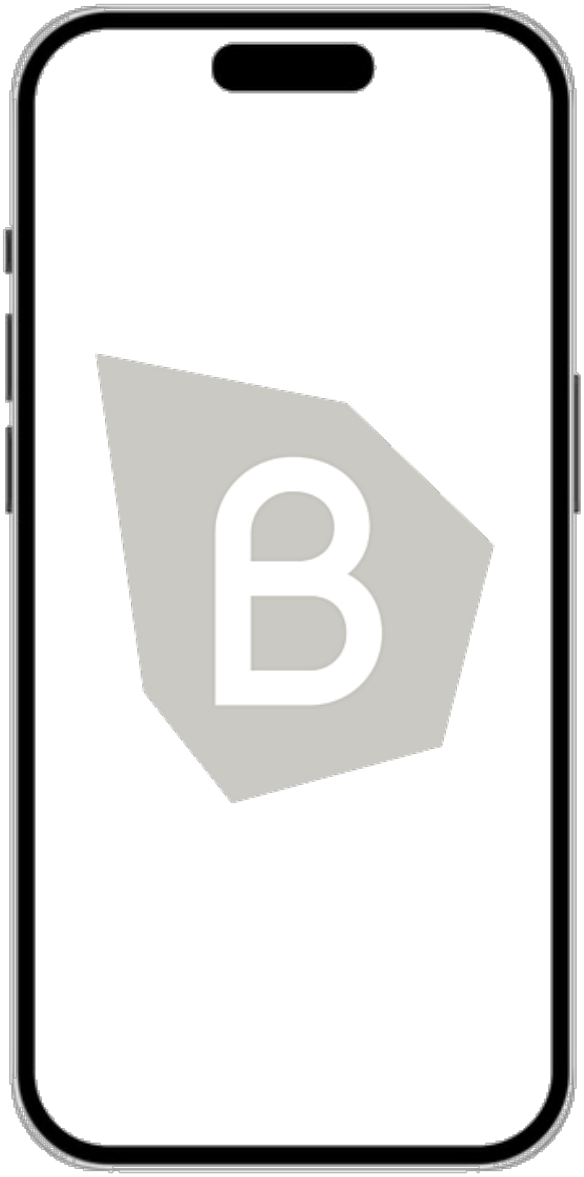
Bria Softphone Guide

Android Version 2024



IPC Solutions

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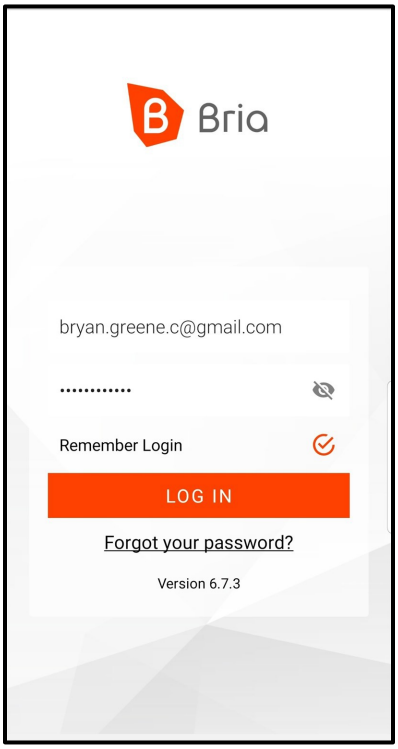
Getting started

Launching Bria

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

To launch Bria

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



Bria opens.

Giving permissions to Bria

Bria asks you to give permissions for the following:

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

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

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

Using biometric authentication

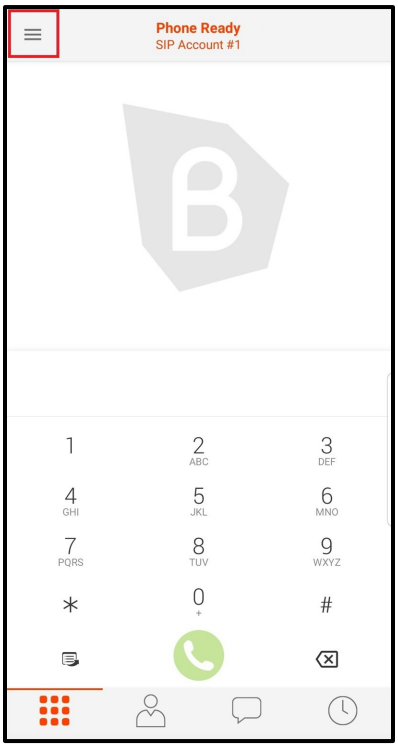
If your device supports fingerprint authentication, you can turn on biometric authentication after the first successful log in. See Using biometric authentication for details.

Exiting Bria

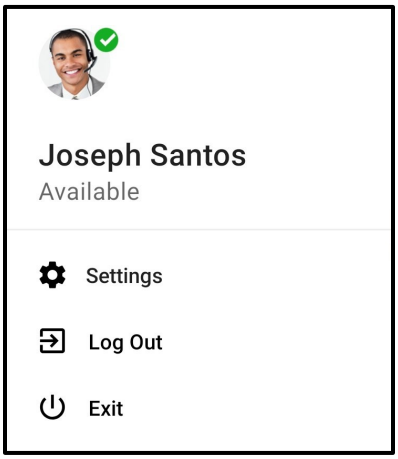
When you log out, Bria stops running and Bria Push will be disabled. When you exit the app, it keeps connected to the servers and Bria Push remains enabled for incoming calls

To exit or log out Bria:

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



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

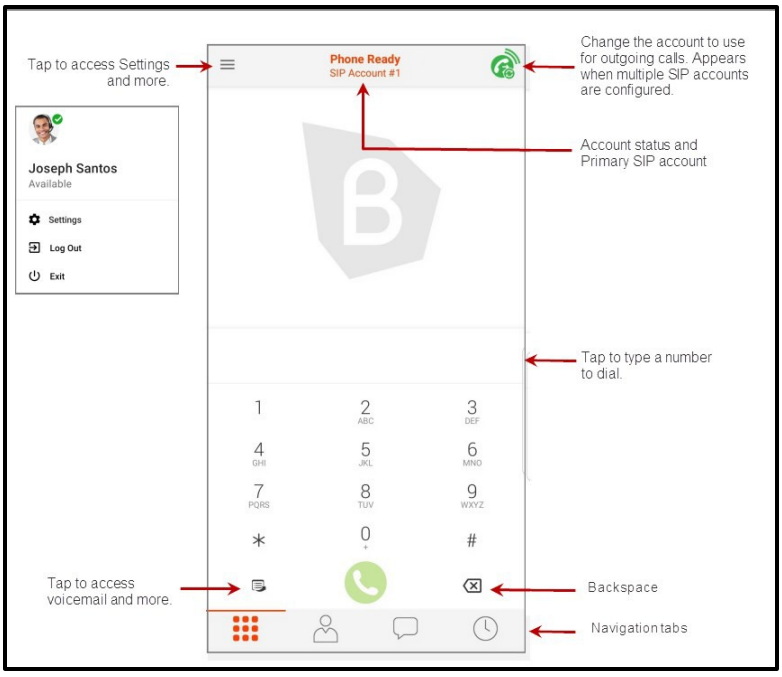


Using Bria's interface

Navigating the app

Android phone interface

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



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

Navigation tabs

Phone: Opens the dial pad

Phone: Indicates you have a new voicemail

Contacts: Opens **Contacts**

History: Opens **History**

History: Indicates you have a new missed call

Messaging: Opens **Messaging**

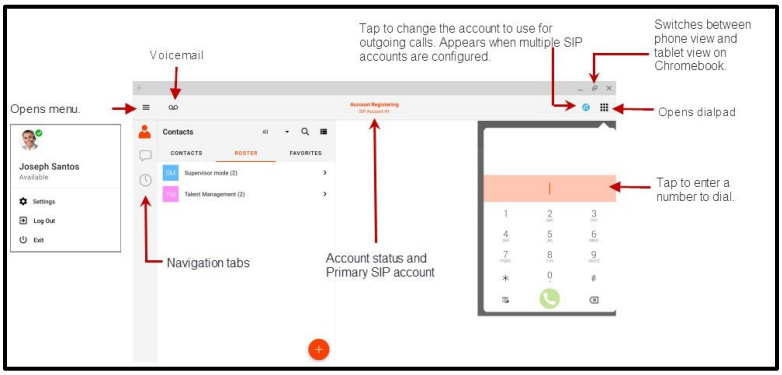
Messaging: Indicates you have a new message

Android tablet interface

Bria supports both vertical and horizontal views on tablets.

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

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



Icons on the tool bar

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

Tap to listen to voicemail: Tap to listen to voicemail

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

Dial: Tap to open the dialpad.

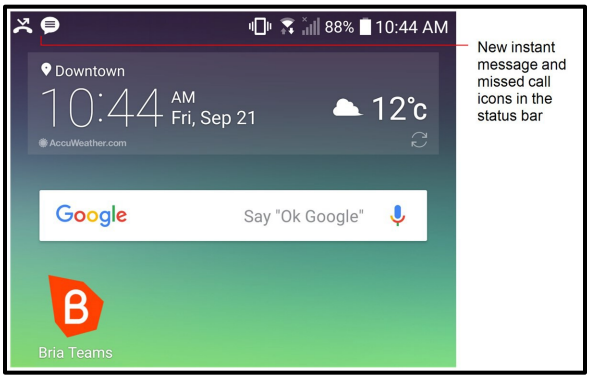
Chromebooks

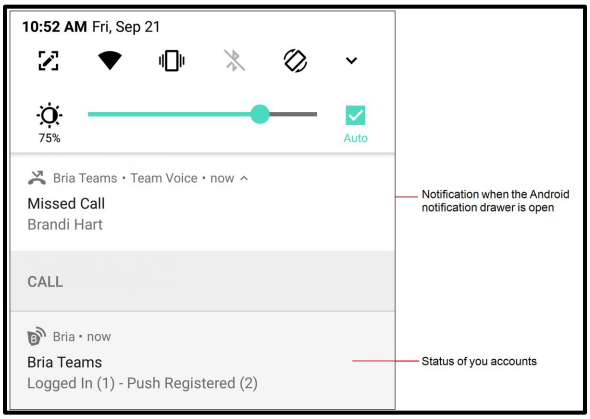
When using Bria on a Chromebook, you can use Bria in either phone or tablet mode. Stretch Bria to view it in tablet mode, shrink Bria to return it back to phone mode.

Notifications

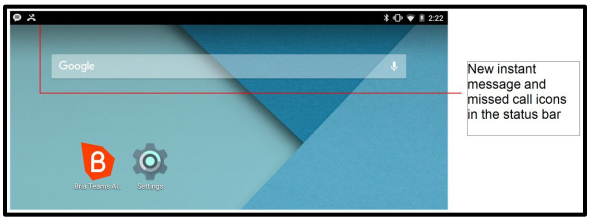
Notifications for Bria show up in the Android notification drawer.

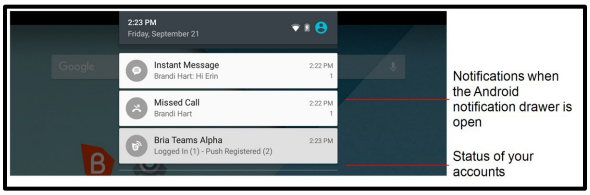
Android phone





Android tablet





Android Oreo Channel notifications

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

Read more

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

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

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

Notification channels and default attributes

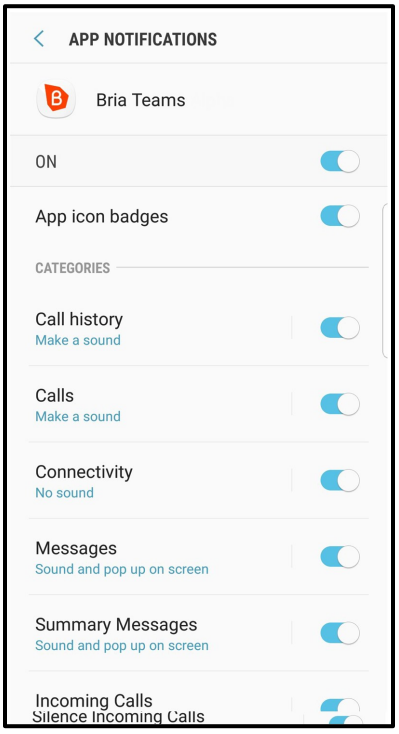
Attributes	Calls	Messages	Voice Mail	Reminders	Requests	Connectivity	Service Messages
Importance	High	Urgent	High	Urgent	High	Medium	Low
Ringtone: Default for the channel	None*	Default	Default	Default	Default	n/a	n/a
Vibration	No	Yes	Yes	Yes	Yes	No	No
Show badge	No	Yes	Yes	Yes	Yes	No	No
LED notification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

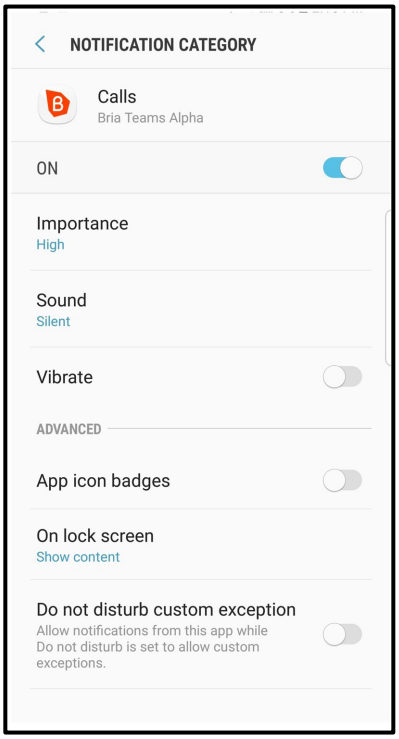
* The default ringtone for incoming calls is set in Bria.

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

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

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



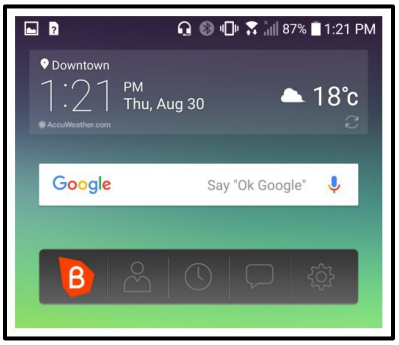


The **Alert Sound**, **Alert Vibration**, **Alert Text Tone**, and **Use LED Notifications** settings have been removed from **Settings** > **Preferences** > **Messaging** and **Settings** > **Preferences** > **Additional** on all devices running Android Oreo and higher.

Widget

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

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



Online help

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

To access online help

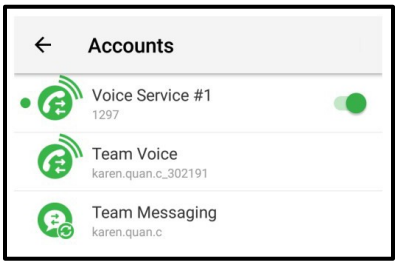
1. In Bria, tap ≡ **Menu** in the top left corner, then tap **Settings**.
2. Tap **Help**.

Quick Help

opens.

Account status and network quality

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



Account status

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

Team Voice account or additional SIP account status

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

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

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

To allow incoming calls:

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

Enabled. The account is disabled.

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

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

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

Network quality

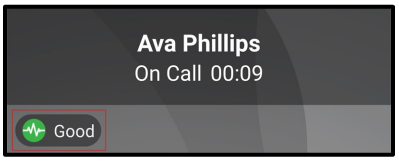
During a call, you can view the network quality. The **Network Quality Indicator** on the call panel displays the current network conditions.

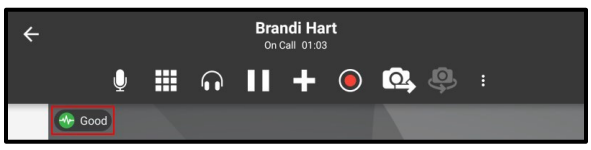
Good

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.

Calls

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 call

You can place a voice 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.

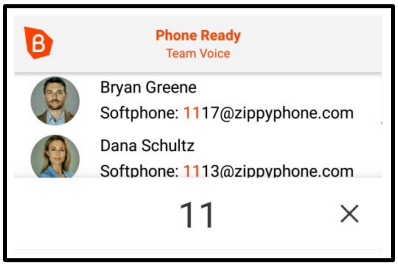
Using the dial pad

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

To place a call using the dial pad

Android phone

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

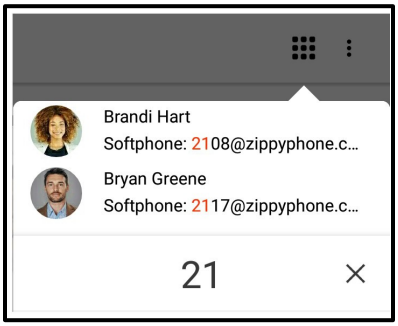


3. Tap **Dial** after entering the number or tap on the contact you want to call.

Bria completes the call.

Android tablet

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



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

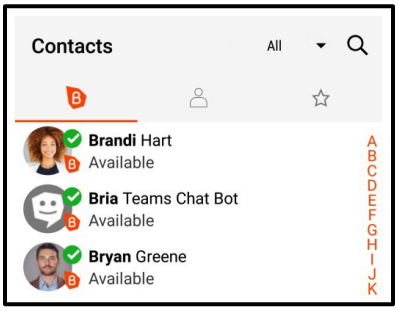
Bria completes the call.

Using Bria's contacts

To place a call using Bria's contacts

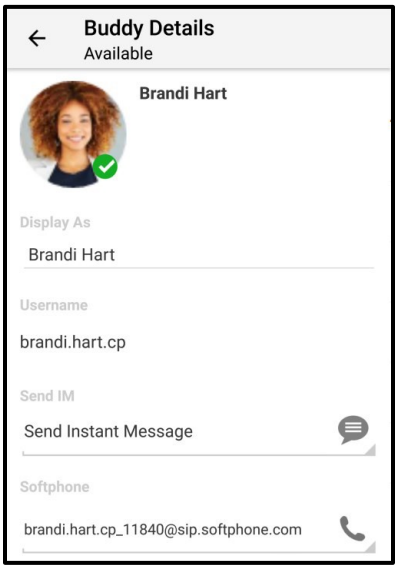
Android phone

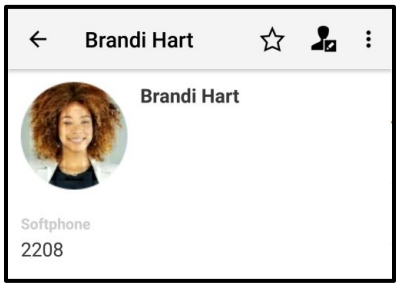
1. Go to the **Contacts** tab on the resource panel.
2. Select a team member by tapping on the team member or typing their name in the **Search** bar and tapping the team member. To call someone outside of you team, tap **Contacts** and select a contact by tapping on the contact or typing their name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



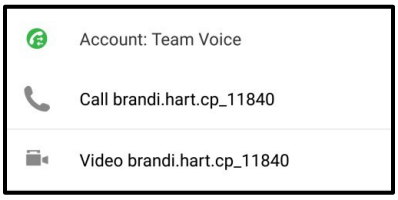
Contact Details opens.

