CounterPath

Bria User Guide - iOS

for Bria Solo and Bria Teams

www.counterpath.com

About this document

Bria User Guide - iOS - for Bria Solo and Bria Teams
Publication date: 2023-01-18

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Introduction to Bria Solo/Teams

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 iOS 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	iOS 14 or higher
Supported Devices	iPhones, iPods and iPads that run the required OS version.

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.

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.

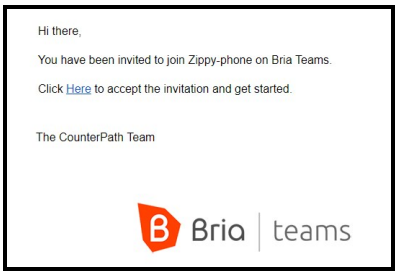
Warning: You cannot make an emergency or 911 call using the Bria app-to-Bria app (Team Voice) calling feature. The software, whether for mobile or fixed devices, is not intended, designed or fit for placing, carrying or supporting emergency calls to any emergency service or any call for the purpose of 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.

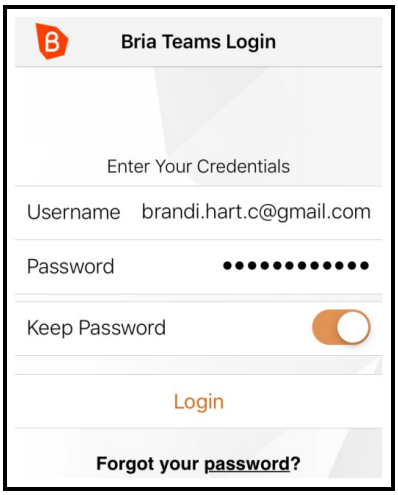
Your Bria Portal account is ready to use. You can download Bria from the links provided. You can also download the iOS version from the Apple app store and the Android version from Google Play.

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 or press and hold the **Home** button on your iPhone or iPad and ask Siri 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:

- Microphone for capturing and recording audio.
- Local network for registering to the service
- Contacts
- Camera for video calls
- Notifications

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 Touch ID or Face ID, you can turn on biometric authentication after the first successful log in. See Using biometric authentication for details.

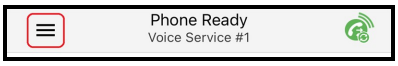
Exiting Bria

There are two ways you can exit from Bria. You can log out or you can close the app.

When you log out, Bria stops running and Bria Push will be disabled. When you just close the app, it keeps connected to the servers and Bria Push remains enabled so that you will receive calls.

To exit Bria

- In Bria, tap ≡ **Menu** on the top left corner, and tap **Logout**.



- Tap the iPhone or iPad's **Home** button twice and swipe up on Bria in the preview screen.

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

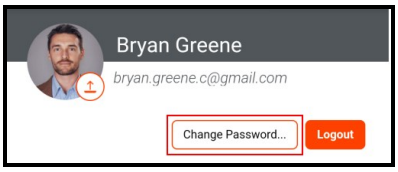
To download apps for Bria

1. Log in to the Bria User Dashoard.
2. Tap the link in **Apps / Download**. The App 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 Dashoard.
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.

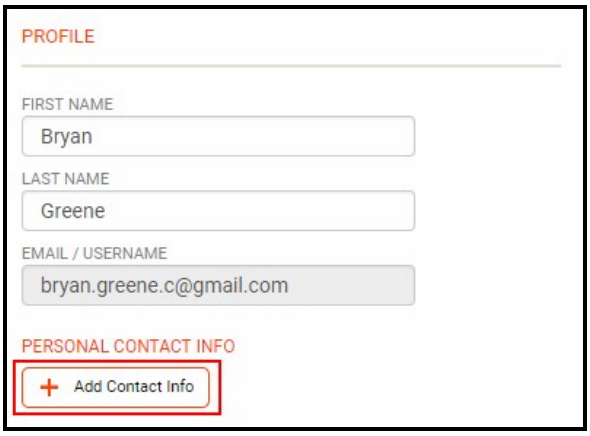
To change your name

1. Log in to the Bria User Dashoard.
2. Type the changes to your **First Name** and **Last Name**.

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 Dashoard.
2. Tap **Add Contact Info**.



3. Select **Work**, **Home**, **Mobile** or **Email**.

4. Type in your contact details.

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

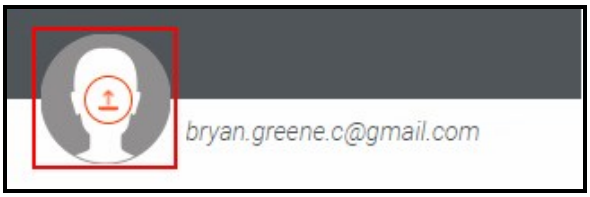
To delete personal contact information

1. Log in to the Bria User Dashoard.
2. Hover over the contact information you want to delete.
3. Click × **Remove Contact Information**

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 Dashoard.
2. Click on the profile picture.



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

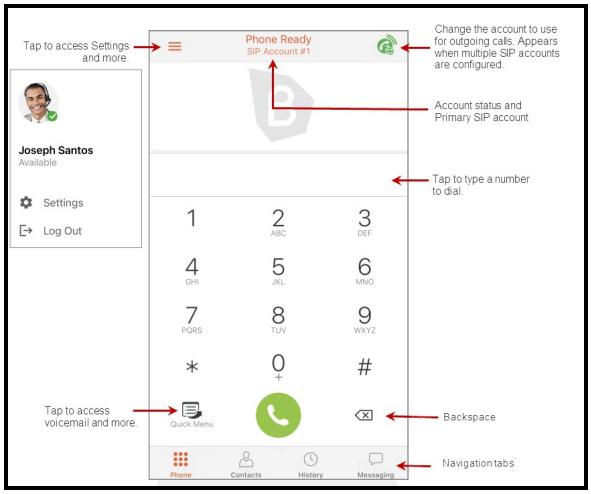
Your image is added to your profile in the Bria User Dashboard and in **Contacts** in the Bria apps.

Using Bria's interface

Navigating the app

iPhone 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.



Navigation tabs

Phone: Opens the dial pad

Dial pad: Indicates you have a new voicemail

Contacts: Opens **Contacts**

History: Opens **History**

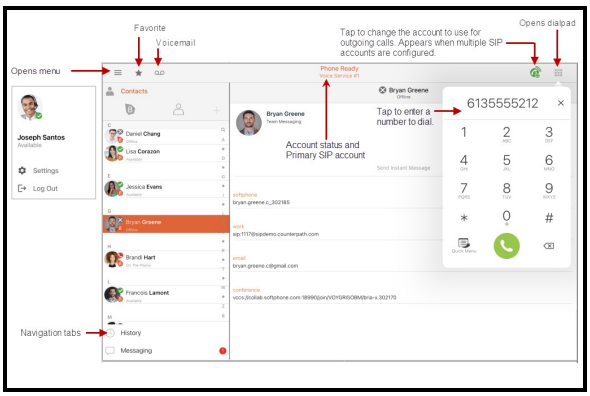
History: Indicates you have a new missed call

Messaging: Opens **Messaging**

Messaging: Indicates you have a new message

iPad interface

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



On the left pane, pull down on the list to hide the filters on each navigation tab.

To change the width of the left pane, long press the divider and move it left or right for the ideal size.

Icons on the tool bar

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

Favorites: Tap to access your favorite contacts.

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. Tap outside the popup to close it

Online help

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

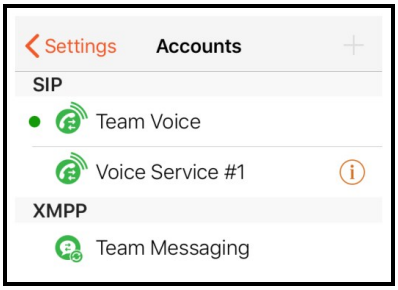
To access online help

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 with Push Enabled

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.

Open the account and turn on **Enabled**.

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 Voice account or additional SIP account status with Push disabled

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.

Open the account and turn on **Enabled**.

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

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

The account is connected and can be used for presence and messaging.

The account is disabled.

Open the account and turn on **Enabled**.

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

Network quality

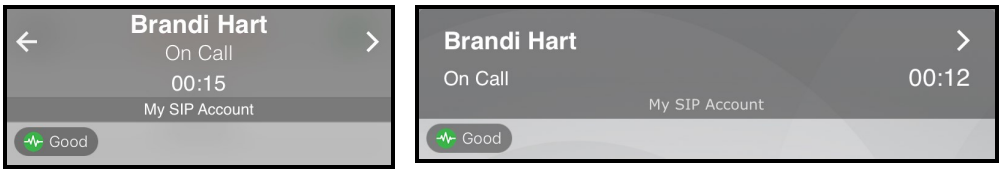
During a call, you can view the network quality. The **Network Quality Indicator** on the call panel displays the current network conditions.

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

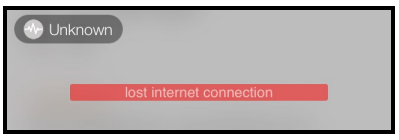
If the **Network Quality** indicator shows **Poor**, this indicates that you may be:

- 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.

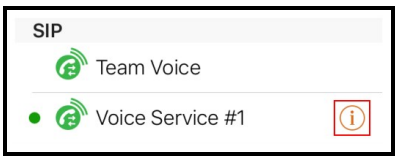
> **Note:** When you use the Bria Push Service, your account configuration is stored on CounterPath's push notification server. The data is securely transmitted in accordance to our Privacy Policy. In order to use the Bria Push Service, you must accept the Bria Push Service agreement.

Enabling push notifications

If the primary team member set up an additional SIP account, the SIP accounts have the Bria Push Service enabled by default. If the Bria Push Service is not enabled, use the following procedure to turn it on.

To enable push notifications

1. Go to **Settings** > **Accounts** and tap ⓘ **More Info** beside the SIP account you want to enable push notifications for.



2. Turn off **Enabled**.
3. Turn on **Use Push Notifications**.

4. If required, change the settings for **Registration Mode** and **NAT Emulation**.
5. For most VoIP service providers, no changes are required in **Advanced Settings**. If your VoIP service provider requires you to use difference SIP proxies for Bria and the Bria Push server, change the settings for **SIP Proxy**. If your VoIP service provider does not follow the SIP RFC specifications, find out from your VoIP service provider if you should enable **Insert R Instance**, **Disable Hash Token**, **Auto Send 180**, and **Disable Override Domain**, and set **Service Refresh Interval**.
6. Turn on **Enabled**.

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 .

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

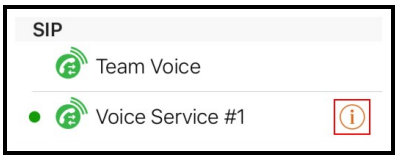
The Server Refresh Interval option instructs the Bria Push server to register with the SIP server for a particular requested re-registration interval. Value in seconds. Some SIP servers do not specify minimal refresh time in the registration response and ignore the REGISTER expires value. Note that according 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 the Apple APNS 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 ⓘ **More Info** beside 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.

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: Go to **Settings** and tap **Logout**.

To stop receiving push notifications on additional SIP accounts

- Disable the Bria Push Service: Go to **Settings** > **Accounts** and tap ⓘ beside the SIP account and turn off **Settings** > **Accounts** > **Account (SIP)** > **Enabled**. Turn off **Settings** > **Accounts - Bria Push Service** > **Use Push Notifications**. Make sure to turn on **Enabled** to use the SIP account.
- Disable the SIP account: Go to **Settings** > **Account** and tap ⓘ beside the SIP account and turn off **Enabled**.
- 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** > **Notifications** > **Bria** and clear **Show Notifications**.
- Log out: Go to **Settings** and tap **Logout**.

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. You can use Siri to place a call for you.

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.

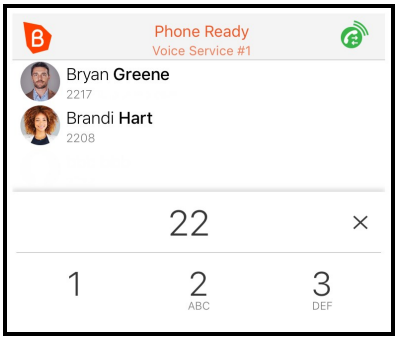
Using the dial pad

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

iPhone

1. Go to the **Phone** tab on the resource panel.
2. Type the number you want to dial. Tap `X` **Clear 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.

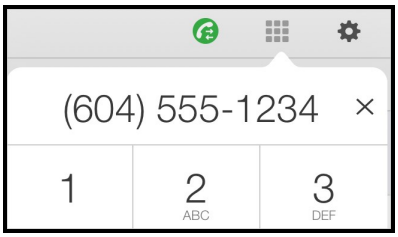


3. Tap **Dial** or tap on the contact you want to call.

Bria completes the call.

iPad

1. Tap **Dial pad** in the tool bar.
2. Type the number you want to dial. Tap `X` **Clear Number** to clear the entry or tap in the entry field to bring up the keyboard. Tap `RETURN` to close the keyboard.



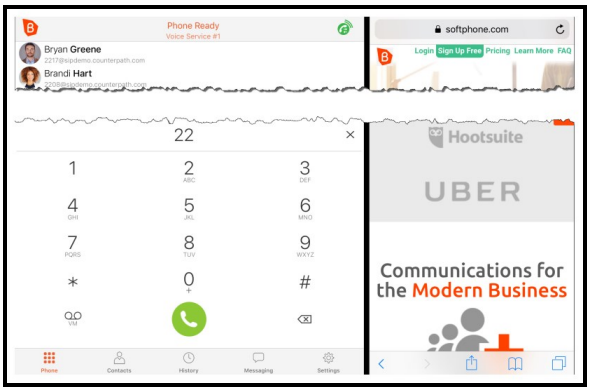
3. Tap **Dial** .

Bria completes the call.

iPad in Split Screen

If you are using Bria in Split Screen mode with your iPad in portrait mode, you see contact suggestions as you enter a number.

1. Tap **Dial pad** in the tool bar.
2. Type the number you want to dial. Tap `X` **Clear 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.

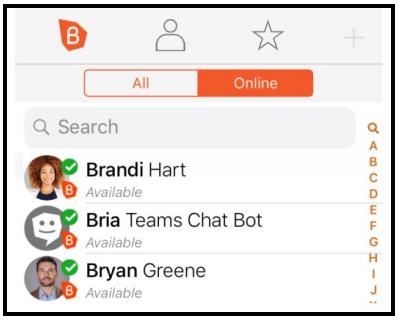
Bria completes the call.

Using Bria's contacts

To place a call using Bria's contacts

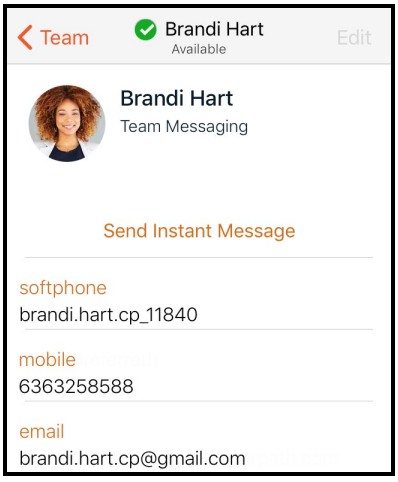
iPhone

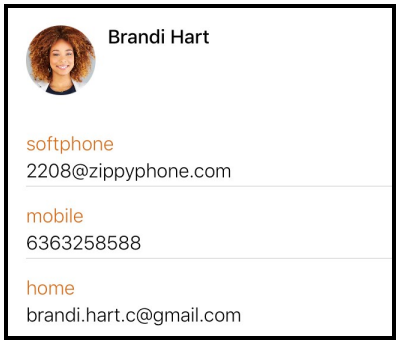
1. Go to the **Contacts** tab on the resource panel.
2. Select a team member by tapping on the team member or typing their name in the **Search** bar and tapping the team member. To call someone outside of you team, tap **Contacts** and select a contact by tapping on the contact or typing their name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



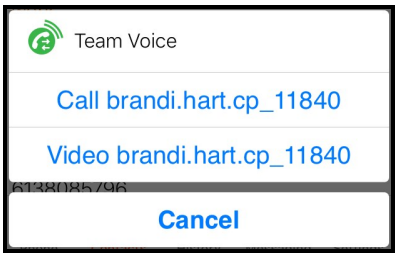
Contact Details opens.

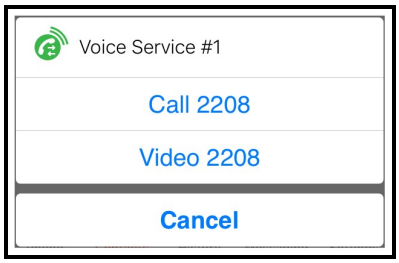
3. Tap the number you want to dial.





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

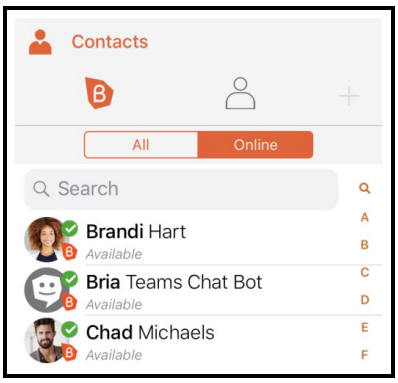




Bria starts the call. If you are placing a video call, Bria starts sending your video as soon as the other party accepts the incoming call.

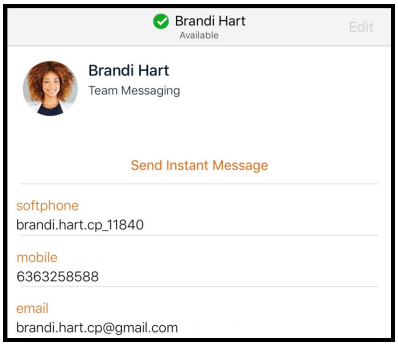
iPad

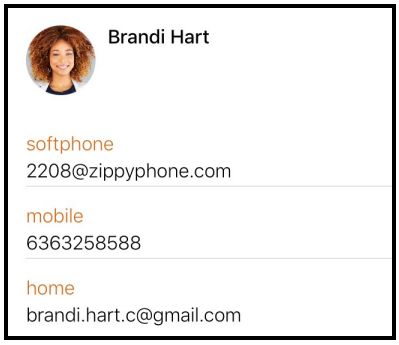
1. Go to the **Contacts** tab on the resource panel.
2. Select a contact by tapping on the contact or typing their name in the **Search** bar and tapping on the contact.



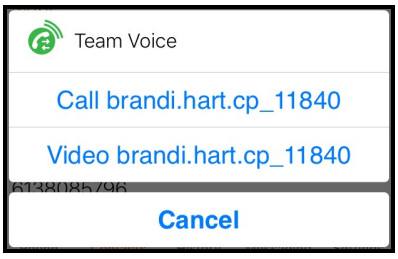
Contact Details opens.

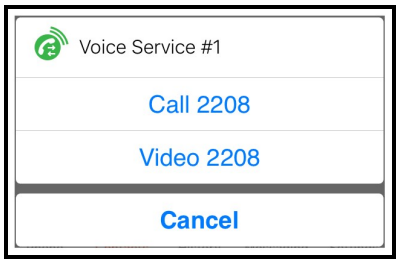
3. Tap the number you want to dial.





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.

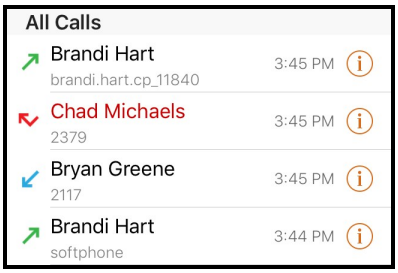
Using History

You can place a call from **History** when reviewing calls.

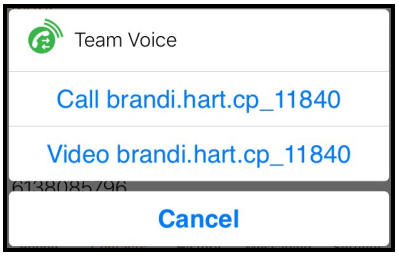
By default, Bria uses the SIP account that received the call as the dial out account. It uses the default/primary account if **Default Account for History** is enabled under **Preferences**.

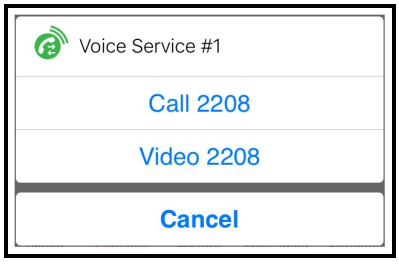
To place a call by tapping the History entry – iPhone only

1. Go to the **History** tab on the resource panel.
2. Tap the history entry containing the contact you want to call.



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



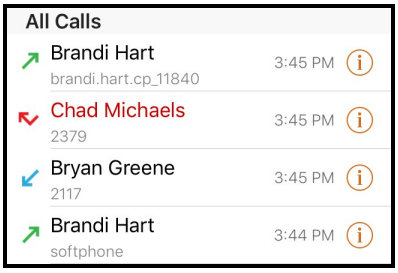


Bria starts the call. If you are placing a video call, Bria starts sending your video as soon as the other party accepts the incoming call.

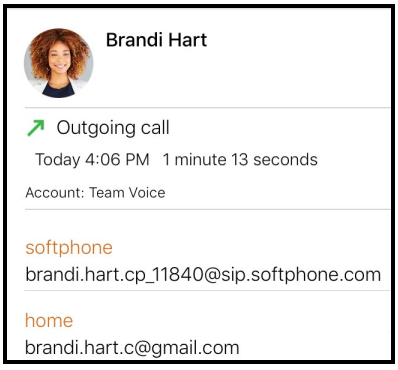
To place a call using History details

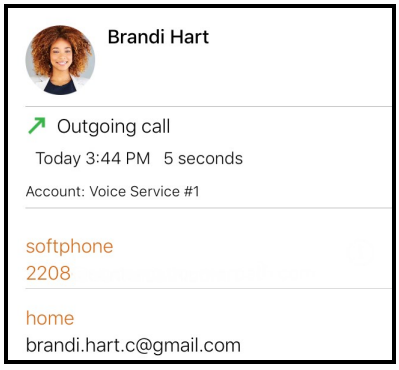
iPhone

1. Go to the **History** tab on the resource panel.
2. Tap ⓘ beside the entry to open call details.

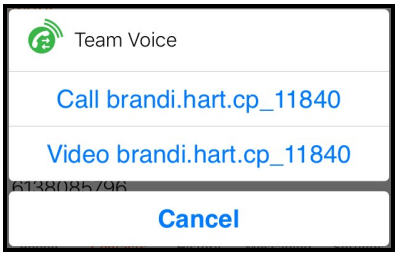


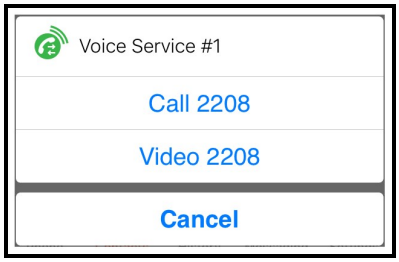
3. Tap the phone number in the call entry.





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

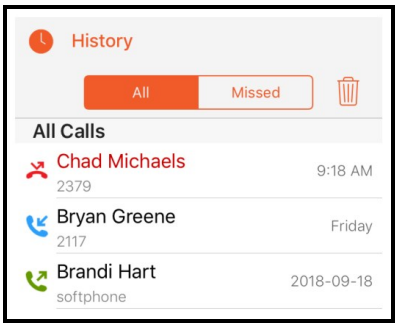




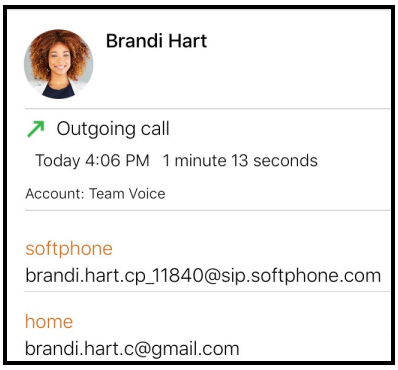
Bria starts the call. If you are placing a video call, Bria starts sending your video as soon as the other party accepts the incoming call.

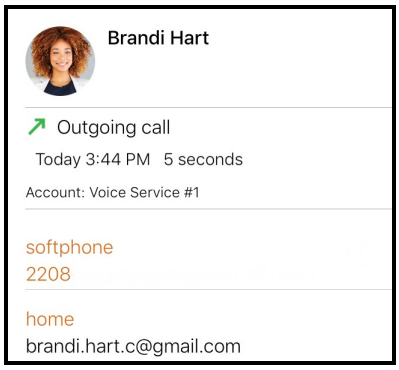
iPad

1. Go to the **History** tab on the resource panel.
2. Tap the entry to open call details.

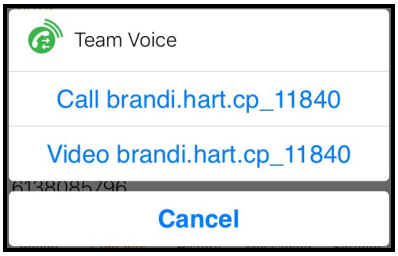


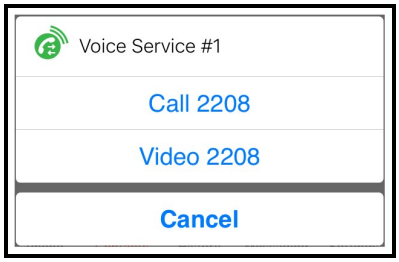
3. Tap the phone number in the call entry.





4. Tap the **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.

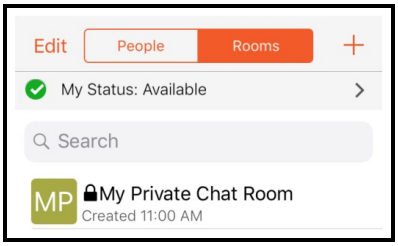
Using Messaging

You can call your team member from a chat room.

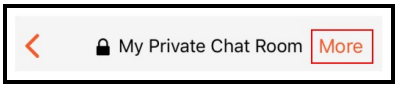
To place a call from a chat room

iPhone

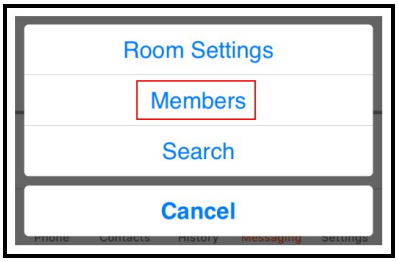
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room.



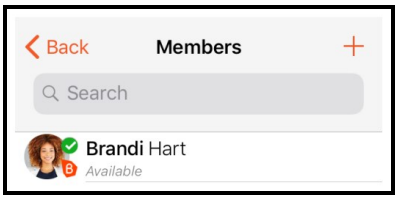
3. Tap **More**.



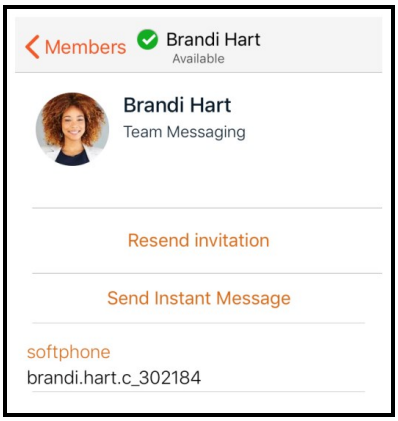
4. Tap **Members**.



5. Tap the room member you want to call.



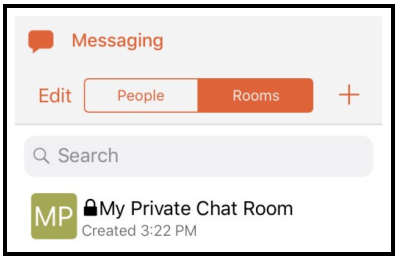
6. Tap on the number you want to call.



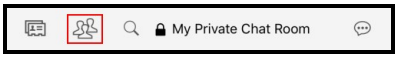
Bria completes the call.

iPad

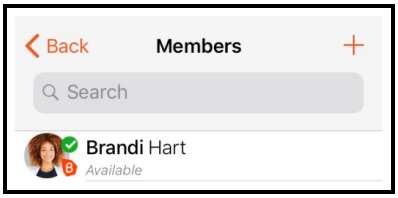
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room.



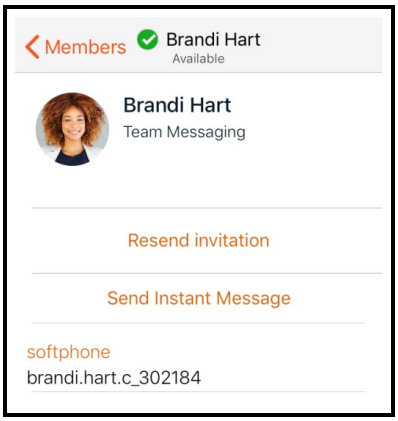
3. Tap **Members**.



4. Tap the room member you want to call.



5. Tap on the number you want to call.



Bria completes the call.

Redial

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

To use redial

iPhone

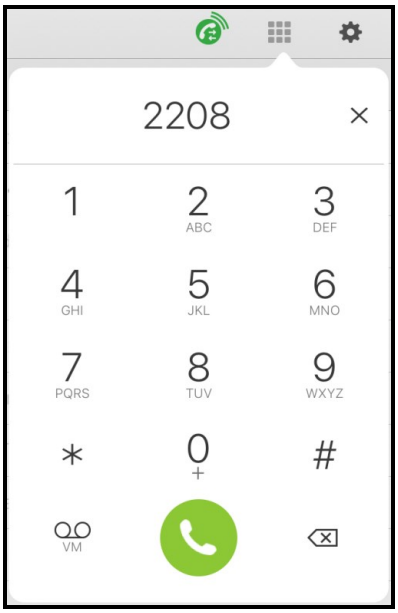
1. Go to the **Phone** tab on the resource panel.
2. Tap **Dial**. The last number you dialed appears in the dialer.

3. Tap **Dial** again.

Bria redials the last number called.

iPad

1. Tap **Dial pad** 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.

Using Siri

On iPhone, you can use Siri to place a voice or video call when Bria is in the foreground, background, exited or when your iPhone is locked. The first time you use Siri, you must give Siri permission to access Bria's data. To phone a person using their name, the person must be in Bria's **Contacts**.

On iPad, however, a call cannot be placed using Siri due to lack of iPadOS support.

To place a call using Siri

1. Press and hold the **Home** button on your iPhone.
2. To place a voice call: Ask Siri to "Call Ava Phillips with Bria" or "Call 6045551234 with Bria".

To place a video call: Ask Siri to "Video call Ava Phillips with Bria" or "Video call 6045551234 with Bria.

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.

Adding video to a voice call

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

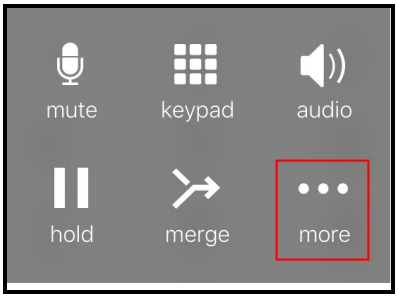
To add video to a voice call by swiping left – iPhone only

1. Swipe left on the screen.

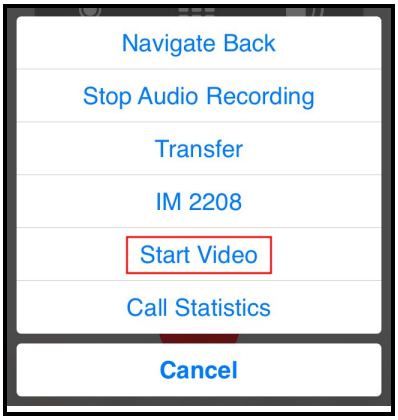
Bria starts initializing video. You see the remote party's video after they add video on their end.

To add video to a voice call using the More menu – iPhone only

1. Tap **More**.



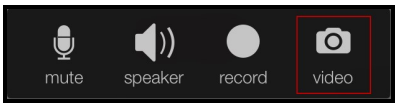
2. Tap **Start Video**.



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 - iPad only

1. Tap **Video**.



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

> **Note:** The camera is not available when you are running Bria on an iPad in split view mode.
>
> Video is not sent and you see **Video Not Available** on your video preview.

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**.

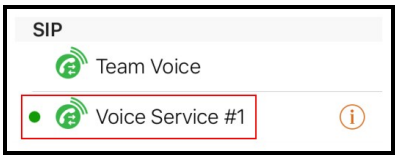
Using settings – On-going

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. Tap the account you want to set as your primary account.

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



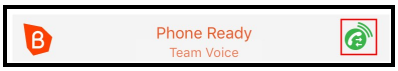
Using the status bar – On-going

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

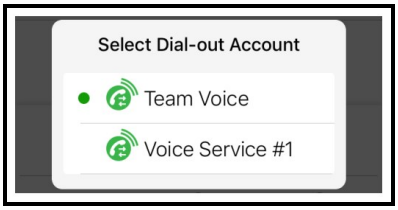
To change the SIP account using the status bar

iPhone

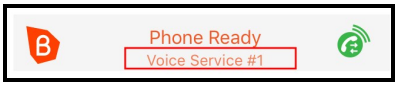
1. Go to the **Phone** tab on the resource panel and tap **Select Dial-out Account**. **Select Dial-out Account** is only displayed if your have more than one SIP account enabled.



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

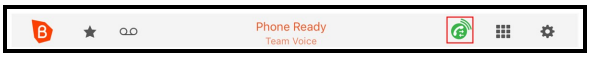


Bria displays the chosen account under **Phone Ready**. This account will be used for any future calls. Dial the number you want to call and Bria uses the selected SIP account to place the call.

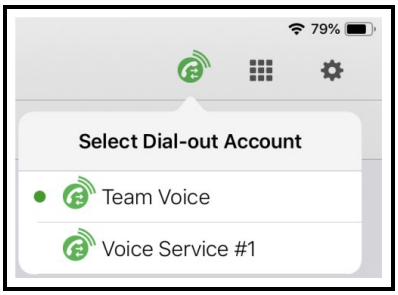


iPad

1. Tap **Select Dial-out Account** on the toolbar. **Select Dial-out Account** is only displayed if your 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.

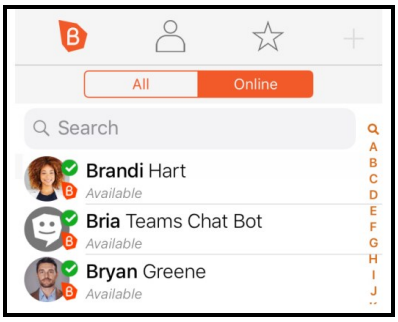
Using Bria's Contacts – Temporary

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

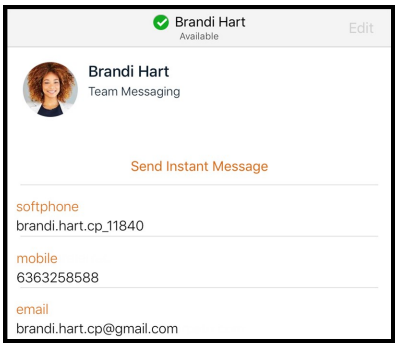
If **Settings** > **Accounts (SIP)** > **Account Specific Features** > **Enable Video**, **Enable IM & Presence**, and **Enable SMS** are off and **Preferences** > **Single Touch to Dial** is on, you cannot change the SIP account when you place the call using Bria's **Contacts**.

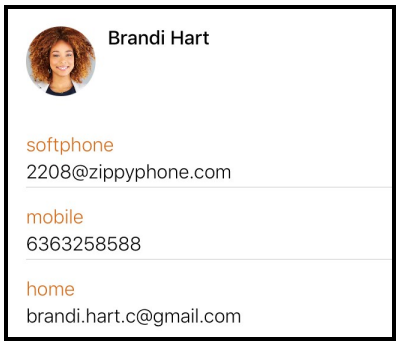
To pick your outgoing SIP account using Contacts - iPhone only

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 **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.

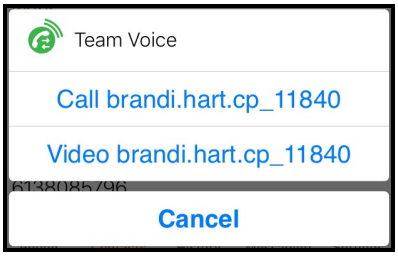


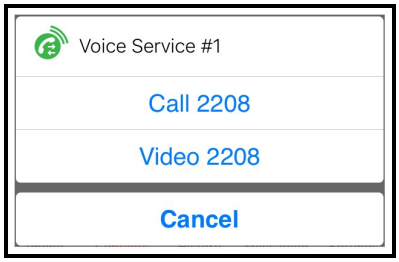
3. Tap the number you want to call.

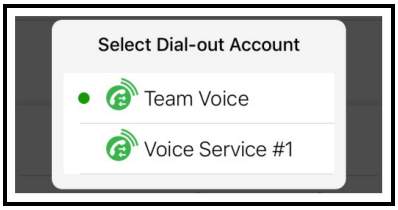




4. Tap **Select Dial-out Account** and tap the SIP account you want to use from **Select Dial-out Account**.





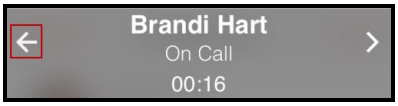


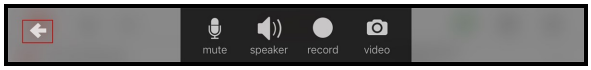
5. Tap the **Call...** or **Video...**.

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. To move within Bria, by tap the arrow at the top of the screen. To put Bria in the background, tap the device's **Home** button.





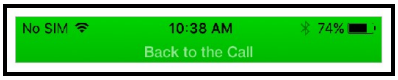
To return to an active call

Return to an active call once you have navigated away.

To return to an active call

iPhone

1. Tap the green back-to-call element at the top of the screen.



> **Tip:** Aim to tap the bottom edge of the green element.

Bria returns to the call.

iPad – Single call in the foreground

1. Tap the blue back-to-call element to return to a single established call.

Bria returns to the call screen.

iPad – Multiple calls in the foreground

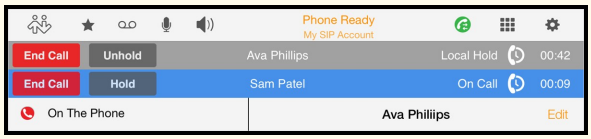
1. Tap the gray or blue back-to-call element to navigate back to either call when you have two calls established.

Bria goes back to the call screen of the call you tapped.

iPad - Bria in the background

1. Tap the green back-to-call element.

Bria returns to the call screen.

> **Tip:**
> Use **End Call**, **Hold**, or **Unhold** on the back-to-call elements.
>
> 
>

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.

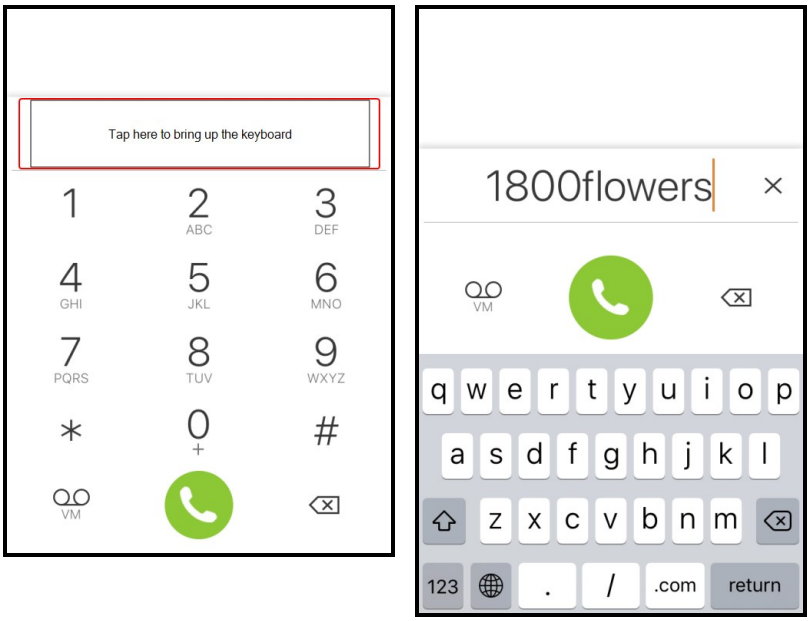
To enable the preference for turning letters to numbers

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. Tap `RETURN` to bring back the regular digit 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.

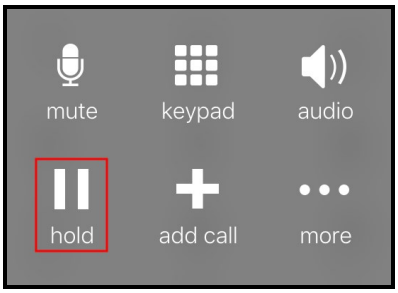
Using the dial pad

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

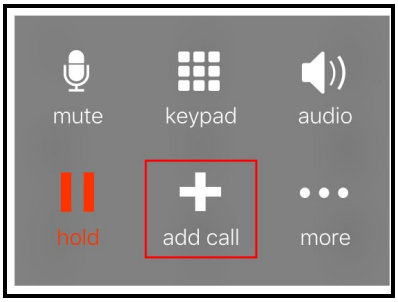
To place a second call using the dial pad

iPhone

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



2. Tap **Add call**.

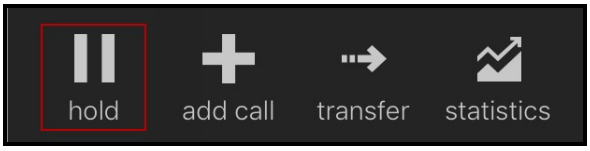


3. Tap the **Phone** tab on the resource panel to display the dial pad, if necessary.
4. Dial the number of the second party you want to call and tap **Dial**.

