the case, turn on the **Auto Send 180 Ringing** setting (one of the Bria Push advanced settings), or review configurations on your SIP server to increase the interval in which a 180 RINGING is expected.
- Review the [Bria Push Checklist](#).

No audio or one-way audio

In the CounterPath's experience, no audio or one-way audio has not been related to the Bria Push Service.

Try calling to and from the Bria client while it is in the foreground, which does not leverage the Bria Push Service. If you still experience no audio or one-way audio while the client is in the foreground, it means that the issue is outside the scope of the Bria Push Service and that it is likely related to a configuration in the SIP network or interaction between Bria and the SIP server. Try solving the issue with push notifications disabled. After addressing the issue, try testing push notifications again.

Logs and traces

- **SIP trace from the SIP server**

Not required, but having a SIP trace from your SIP server is beneficial. A SIP trace provides information needed to understand the interaction between the Bria client, the push servers, and the SIP server.

Some SIP platforms and providers provide a view of the SIP registration status. This capability can be helpful to determine if the Bria Push Service is able to register on behalf of the Bria client.

- **Client trace from the Bria client**

CounterPath provides the capability for the user to send the device log from the Bria client to CounterPath Support.

Data Collected by Bria for Android

Bria collects anonymized data which the end user has an option to opt out. None of this is for advertising purposes but rather to better understand our customer's usage of the app. To opt out, go to BriaSettings > Advanced Settings > Application Logging and deselect Share Anonymous Usage Data.

CounterPath also collects anonymized crash data through Google Firebase and Microsoft's App Center.

Data collected by Bria also depends on the features you have purchased or enabled in the app.

- Diagnostic logs

Diagnostic logs are *not* anonymized, and are only sent upon explicit action by the end user, usually on request by Customer Support in order to troubleshoot the issue the user is experiencing.

- IM Sync

Data collected by Bria

The Bria Android app collects some data types. All of the user data collected is encrypted in transit.

Collaboration provides a way for users to request that their data is deleted as stated in [Privacy Policy](#).

A. Personal info > User IDs

Collected, but not shared

Not processed ephemeraly

Data collection is required (users can't turn off this data collection)

Collected for: App functionality, Analytics, Developer communications, Fraud prevention, security, and compliance, Personalization, Account management

B. Messages > SMS or MMS

Collected, but not shared

Not processed ephemerally

Data collection is required (users can't turn off this data collection)

Collected for: App functionality, Analytics

C. Messages > Other in-app messages

Collected, but not shared

Not processed ephemerally

Data collection is required (users can't turn off this data collection)

Collected for: App functionality, Analytics, Developer communications

D. Photos and videos > Photos

Collected, but not shared

Not processed ephemerally

Users can choose whether this data is collected

Collected for: App functionality

E. Photos and videos > Videos

Collected, but not shared

Not processed ephemerally

Users can choose whether this data is collected

Collected for: App functionality

F. Audio files > Voice or sound recordings

Collected, but not shared

Not processed ephemerally

Users can choose whether this data is collected

Collected for: App functionality

G. Audio files > Music files

Collected, but not shared

Not processed ephemerally

Users can choose whether this data is collected

Collected for: App functionality

H. **Audio files > Other audio files**

Collected, but not shared

Not processed ephemeraly

Users can choose whether this data is collected

Collected for: App functionality

I. **Files and docs > Files and docs**

Collected, but not shared

Not processed ephemeraly

Users can choose whether this data is collected

Collected for: App functionality

J. **App activity > App interactions**

Collected, but not shared

Not processed ephemeraly

Users can choose whether this data is collected (From the Bria app > **Settings** > **Advanced Settings** > **Share Anonymous Usage Data**)

Collected for: App functionality, Analytics

K. **App info and performance > Crash logs**

Collected, but not shared

Not processed ephemeraly

Data collection is required (users can't turn off this data collection)

Collected for: App functionality, Analytics

L. **App info and performance > Diagnostics**

Collected, but not shared

Not processed ephemeraly

Users can choose whether this data is collected (From the Bria app > **Settings** > **Advanced Settings** > **Send Log**)

Collected for: App functionality, Analytics

M. **Device or other IDs > Device or other IDs**

Collected, but not shared

Not processed ephemerally


Data collection is required (users can't turn off this data collection)

Collected for: App functionality, Analytics, Fraud prevention, security, and compliance, Account management

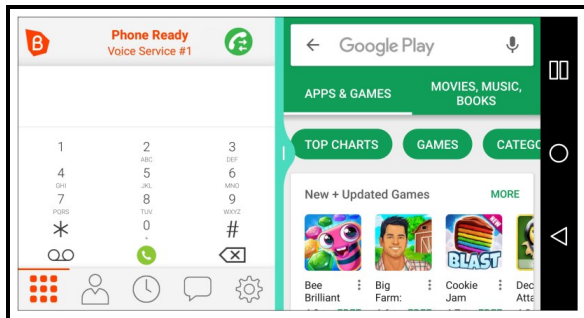
Android multi-window support

Bria has multi-window support on devices running Android 7 (Nougat) or higher. While using Bria, you can display a second app on your Android device. The apps appear side-by-side or one-above-the-other. The second app must be open so it will show in the recent apps and must also support multi-window.


To use multi-window view

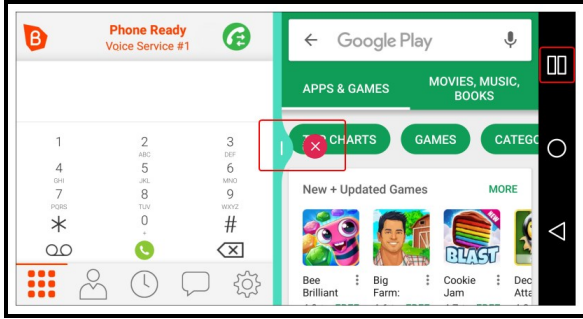
1. With Bria in the foreground, tap the Android **Overview** button.
2. Tap  **Multi-window** beside Bria.
3. Tap the second app that you want to display.

Both apps are displayed on your Android device.



To end multi-window view

- Long-press  **Multi-window**.
- Tap the center of the green bar that divides the screen and tap **Close**.



Bria is displayed on the full screen.

Release Notes

Bria for Android 6.10.3 (January 19, 2023)

Resolved issues

- Fixed an issue where Bria on Samsung Galaxy Tab A8 stopped working.
- Other stability improvements and fixes.

Known issue in Bria Android 6.10.2

Some users have reported that when a Galaxy watch is paired with a Samsung device running Android 13, they experience choppy audio with Bria.

If you experience this issue, we recommend enabling **Native Integration** in Bria even though you are not using the Galaxy watch for Bria calls. **Native Integration** can be found under **≡ Menu > Settings > Preferences**.

Expected behavior

Permission for call recording

If you see a dialog asking to give Bria permission to record a call, answer **Yes** even if you do not intend to record calls. This dialog is actually asking for permission to access your microphone for making calls, not necessarily for recording. Calls will be recorded if you manually start recording during a call, or if you enable **Settings > Preferences > Auto Record Calls**.

Bluetooth issues on Android devices

There are known issues in Android OS regarding Bluetooth audio support for third party applications such as Client. The list of open issues is available at [Open Source Project - Issue Tracker](#).