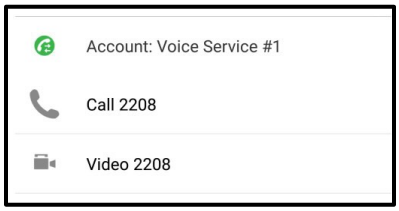
3. Tap the number you want to dial.





4. Tap **Call**.

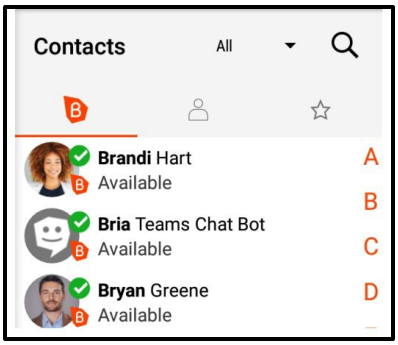




Bria starts the call. If you are placing a video call, Bria starts sending your video as soon as the other party accepts the incoming call.

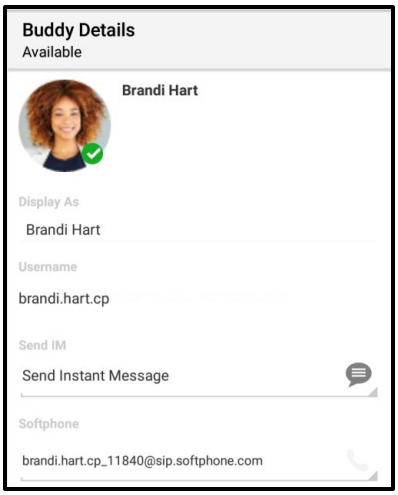
Android tablet

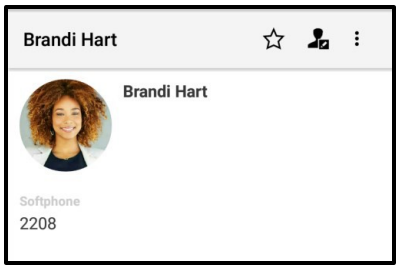
1. Go to the **Contacts** tab on the resource panel.
2. Select a team member by tapping on the team member or typing their name in the **Search** bar and tapping the team member. To call someone outside of you team, tap **Contacts** and select a contact by tapping on the contact or typing their name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



Contact Details opens.

3. Tap the number you want to dial.





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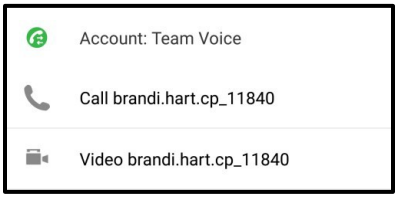
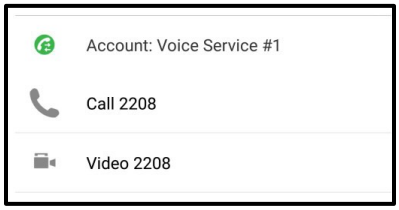




Bria starts the call. If you are placing a video call, Bria starts sending your video as soon as the other party accepts the incoming call.

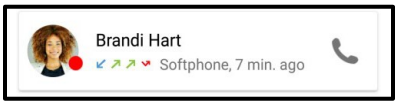
Using History

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

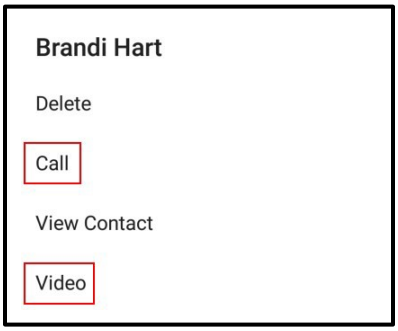
By default, Bria uses the SIP account that received the call as the dial out account. It uses the default/primary account if **Default Account for History** is enabled under **Preferences**. If the SIP account has been deleted, Bria uses the default account regardless of **Default Account for History**.

To place a call using long-press

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



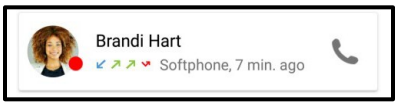
3. Tap **Call**.



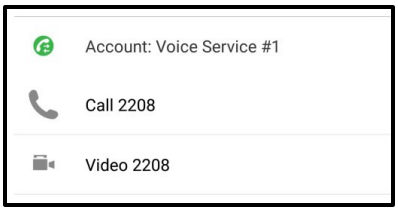
Bria starts the call. If you are placing a video call, Bria starts sending your video as soon as the other party accepts the incoming call.

To place a call using the phone icon

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



3. Tap **Call**.



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.

Redial

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

To use redial

Android phone

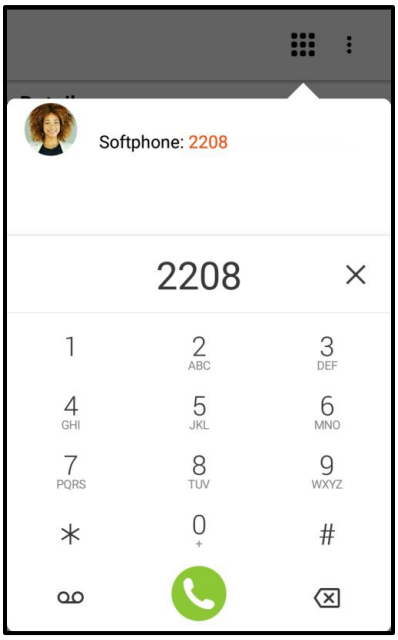
1. Go to the **Phone** tab on the resource panel.
2. Tap **Dial**. The last number you dialed appears in the dialer.

3. Tap **Dial** again.

Bria redials the last number called.

Android tablet

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



3. Tap **Dial** again.

Bria redials the last number called.

Navigating away from a call

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

To return to an active call

Return to an active call once you have navigated away.

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

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

Bria opens and returns you to the active call.

To return to Bria from the lock screen

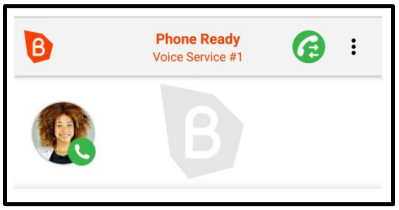
1. Tap twice on the **Call In Progress** notification.

2. Enter you passcode, if required.

Bria opens and returns you to the active call.

Call Heads

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



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

To turn Call Heads on or off

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

Bria turns Call Heads on or off.

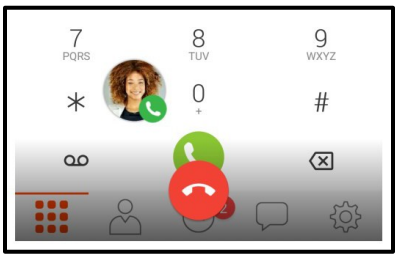
To return to an active call using Call Heads

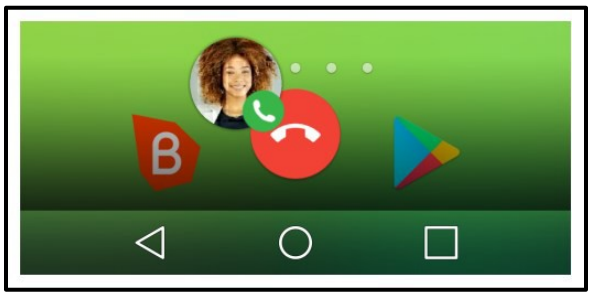
1. Tap on the Call Head.

Bria returns to the active call.

To end a call using Call Heads

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



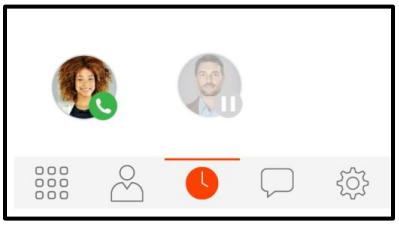
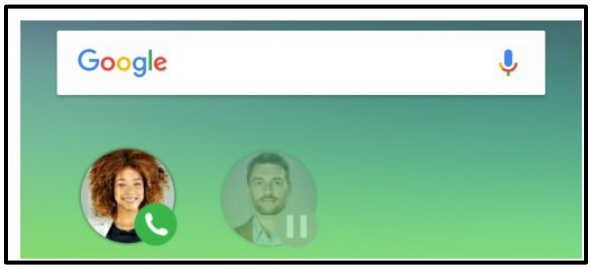


Bria ends the call.

Swap between calls

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

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

Bria swaps to the other call.

Changing letters to numbers

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

First, make sure the preference for this feature is enabled, then use the keyboard to enter

letters on the dial pad.

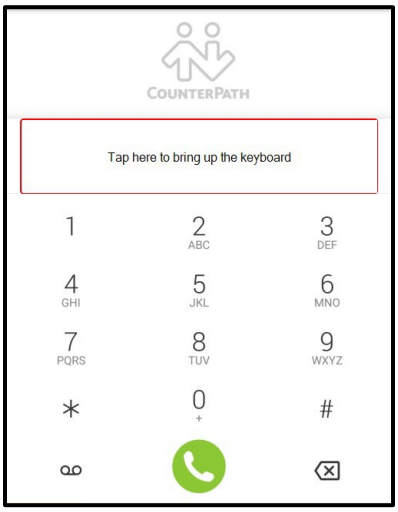
To enable the preference for turning letters to numbers

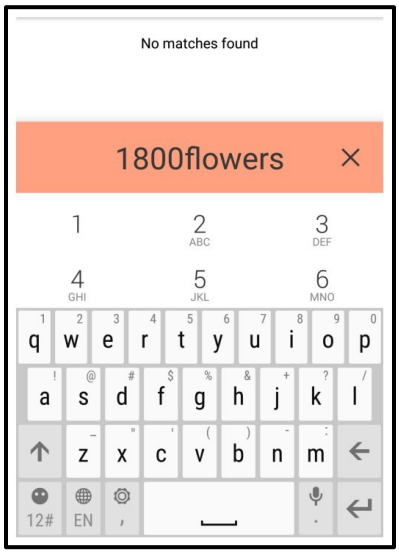
1. In Bria, tap ≡ **Menu** on the top left corner, then tap **Settings**.
2. Go to **Preferences - Outgoing Call**.
3. Turn on **Turn Letters to Numbers**.

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

To enter letters on the dial pad

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





Hiding your identity

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

To hide your number

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

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

Placing a second call

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

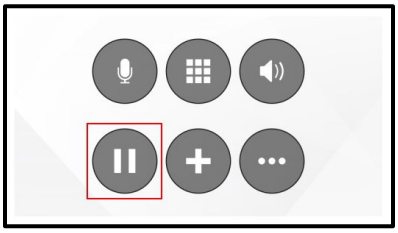
Using the dial pad

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

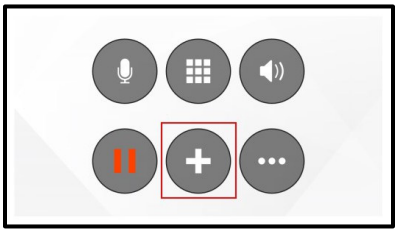
To place a second call using the dial pad

Android phone

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



2. Tap **Add Call**.



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

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

Android tablet

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

2. Tap **Add Call**.

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

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

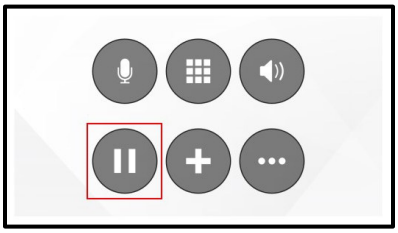
Using Bria's Contacts

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

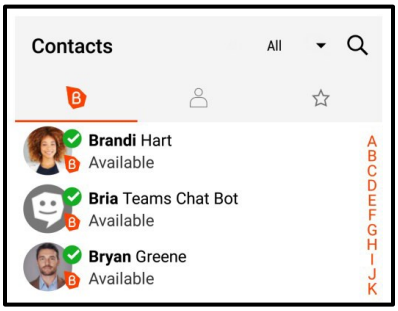
To place a second call using Bria Contacts

Android phone

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

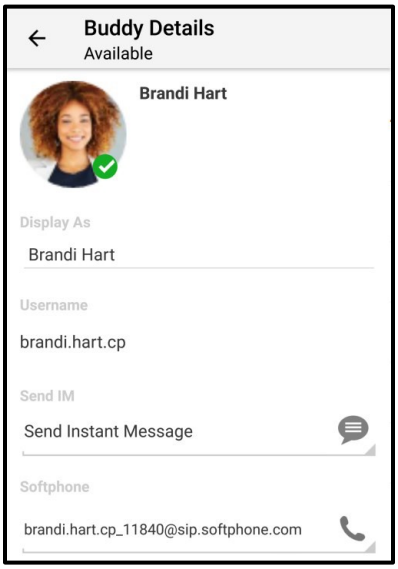


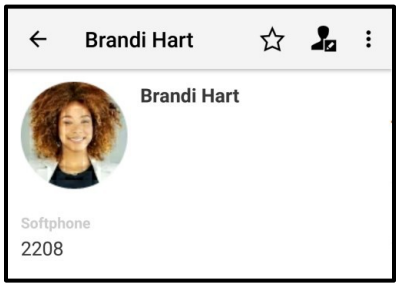
2. Tap **Add Call**. The dialer opens.
3. Tap to open the **Contacts** tab.
4. Select a team member by tapping on the team member or typing their name in the Search bar and tapping the team member. To call someone outside of you team, tap **Contacts** and select a contact by tapping on the contact or typing their name in the **Search** bar and tapping on the contact.



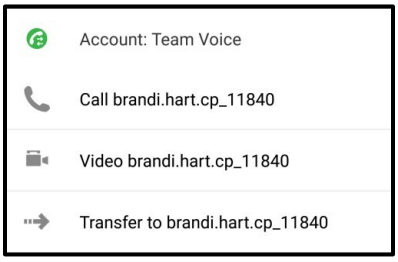
Contact Details opens.

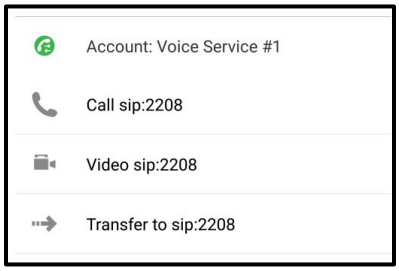
5. Tap the number you want to dial.





6. Tap **Call** for a contact not on your team.



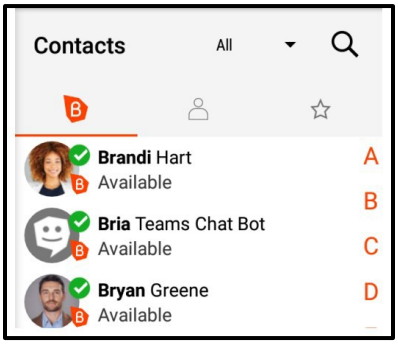


Bria connects the second call. If you are placing a video call, Bria starts sending your video as soon as the other party accepts the incoming call. If you end one of the calls, Bria automatically switches to the other call.

Android tablet

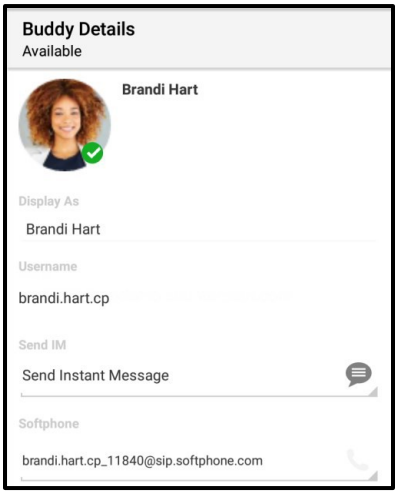
1. Tap **Put Call on Hold** to put the first call on hold.

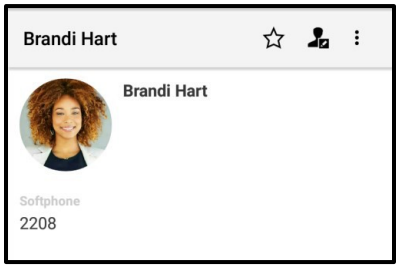
2. Tap **Add Call**. The dialer opens.
3. Tap to open the **Contacts** tab.
4. Select a team member by tapping on the team member or typing their name in the **Search** bar and tapping the team member. To call someone outside of you team, tap **Contacts** and select a contact by tapping on the contact or typing their name in the **Search** bar and tapping on the contact.



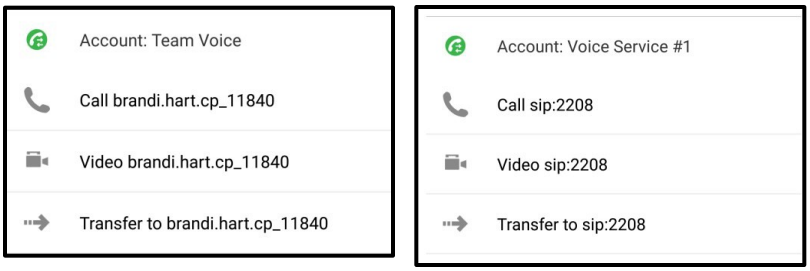
Contact Details opens.

5. Tap the number you want to dial.





6. Tap **Call**.



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

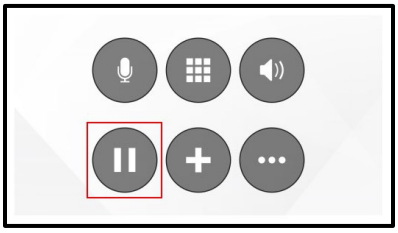
Using History

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

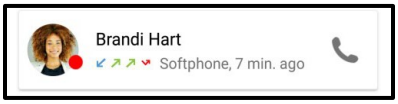
To place a second call using long-press

Android phone

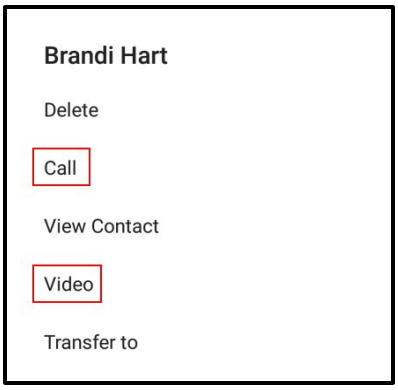
1. Tap **Put Call On Hold** to put the first call on hold.



2. Tap **Add Call**. The dialer opens.
3. Tap to open the **History** tab.
4. Long-press the grouped history entry containing the contact you want to call.



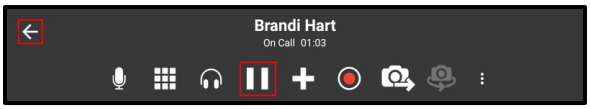
5. Tap **Call**.



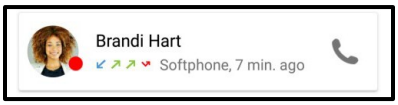
Bria connects the second call. If you are placing a video call, Bria starts sending your video as soon as the other party accepts the incoming call. If you end one of the calls, Bria automatically switches to the other call.

Android tablet

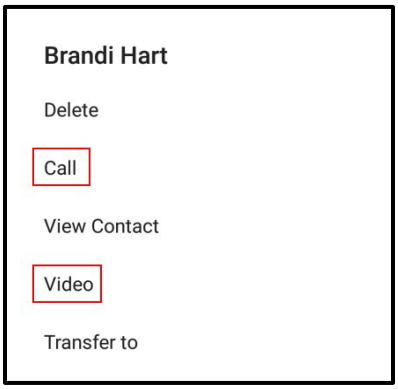
1. Tap **Put Call on Hold** to put the first call on hold.



