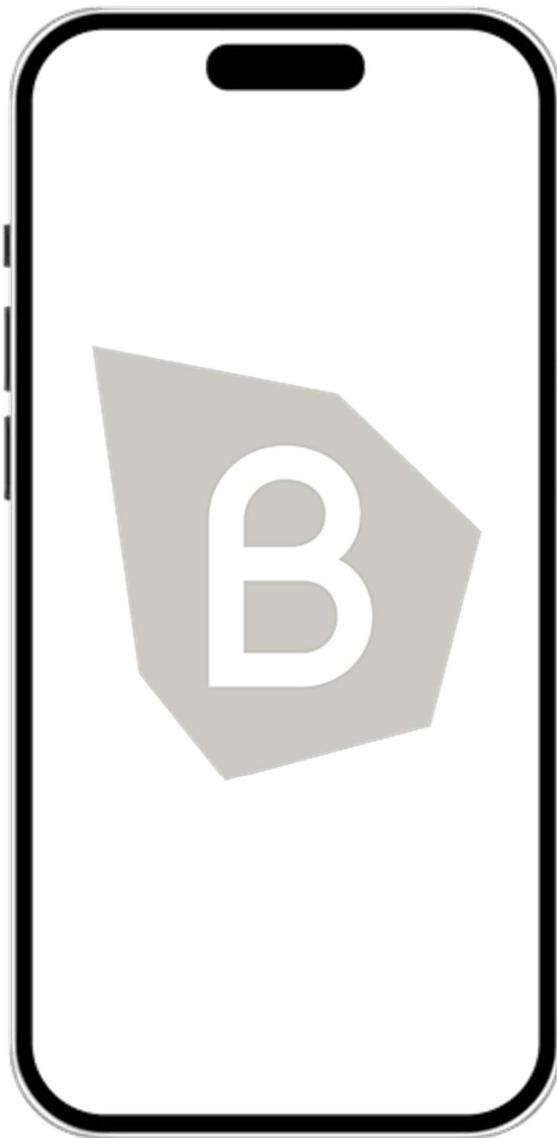


Bria Softphone Guide

iOS Version 2024



Contents

Getting Started	5
Launching Bria	5
Giving permissions to Bria	5
Using biometric authentication.....	6
Exiting Bria	6
Using Bria's interface.....	6
Calls	9
Placing a voice call	9
Placing a second call	19
Dealing with an auto attendant (Pause dialing).....	29
Handling an incoming call.....	34
Transferring a call.....	42
To make an unattended transfer using History details	58
Recording a call.....	60
Creating a conference call	71
Merging calls	71
Splitting calls.....	72
Accessing voicemail	73
Messaging	75
Instant messages.....	75
Chat rooms.....	87
Working with messages	87
Presence	90
Changing your status	90
Contacts	94
Contacts saved on your device.....	94
Team members.....	94
Managing contacts.....	95
Contact Favorites.....	105
Fields that must be updated in iOS.....	109
History	110
Viewing call information	111

Deleting calls from History	112
Settings	115
Preferences	115
Advanced settings	124
Using biometric authentication.....	126
Troubleshooting.....	129
Troubleshooting registrations.....	129
Glossary	132

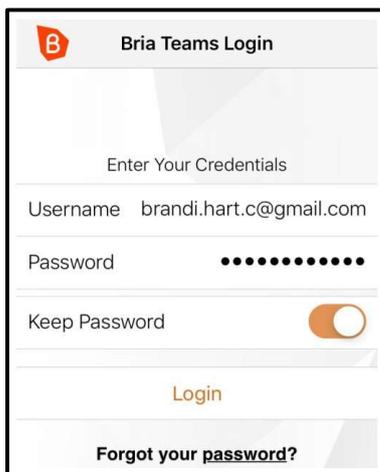
Getting Started

Launching Bria

You should have received an email invitation with an email address/username and password to log into Bria. (If you change the password by logging into the telephony system, then ensure you keep a record of the new password as there will be no email confirmation.)

To launch Bria

1. Tap  **Bria** to launch Bria or press and hold the **Home** button on your iPhone or iPad and ask Siri to "Launch Bria". The Bria log in screen appears after a few seconds.
2. Enter your login credentials.



Bria Teams Login

Enter Your Credentials

Username brandi.hart.c@gmail.com

Password ●●●●●●●●

Keep Password

Login

[Forgot your password?](#)

Bria opens.

Giving permissions to Bria

Bria asks you to give permissions for the following:

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

- Notifications

Please allow access for each of the above.

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

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

Using biometric authentication

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

Exiting Bria

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

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

To exit Bria

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

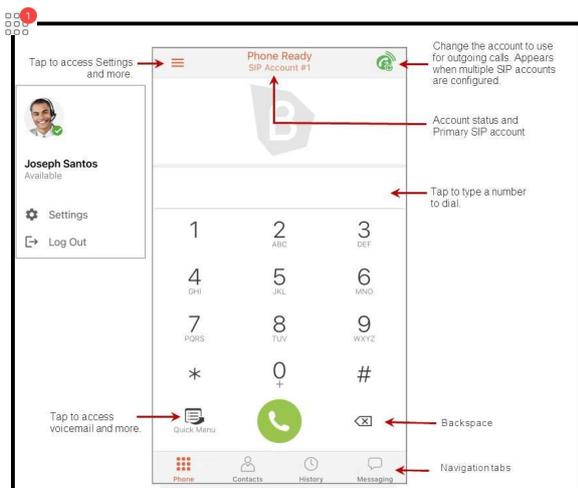


- Tap the iPhone or iPad's **Home** button twice and swipe up on Bria in the preview screen.

Using Bria's interface

Navigating the app iPhone interface

Bria has navigation tabs at the bottom, and the menu button at the top left corner where users can go to Settings or exit from the app.



Navigation tabs

Phone: Opens the dial pad

Contacts: Opens **Contacts**

History: Opens **History**

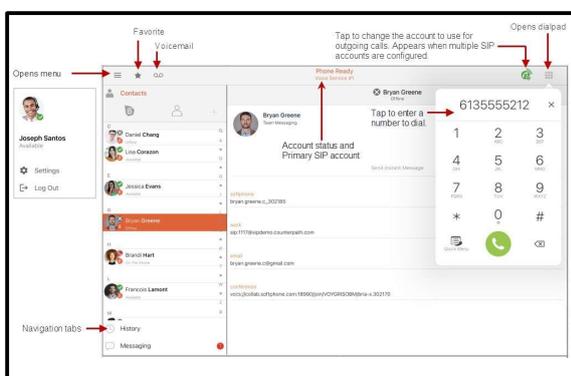
History: Indicates you have a new **missed call**

Messaging: Opens **Messaging**

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

iPad interface

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



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

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

Icons on the tool bar

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

 **Favorites:** Tap to access your favorite contacts.

 **Tap to listen to voicemail:** Tap to listen to [voicemail](#)

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

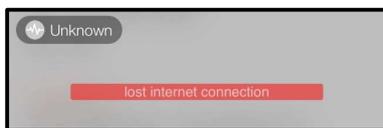
If the **Network Quality** indicator shows **Poor**, this indicates that you may be:

- 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 setting is off.

Calls

Placing a voice call

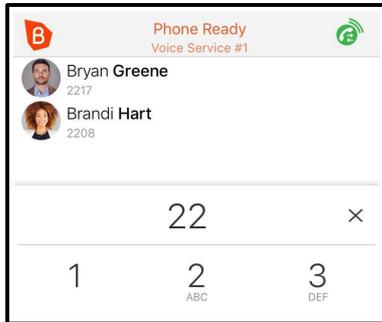
You can place a voice call from almost anywhere in the Bria app. If you know the number, you can place a call using the dial pad. If you do not know a number, you can place the call from **Contacts**, from **History**, or from a chat room. You can use Siri to place a call for you.

Using the dial pad

To place a call using the dial pad
iPhone

1. Go to the **Phone** tab on the resource panel.
2. Type the number you want to dial. Tap **x** **Clear Number** to clear the entry or tap in the entry field to bring up the keyboard. Tap **RETURN** to close the keyboard. Bria

brings up a list of matches and refines the list as you enter numbers and characters.

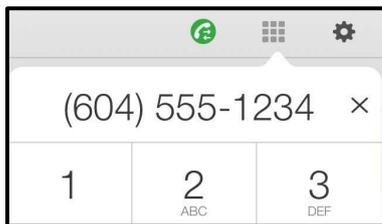


3. Tap **Dial** or tap on the contact you want to call.

Bria completes the call.

iPad

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



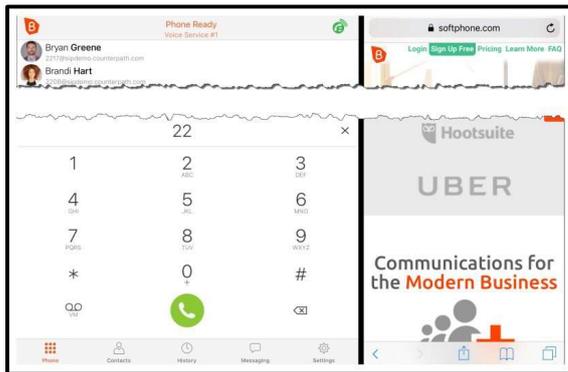
3. Tap **Dial**.

Bria completes the call.

iPad in Split Screen

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

1. Tap **Dial pad** in the tool bar.
2. Type the number you want to dial. Tap **X Clear Number** to clear the entry or tap in the entry field to bring up the keyboard. Tap **RETURN** to close the keyboard. Bria brings up a list of matches and refines the list as you enter numbers and characters.

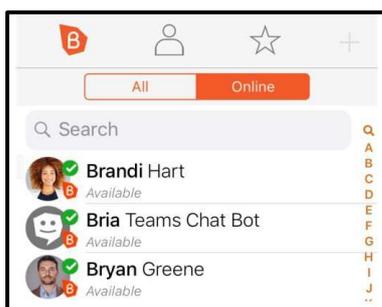


3. Tap **Dial** after entering the number or tap on the contact you want to call. Bria completes the call.

Using Bria's contacts

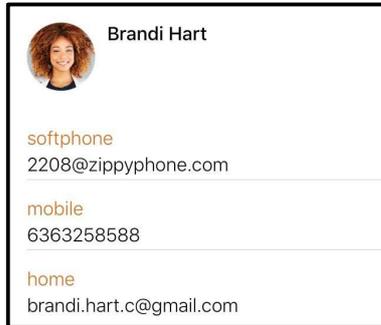
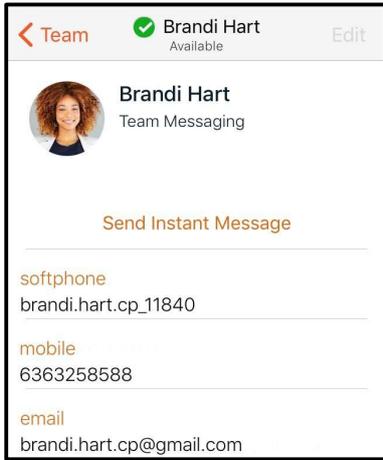
To place a call using Bria's contacts iPhone

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

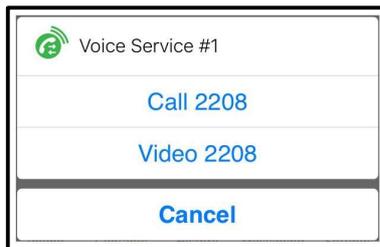
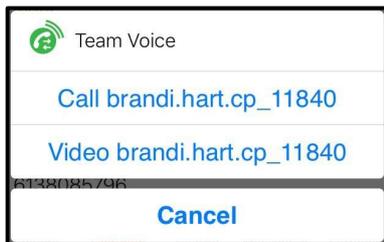


Contact Details opens.

3. Tap the number you want to dial.



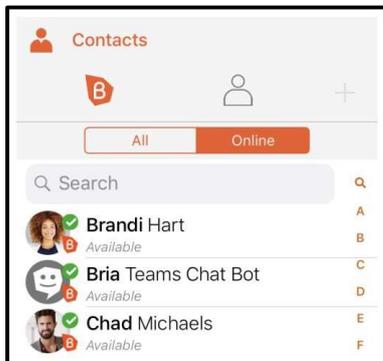
4. Tap **Call...**



Bria starts the call.

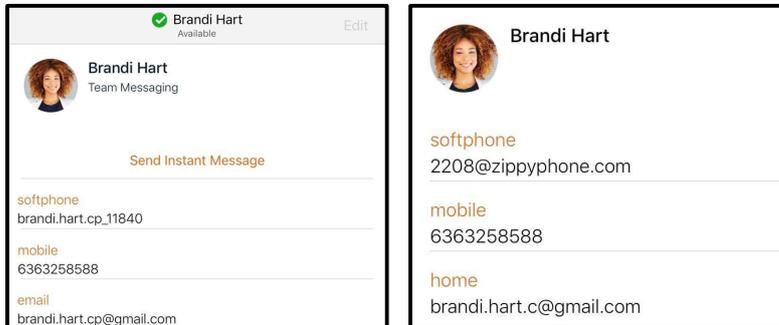
iPad

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



Contact Details opens.

3. Tap the number you want to dial.



4. Tap **Call...**

Bria starts the call.

Using History

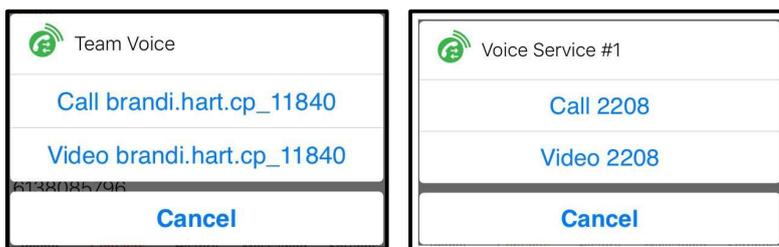
You can place a call from **History** when reviewing calls.

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

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



3. Tap **Call...**



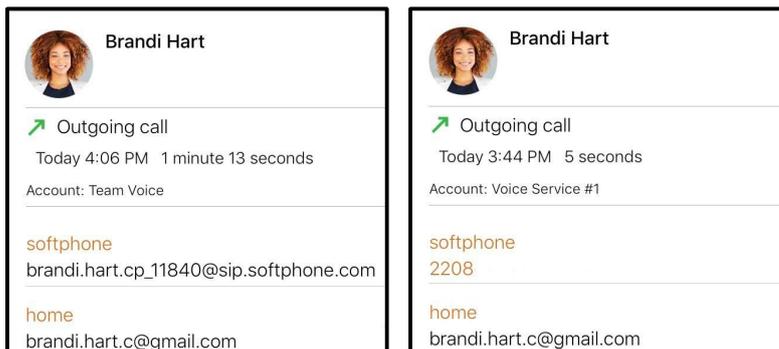
Bria starts the call.

To place a call using History details iPhone

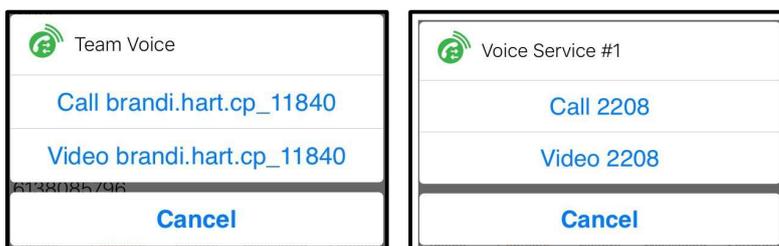
1. Go to the **History** tab on the resource panel.
2. Tap ⓘ beside the entry to open call details.