Heads-up notifications disabled in Xiaomi and Huawei devices

Users of Xiaomi and Huawei devices with EMUI or MIUI firmware are unable to answer incoming calls using heads-up notifications. Heads-up notifications are disabled for all Xiaomi and Huawei devices with EMUI and MIUI stock ROM.

Notifications on Samsung EDGE devices

When using a Samsung EDGE device with the Edge Lighting feature enabled, notifications do not show the **Answer** and **Decline** buttons - users have to open the notification to answer the call. Disable **Preferences > Use heads-up notification for incoming calls**.

Incoming native call causing volume changes

On some Android phones, the remote party on a Bria call experiences a decrease in audio volume when there is an incoming native Android call. This is caused by the Android OS reducing outgoing call volume.

Known issues

Video call issues

If the remote party tries to add video to an audio call on your Team Voice account, the call is dropped. If the caller tries to add video to an audio call, the call remains as an audio call. In order to use video, place the call as a video call.

Notification channel only supports text tones

On devices running Android 8 Oreo and above, there is a **known Android issue** where users can only select a text tone and not a ring tone for incoming calls using notification channels. To provide support for users without the ability to assign a ring tone, Bria uses a custom ringtone for incoming calls. For users that do have access to ring tones in notification channels, you can still change the ringtone for incoming Bria calls.

Previous Android releases

Bria for Android 6.10.2 (December 1, 2022)

[Click here to see details.](#)

Resolved issues

- Fixed an issue on the in-call screen where the Contacts button beside the caller's display name did not appear even though the contact was saved in the local / native contacts list. This issue was observed for outgoing calls. Now the Contacts button appears on both incoming and outgoing calls as long as the contact exists in the native contacts list with the matching softphone number.
- Fixed an issue where long-tapping on history record stopped Bria from working.
- Fixed an issue on UI where the account status message did not appear when network was disabled on the device.
- Multiple stability fixes.

Bria for Android 6.10.1 (November 4, 2022)

[Click here to see details.](#)

Android 13 Support

Bria app version 6.10.1 includes Android 13 support.

Updates: Picture-in-picture on Android 13

With this app version, picture-in-picture is enabled again on Android 13 devices. Bria now shows the correct image when the device is in the portrait mode; however, you will not see picture-in-picture **in landscape** after navigating away from the call screen. Use a call head instead to go back to the Bria call screen.

Resolved issues

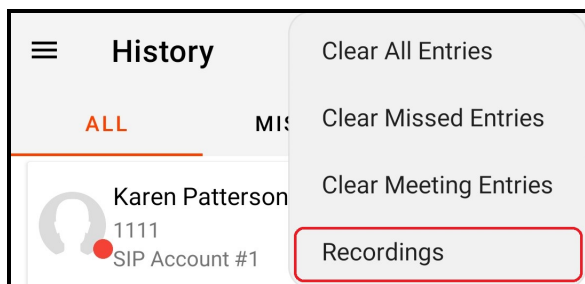
This version contains improvements to the overall stability and performance of Bria and miscellaneous bug fixes.

Bria for Android 6.9.3 (September 29, 2022)

[Click here to see details.](#)

New Recordings page via the History tab

Bria now has a new page listing all the call recording files stored on your device. Previously in order to listen to a recording, you needed to scroll down the call history to find the entry. Some users found it hard or impossible to locate one if the call history has many entries. To open the **Recordings** page, go to the **History** tab, tap **: More Options > Recordings**, then you will see a list of recordings.



Resolved issues

- Fixed an issue on tablet where it was unable to enter a room name when creating a new chatroom.

Bria for Android 6.9.2 (August 25, 2022)

[Click here to see details.](#)

Resolved issues

- Fixed an issue where the **Share Anonymous Usage Data** option chosen by the user on fresh install was not honored.
- Fixed an issue where an incoming call via Bria Push was terminated after ringing.
- Fixed an issue with SIP registration errors reported by our beta user on the beta version of Bria 6.9.2.

Bria for Android 6.9.1 (July 27, 2022)

[Click here to see details.](#)

Resolved issues

- Fixed an issue where users could not type a message after opening the message tab from a locked screen. The compose field showed a message "Keyguard is enabled, no typing allowed".

Bria for Android 6.8.3 (June 23, 2022)

[Click here to see details.](#)

Resolved issues

- Fixed an issue with devices on ColorOS/OxygenOS, such as OnePlus and OPPO Find X3 Pro, where screen flickers during a call. (Ticket # 61715/63187/63554/65280/65891/66819)

Bria for Android 6.8.2 (May 26, 2022)

[Click here to see details.](#)

Resolved issues

- Fixed an issue with installation where a Bluetooth permission dialog appeared and prevented a user from moving to the next screen.
- Fixed an issue where Bria had a problem with accepting an encrypted incoming call.

Bria for Android 6.8.1 (April 28, 2022)

[Click here to see details.](#)

Resolved issues

- Fixed an issue with a ring group "Call Completed Elsewhere" feature where Bria displayed a call as a missed call even though the call was completed elsewhere.

Bria for Android 6.7.3 (March 25, 2022)

[Click here to see details.](#)

Battery optimization improvement on Android 12

A customer reported high battery consumption even with Bria Push enabled. This version includes changes aiming to solve this issue on Android 12. Contact Customer Support if you still experience an issue.

UI changes

This version includes minor UI changes to align with Desktop and iOS apps.

- The menu to start Collaboration calls has been changed from **Conference Call** to **Meeting**. The functionality stays the same.
- The Android app now presents the call forwarding indicator in the same way as the iOS app.

Resolved issues

- Fixed an issue where a password was visible in ADB logcat.

Bria for Android 6.7.2 (February 25, 2022)

[Click here to see details.](#)

Auto Answer Timer

You can configure Bria to wait before automatically answering incoming calls. Go to **Preferences > Auto Answer After**. By default, auto answer is disabled and the timer is set to 3 seconds.

Resolved issues

This version contains improvements to the overall stability and performance of Bria and miscellaneous bug fixes.

Bria for Android 6.7.1 (January 27, 2022)

[Click here to see details.](#)

Changes in system requirements

Dropped Android 6 and 7 support. This version of Bria runs on Android 8+ devices.

Dark mode support for Android 10+

Bria supports dark mode on Android 10+ devices. Open Bria and go to **Preferences**, scroll down to the bottom, and use **Display Theme** to change between light, dark, and System default.


Resolved issues

- The **SIP Proxy** setting for Bria Push is visible again under the SIP account section.

Bria for Android 6.6.3 (December 16, 2021)

[Click here to see details.](#)

Improvements and changes

- Improved permission handling on Android 11+. The app now asks for the microphone permission when needed even after a user taps **Deny** more than once. This improvement helps users who accidentally denied the microphone permission without realizing it is required for a phone call.
- The Collaboration Management User Portal page now appears right under the  **Menu** icon instead of under the **Settings** page for quicker access.

Resolved issues

This version contains improvements to the overall stability and performance of Bria and miscellaneous bug fixes.