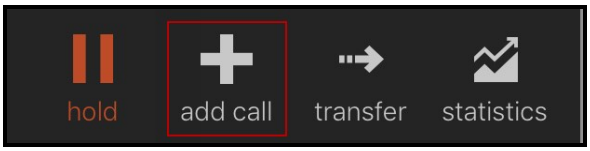
Bria connects the second call. If you end one of the calls, Bria automatically switches back to the other call.

iPad

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



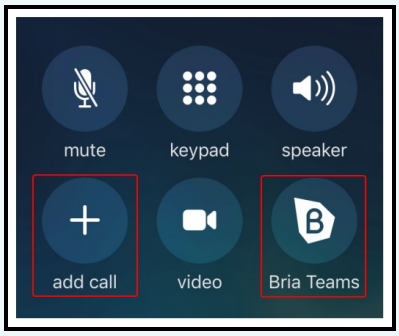
2. Tap **Add Call**.



3. Tap **Dial** 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.

When you use **Add Call** from the lock screen, **Add Call** opens the native dialer. Tap Bria instead to open Bria, then use **Add call**.



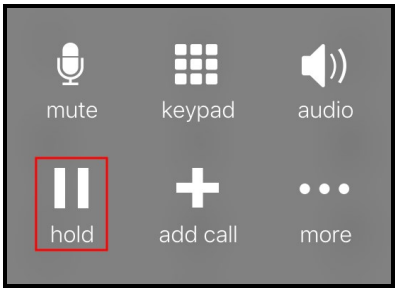
Using Bria's Contacts

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

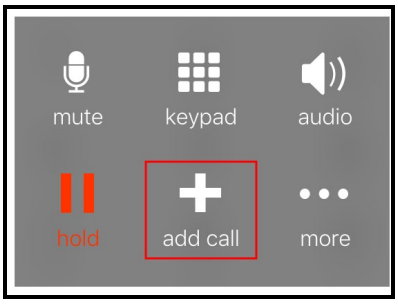
To place a second call using Bria Contacts

iPhone

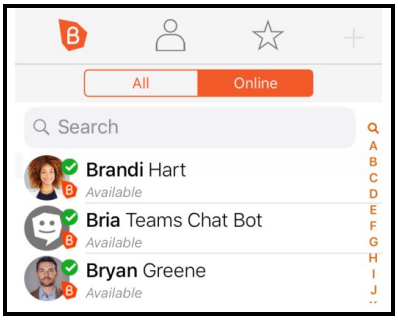
1. Tap **Hold** to put the first call on hold.



2. Tap **Add Call**.

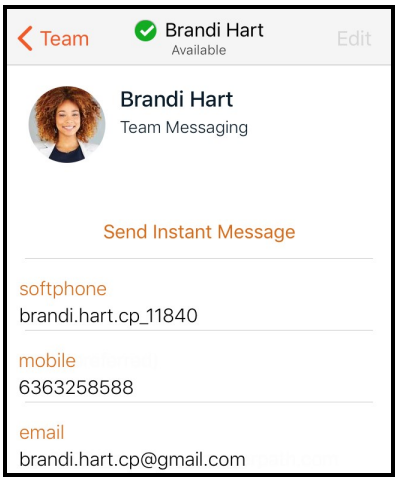


3. If necessary, go to the **Contacts** tab on the resource panel to display Bria's **Contacts**.
4. Select a team member by tapping on the team member or typing their name in the **Search** bar and tapping the team member. To call someone outside of you team, tap **Contacts** and select a contact by tapping on the contact or typing their name in the **Search** bar and tapping on the contact.

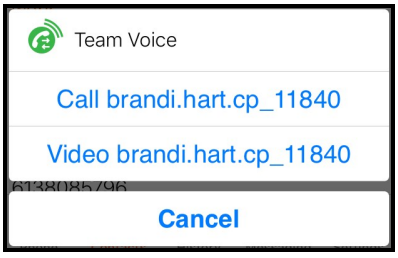


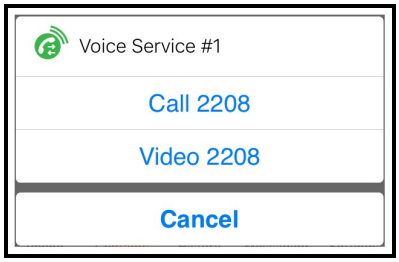
Contact Details opens.

5. Tap the number you want to dial.



6. Tap **Call...** or **Video...**.

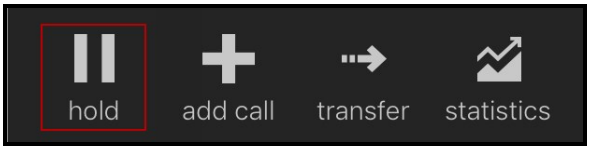




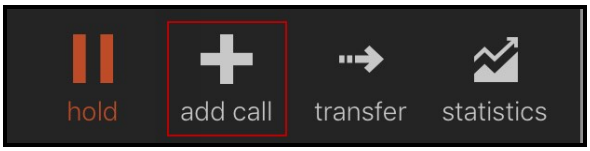
Bria connects the second call. If you are placing a video call, Bria starts sending your video as soon as the other party accepts the incoming call. If you end one of the calls, Bria automatically switches to the other call.

iPad

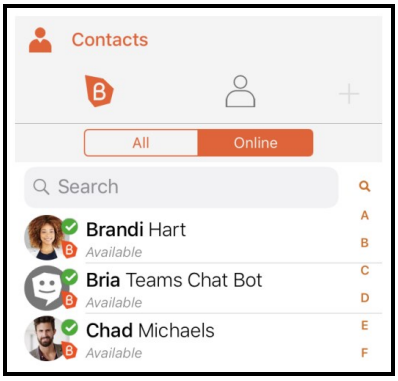
1. Tap **Hold** to put the first call on hold.



2. Tap **Add Call**.

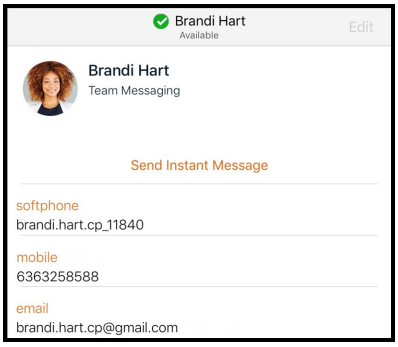


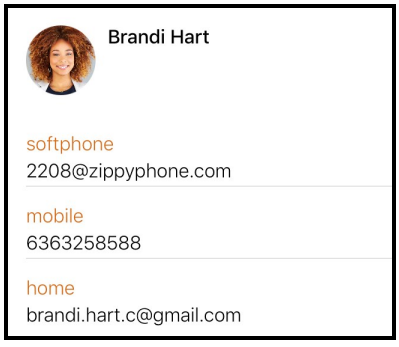
3. If necessary, go to the **Contacts** tab on the resource panel to display Bria's **Contacts**.
4. Select a contact by tapping on the contact or typing their name in the **Search** bar and tapping on the contact.



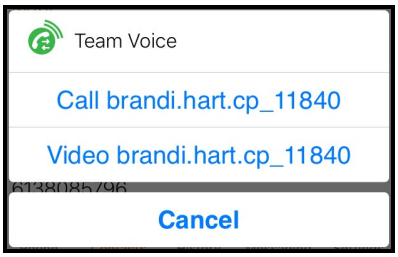
Contact Details opens.

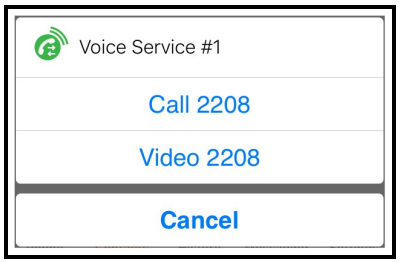
5. Tap the number you want to dial.





6. Tap **Call...** or **Video...**.





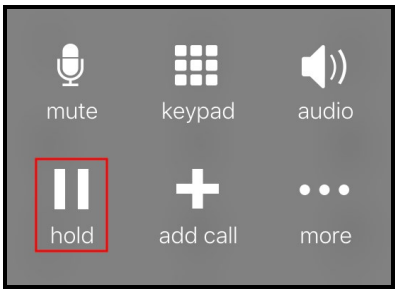
Bria connects the second call. If you are placing a video call, Bria starts sending your video as soon as the other party accepts the incoming call. If you end one of the calls, Bria automatically switches to the other call.

Using History

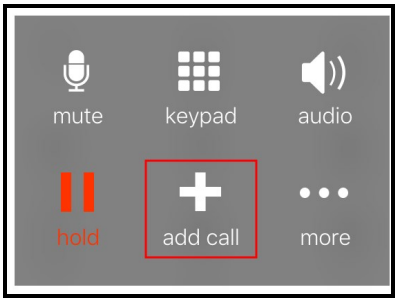
You can place a second call using entries in Bria's **History** using the **History** entry or **History** details.

To place a second call by tapping the History entry – iPhone only

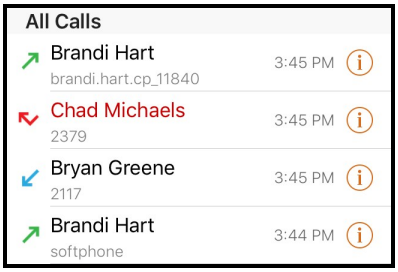
1. Tap **Hold** to put the first call on hold.



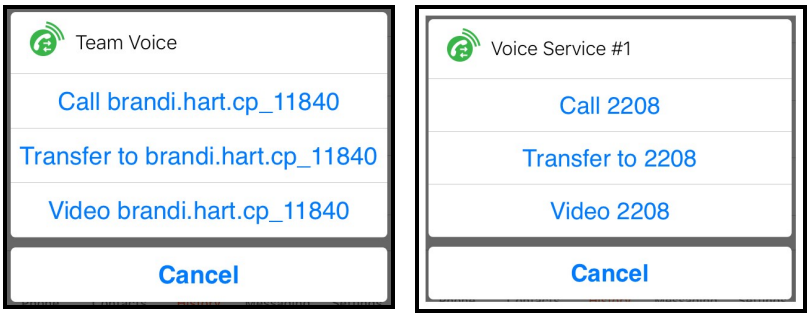
2. Tap **Add Call**.



3. Go to the **History** tab on the resource panel.
4. Tap the history entry containing the contact you want to call.



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

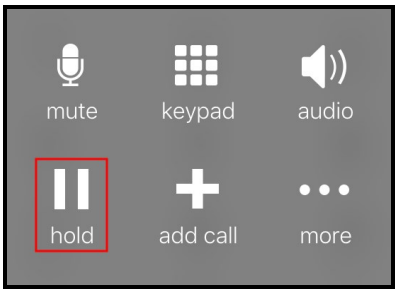


Bria connects the second call. If you are placing a video call, Bria starts sending your video as soon as the other party accepts the incoming call. If you end one of the calls, Bria automatically switches to the other call.

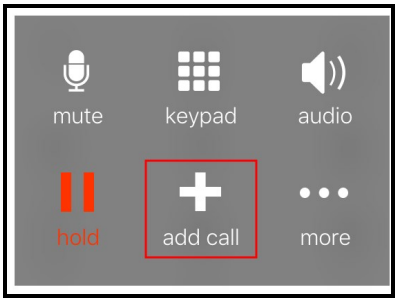
To place a second call using History details

iPhone

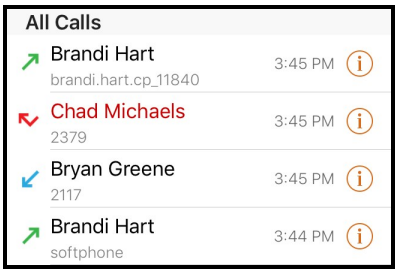
1. Tap **Hold** to put the first call on hold.



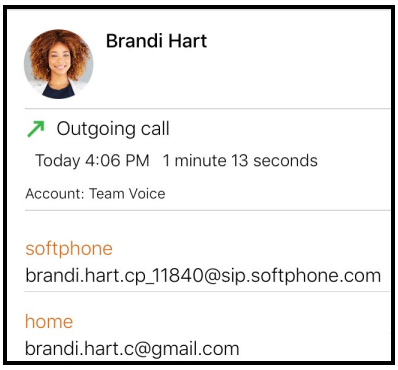
2. Tap **Add Call**.

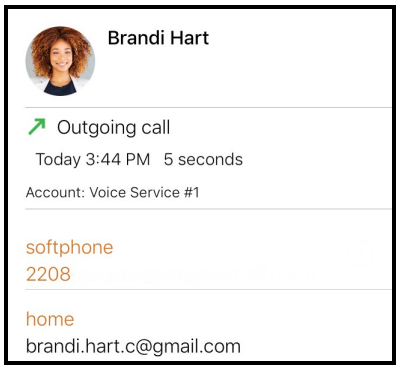


3. Go to the **History** tab on the resource panel.
4. Tap ⓘ beside the entry to open call details.

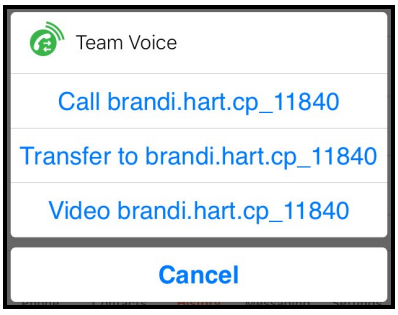


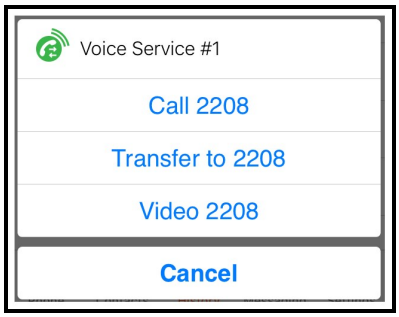
5. Tap the phone number in the call entry.





6. Tap **Call...** or **Video...**.

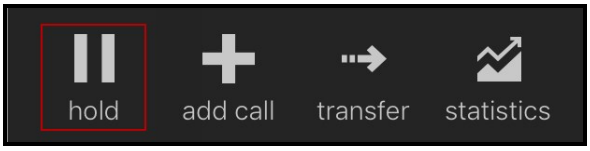




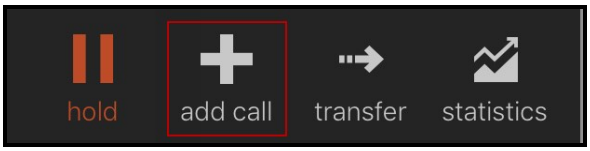
Bria connects the second call. If you are placing a video call, Bria starts sending your video as soon as the other party accepts the incoming call. If you end one of the calls, Bria automatically switches to the other call.

iPad

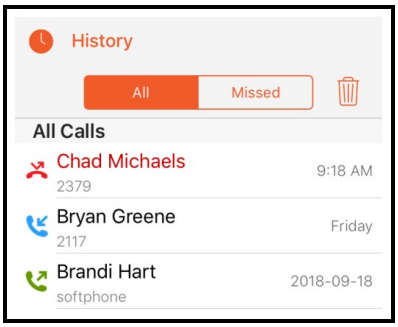
1. Tap **Hold** to put the first call on hold.



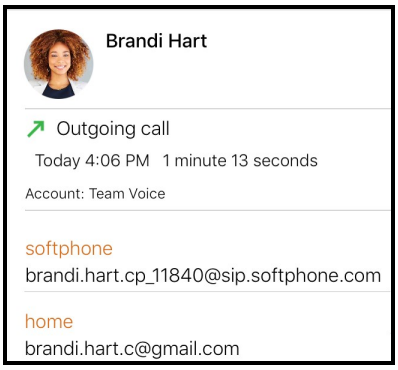
2. Tap **Add Call**.

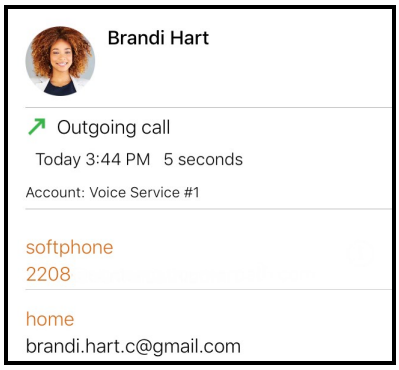


3. Go to the **History** tab on the resource panel.
4. Tap the entry to open call details.

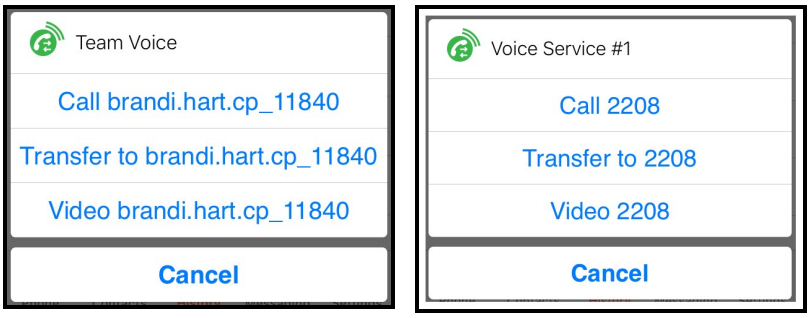


5. Tap the phone number in the call entry.





6. Tap the **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

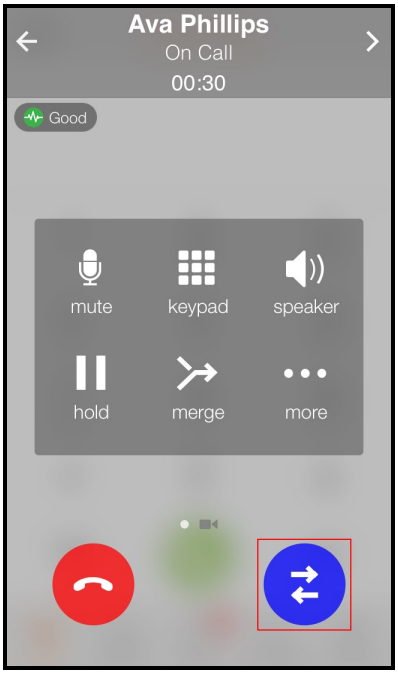
When you have two established calls, you can swap between them.

To swap between calls

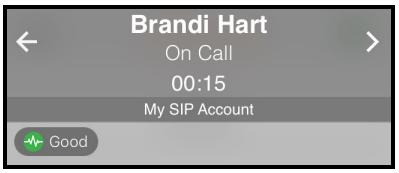
iPhone

The active call is displayed in Bria.

1. Tap **Swap Calls** .

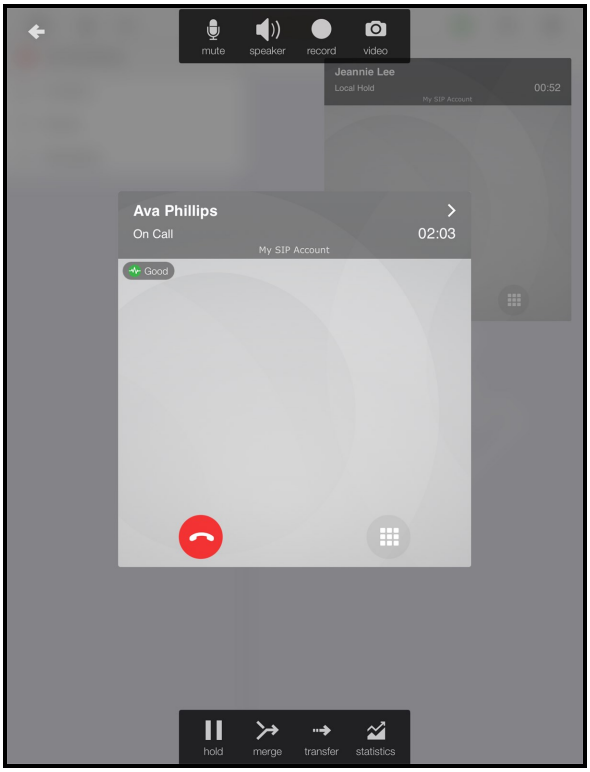


Bria places the first call on hold and connects the second call. Bria displays the name of the remote party for the active call.



iPad

1. Both calls display on the screen. Tap the call at the back of the screen.



Bria places the first call on hold and connects the second call. Bria displays the active call in front.

> **Note:** The camera is not available when you are running Bria on an iPad in split view mode.
>
> Video is not sent and you see **Video Not Available** on your video preview.

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

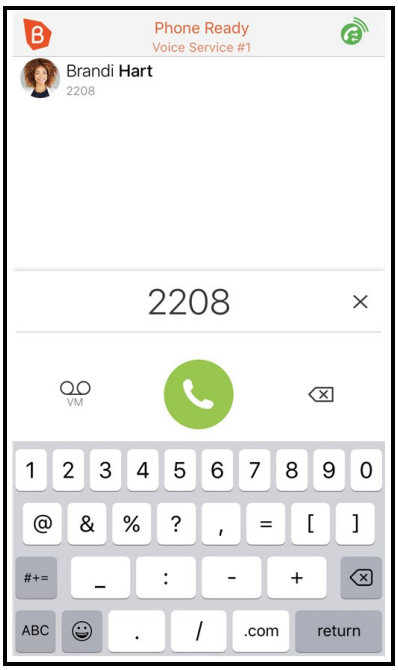
If you know that your call will be answered by an auto attendant and you know what menu items to choose, you can include those menu items (DTMF) in the phone number when

you dial it.

To use DTMF when you dial a call

iPhone

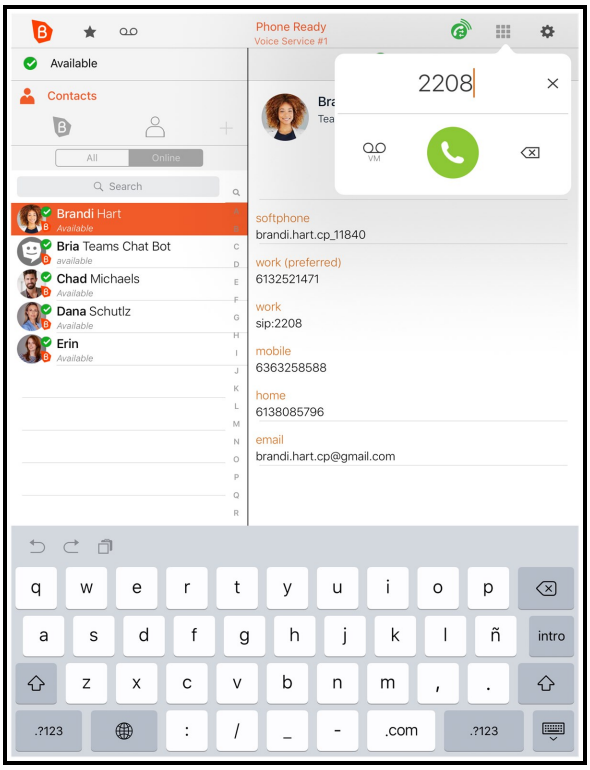
1. Enter the number you want to call in the dial pad.
2. Before you tap **Dial**, use the DTMF dialing rules to add the required DTMF digits. Tap in the call entry field to bring up the keyboard.



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

iPad

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.

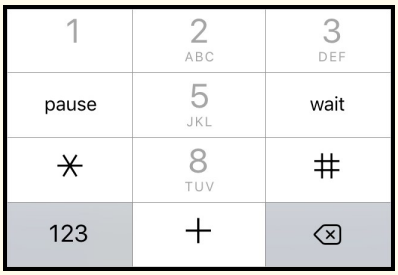
Example:
To dial a number, add a 3-second delay and then press 44, enter this dialing string in the call entry field:

```
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
```

Tip:
You can save the number in this format in your **Contacts**. On iPhone, tap the symbol key on the bottom left corner of the numeric keypad to change between symbols and numbers. Use **Pause** to enter a , (comma).



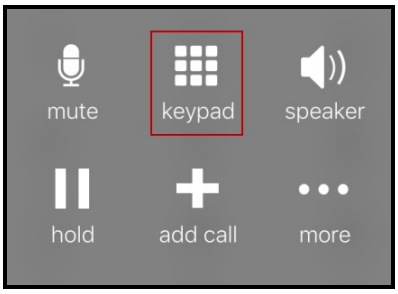
Using DTMF during a call

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

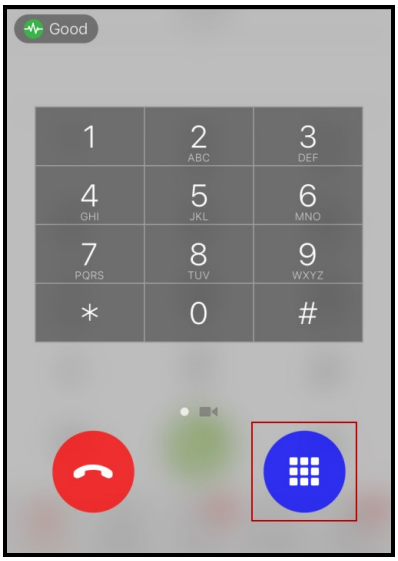
To use DTMF during an audio call

iPhone

1. Tap **Keypad**.



2. Tap the required DTMF numbers.
3. Tap **Close Keypad** to return to the call interface.

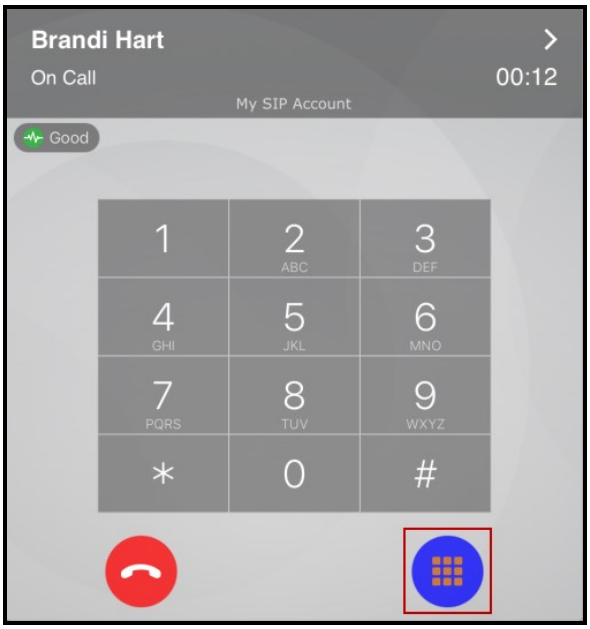


Bria sends the DTMF tones.

iPad

1. Tap **Keypad**.

2. Tap the required DTMF numbers.
3. Tap **Close Keypad** to return to the call interface.

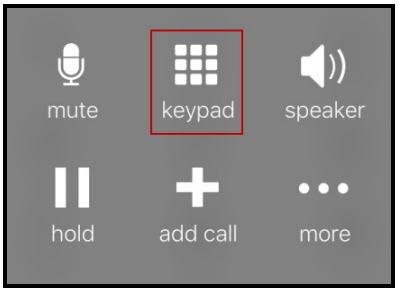


Bria sends the DTMF tones.

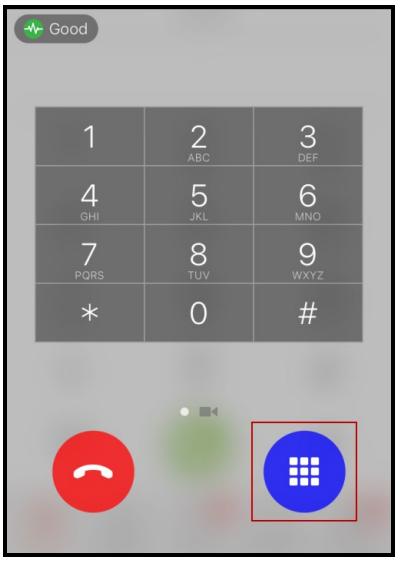
To use DTMF during a video call

iPhone

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



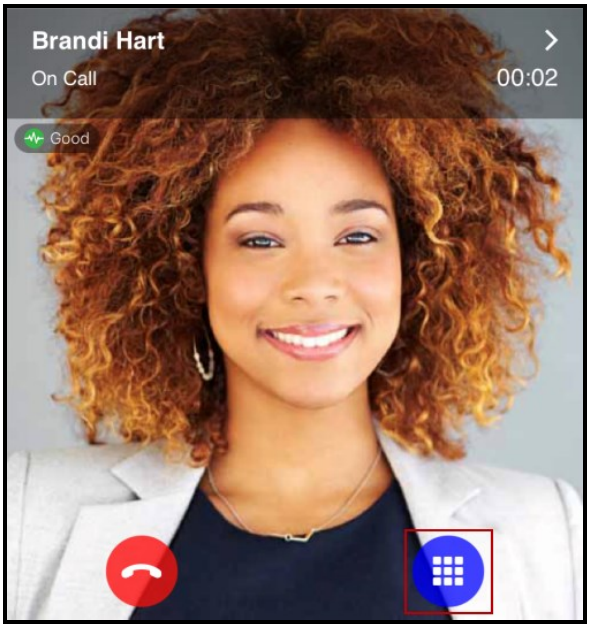
3. Tap the required DTMF numbers.
4. Tap **Close Keypad** to return to the call interface.



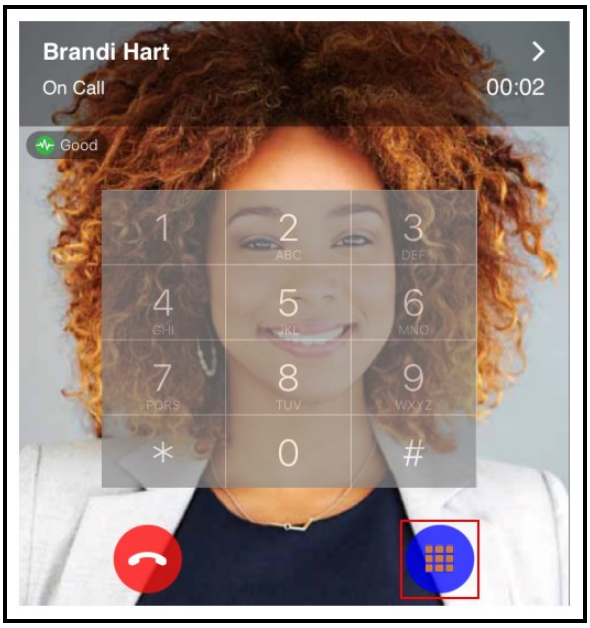
Bria sends the DTMF tones.

iPad

1. Tap **Keypad**.



2. Tap the required DTMF numbers.
3. Tap **Close Keypad** to return to the call interface.



Bria sends the DTMF tones.

Handling an incoming call

Incoming calls generally appear the same as a native incoming call.

> **Tip:** Make sure you allow Bria to show notifications on your device.

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

All methods for handling incoming calls on an iPhone assume that **Settings** > **Preferences** > **Native Integration** is on. For information on how Bria interacts with iPhone's native dialer and how to handle a call if **Native Integration** is off, see Native integration.

> **Note:** Bria users in China: CallKit cannot be used in China. For this reason, **Settings** > **Preferences** > **Call Handling – Native Integration** does not appear in Bria if you are in China. Please see Handling calls with Native Integration off for information on how to handle incoming calls.

Tip: Tap the device's power button or the volume buttons to silence the incoming ring tone without answering the call.

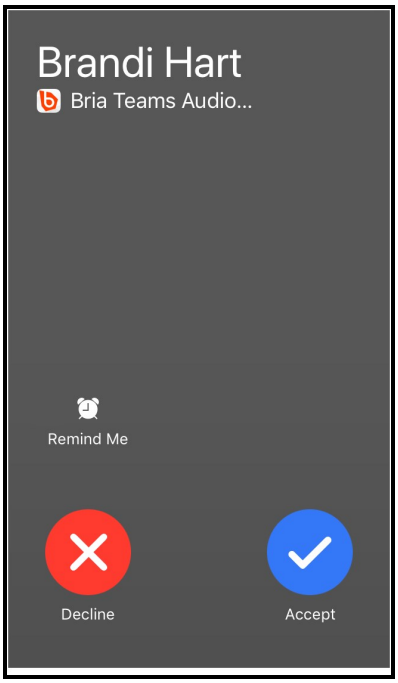
Answering calls with Bria in the foreground or background

When Bria is in the foreground or the background, Bria displays the name of the remote party and the available options to handle the call.

To respond to an incoming Bria call

iPhone

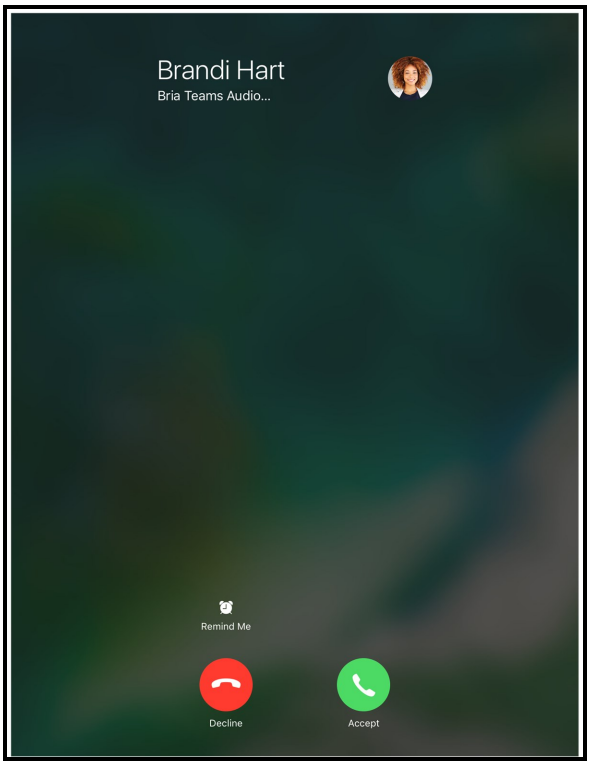
1. Tap the option you want to use.
    - **Accept**: Bria answers the incoming call.
    - **Decline**: Bria ends the incoming call.
    - **Remind Me**: Bria ends the incoming call and sets a call reminder.



Bria declines or starts the call.

iPad

1. Tap the option you want to use.
    - **Accept**: Bria answers the incoming call.
    - **Decline**: Bria ends the incoming call.
    - **Remind Me**: Bria ends the incoming call and sets a call reminder.



Bria declines or starts the call.

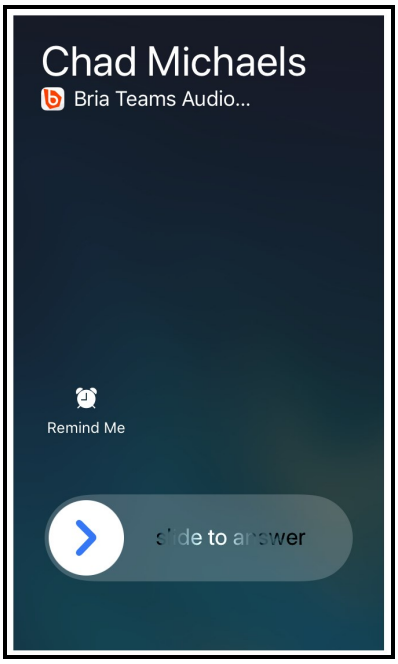
Device is locked

When your device is locked, you receive an incoming call notification on the lockscreen.

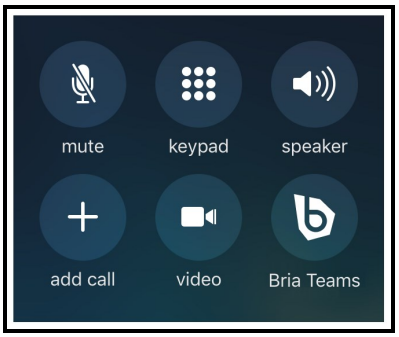
To answer an incoming call when the device is locked

iPhone

1. Slide the phone icon to the right to answer the call. Tap the iPhone and iPad power button or the volume buttons to silence the incoming ring tone without answering the call.

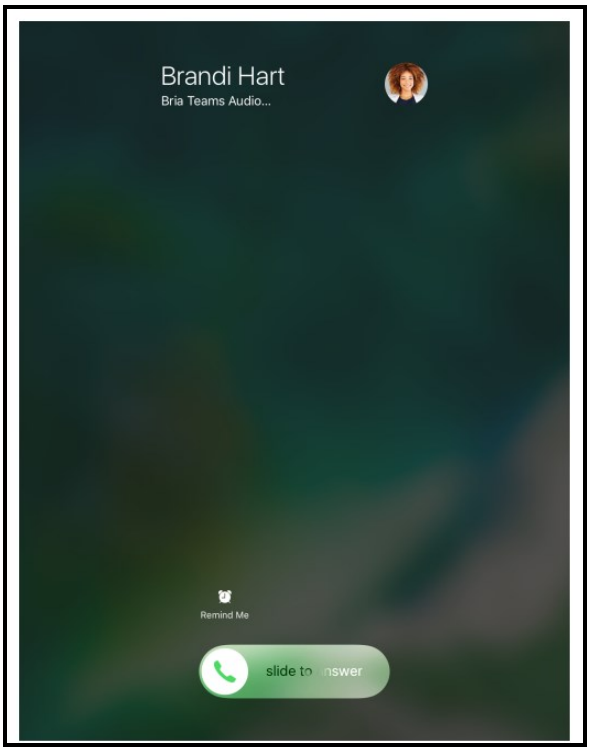


Bria starts the call. To access any other calling features, tap the Bria icon and, if required, enter the passcode for the iPhone and iPad.

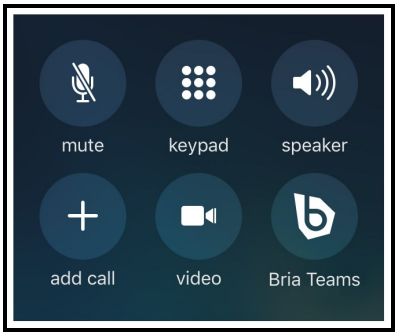


iPad

1. Slide the phone icon to the right to answer the call. Tap the iPhone and iPad power button or the volume buttons to silence the incoming ring tone without answering the call.



Bria starts the call. To access any other calling features, tap the Bria icon and, if required, enter the passcode for the iPhone and iPad.



Answering a second incoming call

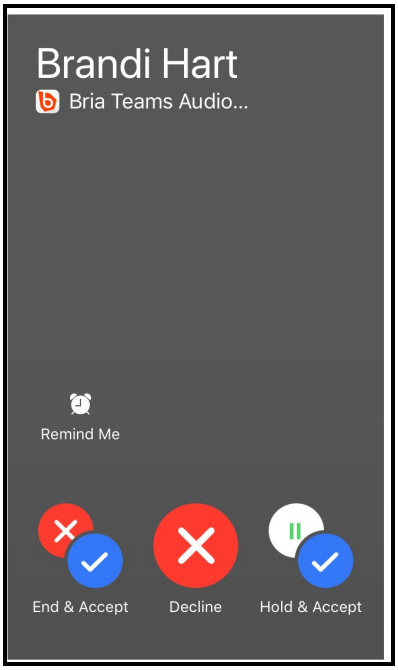
On an iPhone, you can have two concurrent Bria calls and one native call.

On an iPad, you can have two concurrent Bria calls.

To answer a second incoming Bria call

iPhone

1. Tap the option you want to use.
    - **End & Accept**: Bria ends the first call and answers the incoming call.
    - **Decline**: Bria continues with the first call and ends the incoming call.
    - **Hold & Accept**: Bria puts the first call on hold and answers the incoming call.
    - **Remind Me**: Bria ends the call and sets a reminder

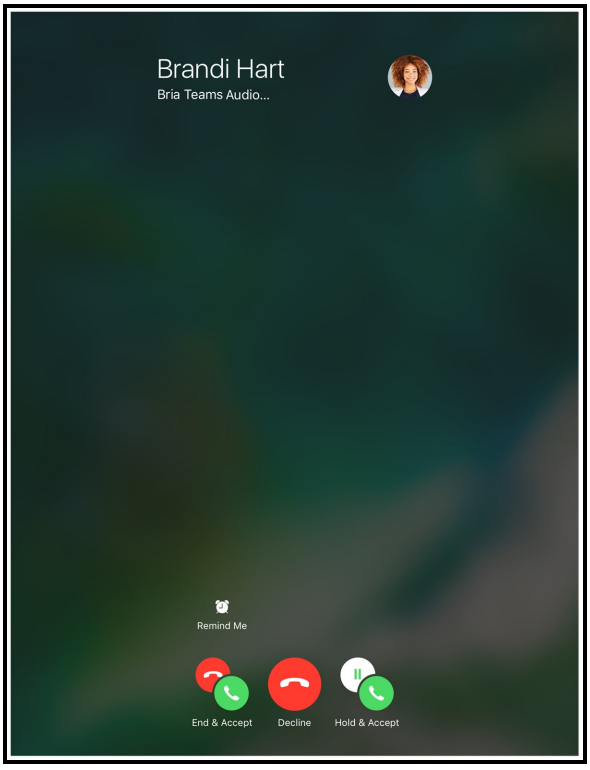


Bria declines or starts the call.

iPad

1. Tap the option you want to use.
    - **End & Accept**: Bria ends the first call and answers the incoming call.
    - **Decline**: Bria continues with the first call and ends the incoming call.
    - **Hold & Accept**: Bria puts the first call on hold and answers the incoming call.

- **Remind Me**: Bria ends the call and sets a reminder



Bria declines or starts the call.

Swapping between calls

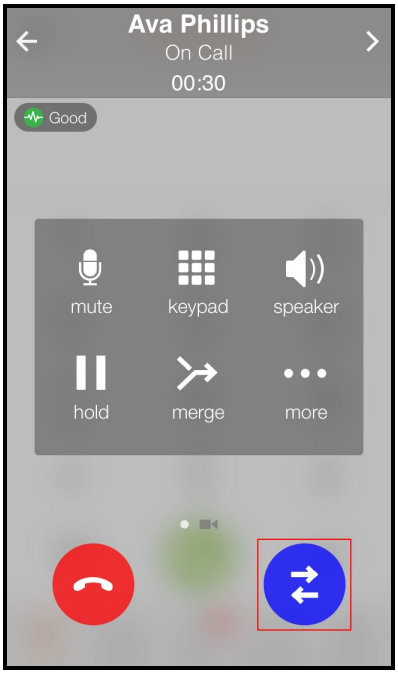
When you have two established calls, you can swap between them.

To swap between calls

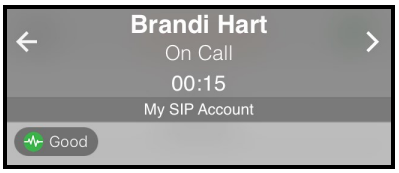
iPhone

The active call is displayed in Bria.