3. Tap the phone number in the call entry.



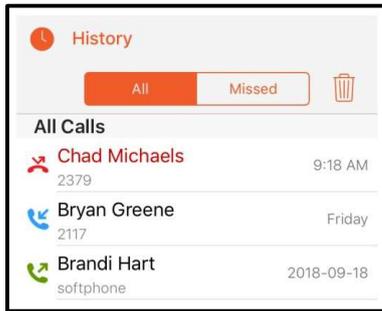
4. Tap the **Call...**



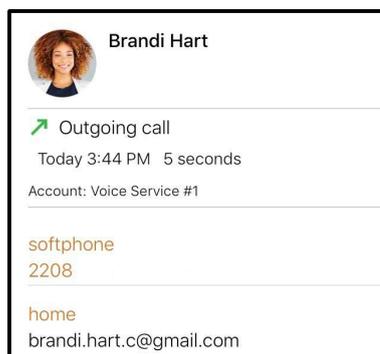
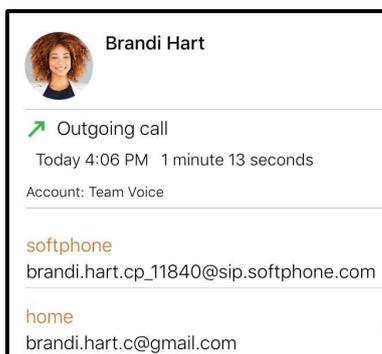
Bria starts the call.

iPad

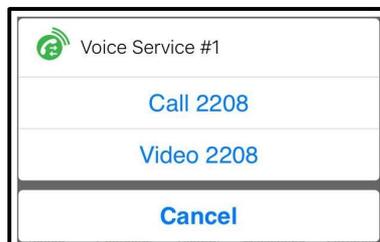
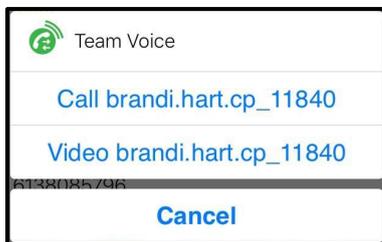
1. Go to the **History** tab on the resource panel.
2. Tap the entry to open call details.



3. Tap the phone number in the call entry.



4. Tap the **Call**



Bria starts the call.

Redial

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

To use redial iPhone

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

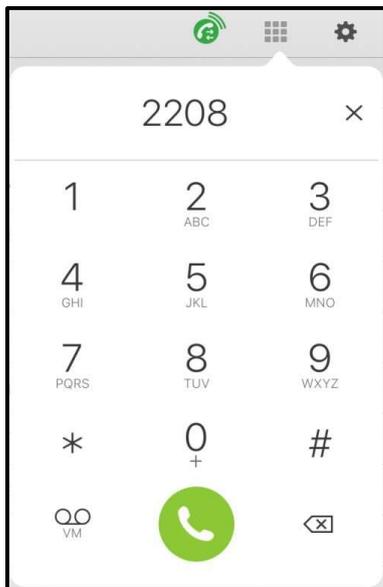


3. Tap  **Dial** again.

Bria redials the last number called.

iPad

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



3. Tap  **Dial** again.

Bria redials the last number called.

Using Siri

On iPhone, you can use Siri to place a voice call when Bria is in the foreground,

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

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

To place a call using Siri

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

Bria starts the call.

Navigating away from a call

While on a call, you can navigate away from the call screen to any of the tabs on the resource panel or you can put Bria in the background. To move within Bria, by tap the arrow at the top of the screen. To put Bria in the background, tap the device's **Home** button.



To return to an active call

Return to an active call once you have navigated away.

iPhone

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



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

Bria returns to the call.

iPad - Single call in the foreground

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



Bria returns to the call screen.

iPad - Multiple calls in the foreground

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

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

iPad - Bria in the background

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



Bria returns to the call screen.

Tip:

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



Changing letters to numbers

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

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

letters on the dial pad.

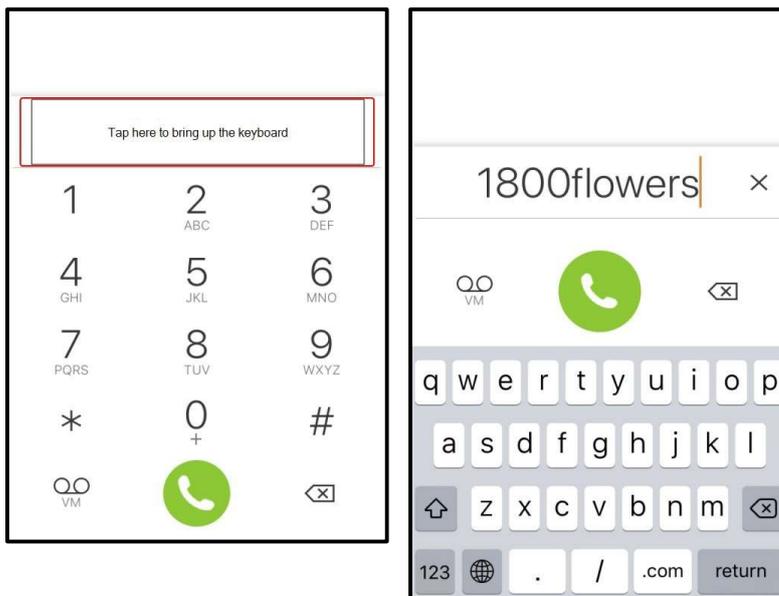
To enable the preference for turning letters to numbers

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

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

To enter letters on the dial pad

1. Tap the dial pad entry field. The keyboard opens.
2. Use the keyboard to enter the letters into the dial pad. Tap RETURN to bring back the regular digit dial pad.



Placing a second call

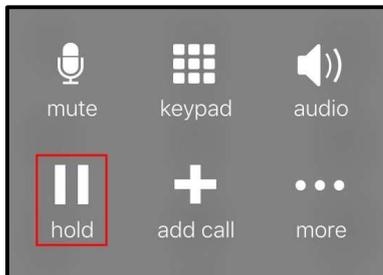
When you have one call established, you can place that call on hold and make a second call.

Using the dial pad

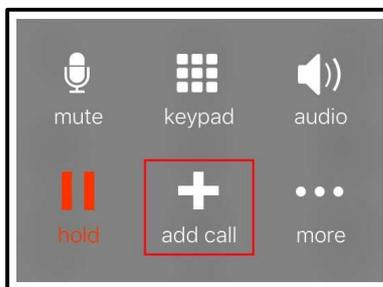
The dial pad can only be used to place voice calls.

To place a second call using the dial pad iPhone

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



2. Tap **+ Add call**.

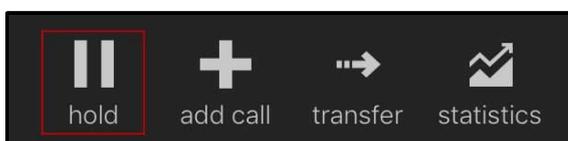


3. Tap the **Phone** tab on the resource panel to display the dial pad, if necessary.
4. Dial the number of the second party you want to call and tap **Dial**.

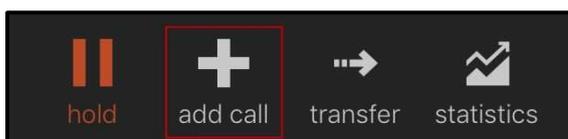
Bria connects the second call. If you end one of the calls, Bria automatically switches back to the other call.

iPad

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



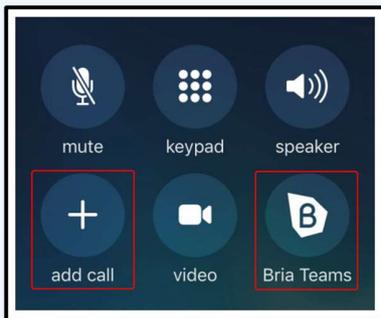
2. Tap **+ Add Call**.



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

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

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



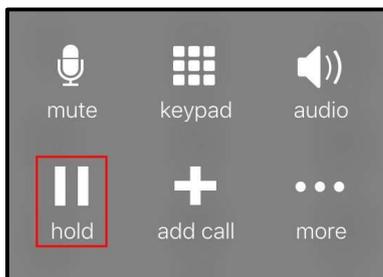
Using Bria's Contacts

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

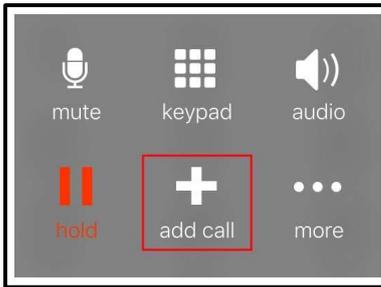
To place a second call using Bria Contacts

iPhone

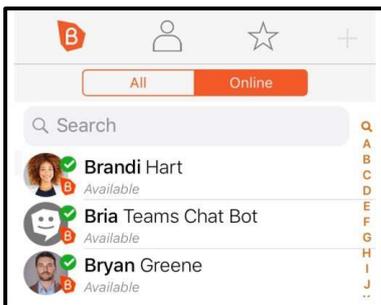
1. Tap **Hold** to put the first call on hold.



2. Tap **Add Call**.

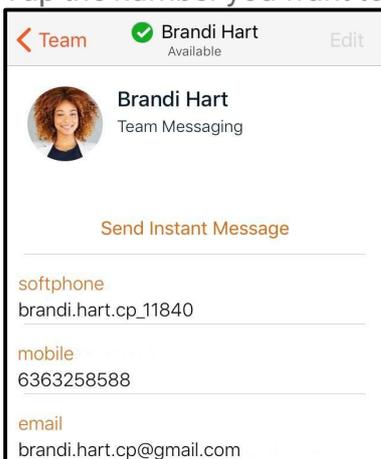


3. If necessary, go to the **Contacts** tab on the resource panel to display Bria's **Contacts**.
4. Select a team member by tapping on the team member or typing their name in the **Search** bar and tapping the team member. To call someone outside of you team, tap **Contacts** and select a contact by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

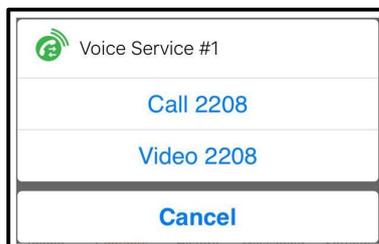
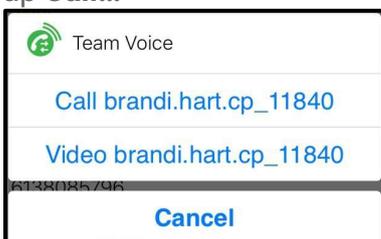


Contact Details opens.

5. Tap the number you want to dial.



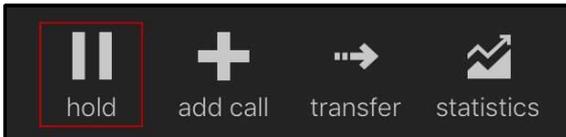
6. Tap **Call...**

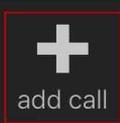


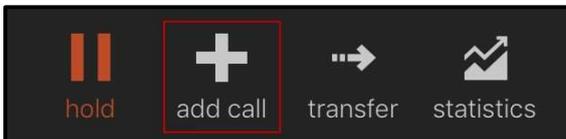
Bria connects the second call. If you end one of the calls, Bria automatically switches to the other call.

iPad

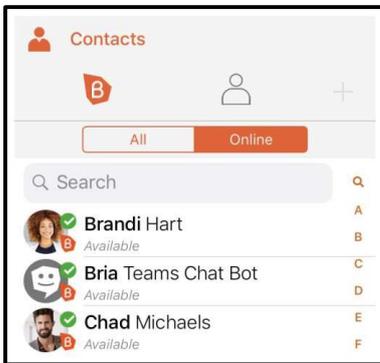
1. Tap  **Hold** to put the first call on hold.



2. Tap  **Add Call**.

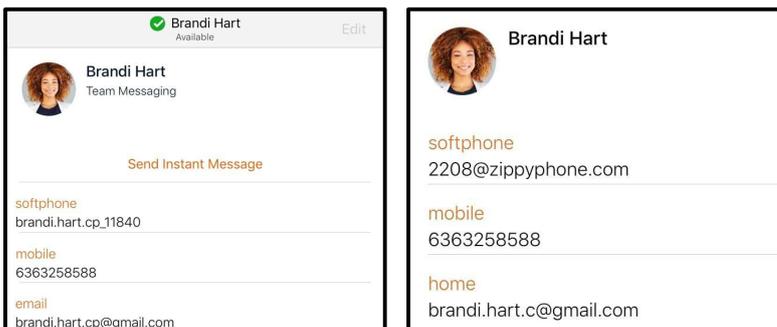


3. If necessary, go to the **Contacts** tab on the resource panel to display Bria's **Contacts**.
4. Select a contact by tapping on the contact or typing their name in the **Search** bar and tapping on the contact.



Contact Details opens.

5. Tap the number you want to dial.



6. Tap **Call...**



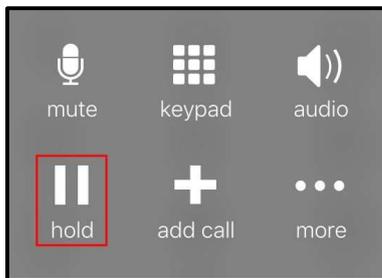
Bria connects the second call.

Using History

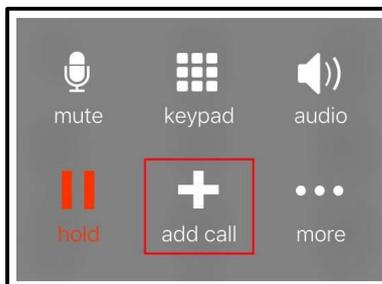
You can place a second call using entries in Bria's **History** using the **History** entry or **History** details.

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

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



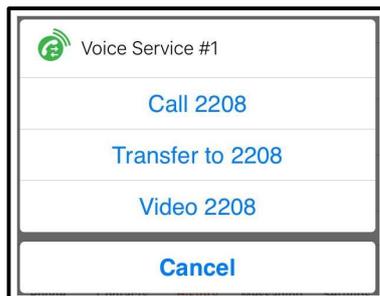
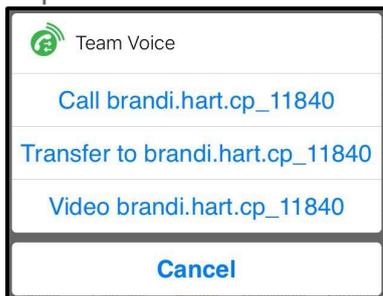
2. Tap **+ Add Call**.



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

All Calls		
➔ Brandi Hart brandi.hart.cp_11840	3:45 PM	(i)
➔ Chad Michaels 2379	3:45 PM	(i)
➔ Bryan Greene 2117	3:45 PM	(i)
➔ Brandi Hart softphone	3:44 PM	(i)

Tap Call...

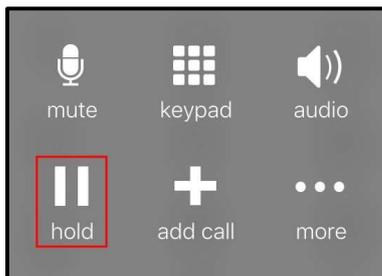


Bria connects the second call. If you end one of the calls, Bria automatically switches to the other call.