Bria for Android 6.6.2 (November 18, 2021)

[Click here to see details.](#)

New features

- Android 12 support

Resolved issues

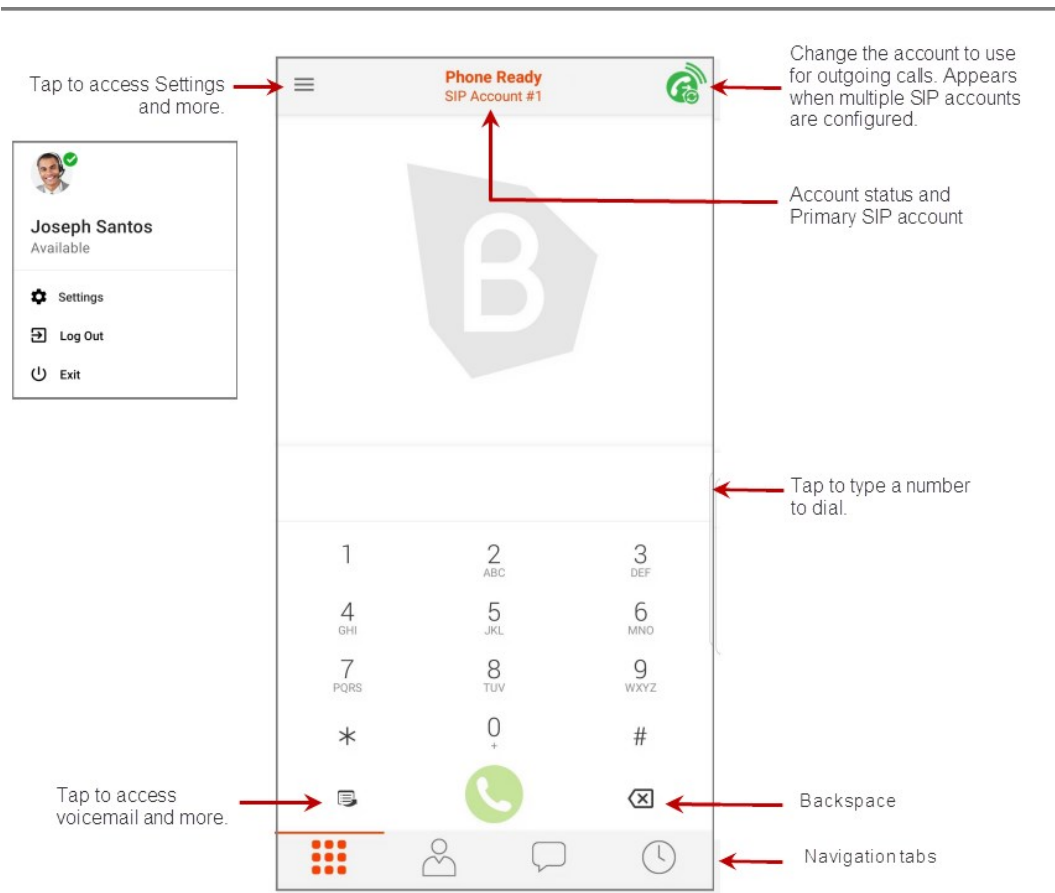
- Fixed an issue where a login password was logged as plain text in one of the log files. Now the login password is masked with * (an asterisk).

Bria for Android 6.6.1 (October 14, 2021)

[Click here to see details.](#)

New menu for Settings and Logging out

This version introduces the new **Menu** at the top left corner, so the user's Presence, Settings, Log Out, and Exit options can be accessed from anywhere in the app.



Resolved issues

- Fixed an issue where a chromebook user could not place a call.

Bria for Android 6.5.4 (August 26, 2021)

[Click here to see details.](#)

Resolved issues

- Dialing someone from **Favorites** now uses a dial plan if dial plan is configured.
- Resolved an issue where Bria failed to show a notification for a message which arrived while the recipient was offline.
- Resolved an issue where the preference **Default Account for History** was not honored.

Bria for Android 6.5.3 (July 29, 2021)

[Click here to see details.](#)

Resolved issues

- Microphone does work now even when the Bria app is in the background.
- The notification for an incoming call is now accessible even when the device is locked.
- Calls can now be made using Bria on Chromebooks with Chrome OS that emulates Android OS 10 or higher.

Bria for Android 6.5.2 (June 29, 2021)

[Click here to see details.](#)

Changes in Telecom Framework Integration

In **Preferences**, the **Use Native Dialer** option has been removed under Telecom Framework native integration. SIP calls will be made using Bria rather than native dialer.

Resolved issues

- A fix for an issue where contact suggestions are not visible on the dialpad while typing. This issue is observed when moving back to the dialer tab from other tabs on Bria version 6.5.1.
- A fix for a broken link in file transfer.
- A fix for the voicemail count icon disappearing after declining an incoming call.
- Adjusted the size of the green Call button on dialpad.

Bria for Android 6.5.1 (June 1, 2021)

[Click here to see details.](#)

Improvements

- **Favorite sorting:** Favorites are sorted alphabetically instead of by date added.
- **Chat Room improvement:** The chat room threads are now automatically refreshed when opened so that users do not need to manually refresh it. With this change, notifications for unread messages are synced among devices. If you have multiple

devices and read a message in a Chat Room on one device, notifications on the rest of your devices will be removed.

- On the Login screen, the **Keep Password** option has been changed to **Remember Login** which now controls both login username and password. This change aligns the behavior between desktop and mobile clients.

Resolved issues

- Voicemail: voicemail notifications will now update after the first login.
- Permissions: the app no longer asks for the External Storage permission when accessing the Photo Gallery, sending files, and taking an avatar photo.
- File Transfer: PDF and MP4 files will now open when sent via File Transfer.
- Collaboration meeting: When a user joins a meeting on Chromebooks, their avatar will now appear in the participant list.
- UI: Increased font size for the banner "Your video is not sent".

Bria for Android 6.4.3 (April 26, 2021)

[Click here to see details.](#)

New features and Changes

- Permissions: Changes required by Google for storage access permissions on Android 11.
- New preference - **Show account name on heads-up notification**
This helps you identify which SIP account is receiving the incoming call.
- **Collaboration improvements**
 - Ability for the Host to change conference resolution during session.
 - Ability to detect the user's app language and play the audio greetings in the same language.

Resolved issues

This version contains improvements to the overall stability and performance of Bria and miscellaneous bug fixes.

Bria for Android 6.4.2 (March 15, 2021)

[Click here to see details.](#)

New features

Join muted option on Android phones for Collaboration conferences

Added a new option to Android phones to join a conference with your Speaker muted. To enable this option, go to Bria > **Settings** > **Conferences** and enable **Mute Speaker When Joining**.

Resolved issues

There have been improvements to the overall stability and performance of Bria, such as:

- a change for the font color of links in the Instant Messages, to be more visible against the background color.
- a fix for the Collaboration feature where multiple websocket connections were observed when the device had no internet connection.

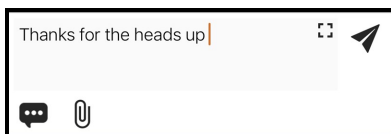
If you continue to encounter a resolved issue, or if you have a new issue, please report it to the [CounterPath Support Center](#).