1. Tap **Swap Calls** .

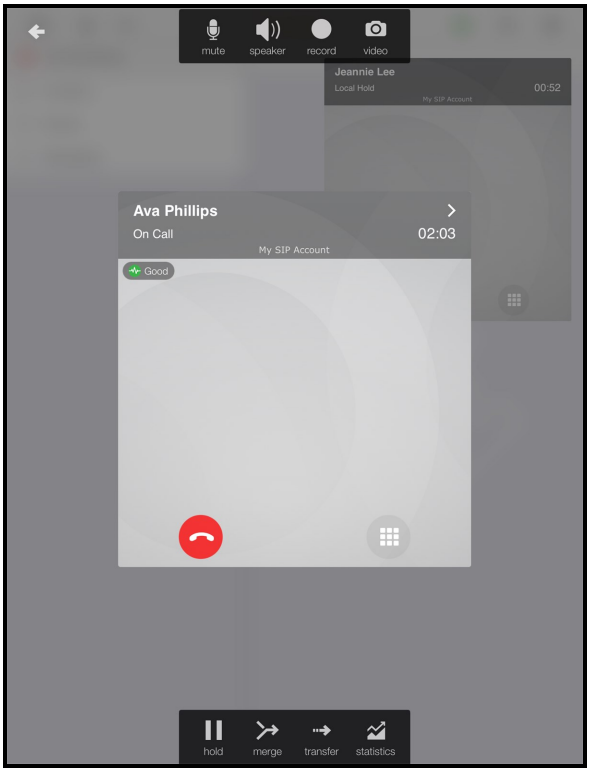


Bria places the first call on hold and connects the second call. Bria displays the name of the remote party for the active call.



iPad

1. Both calls display on the screen. Tap the call at the back of the screen.



Bria places the first call on hold and connects the second call. Bria displays the active call in front.

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 iPhone, 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.

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)

Warning: Bria Version 6.7.2+ has the auto answer feature removed because the feature no longer works as intended due to iOS limitations.

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

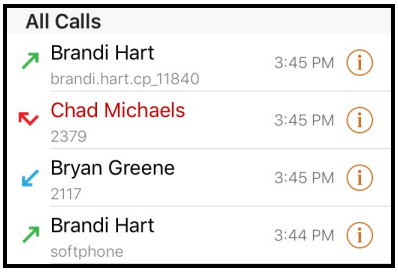
1. In Bria, tap ≡ **Menu** on the top left corner, then tap **Settings**.
2. Go to **Preferences - Incoming Call**.
3. Tap **Call Blocking**.
4. Enable options and/or add phone numbers to block.

Call blocking is enabled.

To add a phone number to the block list from History

iPhone

1. Go to the **History** tab on the resource panel.
2. Tap ⓘ beside the entry to open call details.

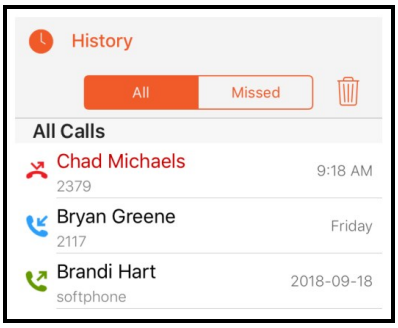


3. Tap **Block...** in the call entry.

Bria adds this number to the block list.

iPad

1. Go to the **History** tab on the resource panel.
2. Tap the entry to open call details.



3. Tap **Block...** in the call entry.

Bria adds this number to the block list.

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 iPhone, the video controls auto-hide. If the video controls are missing, tap the screen to make them reappear.

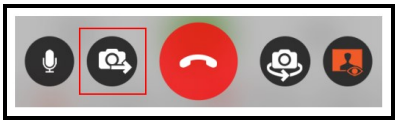
Sending your video

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

To send your video

iPhone

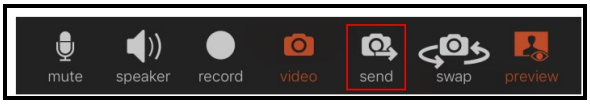
1. Tap **Send** in the toolbar at the bottom of the screen.



Bria starts sending your video to the remote party.

iPad

1. Tap **Send** in the toolbar at the top of the screen.



Bria starts sending your video to the remote party.

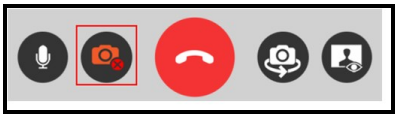
Stop sending your video

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

To stop sending your video

iPhone

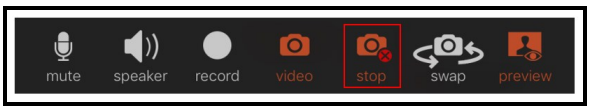
1. Tap **Stop** at the bottom of the screen.



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

iPad

1. Tap **Stop** at the top of the screen.



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

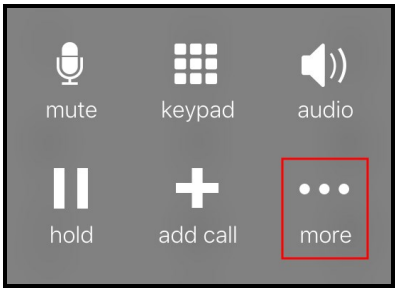
Removing all video

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

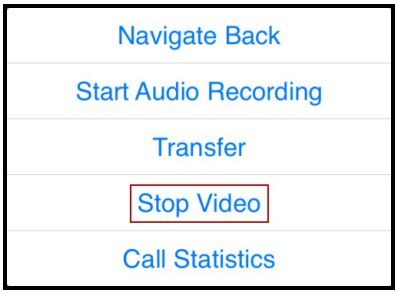
To remove all video

iPhone

1. Swipe right on the screen.
2. Tap **More**.



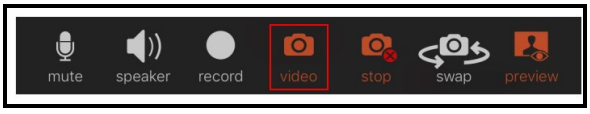
3. Tap **Stop Video**.



Bria switches the call to an audio call.

iPad

1. Tap **Video**.



Bria switches the call to an audio call.

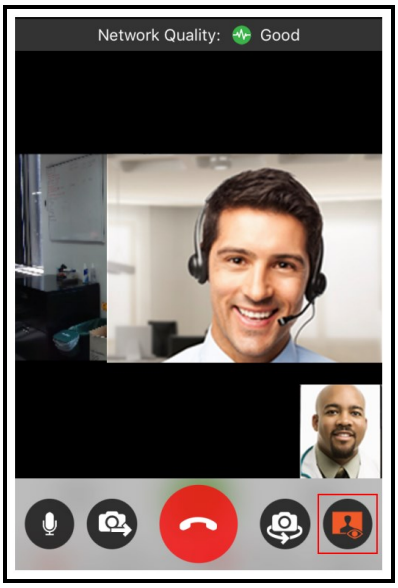
Local video preview

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

iPhone

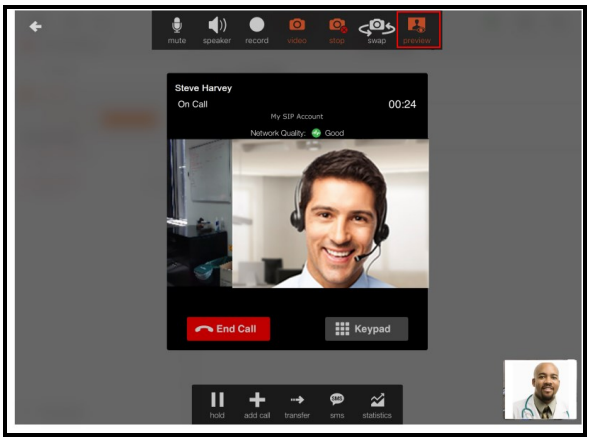
1. Tap **Preview**.



Bria adds or removes the video preview.

iPad

1. Tap **Preview**.



Bria adds or removes the video preview.

> **Note:** The camera is not available when you are running Bria on an iPad in split view mode.
>
> Video is not sent and you see **Video Not Available** on your video preview.

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**.

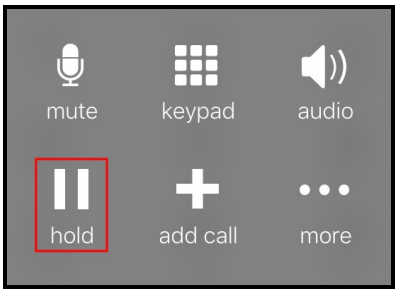
Using the dial pad

If you know the number, you can use the dial pad to make an attended transfer.

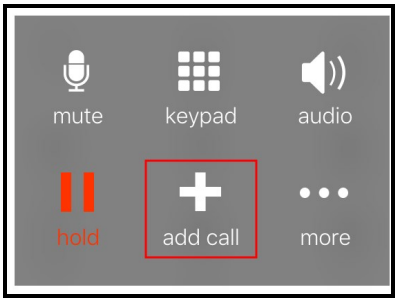
To make an attended transfer using the dial pad

iPhone

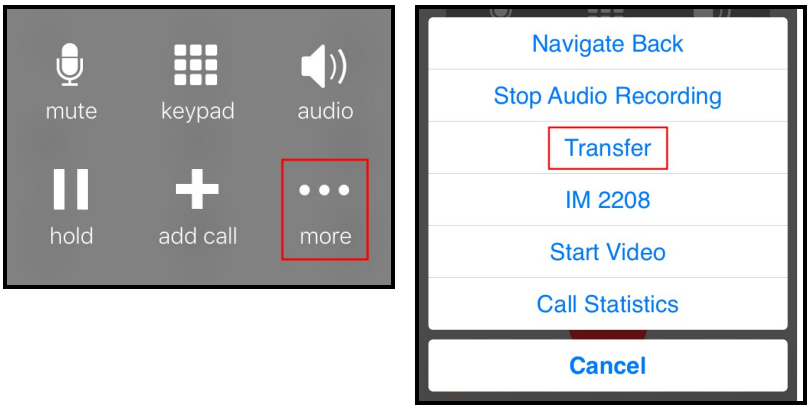
1. Tap **Hold** to put the first call on hold.



2. Tap **Add call**.



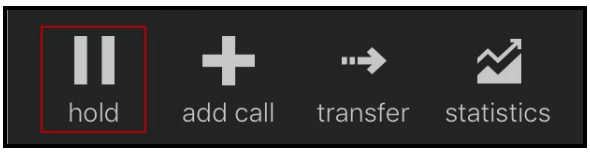
3. Enter the number of the person you want to transfer the call to and tap **Dial**.
4. When you are finished speaking with the target, tap **More** and tap **Transfer**.



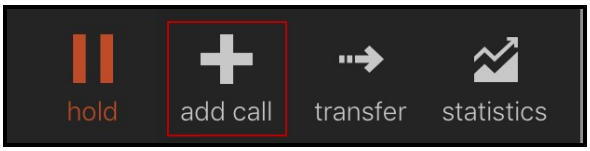
Bria connects the remote party to the target. Bria disconnects you from both calls.

iPad

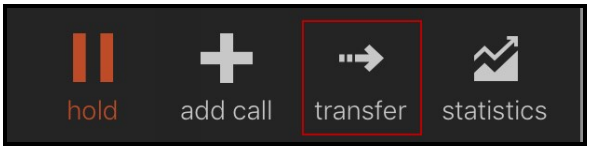
1. Tap **Hold** to put the first call on hold.



2. Tap **Add Call**.



3. If necessary, tap **Dial pad** in the toolbar.
4. Enter the number of the person you want to transfer the call to and tap **Dial**.
5. Tap **Transfer** when you have finished speaking with the target.



Bria connects the remote party to the target. Bria disconnects you from both calls.

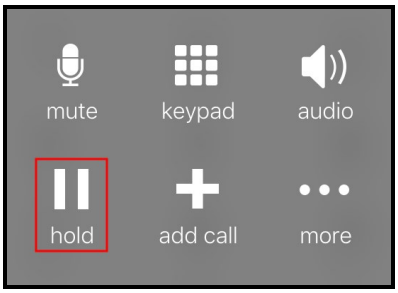
Using Bria's Contacts

You can make an attended transfer by selecting one of your contacts or team members.

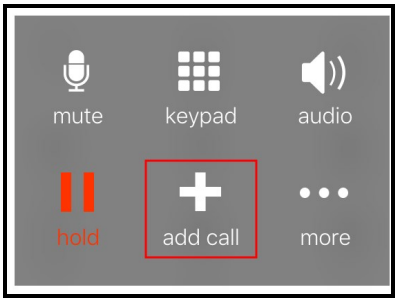
Using Bria's Contacts to make an attended transfer

iPhone

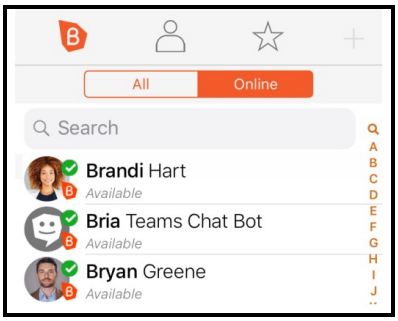
1. Tap **Hold** to put the first call on hold.



2. Tap **Add call**.

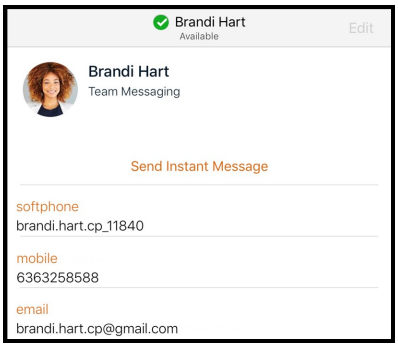


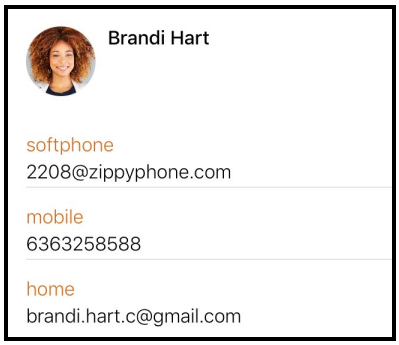
3. If necessary, go to the **Contacts** tab on the resource panel to display Bria's **Contacts**.
4. Select a team member by tapping on the team member or typing their name in the **Search** bar and tapping the team member. To call someone outside of you team, tap **Contacts** and select a contact by tapping on the contact or typing their name in the **Search** bar and tapping on the contact.



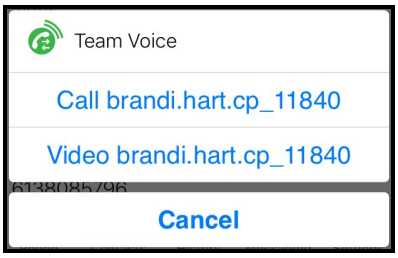
Contact Details opens.

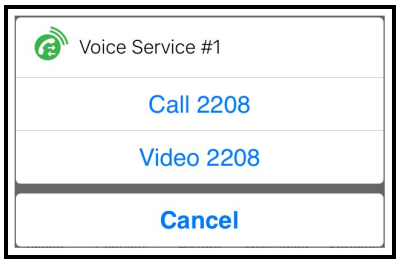
5. Tap the number you want to transfer the call to.



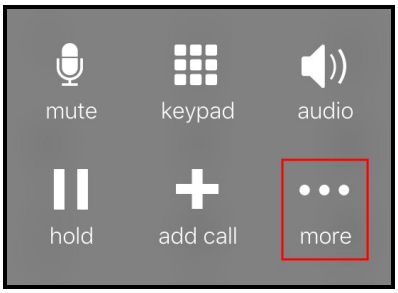


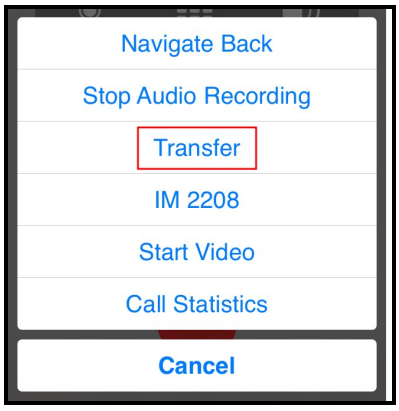
6. Tap **Call...** or **Video...**.





7. When you are finished speaking to the target, tap **More** and tap **Transfer**.

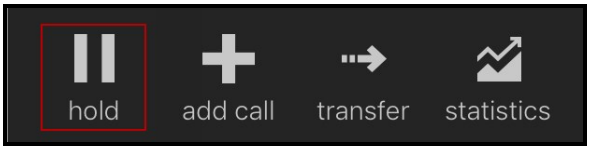




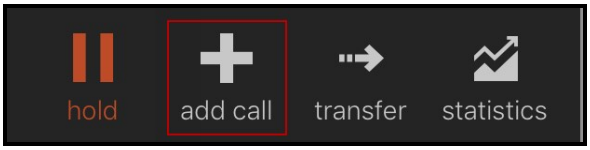
Bria connects the remote party to the target. Bria disconnects you from both calls.

iPad

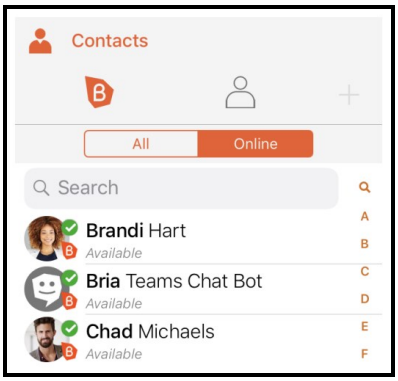
1. Tap **Hold** to put the first call on hold.



2. Tap **Add Call**.

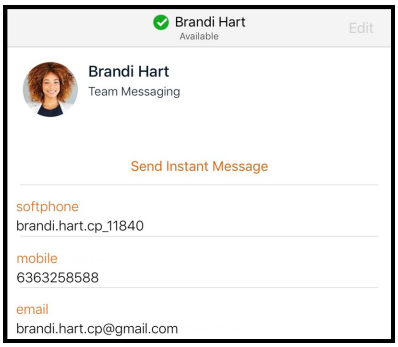


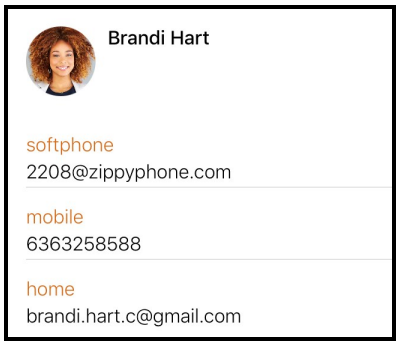
3. If necessary, go to the **Contacts** tab on the resource panel to display Bria's **Contacts**.
4. Select a team member by tapping on the team member or typing their name in the **Search** bar and tapping the team member. To call someone outside of you team, tap **Contacts** and select a contact by tapping on the contact or typing their name in the **Search** bar and tapping on the contact.



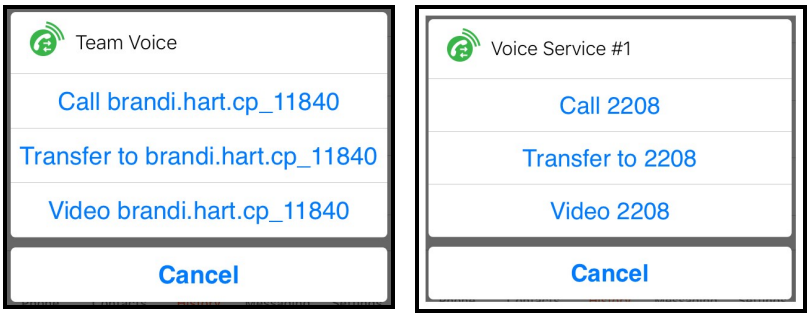
Contact Details opens.

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

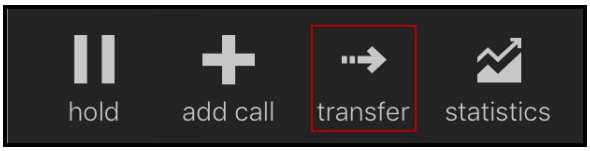




6. Tap **Call...** or **Video...**.



7. Tap **transfer** when you have finished speaking to the target.



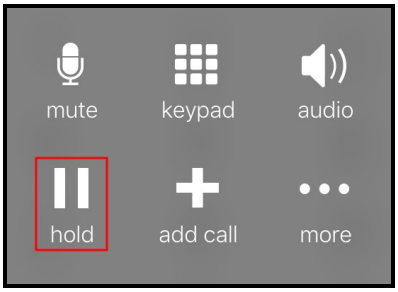
Bria connects the remote party to the target. Bria disconnects you from both calls.

Using Bria's History

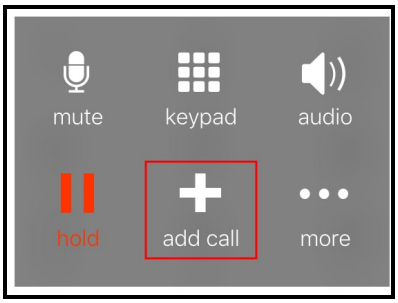
You can make an attended transfer to someone you have previously had a call with.

To make an attended transfer by tapping a History entry – iPhone only

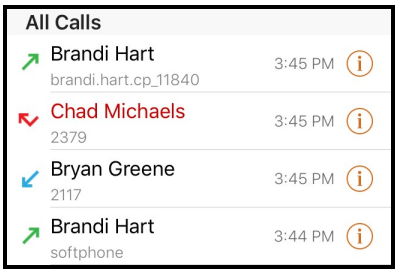
1. Tap **Hold** to put the first call on hold.



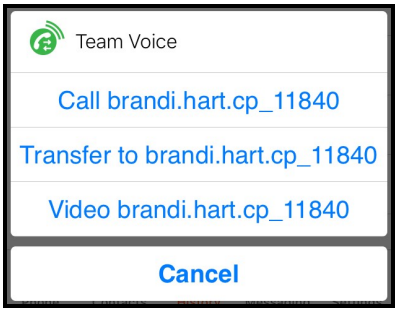
2. Tap **Add Call**.

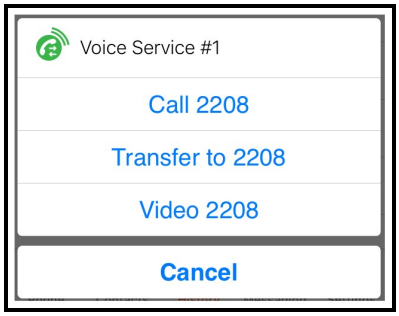


3. Go to the **History** tab on the resource panel.
4. Tap the history entry containing the contact you want to transfer the call to.

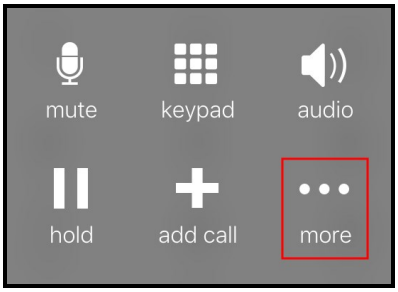


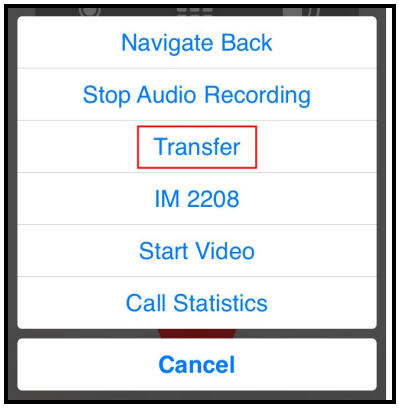
5. Tap **Call...** or **Video...**.





6. When you are finished speaking to the target, tap **More** and tap **Transfer**.



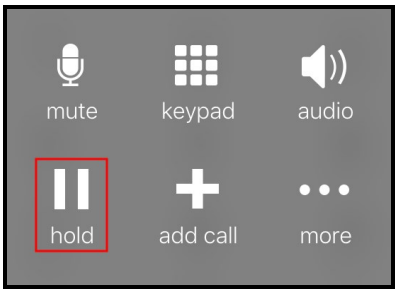


Bria connects the remote party to the target. Bria disconnects you from both calls.

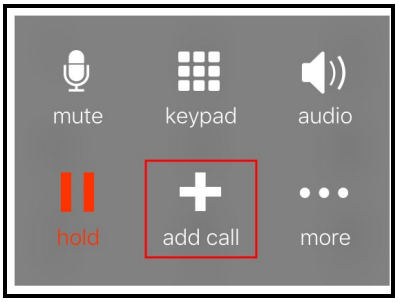
To make an attended transfer using History details

iPhone

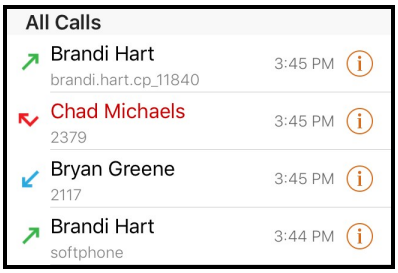
1. Tap **Hold** to put the first call on hold.



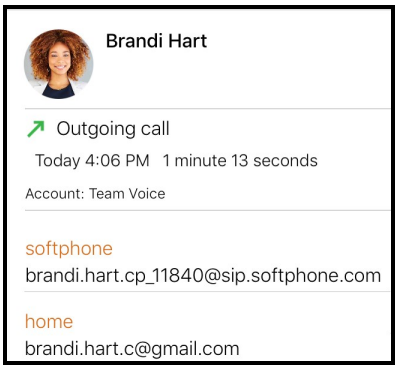
2. Tap **Add Call**.

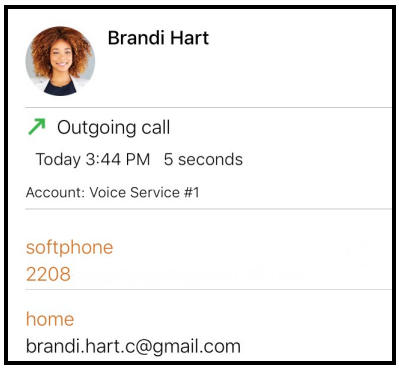


3. Go to the **History** tab on the resource panel.
4. Tap **More Info** beside the entry to open call details.

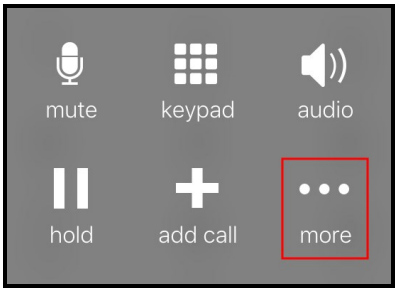


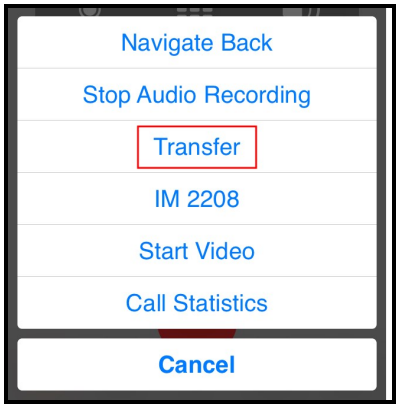
5. Tap the phone number in the call entry.





6. When you are finished speaking to the target, tap **More** and tap **Transfer to...**.

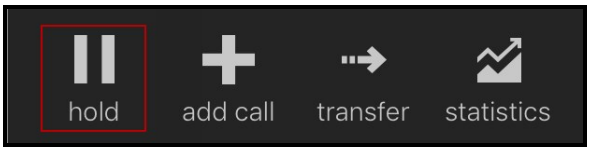




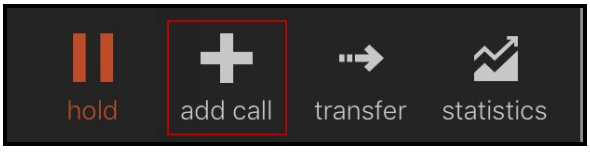
Bria connects the remote party to the target. Bria disconnects you from both calls.

iPad

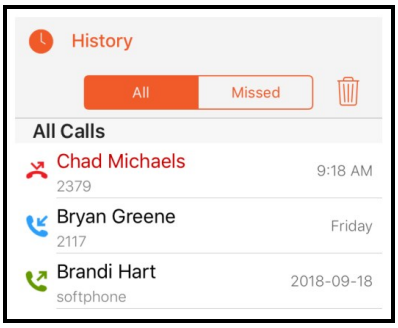
1. Tap **Hold** to put the first call on hold.



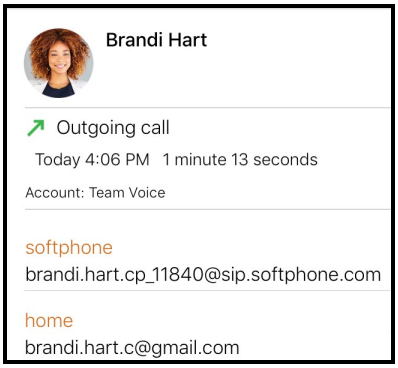
2. Tap **Add Call**.

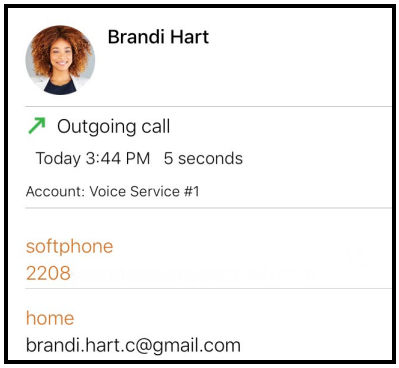


3. Go to the **History** tab on the resource panel.
4. Tap the entry to open call details.

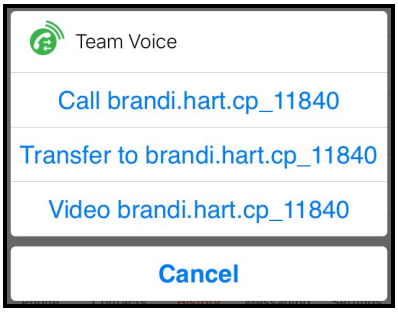


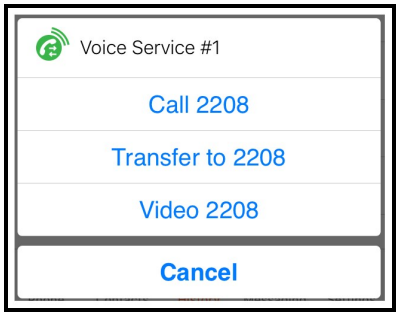
5. Tap the phone number in the call entry.



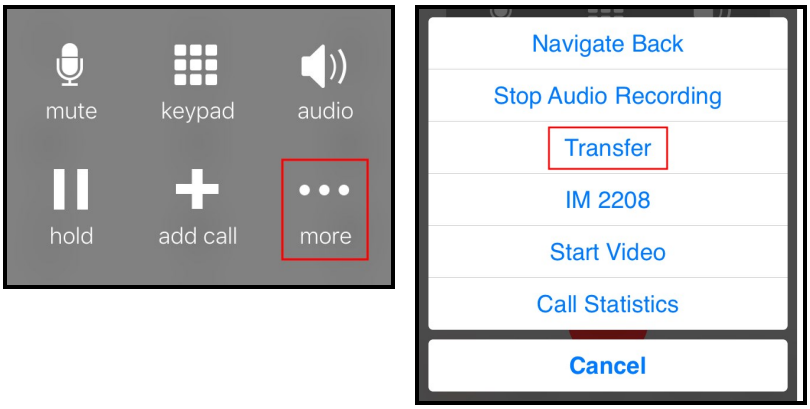


6. Tap the **Call...** or **Video...**.





7. When you are finished speaking to the target, tap **More** and tap **Transfer to...**.



Bria connects the remote party to the target. Bria disconnects you from both calls.

Unattended transfer

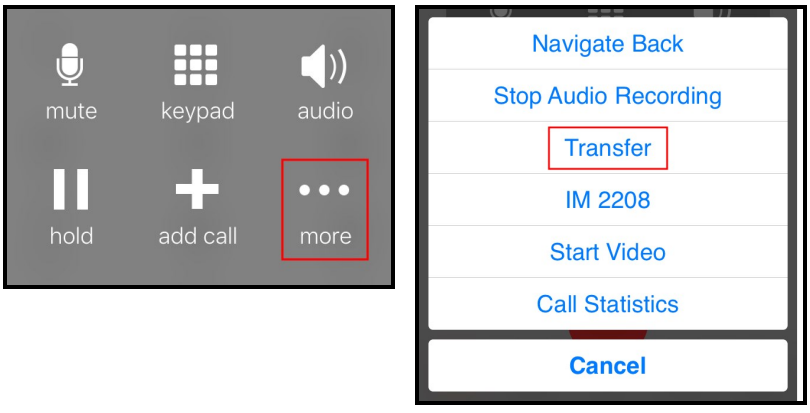
In an unattended transfer, you do not speak to the target before transferring the call.

Using the dial pad

To make an unattended transfer using the dial pad

iPhone

1. Tap **More** and tap **Transfer**.

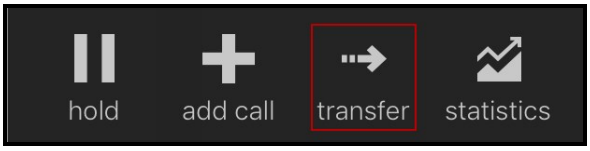


2. If necessary, go to the **Phone** tab on the resource panel.
3. Type the number you want to transfer the call to and tap **Transfer**.

After tapping **Transfer**, Bria puts the remote party on hold while dialing the target. Once the call connects, Bria ends the call between you and the remote party. If the target answers the call, the call continues between the target and the remote party. If the target declines the call, the call ends.

iPad

1. Tap **Transfer**.



2. Tap the **dial pad** in the toolbar.
3. Type the number you want to transfer the call to and tap **Transfer**.

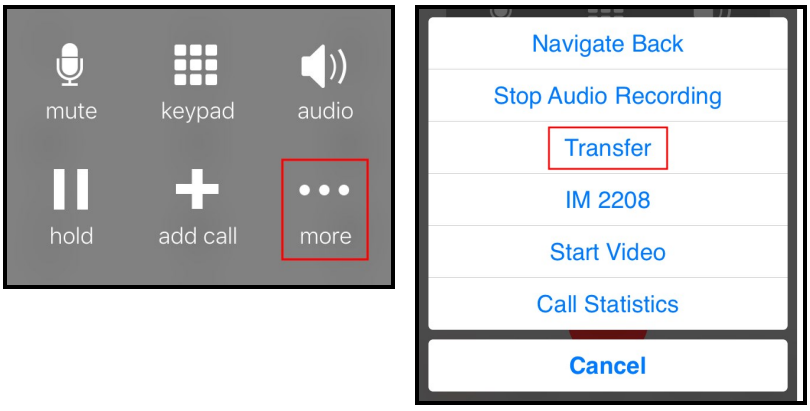
After tapping **Transfer**, Bria puts the remote party on hold while dialing the target. Once the call connects, Bria ends the call between you and the remote party. If the target answers the call, the call continues between the target and the remote party. If the target declines the call, the call ends.

Using Bria Contact's

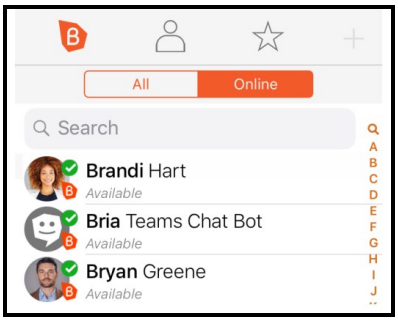
To make an unattended transfer using Bria's Contacts

iPhone

1. Tap **More** and tap **Transfer**.

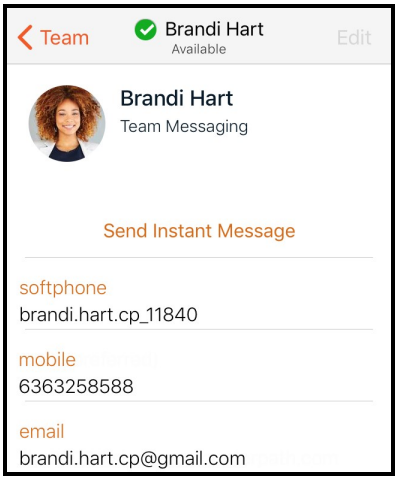


2. Go to the **Contacts** tab on the resource panel to display Bria's **Contacts**.
3. Select a team member by tapping on the team member or typing their name in the **Search** bar and tapping the team member. To call someone outside of you team, tap **Contacts** and select a contact by tapping on the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

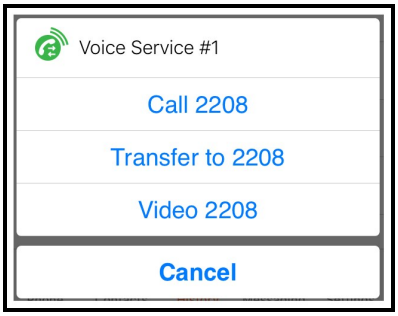


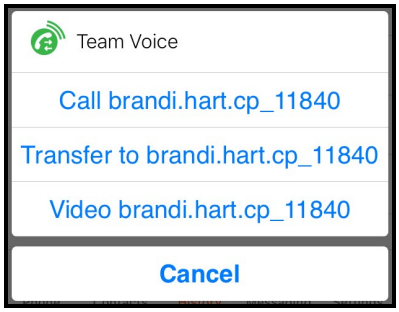
Contact Details opens.

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



5. Tap **Transfer to…**.

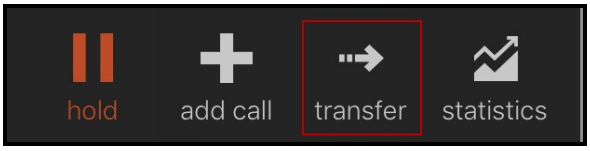




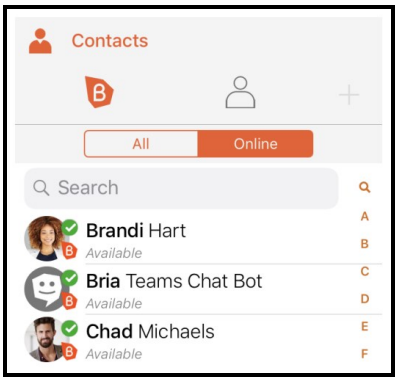
After tapping **Transfer To**, Bria puts the remote party on hold while dialing the target. Once the call connects, Bria ends the call between you and the remote party. If the target answers the call, the call continues between the target and the remote party. If the target declines the call, the call ends.

iPad

1. Tap **transfer**.

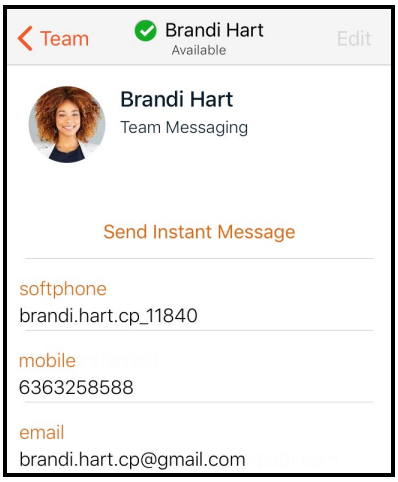


2. Go to the **Contacts** tab on the resource panel to display Bria's **Contacts**.
3. Select a team member by tapping on the team member or typing their name in the **Search** bar and tapping the team member. To call someone outside of you team, tap **Contacts** and select a contact by tapping on the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

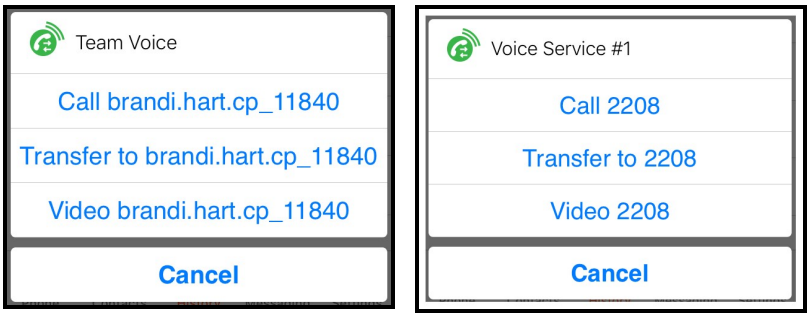


Contact Details opens.

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



5. Tap **Transfer to…**.



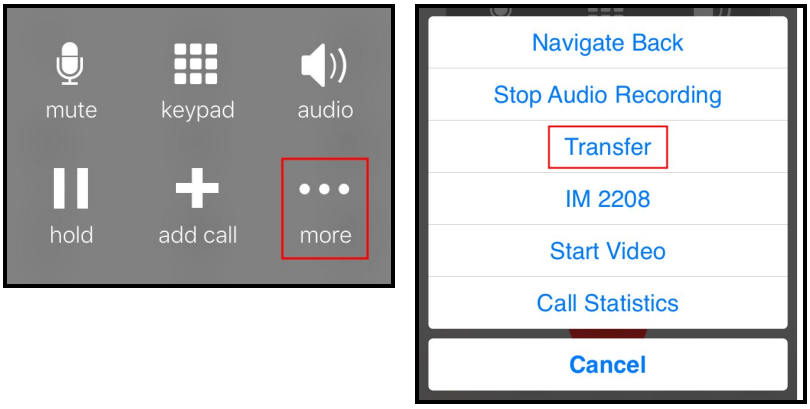
After tapping **Transfer To**, Bria puts the remote party on hold while dialing the target. Once the call connects, Bria ends the call between you and the remote party. If the target answers the call, the call continues between the target and the remote party. If the target declines the call, the call ends.

Using Bria's History

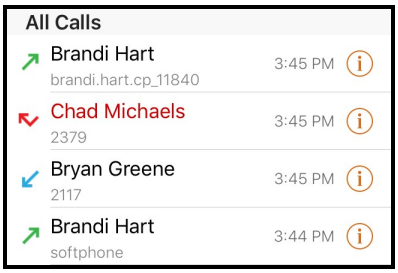
You can make an unattended transfer from Bria's **History** using long-press or using the **History** icon.