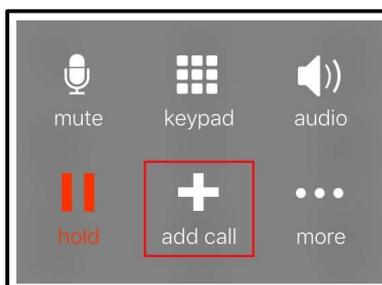
To place a second call using History details

iPhone

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



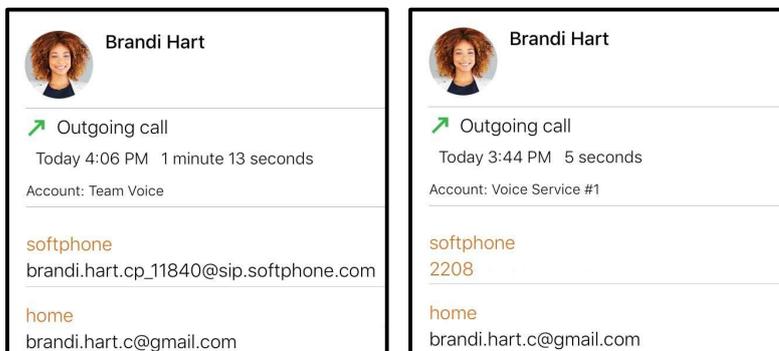
2. Tap **➕ Add Call**.



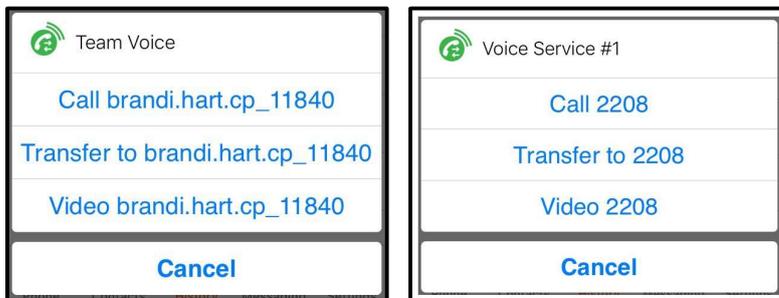
3. Go to the **History** tab on the resource panel.
4. Tap  beside the entry to open call details.



5. Tap the phone number in the call entry.



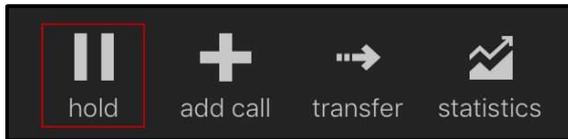
6. Tap **Call...**



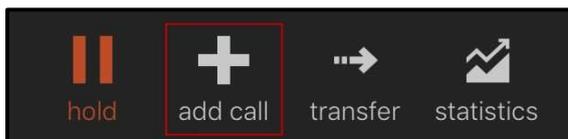
Bria connects the second call. If you end one of the calls, Bria automatically switches to the other call.

iPad

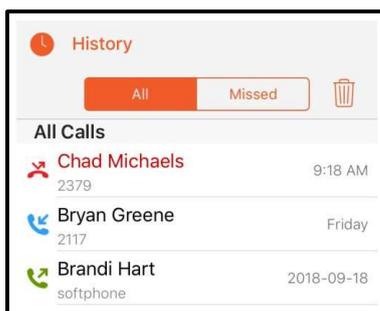
1. Tap **|| Hold** to put the first call on hold.



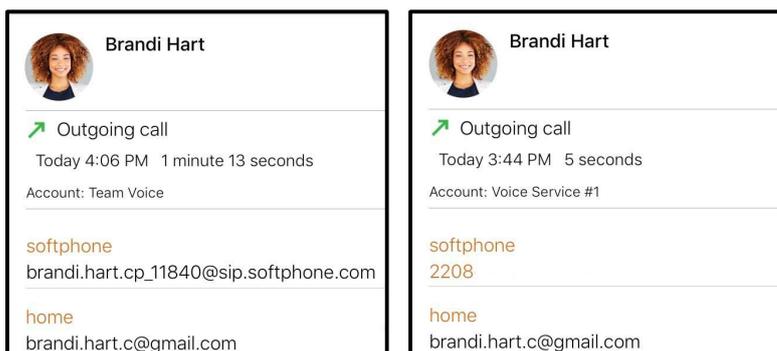
2. Tap **+ Add Call**.



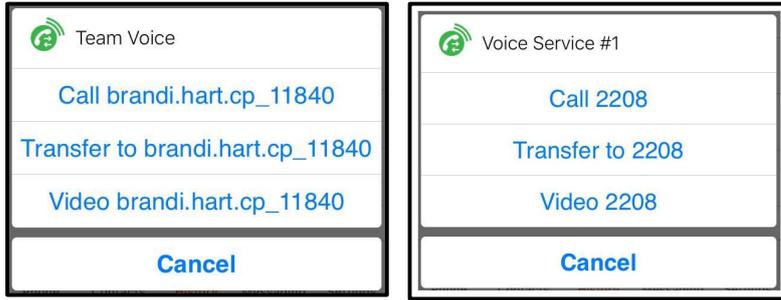
3. Go to the **History** tab on the resource panel.
4. Tap the entry to open call details.



5. Tap the phone number in the call entry.



6. Tap the **Call...**



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

Swapping between calls

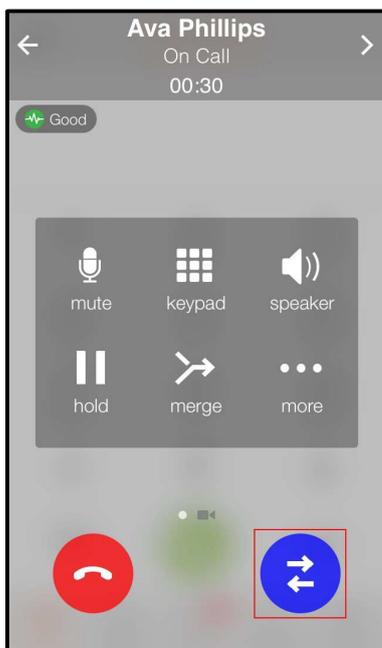
When you have two established calls, you can swap between them.

To swap between calls

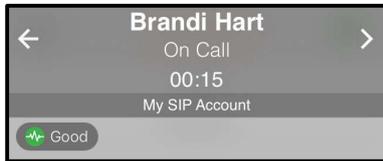
iPhone

The active call is displayed in Bria.

1. Tap  **Swap Calls**.

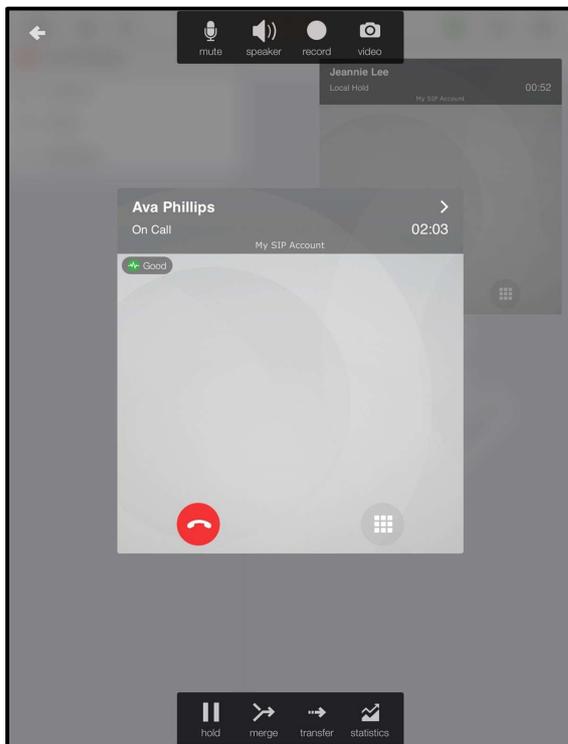


Bria places the first call on hold and connects the second call. Bria displays the name of the remote party for the active call.



iPad

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



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

Dealing with an auto attendant (Pause dialing)

You can use Dual tone multi frequency (DTMF) or pause dialing for auto attendant when you dial call or during a call.

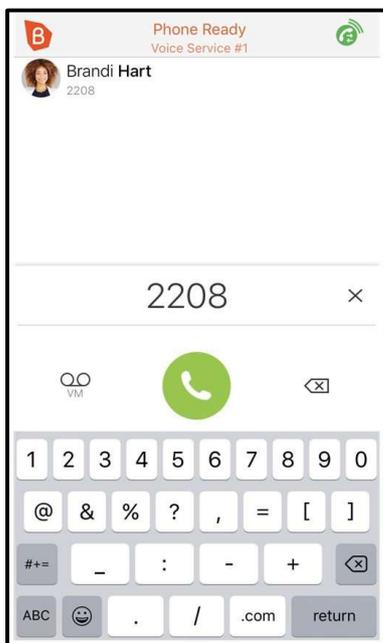
Using DTMF when you dial a call

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

To use DTMF when you dial a call

iPhone

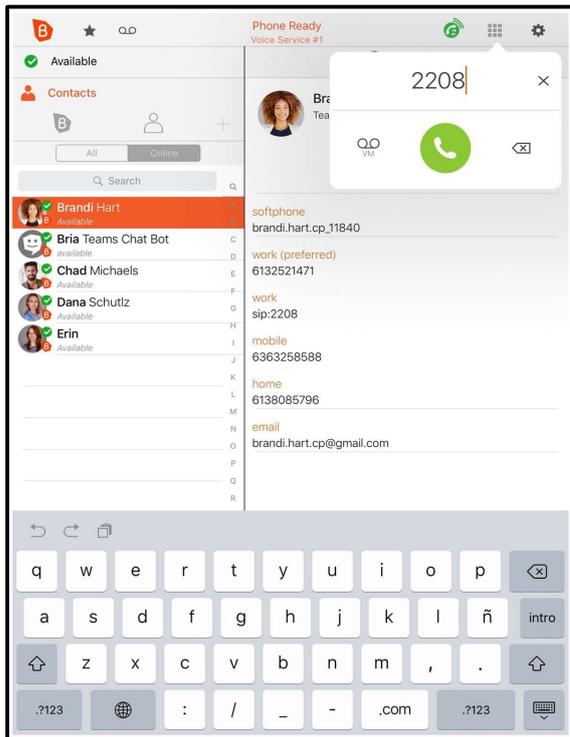
1. Enter the number you want to call in the dial pad.
2. Before you tap  **Dial**, use the DTMF dialing rules to add the required DTMF digits. Tap in the call entry field to bring up the keyboard.



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

iPad

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



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

DTMF dialing rules

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

Example:

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

6045551212,,,44

Example:

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

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

Tip:

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

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
+ * #	0	< x

1	2 ABC	3 DEF
pause	5 JKL	wait
* 123	8 TUV	#
123	+	< x

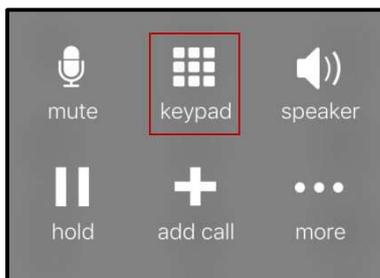
Using DTMF during a call

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

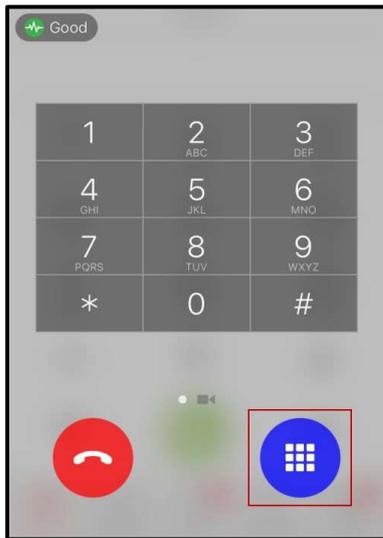
To use DTMF during an audio call

iPhone

1. Tap  **Keypad**.



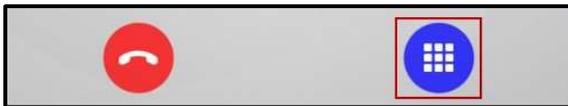
2. Tap the required DTMF numbers.
3. Tap  **Close Keypad** to return to the call interface.



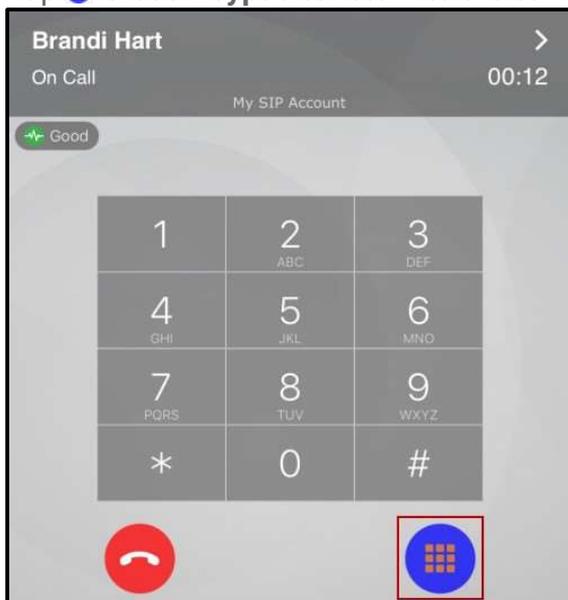
Bria sends the DTMF tones.

iPad

1. Tap  **Keypad**.



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



Bria sends the DTMF tones.

Handling an incoming call

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

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

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

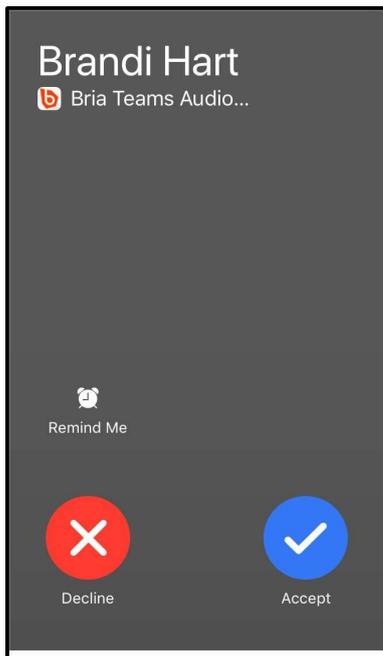
Tip: Tap the device's power button or the volume buttons to silence the incoming ring tone without answering the call.