Bria for Android 6.4.1 (February 8, 2021)

New features

Messaging improvements

- A bigger text area for writing a message. Note the expand icon to make it even bigger.



- Typing indicator when someone is typing into a chat room or 1:1 message thread.



- Easier navigation for unread messages: when a user taps the **Messaging** panel, Bria displays the tab with the unread messages.
- The Buddies list on the Contacts tab now is called **Roster**.

Anonymous usage data collection

When starting this version of Bria, it asks for anonymous usage data collection. Bria collects usage data in order to improve the quality and performance of CounterPath products. None of the information being collected is personally identifiable. To opt-out, you can select **Decline** at the startup, or go to **Settings > Advanced Settings**, and turn off **Share Anonymous Usage Data**.

Join muted option for Collaboration conferences

Added a new option to join a conference with your microphone muted. To enable this option, go to Bria > **Settings > Conferences** and enable **Mute Mic When Joining**.

HD Video Resolution

Added a new option for 480P, which uses 848 x 480 pixels.

More changes

- A new preference for incoming call notifications: you can display the phone number / SIP username along with the display name. Off by default. Enable the **Show Number in Notification** setting under **Preferences** to show the number.
- Added a pop-up for a microphone permission to remind end users that Bria needs to access their microphone for making and receiving calls. This aims to solve the issue where end users deny the permission by selecting **Deny and don't ask again**.
- Diagnostics logs size has been increased.

Resolved issues

Stability and performance improvements

This version contains improvements to the overall stability and performance of Bria and miscellaneous bug fixes.

Please report any issues to the [CounterPath Support Center](#).

Expected behavior

Permission for call recording

If you see a dialog asking to give Bria permission to record a call, answer **Yes** even if you do not intend to record calls. This dialog is actually asking for permission to access your microphone for making calls, not necessarily for recording. Calls will be recorded if you manually start recording during a call, or if you enable **Settings > Preferences > Auto Record Calls**.

Bluetooth issues on Android devices

There are known issues in Android OS regarding Bluetooth audio support for third party applications such as Client. The list of open issues is available at [Open Source Project - Issue Tracker](#).

Heads-up notifications disabled in Xiaomi and Huawei devices

Users of Xiaomi and Huawei devices with EMUI or MIUI firmware are unable to answer incoming calls using heads-up notifications. Heads-up notifications are disabled for all Xiaomi and Huawei devices with EMUI and MIUI stock ROM.

Notifications on Samsung EDGE devices

When using a Samsung EDGE device with the Edge Lighting feature enabled, notifications do not show the **Answer** and **Decline** buttons - users have to open the notification to answer the call. Disable **Preferences > Use heads-up notification for incoming calls**.

Incoming native call causing volume changes

On some Android phones, the remote party on a Bria call experiences a decrease in audio volume when there is an incoming native Android call. This is caused by the Android OS reducing outgoing call volume.

Known issues

Video call issues

If the remote party tries to add video to an audio call on your Team Voice account, the call is dropped. If the caller tries to add video to an audio call, the call remains as an audio call. In order to use video, place the call as a video call.

Notification channel only supports text tones

On devices running Android 8 Oreo and above, there is a **known Android issue** where users can only select a text tone and not a ring tone for incoming calls using notification channels. To provide support for users without the ability to assign a ring tone, Bria uses a custom ringtone for incoming calls. For users that do have access to ring tones in notification channels, you can still change the ringtone for incoming Bria calls.

Screen doesn't wake on incoming calls

This is a **known issue** for some devices running Android 6 (Marshmallow) or lower where the screen remains off when receiving a call. Double tap the screen to wake the phone and answer the call.

Opening Bria from a notification - Android 7.0

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Bria for Android 6.3.4 (November 20, 2020)

Improvements

- A new setting has been added to disable the shush gesture. **Flip to silence ringer** can be found under **Preferences > Incoming Call**.
- Mute when face down improvements - two scenarios are supported: 1) a native incoming call answered via heads-up notification, 2) a call merged into a local conference.
- Removed the CIF option (352x288) from Video resolution preferences. With this change, the lowest option available is VGA.
- On the Messaging tab, the **People** section has been changed back to the **IM** section.

Resolved issues

There have been improvements to the overall stability and performance of Bria, such as:

- a fix for a call-in-progress notification that persists even after the call ended
- a fix for an error in Traditional Chinese localization.

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Expected behavior

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Bria for Android 6.3.2 (October 8, 2020)

Improvements

- PiP (Picture in picture) support on Android 11
- Mute when face down improvements - playing audio announcement when the device is placed face down.
- When creating a contact from Call Log, the phone number type is now set to Main (instead of Softphone). This change aligns the behavior of Bria iOS and Android.
- Bria Push Improvements in handling push subscriptions between Bria and the Bria Push server when the app is in the Continuous mode.

Resolved issues

There have been improvements to the overall stability and performance of Bria, such as:

- a fix for an issue where sending log fails for a new domain
- a fix for file transfer file picker not showing the full storage on the device.

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Expected behavior

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Bria for Android 6.3.1 (September 8, 2020)

New features

More languages

New languages have been added: Traditional Chinese and Polish.

Ringtone selection

Bria now has the ability to change your ringtone for incoming calls. Go to **Preferences > Incoming Call > Ringtone**.

Native integration improvement

A new setting to use the native dialer UI for dialing out SIP calls. Under **Preferences > Telecom Framework > Use Native Dialer**. A reminder that native integration requires Android 8.0+, and not supported on Chromebooks.

The Softphone field in contacts allows the + symbol

The + symbol is now allowed in the **Softphone** field in contacts, which aligns with the behavior of Bria on Desktop.

Changes

- **Change in making a call from the History tab**

When a user makes a call from the **History** tab, Bria previously used either the SIP account that received the call as a dial out account, or the default account if the preference **Default Account for History** was enabled. What is new here is that if the SIP account that received the call has been deleted by the time a user decided to call back from the history, Bria uses the default account regardless of **Default Account for History**. This was introduced to due a customer report.

- Settings have been reorganized and aligned between Bria iOS and Android clients. Under **Preferences**, and **Advanced Settings**.

Resolved issues

Stability and performance improvements

This version contains improvements to the overall stability and performance of Bria and miscellaneous bug fixes.

Please report any issues to the [CounterPath Support Center](#).

Expected behavior

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Bria for Android 6.2.3 (July 22, 2020)

Improvements

Contact search

Previously Bria found contact names by searching only the first word in the First Name and Last Name fields. Now Bria searches all the words in these fields, which should bring up more contacts that weren't found in the previous versions.

Resolved issues

There have been improvements to the overall stability and performance of Bria, such as:

- A fix for a call history issue
- A fix for a 1:1 messages synchronization issue

If you continue to encounter a resolved issue, or if you have a new issue, please report it to the [CounterPath Support Center](#).

Expected behavior

Permission for call recording

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Bria for Android 6.2.2 (June 30, 2020)

New features and improvements

New preference for muting

A new preference has been added to automatically mute your voice when the device is placed face down during a call (audio, video, and Collaboration meeting). Go to Bria's **Settings > Preferences > Mute when face down**.