2. Tap **Add Call**. The dialer opens.
3. Tap to open the **History** tab.
4. Long-press the grouped history entry containing the contact you want to call.



5. Tap **Call**.

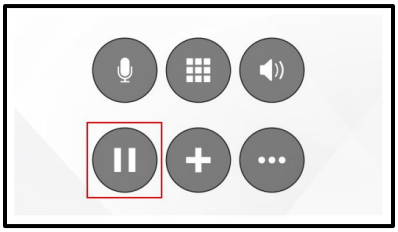


Bria connects the second call. If you are placing a video call, Bria starts sending your video as soon as the other party accepts the incoming call. If you end one of the calls, Bria automatically switches to the other call.

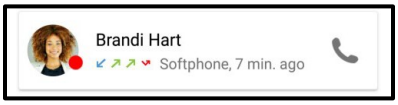
To place a second call using the phone icon

Android phone

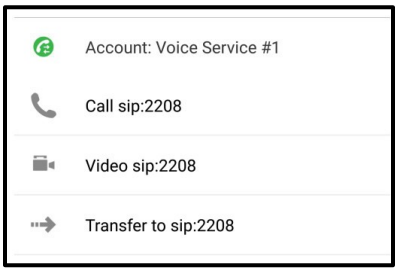
1. Tap **Put Call On Hold** to put the first call on hold.



2. Tap **Add Call**. The dialer opens.
3. Tap to open the **History** tab.
4. Tap **Phone** on the grouped history entry containing the contact you want to call.



5. Tap **Call**.

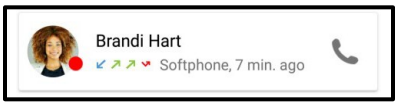


Bria connects the second call. If you are placing a video call, Bria starts sending your video as soon as the other party accepts the incoming call. If you end one of the calls, Bria automatically switches to the other call.

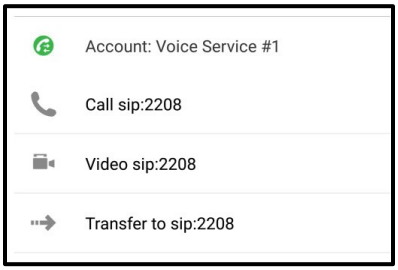
Android tablet

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

2. Tap **Add Call**. The dialer opens.
3. Tap to open the **History** tab.
4. Long-press the grouped history entry containing the contact you want to call.



5. Tap **Call**.



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

Swapping between calls

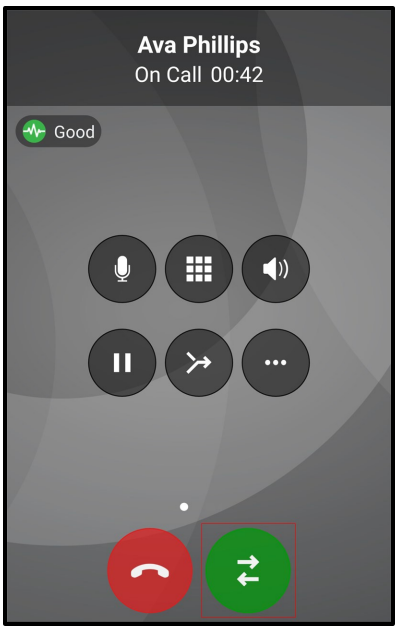
When you have two established calls, you can swap between them.

The active call is displayed in Bria.

To swap between calls

Android phone

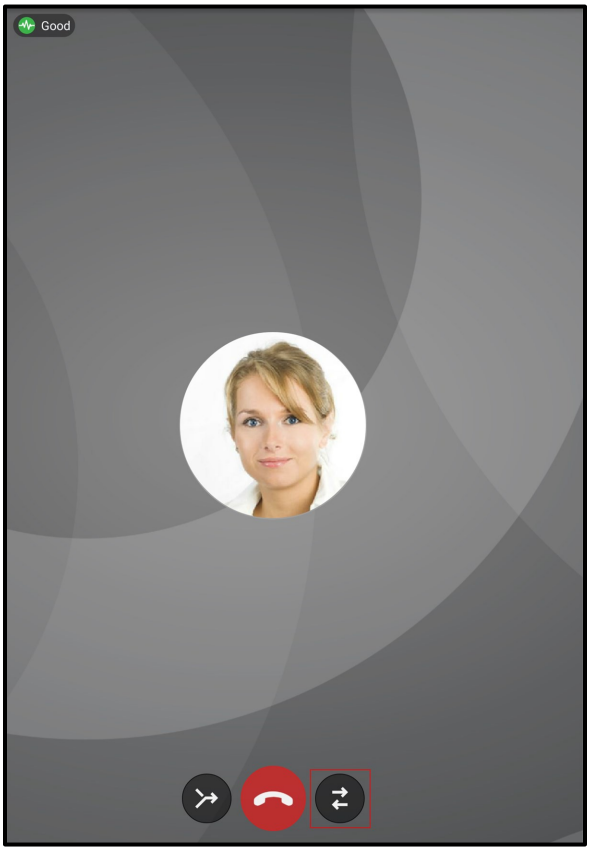
1. Tap **Swap Calls**.



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

Android tablet

1. Tap **Swap Calls**.



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

Dealing with an auto attendant (Pause dialing)

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

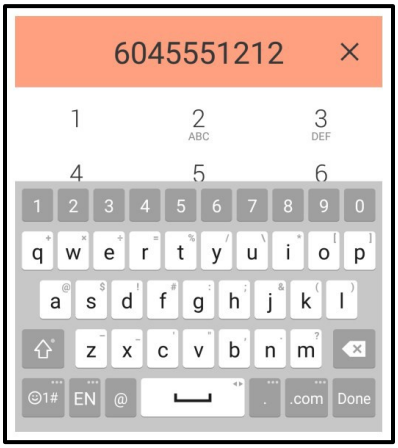
Using DTMF when you dial a call

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

To use DTMF when you dial a call

Android phone

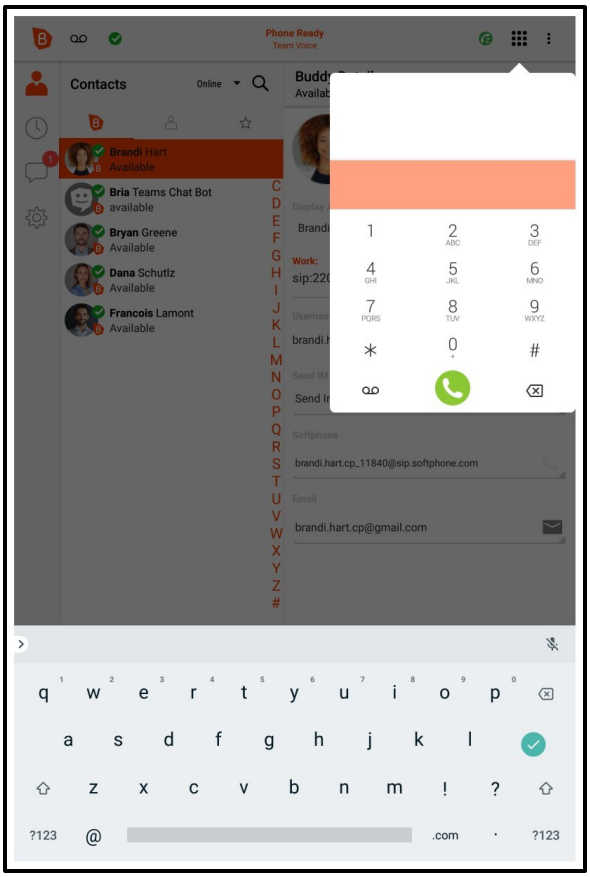
1. Enter the number you want to call in the dial pad.
2. Before you tap **Dial**, use the DTMF dialing rules to add the required DTMF digits. Tap in the call entry field to bring up the keyboard.



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

Android tablet

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



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

DTMF dialing rules

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

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

```
6045551212,,,44
```

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

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

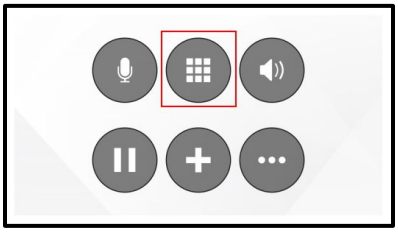
Using DTMF during a call

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

To use DTMF during an audio call

Android phone

1. Tap **Keypad**.



2. Tap the required DTMF numbers.

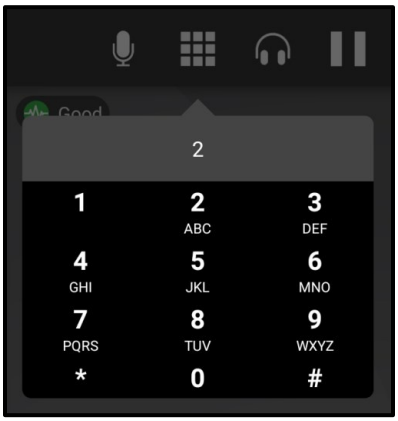
3. Tap the Android back button to return to the call interface.

Bria sends the DTMF tones.

Android tablet

1. Tap **Keypad**.

2. Tap the required DTMF numbers.



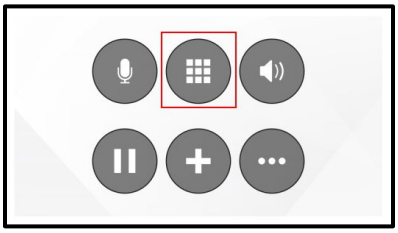
3. Tap the Android back button to return to the call interface.

Bria sends the DTMF tones.

To use DTMF during a video call

Android phone

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



3. Tap the required DTMF numbers.

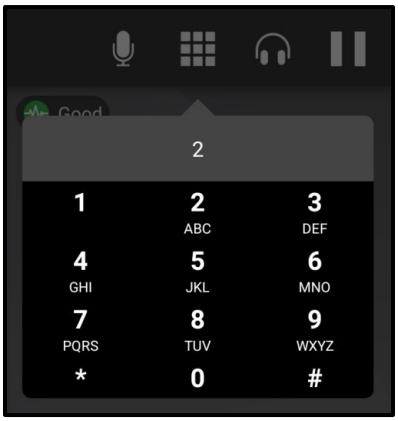
4. Tap the Android back button to return to the call interface.

Bria sends the DTMF tones.

Android tablet

1. Tap **Keypad**.

2. Tap the required DTMF numbers.



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

Bria sends the DTMF tones.

Handling an incoming call

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

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

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

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

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

To answer an incoming call using a full screen notification

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

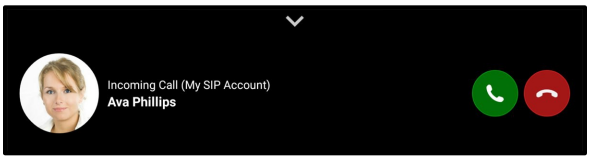
Android phone

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

Bria declines or starts the call.

Android tablet

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



Bria declines or starts the call.

To answer an incoming call using a heads-up notification

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

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

Bria declines or starts the call.

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

Answering a second incoming call

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

To answer a second incoming call

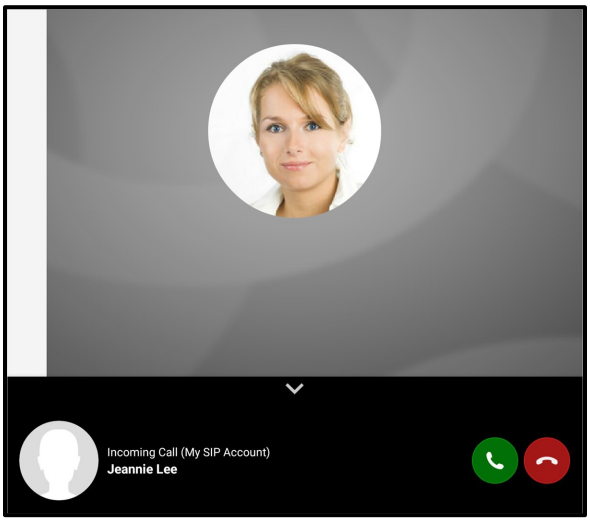
Android phone

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

Bria declines or starts the call.

Android tablet

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



Bria declines or starts the call.

Swapping between calls

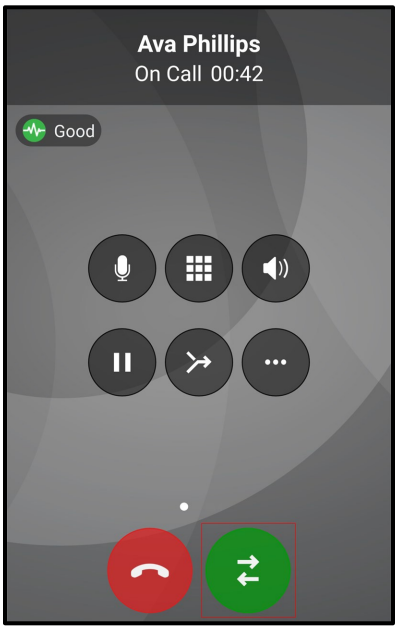
When you have two established calls, you can swap between them.

The active call is displayed in Bria.

To swap between calls

Android phone

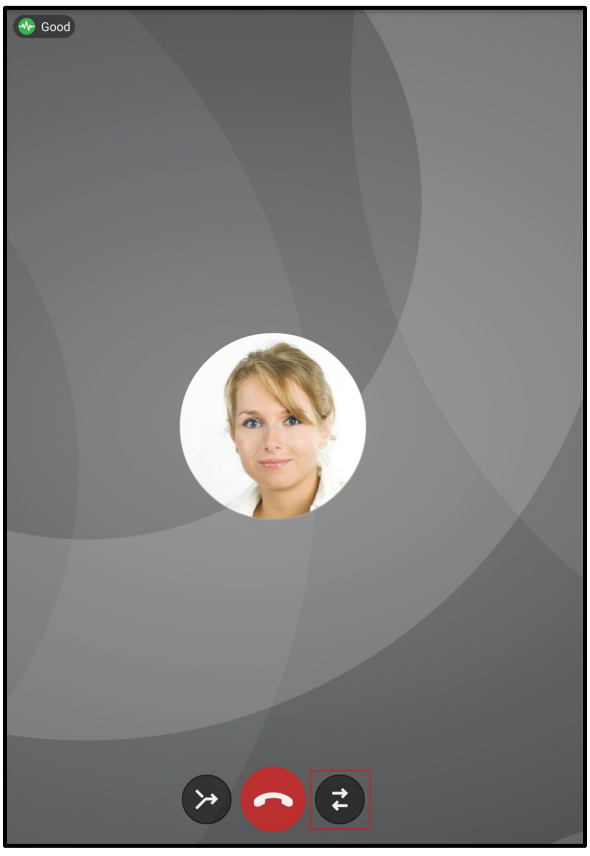
1. Tap **Swap Calls**.



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

Android tablet

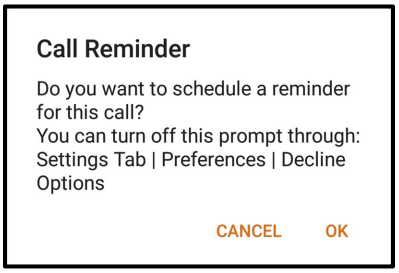
1. Tap **Swap Calls**.

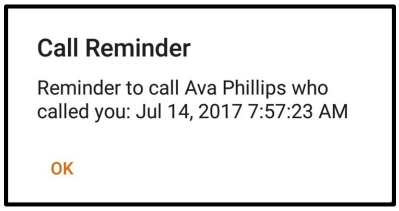


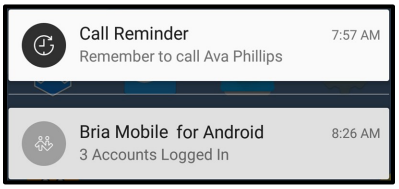
Bria places the first call on hold and connects the second call. Bria displays the name of the remote party for the active call.

Using Call Reminder

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







To turn on Call Reminders

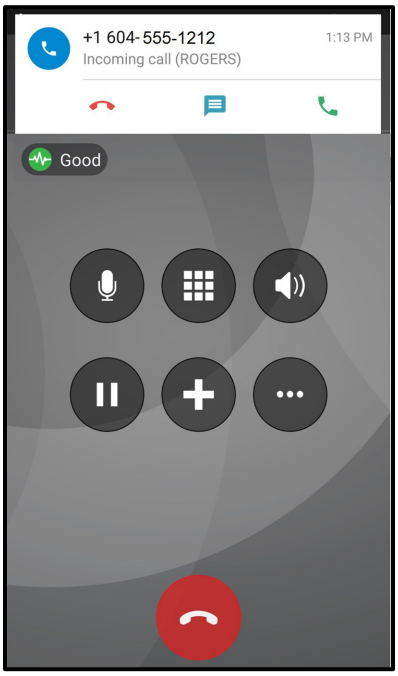
1. Go to **Settings** > **Preferences**.
2. Turn on **Enable Call Reminder** in **Decline Options**.
3. Set the interval for the reminder in **Call Reminder Delay** in **Decline Options**. Bria updates your Call Reminder settings.

Handling an incoming native call

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

To answer an incoming native call

1. Tap one of the native incoming call options.



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

Enabling auto answer

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

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

To enable Auto Answer

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

Calls. **Auto Answer Calls** is

enabled.

Disabling call waiting

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

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.

Transferring a call

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.

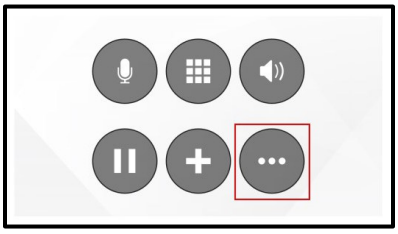
Attended transfer

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

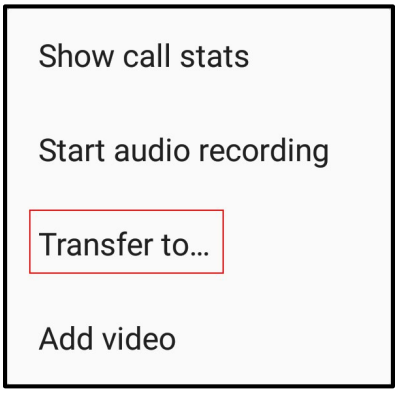
To make an attended transfer

Android phone

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



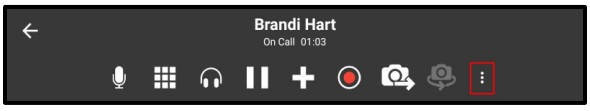
3. Tap **Transfer to...**.



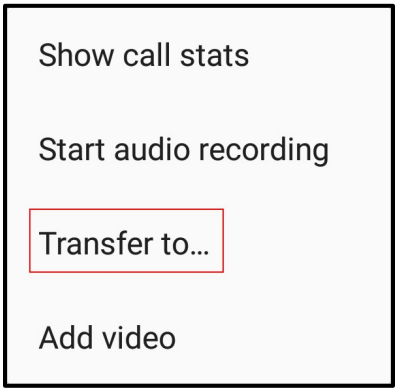
Bria displays **Transferring to**. Do not hang up. Once the call connects the second party to the remote party, you will see **Call Ended**.