Answering calls with Bria in the foreground or background

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

To respond to an incoming Bria call iPhone

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

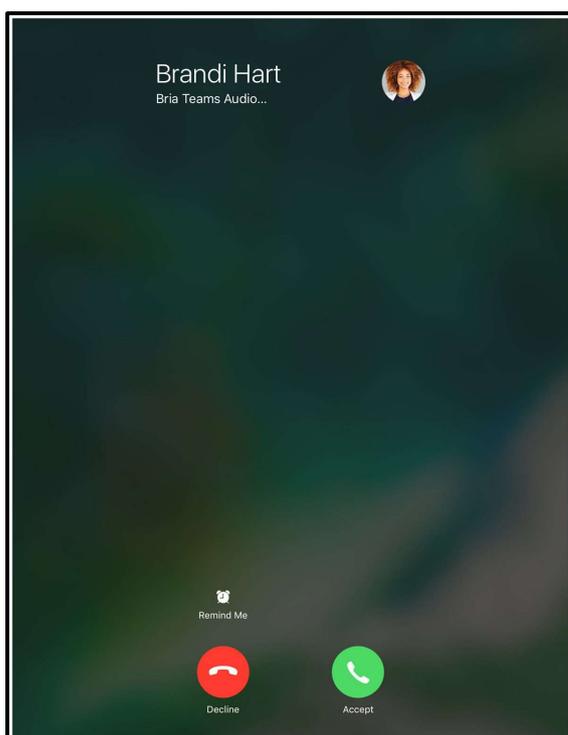


Bria declines or starts the call.

iPad

1. Tap the option you want to use.

- **Accept:** Bria answers the incoming call.
- **Decline:** Bria ends the incoming call.
- **Remind Me:** Bria ends the incoming call and sets a call reminder.



Bria declines or starts the call.

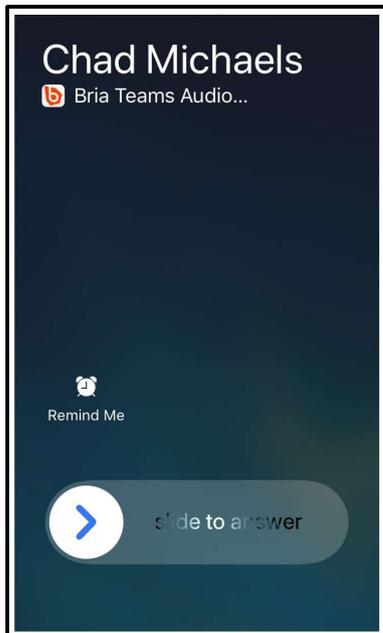
Device is locked

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

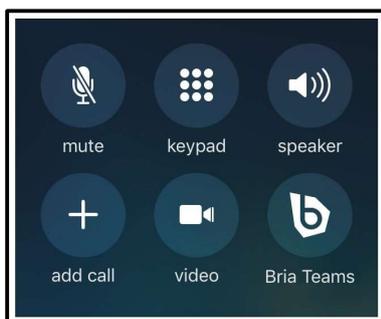
To answer an incoming call when the device is locked

iPhone

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

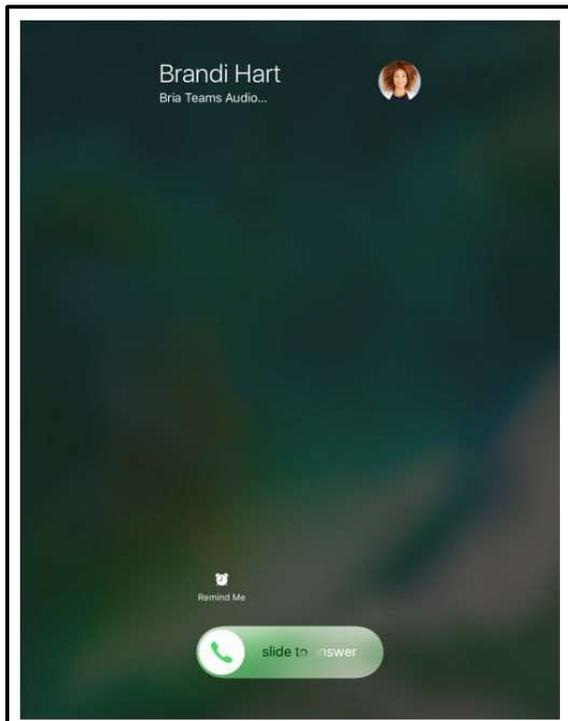


Bria starts the call. To access any other calling features, tap the Bria icon and, if required, enter the passcode for the iPhone and iPad.

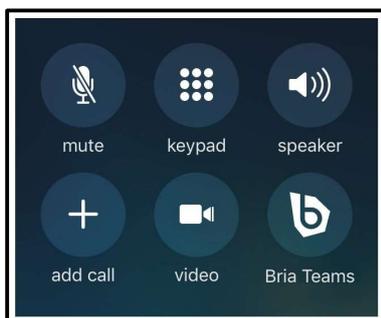


iPad

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



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



Answering a second incoming call

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

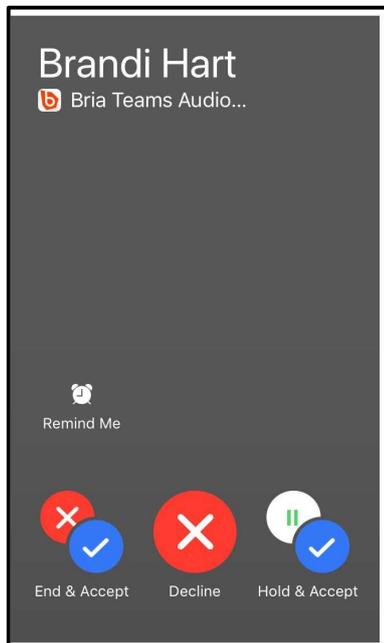
On an iPad, you can have two concurrent Bria calls.

To answer a second incoming Bria call

iPhone

1. Tap the option you want to use.

- **End & Accept:** Bria ends the first call and answers the incoming call.
- **Decline:** Bria continues with the first call and ends the incoming call.
- **Hold & Accept:** Bria puts the first call on hold and answers the incoming call.
- **Remind Me:** Bria ends the call and sets a reminder



Bria declines or starts the call.

iPad

1. Tap the option you want to use.

- **End & Accept:** Bria ends the first call and answers the incoming call.
- **Decline:** Bria continues with the first call and ends the incoming call.
- **Hold & Accept:** Bria puts the first call on hold and answers the incoming call.
- **Remind Me:** Bria ends the call and sets a reminder



Bria declines or starts the call.

Swapping between calls

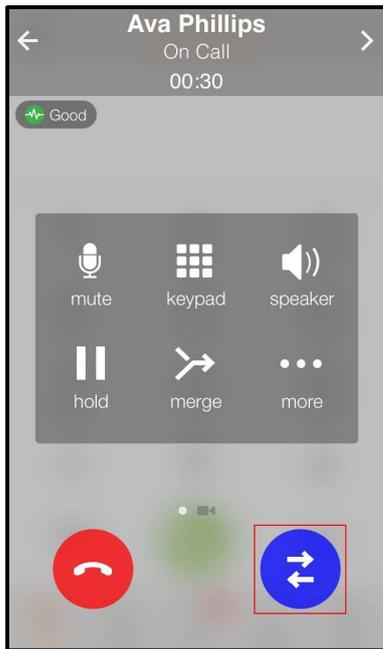
When you have two established calls, you can swap between them.

To swap between calls

iPhone

The active call is displayed in Bria.

1. Tap  **Swap Calls** .



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



iPad

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



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

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.

Call History shows blocked calls.

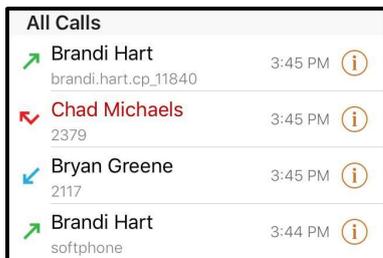
To enable call blocking

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

block. Call blocking is enabled.

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

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

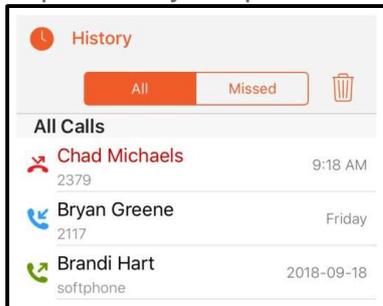


3. Tap **Block...** in the call entry.

Bria adds this number to the block list.

iPad

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



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

Bria adds this number to the block list.

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**.

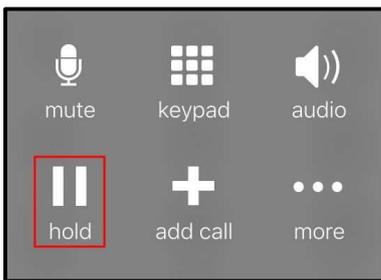
Using the dial pad

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

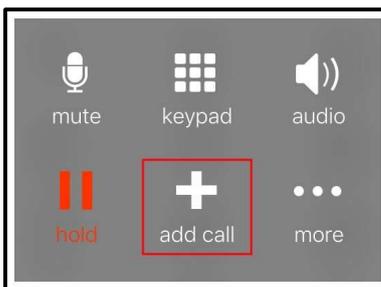
To make an attended transfer using the dial pad

iPhone

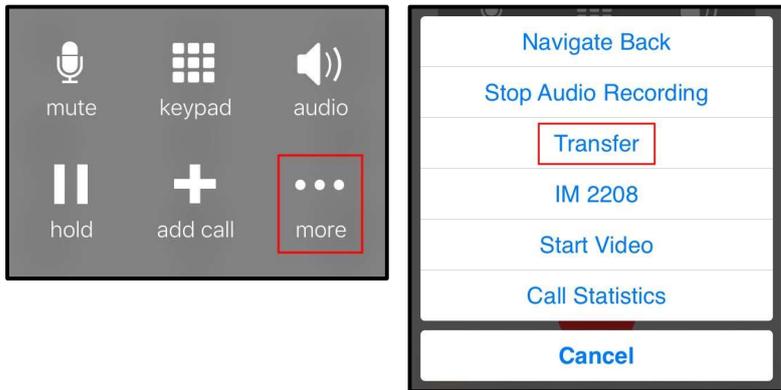
1. Tap  **Hold** to put the first call on hold.



2. Tap  **Add call**.



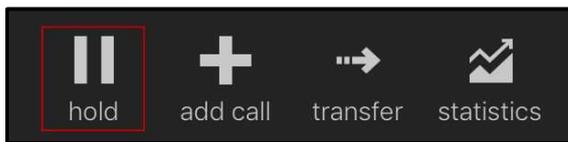
3. Enter the number of the person you want to transfer the call to and tap  **Dial**.
4. When you are finished speaking with the target, tap  **More** and tap **Transfer**.



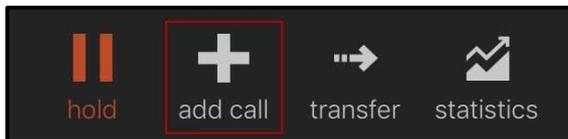
Bria connects the remote party to the target. Bria disconnects you from both calls.

iPad

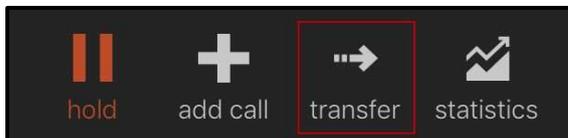
1. Tap **|| Hold** to put the first call on hold.



2. Tap **+ Add Call**.



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



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

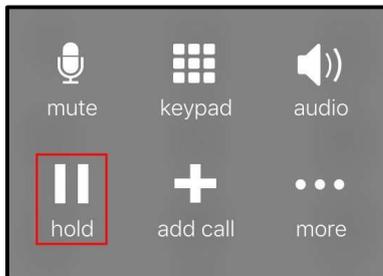
Using Bria's Contacts

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

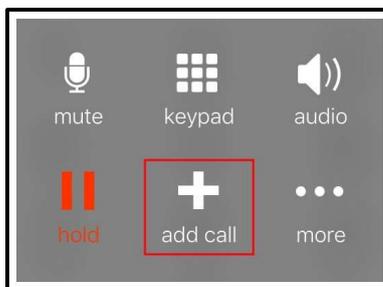
Using Bria's Contacts to make an attended transfer

iPhone

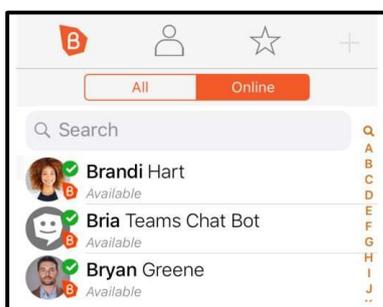
1. Tap **Hold** to put the first call on hold.



2. Tap **Add call**.

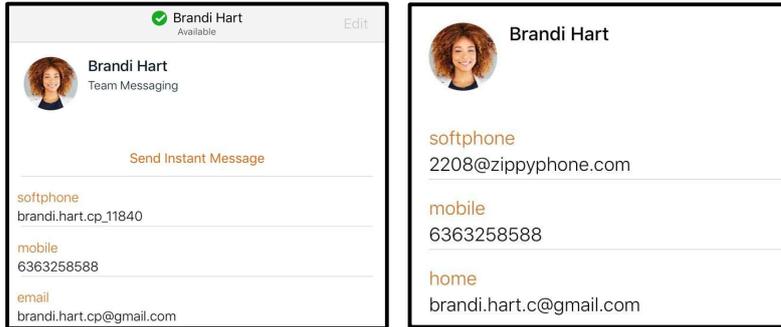


3. If necessary, go to the **Contacts** tab on the resource panel to display Bria's **Contacts**.
4. Select a team member by tapping on the team member or typing their name in the **Search** bar and tapping the team member. To call someone outside of you team, tap **Contacts** and select a contact by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

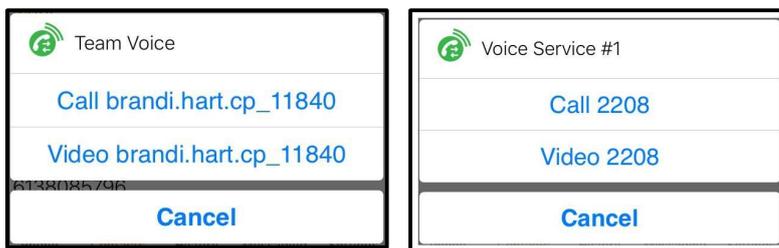


Contact Details opens.

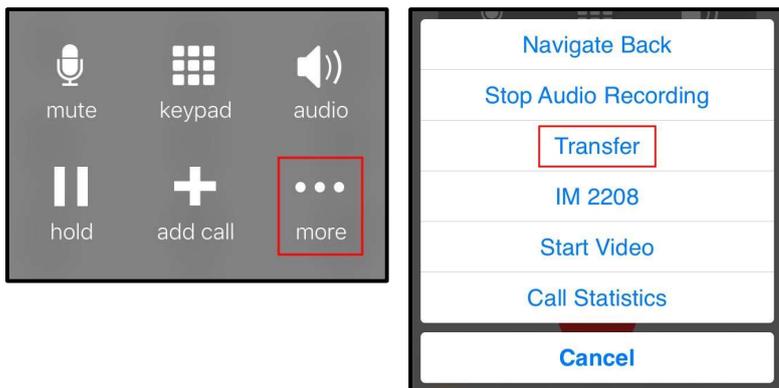
5. Tap the number you want to transfer the call to.



6. Tap Call...



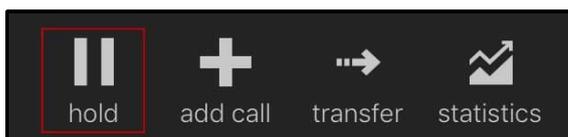
7. When you are finished speaking to the target, tap **More** and tap **Transfer**.