Improvements on native integration

This version includes various improvements on Telecom Framework integration. Please upgrade to this version if you are using this feature, and give us feedback. As a reminder:

- This feature is not supported in Chromebooks, and requires Android 8.0+.
- This feature is off by default. To turn this on, go to **Settings > Preferences > Native Integration**.

Resolved issues

There have been improvements to the overall stability and performance of Bria, such as:

- A fix for the audio routing issue where Bria only uses speaker and not the internal microphone after a Bluetooth headset is disconnected.
- A fix for a call termination when R Instance is enabled
- A fix for push registration handling for the Single Device Emulation mode

If you continue to encounter a resolved issue, or if you have a new issue, please report it to the [CounterPath Support Center](#).

Expected behavior

Permission for call recording

If you see a dialog asking to give Bria permission to record a call, answer **Yes** even if you do not intend to record calls. This dialog is actually asking for permission to access your microphone for making calls, not necessarily for recording. Calls will be recorded if you

manually start recording during a call, or if you enable **Settings > Preferences > Auto Record Calls**.

Bluetooth issues on Android devices

There are known issues in Android OS regarding Bluetooth audio support for third party applications such as Client. The list of open issues is available at [Open Source Project - Issue Tracker](#).

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Notification channel only supports text tones

On devices running Android 8 Oreo and above, there is a [known Android issue](#) where users can only select a text tone and not a ring tone for incoming calls using notification channels. To provide support for users without the ability to assign a ring tone, Bria uses a custom ringtone for incoming calls. For users that do have access to ring tones in

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Bria for Android 6.2.1 (May 28, 2020)

System requirement changes

- Dropped support for Android Lollipop (5.x). Bria now requires Android 6.0+.

New features and improvements

Native integration

Bria now supports Telecom Framework Integration which allows you to:

- Answer or decline an incoming call by pressing the button on a Bluetooth device, or by talking (if supported by Bluetooth devices).
- End a call by pressing the button on a Bluetooth device.

Note that if you mute using a Bluetooth device, the call gets muted but the Bria screen shows unmute. This is a limitation by Android OS.

- Receive and answer a Bria incoming call while you already have a native call.

When Native Integration is disabled, an incoming call to Bria receives a busy tone because you already have an ongoing native call.

This feature is not supported in Chromebooks, and requires Android 8.0+.

This feature is off by default. To turn this on, go to **Settings > Preferences > Native Integration**.

Call forwarding per account

You can now configure call forwarding per SIP account as well as globally on all SIP accounts on Bria. When both are enabled, the global call forwarding takes effect.

- The per-account settings are under **Settings > Account (SIP) > Call Forwarding**.
- The global settings are under **Settings > Preferences**.

New preference for outgoing calls

Bria has a new preference for dialing from **History** if multiple SIP accounts are configured. You can use either the default (primary) account or the account that received the call.

Change the preference from **Settings > Preferences > Default Account for History**.

Resolved issues

There have been improvements to the overall stability and performance of Bria, such as:

- The **Enable PRACK** setting now can be applied via provisioning refresh. Previously changing this setting required to restart the client in order to take effect.
- Previously dial plans were applied only to the calls made using the dialpads. This version includes a fix so it also applies to the numbers saved in your Contacts or Call Logs.

If you continue to encounter a resolved issue, or if you have a new issue, please report it to the [CounterPath Support Center](#).

Expected behavior

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Bria for Android 6.1.1 (February 3, 2020)

New features and improvements

Display name value

The display name field now allows the plus (+) character.

Resolved issues

There have been improvements to the overall stability and performance of Bria, such as:

- The LDAP query search pattern has been aligned with the Desktop clients.
- An error occurred while joining a collab session. This has been resolved.

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Bria for Android 6.0.2 (November 9, 2019)

New features and improvements

Call History Sync

With Call History Sync, when a user enables their SIP account on multiple devices, the user sees a consistent call log history on all of their devices. For example, a user answers a call on a Windows computer, then sees on an iPhone that the call was answered on another device.

For more information, see [Call History Sync](#).

Call blocking

With this feature, Bria 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. This list is stored locally on your device; if you have Bria installed on multiple devices, you need to set this feature manually on each device.

For more information, see [Enabling Call Blocking](#).

Client-side auto answer

With this feature, Bria automatically answers an incoming call as soon as the call comes in.

Client-side auto answer can be enabled from **Preferences > Auto Answer Calls**.

Ability to add a description of an issue

Bria now allows you to add a description of an issue when you send a log to CounterPath Support.

Various improvements

- Push improvements
- Improvements in handling of device ID for Android 10

Resolved issues

Stability and performance improvements

This version contains improvements to the overall stability and performance of Bria and miscellaneous bug fixes.

Please report any issues to the [CounterPath Support Center](#).

Expected behavior

Permission for call recording

If you see a dialog asking to give Bria permission to record a call, answer **Yes** even if you do not intend to record calls. This dialog is actually asking for permission to access your microphone for making calls, not necessarily for recording. Calls will be recorded if you manually start recording during a call, or if you enable **Settings > Preferences > Auto Record Calls**.

Bluetooth issues on Android devices

There are known issues in Android OS regarding Bluetooth audio support for third party applications such as Client. The list of open issues is available at [Open Source Project - Issue Tracker](#).

Heads-up notifications disabled in Xiaomi and Huawei devices

Users of Xiaomi and Huawei devices with EMUI or MIUI firmware are unable to answer incoming calls using heads-up notifications. Heads-up notifications are disabled for all Xiaomi and Huawei devices with EMUI and MIUI stock ROM.

Notifications on Samsung EDGE devices

When using a Samsung EDGE device with the Edge Lighting feature enabled, notifications do not show the **Answer** and **Decline** buttons - users have to open the notification to answer the call. Disable **Preferences > Use heads-up notification for incoming calls**.

Incoming native call causing volume changes

On some Android phones, the remote party on a Bria call experiences a decrease in audio volume when there is an incoming native Android call. This is caused by the Android OS reducing outgoing call volume.

Known issues

Video call issues

If the remote party tries to add video to an audio call on your Team Voice account, the call is dropped. If the caller tries to add video to an audio call, the call remains as an audio call. In order to use video, place the call as a video call.

Notification channel only supports text tones

On devices running Android 8 Oreo and above, there is a **known Android issue** where users can only select a text tone and not a ring tone for incoming calls using notification channels. To provide support for users without the ability to assign a ring tone, Bria uses a custom ringtone for incoming calls. For users that do have access to ring tones in notification channels, you can still change the ringtone for incoming Bria calls.

Screen doesn't wake on incoming calls

This is a **known issue** for some devices running Android 6 (Marshmallow) or lower where the screen remains off when receiving a call. Double tap the screen to wake the phone and answer the call.

Opening Bria from a notification - Android 7.0

Some users on Android 7.0 may encounter difficulty opening Bria from the tray notification. In this case, please use the launcher icon to access the app.

Bria for Android 5.7.2 (Sept 18, 2019)

New features and improvements

Low Latency Mode

The **Low Latency Mode** setting has been added to **Advanced Settings - Advanced Media Options**. The new setting appears when **Use AudioTrack** is enabled. This setting is enabled by default for devices running Android 8 or lower.

While lower latency is desirable, enabling this setting on newer devices running Android 9 or higher may cause audio to be distorted or missing. On devices running Android 9, this setting is disabled by default.