To make an unattended transfer by tapping a History entry – iPhone only

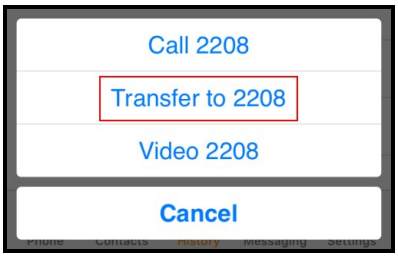
1. Tap **More** and tap **Transfer**.



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



4. Tap **Transfer to…**.

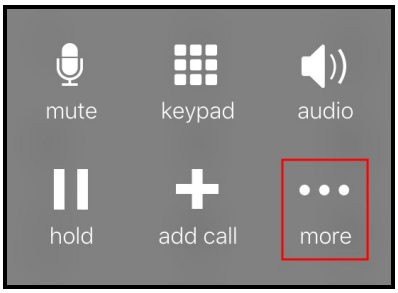


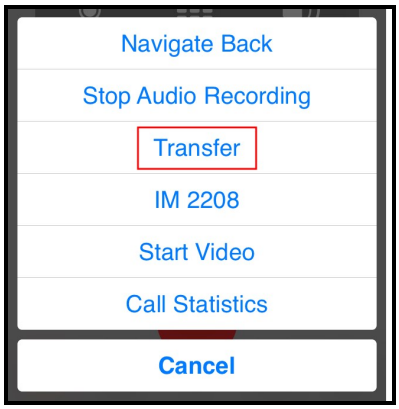
Bria connects the remote party to the target. Bria disconnects you from both calls.

To make an unattended transfer using History details

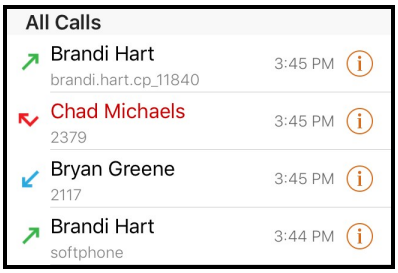
iPhone

1. Tap **More** and tap **Transfer**.

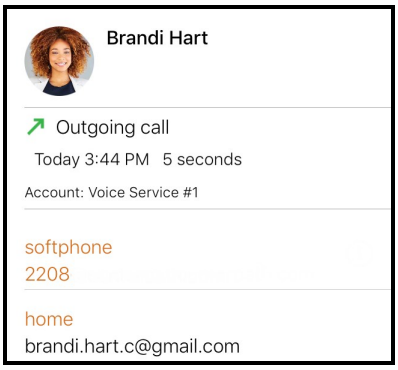




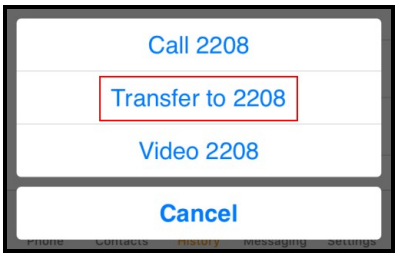
2. Go to the **History** tab on the resource panel.
3. Tap ⓘ **More Info** beside the entry to open call details.



4. Tap the phone number in the call entry.



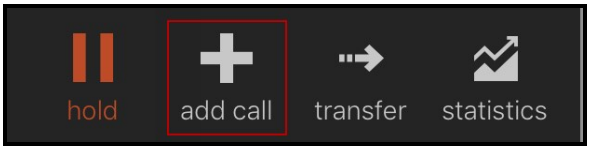
5. Tap **Transfer to...**.



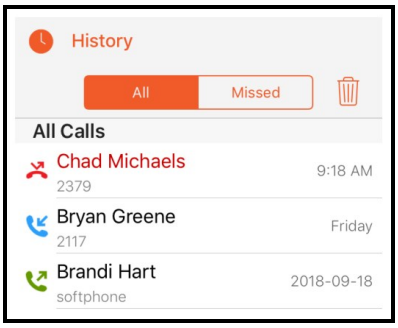
Bria connects the remote party to the target. Bria disconnects you from both calls.

iPad

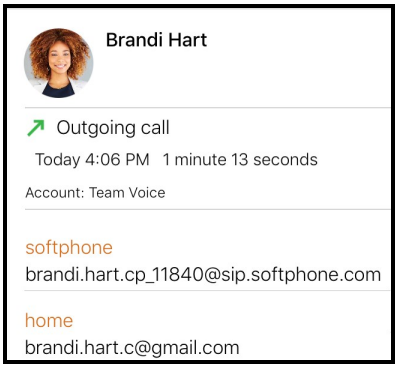
1. Tap **Add Call**.

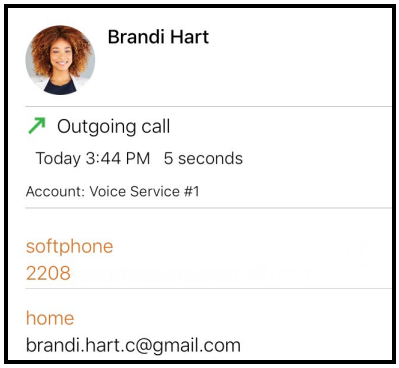


2. Go to the **History** tab on the resource panel.
3. Tap the entry to open call details.

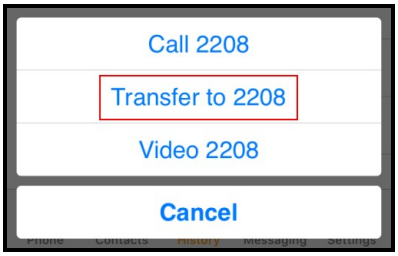


4. Tap the phone number in the call entry.





5. Tap **Transfer to...**.



Bria connects the remote party to the target. Bria disconnects you from both calls.

Encrypting a call

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

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

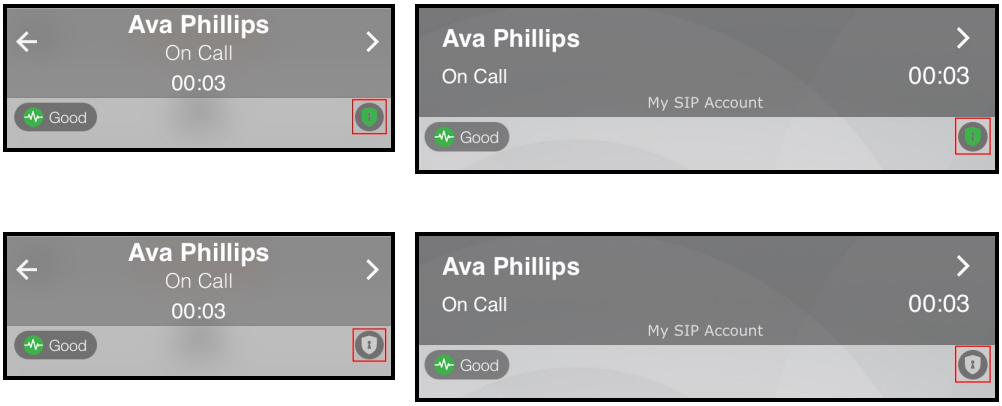
Not available in: Solo (Free)

Calls placed using your Team Voice calls are always encrypted.

Encryption indicators

– Bria is using SRTP for encryption and TLS for transport.

– Bria is using SRTP for encryption and UDP or TCP for transport.



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.

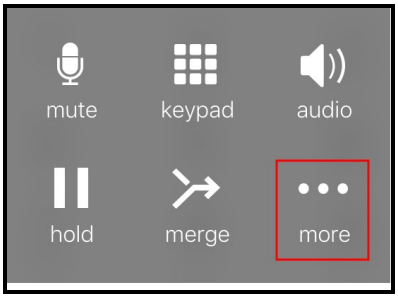
You can record a video call, but only the audio portion of the call is recorded.

- 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.

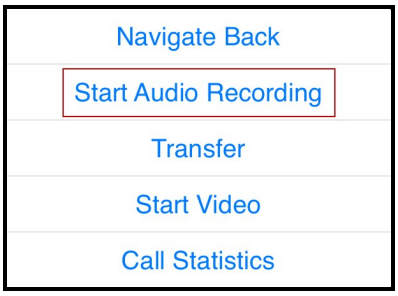
To record a call

iPhone

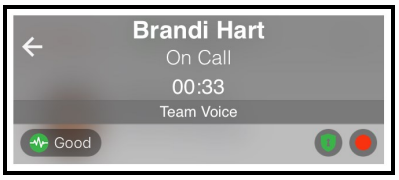
1. Tap **More** during an established call.



2. Tap **Start Audio Recording**.

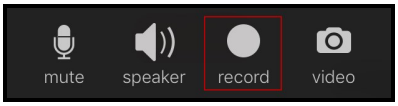


Bria displays a small red, flashing icon to show that the call is being recorded.

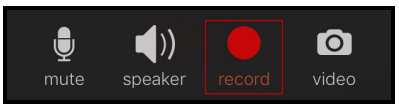


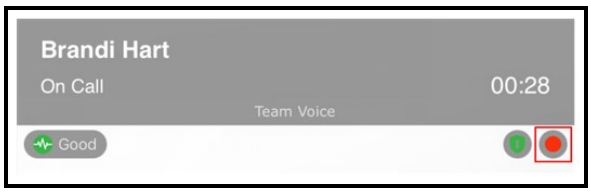
iPad

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



Record turns red and Bria displays a small red, flashing icon to show that the call is being recorded.

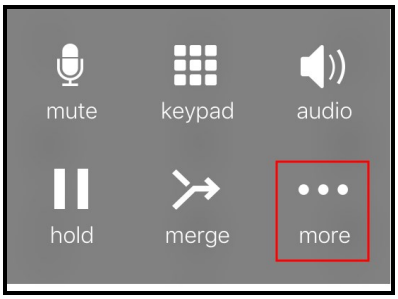




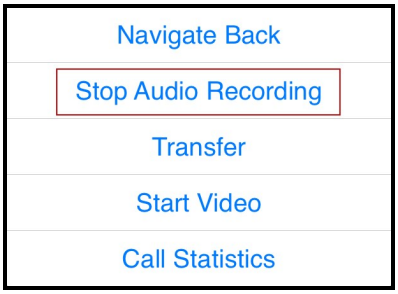
To stop recording a call

iPhone

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



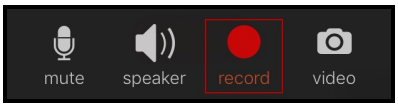
2. Tap **Stop Audio Recording**.



Bria stops or pausing call recording the call.

iPad

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

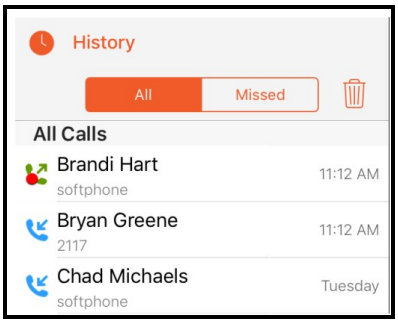
Use the **History** tab in Bria to listen to, share or delete a call recording. Recordings are stored locally on your device. If you have Call History Sync enabled, note that the recording is accessible only on the device you made the recording; on other devices you will still see the call entry but without the red call recording indicator.

You can also manage the recording using the Finder or iTunes® on your computer. See how to use the Finder or how to use iTunes to share files. Call recording files can be found under **Files** or **File Sharing**.

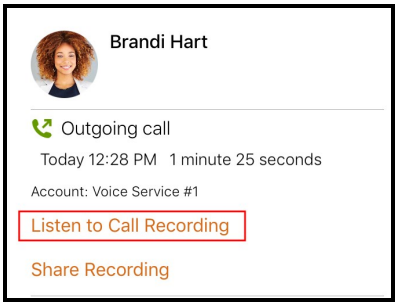
To listen to a recording

iPhone

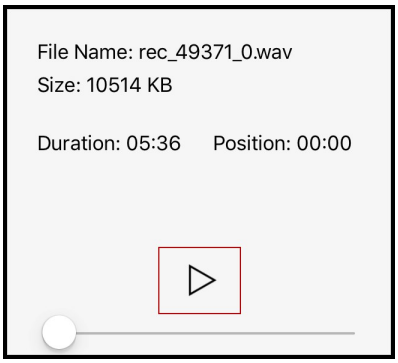
1. Go to the **History** tab on the resource panel.
2. Tap ⓘ **More Info** beside the call with the call recording indicator.



3. Tap **Listen to Call Recording**.



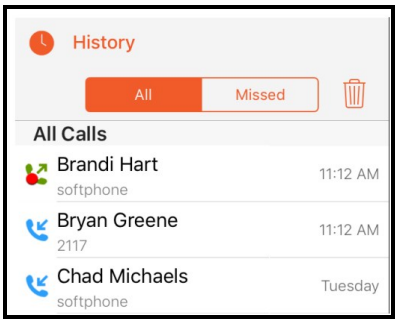
4. Tap the **Play** icon to listen to the recording.



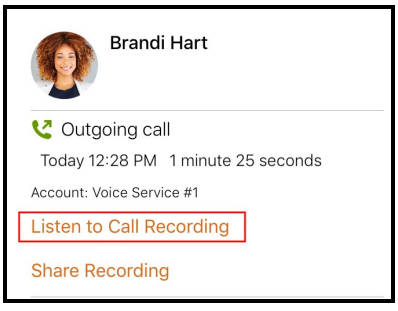
Bria plays the call recording.

iPad

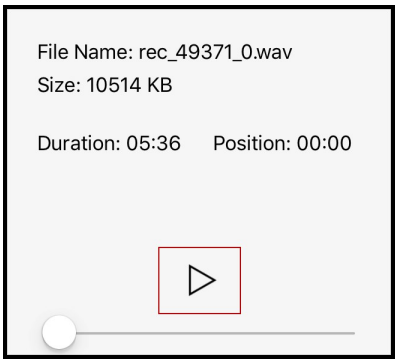
1. Go to the **History** tab on the resource panel.
2. Tap the call entry with the call recording indicator.



3. Tap **Listen to Call Recording**.



4. Tap **Play** to listen to the recording.

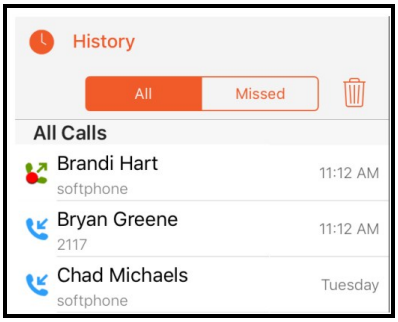


Bria plays the call recording.

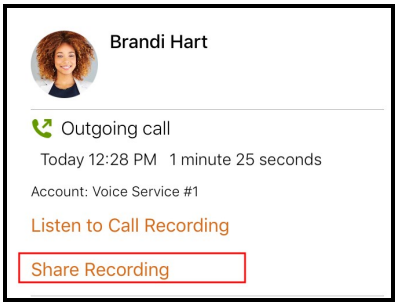
To share a call recording

iPhone

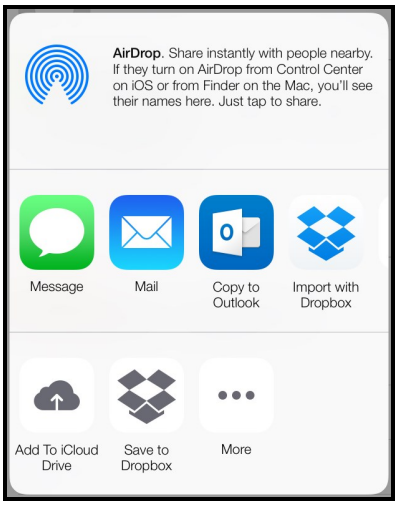
1. Go to the **History** tab on the resource panel.
2. Tap ⓘ **More Info** beside the call with the call recording indicator.



3. Tap .



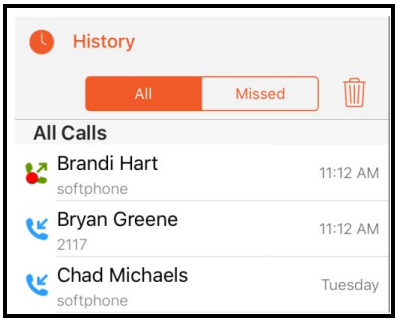
4. Choose what app you want to use to share the recording. You will see Airdrop, Message, and Mail. You may see additional apps you can use to share a recording depending on the apps you have installed on your device.



Bria opens the app you chose to share the recording. Follow any instructions in the chosen app.

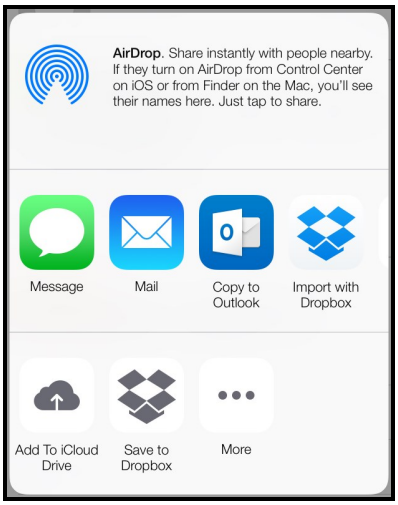
iPad

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



3. Tap **Share Recording**.

4. Choose what app you want to use to share the recording. You will see Airdrop, Message, and Mail. You may see additional apps you can use to share a recording depending on the apps you have installed on your device.

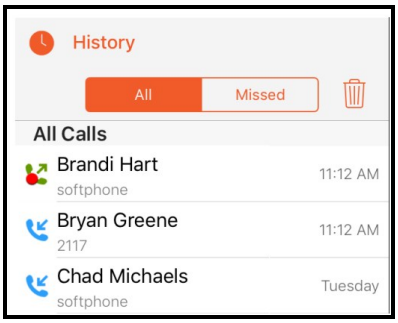


Bria opens the app you chose to share the recording. Follow any instructions in the chosen app.

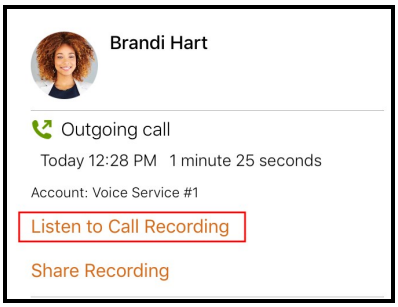
To delete a call recording

iPhone

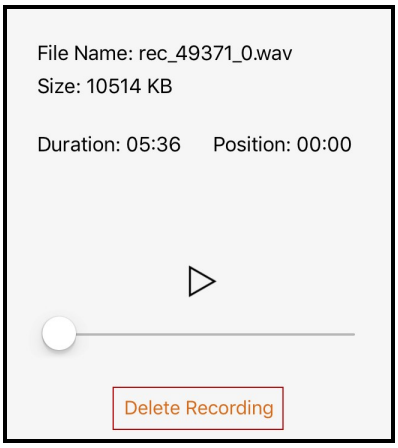
1. Go to the **History** tab on the resource panel.
2. Tap ⓘ **More Info** beside the call with the call recording indicator.



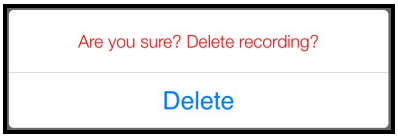
3. Tap **Listen to Call Recording**.



4. Tap **Delete Recording**.



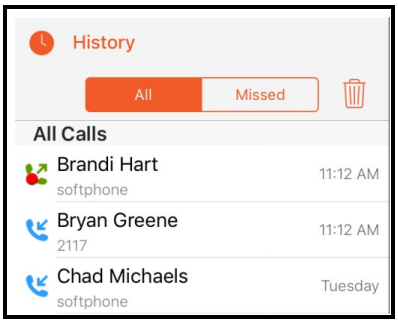
5. Tap **Delete**.



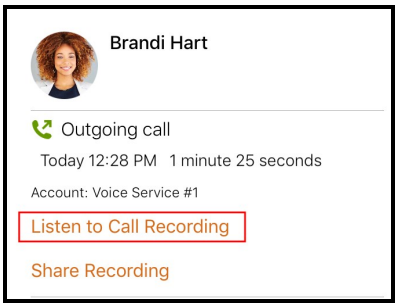
Bria deletes that call recording. Bria removes the call recording indicator from the call log in **History**. All other details of the call remain unchanged.

iPad

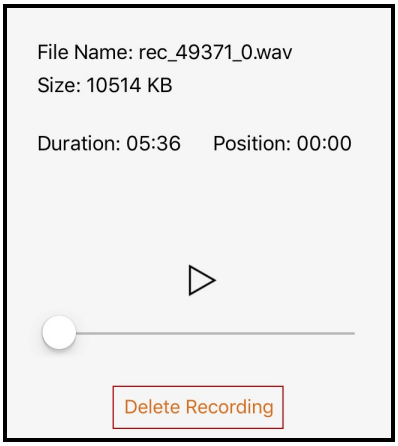
1. Go to the **History** tab on the resource panel.
2. Tap the call entry with the call recording indicator.



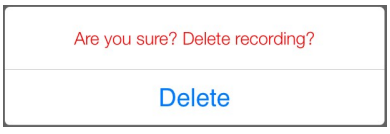
3. Tap **Listen to Call Recording**.



4. Tap **Delete Recording**.



5. Tap **Delete**.



Bria deletes that call recording. Bria removes the call recording indicator from the call log in **History**. All other details of the call remain unchanged.

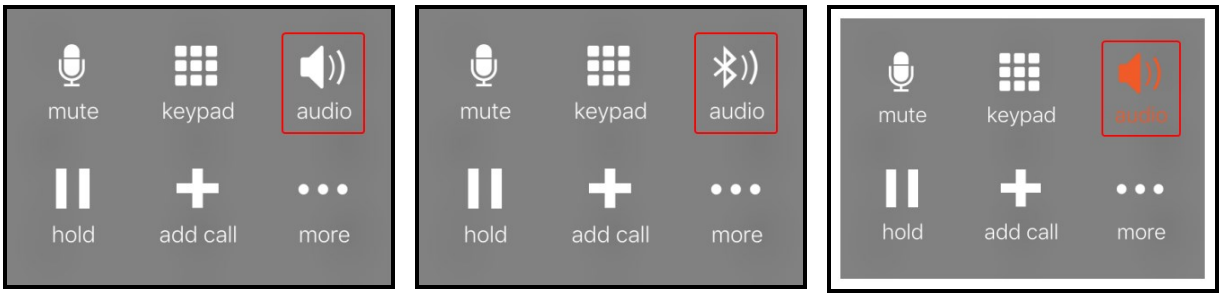
Call audio

Bria can play audio through the iPhone and iPad, over the speaker phone (iPhone), or through supported accessories.

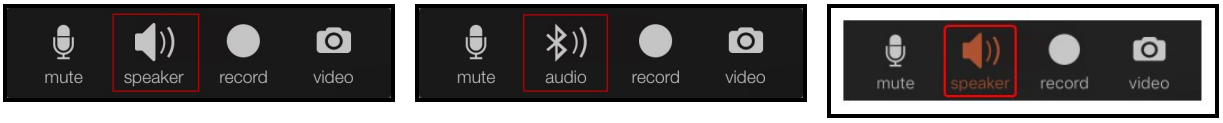
When a Bluetooth device is connected and **Settings** > **Preferences** > **Native Integration** is on, answering the call by tapping on the iPhone and iPad plays the audio through the iPhone and iPad. Answering the call by tapping a button on your Bluetooth device plays the audio through the Bluetooth device.

Turning on speaker phone

To turn on speaker phone, quickly tap **Audio** or **Audio**.



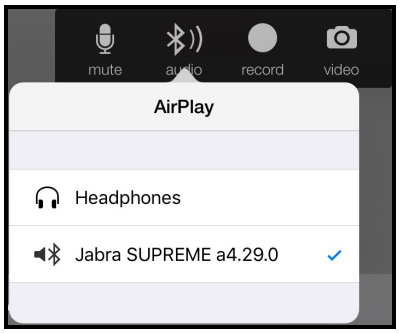
On your iPad, **Audio** may say **Speaker** if you have no other devices connected to your iPad.



On iPad, you can even turn off/mute Speaker by tapping the **Speaker** if you want no audio being played at all - for example, you have another device in your room for the same call and want to avoid feedback. When you connect headsets to the iPad, Speaker mute is cancelled automatically; you hear audio via headsets. Speaker mute applies to all subsequent calls, not per call.

Switching audio output

To choose a different audio output option, long-press **Audio**, **Audio**, or **Audio**, 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

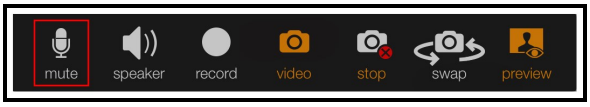
iPhone

1. Tap **Mute**.

Bria mutes the call.

iPad

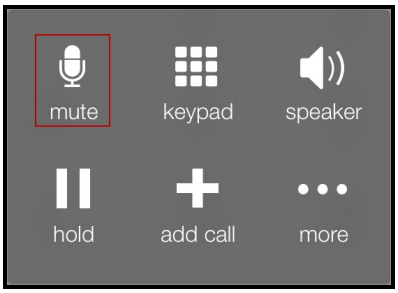
1. Tap **Mute**.



Bria mutes the call.

To mute a call using the menu – iPhone only

1. Swipe right.
2. Tap **Mute**



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.

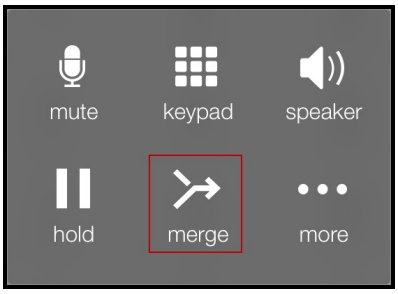
Merging calls

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.

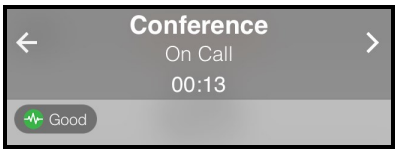
To merge two calls

iPhone

1. Tap **Merge** .

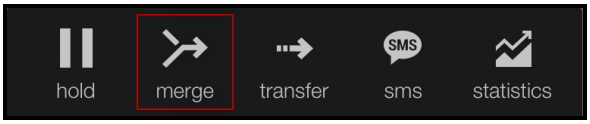


Bria merges the calls into a conference call and displays **Conference**. If you end the call, both remote parties are disconnected. The remote parties cannot continue the call without you.

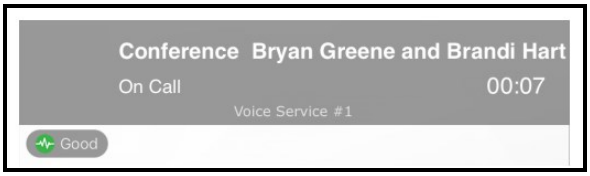


iPad

1. Tap **Merge** .



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.



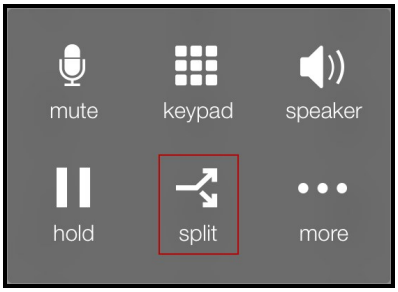
Splitting calls

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

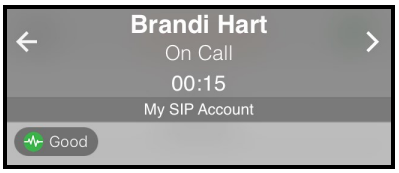
To split a merged call

iPhone

1. Tap **Split**.

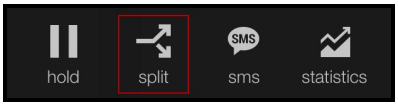


Bria splits the calls. On iPhone, Bria displays the name of the remote party for the active call. On iPad, Bria displays the active call in front.

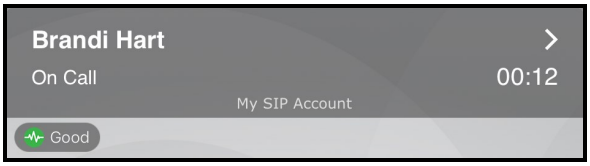


iPad

1. Tap **Split**.



Bria splits the calls. On iPhone, Bria displays the name of the remote party for the active call. On iPad, Bria displays the active call in front.



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

On the iPhone and iPad home screen, a badge notification indicates the total number of voicemails, missed calls and new IMs.

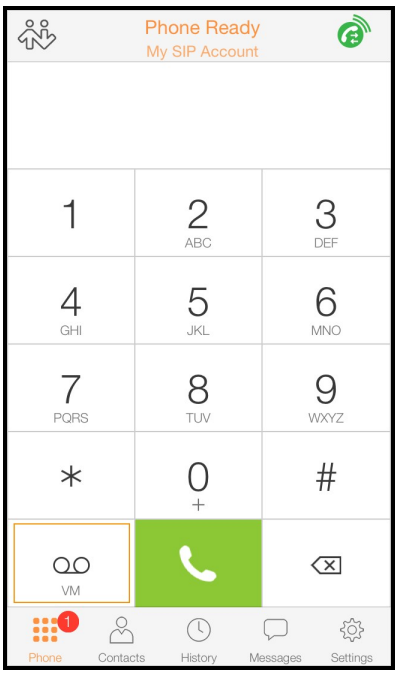
On iPhone, a small red number on **Phone** in the resource panel indicates the total number of new voicemail messages you have.

On iPad, a small red number on the voicemail icon in the toolbar indicates how many voicemail messages you have.

To access your voicemail

iPhone

1. Go to the **Phone** tab on the resource panel.
2. Tap **Tap to listen to voicemail**. The voicemail number appears in the entry field.

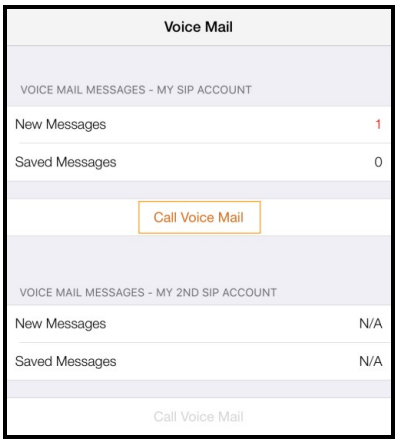


Bria dials you voicemail number. Follow any instructions to play your voicemail messages.

iPad

1. Tap **Tap to listen to voicemail** on the toolbar.

2. Tap **Call Voice Mail**.



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 – including using Siri. 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.

Tip:
By default, the [Enter] key inserts a new line to the message you are writing. Tapping **Send** sends the message.

To change this behavior

To change this behavior so that the [Enter] key sends the message, go to **Settings** > **Preferences** and turn off **[Enter] As Newline**. When **[Enter] As Newline** is off, you can enter a line break by going to **Quick Responses** (iPhone) or **Quick Responses** (iPad).

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**.

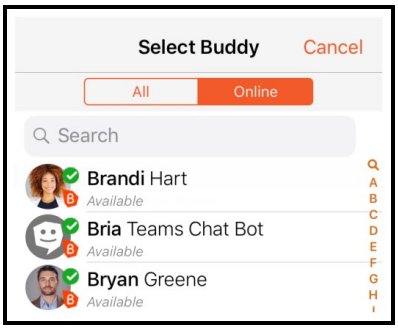
To send an IM using Messaging

iPhone

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

3. Tap **Add recipient** or start typing the name of the contact you want to add to the IM.

4. Tap a team member.

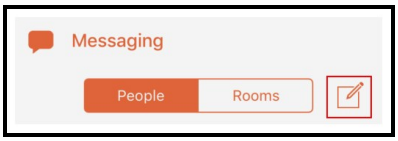


5. Type your message in **Compose Message** and tap **Send**.

Bria sends the IM.

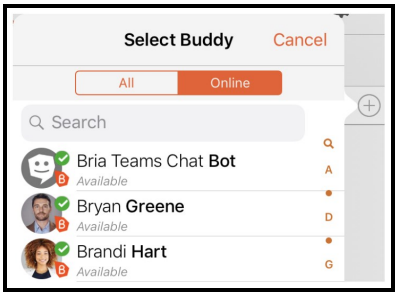
iPad

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

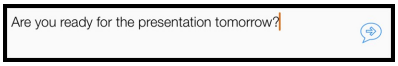


3. Tap **Add recipient** or start typing the name of the contact you want to add to the IM.

4. Tap a team member.



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

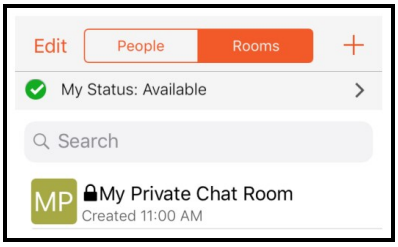


Bria sends the IM.

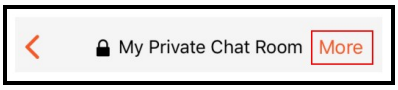
To send an IM from a chat room

iPhone

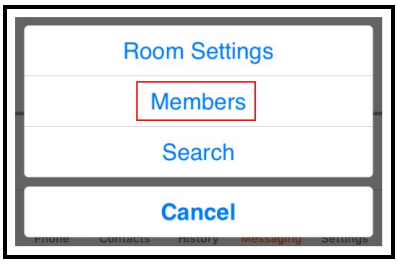
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room.



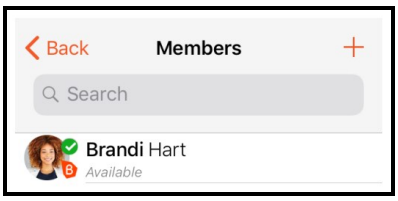
3. Tap **More**.



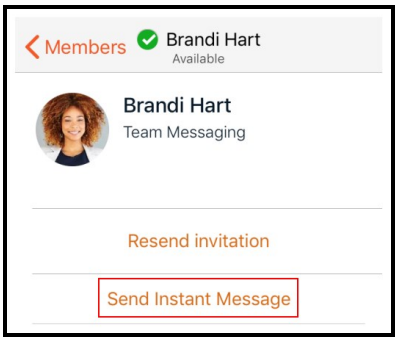
4. Tap **Members**.



5. Tap the member you want to IM.



6. Tap **Send Instant Message**.

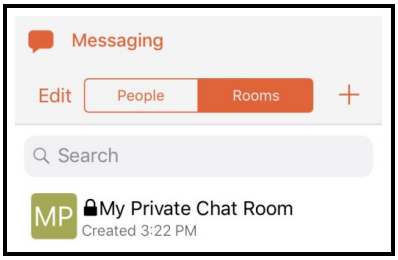


7. Type your message in **Compose Message** and tap **Send**.

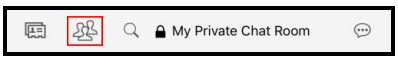
Bria sends the IM.

iPad

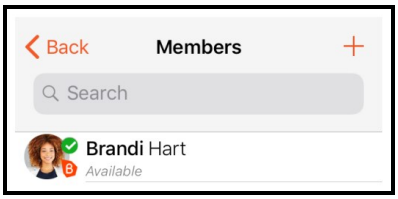
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room.



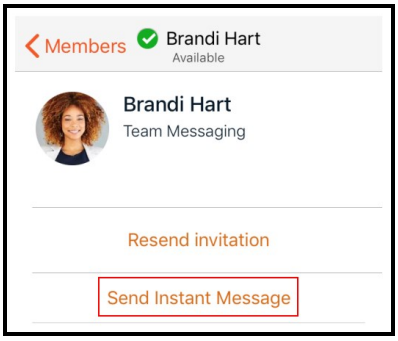
3. Tap **Members**.



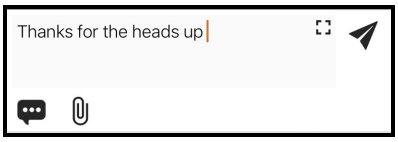
4. Tap the member you want to IM.



5. Tap **Send Instant Message**.



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



Bria sends the IM.

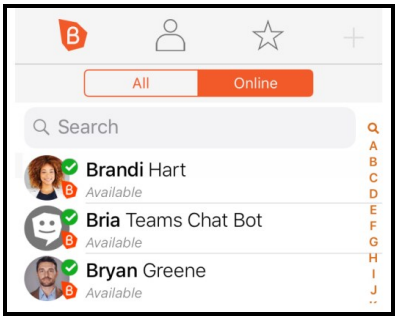
Using Contact details

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

To send an IM from Contacts

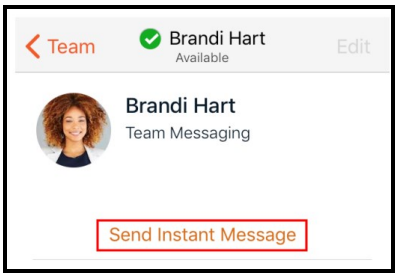
iPhone

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.

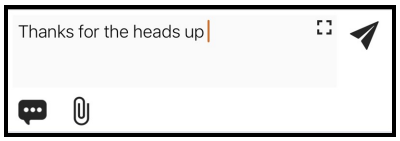


Member Details opens.

3. Tap **Send Instant Message**.



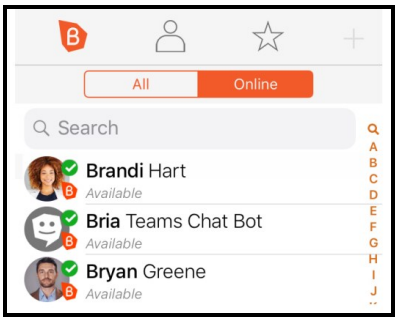
4. Tap inside the message area, type your message and tap **Send** .



Bria sends the IM.

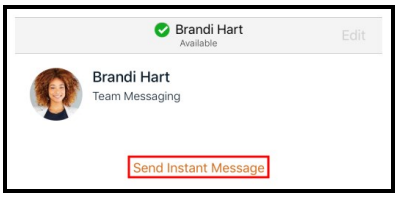
iPad

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.



Member Details opens.

3. Tap **Send Instant Message**.



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.

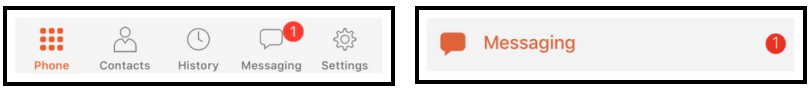
Available in: Teams Standard, Teams Pro (Legacy).

Not available in: Solo (Free), Solo.

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

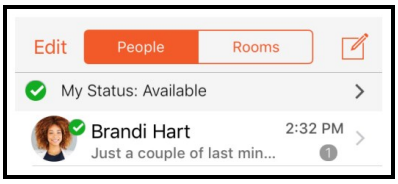
Bria in the foreground

Bria displays the number of conversations (IMs and chat rooms) with 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.



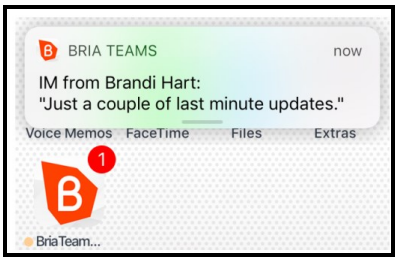
The message and any previous messages in IM session open.

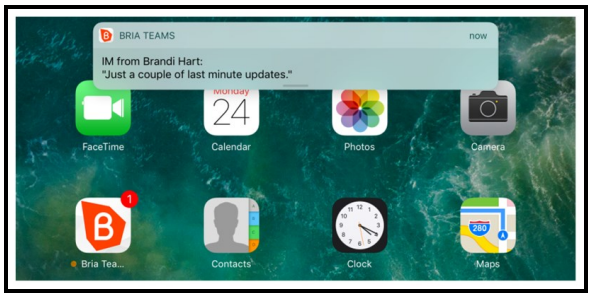
3. Type your message in **Compose Message** and tap **Send**.

Bria sends the IM.

Bria is in the background

When Bria is in the background, you receive a notification that you have a new message and the number of messages shows on Bria's icon.

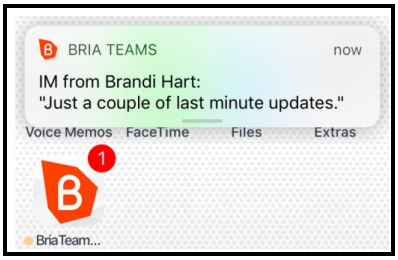




To reply to an IM with Bria in the background

iPhone

1. Tap the IM notification.



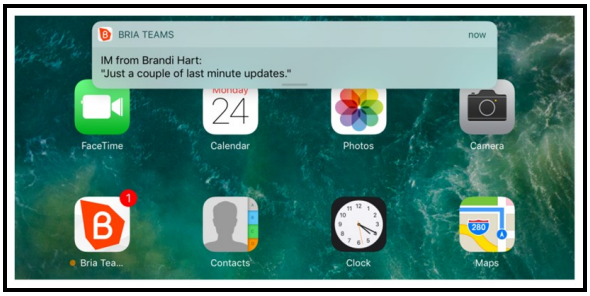
   Bria opens in the **Messaging** tab.

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

Bria sends the IM.

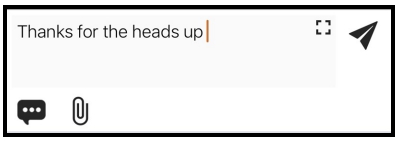
iPad

1. Tap the IM notification.



   Bria opens in the **Messaging** tab.

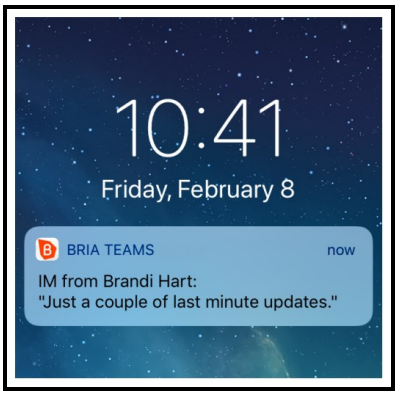
2. Type your message in **Compose Message** and tap **Send**.

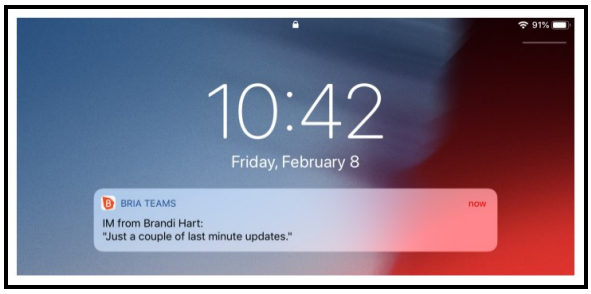


Bria sends the IM.