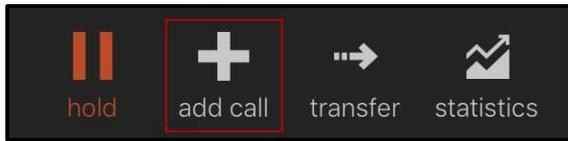
Bria connects the remote party to the target. Bria disconnects you from both calls.

iPad

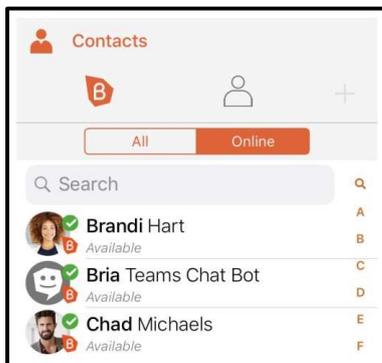
1. Tap **Hold** to put the first call on hold.



2. Tap **+** Add Call.

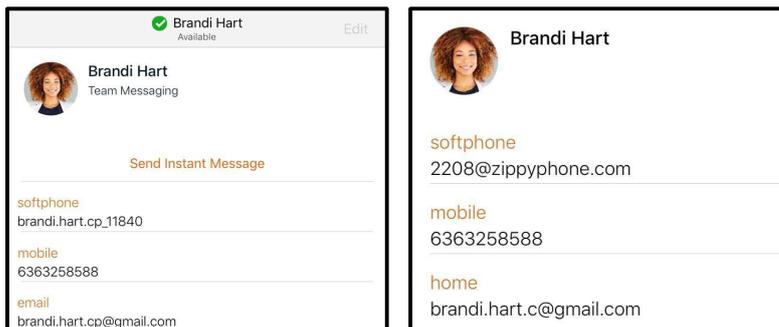


3. If necessary, go to the **Contacts** tab on the resource panel to display Bria's **Contacts**.
4. Select a team member by tapping on the team member or typing their name in the **Search** bar and tapping the team member. To call someone outside of you team, tap **Contacts** and select a contact by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

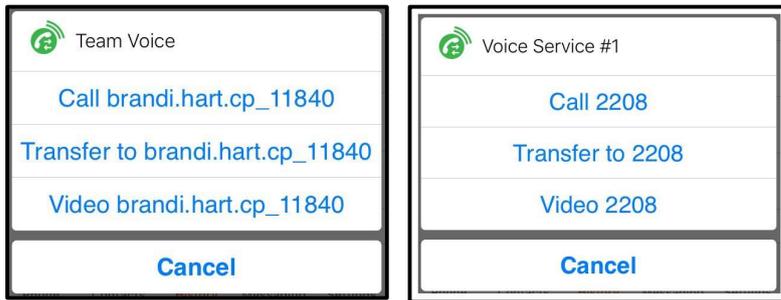


Contact Details opens.

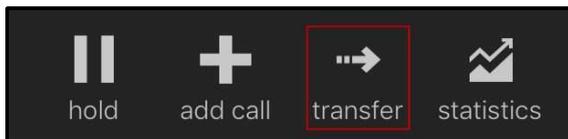
5. Tap the number you want to transfer the call to.



6. Tap **Call...**



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



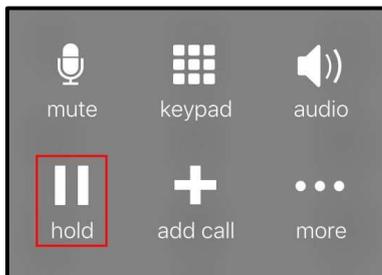
Bria connects the remote party to the target. Bria disconnects you from both calls.

Using Bria's History

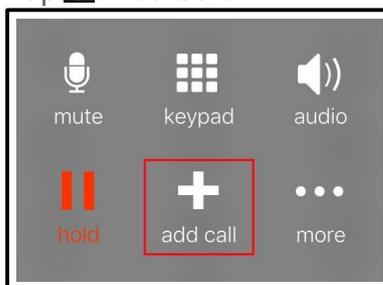
You can make an attended transfer to someone you have previously had a call with.

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

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



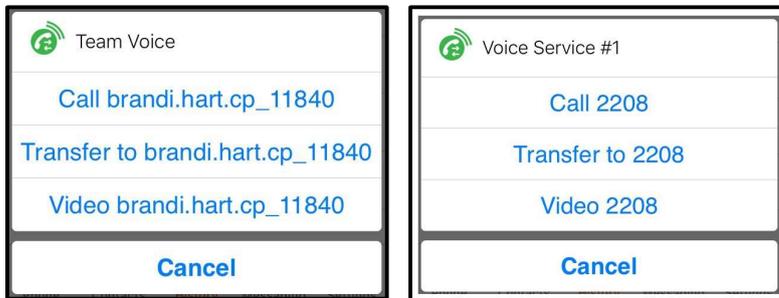
2. Tap **Add Call**.



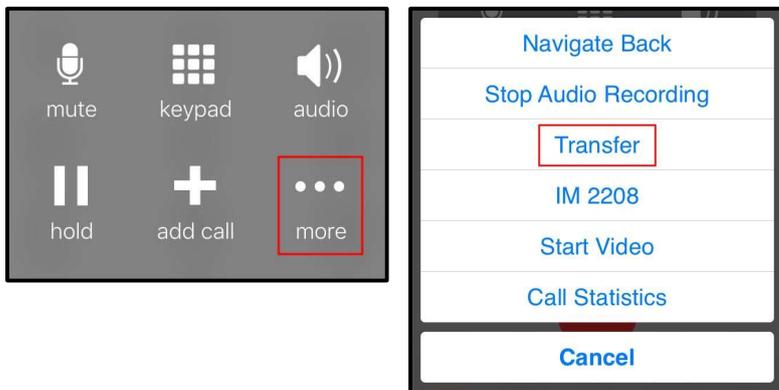
3. Go to the **History** tab on the resource panel.
4. Tap the history entry containing the contact you want to transfer the call to.



5. Tap **Call...**



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

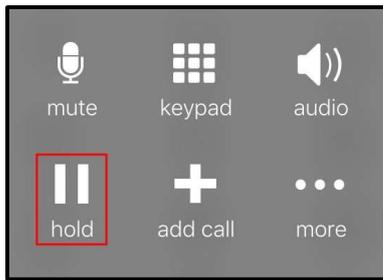


Bria connects the remote party to the target. Bria disconnects you from both calls.

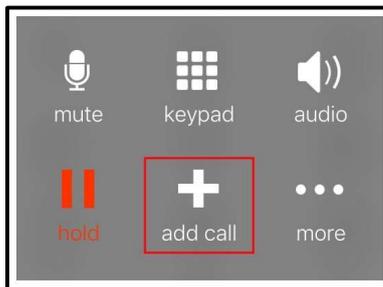
To make an attended transfer using History details

iPhone

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

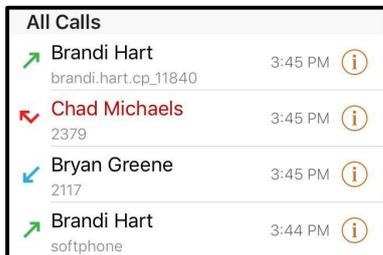


2. Tap **+** **Add Call**.

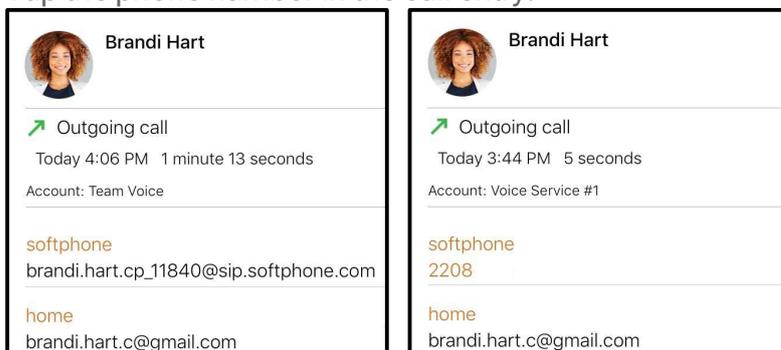


3. Go to the **History** tab on the resource panel.

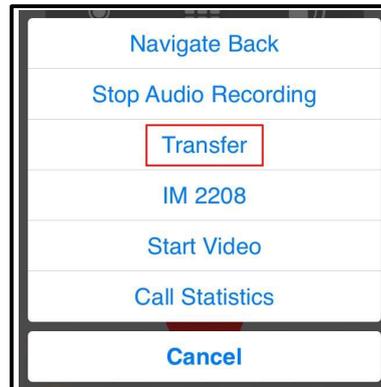
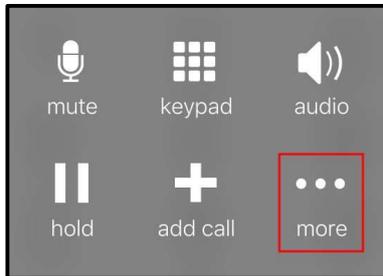
4. Tap **i** **More Info** beside the entry to open call details.



5. Tap the phone number in the call entry.



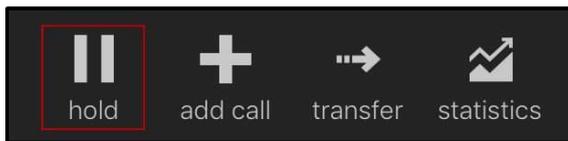
6. When you are finished speaking to the target, tap **More** and tap **Transfer to...**



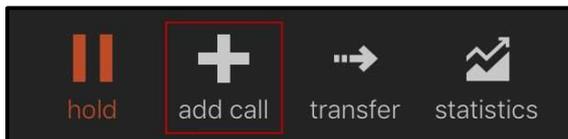
Bria connects the remote party to the target. Bria disconnects you from both calls.

iPad

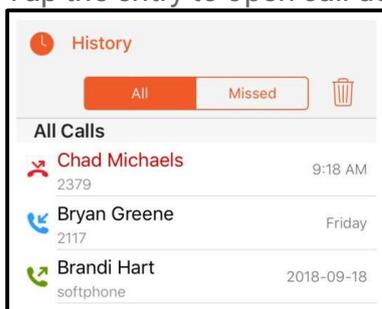
1. Tap **|| Hold** to put the first call on hold.



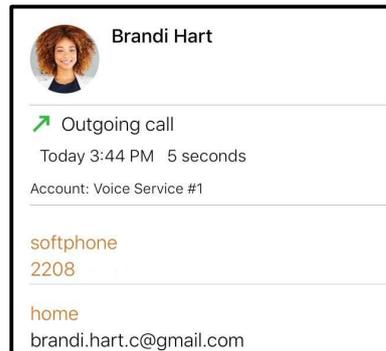
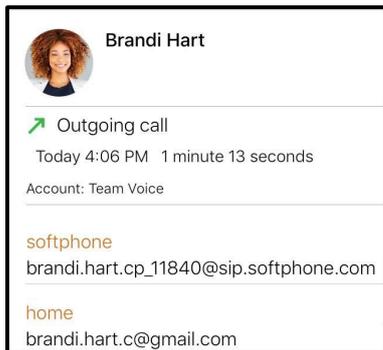
2. Tap **+ Add Call**.



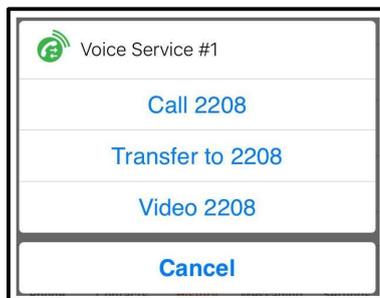
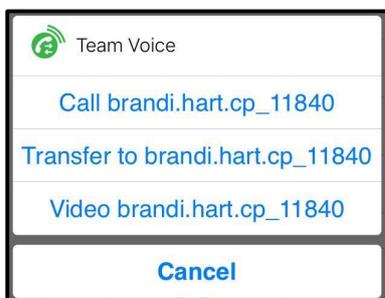
3. Go to the **History** tab on the resource panel.
4. Tap the entry to open call details.



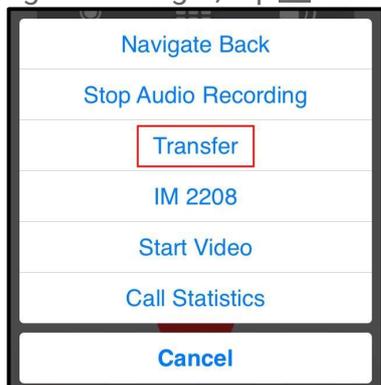
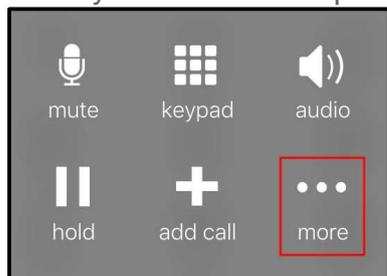
5. Tap the phone number in the call entry.



6. Tap the **Call...**



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



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

Unattended transfer

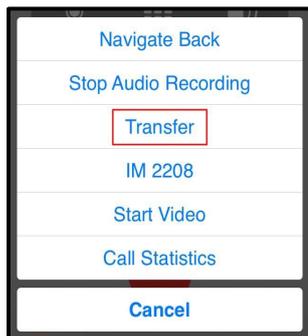
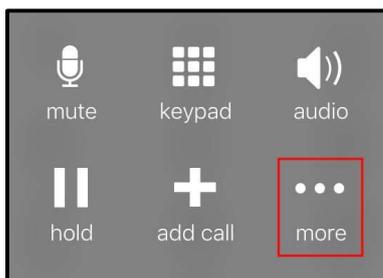
In an unattended transfer, you do not speak to the target before transferring the call.

Using the dial pad

To make an unattended transfer using the dial pad

iPhone

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

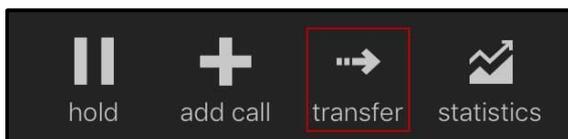


2. If necessary, go to the **Phone** tab on the resource panel.
3. Type the number you want to transfer the call to and tap **Transfer**.

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

iPad

1. Tap **Transfer**.



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

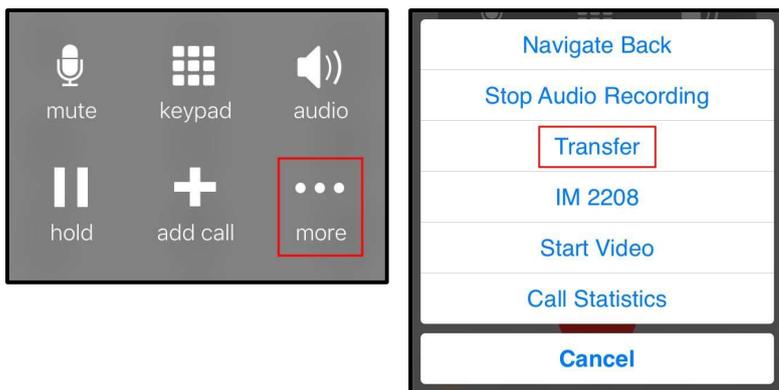
After tapping **Transfer**, Bria puts the remote party on hold while dialing the target. Once the call connects, Bria ends the call between you and the remote party. If the target answers the call, the call continues between the target and the remote party. If the target declines the call, the call ends.