Android tablet

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



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



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

Unattended transfer

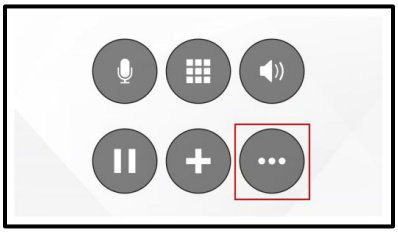
In an unattended transfer, you do not speak to the target before transferring the call. If desired, you can put the call on hold prior to dialing the target. If you put the first call on hold and the target does not answer or declines the call, the remote party remains on hold with you.

Using the dial pad

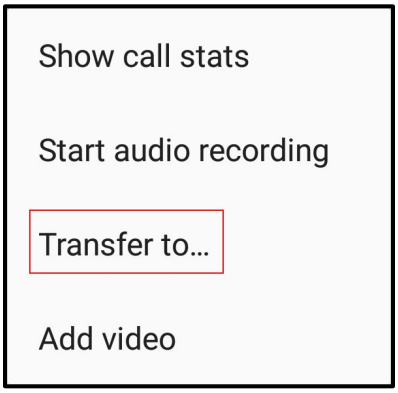
To make an unattended transfer using the dial pad

Android phone

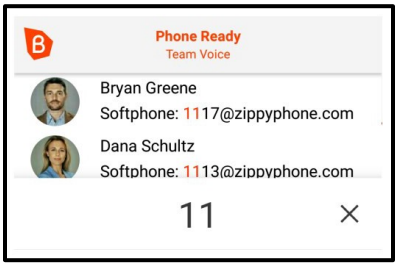
1. Tap **More Options**.



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



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

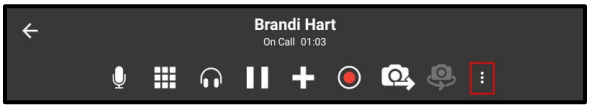


4. Tap **Transfer**.

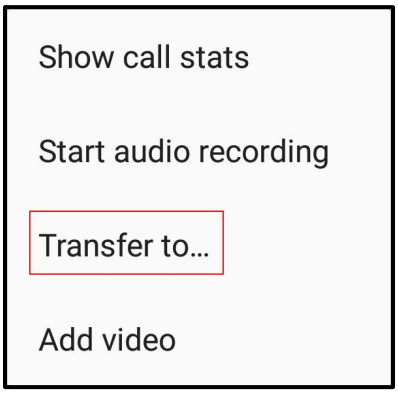
If the target answers the call, Bria connects the target to the remote party and Bria disconnects you from both calls. If the target does not answer or declines the call, the call continues between you and the remote party.

Android tablet

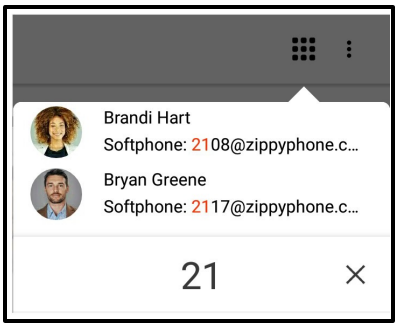
1. Tap **More Options**.



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



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



4. Tap **Transfer**.

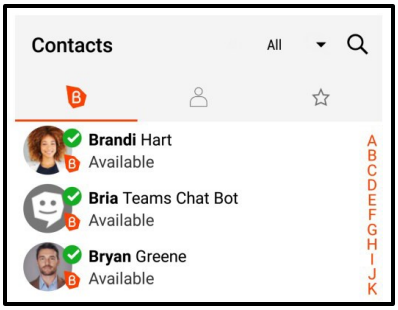
If the target answers the call, Bria connects the target to the remote party and Bria disconnects you from both calls. If the target does not answer or declines the call, the call continues between you and the remote party.

Using Bria Contact's

To make an unattended transfer using Bria's Contacts

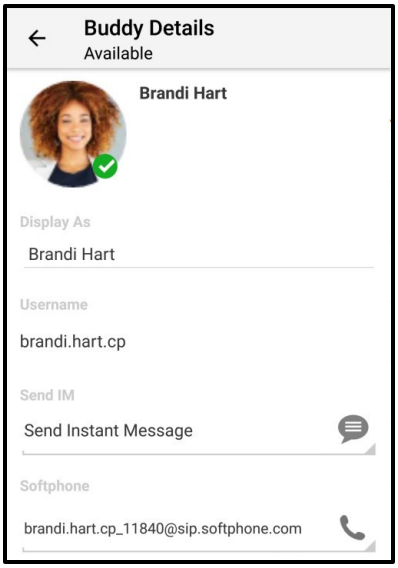
Android phone

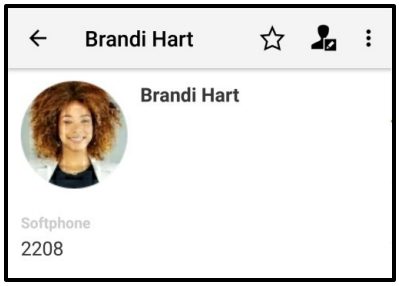
1. Tap **Add Call**. The dialer opens.
2. Tap to open the **Contacts** tab.
3. Select a team member by tapping on the team member or typing their name in the **Search** bar and tapping the team member. To call someone outside of you team, tap **Contacts** and select a contact by tapping on the contact or typing their name in the **Search** bar and tapping on the contact.



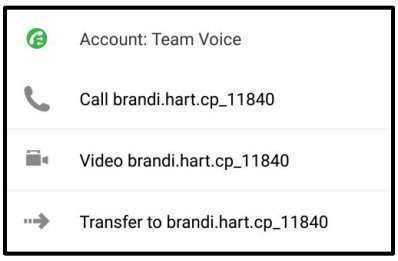
Contact Details opens.

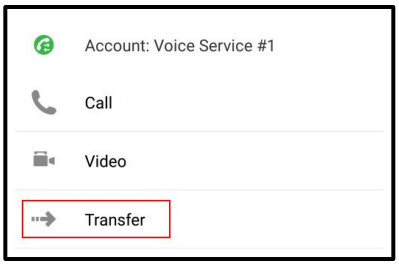
4. Tap the number you want to transfer the call to.





5. Tap **Transfer**.

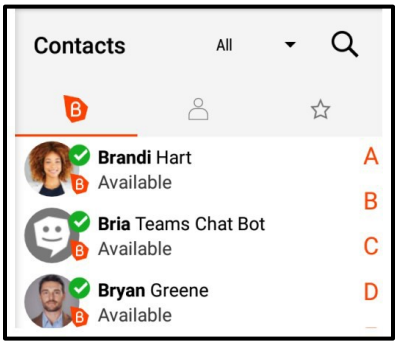




If the target answers the call, Bria connects the target to the remote party and Bria disconnects you from both calls. If the target does not answer or declines the call, the call continues between you and the remote party.

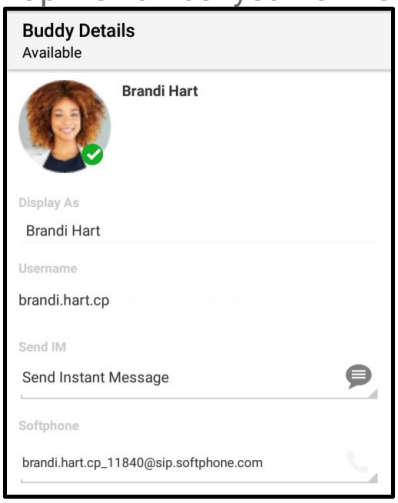
Android tablet

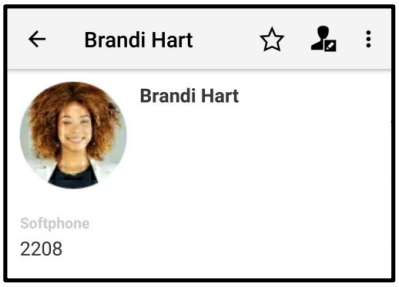
1. Tap **Add Call**. The dialer opens.
2. Tap to open the **Contacts** tab.
3. Select a team member by tapping on the team member or typing their name in the **Search** bar and tapping the team member. To call someone outside of you team, tap **Contacts** and select a contact by tapping on the contact or typing their name in the **Search** bar and tapping on the contact.



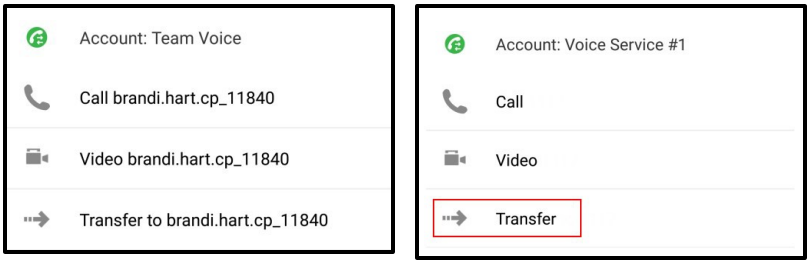
Contact Details opens.

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





5. Tap **Transfer**.



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

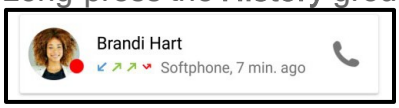
Using Bria's History

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

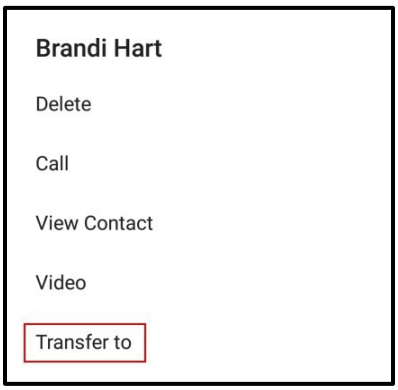
To make an unattended transfer using long-press

Android phone

1. Tap **Add Call**. The dialer opens.
2. Tap to open the **History** tab.
3. Long-press the **History** group containing the contact you want to transfer the call to.



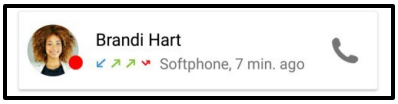
4. Tap **Transfer to**.



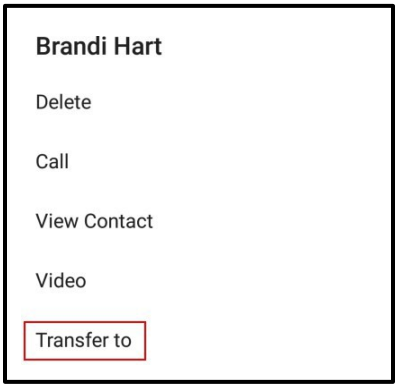
If the target answers the call, Bria connects the target to the remote party and Bria disconnects you from both calls. If the target does not answer or declines the call, the call continues between you and the remote party.

Android tablet

1. Tap **Add Call**. The dialer opens.
2. Tap to open the **History** tab.
3. Long-press the **History** group containing the contact you want to transfer the call to.



4. Tap **Transfer to**.

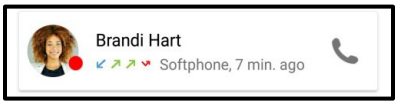


If the target answers the call, Bria connects the target to the remote party and Bria disconnects you from both calls. If the target does not answer or declines the call, the call continues between you and the remote party.

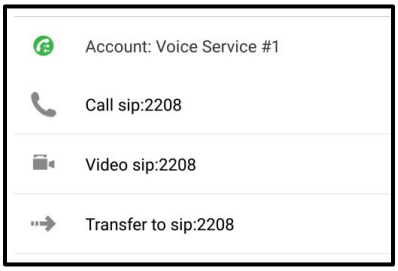
To make an unattended transfer using the phone icon

Android phone

1. Tap **Add Call**. The dialer opens.
2. Tap to open the **History** tab.
3. Tap **Phone** on the History group containing the contact you want to transfer the call to.



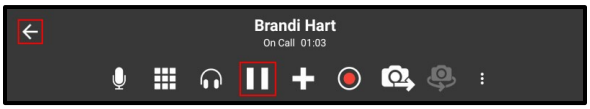
4. Tap **Transfer to**.



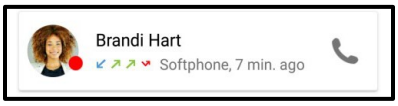
If the target answers the call, Bria connects the target to the remote party and Bria disconnects you from both calls. If the target does not answer or declines the call, the call continues between you and the remote party.

Android tablet

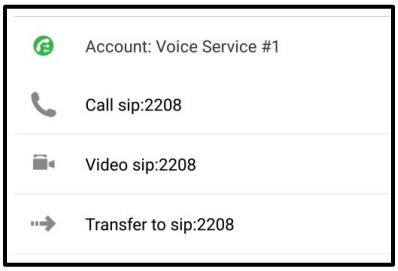
1. Tap the **Put Call on Hold** to put the first call on hold.



2. Tap **Add Call**. The dialer opens.
3. Tap to open the **History** tab.
4. Tap **Phone** on the History group containing the contact you want to transfer the call to.



5. Tap **Transfer to**.



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

Recording a call

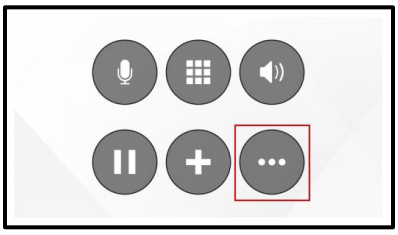
When you record a call, Bria plays a call recording tone to the remote party when the recording starts.

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

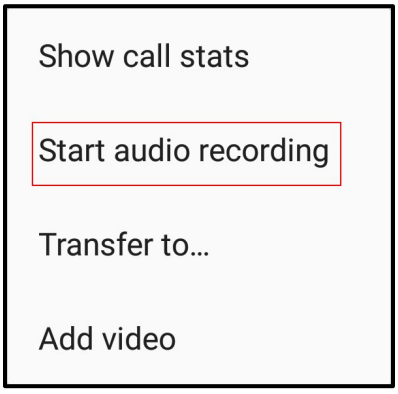
To record a call

Android phone

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



2. Tap **Start audio recording**.



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

Android tablet

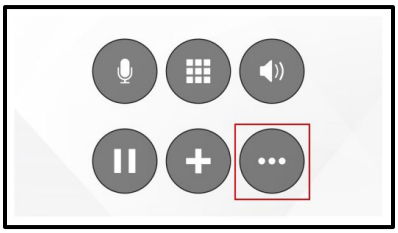
1. Tap **Record** during an established call.

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

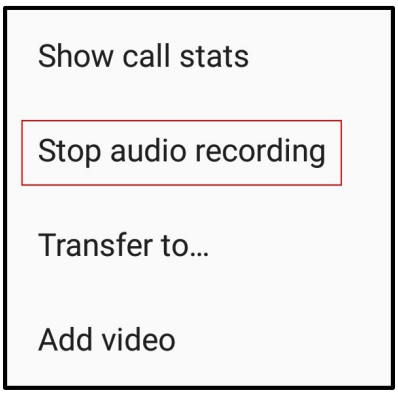
To stop recording a call

Android phone

1. Tap **More Options**.



2. Tap **Stop audio recording**.



Bria stops or pausing call recording the call.

Android tablet

1. Tap **Record**.

Bria stops or pausing call recording the call.

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

Managing a recording

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

> **Warning:** When you delete a call entry with recording from the **History** tab, the associated audio file will also be deleted from your device.

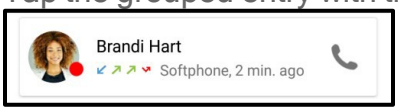
There are two ways to access call recording.

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

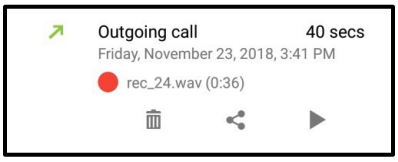
Both ways allow you to listen to, share or delete a call recording. The **Recordings** screen only shows the file names but gives you an easy access to the recordings created a long time ago.

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

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



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

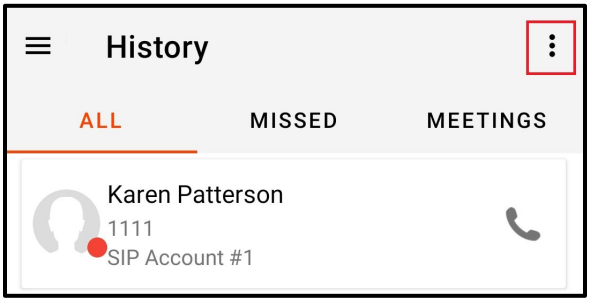


4. If you are deleting, confirm your action by tapping **Yes**.

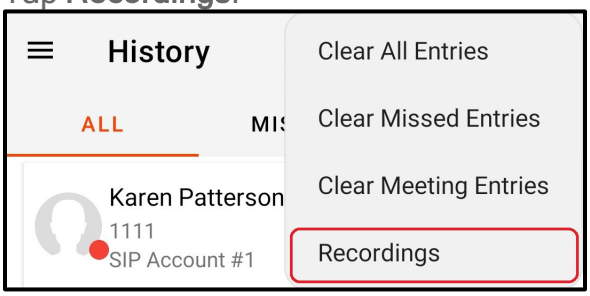
   Bria removes the file from your device. Bria also removes the call recording indicator from the call log in **History**. All other details of the call remain unchanged.
5. If you are listening or sharing, choose the app you would like to use if Bria asks you.
6. Give a permission to the app to access photos, media, and files on your device (if required).
7. Use the controls on the app to listen to or share the recording.

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

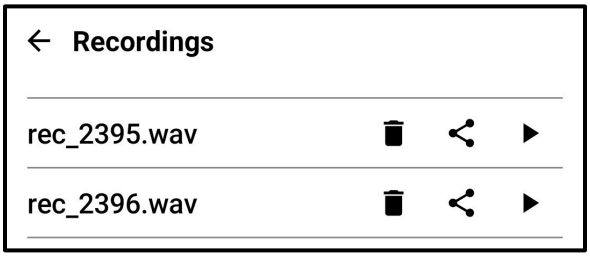
1. Go to the **History** tab on the resource panel.
2. On the top right corner, tap the ⋮ **More Options** icon.



3. Tap **Recordings**.



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



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

   Bria removes the file from your device. Bria also removes the call recording indicator from the call log in **History**. All other details of the call remain unchanged.
6. If you are listening or sharing, choose the app you would like to use if Bria asks you.
7. Give a permission to the app to access photos, media, and files on your device (if required).
8. Use the controls on the app to listen to or share the recording.

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

Creating a conference call

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

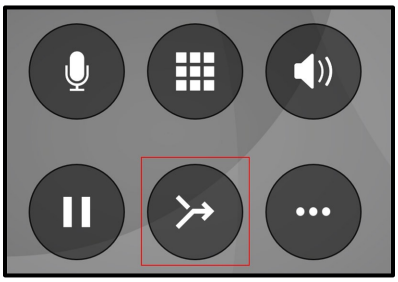
Merging calls

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

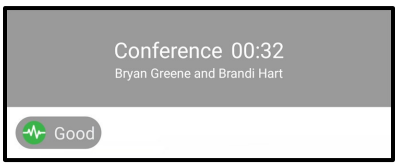
To merge two calls

Android phone

1. Tap **Put calls in conference**.



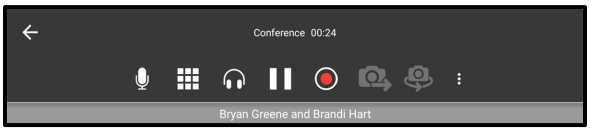
Bria merges the calls into a conference call and displays **Conference**. If you end the call, both remote parties are disconnected. The remote parties cannot continue the call without you.