Device is locked

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



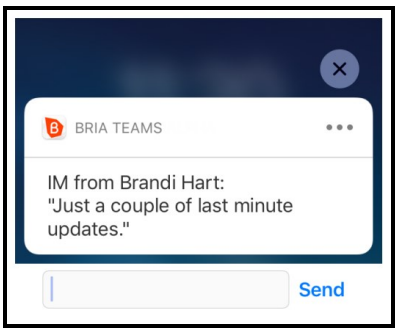


To reply to a message with the device locked

iPhone

1. Slide the notification left to reply on the lock screen. (Sliding the notification to the right requires your passcode and opens the message in Bria.)

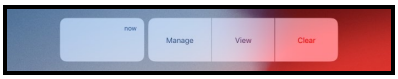
2. Tap **View** or **Clear** . **View** allows you to respond to the message. **Clear** hides the notification.
3. Type your reply and tap **Send**.



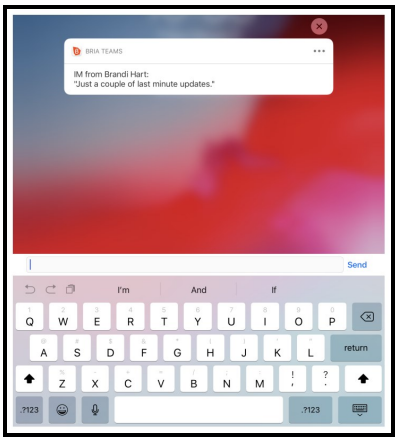
Bria sends the IM.

iPad

1. Slide the notification left to reply on the lock screen. (Sliding the notification to the right requires your passcode and opens the message in Bria.)



2. Tap **Reply** or **Clear** . **Reply** allows you to respond to the message. **Clear** hides the notification.
3. Type your reply 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.

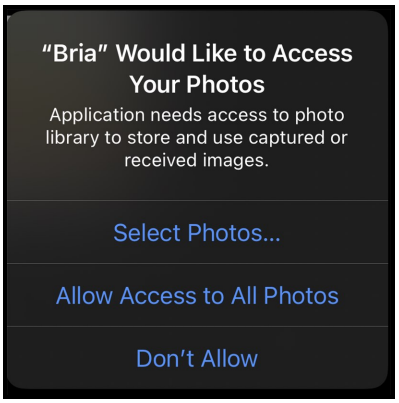
Send and receive files with your team members as long as they are online.

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 photos.



Sending photos, videos, files

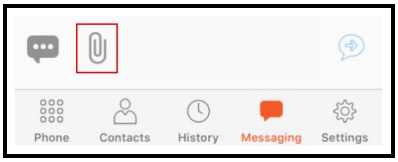
Send photos, videos and files to your XMPP contact who is online. To send multiple files at a time, all the files must be located in the same folder.

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.

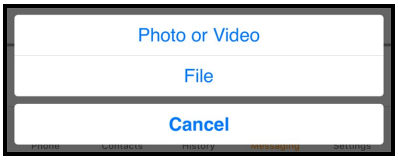
> **Note:** If you put Bria in the background during a file transfer, the transfer is paused until you bring Bria back to the foreground.

To send photos, videos or files

1. Create an new IM or open an IM conversation with the person you want to send the files to.
2. Tap **Attach**.



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

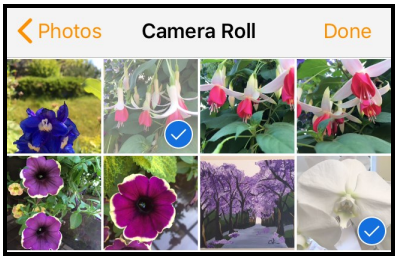


The file manager opens.

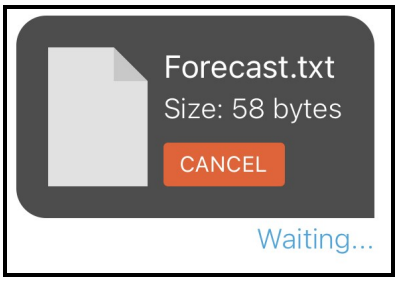
4. Locate the folder that contains the files that you want to send.

> **Note:** You can only send multiple files at one time if they are located in the same folder.

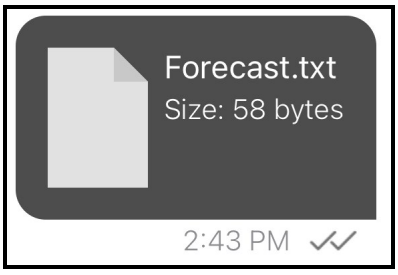
5. Tap the file you want to send. To select multiple files, repeat tapping on each file . Tap **Done** when you have selected all the files.



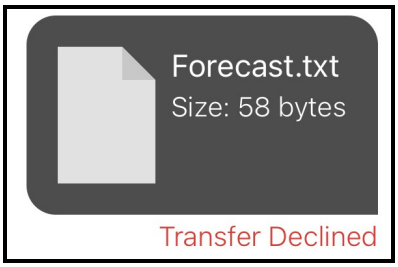
Bria sends a file transfer notification to the recipient. Until the recipient responds to the notifications, the sender sees **Waiting** as the file transfer status.



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 **Transfer Declined**.

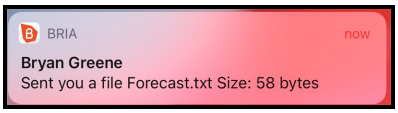


Receiving files

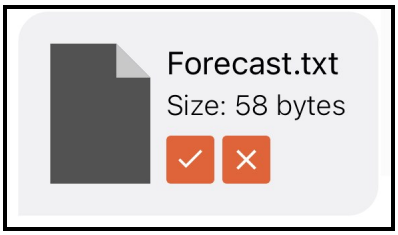
If you have an XMPP account enabled, another person with an XMPP account can send you files. The file transfer notification appears on Bria or in the notification center if Bria is in the background.

To receive a file transfer

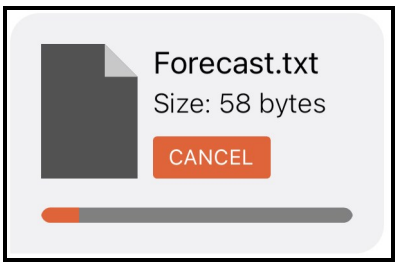
1. Tap on the notification. Bria opens the **Messaging** tab.

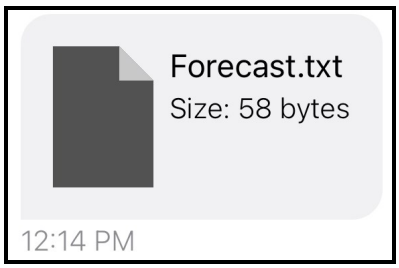


2. Tap **Accept** or **Decline** on the files. The file transfer does not begin until you have clicked **Accept**.



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





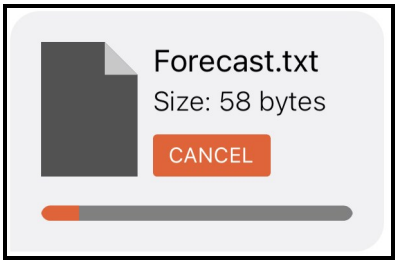
If you decline the transfer, both the recipient and the sender see the file transfer status as **Declined**.

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.

Using Siri for 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.

You can use Siri to send an IM when Bria is in the foreground, background, exited, or the iPhone or iPad is locked. You can also use Siri to search your messages.

The first time you use Siri, you need give permission for Siri to access Bria's data.

Sending messages

Use Siri to place send a message to a contact or send a message to a specific number.

To send a message using Siri

1. Press and hold the **Home** button on your iPhone or iPad.
2. Ask Siri to “Send text to Joseph Santos using Bria”.
   Ask Siri to “Send message to Joseph Santos using Bria”.
   Ask Siri to “Send text message to Joseph Santos using Bria”.

Bria sends the IM .

Searching messages

Search your messages by sender or recipient name, search for specific text, search by a date range, and search by message status (old or new). Siri currently does not search for multiple names, messages for buddies that are not registered, and names in a group chat.

To search messages using Siri

1. Press and hold the **Home** button on your iPhone or iPad.
2. Ask Siri to “Find messages from Joseph Santos on Bria”.
   Ask Siri to “Read my Bria messages from Joseph”.

Bria searches your IMs.

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

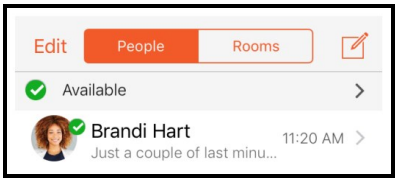
You can delete one or more messages without losing the entire IM session.

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

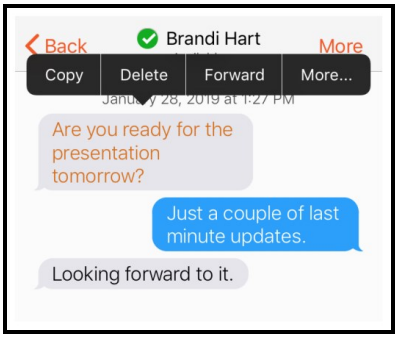
To delete a single IM message

iPhone

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



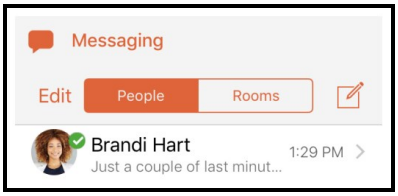
3. Press-and-hold on the message you want to delete.
4. Tap **Delete**.



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

iPad

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



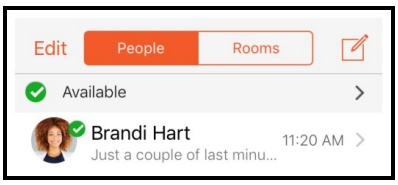
3. Press-and-hold on the message you want to delete.
4. Tap **Delete**.

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

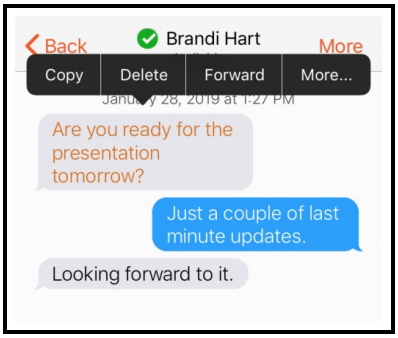
To delete multiple IM messages

iPhone

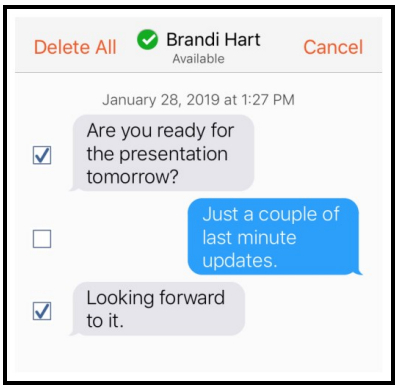
1. Go to the **Messaging** tab on the resource panel.
2. Tap **IM** and tap the IM session.



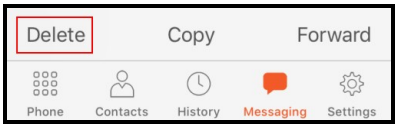
3. Press-and-hold one of the messages you want to delete.
4. Tap **More**.



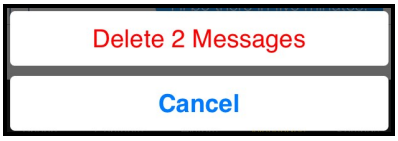
5. Tap all other messages that you want to delete.



6. Tap **Delete**.



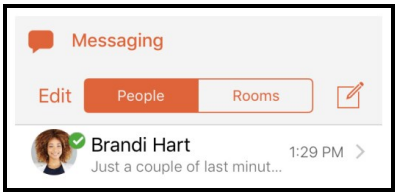
7. Tap **Delete # Messages** to confirm you want to delete the selected messages.



Bria deletes the selected messages.

iPad

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

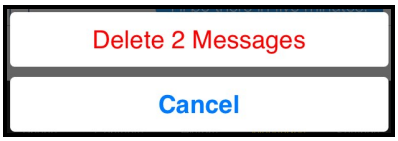


3. Press-and-hold on the message you want to delete.
4. Tap **More**.

5. Tap the messages you want to delete. A check mark shows up beside each selected message.

6. Tap **Delete**.

7. Tap **Delete # Messages** to confirm you want to delete the selected messages.



Bria deletes the selected messages.

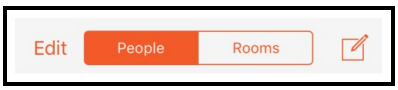
Deleting an IM session

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

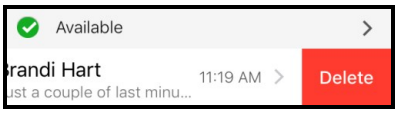
To delete an IM session by swiping left

iPhone

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



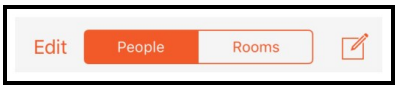
3. Swipe left on the session you want to delete and tap **Delete**.



The IM session is deleted.

iPad

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



3. Swipe left on the session you want to delete and tap **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.

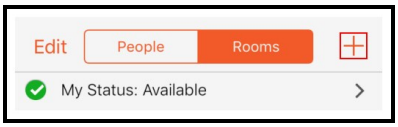
Creating a private chat room

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.

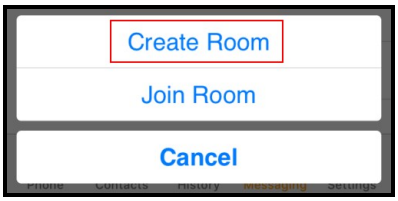
To create a private chat room

iPhone

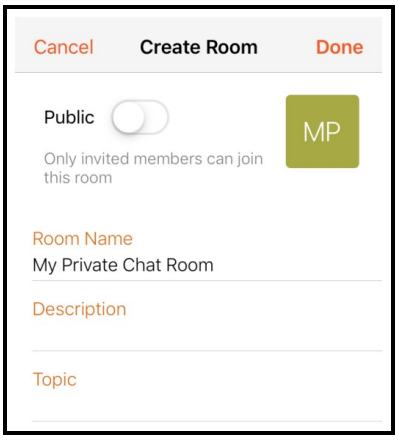
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap + **Add**.



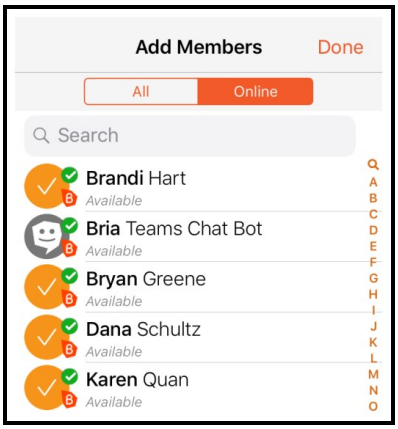
3. Tap **Create Room**.



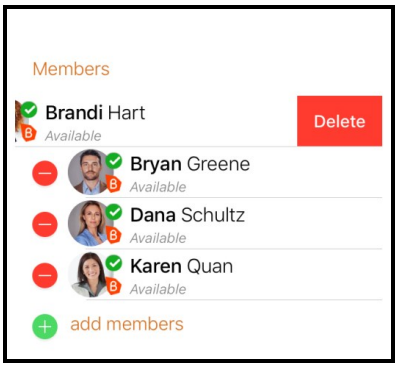
4. Type in a **Room Name**. If desired, type a **Description** and a **Topic**.



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.

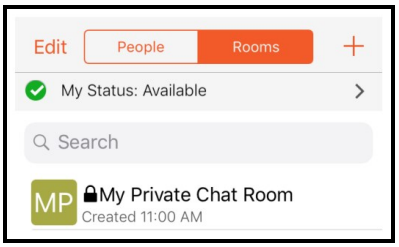


Your team members show in **Members**. If you want to remove someone from **Members** before you create the chat room, tap **Delete** and **Delete**.



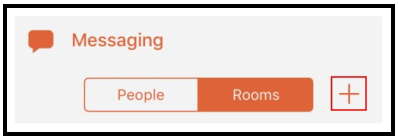
7. If desired, set the **Notifications** for the chat room. See Chat room notifications for more information.
8. Tap **Done**.

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.

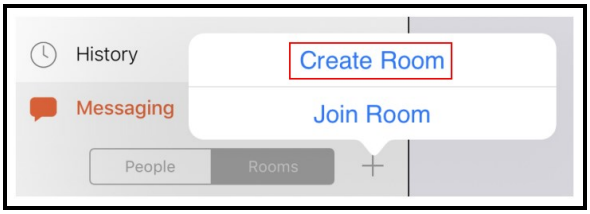


iPad

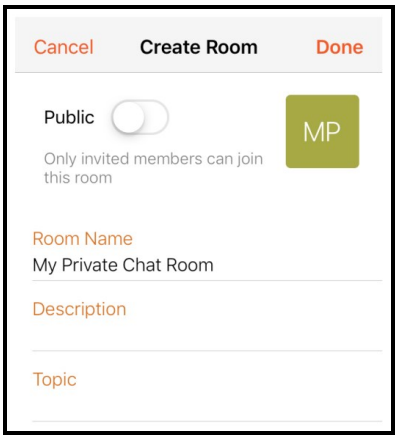
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap + **Add**.



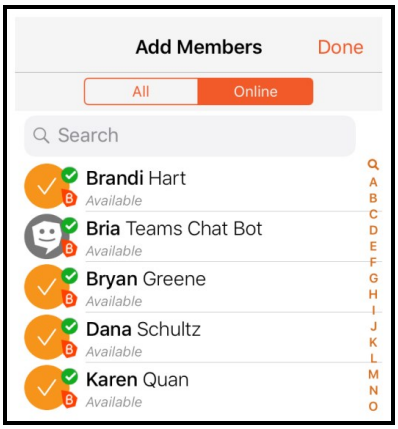
3. Tap **Create Room**.



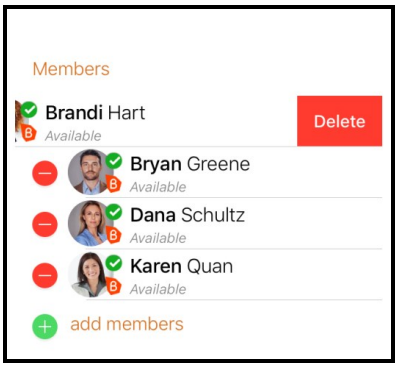
4. Type in a **Room Name**. If desired, type a **Description** and a **Topic**.



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.

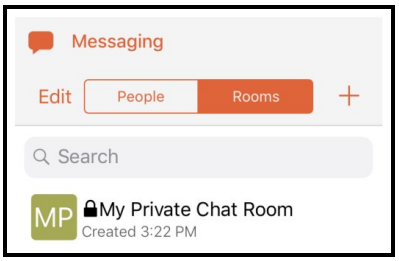


Your team members show in **Members**. If you want to remove someone from **Members** before you create the chat room, tap **Delete** and **Delete**.



7. If desired, set the **Notifications** for the chat room. See Chat room notifications for more information.
8. Tap **Done**.

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.



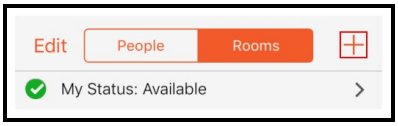
Creating a public chat room

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

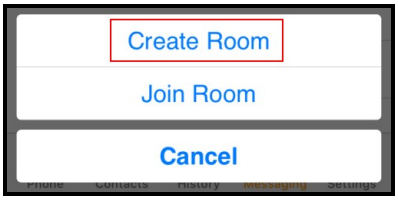
To create a public chat room

iPhone

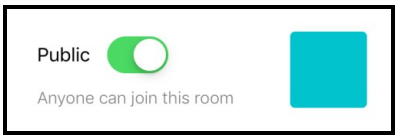
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap + **Add**.



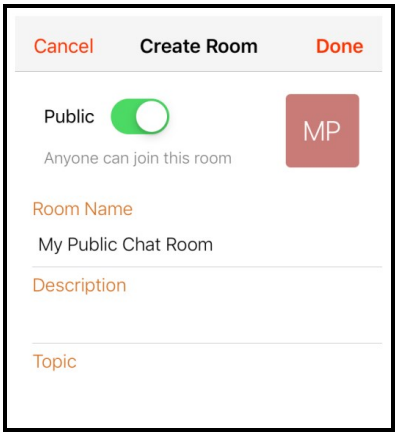
3. Tap **Create Room**.



4. Toggle **Public** on.

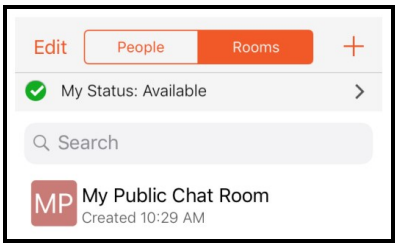


5. Type in a **Room Name**. If desired, type a **Description** and a **Topic**.



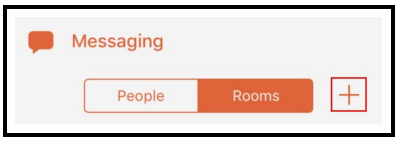
6. If desired, set the **Notifications** for the chat room. See Chat room notifications for more information.
7. Tap **Done**.

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

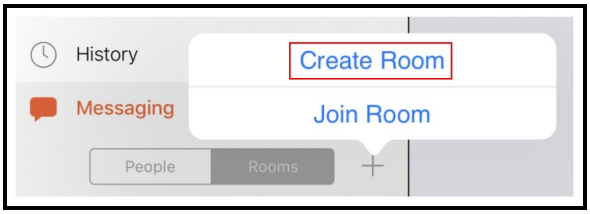


iPad

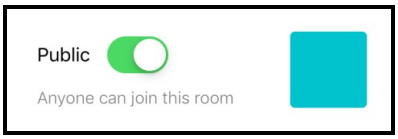
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap + **Add**.



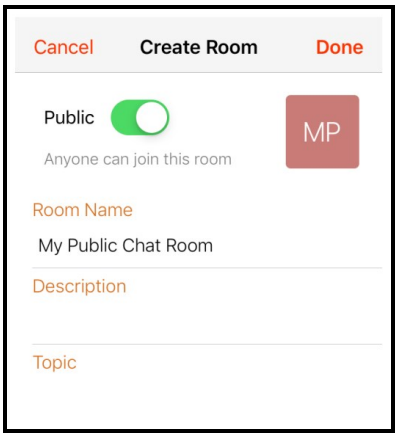
3. Tap **Create Room**.



4. Toggle **Public** on.

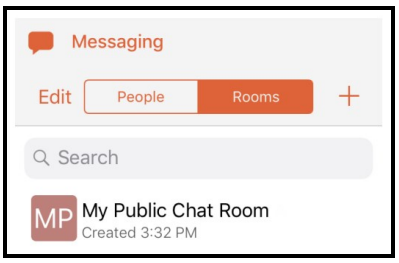


5. Type in a **Room Name**. If desired, type a **Description** and a **Topic**.



6. If desired, set the **Notifications** for the chat room. See Chat room notifications for more information.
7. Tap **Done**.

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



Joining a chat room

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

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

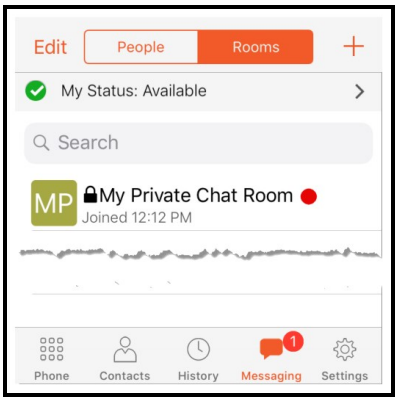
Not available in: Solo (Free), Solo.

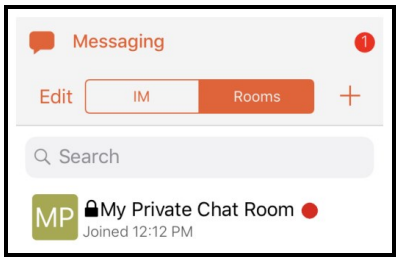
There are two types of chat rooms - public and private. Anyone can join a public chat room. You must be invited to join a private chat room. Bria automatically accepts the invitation to private chat rooms.

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.





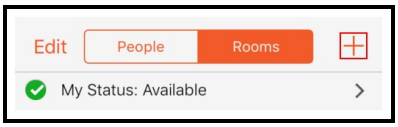
Joining a public chat room

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.

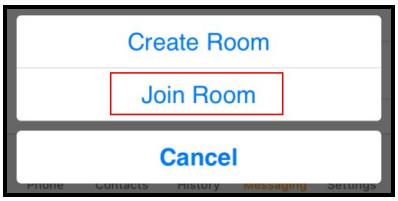
To join a public chat room

iPhone

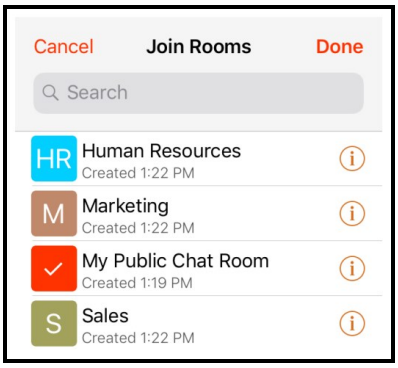
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap + **Add**.



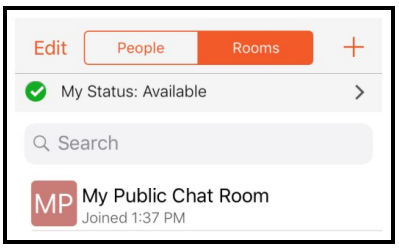
3. Tap **Join Room**.



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

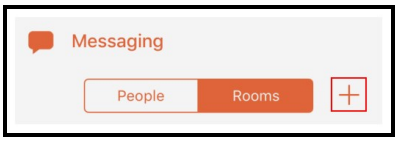


Bria adds the public chat room to **Rooms** in the **Messaging** tab.

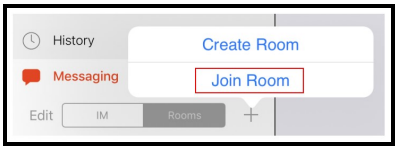


iPad

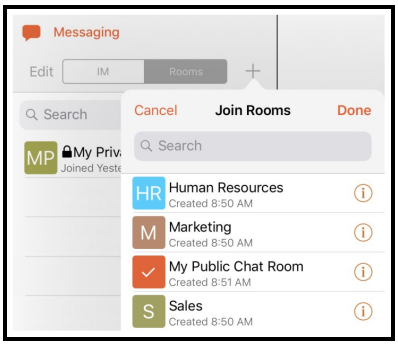
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap + **Add**.



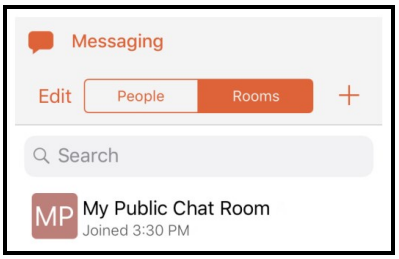
3. Tap **Join Room**.



4. Tap the public rooms you want to join and tap **Done**. 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**.

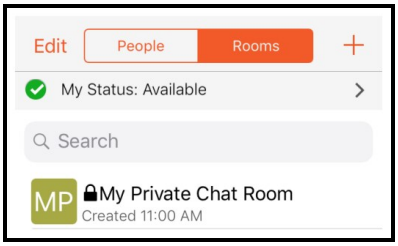
Changing the Room Name and Description

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

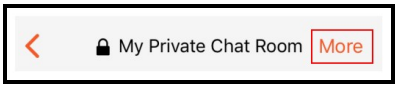
To change the Room Name and Description

iPhone

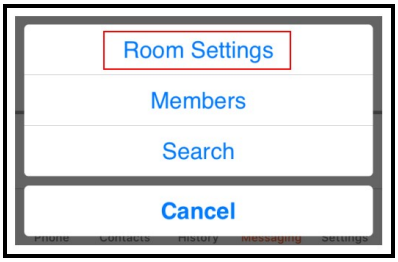
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room you want to edit.



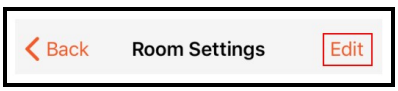
3. Tap **More**.



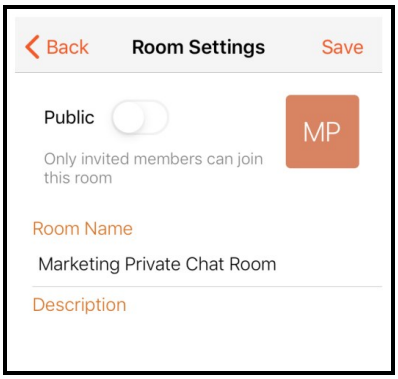
4. Tap **Rooms Settings**.



5. Tap **Edit**.

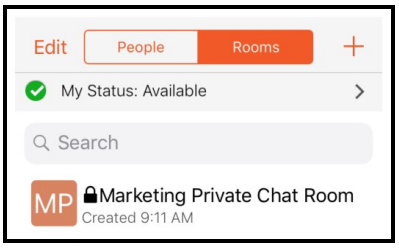


6. Type in a new **Room Name** or **Description**.



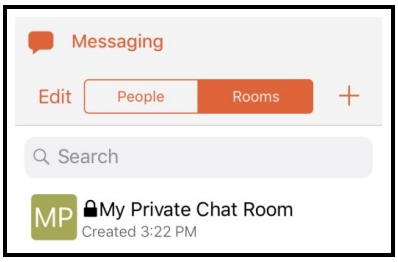
7. Tap **Save**.

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

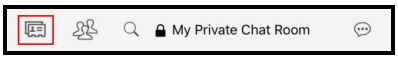


iPad

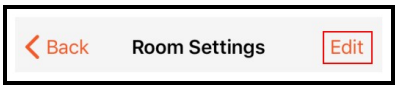
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room you want to edit.



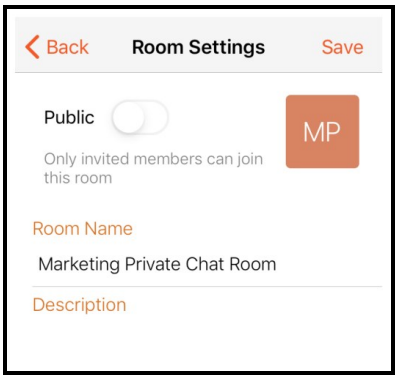
3. Tap **Room Settings**.



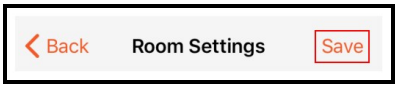
4. Tap **Edit**.



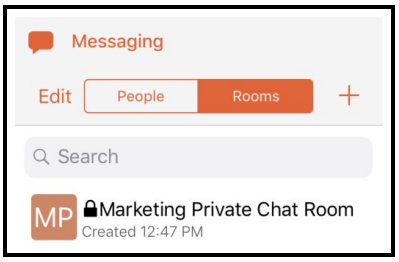
5. Type in a new **Room Name** or **Description**.



6. Tap **Save**.



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



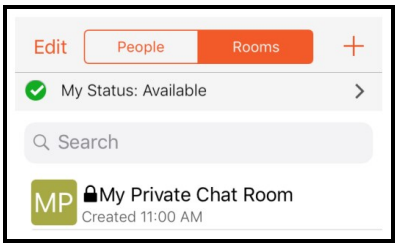
Adding a topic to a room

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.

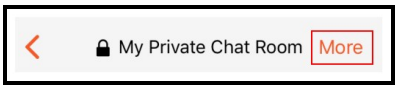
To add a Topic

iPhone

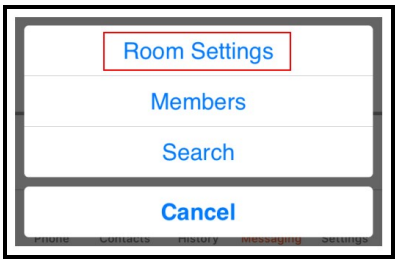
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room you want to edit.



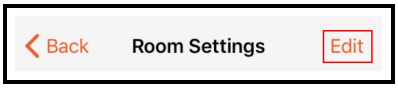
3. Tap **More**.



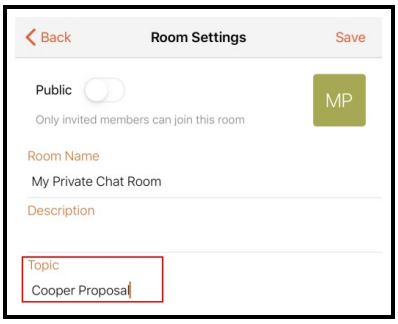
4. Tap **Rooms Settings**.



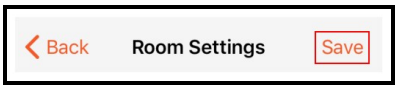
5. Tap **Edit**.



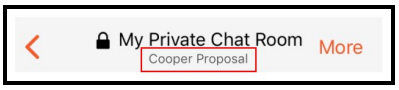
6. Type in the **Topic**.



7. Tap **Save**.

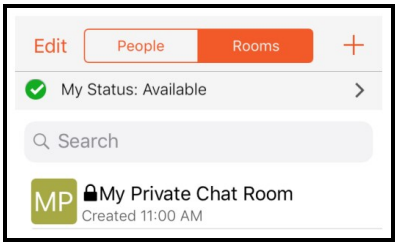


The **Topic** displays below the **Room Name** in the chat room header.

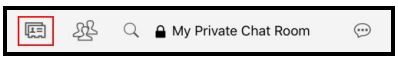


iPad

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

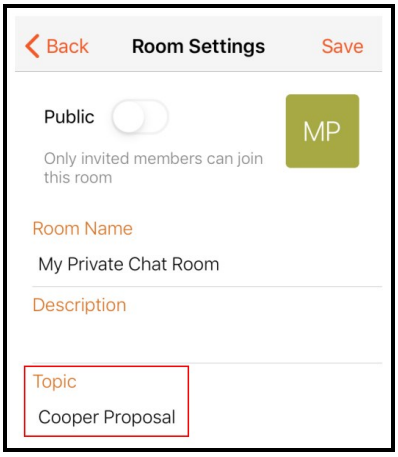


3. Tap **Room Settings**.



4. Tap **Edit**.

5. Type in the **Topic**.



6. 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.

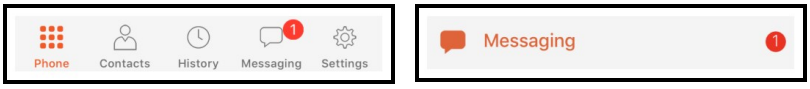
Preferences - Mentions

- **@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

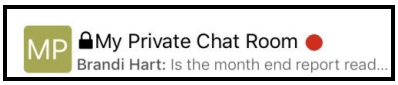
When you have a new message or mention, you may see the following depending on how you have configured **Chat Room Notifications** and **Preferences**:

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



- A badge notification on **Bria** with Bria in the background.

- The device (except iPad) 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**.

Changing chat room notifications

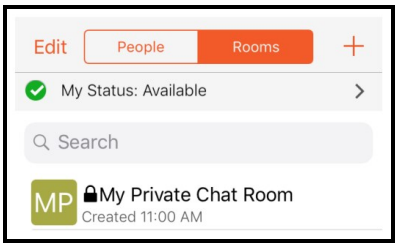
You can change the notifications you receive for each individual chat room. Choose from:

- **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.

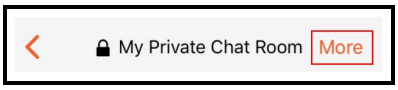
To change room notifications

iPhone

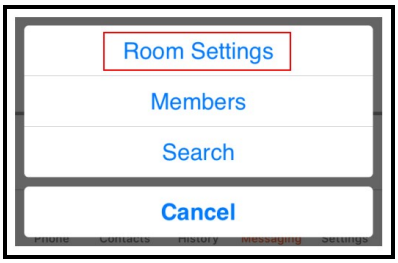
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap on the chat room.



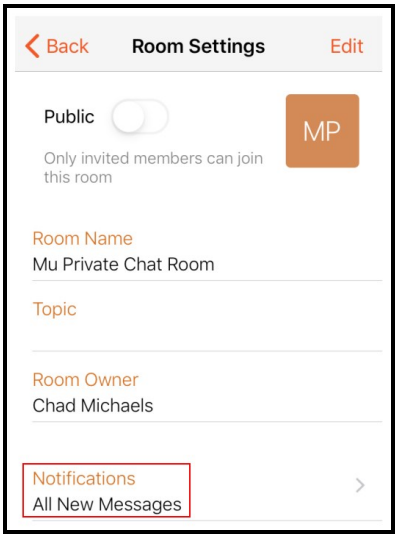
3. Tap **More**.



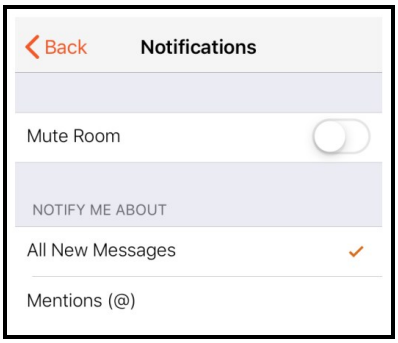
4. Tap **Room Settings**.



5. Tap **Notifications**.



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

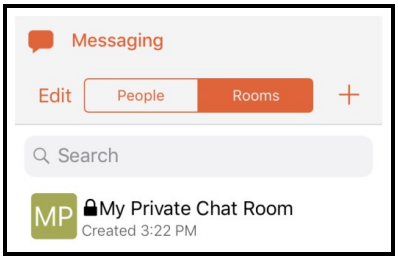


7. Tap **Back**.

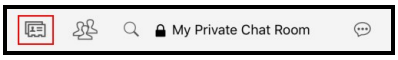
Bria updates your notification preferences for the room.

iPad

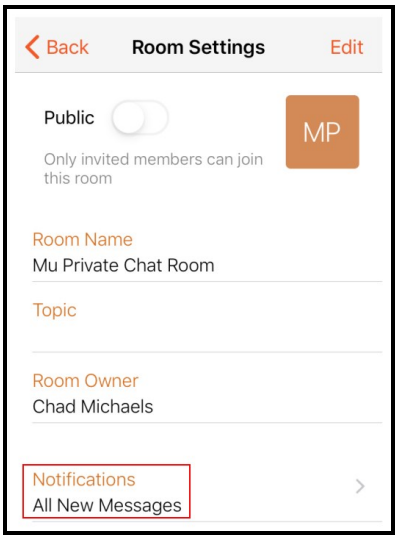
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap on the chat room.



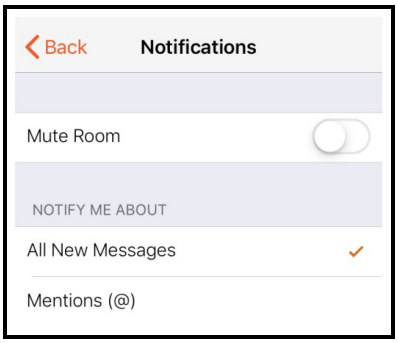
3. Tap **Room Settings**.



4. Tap **Notifications**.



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



6. Tap **Back**.

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

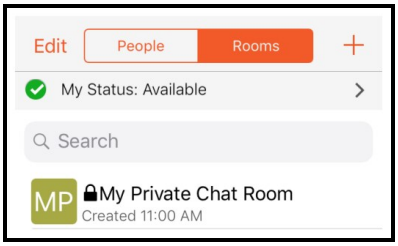
Once you have created or joined a chat room, you can start sending messages.

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

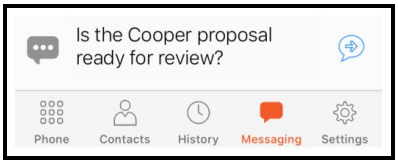
To send a chat room message

iPhone

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



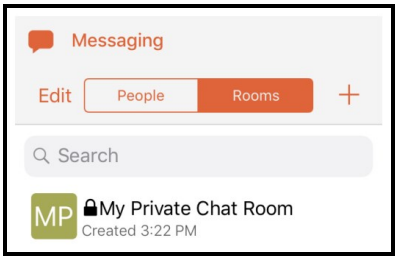
3. Type your message in **Compose Message** and tap **Send**.



Bria sends the chat room message.

iPad

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

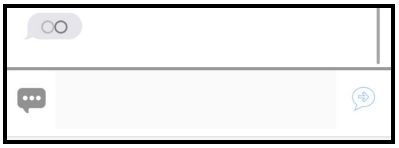


3. Type your message in **Compose Message** and tap **Send**.

Bria sends the chat room message.

Seeing someone else is typing

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



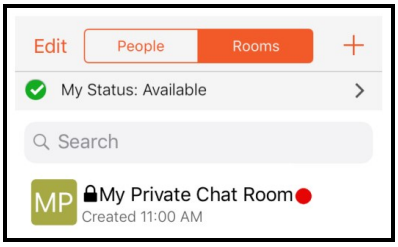
Receiving a message

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

To view an new message

iPhone

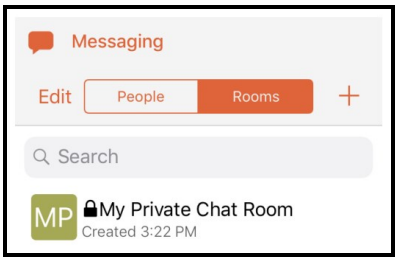
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap on the chat room.



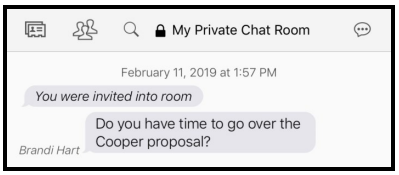
Bria displays the chat room messages.

iPad

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

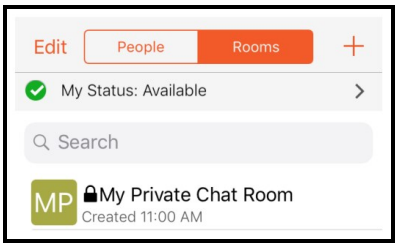
If you want to get the attention of a room member, you can use mentions. The person that is mentioned sees an indicator beside the chat room in **Rooms**.