Using Bria Contact's

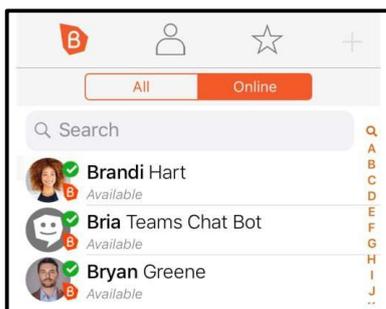
To make an unattended transfer using Bria's Contacts

iPhone

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

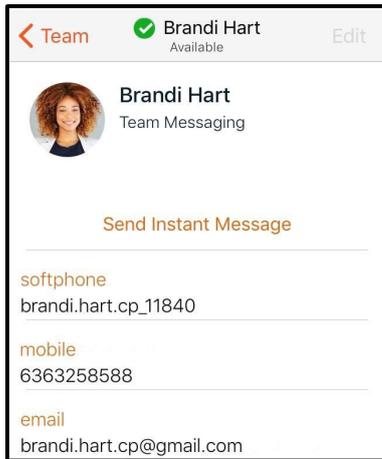


2. Go to the **Contacts** tab on the resource panel to display Bria's **Contacts**. Select a team member by tapping on the team member or typing their name in the **Search** bar and tapping the team member. To call someone outside of you team, tap **Contacts** and select a contact by tapping on the contact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

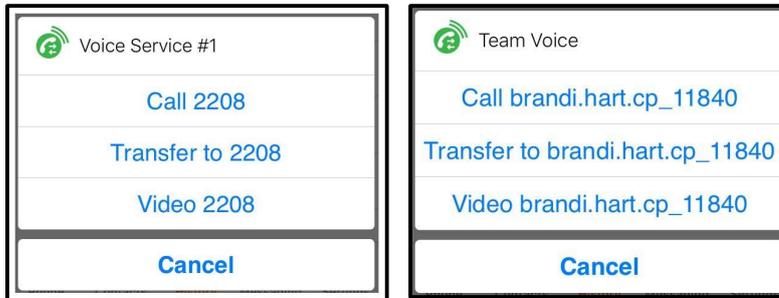


Contact Details opens.

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



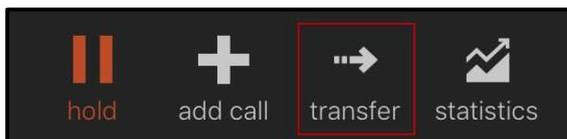
4. Tap **Transfer to...**



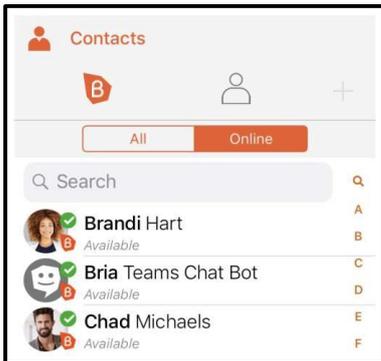
After tapping **Transfer To**, Bria puts the remote party on hold while dialing the target. Once the call connects, Bria ends the call between you and the remote party. If the target answers the call, the call continues between the target and the remote party. If the target declines the call, the call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

iPad

1. Tap **transfer**.

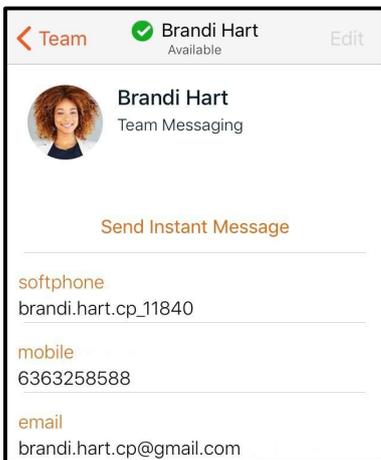


2. Go to the **Contacts** tab on the resource panel to display Bria's **Contacts**.
3. Select a team member by tapping on the team member or typing their name in the **Search** bar and tapping the team member. To call someone outside of you team, tap **Contacts** and select a contact by tapping on the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

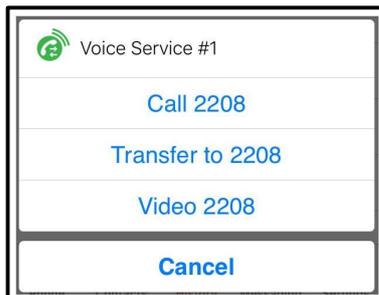
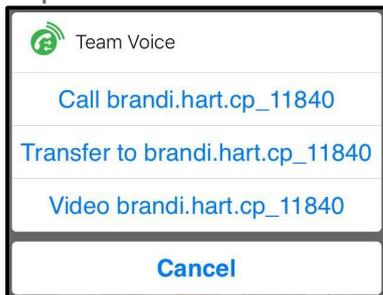


Contact Details opens.

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



Tap Transfer to...



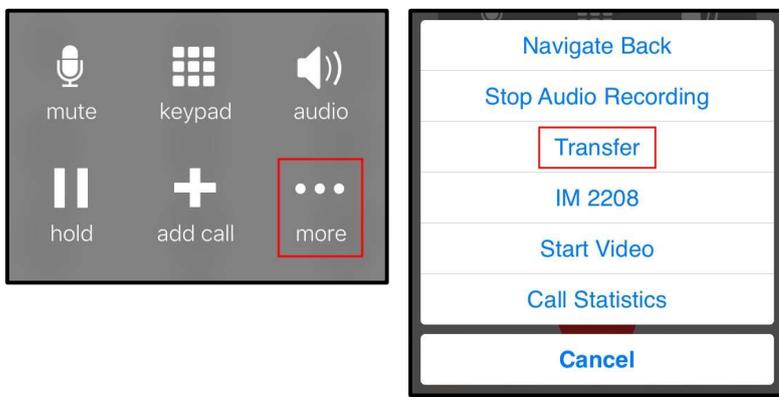
After tapping **Transfer To**, Bria puts the remote party on hold while dialing the target. Once the call connects, Bria ends the call between you and the remote party. If the target answers the call, the call continues between the target and the remote party. If the target declines the call, the call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

Using Bria's History

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

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

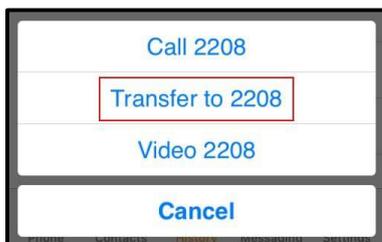
1. Tap **More** and tap **Transfer**.



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



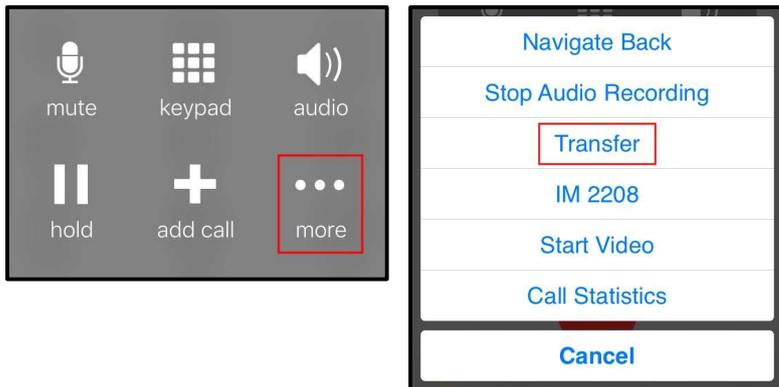
4. Tap **Transfer to...**



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

To make an unattended transfer using history details iPhone

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



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



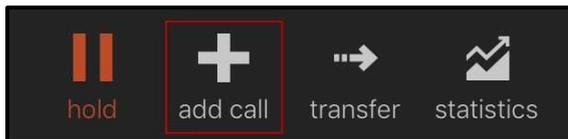
5. Tap **Transfer to...**



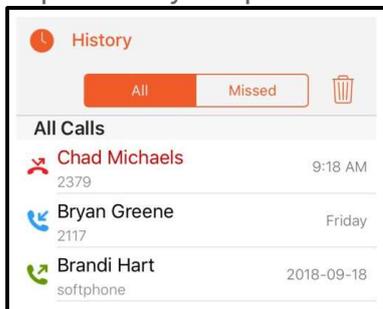
Bria connects the remote party to the target. Bria disconnects you from both calls.

iPad

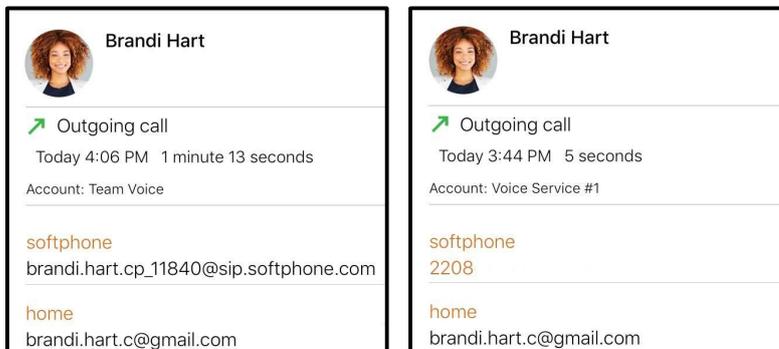
1. Tap **+** **Add Call**.



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



4. Tap the phone number in the call entry.



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



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

Recording a call

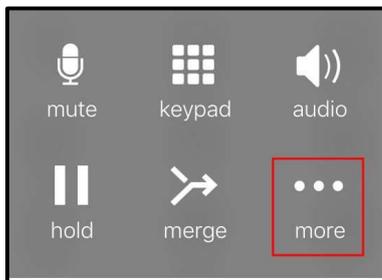
When you record a call, Bria plays a call recording tone to the remote party when the recording starts.

- 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.

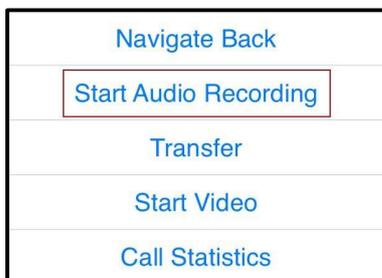
To record a call

iPhone

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



2. Tap **Start Audio Recording**.



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



iPad

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



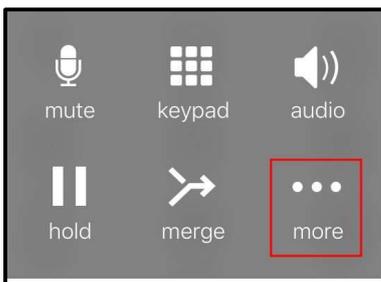
Record turns red and Bria displays a small red, flashing icon to show that the call is being recorded.



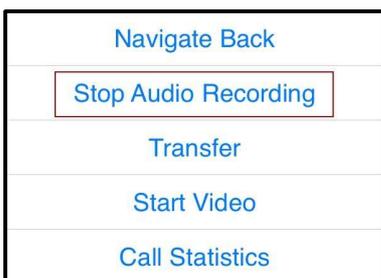
To stop recording a call

iPhone

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



2. Tap **Stop Audio Recording**.



Bria stops or pausing call recording the call.

iPad

1. Tap **Record**.



Bria stops or pausing call recording the call.

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

Managing a recording

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

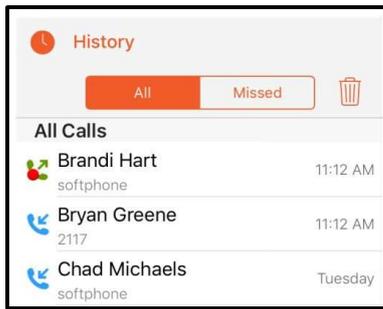
Warning: When you delete a call entry with recording from the **History** tab, the associated audio file will also be deleted from your device.

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

To listen to a recording

iPhone

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



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



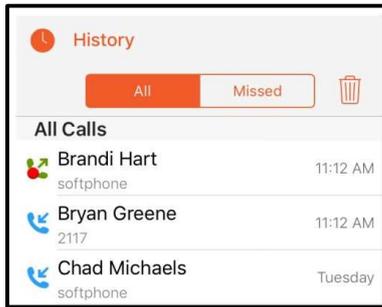
4. Tap the **Play** icon to listen to the recording.



Bria plays the call recording.

iPad

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



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

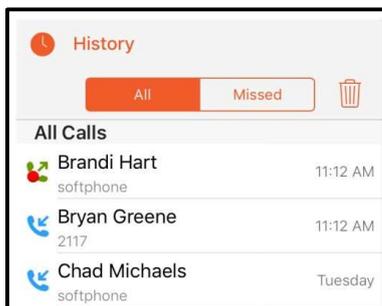


4. Tap **Play** to listen to the recording.

Bria plays the call recording.

To share a call recording iPhone

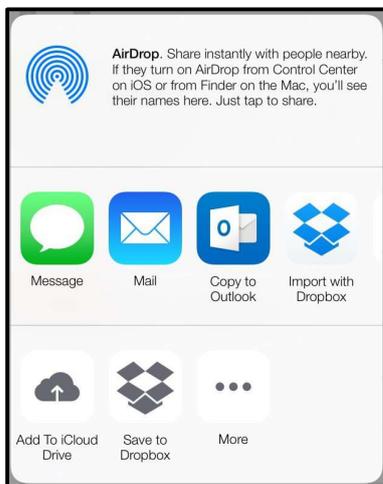
1. Go to the **History** tab on the resource panel.
2. Tap **More Info** beside the call with the call recording indicator.



3. Tap .



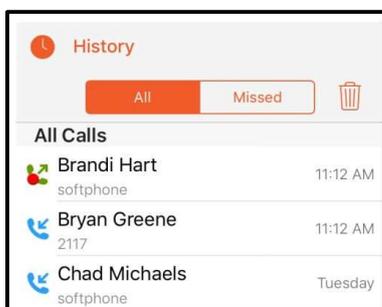
4. Choose what app you want to use to share the recording. You will see Airdrop, Message, and Mail. You may see additional apps you can use to share a recording depending on the apps you have installed on your device.



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

iPad

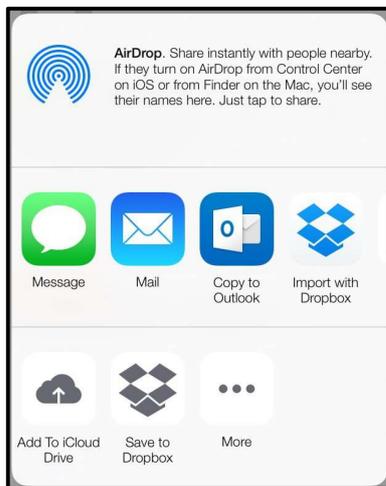
1. Go to the **History** tab on the resource panel.
2. Tap the call entry with the call recording indicator.



3. Tap **Share Recording**.



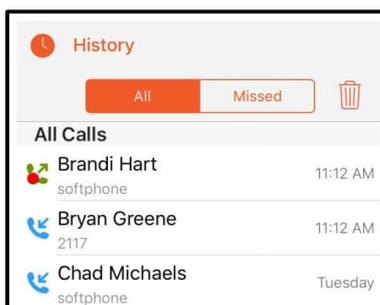
4. Choose what app you want to use to share the recording. You will see Airdrop, Message, and Mail. You may see additional apps you can use to share a recording depending on the apps you have installed on your device.



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

To delete a call recording iPhone

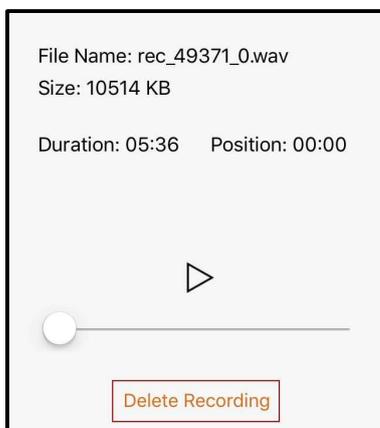
1. Go to the **History** tab on the resource panel.
2. Tap **More Info** (i) beside the call with the call recording indicator.