Resolved issues

There have been improvements to the overall stability and performance of Bria, such as:

Android 10 incoming calls

Some users running Android 10 may have had an issue where there was no incoming call screen when Bria was running in the background. This issue has been fixed in this release.

If the **Display over other apps** setting is disabled and the device is locked, the user needs to double tap on the incoming call notification to show the incoming call screen.

Push improvements

This release contains improvements to the Bria Push Service.

If you continue to encounter a resolved issue, or if you have a new issue, please report it to the [CounterPath Support Center](#).

Expected behavior

Permission for call recording

If you see a dialog asking to give Bria permission to record a call, answer **Yes** even if you do not intend to record calls. This dialog is actually asking for permission to access your microphone for making calls, not necessarily for recording. Calls will be recorded if you manually start recording during a call, or if you enable **Settings > Preferences > Auto Record Calls**.

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Known issues

Video call issues

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Notification channel only supports text tones

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Bria for Android 5.6.2 (July 18, 2019)

New features and improvements

Choose caller ID source for incoming calls

The **Match Contacts for Caller-ID** setting was added to **Preferences - Incoming call**.

If you want Bria to try to match incoming calls to your **Contacts** and use the **Display Name** for the caller ID, select this setting. If Bria finds a matching contact, the contact's **Display Name** is used. If there is no match, Bria uses the information in the SIP header.

If you would prefer to see the SIP information on the caller ID, clear this setting.

Resolved issues

There have been improvements to the overall stability and performance of Bria, such as:

Registration improvements

This version of Bria contains numerous registration improvements.

Incoming call notification improvements

Improvements have been made for incoming call notifications. Clearing your notification drawer no longer rejects incoming calls. A new setting has been added for incoming call notifications for WearOS users. You can enable **WearOS notifications** in **Preferences - Notifications**. With this setting enabled, clearing the notification does not reject the call.

One-way audio with Android 9

Some users experienced one-way audio on some devices running Android 9. This has been fixed in this version.

If you continue to encounter a resolved issue, or if you have a new issue, please report it to the [CounterPath Support Center](#).

Expected behavior

Permission for call recording

If you see a dialog asking to give Bria permission to record a call, answer **Yes** even if you do not intend to record calls. This dialog is actually asking for permission to access your microphone for making calls, not necessarily for recording. Calls will be recorded if you manually start recording during a call, or if you enable **Settings > Preferences > Auto Record Calls**.

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Bria for Android 5.6.1 (June 4, 2019)

New features and improvements

64-bit support

Bria now has 64-bit support which improves performance on 64-bit Android devices.

Access roster information when XMPP account is offline

In the past, if your XMPP account was not registered, you could not see your XMPP Buddy information. Now, roster information is available. You cannot send users an IM and their presence shows as unknown when your XMPP account is not registered, but you can access their contact information, and, if your SIP account is registered, you can attempt to phone your Buddies.

Chat room improvements

This release contains a number of improvements for chat rooms. Some of these improvements are:

- Any member of a public chat room can invite new members.
- The **Room Owner** of a private chat room can remove participants.
- Chat rooms can be searched by **Description**.
- In the **Rooms** list, Bria displays the last message viewed instead of the date you joined or created the room.
- Notifications show the name of the chat room as well as the name of the person who sent the message.

New calling features

Disable Call Waiting, Turn Letters to Numbers, and Hide My Number have been added. You can enable these features in **Settings > Preferences**. For more information, see [Disabling call waiting](#), [Changing letters to number](#), and [Hiding your identity](#) in the User Guide.

Insider Program update

Collaboration is no longer part of the Insider Program and has been added to the Bria Pro subscription. The ability to add your G-Suite account remains part of the Insider Program.

Resolved issues

Stability and performance improvements

This version contains improvements to the overall stability and performance of Bria and miscellaneous bug fixes.

Please report any issues to the [CounterPath Support Center](#).

Expected behavior

Permission for call recording

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Bria for Android 5.5.4 (April 4, 2019)

New features and improvements

Chromebook Ethernet connectivity

When trying to log in to Bria, some Chromebooks did not recognize there was an Internet connection when Ethernet was being used. Bria now detects Ethernet connections on Chromebooks.

Collaboration improvements

This release contains usability improvements for Collaboration. You must have a Bria Pro subscription in order to use Collaboration.

Resolved issues

There have been improvements to the overall stability and performance of Bria, such as:

Android P audio improvements

Some users may have experienced one-way audio on Bria calls after upgrading to Android 9 Pie. This issue has been fixed in this release.

If you continue to encounter a resolved issue, or if you have a new issue, please report it to the [CounterPath Support Center](#).

Expected behavior

Permission for call recording

If you see a dialog asking to give Bria permission to record a call, answer **Yes** even if you do not intend to record calls. This dialog is actually asking for permission to access your microphone for making calls, not necessarily for recording. Calls will be recorded if you manually start recording during a call, or if you enable **Settings > Preferences > Auto Record Calls**.

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Opening Bria from a notification - Android 7.0

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Bria for Android 5.5.3 (February 21, 2019)

New features and improvements

Chat room support

Bria now supports permanent chat rooms. Chat rooms can be private or public. Private rooms can only be joined by invitation. Public rooms can be joined by anyone in your Team Messaging group.

- All the clients must be running version 5.5.3 or higher on iOS and Android and version 5.5.0 or higher on Windows and Mac.
- Your Team Messaging account must be registered and enabled.

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

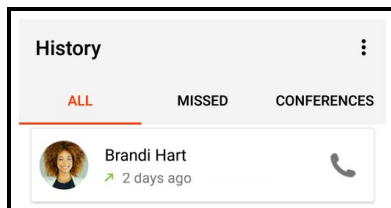
Warning:

Previous group chat sessions are no longer available on version 5.5.3 or higher on iOS and Android and .

See [Working with messages](#) for information on copying messages.

History filters

History now has filters to sort calls into **All** and **Missed**. If you have Collaboration enabled by your team's administrator, you are also able to filter by **Conferences**.



Bria Push Service improvements

There have been improvements to the Bria Push Service. In previous versions of Bria, your SIP account remained on the Bria Push server when **Use Push Notifications** was disabled. Disabling this setting now deletes your SIP account from the Bria Push server.

Resolved issues

Stability and performance improvements

This version contains improvements to the overall stability and performance of Bria and miscellaneous bug fixes.

Please report any issues to the [CounterPath Support Center](#).

Expected behavior

Permission for call recording

If you see a dialog asking to give Bria permission to record a call, answer **Yes** even if you do not intend to record calls. This dialog is actually asking for permission to access your microphone for making calls, not necessarily for recording. Calls will be recorded if you

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Notification channel only supports text tones

On devices running Android 8 Oreo and above, there is a [known Android issue](#) where users can only select a text tone and not a ring tone for incoming calls using notification channels. To provide support for users without the ability to assign a ring tone, Bria uses a custom ringtone for incoming calls. For users that do have access to ring tones in notification channels, you can still change the ringtone for incoming Bria calls.