Android tablet

1. Tap **Put calls in conference**.

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



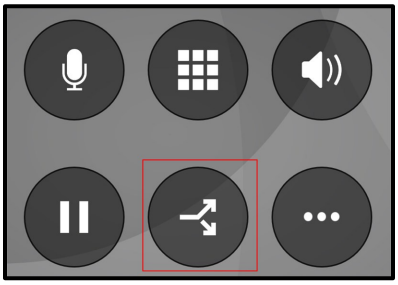
Splitting calls

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

To split a merged call

Android phone

1. Tap **Split Calls**.

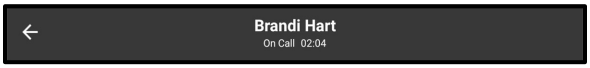


Bria splits the calls. Bria displays the name of the remote party for the active call.

Android tablet

1. Tap **Split Calls**.

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



Accessing voicemail

Whether voicemail is available from Bria is dependent on how your system is set up. If you expect to be able to access voicemail and it is not showing, please contact your telephony provider.

Incoming calls go to voicemail if you have voicemail configured and

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

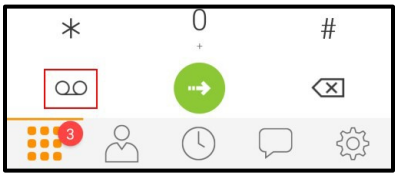
A voicemail indicator shows on the resource tab for Android phones and on the toolbar for Android tablets.

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

To access your voicemail

Android phone

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

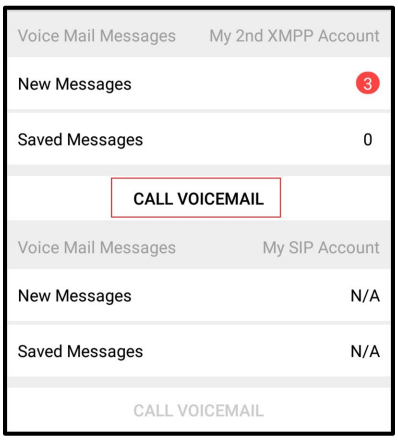


Bria dials you voicemail number. Follow any instructions to play your voicemail messages.

Android tablet

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

2. Tap **Call Voicemail**.



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

Messaging

Instant messages

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

To send messages to more than one person, see Chat rooms.

Sending instant messages

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

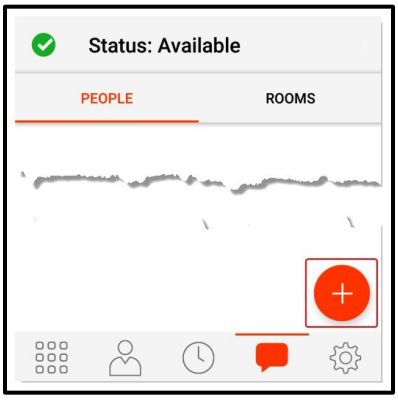
Using messaging

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

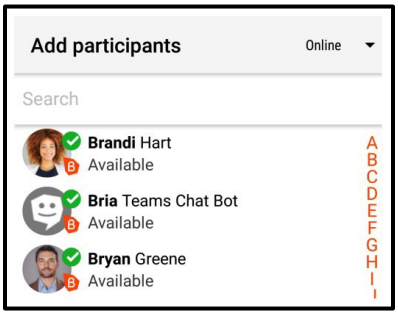
To send an IM using

Messaging Android phone

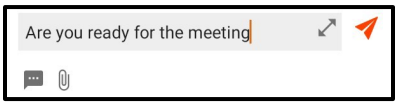
1. Go to the **Messaging** tab on the resource panel.
2. Tap **IM** and tap **Add**.



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



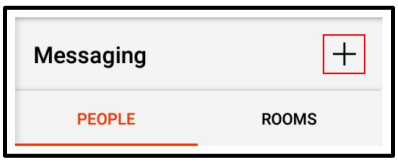
4. Type your message in **Compose Message** and tap **Send**.



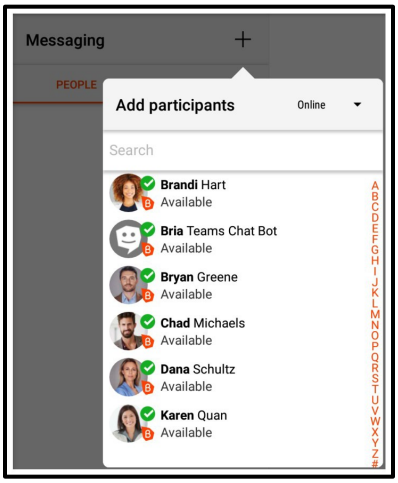
Bria sends the IM.

Android tablet

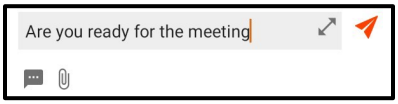
1. Go to the **Messaging** tab on the resource panel.
2. Tap **IM** and tap **+ Add Message**.



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



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



Bria sends the IM.

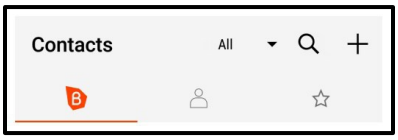
Using Contact details

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

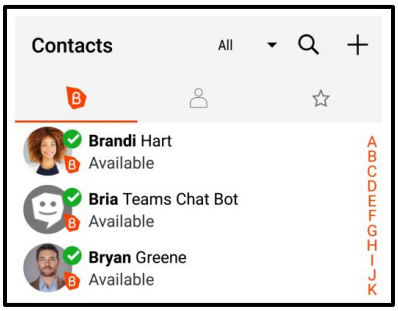
To send an IM from Contacts using contact details

Android phone

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

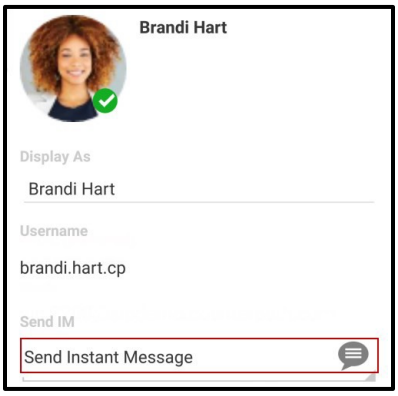


2. Select a team member by tapping on the team member or typing their name in the **Search** bar and tapping the team member.

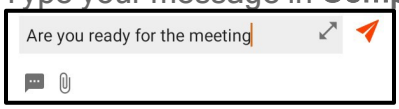


Member Details opens.

3. Tap **Send Instant Message**.



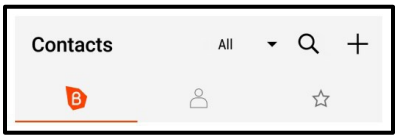
4. Type your message in **Compose Message** and tap **Send**.



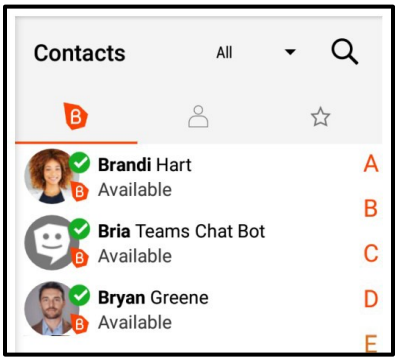
Bria sends the IM.

Android tablet

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

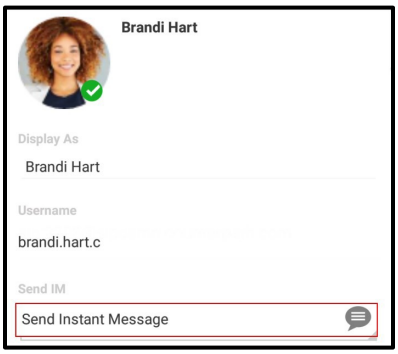


2. Select a team member by tapping on the team member or typing their name in the **Search** bar and tapping the team member.

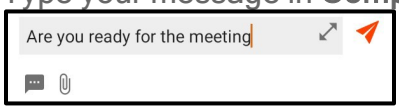


Buddy Details opens.

3. Tap **Send Instant Message**.



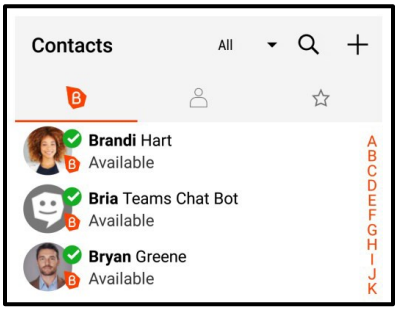
4. Type your message in **Compose Message** and tap **Send**.



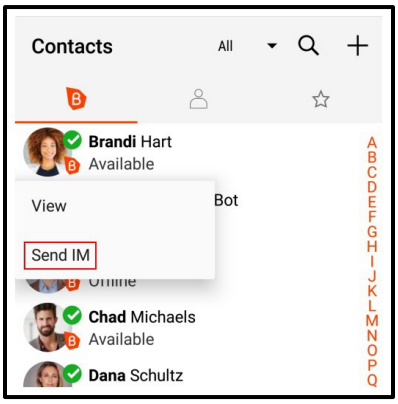
Bria sends the IM.

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

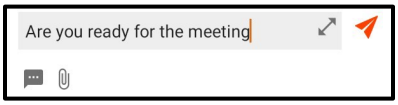
1. Go to the **Contacts** tab on the resource panel.
2. Long-press a team member, or tap **Search**, type a name, and long-press a team member.



3. Tap **Send IM**.



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



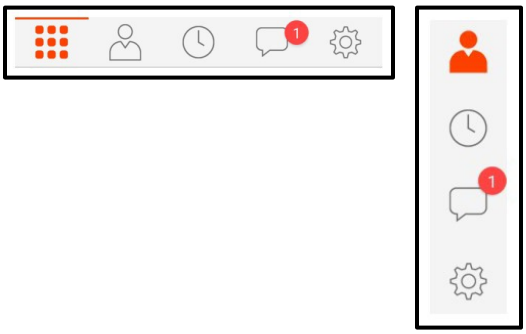
Bria sends the IM.

Receiving an instant message

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

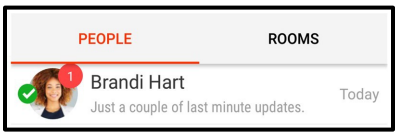
Bria in the foreground

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



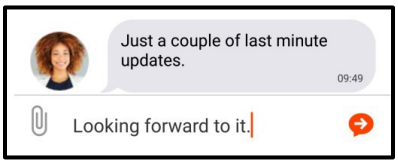
To reply to an IM with Bria in the foreground

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



The message and any previous messages in IM session open.

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



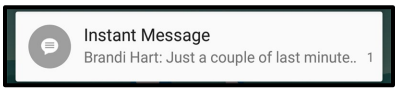
Bria sends the IM.

Bria is in the background

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

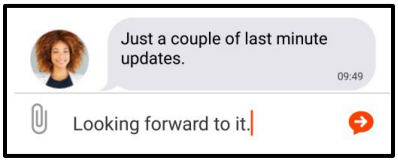
To reply to an IM with Bria in the background

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



The IM session opens in Bria.

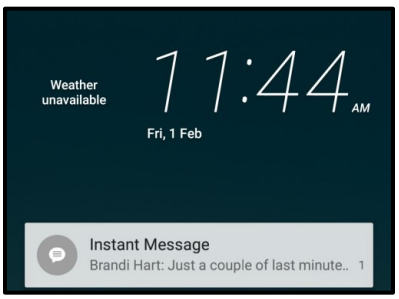
3. Type your message in **Compose Message** and tap **Send**.



Bria sends the IM.

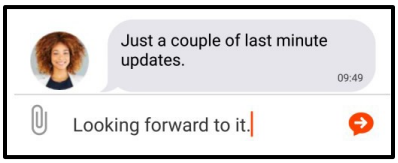
Device is locked

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



To reply to a message with the device locked

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



Bria sends the IM.

Deleting instant messages

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

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

Deleting messages

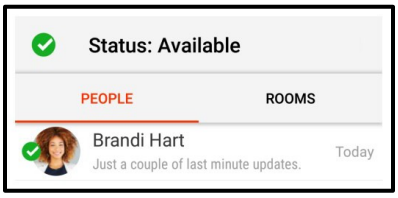
You can delete one or more messages without losing the entire IM session.

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

To delete a single IM message

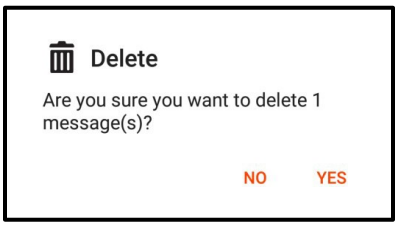
Android Phone

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



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

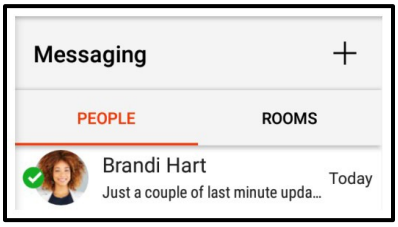
5. Tap **Yes** to confirm you want to delete the selected message.



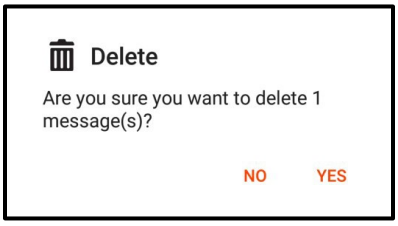
Bria deletes the message. There is not warning before Bria deletes the message.

Android tablet

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



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

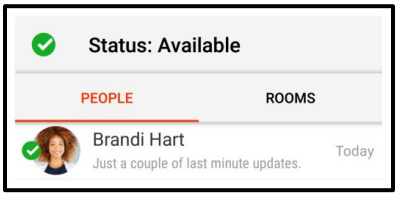


Bria deletes the message. There is not warning before Bria deletes the message.

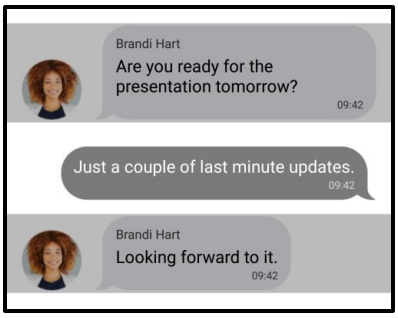
To delete multiple IM messages

Android phone

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

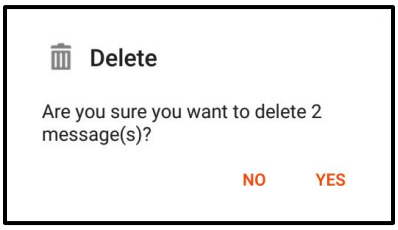


2. Long-press one of the messages you want to delete.
3. Long-press all other messages your want to delete. Selected messages have a gray background.



4. Tap **Delete**.

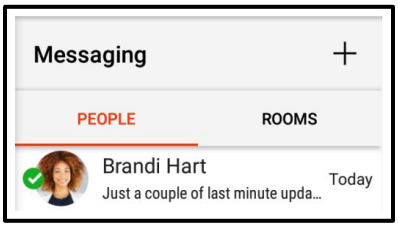
5. Tap **Yes** to confirm you want to delete the selected messages.



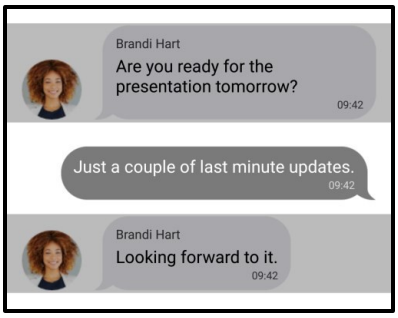
Bria deletes the selected messages.

Android tablet

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

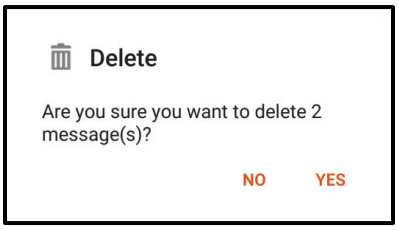


3. Long-press on the message you want to delete.
4. Long-press all other messages your want to delete. Selected messages have a gray background.



5. Tap **Delete**.

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



Bria deletes the selected messages.

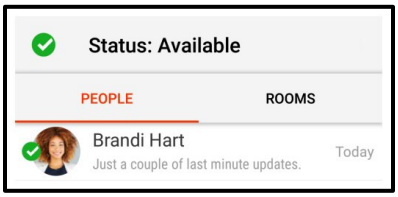
Deleting an IM session

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

To delete an IM session using More

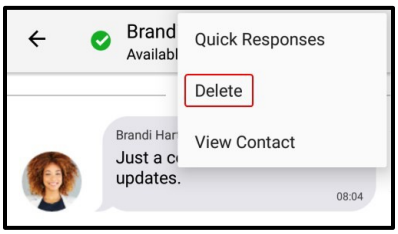
Android phone

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

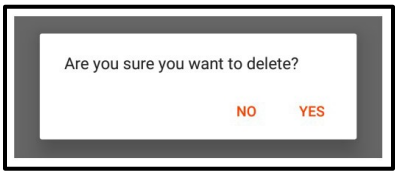


3. Tap **More Options**.

4. Tap **Delete**.



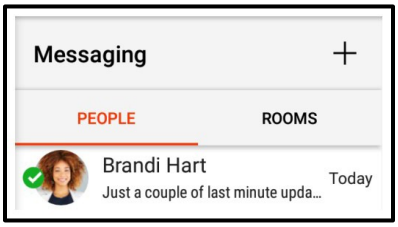
5. Click **Yes** on **Are you sure you want to delete?**.



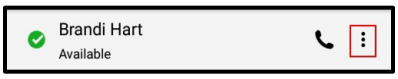
The IM session is deleted.

Android tablet

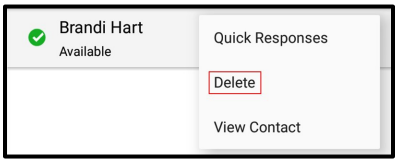
1. Go to the **Messaging** tab on the resource panel.
2. Tap **IM** and tap the IM session.



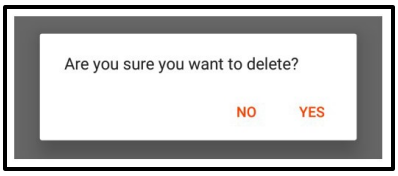
3. Tap ⋮ **More Options**.



4. Tap **Delete**.



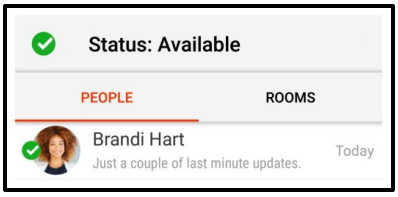
5. Click **Yes** on **Are you sure you want to delete?**.



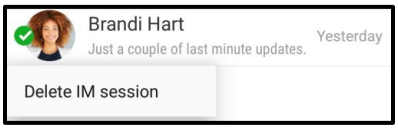
The IM session is deleted.