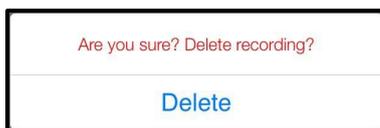
3. Tap **Listen to Call Recording**.



4. Tap **Delete Recording**.



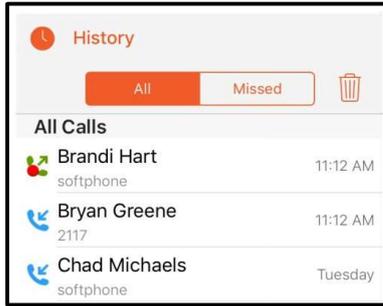
5. Tap **Delete**.



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

iPad

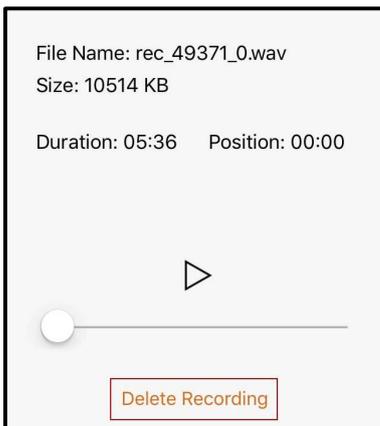
1. Go to the **History** tab on the resource panel.
2. Tap the call entry with the call recording indicator.



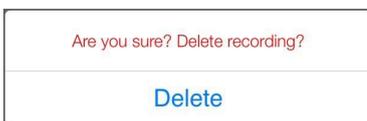
3. Tap **Listen to Call Recording**.



4. Tap **Delete Recording**.



5. Tap **Delete**.



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

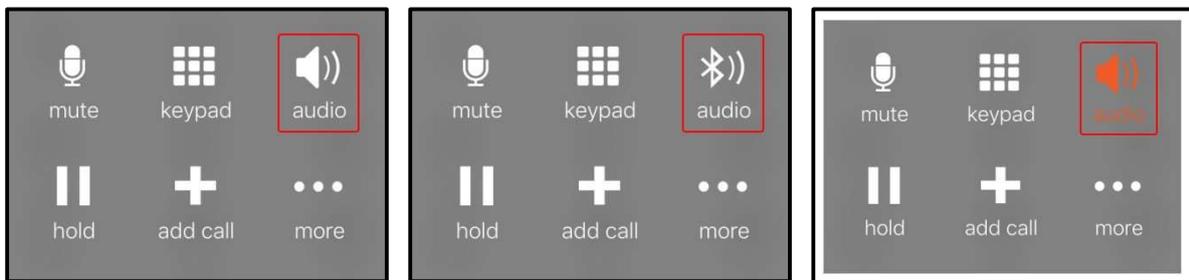
Call audio

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

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

Turning on speaker phone

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



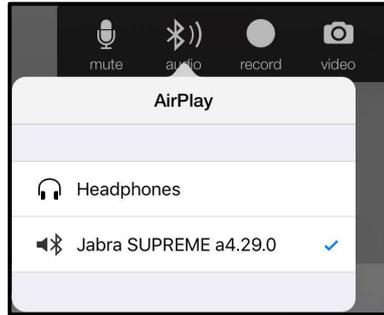
On your iPad,  **Audio** may say  **Speaker** if you have no other devices connected to your iPad.



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

Switching audio output

To choose a different audio output option, long-press  **Audio**,  **Audio**, or  **Audio**, and select your preferred audio output.



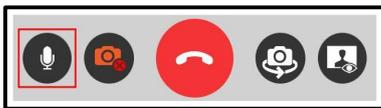
Muting calls

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

To mute a call by using the call controls

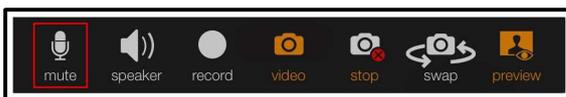
iPhone

1. Tap  **Mute**.



Bria mutes the call. iPad

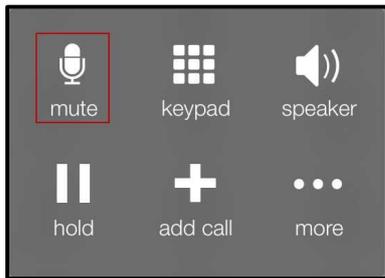
1. Tap  **Mute**.



Bria mutes the call.

To mute a call using the menu – iPhone only

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



Bria mutes the call.

Creating a conference call

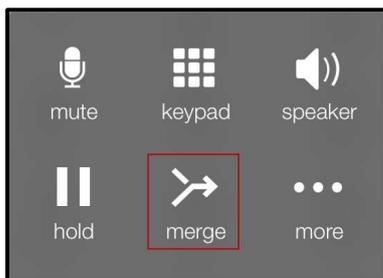
When you have **two calls established**, you can merge the two calls into a three-way conference call. You can split the conference call back to two separate calls.

Merging calls

You can merge two existing calls into a conference call.

To merge two calls iPhone

1. Tap  **Merge**.

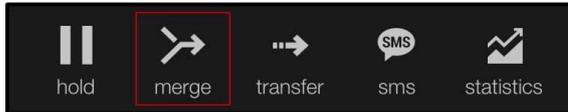


Bria merges the calls into a conference call and displays **Conference**. If you end the call, both remote parties are disconnected. The remote parties cannot continue the call without you.



iPad

1. Tap  **Merge** .



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

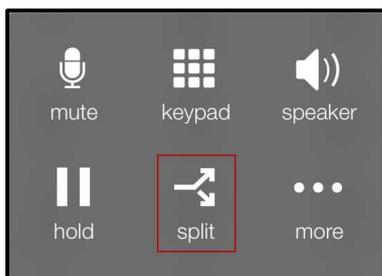


Splitting calls

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

To split a merged call iPhone

1. Tap  **Split**.

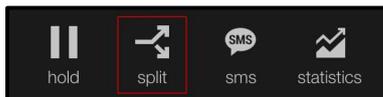


Bria splits the calls. On iPhone, Bria displays the name of the remote party for the active call. On iPad, Bria displays the active call in front.

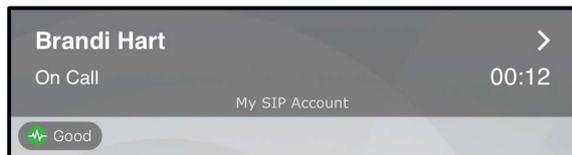


iPad

1. Tap  Split.



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



Accessing voicemail

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.

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



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



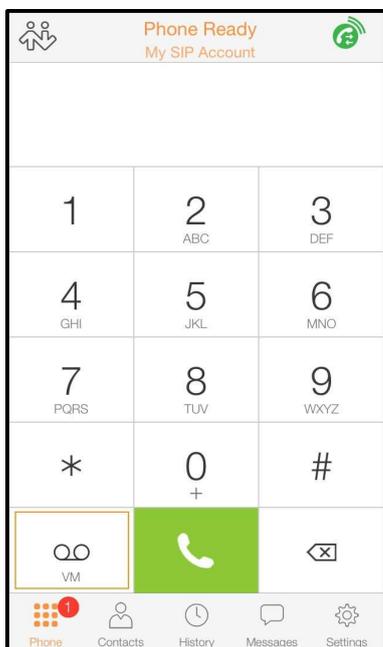
On iPad, a small red number on the voicemail icon in the toolbar indicates how many voicemail messages you have.



To access your voicemail iPhone

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

iPad



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

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



2. Tap **Call Voice Mail**.



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

Messaging

Instant messages

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

Sending instant messages

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

Tip:

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

To change this behavior

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

Using messaging

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

To send an IM using Messaging iPhone

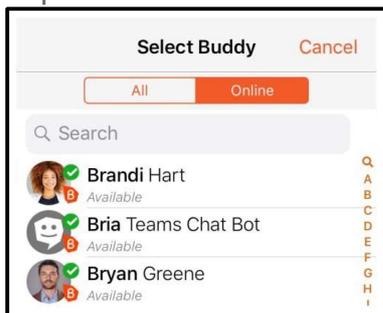
1. Go to the **Messaging** tab on the resource panel.
2. Tap **IM** and tap  **Compose**.



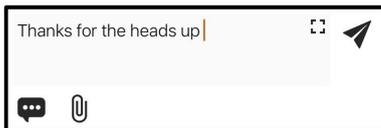
3. Tap  **Add recipient** or start typing the name of the contact you want to add to the IM.



4. Tap a team member.



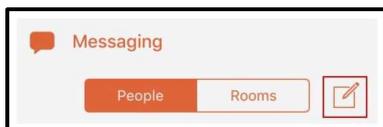
5. Type your message in **Compose Message** and tap  **Send**.



Bria sends the IM

iPad

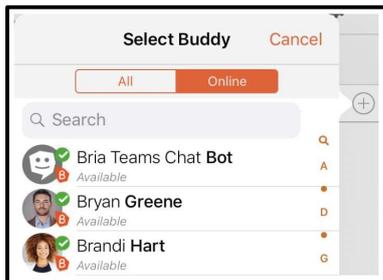
1. Go to the **Messaging** tab on the resource panel.
2. Tap **IM** and tap  **Compose**.



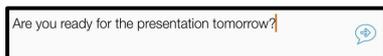
3. Tap **+** **Add recipient** or start typing the name of the contact you want to add to the IM.



4. Tap a team member.



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



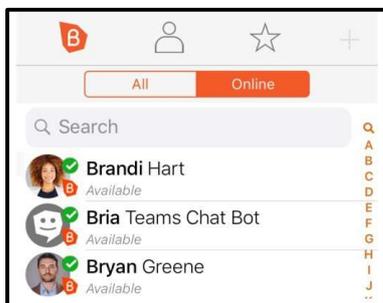
Bria sends the IM.

Using Contact details

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

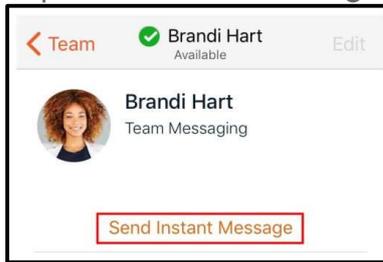
To send an IM from Contacts iPhone

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

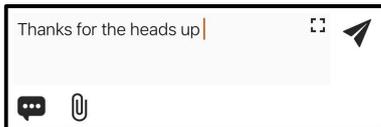


Member Details opens.

3. Tap **Send Instant Message**.



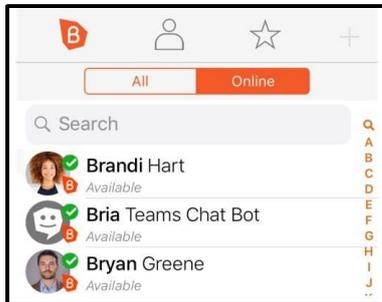
4. Tap inside the message area, type your message and tap **Send**.



Bria sends the IM.

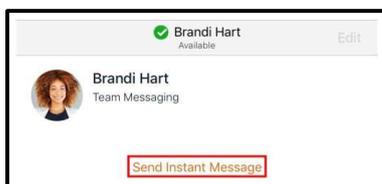
iPad

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

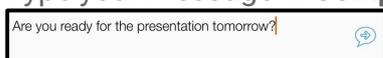


Member Details opens.

3. Tap **Send Instant Message**.



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



Bria sends the IM.

Receiving an instant message

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

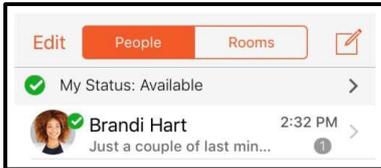
Bria in the foreground

Bria displays the number of conversations (IMs and chat rooms) with new messages with a badge notification on the resource panel.



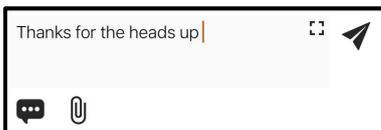
To reply to an IM with Bria in the foreground

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



The message and any previous messages in IM session open.

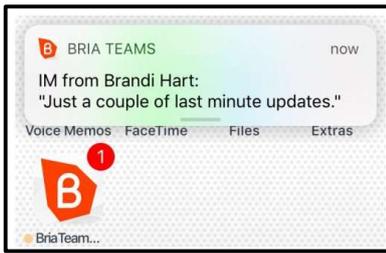
3. Type your message in **Compose Message** and tap **Send**.



Bria sends the IM.

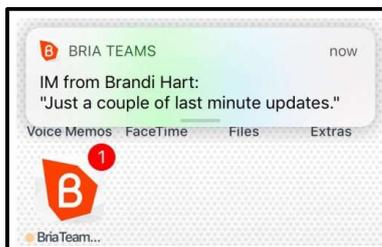
Bria is in the background

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



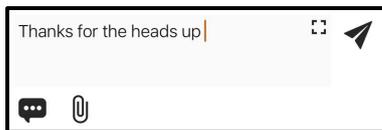
To reply to an IM with Bria in the background iPhone

1. Tap the IM notification.



Bria opens in the **Messaging** tab.

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



Bria sends the IM.

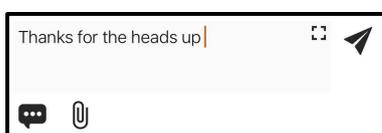
iPad

1. Tap the IM notification.



Bria opens in the **Messaging** tab.

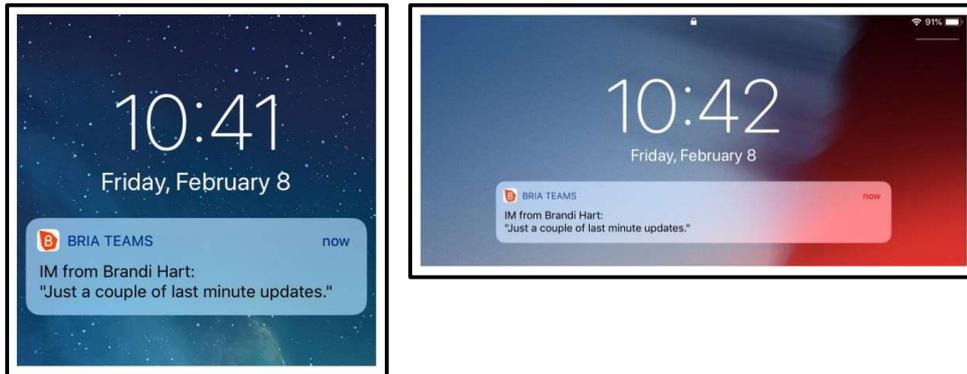
2. Type your message in **Compose Message** and tap **Send**.



Bria sends the IM.

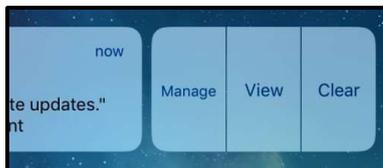
Device is locked

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

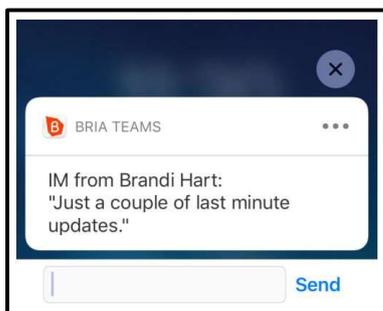


To reply to a message with the device locked iPhone

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



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



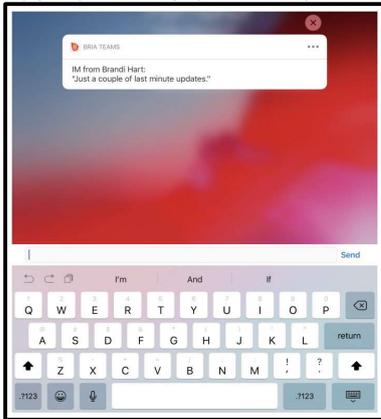
Bria sends the IM.

iPad

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



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



Bria sends the IM.