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Bria for Android 5.5.2 (December 20, 2018)

New features and improvements

New Push Registration modes and Push Test function

Bria now has two additional **Registration Modes** - **Continuous** and **Single Device Takeover**. **Single Device Takeover** is now the default **Registration Mode** for new SIP accounts.

Continuous: Your VoIP service provider supports multiple registrations. The Bria Push server is always connected to the SIP server. Bria is only connected to the SIP server when Bria is in the foreground. When Bria is in the foreground, Bria ignores push notifications so that you do not receive duplicates.

Single Device Takeover: Your VoIP service provider does not support multiple registrations. This setting allows Bria and the Bria Push server to take over registration from each other without having to unregister first.

Use the **Test Push Service** button when your additional SIP account is enabled and registered. If the test is successful, your device is able to communicate with the Bria Push server and your device is able to receive push notifications from **Google's FCM** push notification system.

Custom ringtone for OS 8.0 and higher

Bria uses Android notification channels on devices running Android 8 (Oreo) and higher. There is a known issue on some devices where users can only select a text tone and not a ring tone for incoming calls using notification channels. We have implemented a new distinct ringtone for incoming Bria calls that will replace your current sound in this version.

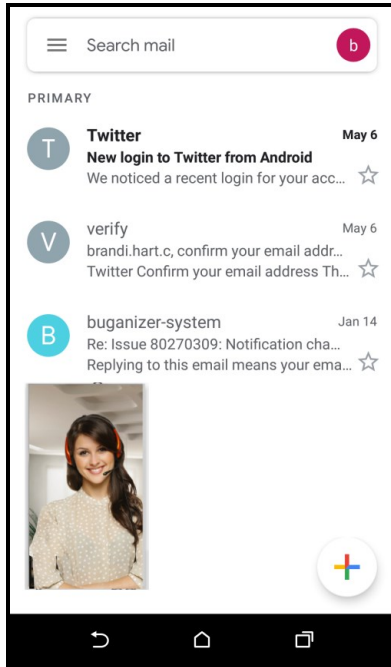
For devices that have the ability to select ringtones, you can still switch to a different ringtone in notification channels if you prefer.

If you switch to a text tone in notification channels on devices that do not support ringtones but want to restore the new distinct Bria ringtone, you need to reinstall the app.

For Xiaomi MIUI 10 devices, you may need to **Enable Sound** in the native Android OS settings.

Picture-in-picture support

For devices running Android 8 (Oreo) or higher, Bria now supports picture-in-picture (PIP). To use PIP on an active video call, put Bria in the background. The video remains in a thumbnail. Reposition the thumbnail by dragging it around on the screen. Close the thumbnail by tapping X.



History improvement

This version on Bria has improvements to the call **History** logs.

Permission removed

The `PROCESS_OUTGOING_CALLS` permission has been removed from Bria.

Contacts permission

When a user denied the **Contacts Permission** for Bria and selected **Never ask again**, users still received a message in the Dialer to access the device contacts. Now when a user selects **Never ask again**, the dialer no longer displays the **Contact Permission** message or the **Request Permission** button. In order to allow Bria to access the device contacts after selecting **Never ask again**, the user must use Android's app permissions.

Resolved issues

Stability and performance improvements

This version contains improvements to the overall stability and performance of Bria and miscellaneous bug fixes.

Please report any issues to the [CounterPath Support Center](#).

Expected behavior

Permission for call recording

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Bria for Android 5.4.3 (October 17, 2018)

New features and improvements

Contact matching in messages

Some users may have noticed an issue where the name being displayed inside a conversation did not match the name of the person the conversation was with. This has been fixed in this issue.

Continuing Bria Push Service improvements

This version of Bria contains improvements to the Bria Push Service.

Resolved issues

There have been improvements to the overall stability and performance of Bria, such as:

Unattended transfer issues

This release fixes the unattended or blind transfer issue on Team Voice accounts where the party being transferred remained on hold rather than being transferred to the target.

If you continue to encounter a resolved issue, or if you have a new issue, please report it to the [CounterPath Support Center](#).

Expected behavior

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If you see a dialog asking to give Bria permission to record a call, answer **Yes** even if you do not intend to record calls. This dialog is actually asking for permission to access your microphone for making calls, not necessarily for recording. Calls will be recorded if you manually start recording during a call, or if you enable **Settings > Preferences > Auto Record Calls**.

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On devices running OS 8 Oreo and above, there is a known issue where users can only select a text tone and not a ring tone for incoming calls using Notification Channels. This is a [known issue](#) on Android OS. The list of open issues is available at [Android Open Source Project - Issue Tracker](#).

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Bria for Android 5.4.1 (September 25, 2018)

New features

Team Voice and Team Messaging

Setting up accounts is done via [Bria Teams Portal](#).

Bria Teams includes Team Voice and Team Messaging accounts. With Team Voice, you can make voice and video calls to other members of your team. With Team Messaging, you can share your presence and send IMs to other members of your team. If your administrator has configured an additional SIP account, you can use that account to make voice and video calls outside of your team.

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Unattended transfer issues

When you try to make an unattended or blind transfer using your Team Voice account, the call does not come off of hold after the transfer. Instead, use an attended transfer where you call the target before making the transfer.

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Third party attributions

abseil-cpp

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cpu_features

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libSRTP

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reTurn server and client library (/reTurn)

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reflow library (/reflow)

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recon library (/resip/recon)

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Simple-Web-Server

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spdlog

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Base64 - a simple base64 encoder and decoder.

Copyright (c) 1999, Bob Withers - bwit@pobox.com

This code may be freely used for any purpose, either personal or commercial, provided the authors copyright notice remains intact.

Enhancements by Stanley Yamane:

- reverse lookup table for the decode function
- reserve string buffer space in advance

Copyright(c)1995,97 Mark Olesen <olesen@me.QueensU.CA> Queen's Univ at Kingston (Canada)

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It is also implicitly understood that bug fixes and improvements should make their way back to the general Internet community so that everyone benefits.

Portable Audio I/O Library

Memory barrier utilities

Author: Bjorn Roche, XO Audio, LLC

This program uses the PortAudio Portable Audio Library.

For more information see: <http://www.portaudio.com>

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Portable Audio I/O Library

Ring Buffer utility.

Author: Phil Burk, <http://www.softsynth.com>

modified for SMP safety on Mac OS X by Bjorn Roche

modified for SMP safety on Linux by Leland Lucius

also, allowed for const where possible

modified for multiple-byte-sized data elements by Sven Fischer

Note that this is safe only for a single-thread reader and a single-thread writer.

This program uses the PortAudio Portable Audio Library.

For more information see: <http://www.portaudio.com>

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libjingle

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XmlSec

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Glossary

3

3G/4G call

A Bria call that uses the mobile data network rather than a Wi-Fi network. If you start or receive a call when you are not in a Wi-Fi zone, the call will be a 3G or 4G call. Not all devices supported by Bria support mobile data.

A

account

In Bria, your account refers to your credentials used to connect with servers. These servers (SIP or XMPP servers) are used to place calls, send messages, or indicate your presence online.

authentication

Authentication is the process of confirming a user or administrator's identity by way of a username and password combination (their "credentials").

auto-attendant

An automated voice menu system that answers calls in place of an operator or receptionist. Callers can navigate options using phone buttons.