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

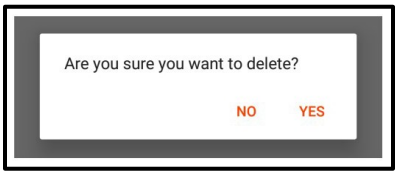
1. Go to the **Messaging** tab on the resource panel.
2. Tap **IM**.



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



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



The IM session is deleted.

Working with messages

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

Using Quick Responses

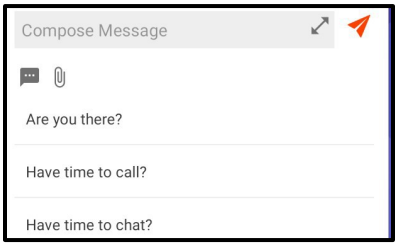
Quick Responses are pre-defined replies that let you respond quickly to an 1:1 conversation or a chat room.

To send a Quick Response

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

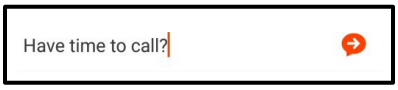
Bria displays the list of Quick Responses.

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



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

4. Tap **Send**.



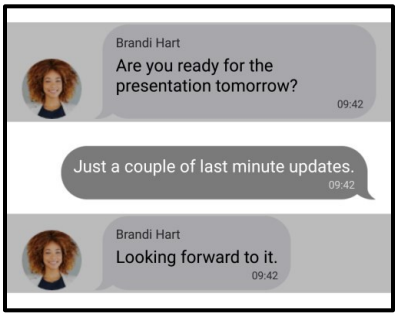
Bria sends the Quick Response.

Copying a message

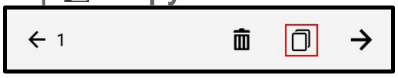
You can copy one or more messages in an IM or a chat room. Then you can paste the messages within Bria or in another app.

To copy messages

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



4. Tap **Copy** .



Bria copies the selected messages to the clipboard.

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

Forwarding a message

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

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

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

Presence

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.

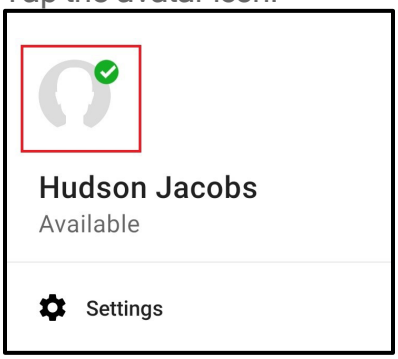
Changing your status

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

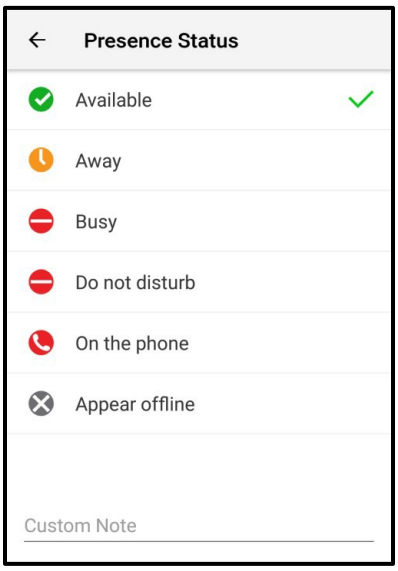
You can change your status from **Available** to **Away**, **Busy**, **On The Phone**, **Do Not Disturb**, or **Appear Offline**. When you change your status from **Available** or specify a custom status note, your status remains as specified until you update it yourself. Bria updates your status to **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. Tap ← **Back** or tap the Android **Back** button. On Android tablet, tap outside of the presence pop-up.

   Bria updates your status.

Status indicators and what they mean

Icon	My Presence	Mean that …
	Available	People can call you and send you an IM. If no custom status note is specified, Bria automatically switches **Available** to **On The Phone** when you make or receive calls.
	Away	People can call you and send you an IM.
	Busy	People can call you and send you an IM.

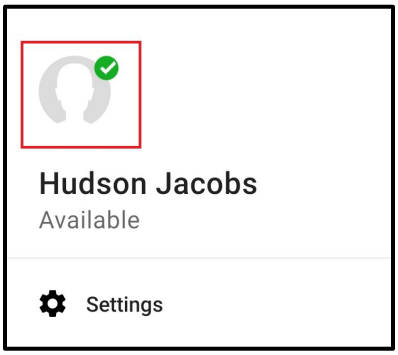
Icon	My Presence	Mean that …
	On The Phone	When you make or receive phone calls, Bria automatically updates your status to **On The Phone** if your status is **Available** and no custom note is specified. When your call finishes, your status goes back to **Available**. While you are on the phone, you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

Creating a custom status note

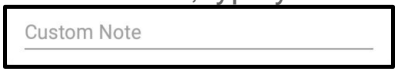
You can create a custom status that appears beside the status icon. When you have a custom status note, Bria no longer automatically updates your presence to **On the phone** if you have an incoming call.

To create a custom status note

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



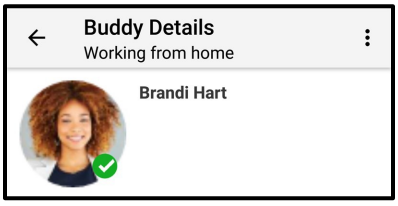
   The list of available status options appears in **Presence Status**.
3. At the bottom, type your custom status in **Custom Note**.



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

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

Note and the status icon from the status you choose.

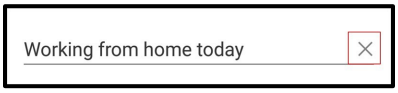


Deleting a custom status note

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

To delete a custom status

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



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

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

Contacts

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

The Contacts tab shows subsections, from left to right:

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

Contacts saved on your device

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

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

Team members

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

Managing contacts

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

Add, edit, and remove contacts in Bria.

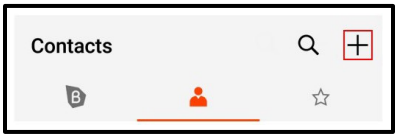
Adding contacts

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

To add a contact in the Contacts tab

Android phone

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

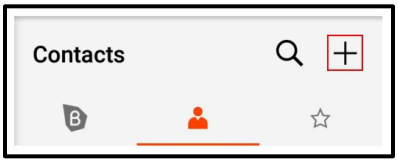


3. Complete the contact details you want to include.
4. Tap **Save**.

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

Android tablet

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



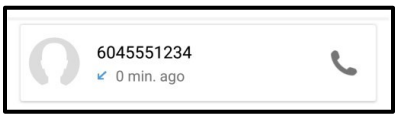
3. Complete the contact details you want to include.
4. Tap **Save**.

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

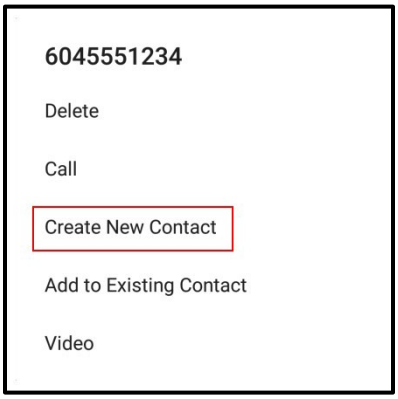
To create a new contact from History

Android phone

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



3. Tap **Create New Contact**.

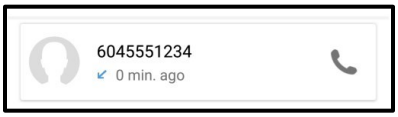


4. Complete the contact details. Bria populates the phone number automatically.
5. Tap ✓ **Save**.

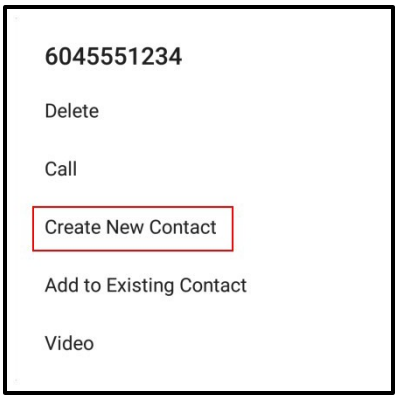
The contact appears in Bria's **Contacts** and in the device's contacts.

Android tablet

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



3. Tap **Create New Contact**.



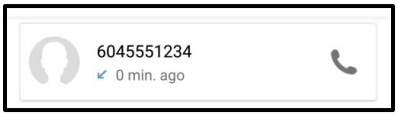
4. Complete the contact details. Bria populates the phone number automatically.
5. Tap ✓ **Save**.

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

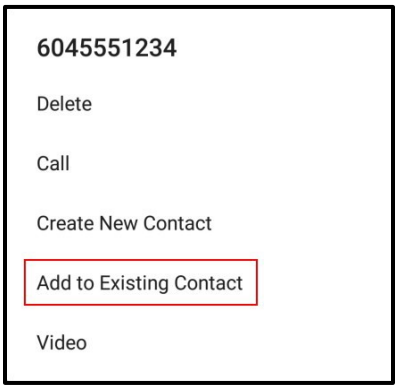
To add to an existing contact from History

Android phone

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



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



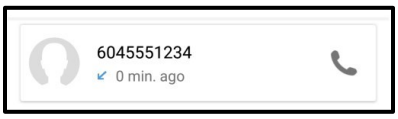
4. Select the contact you want to add the phone number to. **Contact Details** opens.

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

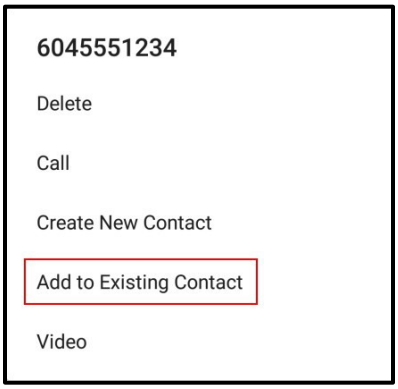
The contact is updated in Bria's **Contacts** and in the device's native contacts.

Android tablet

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



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



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

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

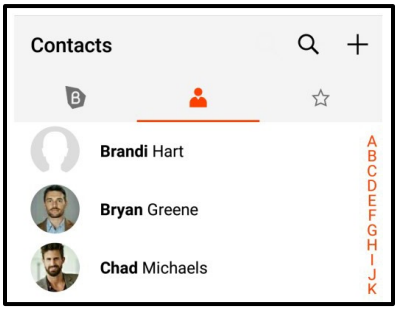
Adding or editing avatars

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

To add or edit an avatar

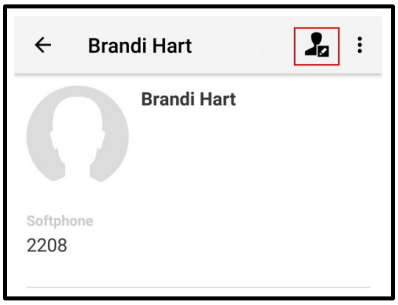
Android phone

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

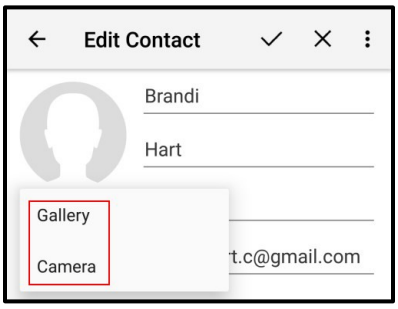


Contact Details opens.

4. Tap **Edit Contact**.



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



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

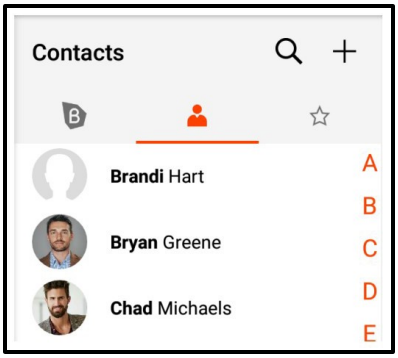
If you choose **Camera**, take a picture to use as the avatar. Choose **Photos** or **Crop picture** and edit your image as desired. Tap **Done** or **OK**.

6. Tap ✓ **Save**.

The avatar is added to the contact.

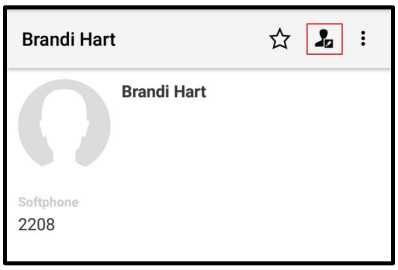
Android tablet

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



Contact Details opens.

4. Tap **Edit Contact**.



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

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

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

6. Tap ✓ **Save**.

The avatar is added to the contact.

Changing sort order or display order

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

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

To set the preferences on your device

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

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

To set the preferences on Bria

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

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

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

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

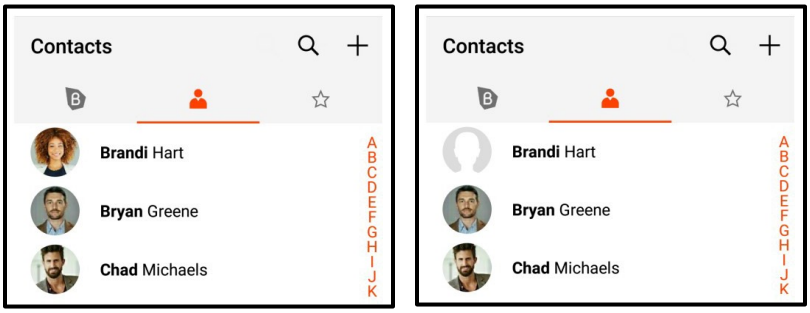
Editing contacts

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

To update a contact using Contact details

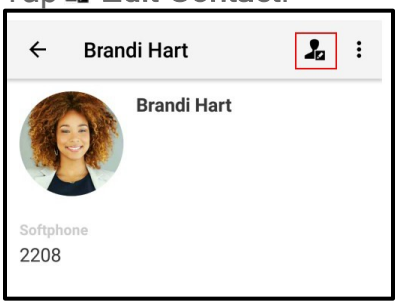
Android phone

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



   Contact Details opens.

4. Tap **Edit Contact**.

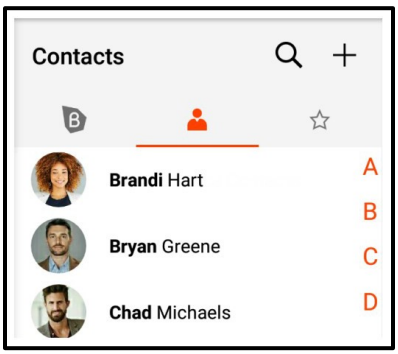


5. Complete the contact details.
6. Tap **Save**.

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

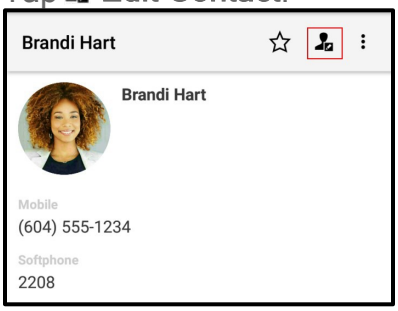
Android tablet

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



Contact Details opens.

4. Tap **Edit Contact**.



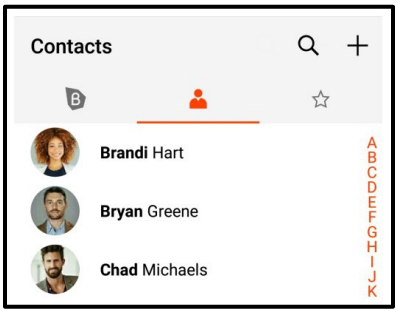
5. Complete the contact details.
6. Tap **Save**.

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

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

1. Go to the **Contacts** tab on the resource panel.

2. Long-press the contact or tap Search, type a name, and long-press the contact you want to edit.



3. Tap **Edit**.

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

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

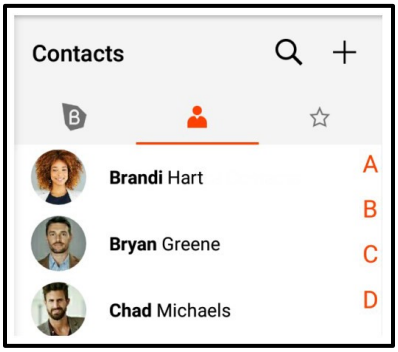
Deleting a contact

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

To delete a contact using contact details

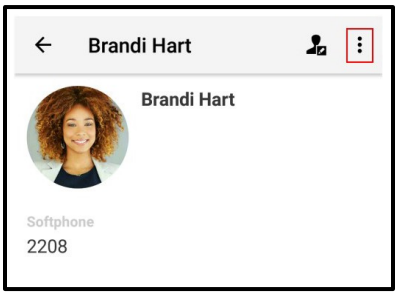
Android phone

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

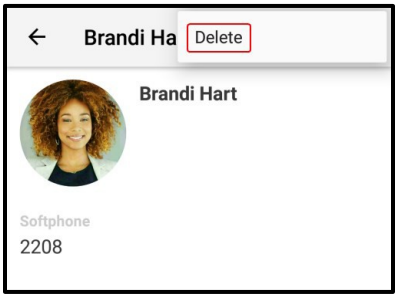


Contact Details opens.

4. Tap ⋮ **More Options**.



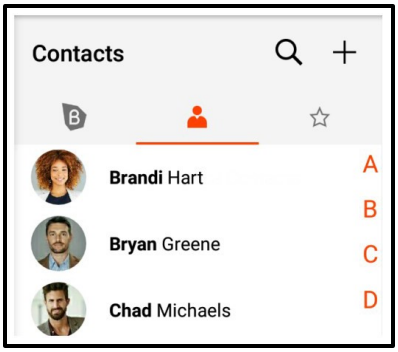
5. Tap **Delete** and tap **Yes**.



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

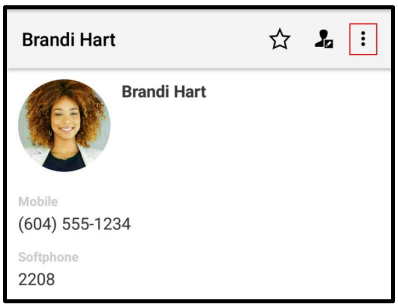
Android tablet

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

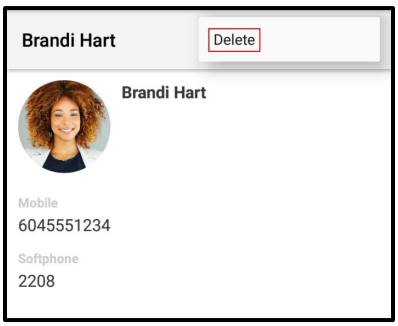


Contact Details opens.

4. Tap ⋮ **More Options**.



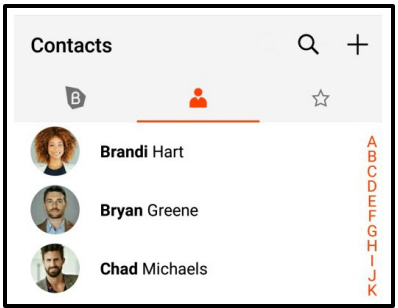
5. Tap **Delete** and tap **Yes**.



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

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

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



you want to delete.