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

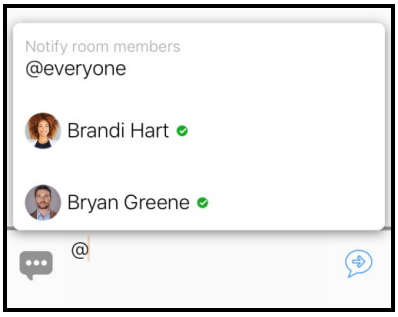
To mention a person

iPhone

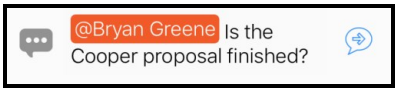
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap on the chat room.



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 you message in **Compose Message**.

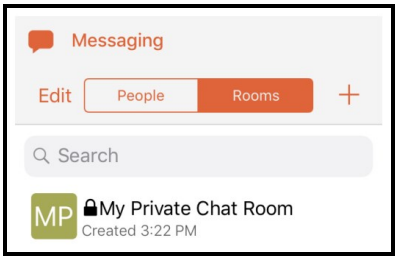


5. Click **Send**.

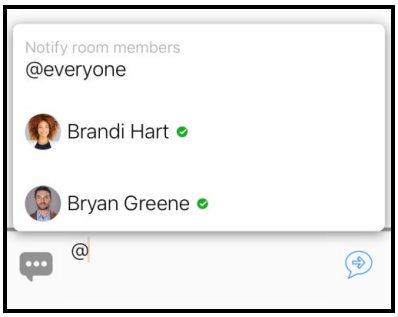
Bria sends the chat room message. The person mentioned in the message sees an indicator that they have been mentioned.

iPad

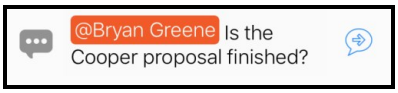
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap on the chat room.



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 you 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

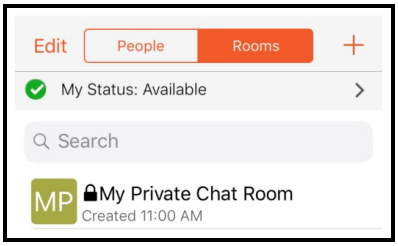
As a member of a chat room, you can see who is in the room. Private chat rooms display everyone who is a member of the chat room along with their status. Public chat rooms

display the room members that are currently online.

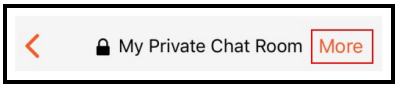
To see who is in a chat room

iPhone

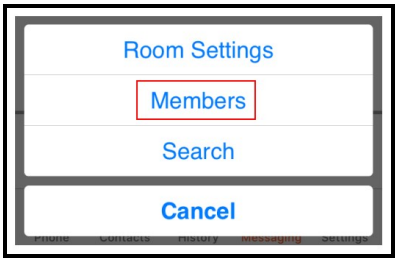
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room.



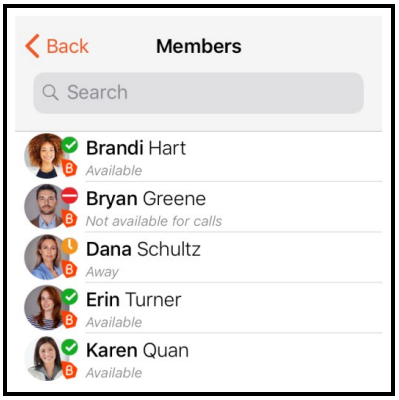
3. Tap **More**.



4. Tap **Members**.

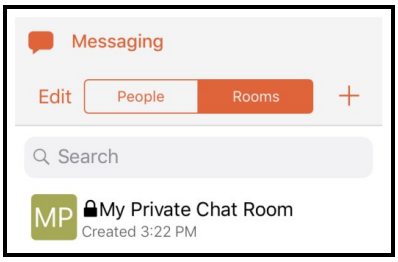


The members list opens. Each member of the room is displayed with their status.

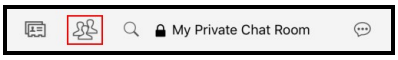


iPad

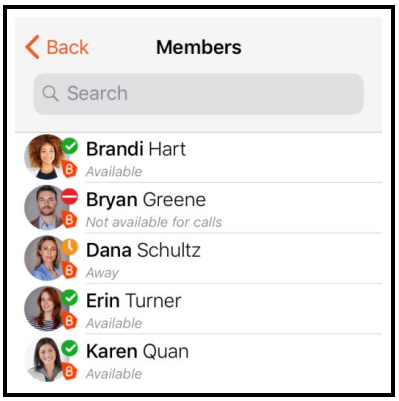
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room.



3. Tap **Members**.



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



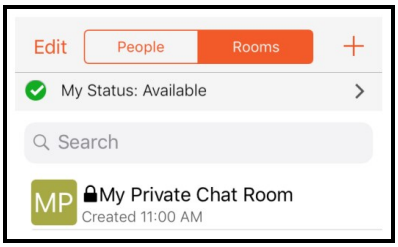
Adding new members to a private chat room

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.

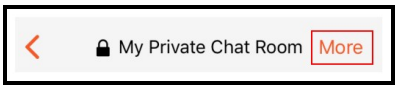
To add new members to a chat room

iPhone

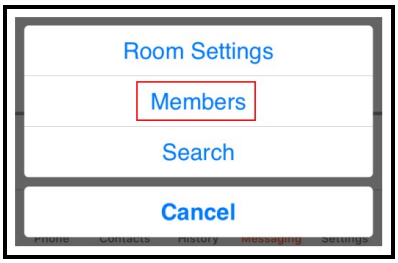
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room.



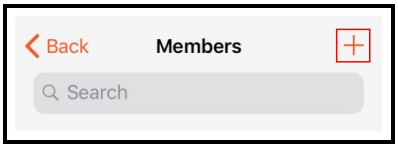
3. Tap **More**.



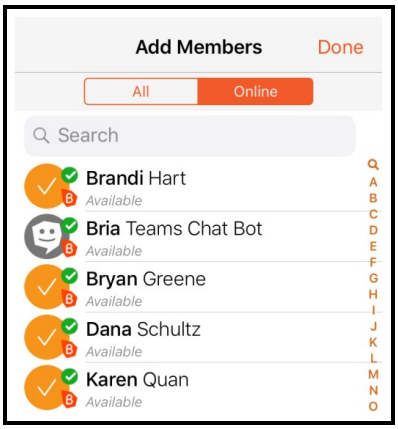
4. Tap **Members**.



5. Tap + **Add**.



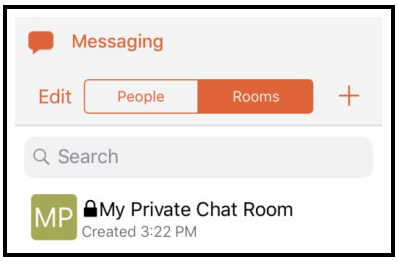
6. Tap on the team members you want to add to the chat room. A check mark appears on top of their avatar. Tap **Done** when you finish selecting team members.



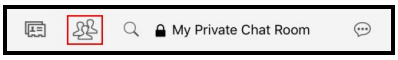
Bria adds the team member to the chat room.

iPad

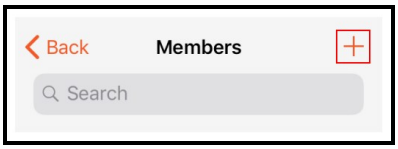
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room.



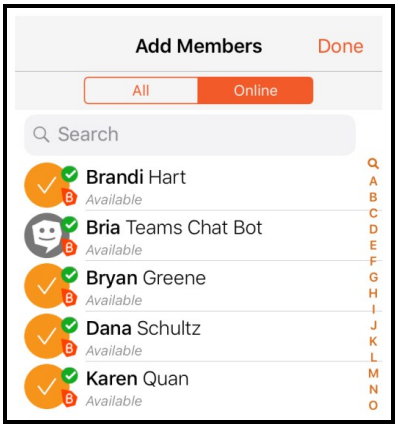
3. Tap **Members**.



4. Tap + **Add**.



5. 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

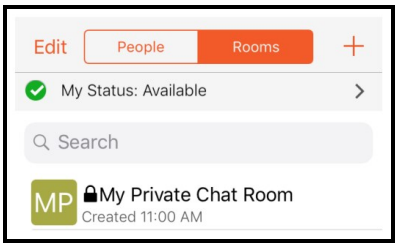
If the owner of the chat room sends an invitation to someone who is using a version of Bria that does not support chat rooms, the member may not automatically join the chat

room. Once they have upgraded their version of Bria, the room owner can re-invite the member.

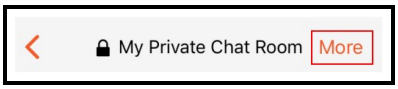
To re-invite a member

iPhone

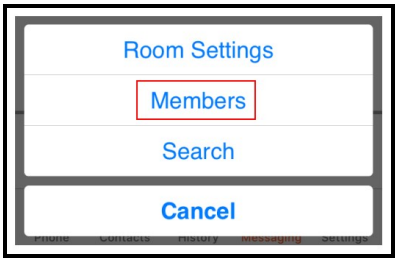
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room you want to edit.

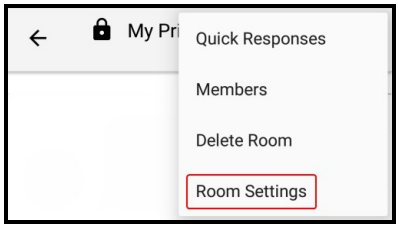


3. Tap **More**.

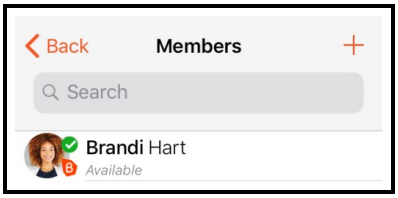


4. Tap **Members**.

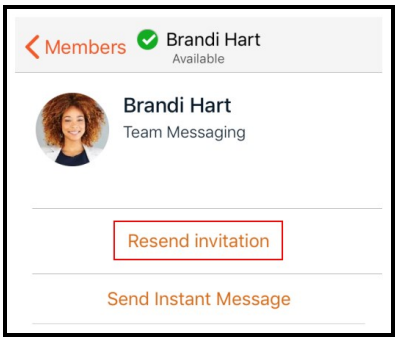




5. Tap the room member you want to re-invite.



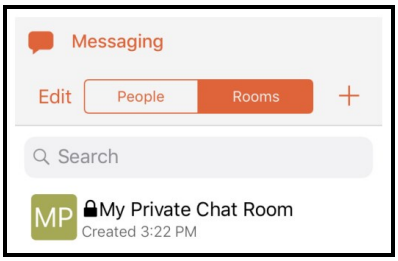
6. Tap **Resend Invitation**.



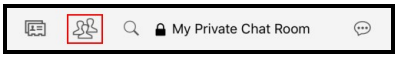
The member you re-invited is automatically added to the room.

iPad

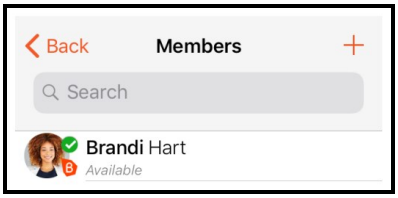
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room.



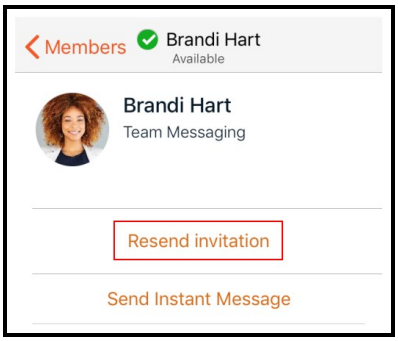
3. Tap **Members**.



4. Tap the room member you want to re-invite.



5. 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.

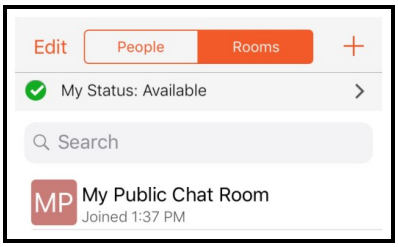
Leaving a chat room

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

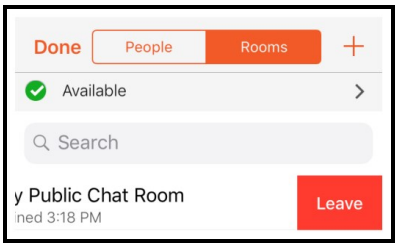
To leave a chat room by swiping left

iPhone

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



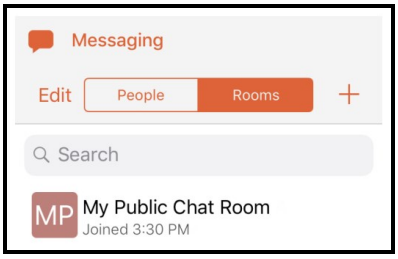
3. Swipe left on the chat room and tap **Leave**.



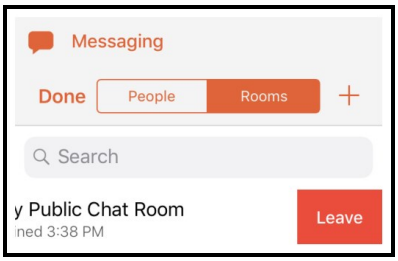
The chat room is removed from **Rooms**.

iPad

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



3. Swipe left on the chat room and tap **Leave**.



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

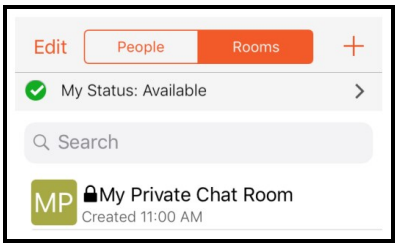
Deleting a chat room

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.

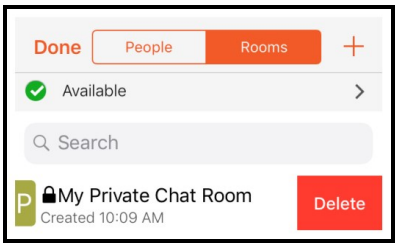
To delete a room by swiping left

iPhone

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



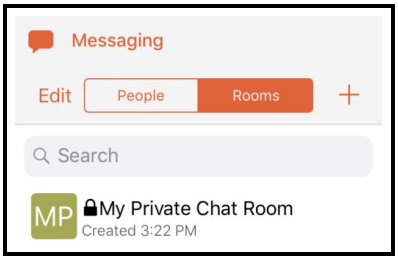
3. Swipe left on the chat room and tap **Delete**.



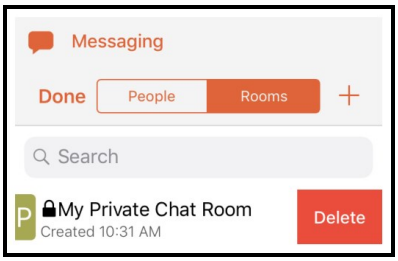
The chat room is removed from **Rooms**.

iPad

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



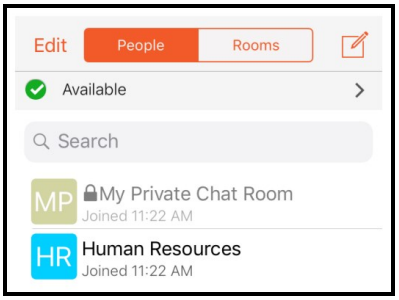
3. Swipe left on the chat room and tap **Delete**.

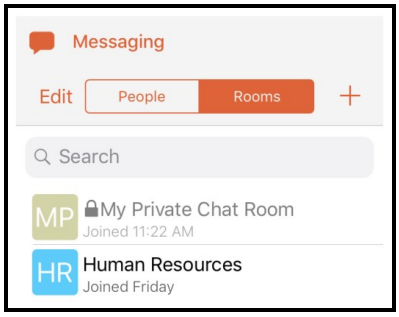


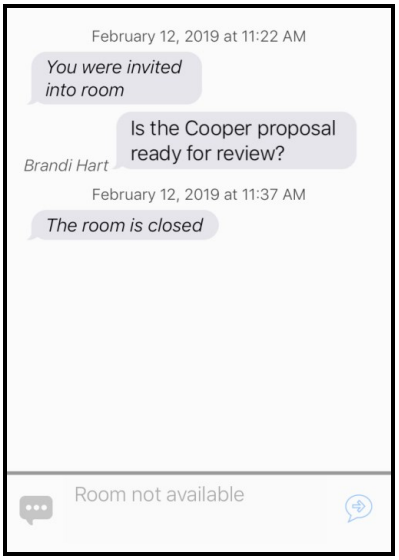
The chat room is removed from **Rooms**.

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 when you open the room and shows **Room not available** in **Compose Message**.







To remove the chat room from **Rooms**, leave the room using one of the methods above. 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, resend, copy, and forward messages.

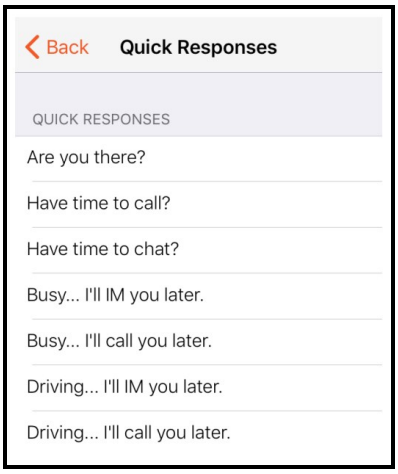
Using Quick Responses

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**.

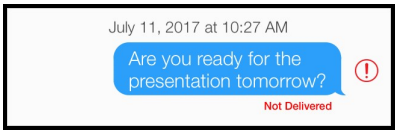
4. Tap **Send**.

Bria sends the Quick Response.

Resending a message

If there is an error sending a message, a red icon appears beside the message.

Tap ⓘ to resend the message.



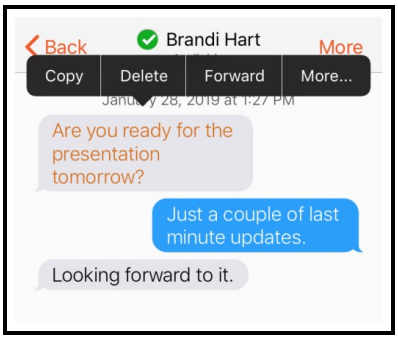
Bria resends the message.

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.

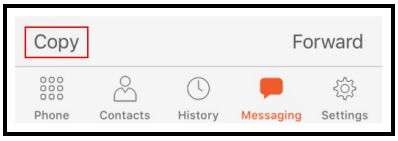
To copy messages

1. Go to the **Messaging** tab and open a conversation or a chat room.
2. Press-and-hold the message you want to copy, and tap **More...**. A check mark shows up beside the selected message.



3. Repeat the same step for all the messages you want to copy.

4. Tap **Copy** .

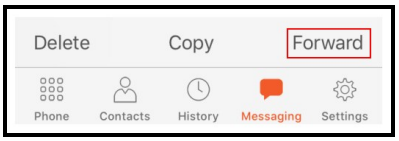


Bria copies the selected messages to the clipboard.

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).

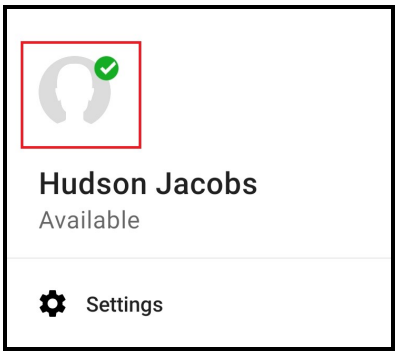
Not available in: Solo (Free), Solo.

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

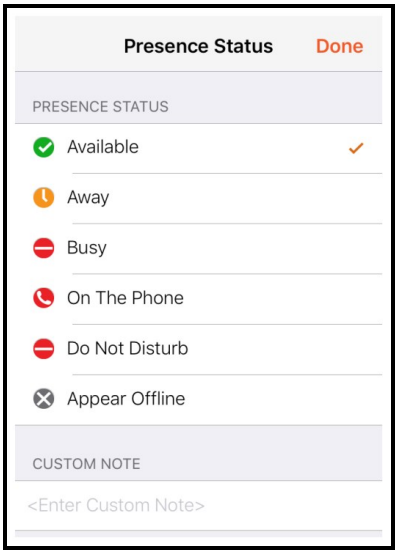
To change your presence status

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. On iPhone, tap **Done**. On iPad, tap outside of **Presence Status**.

   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**. While you are on the phone, you can still send and receive IMs.

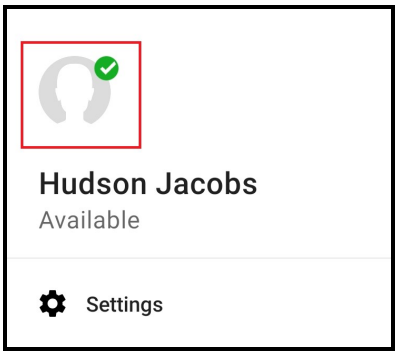
Icon	My Presence	Mean that ...
⛔	Do Not Disturb (DND)	No one can call you; the call fails and your **History** shows a missed call. Your team members can send you IM; an alert comes up on the **Messaging** tab without any sound.
⊗	Appear Offline	You can see the presence status of your team members but 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

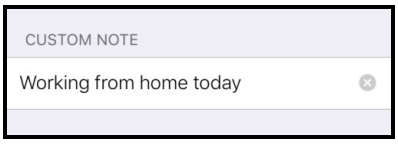
You can create a custom status that appears beside the status icon. When you have a custom status note, Bria no longer automatically updates your presence to **On the phone** if you have an incoming call.

To create a custom status note

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

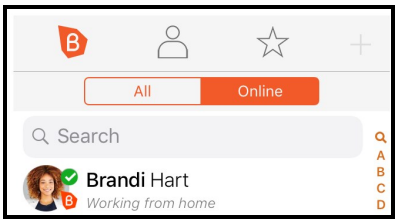


   The list of available status options appears in **Presence Status**.
3. Type your custom status in **Custom Note**.



4. On iPhone, tap **Done**. On iPad, tap outside of **Custom Note**.

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.

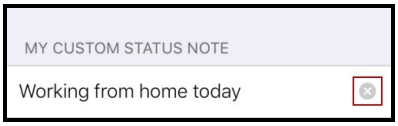


Deleting a custom status note

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 on **Custom Note** and tap the ⊗ **Clear Text**.



4. On iPhone, tap **Done**. On iPad, tap outside of **My Status**.

   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. You must enable iCloud contact syncing by setting **iOS Settings** > **Contacts** > **Default Account to iCloud** for this feature to work properly.

When multiple entries are merged as one entry on iOS, modifying a contact within Bria updates all the contact sources. For example, if you have set up the contacts from iCloud and Exchange and link the three entries as one entry on iOS, you see one single contact on Bria with unified information from the three sources. Editing this contact on Bria also updates contacts on iCloud and Exchange. Use the native contacts app to update only one source, such as iCloud.

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.

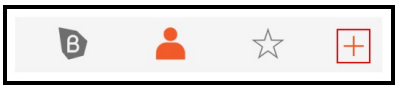
Adding contacts

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

iPhone

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

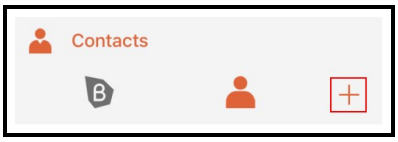


3. Complete the contact details you want to include.
4. Tap **Save**.

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

iPad

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



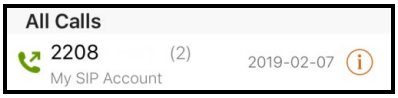
3. Complete the contact details you want to include.
4. Tap **Save**.

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

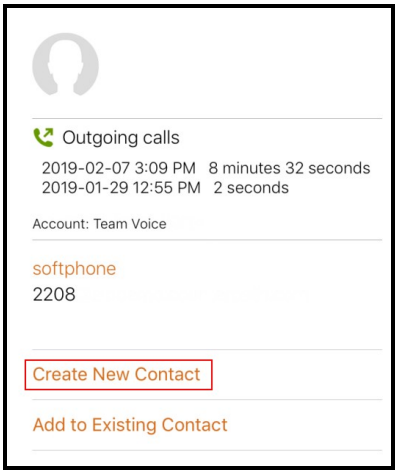
To create a new contact from History

iPhone

1. Go to the **History** tab on the resource panel.
2. Tap ⓘ **More Info** beside the entry you want to add to **Contacts**.



3. Tap **Create New Contact**.

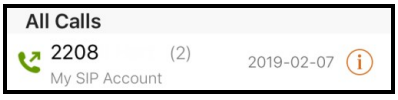


4. Complete the contact details. Bria populates the phone number automatically.
5. Tap **Save**.

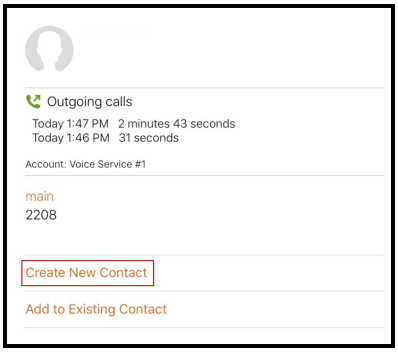
The contact appears in Bria's **Contacts** and in the native iOS contacts and in the device's contacts.

iPad

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



3. Tap **Create New Contact**.



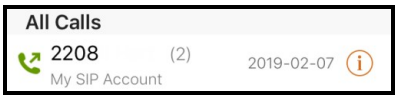
4. Complete the contact details. Bria populates the phone number automatically.
5. Tap **Save**.

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

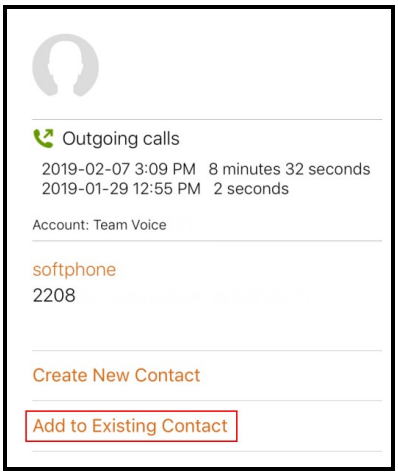
To add to an existing contact from History

iPhone

1. Go to the **History** tab on the resource panel.
2. Tap ⓘ **More Info** beside the entry with the information you want to add to an existing contact.



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

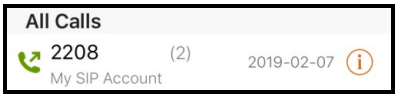


4. Select the contact you want to add the phone number to. **Contact Details** opens.
5. Edit any contact details you want to change. The number automatically populates in the contact.
6. Tap **Save**.

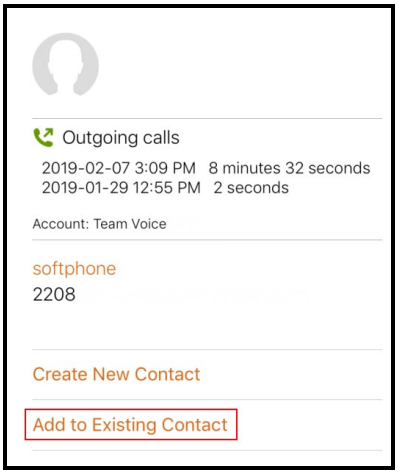
The contact is updated in Bria's **Contacts** and in the device's native contacts.

iPad

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

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

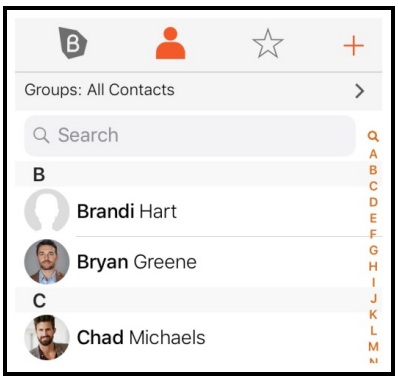
Adding or editing avatars

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

To add or edit an avatar

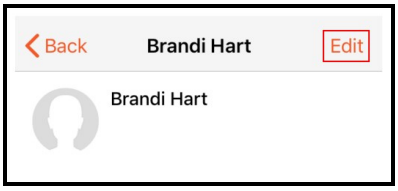
iPhone

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.

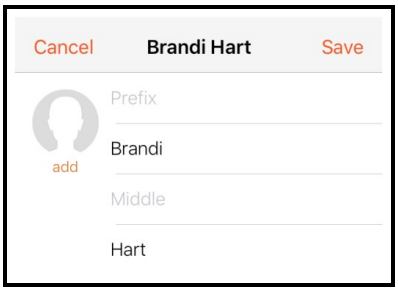


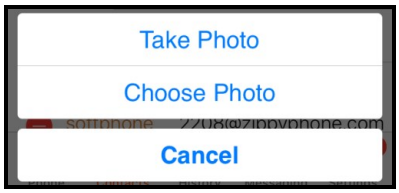
Contact Details opens.

4. Tap **Edit**.



5. Tap on the empty avatar or tap the avatar you want to replace and select **Take Photo** or **Choose Photo**.





If you tap **Take Photo**, take a picture to use as the avatar. Crop the image if desired. Tap **Use Photo** when the image is ready.

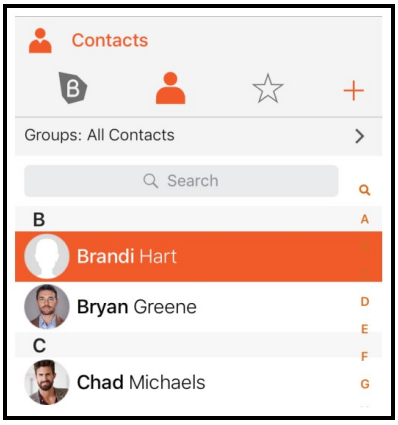
If you tap **Choose Photo**, select an image on your device. Crop the image if desired. Tap **Choose** when the image is ready.

6. Tap **Save**.

The avatar is added to the contact.

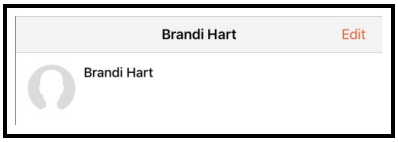
iPad

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.

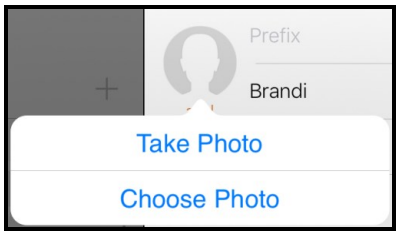


Contact Details opens.

4. Tap **Edit**.



5. Tap on the empty avatar or tap the avatar you want to replace and select **Take Photo** or **Choose Photo**.



If you tap **Take Photo**, take a picture to use as the avatar. Crop the image if desired. Tap **Use Photo** when the image is ready.

If you tap **Choose Photo**, select an image on your device. Crop the image if desired. Tap **Choose** when the image is ready.

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.

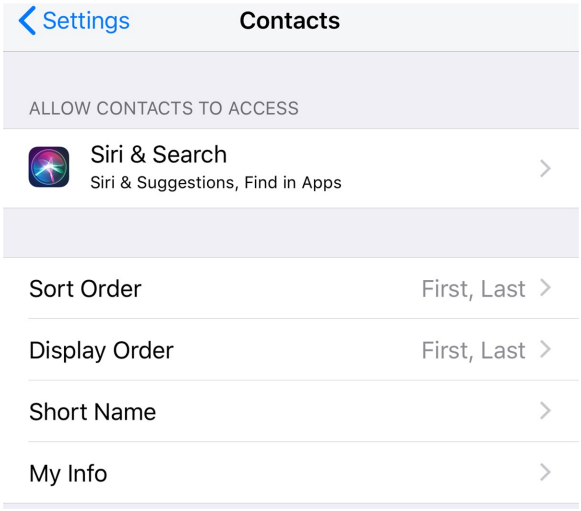
Bria uses the iOS preferences that you set on your device.

To change the sort order of your contacts

1. Go to **iOS device Settings** > **Contacts**.
2. Select the order you want to use.

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

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



Editing contacts

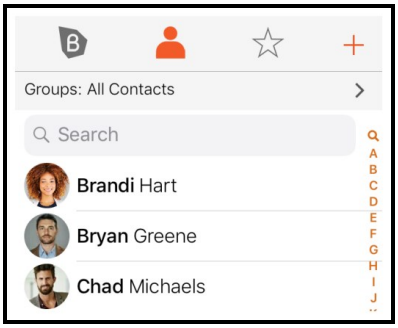
You can update Bria contacts in the **Contacts** tab . The updates are also applied to your device contacts. You cannot update team member details. Some fields of a contact are

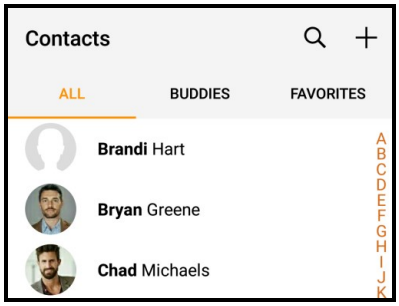
read only in Bria; see Fields that must be updated in iOS for details.

To update a contact using Contact details

iPhone

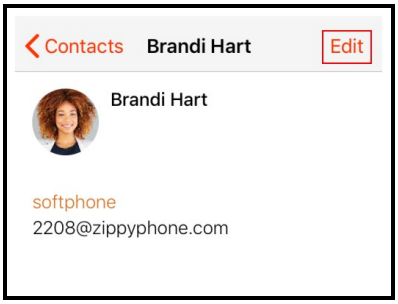
1. Go to the **Contacts** tab on the resource panel.
2. Tap **Contacts**.
3. Select the contact you want to edit by tapping on the contact or typing their name in the **Search** bar and tapping on the contact.





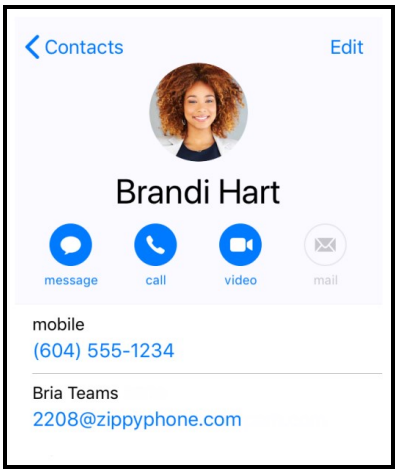
Contact Details opens.

4. Tap **Edit**.



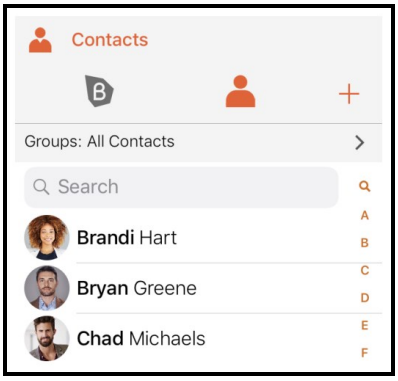
5. Complete the contact details.
6. Tap **Save**.

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



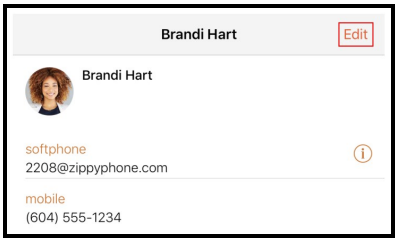
iPad

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.

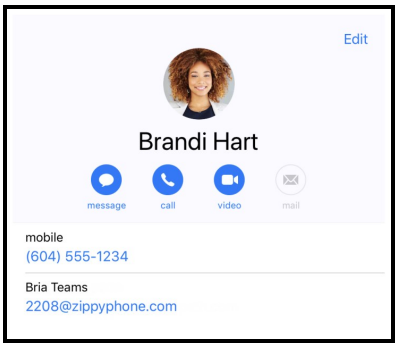
4. Tap **Edit**.



5. Complete the contact details.

6. Tap **Save**.

The contact is updated in the Bria's **Contacts** and in the device's native contacts. The softphone number will show beside Bria in the native iOS contacts.



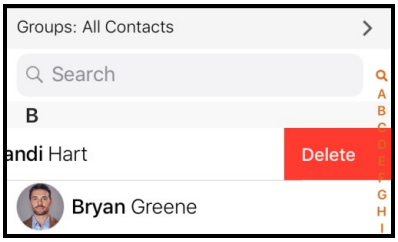
Deleting a contact

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

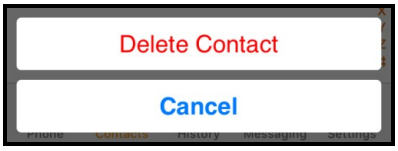
To delete a contact

iPhone

1. Go to the **Contacts** tab on the resource panel.
2. Swipe the contact to be deleted to the left.
3. Tap **Delete**.



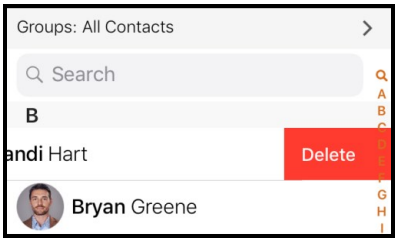
4. Tap **Delete Contact**.



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

iPad

1. Go to the **Contacts** tab on the resource panel.
2. Swipe the contact to be deleted to the left.
3. Tap **Delete**.



4. Tap **Delete Contact**.

The contact is deleted and no longer shows in Bria's Contacts or 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.

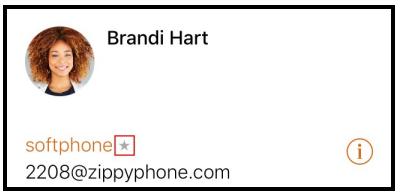
To add a Favorite

iPhone

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

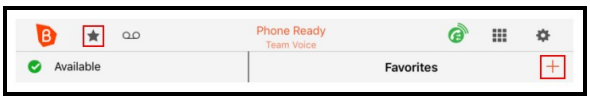
3. Select the contact you want to add to your **Favorites**.
4. Tap the phone number you want to add to your **Favorites**. If you want to add more than one number for the contact, repeat the process and select the next number.

Bria adds the number to your **Favorites** list. In contact details, you can identify numbers that have been added to your **Favorites** by the ★ icon.



iPad

1. Tap ★ **Favorites** in the toolbar and tap + **Add**.



2. Select the contact you want to add to your **Favorites**.
3. Tap the phone number you want to add to your **Favorites**. If you want to add more than one number for the contact, repeat the process and select the next number.

Bria adds the number to your **Favorites** list. In contact details, you can identify numbers that have been added to your **Favorites** by the ★ icon.

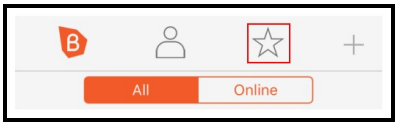
Reordering Favorites

Favorites initially appear in the order that you add them. You can rearrange them in the order you want them to appear.

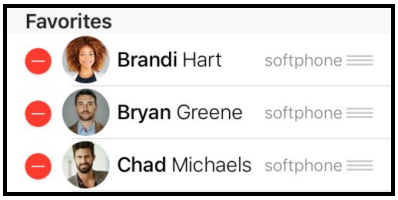
To reorder favorites

iPhone

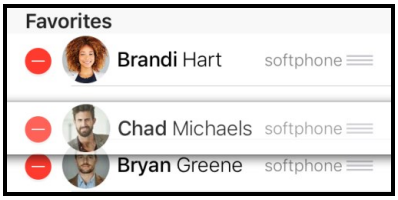
1. Go to the **Contacts** tab on the resource panel.
2. Tap ☆ **Favorites**.



3. Swipe right on the screen. The edit screen opens.



4. Long press and drag **Row reorder** to move the favorite up or down in the list. Release **Row reorder** when the favorite is where you want it.

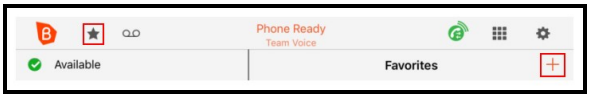


5. Swipe left when you are finished.

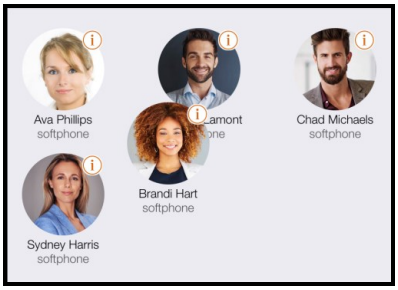
Bria reorders your **Favorites**.

iPad

1. Tap ★ **Favorites** in the toolbar.



2. Long press and drag the favorite to the position you want to move it to.



Bria reorders your **Favorites**.

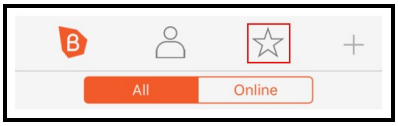
Deleting a favorite

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

iPhone

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



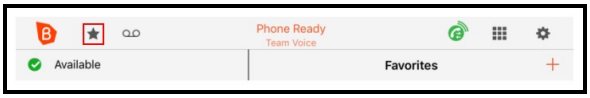
3. Swipe the favorite to be deleted to the left.

4. Tap **Delete**.

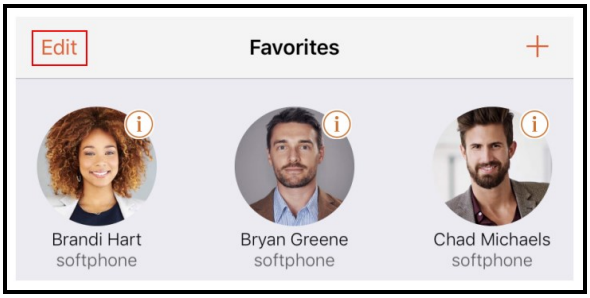
Bria removes the number from your **Favorites** list.

iPad

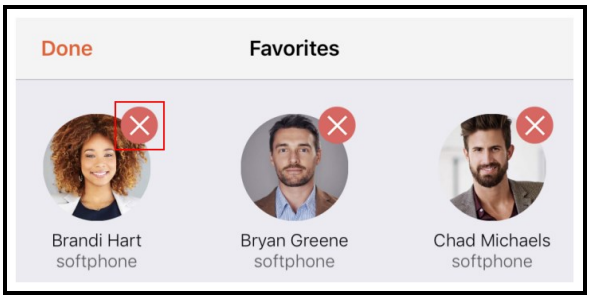
1. Tap ★ **Favorites** in the toolbar.