B

bandwidth

In data transmission, the wider the band, the more data it is possible to transmit in a given time span. A cable, DSL, and ADSL connection to the network provide broadband for data transmission. A dialup or ISDN connection typically provide a narrow bandwidth for data transmission.

Bria

Bria is a softphone client by CounterPath an Alianza Company. It is available in versions for Windows, macOS, Android, and iOS.

Bria Desktop

Bria Desktop refers to Bria softphone clients for desktop or laptop computers that run Windows or macOS.

Bria Mobile

Bria Mobile refers to Bria softphone clients for mobile devices that run iOS or Android, such as tablets and phones.

Bria Mobile call

A call made using Bria Mobile as compared to a native call

C

call display

A service that transmits the caller's information to the recipient. Also known as caller ID.

Call Head

A small, movable, floating notification icon that you can use to return to an active call, hangup a call, or answer a call. The icon contains an image of your contact if you have added an image to their contact information.

chat room

A chat room is a persistent session in which two or more people can have a text conversation.

client

In the context of softphones, the client is the end-user device that connects to a server when making a voice or video call. Bria mobile is an example of a softphone client.

codec

A codec is software that encodes/decodes data, such as audio and video, for transmission and storage. Each codec has different characteristics, and each works better in some situations than in others.

collaboration conference

A online conference that includes audio, video, screen share, and messaging.

conference

In the context of softphones, a conference is a multi-party voice or video call.

conference host

The individual who initiates a multi-person voice or video call.

credentials

Authentication credentials refer to the username and password combination used to log in.

CSV

Files in Comma-separated Values (CSV) format contain data that's organized by columns and rows, in which the columns represent data fields and each row represents a record. Values on each row are separated by a comma.

CTI

Computer-telephony integration. Used in Bria for Salesforce to display the Bria Sidebar

D

device

A device is a computing device that runs the softphone client, such as Bria, and includes computers and mobile devices alike.

DNS

DNS (Domain Name System) is a system for converting named addresses into numeric IP addresses. When given a domain name, a DNS server will return the IP address needed to connect to the domain's particular server or device on the Internet.

DropBox token

The cloud storage service, DropBox, allows some applications to post files to individual DropBoxes. To do this, DropBox requires a "token" – a generated string of characters – to authenticate the upload. DropBox tokens are generated on the DropBox website.

DTMF

Dual-tone multi-frequency. The tones you hear when you press numbers on a phone. Each number corresponds to a different tone.

E

End User Portal

End User Portal is a web-based service that allows end users to interact with Stretto to manage some of their own services. Stretto administrators control which functions appear in the End User Portal.

H

HTTPS

HTTPS is a protocol for communications over a secure network connection.

hyperlink

A clickable item (words or an image) that links a reader to another document or location.

I

ICE

Interactive Connectivity Establishment. A method for traversing a firewall.

IM

Instant message. A brief text message sent from one person to another with near instantaneous delivery.

IP address

A unique number that identifies a device. Devices on a network use IP addresses to communicate with each other.

ITSP

An Internet Telephony Service Provider (ITSP) is an entity that provides voice-over-IP services.

IVR

Interactive Voice Response. An automated voice menu system that answers calls in place of an operator or receptionist. Callers can navigate options using phone buttons.

L

LDAP

LDAP (Lightweight Directory Access Protocol) is a software protocol for interacting with an Active Directory services database, which can be used for user authentication.

M

media

The audio and video portions of a call. Compare with signalling.

MWI

Message Waiting Indicator. An indicator, such as an icon or a light, that shows when a voicemail message has arrived.

N

NAT Emulation

A setting in your SIP account that can be used when you are using the Bria Push Service. If your VoIP service provider uses a session border controller, turn this setting on. The Bria Push Service will act as if it is behind a NAT by using a private IP address.

native call

A call made using the phone service that comes with a iPhone or smartphone.

native phone service

The phone service that comes with an iPhone or smartphone.

notification

A popup, banner, or other message that tells you of an event, such as an incoming call or message. Some notifications may allow you to respond by clicking an icon or button.

P

pan

A gesture used to move an image around your screen. Move your finger across the screen to pan the image.

pinch

A gesture used to decrease the size of images on touch screen devices. Place two fingers on the screen and move them together.

presence

An instant messaging feature that allows users to share information about their online status.

provisioning

Provisioning involves the process of remotely setting up devices, such as softphones, to use particular services and resources.

PSTN

Public Switch Telephone Network. The traditional landline telephone network.

R

remote update

Remote update is a process in which a Bria client connects to Stretto to retrieve the latest provisioning settings. This is not the same as a remote upgrade.

remote upgrade

Remote upgrade is a procedure in which Bria desktop requests a the newer software version, if it's available. This is not the same as a remote update.

S

signaling

The information in a call that deals with establishing and controlling the connection, and managing the network. Compare with media.

Single Device Emulation

A registration mode for the Bria Push Service Registration Mode setting that is used when your VoIP service provider does not support multiple registrations. If your VoIP service provider does not support multiple registrations, this setting is used so the registration is handed off between Bria and the Bria Push Service as required.

SIP

SIP (Session Initiation Protocol) is a software protocol for controlling voice and video communication sessions. A SIP server manages Bria calls on a network.

SIP account

An account that provides the user with the ability to make VoIP calls. The account encapsulates the rules and functions the user can access.

SIP Proxy

A setting in your SIP account that can be used when you have turned on the Bria Push Service. Complete this setting with your outbound proxy if your VoIP service provider requires you to use different SIP proxies for Bria and the Bria Push Service to communicate with the PBX.

SIP SIMPLE

A SIP protocol for presence and instant messaging.

softphone

A softphone is a software application for making phone calls over the Internet instead of through dedicated hardware.

softphone address

The address used to connect to a SIP endpoint. The "phone number" used in a VoIP phone call. For example, sip:joseph@domainA.com.

stretch

A gesture used to enlarge images on touch screen devices. Place two fingers on the screen and separate them.

STUN

Simple Traversal of UDP through a firewall or NAT.

T

TURN

Traversal Using Relays around NAT. Like STUN, it is a network protocol/packet format (IETF RFC 5766) used to assist in the discovery of paths between peers on the Internet. It differs from STUN in that it uses a public intermediary relay to relay packets between peers.

V

vCard

An electronic business card that is often attached to an email. It often appears as a signature block that identifies the person, their title, and their business.

VoIP service provider

A business that provides a Voice over Internet Protocol (VoIP) service, allowing a user to connect to the internet in order to make VoIP calls using Bria. The VoIP service provider sets up a SIP account for the user.

W

Wi-Fi call

A Bria call made over the Wi-Fi Internet. To make a Wi-Fi call, you must be in a Wi-Fi zone.

X

XML

XML (eXtensible Markup Language) is a file format that uses tags to structure data for storage or retrieval.

XMPP

XMPP (or Extensible Messaging and Presence Protocol) is a collection of technologies that support messages, chat rooms, voice/video calls, and presence information.

XMPP account

An account that provides the user with the ability to send IMs and view other people's presence.

XMPP Buddy

"Buddy" is the XMPP-specific term for an XMPP chat contact.

Z

zip file

A .zip file is a type of archive file that can contain compressed files and folders.