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

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

Contact Favorites

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

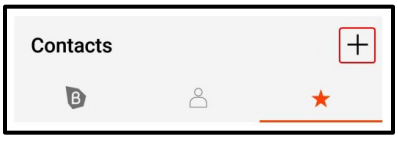
Adding a Favorite

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

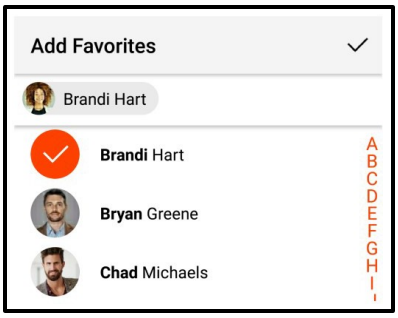
To add a Favorite on the Favorites list

Android phone

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



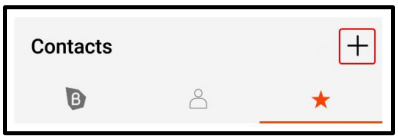
3. Tap the contact you want to add and tap ✓ **Save**.



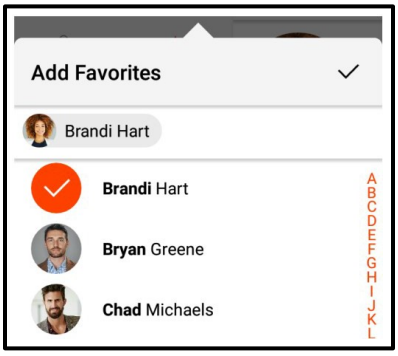
The contact is added to **Favorites**.

Android tablet

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



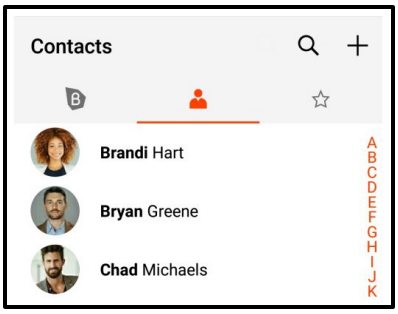
3. Tap the contact you want to add and tap ✓ **Save**.



The contact is added to **Favorites**.

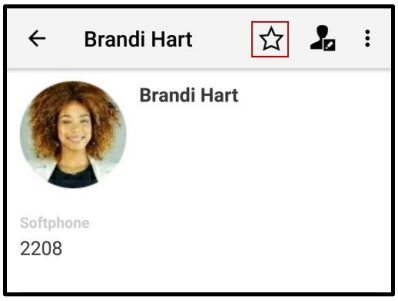
To add a Favorite using contact details - Android phone only

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



Contact Details opens.

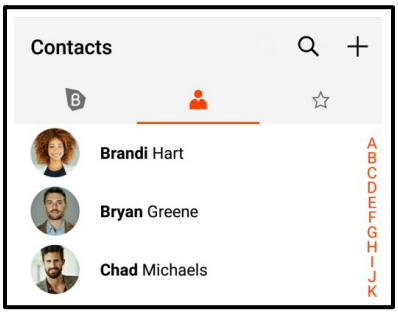
3. Tap ☆ **Favorites** .



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

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

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



3. Tap **Add Favorites**.

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

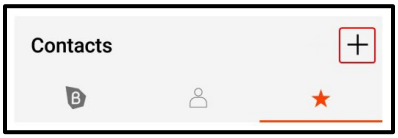
Adding multiple Favorites

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

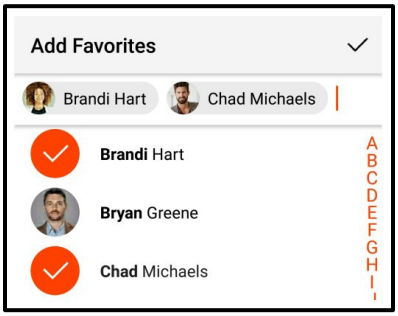
To add multiple favorites

Android phone

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



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

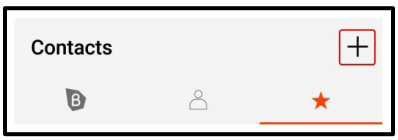


4. Tap ✓ **Save**.

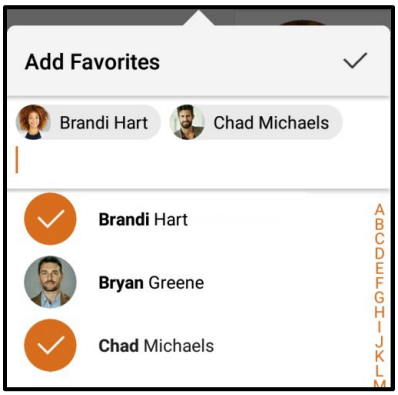
Bria adds the contacts to your **Favorites** list.

Android tablet

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



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



4. Tap ✓ **Save**.

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

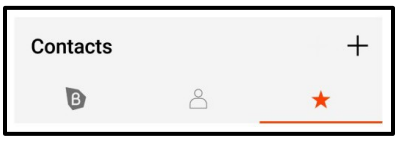
Call options

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

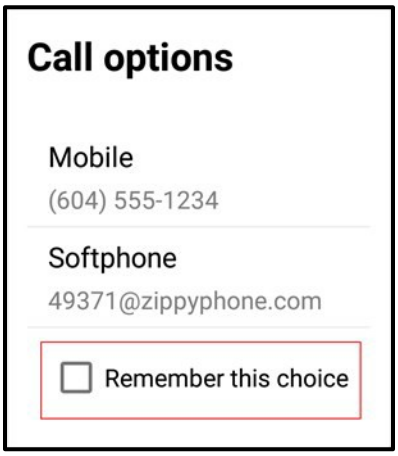
When you call a Favorite with more than one number, you must select the correct number to call. You can set the call options for a Favorite so you do not have to choose each time.

To set call options

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



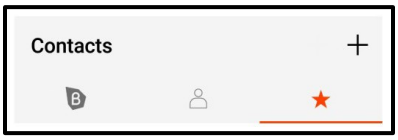
3. Tap the Favorite you want to call.
4. Select **Remember this choice** and tap the number you want to use.



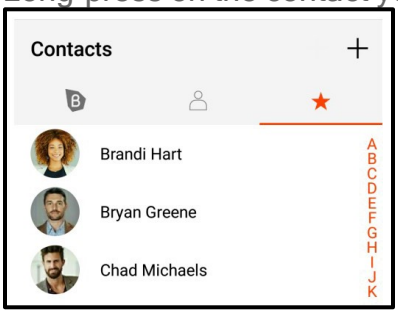
Bria calls the number you selected for the favorite. In the future, Bria uses this number for calls made to this Favorite.

To edit call options

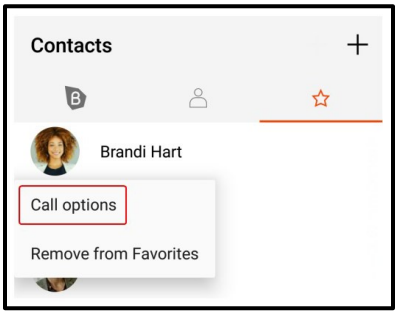
1. Go to the **Contacts** tab on the resource panel.
2. Tap **Favorites**.



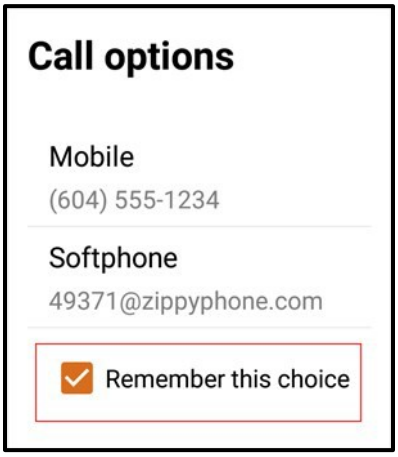
3. Long-press on the contact you want to edit the **Call options** for.



4. Tap **Call options**.



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



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

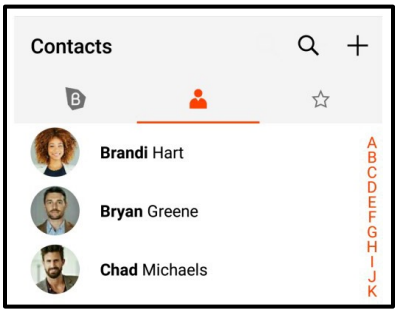
Deleting a favorite

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

To remove a Favorite using contact details

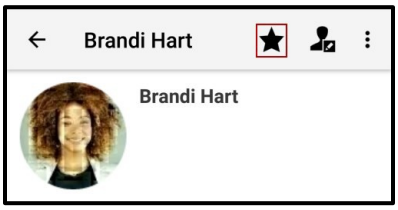
Android phone

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



Contact Details opens.

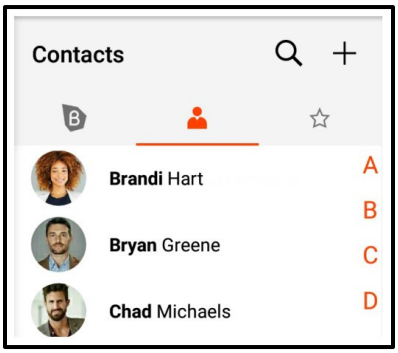
3. Tap ★ **Favorites**.



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

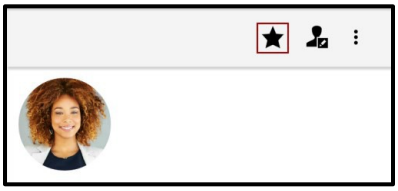
Android tablet

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



Contact Details opens.

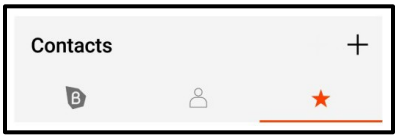
3. Tap **Favorites**.



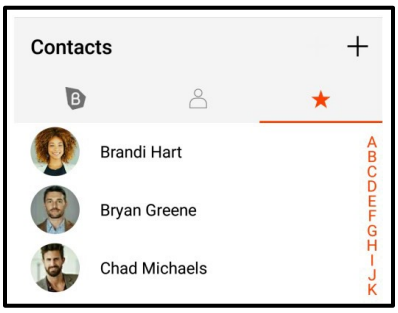
Bria removes the contact from your **Favorites** list.

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

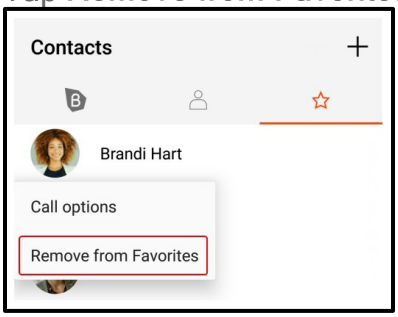
1. Go to the **Contacts** tab on the resource panel.
2. Tap **Favorites**.



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



4. Tap **Remove from Favorites**.



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

Fields that must be updated in Android

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

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

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

History

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

Call type icons

Incoming call

Incoming call answered on another device - Appears when Call History Sync is enabled for the account.

Outgoing call

Incoming call recorded on this device

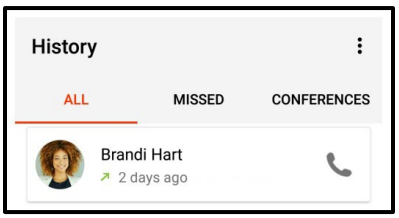
Outgoing call recorded on this device

Blocked call - Appears when Call Blocking is enabled.

Missed call

Viewing call information

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



Call grouping

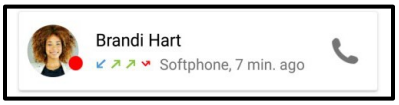
Calls captured in Bria's history are grouped by name and caller ID. The caller ID can be a phone number or a SIP address, but will be referred to as phone number. The group can

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

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

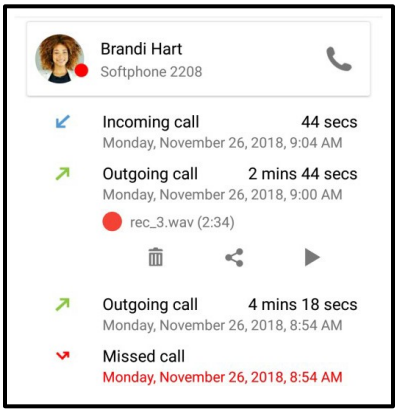
Collapsed group display

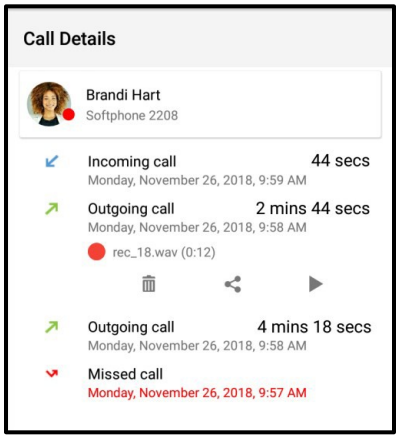
The collapsed group displays an overview of call information: the name and presence status of the caller, the types of calls, and the time and date of the most recent call.



Expanded group display

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

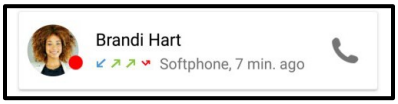




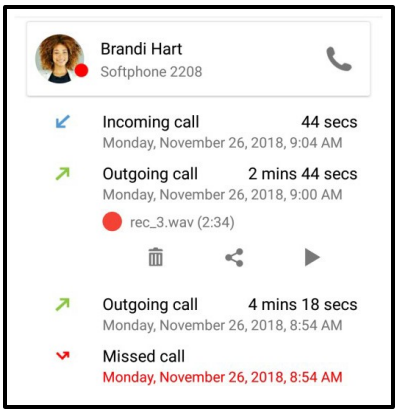
To view call details

Android phone

1. Tap the group you want to expand.

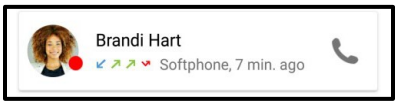


Bria displays the expanded group.

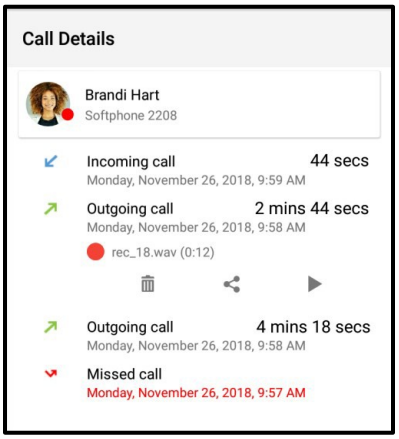


Android tablet

1. Tap the group you want to expand.



Bria displays the expanded group.



Deleting calls from History

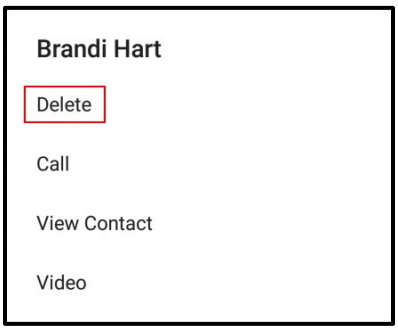
You can delete a grouped entry, missed calls, or all calls from **History**.

Warning: When you delete a call entry with recording from the **History** tab, the associated audio file will also be deleted from your device.

To delete a grouped entry

Android phone

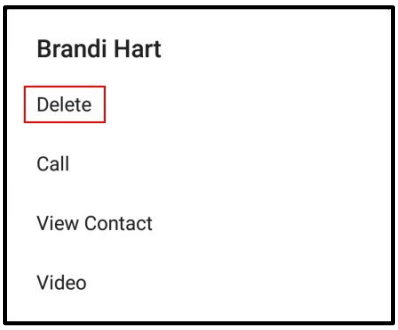
1. Go to the **History** tab on the resource panel.
2. Long-press the grouped entry you want to delete.
3. Tap **Delete**.



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

Android tablet

1. Go to the **History** tab on the resource panel.
2. Long-press the grouped entry you want to delete.
3. Tap **Delete**.



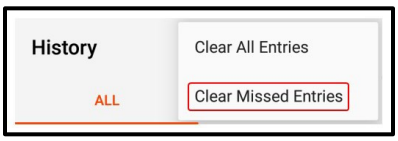
Bria deletes the call from the **History**.

To delete missed calls

Android phone

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

3. Tap **Clear Missed Entries**.

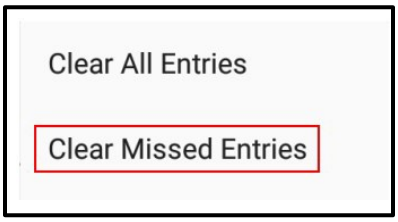


Bria deletes all missed calls from the **History**.

Android tablet

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

3. Tap **Clear Missed Entries**.



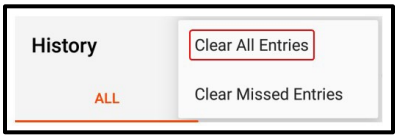
Bria deletes all missed calls from the **History**.

To delete all calls

Android phone

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

3. Tap **Clear All Entries**.



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

Android tablet

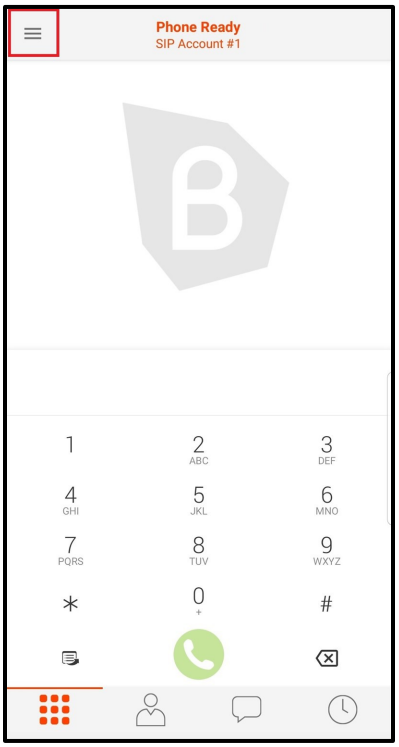
1. Go to the **History** tab on the resource panel.
2. Tap ⋮ **More Options**.

3. Tap **Clear All Entries**.

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

Settings

Bria has the menu button in the top left corner which provides access to Settings and Exit.



Under **Settings** , you can find:

- Accounts: Shows your Voice and Messaging accounts. Please note that these settings are read only and are not detailed below.
- 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

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.

Contacts

Field	Description
Show All Contacts	- **On**: Bria displays all device contacts regardless of contact groups. - **Off**: Bria might not show all your contacts saved on your phone. It depends on your device and how contacts are organized.

Contact Sort Order	Change your contact sort order preference. - **First Name**: Sorts **Contacts** based on their first name. - **Last Name**: Sorts **Contacts** based on their last name. This setting can only be changed when Bria cannot access the preferences
Field	**Description**
	on the Android device OS. If this setting is read-only in Bria, go to the Android device settings (such as the Contacts app) and change the sort preference.
Contact Display Order	Change your contact display preference in your **Contacts** and **Buddies** lists. - **First Name First**: Displays a contact name as **John Smith**. - **Last Name First:**: Displays as **Smith, John**. This setting can only be changed when Bria cannot access the preferences on the Android device OS. If this setting is read-only in Bria, go to the Android device settings (such as the Contacts app) and change the display preference.