2. Tap **Edit**.



3. Tap ⊗ **Remove Favorite** on the avatar.



4. Tap **Done**.

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

Fields that must be updated in iOS

There are some contact fields that can only be updated through the native contacts application. These fields include:

- **Instant Message**
- **Ringtone**: Personalized vibration and ringtone for the contact
- **Text Tone**: Personalized vibration and alert tone for the contact
- **Address**
- **Date**: Important dates associated with the contact

- **Related name**: Other contacts that are related to the current contact
- **Social Profile**
- **Notes**

All other fields can be updated in either Bria or the native contacts application.

History

All calls are captured in Bria's call **History**. Calls are also captured on iPhone's call history when **Settings** > **Preferences** > **Native Integration** is on.

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

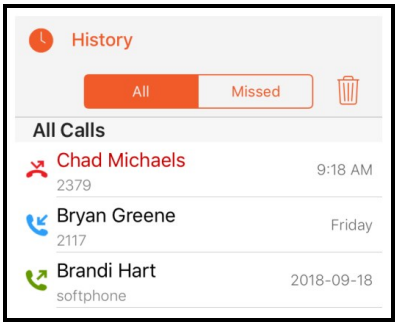
Outgoing call recorded on this device

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.

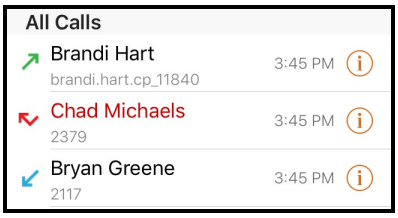


Note: If your call was transferred, you see the Caller ID information for the last person you talked to, not the person you initially dialed.

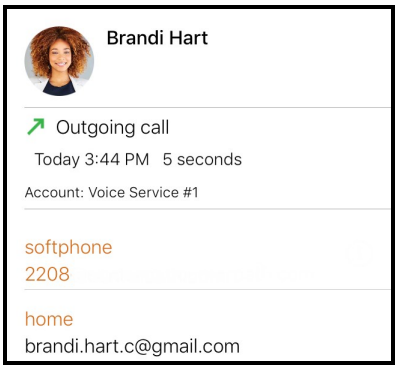
To view History details

iPhone

1. Go to the **History** tab on the resource panel.
2. Tap ⓘ on the entry to view more information about the call.

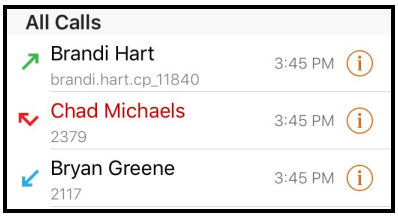


Bria displays the type of call, the date and time of the call, the length of the call, the account used for the call, and contact information about the caller.

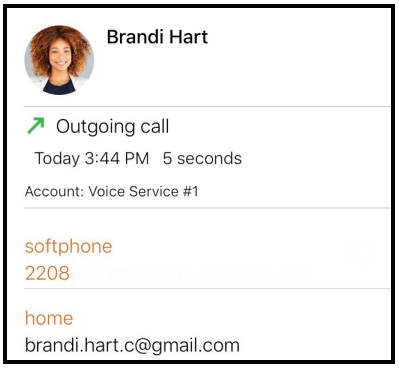


iPad

1. Go to the **History** tab on the resource panel.
2. Tap the entry to view more information about the call.



Bria displays the type of call, the date and time of the call, the length of the call, the account used for the call, and contact information about the caller.



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.

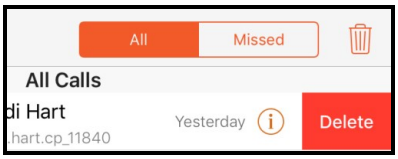
Deleting calls from History

You can delete a single call or all calls from **History**.

To delete a single call using History details

iPhone

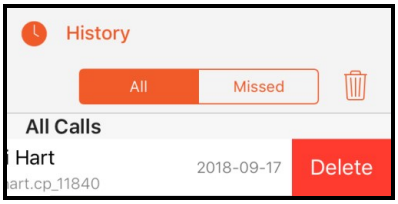
1. Go to the **History** tab on the resource panel.
2. Swipe the call to be deleted to the left.
3. Tap **Delete**.



Bria deletes the call from the **History**.

iPad

1. Go to the **History** tab on the resource panel.
2. Swipe the call to be deleted to the left.
3. Tap **Delete**.

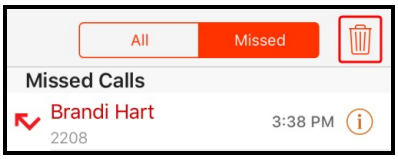


Bria deletes the call from the **History**.

To delete missed calls

iPhone

1. Go to the **History** tab on the resource panel.
2. Tap **Missed** and tap **Delete**.

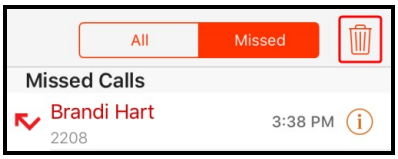


3. Tap **Clear Missed Entries**.

Bria deletes all missed calls from the **History**.

iPad

1. Go to the **History** tab on the resource panel.
2. Tap **Missed** and tap **Delete**.



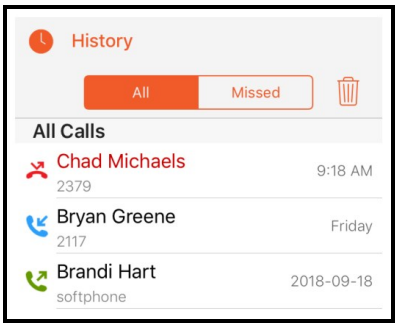
3. Tap **Clear Missed Entries**.

Bria deletes all missed calls from the **History**.

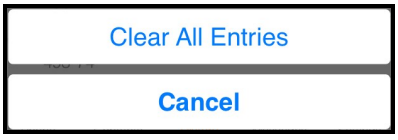
To delete all calls

iPhone

1. Go to the **History** tab on the resource panel.
2. Tap **Delete**.



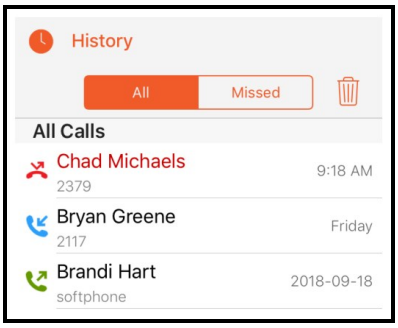
3. Tap **Clear All Entries**.



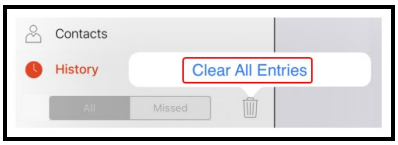
Bria deletes all the calls from the **History**.

iPad

1. Go to the **History** tab on the resource panel.
2. Tap **Delete**.



3. Tap **Clear All Entries**.



Bria deletes all the calls from the **History**.

Tip: iPhone native history: When you have **Settings** > **Preferences** > **Native Integration** turned on, you can view and place Bria calls from the iPhone's native call history. To place a

Bria call from the iPhone’s native call history, tap on a Bria entry. Bria opens and Bria places the call.

Settings

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 and 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 the additional SIP account your account in **Settings** > **Account (SIP)**, unregister the account or turn **Enabled** off for the account. Register the account or turn **Enabled** 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.

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	Bria uses the Bria Push Service to support inbound calls when Bria is in the background or when Bria is 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. • **On**: Default. Bria uses the Bria Push Service for inbound calls when Bria is in the background or when Bria is exited. • **Off**: Bria does not use the Bria Push Service for inbound calls.
Registration Mode	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. • **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 allowsBria 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	Use this setting if your VoIP service provider uses a session border controller (SBC). • **On**: The Bria Push Service will act as if it is behind a NAT by using a private IP address. • **Off**: Default
SIP Proxy	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.
Advanced Settings	These settings are used for VoIP service providers that do not follow the SIP RFC specifications. • **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	Opens the settings screen for features that apply to individual SIP accounts. See Account Specific Features (SIP).
Call forwarding	Opens the settings screen for call forwarding for this particular SIP account. See Call forwarding (SIP).

Account Specific Features (SIP)

Before you make changes to the additional SIP account your Paccount in **Settings** > **Account (SIP)**, unregister the account or turn **Enabled** off for the account. Register the account or turn **Enabled** on when you have finished making changes.

Video Calls

Field	Description
Enable Video	Available when **Settings** > **Preferences** > **Enable Video** is on. • **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 – iPhone	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 iPhone, audio is sent through the iPhone. 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). • **On**: Applies to iPhone 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)

Client-side call forwarding per account

Field	Description
Forward Always	• **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	• **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

Field	Description
	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	• **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	Appears only on devices with mobile connectivity. • **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. You can allow or disallow VoIP calls using a separate setting **Settings** > **Preferences** > **Allow VoIP Calls**. Data charges with your mobile carrier may apply.
Allow VoIP Calls	Appears when **Use When Available** is enabled in **Preferences** > **Mobile Data Network**. • **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. Data charges with your mobile carrier may apply.

General

Field	Description
Private When in Background	• **On**: When Bria is in the background and you navigate to the App Switcher, you see the splash screen for Bria rather than any details. • **Off**: When Bria is in the background and you navigate to the App Switcher, you see the last screen that you used in Bria before you sent Bria to the background.

Call Handling

Field	Description
Native Integration – iPhone	Appears on iPhone or iPads running iOS 10+. When on, Bria enables CallKit native call integration and users see the following differences: • Easier to answer Bria calls when a device is locked. No need to rely on a small notification on the unlock

Field	Description
	screen. • A native incoming call no longer takes over during a Bria call; it is presented as **Call Waiting**. You now have a chance to tell the person that you have to pick up another call. • You can switch between a native call and a Briacall. • All Bria calls are captured in the native dialer call history, with the option to click on an entry to call back using Bria. • Improved Bluetooth headset support. You can answer and hang up Bria using the button on your Bluetooth device. • CarPlay support.
Native Integration – iPad	Appears on iPads running iOS 10+. • **On**: Bria enables CallKit native call integration. Users find it easier to answer Bria calls when a device is locked. No need to rely on a small notification on the unlock screen.
Display Account Name	Appears when **Settings** > **Preferences** > **Native Integration** is on. • **On**: the incoming call screen displays the SIP account name in front of the Caller ID. This setting helps the user identify which SIP account is receiving the call when Bria has multiple SIP accounts configured. • **Off**: the incoming call screen does not display the SIP account that is receiving the call.

Incoming Call

Field	Description
Custom Ringtone	Appears when **Settings** > **Preferences** > **Native Integration** is on. • **On**: Use a ringtone configured in Bria for incoming calls. • **Off**: Use a ringtone configured in iOS.
Play Ringtone	Appears when **Settings** > **Preferences** > **Native Integration** is off. • **On**: Bria plays a ringtone for incoming calls. • **Off**: Bria does not play a ringtone for incoming calls.
Ringtone	The default ringtone for incoming calls. Played if no specific ringtone is assigned to the contact.
Vibrate – iPhone	Appears when **Settings** > **Preferences** > **Native Integration** is off. • **On**: The device vibrates when you receive a call. • **Off**: The device does not vibrate when you receive a call.
Alert Answer	Appears when **Settings** > **Preferences** > **Native Integration** is off. Controls the behavior of the incoming Bria call prompt (when Bria is in the background): • **On**: You can immediately answer the call by tapping on the alert. • **Off**: After tapping the alert, you have a choice to answer or decline the call.

Field	Description
Alert Missed	Controls the behavior of the missed call prompt (when you receive a call when Bria is in the background): • **On**: Bria shows a missed call notification when Bria is in the background. • **Off**: Bria does not send a missed call notification.
Match Contacts for Caller-Id	Controls what name appears in caller ID for an incoming call. • **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. When **Native Integration** is enabled in **Settings** > **Preferences - Call Handling**, all numbers other than **Softphone** use the contact's **Display Name** for the incoming caller ID if there is a matching contact, even though when the Match Contacts for Caller-Id setting is turned OFF. This is a limitation due to CallKit; once you answer the call, Bria uses the information in the SIP header for the caller ID as you set in the preference.
Show Number in Notification	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. There is another setting for adding a SIP account name in notifications; see Display Account Name. • **On**: The incoming call panel shows the phone number/SIP username followed by the SIP display name. Ex: `6045551234 Kokila` For the number/SIP username, Bria takes the value from `P-Asserted-Identity` by default. • **Off** (default): The incoming call panel shows only the SIP display name. Ex: `Kokila`
Disable Call Waiting	Controls whether call waiting is enabled or disabled. • **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. • 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.

Client-side Call Forwarding

Field	Description
Forward Calls	• **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

Field	Description
	settings are enabled, the global one takes precedence; all incoming calls on *all* 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 are forwarded.

Outgoing Call

Field	Description
Turn Letter to Numbers	Controls whether letters entered in the dial pad are converted to numbers. • **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. • **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. • **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. • **Don't Show**: Bria does not show an image of the remote party during a call. • **Full Screen**: Bria shows an image of the remote party in the full screen a call. • **Small Avatar**: Bria shows a small photo of the remote party next to their name during a call.
Auto Record Calls	• **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.
Mobile Call Interrupt – iPhone	Appears when **Settings** > **Preferences**> **Native Integration** is off. When you receive a native call while already in a Bria call, the Bria call is put on hold. You will not be able to speak to the remote party in the Bria call until you answer or decline the incoming mobile call. Bria can play feedback to the person who

Field	Description
	is put on hold without any notice. • **Silence**: Bria plays nothing. • **Tones**: Bria plays beeps every 5 seconds to the person on hold. • **Announcement**: Bria plays an audio message to the remote party on hold in English, “Your call has been interrupted by an incoming mobile call. Please wait for the other party to return.”
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. • **On**: Play classical music to the party on hold. All the participants hear music if it is a conference call. • **Off**: Default
Play Tone On Network Lost	• **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	• **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	When IM, SMS, and/or video are enabled, this setting is ignored. Bria displays a prompt to choose an option. • **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.
Digits To Match	Controls a number of digits in phone numbers Bria uses to match contacts. This aims to solve an issue where Bria matches a phone number with a different area code.

Video Calls

Field	Description
Video Quality Wi-Fi	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. • 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	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. • Medium (VGA): Uses 640 x 480 pixels. • HD (480p): Uses 848 x 480 pixels. • HD (720p) : Default. Uses 1280 x 720 pixels.

Messages

Field	Description
Alert Sound	• **On**: Bria plays a ring tone when you receive a new message.
Alert Vibration – iPhone	• **On**: Your device vibrates when you receive a new message.
Hyperlink Preview	• **On**: You see a small preview of hyperlinks in Bria messages • **Off**: Hyperlink previews do not appear in Bria messages
Private When Locked	• **On**: Bria does not display the incoming call information on the lock screen and the notification drawer. • **Off**: Default
[Enter] As Newline	• **On**: Tap the **Enter** key to add a new line in IM/SMS conversations. Tap the **Send** icon to send IM. • **Off**: Tap the **Enter** key to send an IM. Tap **Quick Responses** and select **Enter a new line** to insert a line break in the message you are writing. You might want to turn it off when using physical keyboard with the device.
Alert Text Tone	The default text tone for incoming messages. Played if no specific text tone is assigned to the contact. Assign text tones in the native iOS contacts.

Mentions

Field	Description
@mention Sound	**On** (default): Plays a sound when you are mentioned in a group chat.
@mention Text Tone	Select the default text tone to play when you are mentioned in a group chat.

Roster

Field	Description
Show Groups	Controls how the **Roster** list displays your contacts. Search works in the same way regardless of this preference. • **On**:Contacts are organized under departments or other group names decided by your administrator. • **Off**: Displays everyone under one list.

Login Control

Field	Description
Auto Login	**On**: Automatically log into Bria when you start Bria.
Use Touch ID or Use Face ID	This setting determines if you can use Touch ID or Face ID to sign in to Bria. This settings does not show if there is no biometric profile in your device. • **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.

Advanced settings

Note: If you make changes to the fields identified by a ▼ , you must tap the Apply Changes button at the bottom of the screen or restart Bria.

Media Options ▼

Field	Description
Voice Activity Detection	• **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.

Field	Description
Noise Reduction	• **On**: Bria attempts to reduce background noise from your microphone. Typically on when you are not using a headset. • **Off**: Typically off when you are using a headset.

Account Registration Issues

Field	Description

Alert Push Notification Issue	This setting applies to registrations issues in which the Bria Push Server continues attempting to re-register. Even with the setting turn **Off**, Bria sends an alert for registration errors that can not be recovered from or if the Bria Push Server stops trying to re-register.
	• **On** (default): Bria sends notifications when the Bria Push Server is not able to register with the SIP server on behalf of Client. Bria also sends notifications when the Bria Push Server is able to re-registered with the SIP server. Bria sends alerts for the following errors:
	  • 403: Forbidden
	  • 408: Request Timeout
	  • 480: Temporarily Unavailable
	  • 500: Server Internal Error
	  • 503: Service Unavailable
	  • 504: Server Time-out
	  See Request Failure 4xx or Server Failure 5xx for more information on these errors.
	  Make sure that Bria notifications are enabled under **iOS Settings** > **Notifications**.
	• **Off**: Bria does not send notifications regarding push notification registration errors.

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.
Share Anonymous Usage Data	• **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	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. • 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.
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.

Using biometric authentication

If your device supports Touch ID or Face ID, you can turn on biometric authentication after the first successful log in.

Prerequisites

- Your device supports Touch ID or Face ID
- You have Touch ID or Face ID set up on your device

If you do not have Touch ID or Face ID set up on your device or if your device does not support Touch ID or Face ID, **Settings** > **Preferences - Login Control** > **Use Touch ID** or **User Face ID** do not show.

Enabling biometric authentication

> **Warning:** If you enable biometric log in, any Touch ID or Face ID profiles stored on your device can be used to log in to Bria. Do not store profiles other than your own on your device.

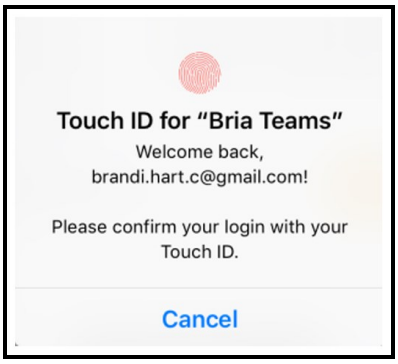
To enable biometric authentication

1. Turn **Settings** > **Preferences - Login Control** > **Use Touch ID** or **User Face ID** 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 or press and hold the **Home** button on your iPhone or iPad and ask Siri to "Launch Bria". The **Touch ID for "Bria"** pop up appears.

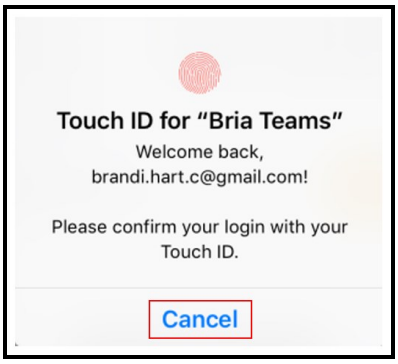


2. Place your finger on the sensor.

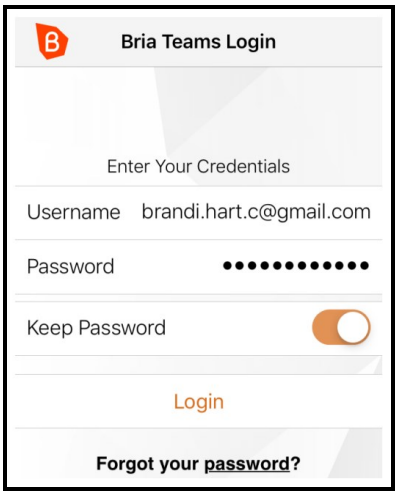
If your Touch ID or Face ID is a match, Bria opens.

To log in manually when biometric log in is enabled

1. Tap **Bria** to launch Bria or press and hold the **Home** button on your iPhone or iPad and ask Siri to "Launch Bria". The **Touch ID for "Bria"** pop up opens in front of the log in screen.
2. Tap **Cancel**.



3. Enter your **Username** and **Password**.

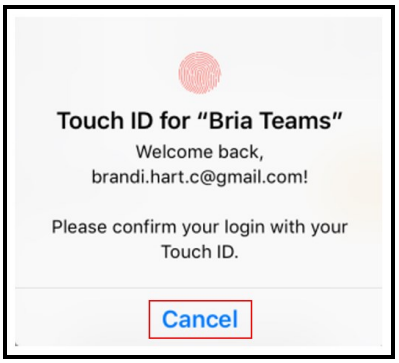


4. Tap **Login**.

The Bria interface opens.

Biometric failures

If your biometric log in fails, adjust your fingerprint as necessary or tap **Cancel** 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 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 to give Bria a permission for accessing your local area network if you are using iOS 14 or newer. Go to iOS Settings > Privacy > Local Area Network.
- 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

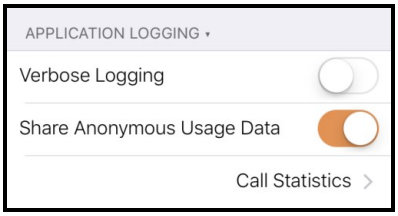
- Turn on **Preferences** > **Use When Available** and **Preferences** > **Allow VoIP Calls**.

Using Bria diagnostics

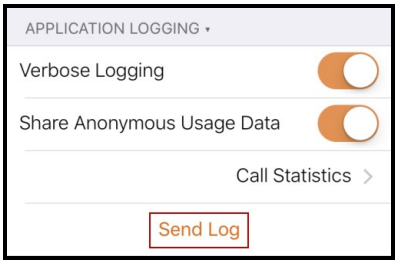
If you have a problem with Bria, technical support may ask you to turn diagnostics on to capture information.

To send a log to support

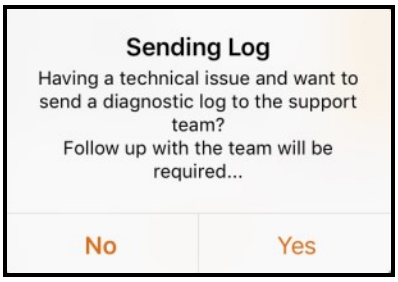
1. Go to **Settings** > **Advanced Settings** > **Verbose Logging**. If **Verbose Logging** is off, turn it to on and tap **Apply Changes**.



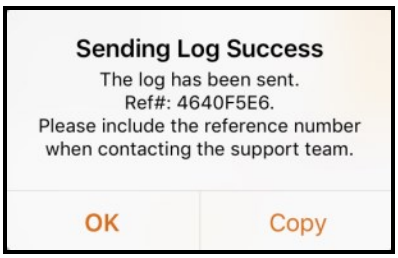
2. Reproduce the problem you were having.
3. Go back to **Settings** > **Advanced Settings**.
4. Tap **Send Log** (not **Call Statistics**).



5. Tap **Yes** on **Sending Log**.



6. Add a description of the issue, and tap **Continue**.
7. Tap **Copy** on **Sending Log Success**. The log reference number is on your clipboard.



8. Report the **Ref #**to the support team member who was assisting you. If you are opening a new topic, include a description of the problem and the **Ref #**as it always helps with diagnosing an issue when support has log file to look at. If you add the **Ref #** 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 Apple 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.
9. Turn off **Verbose Logging** when you are done. Tap **Apply Changes**.

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 iOS 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 Apple's APNS push notification system.

  If you are using your device inside a restricted network, make sure to open ports specified by Apple. Visit Apple APNS for instructions.
- 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

- Apple APNs reachability from the Bria clients

Apple requires a set of ports to be open in your firewall. If you have a restricted network, see Apple APNs 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.

Native integration

Native integration determines the way Bria interacts with the native phone. When **Settings** > **Preferences** > **Native Integration** is on, Bria works with the native dialer and native contacts. When **Settings > Preferences > Native Integration** is off, native calls take priority over Bria calls.

Native Integration is on

When **Native Integration** is on, you can have up to two calls: one native call and one Bria call; or two Bria calls. Native calls have the same priority as Bria calls.

Outgoing calls with Native Integration on

Outgoing call type	Existing call type	Result
Bria	None	You can place a Bria call.
Bria	One Bria call	You can place the native call. The Bria call is put on hold.
Bria	Two Bria calls	You cannot place a Bria call. You can only have two call at one time.
Native	None	You can place the native call.
Native	One Bria call.	You can place the native call. The Bria call is put on hold.
Native		You cannot place a native call. You can only have two calls at one time.

You can have two Bria calls; or one Bria call and one native call established at the same time. You can swap between native calls and Bria calls.

Incoming calls with Native Integration on

Incoming call type	Existing call type	Result
Bria	None	The incoming Bria call rings.
Bria	One Bria call	The incoming Bria call rings.

Incoming call type	Existing call type	Result
Bria	Two Bria calls	The incoming Bria call goes to your Bria voice mail if it is configured. If is not configured, the call fails. You can only have two active calls at one time.
Native	None	The incoming native call rings on your phone.
Native	One Bria call	The incoming native call rings on your phone.
Native	Two Bria calls	The incoming call goes to your native voice mail if you have it configured. You can only have two active calls at one time.

Native integration is off

When **Settings** > **Preferences** > **Native Integration** is off, you can have up to three calls: one native call and up to two Bria calls. Native calls take priority over Bria calls.

Outgoing calls with Native Integration off

Outgoing call type	Existing call type	Result
Bria	None	You can place a Bria call.
Bria	One Bria call	You can place a Bria call.
Bria	Two Bria calls	You cannot place a Bria call. You can only have two Bria calls at one time.
Native	None	You can place the native call
Native	One Bria call	You can place your native call. The Bria call is put on hold.
Native	Two Bria calls	You can place your native call. The Bria calls are put on hold. This is the maximum number of calls you can have.

Incoming calls with Native Integration off

Incoming call type	Outgoing call type	Result
Bria	None	The incoming Bria call rings.
Bria	One Bria call	The incoming Bria call rings.
Bria	Two Bria calls	The incoming Bria goes to voice mail if it is configured. Otherwise, the call fails.
Native	None	The incoming native call rings on your phone.
Native	One or two Bria calls	The incoming native call rings on your phone. The native call interrupts the Bria calls and you cannot speak to the remote parties until you end or decline the native call. The Bria remote parties hear silence, tones, or

Incoming call type	Outgoing call type	Result
		an announcement depending on how **Settings** > **Preferences** > **Mobile Call Interrupt** is set up.

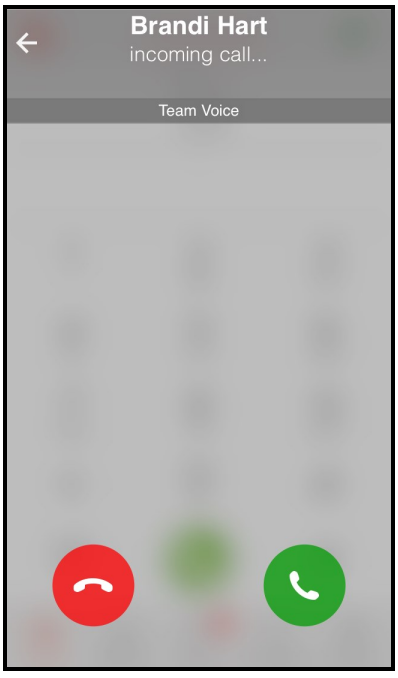
Handling calls with Native Integration off

To learn how to handle calls with **Settings** > **Preferences** > **Native Integration** on, see Handling an incoming call.

To handle incoming calls with Bria in the foreground

iPhone

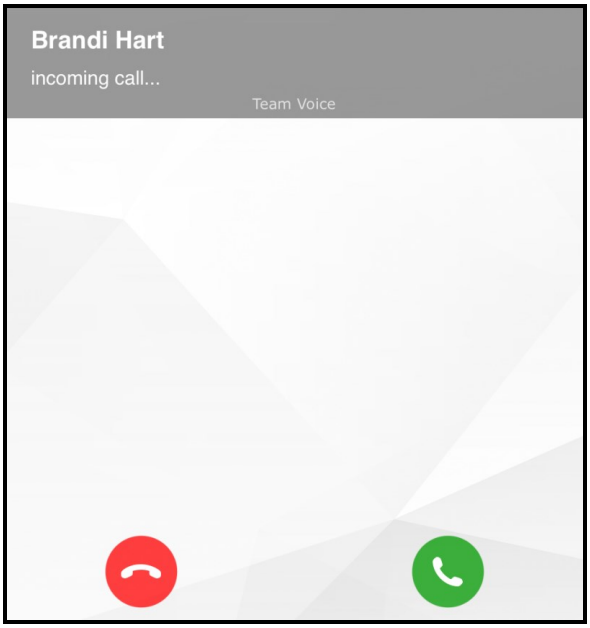
1. Tap **Decline**, or **Accept**.



Bria declines or starts the call.

iPad

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



Bria declines or starts the call.

Incoming calls with Bria in the background

When Bria is in the background, Bria displays a notification for the incoming call. To change the notification style you receive, go to **iOS Settings** > **Notifications** > **Bria**.

- If you choose **Banner Style** as **Temporary**, Bria displays the notification at the top of the screen and it goes away automatically.
- If you choose **Banner Style** as **Persistent**, Bria displays the notification at the top of the screen and it does not go away until you tap on the notification and handle the call.

You can set a preference on what happens when you tap the alert for an incoming call.

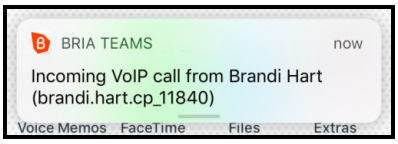
- Tapping the alert lets you choose to decline or answer the incoming call (turn off **Alert Answer**), or
- Tapping the alert immediately answers the incoming call (turn on **Alert Answer**).

Alert Answer can be found under **Settings** > **Preferences**.

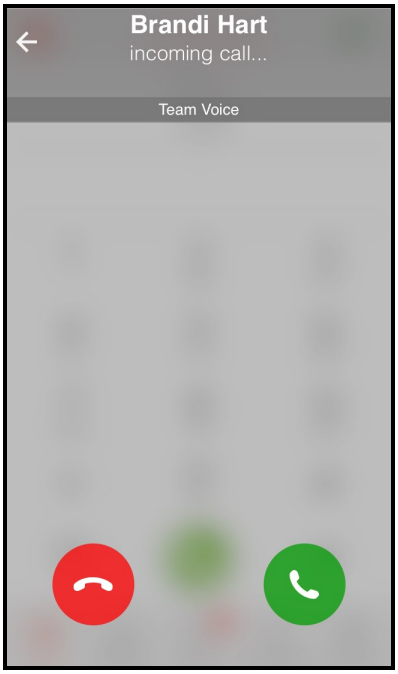
To handle incoming calls with Bria in the background

iPhone

1. Tap the notification.



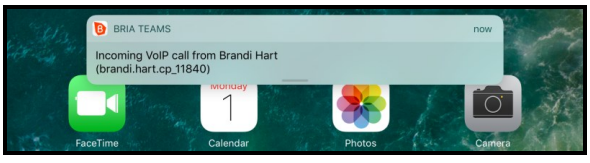
2. Tap **Decline**, or **Accept** if asked.



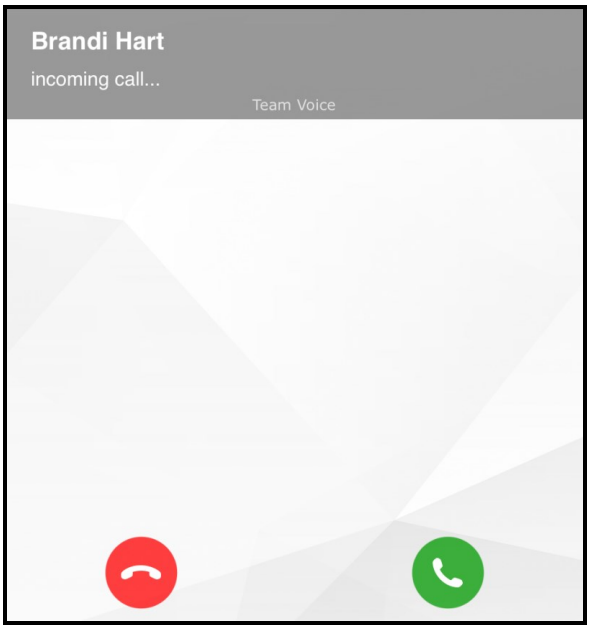
Bria declines or starts the call.

iPad

1. Tap the notification.



2. Tap **Decline** or **Answer** if asked.



Bria declines or starts the call.

On the lockscreen

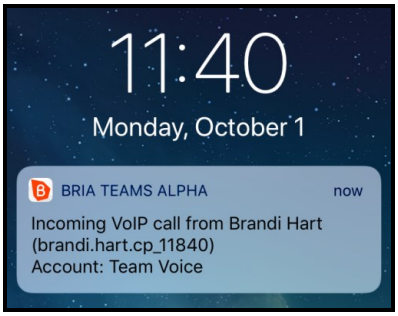
When Bria is running and the iPhone or iPad is locked, you receive a notification of the call on the lockscreen.

You can take three actions with incoming calls: answer, decline, or clear the notification. Decline is available when **Alert Answer** is off.

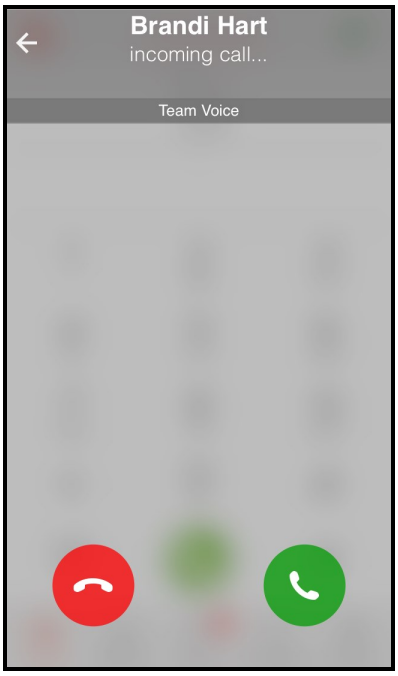
To answer or decline an incoming call by swiping right

iPhone

1. Swipe the call notification to the right.



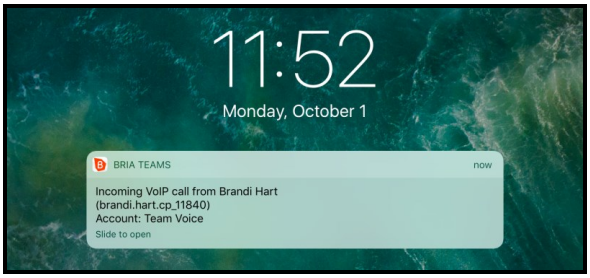
2. Unlock your device.
3. Tap **Decline**, or **Accept** if asked.



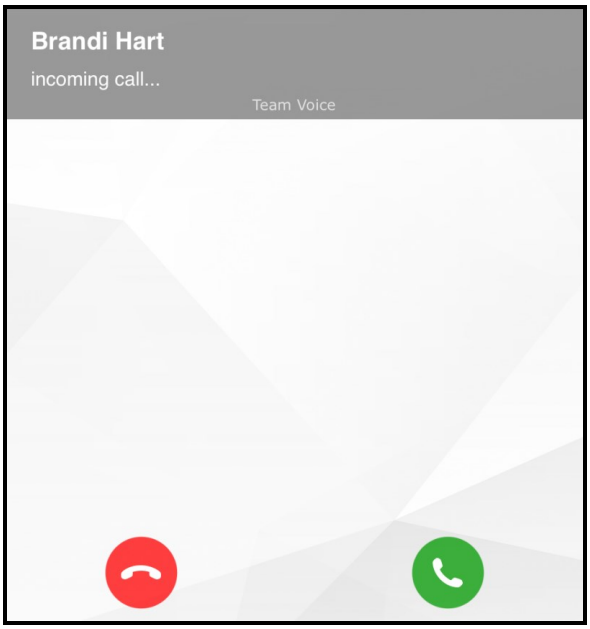
Briastarts the call.

iPad

1. Swipe the call notification to the right.



2. Unlock your device.
3. Tap **Decline** or **Answer** if asked.

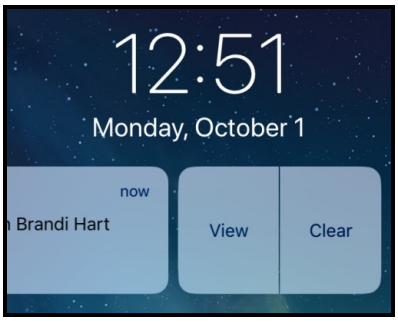


Briastarts the call.

To clear a notification by swiping left

iPhone

1. Swipe the call notification to the left.
2. Tap **Clear**. The call continues to ring for the remote party and goes to voice mail if you have it configured.



Bria clears the notification of the call.

iPad

1. Swipe the call notification to the left.
2. Tap **Clear**. The call continues to ring for the remote party and goes to voice mail if you have it configured.

Bria clears the notification of the call.

CarPlay and Bluetooth

Using CarPlay

When **Settings** > **Preferences** > **Native Integration** is on, Bria can be used with CarPlay-compatible vehicles.

- If **Settings** > **Preferences** > **Improve Reachability** is turned on, you may experience audio interruptions with audio sources other than your iOS device when Bria is running in both the foreground and the background.
- If **Settings** > **Preferences** > **Improve Reachability** is off, CarPlay works with any audio source.

Requirements

- A car that supports Apple CarPlay.
- **Settings** > **Preferences > Native Integration** turned on in Bria.
- A device connected to the car via a Lightning cable.

What you can do

With CarPlay, you can:

- Answer or decline incoming Bria calls via the CarPlay interface.
- Make outgoing calls through **History** on the CarPlay interface for calls that were made with Bria.
- Make outgoing calls using Siri [iPhone only]

  Ask Siri to “Call Ava Phillips with Bria” or “Call 6045551234 with Bria".

  If you make calls through **Contacts** on the CarPlay interface, the calls are placed using the native dialer.
- Hear the remote party over the vehicle's sound system.
- Switch between vehicle's sound system (displayed as CarPlay on Bria), iPhone or iPad, and other Bluetooth headsets if connected.

- Control an established Bria call, such as mute, hold, add call, swap, merge and end.

> **Note:** Video calls are not supported when CarPlay is used.

When native integration is disabled

When **Settings** > **Preferences** > **Native Integration** is off in Bria, connecting an iPhone or iPad to your car via a Lightning cable allows you to:

- Answer Bria incoming calls on the screen on your iPhone or iPad (instead of built-in screen in your car).
- Hear the remote party over the vehicle's sound system.
- Use Bria on your iPhone or iPad to mute, end the call, etc.

Using Bluetooth to connect to a car – iPhone

If you connect your device to your car using Bluetooth (instead of CarPlay), we recommend that you turn on **Settings** > **Preferences** > **Native Integration** so you can answer and hang up a call using car controls, such as buttons on the steering wheel, instead of tapping on Bria's screen.

Using Bluetooth headsets

When **Settings** > **Preferences** > **Native Integration** is on, you can answer and end a call by pressing a button on your Bluetooth device. However, if you are already on a call, be aware:

- Pressing once (or a short press) on the Bluetooth button performs **End & Accept**. This means that the original call ends and the new call begins.
- Pressing twice (or a long press) performs **Hold & Accept**. This means that the original call is put on hold and the new call begins.

Using Spotlight search

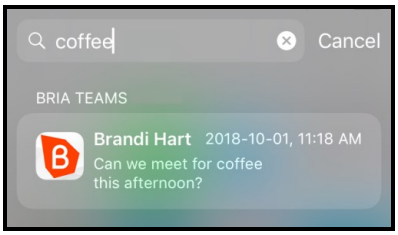
Use the Siri Spotlight search from the **Home** screen to search team members or IMs using name, contact number, e-mail, IM address, or phrases in IMs.

To use Spotlight search, your device must be running iOS 10 or higher.

If Spotlight search still does not work for you, check to make sure that iOS **Settings** > **Siri & Search** > **Bria** > **Search & Siri Suggestions** is enabled. To narrow the search results, disable iOS **Settings** > **Siri & Search** > **Suggestions in Search**.

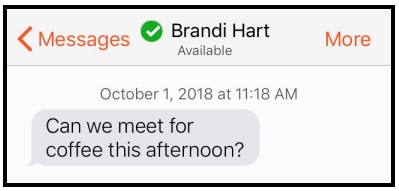
To use Spotlight search

1. From the iOS **Home** screen, swipe down on the middle of the your screen or swipe right until the Spotlight search appears.
2. Type your search words in **Search**.



3. Scroll through the results until you find the suggestion you are looking for. Tap the suggestion.

Bria opens to the corresponding page.



iPad Multitasking

Bria has multitasking support for iPads – you can view both Bria and another app at the same time. iOS 11 has two ways you can view multiple apps – Slide Over and Split View.

When you use two apps in Slide Over, one app sits on top of the other and blocks part of the content. You can move the app in Slide Over to either side of the screen but it always covers a portion of the app underneath.

When you use two apps in Split View, both apps adjust in size and run side-by-side. You can adjust the size of the apps – Split View supports both apps being equal in size, or a 25/75 split.

To use Slide Over or Split View, make sure **iOS Settings** > **General** > **Multitasking & Dock** > **Allow Multiple Apps** is turned on.

Slide Over requirements

- iOS 11 or higher
- iPad Pro, iPad (5th generation and later), iPad Air and later, or iPad mini 2 and later

Split View requirements

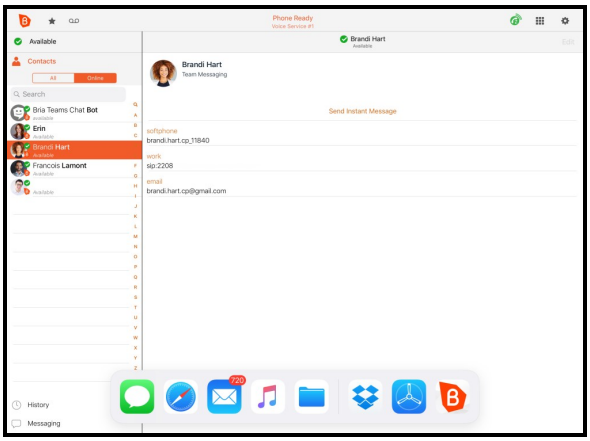
- iOS 11 or higher.
- Pad Pro, iPad (5th generation and later), iPad Air 2, or iPad mini 4

Using Slide Over and Split View

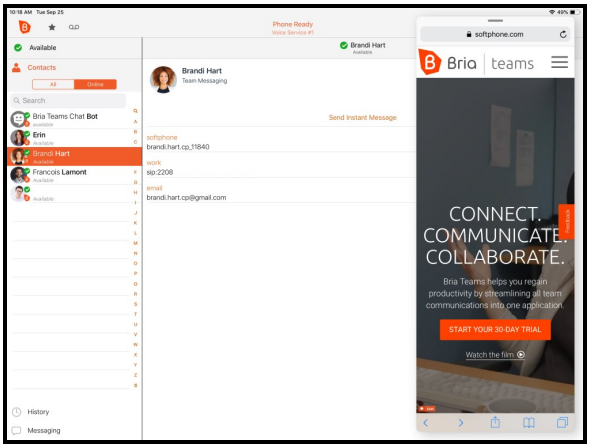
Open an app directly in Slide Over or Split View or change from Slide Over to Split View.

To use Slide Over

1. With Bria in the foreground, swipe up from the bottom of the screen to open the Dock.



2. Long-press the second app you want to open and drag it off the dock. The app opens in Slide Over on top of Bria.

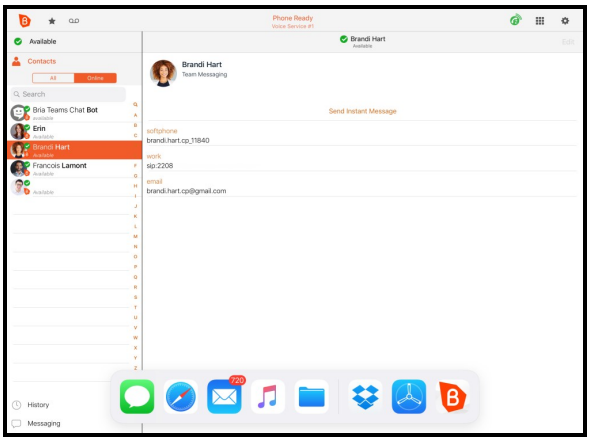


The app opens in Slide Over on top of Bria.

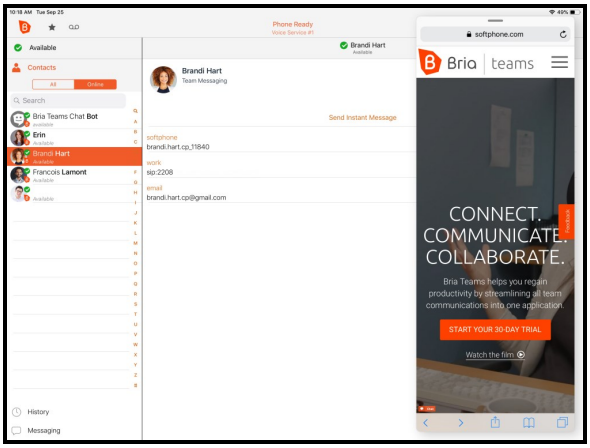
To open Split View

From Slide Over

1. With Bria in the foreground, swipe up from the bottom of the screen to open the Dock.

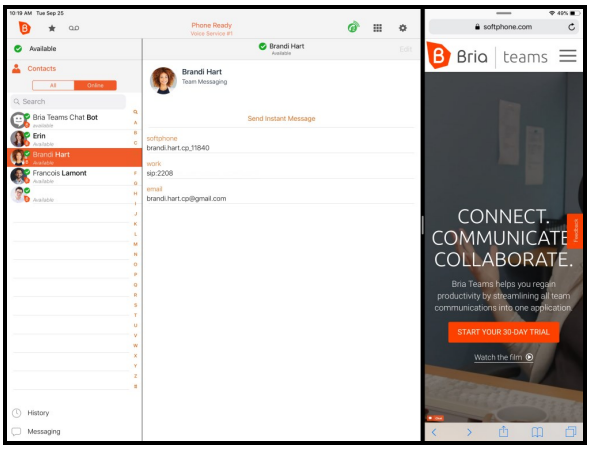


2. Long-press the second app you want to open and drag it off the dock. The app opens in Slide Over on top of Bria.



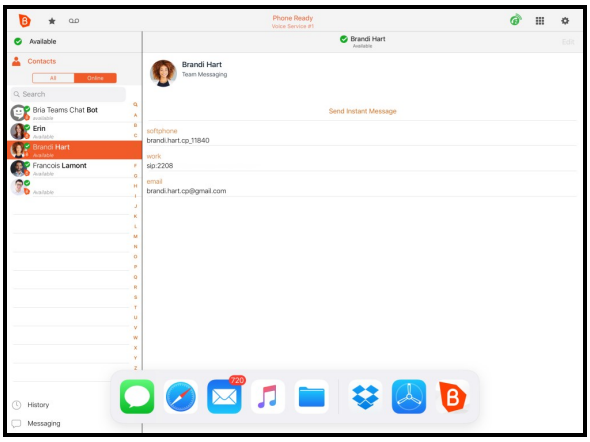
3. Drag the ⎯ **Edit Handle** down.

Both apps are open in Split View with the second app displayed on a quarter of the screen.

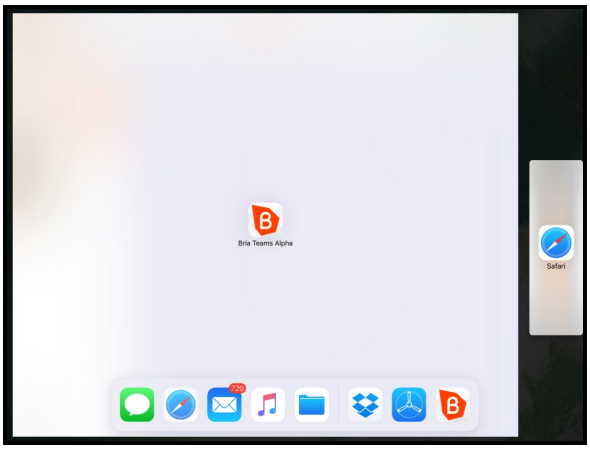


From the Dock

1. With Bria in the foreground, swipe up from the bottom of the screen to open the Dock.

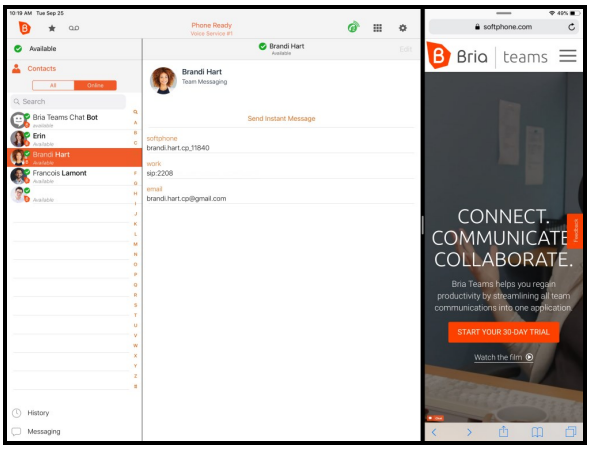


2. Long-press the second app you want to open and drag it to the far right or far left of the screen until Bria shrinks, leaving a space beside it.



3. Release the second app.

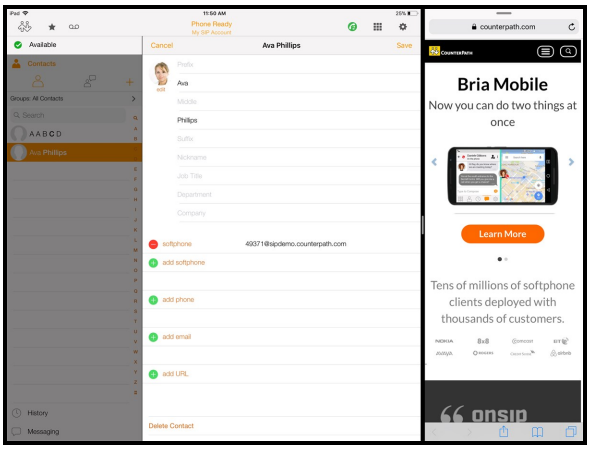
Both apps are open in Split View with the second app displayed on a quarter of the screen.

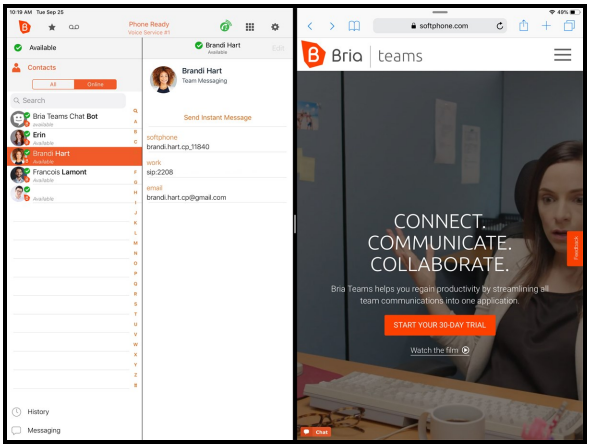


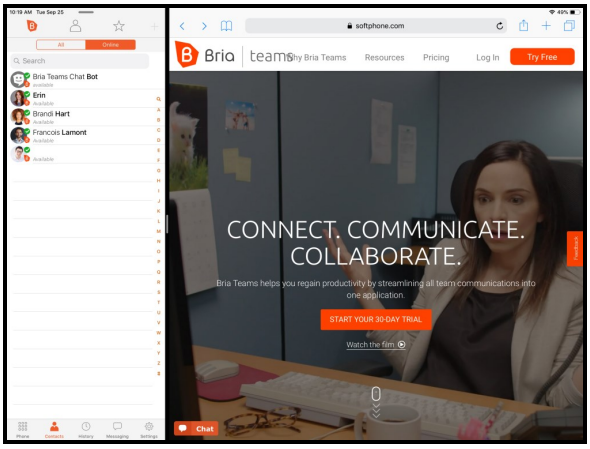
To adjust Split View

1. Drag the app divider to change the amount of screen each app uses.

The apps appear equal in size or one app uses a quarter of the screen.







Closing Slide Over and Split View

Close Slide Over and Split View by dragging them off the screen or change Split View to Slide Over.

To close Slide Over

1. Swipe the app in slide over off the edge of the screen.

Bria is left open in the full screen.

To close Split View

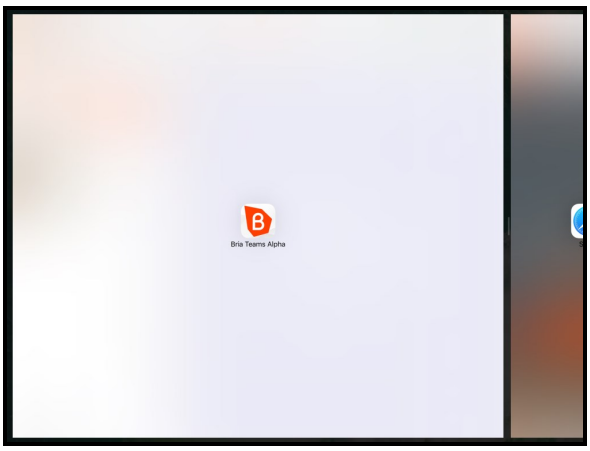
To close Split View by turning one app into Slide Over

1. Drag the ⎯ **Edit Handle** down.

Both apps display on the screen. One app appears in Slide Over.

To close Split View by closing one app

1. Drag the app divider to the right or left side of the screen.



One app closes and the second app remains open on the full screen.

> **Note:** The camera is not available when you are running Bria on an iPad in split view mode.
>
> Video is not sent and you see **Video Not Available** on your video preview.

Data Collected by Bria for iOS

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 Bria**Settings** > **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.
- User Experience Metrics (UEM) which includes VQMon
- IM Sync
- Call History Sync
- Push Notification

Data collected by Bria Solo/Teams

The following indicates types of data collected by Bria, as well as its purpose and whether it is linked to the user's identity. Note, none of the data collected is used for tracking purposes.

User Content

- **Emails or Text Messages** - Applicable to **Diagnostic logs** (only when the Messaging feature is enabled) and/or **IM Sync**

  Purpose: App Functionality and Analytics

  Linked to the user's identity

- **Customer Support** - Applicable to **Diagnostic logs**

  Purpose: App Functionality

  Linked to the user's identity
- **Other User Content** - Applicable to **Diagnostic logs** and/or **Call History Sync**

  Purpose: App Functionality

  Linked to the user's identity

Identifiers

- **User ID** - Applicable to provisioned app with login capability and/or **Push Notification**

  Purpose: App Functionality

  Linked to the user's identity
- **Device ID** - Applicable to provisioned app with login capability, license tracking and/or **Push Notification**

  Purpose: App Functionality and Analytics

Usage Data

- **Product Interaction** - Applicable to **UEM**

  Purpose: App Functionality and Analytics

Diagnostics

- **Crash Data**

  Purpose: App Functionality and Analytics
- **Performance Data** - Applicable to **UEM**

  Purpose: App Functionality and Analytics
- **Other Diagnostic Data** - Applicable to **UEM**

  Purpose: App Functionality

Release Notes

Bria for iOS6.10.3 (January 19, 2023)

> **Note:** Make sure to give Bria a permission for **Local Network**. Go to **iOS Settings** > **Privacy** > **Local Network**.

Change in handling concurrent calls

We made a small change with how Bria handles multiple calls so that Bria behaves in the same way as Native Dialer.

Previously when Bria has two ongoing calls and one of the calls ended, the remaining call automatically becomes unheld (or active in other words) so that the user starts hearing the call as soon as another call ended. Now, the remaining call stays on hold until the end user explicitly takes the call off hold.

Resolved issues

- Fixed an issue with Voice Over where the **Decline** button for receiving files was not accessible via Voice Over.
- Other stability improvements and fixes.

Expected behavior

Incoming Call Audio with Bluetooth - iPhone only

When **Settings** > **Preferences** > **Native Integration** is enabled and the iPhone is connected to a Bluetooth device, the audio output varies depending on how you answer the call. If you use the Bluetooth device to answer the call, the audio is sent to the Bluetooth device. If you use the iPhone to answer the call, the audio is sent to the iPhone.

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.

Previous iOS releases

Bria for iOS6.10.2 (December 1, 2022)

Click here to see details.

Resolved issues

This version contains improvements to the overall stability and performance of Bria and miscellaneous bug fixes.

Bria for iOS6.10.1 (November 4, 2022)

Click here to see details.

iOS 16 Support

Bria app version 6.10.1 includes iOS 16 support. Note that we are **not ready** to announce a full support for Dynamic Island including iPhone 14 Pro and Pro Max as more changes are required.

This app version also drops iOS 13 support; any devices using iOS 13 will not be able to upgrade to this app version.

Resolved issues

- Fixed an audio issue on iOS 16 where a user heard distorted sounds during a call when Airpods were connected. (Ticket # 70405)

Bria for iOS6.9.3 (September 29, 2022)

Click here to see details.

Fix for VoiceOver accessibility support on iOS 16

Resolved an accessibility issue on iOS 16 where VoiceOver could not read out some labels such as entries on the **Call History** tab, Remove Favorite, and some Collaboration related actions.

Adjusted the "Back to the call" bar on iPhone 14 Pro and Pro Max

The **Back to the call** bar during an active call previously appeared too narrow on the devices with the Dynamic Island. The height has been adjusted so it is easier to tap now. Stay tuned for a full support for Dynamic Island.

Bria for iOS6.9.2 (August 25, 2022)

Click here to see details.

Resolved issues

- Fixed an issue where contact favorites disappeared on iPad and could not be added as favorite after upgrading to Bria Version 6.9.1.
- Fixed an issue where SMS messages were split even when they were shorter than 160 characters.

Bria for iOS6.9.1 (July 28, 2022)

Click here to see details.

Resolved issues

- Translation of **Delete Log** has been added. (Ticket # 65443)

Bria for iOS6.8.3 (June 23, 2022)

Click here to see details.

Resolved issues

This version contains improvements to the overall stability and performance of Bria and miscellaneous bug fixes.

Bria for iOS6.8.2 (May 26, 2022)

Click here to see details.

Delete Log

The **Delete Log** button has been added under **Advanced Settings**. This button clears the content of the Bria log on the device so that the log starts over empty.

Resolved issues

- The call encryption indicator now appears on outbound calls.
- Users with Bria Push enabled now see localized incoming call notifications.

Bria for iOS6.8.1 (April 28, 2022)

Click here to see details.

Resolved issues

- Better connectivity for a Collaboration meeting on network change

Bria for iOS6.7.3 (March 24, 2022)

Click here to see details.

Removing auto answer feature

This version of the iOS app has the auto answer feature removed because the feature no longer works as intended due to iOS limitations. Auto answer continues to be available on Desktop and Android.

UI changes

This version includes minor UI changes to align with Desktop and Android apps.

- The menu to start Collaboration calls has been changed from **Conference Call** to **Meeting**. The functionality stays the same.
- The iOS app now presents the call forwarding indicator in the same way as the Android app.

Resolved issues

- Fixed an issue where incoming calls via push notification may have no audio. This change includes an improvement in choosing IPv6 network over IPv4.

Bria for iOS6.7.2 (February 25, 2022)

Click here to see details.

Resolved issues

- Fixed an issue where dialing from Call history failed when the Strip Foreign Domain preference was off.
- Aligned with Android on handling the ≡ **Menu** icon color; the icon now is colored with either black or white depending on the background color.

Bria for iOS6.7.1 (January 27, 2022)

Click here to see details.

Resolved issues

- Fixed an issue where the device screen did not lock automatically when Bria was in the foreground.

Bria for iOS6.6.3 (December 17, 2021)

Click here to see details.

Improvements and changes

- The default value for upstream video resolution is now 480p. Users who previously selected another resolution under **Preferences** > **Devices** > **Other Devices** > **Max Resolution Preferences** > **Video Resolution Wi-Fi or Mobile** will see no change until they uninstall and install the app again.
- The Collaboration Management User Portal page now appears right under the ≡ **Menu** icon instead of under the **Settings** page. With this change, Teams Pro users can get to the page with one fewer tap.

Resolved issues

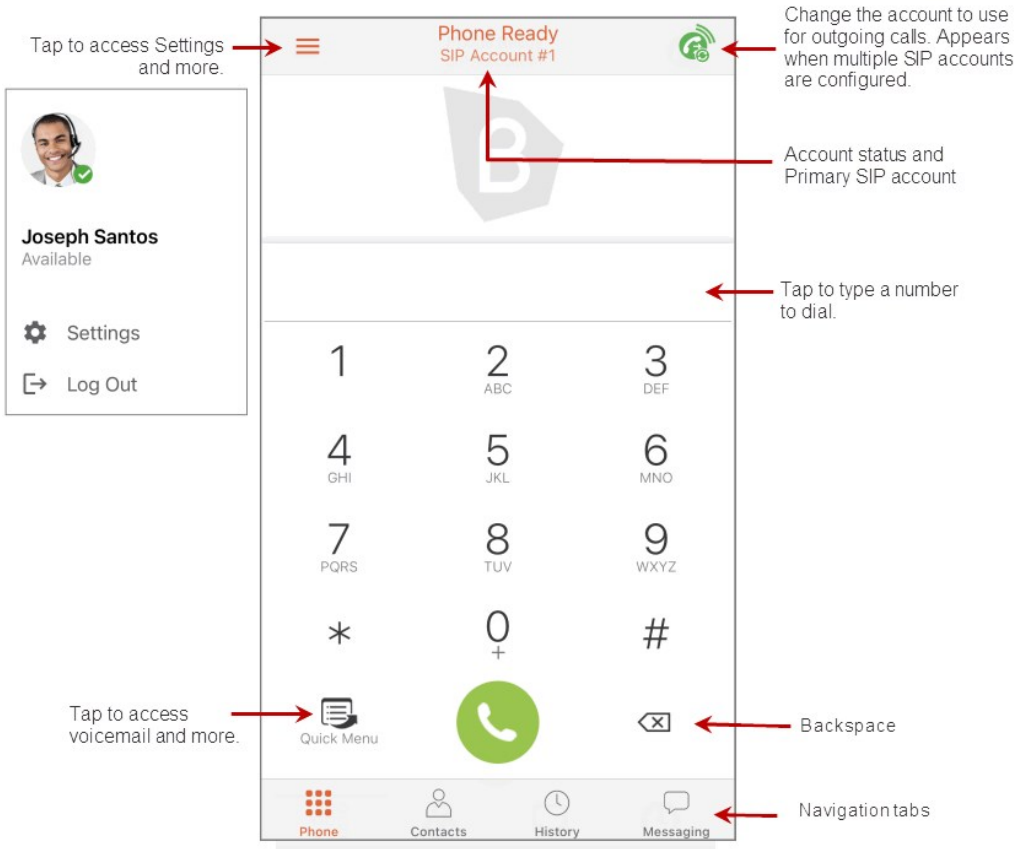
- Fixed an issue with Bria Push where the first incoming call fails after the app was terminated by OS in the background.

Bria for iOS6.6.2 (November 18, 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 Settings, the user's Presence, and Log Out options can be accessed from anywhere in the app. With this change, the **Edit** button for IMs and Chatrooms has been removed. To delete an IM thread or leave a chatroom, swipe left on the item you want to delete. This swipe action will reveal the **Delete** or **Leave** button.



Resolved issues

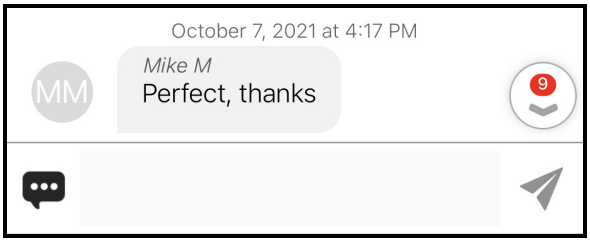
This version contains improvements to the overall stability and performance of Bria and miscellaneous bug fixes.

Bria for iOS6.6.1 (October 14, 2021)

Click here to see details.

New features and improvements

- iOS 15 Support.
- **Unread messages**: When users open a thread, it displays the first unread message with an arrow down icon indicating how many unread messages are left in the thread. Tap this icon to mark all the rest as read instead of manually scrolling down.



Resolved issues

- No audio on push calls on mobile data on iPhone 12.
- Localization issues on contact labels in French.

Bria for iOS6.5.4 (August 26, 2021)

Resolved issues

There have been improvements to the overall stability and performance of Bria, such as:

- Improved messaging sync handling on network changes.
- EULA now appears in dark background when the device is in dark mode.
- A black screen no longer appears after viewing Call statistics and then ending a call.

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 iOS6.5.3 (July 29, 2021)

Click here to see details.

Resolved issues

- The **Decline with Message** button for an incoming call now works as expected.
- The push notification for a new message now includes the **Reply** button and a text field.
- Siri now sends messages using Bria.

Bria for iOS6.5.2 (June 29, 2021)

Click here to see details.

Resolved issues

- A fix for a broken link in file transfer.
- A fix for the Chatroom error "Room not available" after the XMPP account reconnected.

Bria for iOS6.5.1 (June 1, 2021)

Click here to see details.

Change in System Requirements

Dropping iOS 12 support: This version of Bria will not run on iOS 12 devices such as iPhone 5S, 6, 6 Plus; iPod Touch 6th generation; iPad Air 1st generation.

Improvements and Changes

- XMPP groups support: The new preference **Show Groups** controls how the **Roster** list displays your contacts. Turn it On to group contacts under departments or other group names decided by your administrator; Off to display everyone under one list. Search works in the same way regardless of this preference.
- **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

- Fixed an issue where an incoming call via Bria Push fails to add video, resulting no video and audio.
- Fixed an issue where Bria rejects an incoming call with error 480 when a user brings Bria to foreground then background quickly.
- Fixed an issue where a video resolution was not changing for a Collaboration meeting.
- Increased font size for the banner "Your video is not sent".

Bria for iOS6.4.5 (April 26, 2021)

Click here to see details.

Improvements and Changes

- New preference - **Show Number in Notification**

  This preference allows you to see a phone number or SIP username in incoming call notifications. This preference helps you identify calls if you receive many calls with the same label such as UNKNOWN.

- **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

- Fix for a known issue where Collaboration session was lost when moving from Wi-Fi to Mobile.
- Fix for a connecting issue with Collaboration conferences.
- Fix for the conference menu not being displayed when the Keep Password setting was disabled.

Bria for iOS6.4.4 (March 3, 2021)

New Features and improvements

- Added an option to join conference with speaker muted. Off (not muted) by default. To change the setting, go to **Settings** > **Conferences** and turn on **Mute Speaker When Joining**.
- Added analytics for the file transfer functionality.

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.

Bria for iOS6.4.1 (February 4, 2021)

New features

Speaker mute on iPhone

Bria installed on iPhone now has the ability to mute speaker during a call. This helps to prevent echo when two or more devices are in the same area during a call.

Messaging improvements

- A bigger text area for writing a message. Note the expand icon to make it even bigger.

- 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

- 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.

Bria for iOS 6.3.7 (December 17, 2020)

Resolved issues

There have been improvements to the overall stability and performance of Bria, such as:

- a fix for an issue with placing a call on hold where the Hold button was tapped on/off quickly.
- a fix for a RTP stream error during a call.

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 iOS 6.3.6 (November 20, 2020)

Changes

- On the Messaging tab, the **People** section has been changed back to the **IM** section.
- Removed the CIF option (352x288) from Video resolution preferences. With this change, the lowest option available is VGA.

Resolved issues

There have been improvements to the overall stability and performance of Bria, such as:

- a fix for an error in Traditional Chinese localization.

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 iOS 6.3.4 (October 8, 2020)

Resolved issues

There have been improvements to the overall stability and performance of Bria, such as:

- a fix for the registration failure with 503 / connectivity on iOS 14
- a fix for the mute icon appearing enabled (muted) after the user locked the phone and then unmuted without unlocking.
- a fix for wrong User-Agent name

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

Incoming Call Audio with Bluetooth - iPhone only

When **Settings** > **Preferences** > **Native Integration** is enabled and the iPhone is connected to a Bluetooth device, the audio output varies depending on how you answer the call. If you use the Bluetooth device to answer the call, the audio is sent to the Bluetooth device. If you use the iPhone to answer the call, the audio is sent to the iPhone.

Known issues

Collab session issue when moving from Wi-Fi to Mobile

When you are in a Collaboration conference using Wi-Fi, and switch to use mobile data, the conference call loses audio. This is due to changes in iOS 13.3.1.

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.

Bria for iOS 6.3.2/6.3.3 (September 18, 2020)

> **Note:** If you are using iOS 14, make sure to give Bria a permission for **Local Network**. Go to **iOS Settings** > **Privacy** > **Local Network**.

Resolved issues

There have been improvements to the overall stability and performance of Bria, such as:

- a fix for startup failure affecting some users after upgrading to iOS 14
- changes needed for handling the Local Network permission on iOS 14
- a fix for an issue with Mute when face down on slower or older devices

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

Incoming Call Audio with Bluetooth - iPhone only

When **Settings** > **Preferences** > **Native Integration** is enabled and the iPhone is connected to a Bluetooth device, the audio output varies depending on how you answer

the call. If you use the Bluetooth device to answer the call, the audio is sent to the Bluetooth device. If you use the iPhone to answer the call, the audio is sent to the iPhone.

Known issues

Collab session issue when moving from Wi-Fi to Mobile

When you are in a Collaboration conference using Wi-Fi, and switch to use mobile data, the conference call loses audio. This is due to changes in iOS 13.3.1.

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.

Bria for iOS 6.3.1 (September 8, 2020)

> **Note:** After you upgrade to a newer version of Bria, make sure to log back in; otherwise you do not receive calls.

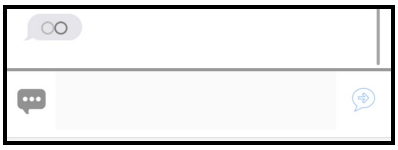
New features

- **More languages**

  New languages have been added: Traditional Chinese and Polish.

- **Chat room typing indication**

  Both public and private chat rooms show an indicator when someone else is typing into the chat room.

- **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**.

Changes

- Settings have been reorganized and aligned between Bria iOS and Android clients. Under **Preferences**, and **Advanced Settings**.
- **Send Landscape** has been removed from **Preferences**.
- **Use VPN if Active** has been removed from **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

Incoming Call Audio with Bluetooth - iPhone only

When **Settings** > **Preferences** > **Native Integration** is enabled and the iPhone is connected to a Bluetooth device, the audio output varies depending on how you answer the call. If you use the Bluetooth device to answer the call, the audio is sent to the Bluetooth device. If you use the iPhone to answer the call, the audio is sent to the iPhone.

Known issues

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When you are in a Collaboration conference using Wi-Fi, and switch to use mobile data, the conference call loses audio. This is due to changes in iOS 13.3.1.

Video call issues

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Bria for iOS 6.2.5 (July 22, 2020)

Improvements

Push notifications after app upgrade

This version includes a change in handling push notifications when the user logged out of the Bria client. Make sure to log into Bria especially after upgrading to a new version.

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

Incoming Call Audio with Bluetooth - iPhone only

When **Settings** > **Preferences** > **Native Integration** is enabled and the iPhone is connected to a Bluetooth device, the audio output varies depending on how you answer the call. If you use the Bluetooth device to answer the call, the audio is sent to the Bluetooth device. If you use the iPhone to answer the call, the audio is sent to the iPhone.

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.

Bria for iOS 6.2.4 (June 24, 2020)

Resolved issues

There have been improvements to the overall stability and performance of Bria, such as:

- Improved handling of push test calls and push video calls.
- A fix for Bluetooth mute where users muted using Bria UI and Bria displayed muted; however, the Bluetooth device was actually unmuted.

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

Incoming Call Audio with Bluetooth - iPhone only

When **Settings** > **Preferences** > **Native Integration** is enabled and the iPhone is connected to a Bluetooth device, the audio output varies depending on how you answer the call. If you use the Bluetooth device to answer the call, the audio is sent to the Bluetooth device. If you use the iPhone to answer the call, the audio is sent to the iPhone.

Known issues

Video call issues

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Bria for iOS 6.2.3 (May 19, 2020)

New features and improvements

Dark mode support

Bria supports the dark mode. If you have updated to iOS 13+, go to **iOS Settings** > **Display & Brightness** and choose the Dark appearance.

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 SIP account name

With **Display Account Name** under Bria's Preferences, the SIP account name can be displayed on the incoming call screen along with the Caller ID. Helpful for users who want to identify which account is receiving the incoming call.

Speaker mute on iPad

Bria has the ability to mute speaker on iPad so that no sound is played at all during a call. This avoids feedback when you use multiple devices in the room for the same call.

Changes

- Dropped the support for iOS 11.
- **Removed the Allow Answer on Lock Screen setting under Preferences.**

  Bria cannot offer this option any longer due to a change in iOS. If you have the **Native Integration** setting off, to answer an incoming call, you need to unlock the device first.

Resolved issues

There have been improvements to the overall stability and performance of Bria, such as:

- A fix for speakerphone that is no longer enabled after the call is released from hold.
- A fix for incorrect formatting of outbound calls from the Call history tab.
- A fix for certificate validation for the Bria Push service.
- Notifications for each chat room are now synced among the user's devices.
- [Collaboration feature] A fix for the Join-in link error prompt appearing when the app is not running.

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

Incoming Call Audio with Bluetooth - iPhone only

When **Settings** > **Preferences** > **Native Integration** is enabled and the iPhone is connected to a Bluetooth device, the audio output varies depending on how you answer the call. If you use the Bluetooth device to answer the call, the audio is sent to the Bluetooth device. If you use the iPhone to answer the call, the audio is sent to the iPhone.

Known issues

Video call issues

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Bria for iOS 6.1.2 (March 5, 2020)

Resolved issues

There have been improvements to the overall stability and performance of Bria, such as:

- Some users have reported audio delay when placing or receiving calls using the previous version of Bria. This issue has been resolved for the users.
- When using Bria Push, Bria displayed a missed call notification on the lock screen when the call was answered on another device. It has been changed to suppress the missed call notification in this scenario.
- In chat rooms, the new message indicator and @(mention) icon remained displayed after the new message was read. This issue has been resolved.
- There has been graphical improvements to the Collaboration feature.

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

Incoming Call Audio with Bluetooth - iPhone only

When **Settings** > **Preferences** > **Native Integration** is enabled and the iPhone is connected to a Bluetooth device, the audio output varies depending on how you answer the call. If you use the Bluetooth device to answer the call, the audio is sent to the Bluetooth device. If you use the iPhone to answer the call, the audio is sent to the iPhone.

Known issues

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Bria for iOS 6.1.1 (February 3, 2020)

New features and improvements

Collaboration guest access improvements

For the Collaboration feature, the guest access using a web browser has an updated look and feel.

Contact permission dialog improvement

The dialog asking for a permission for contacts has been updated to directly open the device settings page for better useability.

Resolved issues

There have been improvements to the overall stability and performance of Bria, such as:

- Bria previously stripped a period character (.) from SIP URIs. This has been fixed.

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

Incoming Call Audio with Bluetooth - iPhone only

When **Settings** > **Preferences** > **Native Integration** is enabled and the iPhone is connected to a Bluetooth device, the audio output varies depending on how you answer the call. If you use the Bluetooth device to answer the call, the audio is sent to the Bluetooth device. If you use the iPhone to answer the call, the audio is sent to the iPhone.

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Bria for iOS 6.0.3 (November 27, 2019)

New features and improvements

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.

Resolved issues

There have been improvements to the overall stability and performance of Bria, such as:

- An incoming call was not heard after being answered using Plantronics Bluetooth headset

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

Incoming Call Audio with Bluetooth - iPhone only

When **Settings** > **Preferences** > **Native Integration** is enabled and the iPhone is connected to a Bluetooth device, the audio output varies depending on how you answer the call. If you use the Bluetooth device to answer the call, the audio is sent to the Bluetooth device. If you use the iPhone to answer the call, the audio is sent to the iPhone.

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.

Bria for iOS 6.0.2 (November 15, 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. Auto-answered calls are muted if Bria is in the background.

Client-side auto answer can be enabled from **Preferences** > **Auto Answer Calls**.

Contact matching configuration

You can now configure how many digits of phone numbers to use for contact matching. This aims to solve an issue where Bria matches a number with a different area code. By default, Bria matches the last 7 digits, which can be changed from **Preferences** > **Digits To Match**.

Various improvements

- Push improvements
- Voiceover improvements for iOS13
- Bria shows the Dial screen instead of the Settings screen after logging out and logging into Bria. This applies to a softphone client that logs into a provisioning server such as Stretto Platform.

Resolved issues

There have been improvements to the overall stability and performance of Bria, such as:

- No audio was heard when using CarPlay.
- Mobile data provider was not recognized when an eSIM card was used.
- New messages are not shown in the 1:1 conversation view while shown in the preview or the list.

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

Incoming Call Audio with Bluetooth - iPhone only

When **Settings** > **Preferences** > **Native Integration** is enabled and the iPhone is connected to a Bluetooth device, the audio output varies depending on how you answer the call. If you use the Bluetooth device to answer the call, the audio is sent to the Bluetooth device. If you use the iPhone to answer the call, the audio is sent to the iPhone.

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.

Bria for iOS 5.7.2 (October 15, 2019)

New features and improvements

Back to call navigation improvement

On iPhone, it is now easier to go back to the ongoing call screen after navigating to another page such as Call Statistics.

> **Tip:** Try tapping the **bottom edge** of the green **Back to the Call** element.

Resolved issues

There have been improvements to the overall stability and performance of Bria, such as:

Subscription issue in Russian language on iPhone XR

This version includes a fix for an issue where a user cannot proceed after the subscription screen on an iPhone XR when the device is running in Russian.

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

Incoming Call Audio with Bluetooth - iPhone only

When **Settings** > **Preferences** > **Native Integration** is enabled and the iPhone is connected to a Bluetooth device, the audio output varies depending on how you answer the call. If you use the Bluetooth device to answer the call, the audio is sent to the Bluetooth device. If you use the iPhone to answer the call, the audio is sent to the iPhone.

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.

Bria for iOS 5.7.1 (September 12, 2019)

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

Incoming Call Audio with Bluetooth - iPhone only

When **Settings** > **Preferences** > **Native Integration** is enabled and the iPhone is connected to a Bluetooth device, the audio output varies depending on how you answer the call. If you use the Bluetooth device to answer the call, the audio is sent to the Bluetooth device. If you use the iPhone to answer the call, the audio is sent to the iPhone.

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.

Bria for iOS 5.6.3 (July 19, 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.

When **Native Integration** is enabled in **Settings** > **Preferences – Call Handling**, all numbers other than **Softphone** use the contact's **Display Name** for the incoming caller ID if there is a matching contact. Once you answer the call, Bria uses the information in the SIP header for the caller ID.

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

Incoming Call Audio with Bluetooth - iPhone only

When **Settings** > **Preferences** > **Native Integration** is enabled and the iPhone is connected to a Bluetooth device, the audio output varies depending on how you answer the call. If you use the Bluetooth device to answer the call, the audio is sent to the Bluetooth device. If you use the iPhone to answer the call, the audio is sent to the iPhone.

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Video call issues

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Bria for iOS 5.6.2 (June 4, 2019)

New features and improvements

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:

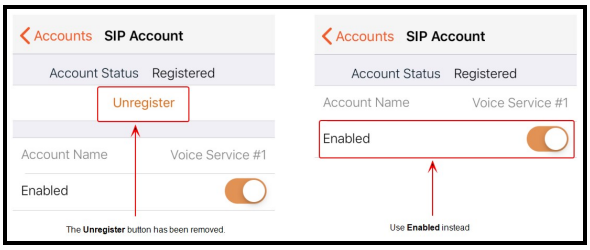
- Any member of a public chat room can invite new members.
- The **Room Owner** of a private chat room can remove participants.
- Chat rooms can be searched by **Description**.
- In the **Rooms** list, Bria displays the last message viewed instead of the date you joined or created the room.
- Notifications 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.

Removal of Register and Unregister in account settings

In **Settings** > **Accounts**, **Register** and **Unregister** have been removed. Turn **Enabled** on or off to register and unregister the account.



New setting for Push registration issues

The **Alert Push Notification Issues** settings has been added in **Settings** > **Advanced Settings - Registration Issues**. When this setting is enabled, you receive a notification if the Bria Push Server is not able to register with the SIP server on behalf of Bria. You receive another alert when the Bria Push Server is able to re-register with the SIP server.

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

There have been improvements to the overall stability and performance of Bria, such as:

No audio when call answered with End & Accept

Some users may have noticed no audio on a second incoming call when they used **End & Accept** to terminate the original call and switch to the second call. 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

Incoming Call Audio with Bluetooth - iPhone only

When **Settings** > **Preferences** > **Native Integration** is enabled and the iPhone is connected to a Bluetooth device, the audio output varies depending on how you answer the call. If you use the Bluetooth device to answer the call, the audio is sent to the Bluetooth device. If you use the iPhone to answer the call, the audio is sent to the iPhone.

Known issues

Video call issues

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Bria for iOS 5.5.4 (April 4, 2019)

New features and improvements

Bria Push Service improvements

There have been continuing improvements to the Bria Push Service, including:

- Improvements when Bria is disconnected for long periods of time
- An update to ensure that correct information shows in the missed call notifications in **History** when calls are received on the Bria Push Service

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

Incoming Call Audio with Bluetooth - iPhone only

When **Settings** > **Preferences** > **Native Integration** is enabled and the iPhone is connected to a Bluetooth device, the audio output varies depending on how you answer

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Known issues

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Bria for iOS 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.

Bria Push Service improvements

There have been improvements to the Bria Push Service, including improvements in how Bria starts when Bria receives an incoming push call.

Confirmation when deleting a contact

To prevent the accidental deletion of contacts, a confirmation step has been added to Bria prior to deleting the contact.

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 iOS 5.5.2 (December 20, 2018)

New features and improvements

Domain validation logic improvement

This release includes a fix for some customers who had an issue with the domain validation logic.

Instant messaging display layout improvement

Messages in a bigger font size are now displayed with proper spacing.

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 the Apple APNS push notification system.

Startup performance enhancements

The amount of time that Bria used to startup from the background was causing some users to miss incoming push calls, especially on older devices. The startup time has been reduced.

Resolved issues

Stability and performance improvements

This version contains improvements to the overall stability and performance of Bria and miscellaneous bug fixes.

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Expected behavior

Incoming Call Audio with Bluetooth - iPhone only

When **Settings** > **Preferences** > **Native Integration** is enabled and the iPhone is connected to a Bluetooth device, the audio output varies depending on how you answer the call. If you use the Bluetooth device to answer the call, the audio is sent to the Bluetooth device. If you use the iPhone to answer the call, the audio is sent to the iPhone.

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Berlin, 28.11.1994

Jutta Degener

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libSRTP

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Base64 - a simple base64 encoder and decoder.

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Enhancements by Stanley Yamane:

- reverse lookup table for the decode function
- reserve string buffer space in advance

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Portable Audio I/O Library

Memory barrier utilities

Author: Bjorn Roche, XO Audio, LLC

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Portable Audio I/O Library

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Author: Phil Burk, http://www.softsynth.com

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modified for SMP safety on Linux by Leland Lucius

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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.

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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.

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

Home button

The button at the bottom of an iPhone, iPad, or iPod touch.

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 gestured 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 an move them together.

presence

An instant messaging feature that allows uses 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 a 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. If 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 mesages, 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.