Telecom Framework

Field	Description
Native Integration	Requires Android 8.0+. Not supported on Chromebooks. When on, users see the following differences: - Improved Bluetooth headset support. You can answer and hang up Bria using the buttons on your Bluetooth device. - Receive and answer a Bria incoming call while you already have a native call.

Incoming Call

Field	Description
Ringtone	The default ringtone for incoming calls.

Incoming Call Notification Settings	Opens the notification settings page for incoming calls. You can: enable or disable notifications, select alerts with or without sounds and vibration, change the sound, set what to show on the lock screen, and more.
Call Heads	- **On**: Tap on **Call Heads** from any screen on your Android to go back to the call screen or end a call.
Field	**Description**
	- **Off**: Call Heads are not available.
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.
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 Show account name on heads-up notification. - **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`
Decline Options	Tap to set up **Quick Responses** and **Call Reminder**.
Snooze Time	For devices running Android 5.0 (Lollipop) or higher, the length of time to snooze a heads-up notification for an incoming message
Use heads-up notifications for incoming calls	For devices running Android 5.0 (Lollipop) or higher. - **On**: You receive a heads-ups notification for incoming calls - **Off**: You receive a regular notification for incoming calls
Show account name on heads-up notification	- **On**: the incoming call notification displays the SIP account name in brackets. This setting helps the user identify which SIP account is receiving the call when Bria has multiple SIP accounts configured. - **Off**: the incoming call notification does not display the SIP account that is receiving the call.
WearOS Notifications	Optimizes incoming call notifications for Android wearOS devices. - **On**: Incoming call notifications are optimized for Android WearOS devices. Calls can be rejected by clearing notifications. - **Off** (default): Incoming call notifications are optimized for Android phones and tablets.

Auto Answer Calls	Controls whether client-side auto answer is enabled or disabled. - **On**: Bria answers incoming calls after a specified period of time without user intervention. **Off**: auto answer is disabled.
Auto Answer After	The time, in seconds, that Bria waits to answer a call when Auto Answer is enabled. Set 0 if you want Bria to answer calls immediately.
Field	**Description**
(seconds)	
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.
Flip to silence ringer	- **On** (default): Placing the phone screen-down on a flat surface stops the ringtone. Note that a ringtone will be played if the phone is already faced down before ringing; the user has to pick it up and place it face down in order to stop the ringtone. - **Off**: Bria does not stop a ringtone when the user places the phone face down.

Decline options

Field	**Description**
Quick Response	A list of pre-defined IMs that can be used when you send an IM. Create, edit, and delete Quick Responses.
Call Reminder – Enable Call Reminder	- **On**: Bria will ask if you want a call reminder to be set when you decline a call. - **Off**: Bria will not set a call reminder.
Call Reminder – Call Reminder Delay	Set the interval between the declined call and the call reminder. - 5 minutes - 15 minutes

	- 30 minutes - 1 hour - 3 hours - Tomorrow

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 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. - **On**: Bria shows an image of the remote party during a call. - **Off**: Bria does not show an image of the remote party during a call.
Auto Record Calls	- **On**: Bria automatically records all calls made with Bria. - **Off**(default): Bria records a call only if you tap manually to start recording during a call.
Play Music On Hold	This setting controls music played locally by Bria; it does not control the server side if your service provider has ability to play music on the server side. - **On**: Play classical music to the party on hold. All the participants hear music if it is a conference call. - **Off**: Default
Use Proximity Sensor	Turn this off only if you encounter difficulties on your device. - **On**: Bria uses the proximity sensor for the device. - **Off**: Bria does not use the proximity sensor for the device.
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 status in the above situation.

Phone Number

Field	Description
Single Touch to Call	When IM, SMS, and/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

Field	Description
	the call.

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.

Messaging

Field	Description
Alert Sound Android N and lower	- **On**: Bria plays a ring tone when you receive a new message. In Android Oreo and higher, change IM notifications in device **Settings** > **Apps & Notifications** > **App info** > **Bria** > **App notifications** .
Alert Vibration Android N and lower	- **On**: Your device vibrates when you receive a new message. In Android Oreo and higher, change IM notifications in device **Settings** > **Apps & Notifications** > **App info** > **Bria** > **App notifications** .
Show hyperlink preview on messages	- **On**: You see a small preview of hyperlinks in Bria messages - **Off**: Hyperlink previews do not appear in Bria messages
Alert Text	The default text tone for incoming messages.

Field	Description
Tone Android N and lower	In Android Oreo and higher, change IM notifications in device **Settings** > **Apps & Notifications** > **App info** > **Bria** > **App notifications** .
Message Notification Settings	Opens the notification settings page for IMs. You can: enable or disable notifications, select alerts with or without sounds and vibration, change the sound, set what to show on the lock screen, and more.
Chat Room Notification Settings	Opens the notification settings page for chat rooms. You can: enable or disable notifications, select alerts with or without sounds and vibration, change the sound, set what to show on the lock screen, and more.

Android OS Support

Field	Description
Auto Start on Boot	- **On**: Automatically start and log into Bria when you start your Android. Even ifBria was logged out when you powered off the phone, Bria will start and log in when the phone starts.
Use fingerprint to authenticate	This setting determines if you can use your fingerprint to log in to Bria. This settings does not show if there is no fingerprint profile in your device. - **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.
Display Theme	Available on Android 10+. Sets the appearance of Bria: Light, Dark, or System default. When choosing System default, Bria follows preferences set on your device (under Android Settings > Display). When choosing Light or Dark, Bria uses the theme specified regardless of system settings.

Advanced settings

Media Options

Field	Description
Voice Activity Detection	- **On**: Audio is not transmitted when no one talking. Turning this feature on may reduce bandwidth usage. - **Off** (default): Audio is transmitted when there is no one talking.

Advanced Media Options

Field	Description
Use Audio Track	Allows you to change the audio API type for playback. If you experience poor audio, try changing this setting.
Low Latency Mode	Only appears when **Use AudioTrack** is disabled. While lower latency is desirable, enabling this settings on newer devices running android 9 or higher may cause audio to be distorted or missing. On devices running Android 8 or lower, this settings is enabled by default. On devices running Android 9 or higher, this settings is disabled by default.
Echo Cancellation	- **On** (default): If you or the remote party is experiencing echo, this can help eliminate the echo. - **Off**: Echo cancellation is not used. If you or the remote party still experience echo, turn this setting off.
Use Software AEC	Appears when **Settings** > **Advanced Settings** > **Echo Cancellation** is on. - **On**: Enables software audio echo cancellation in Bria. - **Off**: Disables software audio echo cancellation in Bria. Turn this setting on only if you encounter issues with echo and your device does not have hardware support for echo cancellation. CounterPath recommends using hardware support if it is available.
Noise Suppression	- **On** (default): Bria attempts to reduce background noise from your microphone. - **Off**: Bria does not attempt to reduce background noise.
Field	**Description**

Use Software NS	Appears when **Settings** > **Advanced Settings** > **Noise Suppression** in on. - **On**: Enables software noise suppression on Bria. - **Off**: Does not enable software noise suppression on Bria. Turn this setting on only if you encounter issues with background noise and your device does not have hardware support for noise suppression. CounterPath recommends using hardware support if it is available.
Auto Gain Control	- **On** (default): Bria automatically adjusts microphone gain using hardware gain control - **Off**: Bria does not adjust microphone gain using hardware gain control
Use Software AGC	- **On**: Bria automatically adjusts microphone gain using software gain control. - **Off** (default): Bria does not adjust microphone gain using software gain control
Configure Microphone Level	Appears only when **Settings** > **Advanced Settings - Advanced Media Options** > **Use Software AGC** is enabled. - Tap on **Configure Microphone Level** and adjust the slider to adjust microphone gain in 5 steps (-2, -1, 0, +1, +2).

TLS Cert Management

Field	Description
Verify HTTPS TLS Cert	Applies to HTTPS connections except for provisioning. - **On**(default): Bria attempts to verify the certificates, sent by the corresponding HTTPS server, to see if it is trusted - **Off**: Bria accepts the certificate without attempting to verify it. If the certificate is trusted by a well-known certificate authority such as VeriSign, you do not need further action. If the certificate is a self-signed certificate, you need to install a corresponding CA certificate on your device in advance. Contact your VoIP service provider to get a corresponding CA certificate, and save it to your device. Enter the CA certificate in **Android Settings** > **Security** > **Credential Storage**. The CA cert should appear under **Android Settings** > **Security** > **Credential Storage** > **Trusted credentials**.

Device Hardware

Field	Description
Playback Stream	This settings controls how the device processes the audio receiving from the remote party. If you are receiving poor audio, try changing the playback stream. - Voice call - System - Ring - Music - Alarm - Notification

Application Logging

Field	Description
Verbose Logging	Leave this off unless Technical Support instructs you to turn it on to troubleshoot a problem you are having on your device. Troubleshooting.
Send Log	Tap to upload the current log to Technical Support. Troubleshooting.
Delete Log	Clears the content of the Bria log on the device so that the log starts over empty.
Share Anonymous Usage Data	- **On** (default): Bria sends anonymous usage data to CounterPath. It contains no personally identifiable information and is used to improve the quality and performance of Bria. - **Off**: Bria does not send anonymous usage data to CounterPath.

Call Statistics

Field	Description
Call Statistics	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.

Using biometric authentication

If your device supports fingerprint authentication, you can turn on biometric authentication after the first successful log in.

Prerequisites

- Your device is using Android 6 (Marshmallow) or higher
- Your device has a fingerprint sensor
- You have enrolled a fingerprint with Android

If you do not have biometric authentication set up on your device or if your device does not support biometric authentication, **Settings > Preferences - Android OS Support > Use fingerprint to authenticate** does not show.

Enabling biometric authentication

Warning: If you enable biometric log in, any fingerprint authentication profiles stored on your device can be used to log in to Bria. Do not store profiles other than your own on your device.

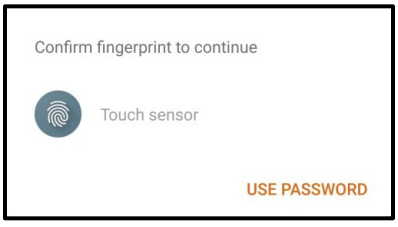
To enable biometric authentication

1. Turn **Settings** > **Preferences - Additional** > **Use fingerprint to authenticate** on.

The next time you log in, you can choose to use biometric login or to manually enter your login credentials.

To log in with biometric authentication

1. Tap **Bria** to launch Bria. The **Confirm fingerprint to continue** pop up opens in front of the log in screen.

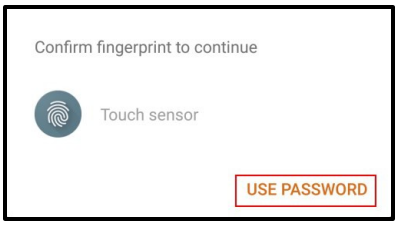


2. Place your finger on the sensor.

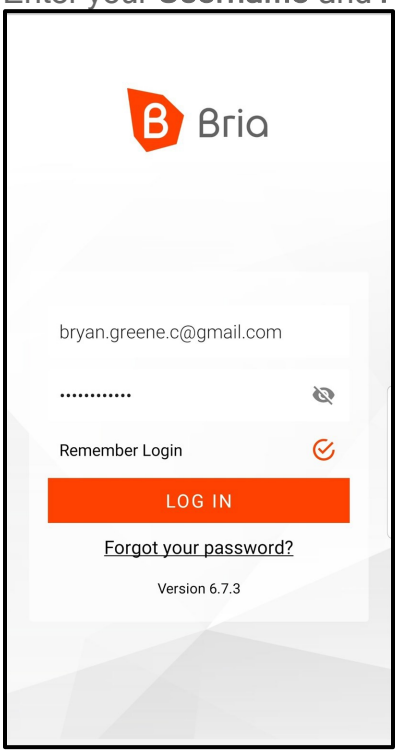
If your fingerprint is a match, Bria opens.

To log in manually when biometric log in is enabled

1. Tap **Bria** to launch Bria. The **Confirm fingerprint to continue** pop up opens in front of the log in screen.
2. Tap **Use Password**.



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



4. Tap **Login**.

The Bria interface opens.

Biometric failures

If your biometric log in fails, adjust your fingerprint as necessary or tap **Use Password** to log in manually.

If you have too many failed attempts, you must use your password to log in. The number of failed attempts allowed and the length of time you are locked out from using biometric authentication is determined by the Android OS.

Troubleshooting

Troubleshooting registrations

Error 401, 403, 404, 407

401 Unauthorized

403 Forbidden

404 Not Found

407 Proxy authentication required

- You or your admin may have entered incorrect account credentials for your SIP accounts. Make sure you have no spaces at the end of the username or password.

Error 408

408 Request Timeout (no response received from the server)

It means that Bria cannot reach the SIP server (VoIP service provider or PBX), or the server is not responding.

- It might be due to no Wi-Fi or mobile network connection. Ensure that your Wi-Fi or mobile network connection is strong and stable.
- Make sure you or your admin entered the correct domain name for your SIP server.

  Log into Bria admin portal, go to the **Voice and Video** tab, and check these fields: Domain and Port.

  > **Tip:** Ask your VoIP service provider what transport and port you should be using to connect to their service. For TLS transport, often the port 5061 is used. When port number is set to **Auto** in the admin portal, Bria uses 5060.

- Try changing the firewall strategy used in Bria. Bria supports multiple options, and you are going to try each one to see which one works for your network.

  To do so, log into Bria admin portal, go to the **Voice and Video** tab, and set up a new voice configuration for testing. This test configuration would be duplicate of your current one, with slight adjustment to **Firewall Method**. In the **Service Settings** tab, try changing your Firewall Method to one of the available options. When trying for **STUN**, set `stun.counterpath.com` as the firewall server URL (it does not require a username or password).

  > **Tip:** Remember that once you make a change in the admin portal, you need to log out and back in on the Bria app to reflect the changes you made.

  If the problem persists, contact your VoIP service provider, and ask if they are receiving registration requests from Bria on your SIP account. Also double check the transport type (UDP/TCP/TLS) and port number. In some cases, your service provider might need to whitelist your IP address in order to reach their server.
- Disable SIP ALG on your router if it has this option. SIP ALG (Application-level gateway) is a common feature of consumer routers that aims to help VoIP traffic get routed properly, but it could also cause issues with VoIP traffic.

  If this does not work, try disabling the firewall on your network all together, and set the **Firewall Method** method to **None** to test to see what is blocking the connection. Make sure nothing is set for the firewall server in Bria admin portal. Do not forget to log out of the app and log back in to reflect the change you made.
- If this error occurs in a different network than the previous ones you used, check to see if a VPN is used in your network. VPNs could potentially block VoIP traffic.
- If you have strict firewall rules, you might need to open ports on your network and change firewall rules. This allows traffic from the various servers communicating with Bria.

  See Ports, IP addresses, firewall rules to allow on your network in the Bria Portal Guide.

Error 503

503 Service Unavailable (may also say Internal Server Error)

- You or your admin requested TLS or TCP transport, but the SIP server is not configured for this service. Make sure your transport type and encryption setting
- 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**.

Glossary

3

3G/4G call

A Bria call that uses the mobile data network rather than a Wi-Fi network. If you start or receive a call when you are not in a Wi-Fi zone, the call will be a 3G or 4G call. Not all devices supported by Bria support mobile data.

A

account

In Bria, your account refers to your credentials used to connect with servers. These servers (SIP or XMPP servers) are used to place calls, send messages, or indicate your presence online.

authentication

Authentication is the process of confirming a user or administrator's identity by way of a username and password combination (their "credentials").

auto-attendant

An automated voice menu system that answers calls in place of an operator or receptionist. Callers can navigate options using phone buttons.

B

bandwidth

In data transmission, the wider the band, the more data it is possible to transmit in a given time span. A cable, DSL, and ADSL connection to the network provide broadband for data transmission. A dialup or ISDN connection typically provide a narrow bandwidth for data transmission.

Bria

Bria is a softphone client by CounterPath an Alianza Company. It is available in versions for Windows, macOS, Android, and iOS.

Bria Desktop

Bria Desktop refers to Bria softphone clients for desktop or laptop computers that run Windows or macOS.

Bria Mobile

Bria Mobile refers to Bria softphone clients for mobile devices that run iOS or Android, such as tablets and phones.

Bria Mobile call

A call made using Bria Mobile as compared to a native call

C

call display

A service that transmits the caller's information to the recipient. Also known as caller ID.

Call Head

A small, movable, floating notification icon that you can use to return to an active call, hangup a call, or answer a call. The icon contains an image of your contact if you have added an image to their contact information.

chat room

A chat room is a persistent session in which two or more people can have a text conversation.

client

In the context of softphones, the client is the end-user device that connects to a server when making a voice 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 call.

conference host

The individual who initiates a multi-person voice call.

credentials

Authentication credentials refer to the username and password combination used to log in.

CSV

Files in Comma-separated Values (CSV) format contain data that's organized by columns and rows, in which the columns represent data fields and each row represents a record. Values on each row are separated by a comma.

CTI

Computer-telephony integration. Used in Bria for Salesforce to display the Bria Sidebar

D

device

A device is a computing device that runs the softphone client, such as Bria, and includes computers and mobile devices alike.

DNS

DNS (Domain Name System) is a system for converting named addresses into numeric IP addresses. When given a domain name, a DNS server will return the IP address needed to connect to the domain's particular server or device on the Internet.

DropBox token

The cloud storage service, DropBox, allows some applications to post files to individual DropBoxes. To do this, DropBox requires a "token" – a generated string of characters – to authenticate the upload. DropBox tokens are generated on the DropBox website.

DTMF

Dual-tone multi-frequency. The tones you hear when you press numbers on a phone. Each number corresponds to a different tone.

E

End User Portal

End User Portal is a web-based service that allows end users to interact with Stretto to manage some of their own services. Stretto administrators control which functions appear in the End User Portal.

H

HTTPS

HTTPS is a protocol for communications over a secure network connection.

hyperlink

A clickable item (words or an image) that links a reader to another document or location.

I

ICE

Interactive Connectivity Establishment. A method for traversing a firewall.

IM

Instant message. A brief text message sent from one person to another with near instantaneous delivery.

IP address

A unique number that identifies a device. Devices on a network use IP addresses to communicate with each other.

ITSP

An Internet Telephony Service Provider (ITSP) is an entity that provides voice-over-IP services.

IVR

Interactive Voice Response. An automated voice menu system that answers calls in place of an operator or receptionist. Callers can navigate options using phone buttons.

L

LDAP

LDAP (Lightweight Directory Access Protocol) is a software protocol for interacting with an Active Directory services database, which can be used for user authentication.

M

media

The audio and video portions of a call. Compare with signalling.

MWI

Message Waiting Indicator. An indicator, such as an icon or a light, that shows when a voicemail message has arrived.

N

NAT Emulation

A setting in your SIP account that can be used when you are using the Bria Push Service. If your VoIP service provider uses a session border controller, turn this setting on. The Bria Push Service will act as if it is behind a NAT by using a private IP address.

native call

A call made using the phone service that comes with a iPhone or smartphone.

native phone service

The phone service that comes with an iPhone or smartphone.

notification

A popup, banner, or other message that tells you of an event, such as an incoming call or message. Some notifications may allow you to respond by clicking an icon or button.

P

pan

A 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.