Using Siri for messaging

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

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

Sending messages

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

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

Bria sends the IM .

Searching messages

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

To search messages using Siri

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

Bria searches your IMs.

Deleting instant messages

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

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

Deleting messages

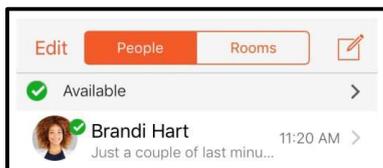
You can delete one or more messages without losing the entire IM session.

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

To delete a single IM message

iPhone

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



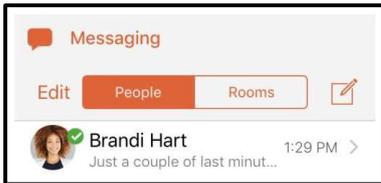
3. Press-and-hold on the message you want to delete.
4. Tap **Delete**.



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

iPad

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



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

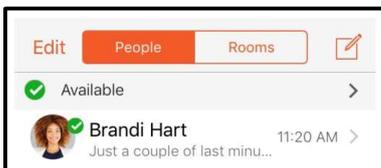


Bria deletes the message. There is not warning before Bria deletes the message.

To delete multiple IM messages

iPhone

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



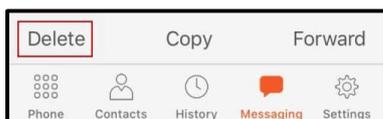
3. Press-and-hold one of the messages you want to delete.
4. Tap **More**.



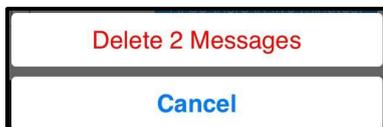
5. Tap all other messages that you want to delete.



6. Tap **Delete**.



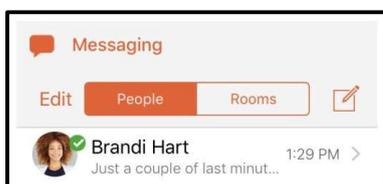
7. Tap **Delete # Messages** to confirm you want to delete the selected messages.



Bria deletes the selected messages.

iPad

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



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



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



6. Tap **Delete**.



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



Bria deletes the selected messages.

Deleting an IM session

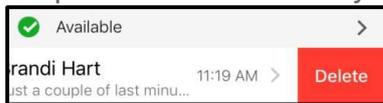
You can remove the entire IM session from your device rather than just deleting individual messages.

To delete an IM session by swiping left iPhone

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



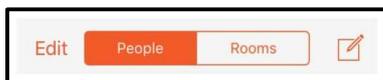
3. Swipe left on the session you want to delete and tap **Delete**.



The IM session is deleted.

iPad

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



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



The IM session is deleted.

Chat rooms

This feature is not currently supported.

Working with messages

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

Using Quick Responses

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

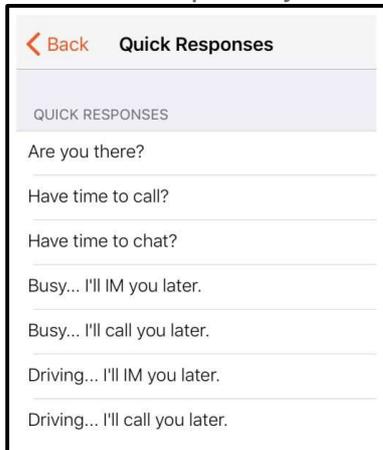
To send a Quick Response

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



Bria displays the list of Quick Responses.

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



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

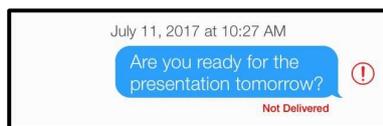
4. Tap **Send**.



Bria sends the Quick Response.

Resending a message

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



Tap **!** to resend the message.

Bria resends the message.

Copying a message

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

To copy messages

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



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



4. Tap **Copy**.

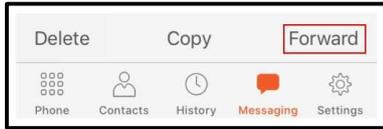


Bria copies the selected messages to the clipboard.

Forwarding a message

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

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



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

Presence

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.

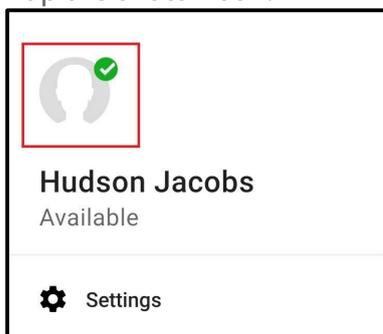
Changing your status

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

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

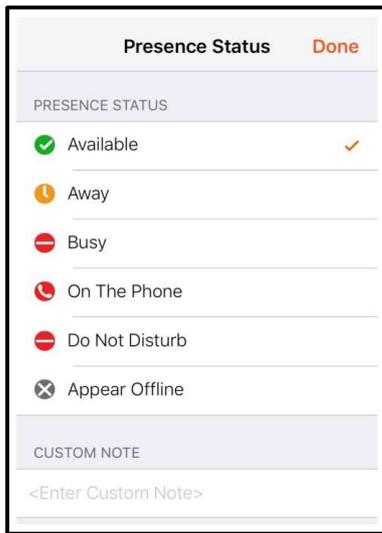
To change your presence status

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



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

3. Tap the status option you want to use.



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

Bria updates your status.

Status indicators and what they mean

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

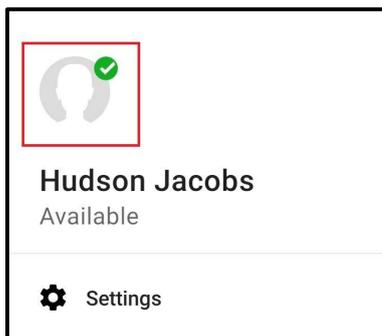
Icon	My Presence	Mean that ...
		finishes, your status goes back to Available . While you are on the phone, you can still send and receive IMs.
🚫	Do Not Disturb (DND)	No one can call you; the call fails and your History shows a missed call. Your team members can send you IM; an alert comes up on the 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.

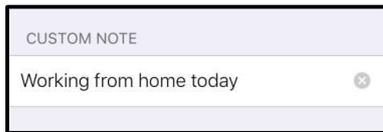
To create a custom status note

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



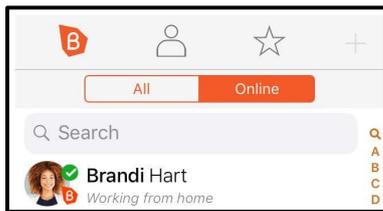
The list of available status options appears in **Presence Status**.

3. Type your custom status in **Custom Note**.



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

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

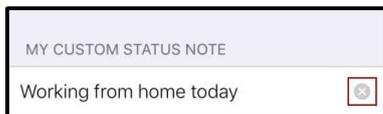


Deleting a custom status note

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

To delete a custom status

1. In Bria, tap  **Menu** in the top left corner.
2. Tap the avatar icon. The list of available status options appears in **Presence Status**.
3. Tap on **Custom Note** and tap the  **Clear Text**.



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

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

Contacts

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

The Contacts tab shows subsections, from left to right:

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

Contacts saved on your device

Bria uses contacts saved on your device. Bria's **Contacts** are continually synchronized with your native contacts. Adding, modifying or deleting a contact from one list updates the other list. You must enable iCloud contact syncing by setting **iOS Settings > Contacts > Default Account to iCloud** for this feature to work properly.

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

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

Team members

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

Managing contacts

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

Add, edit, and remove contacts in Bria.

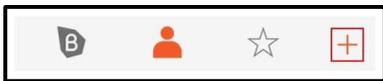
Adding contacts

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

To add a contact in the Contacts tab

iPhone

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

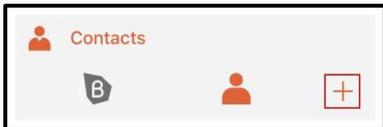


3. Complete the contact details you want to include.
4. Tap **Save**.

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

iPad

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

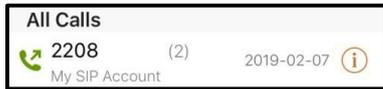


3. Complete the contact details you want to include.
4. Tap **Save**.

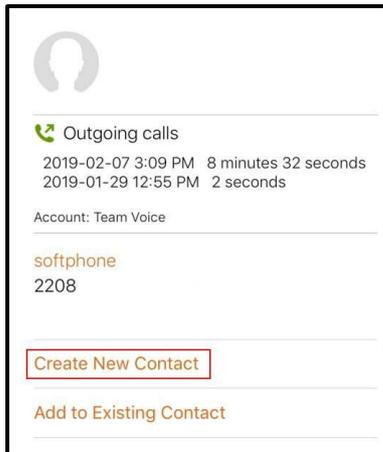
The contact is added to Bria's **Contacts** and to the device's native contacts.

To create a new contact from History iPhone

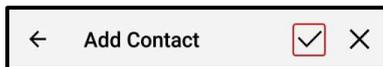
1. Go to the **History** tab on the resource panel.
2. Tap ⓘ **More Info** beside the entry you want to add to **Contacts**.



3. Tap **Create New Contact**.



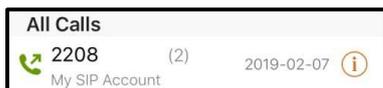
4. Complete the contact details. Bria populates the phone number automatically.
5. Tap **Save**.



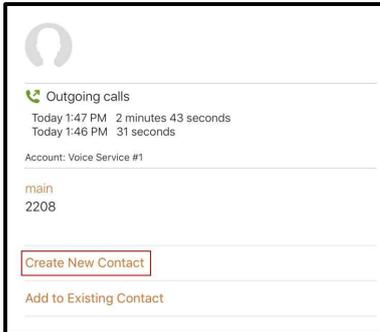
The contact appears in Bria's **Contacts** and in the native iOS contacts and in the device's contacts.

iPad

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



3. Tap **Create New Contact**.



4. Complete the contact details. Bria populates the phone number automatically.

5. Tap **Save**.

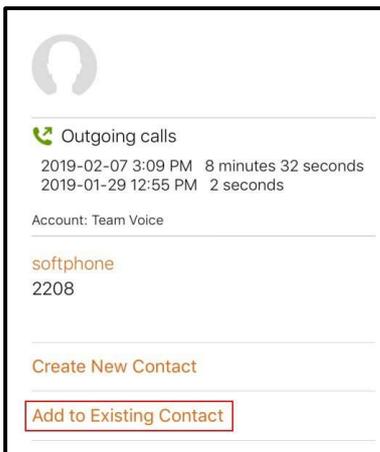
The contact appears in Bria's **Contacts** and in the native iOS contacts and in the device's contacts.

To add to an existing contact from History iPhone

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



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

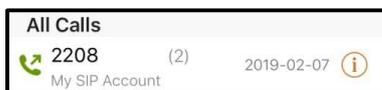


4. Select the contact you want to add the phone number to. **Contact Details** opens.
5. Edit any contact details you want to change. The number automatically populates in the contact.
6. Tap **Save**.

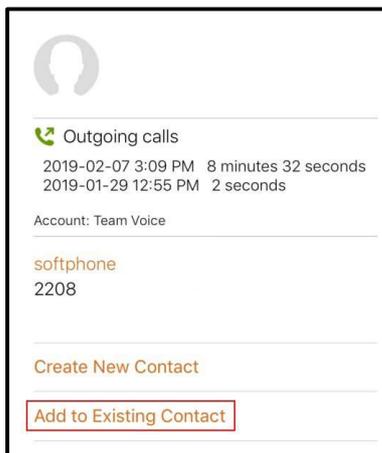
The contact is updated in Bria's **Contacts** and in the device's native contacts.

iPad

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



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



4. Select the contact you want to add the phone number to. **Contact Details** opens. The contact is updated in Bria's **Contacts** and in the device's native contacts.

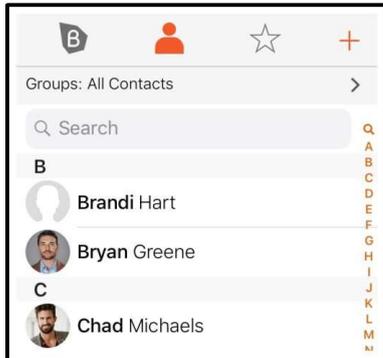
Adding or editing avatars

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

To add or edit an avatar

iPhone

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

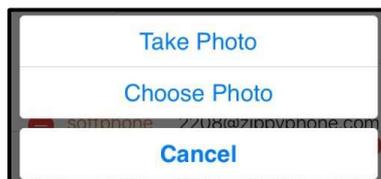
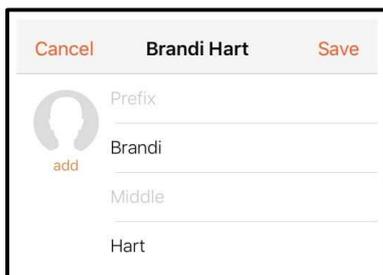


Contact Details opens.

4. Tap **Edit**.



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



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

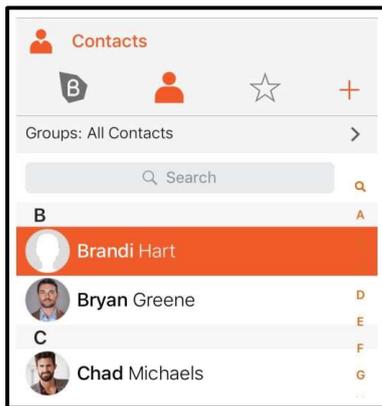
If you tap **Choose Photo**, select an image on your device. Crop the image if desired. Tap **Choose** when the image is ready.

6. Tap **Save**.

The avatar is added to the contact.

iPad

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



Contact Details opens.

4. Tap **Edit**.



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



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

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

6. Tap **Save**.



The avatar is added to the contact.

Changing sort order or display order

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

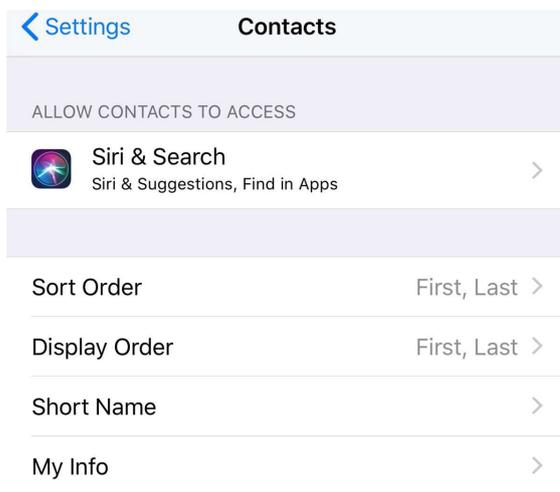
Bria uses the iOS preferences that you set on your device.

To change the sort order of your contacts

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

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

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



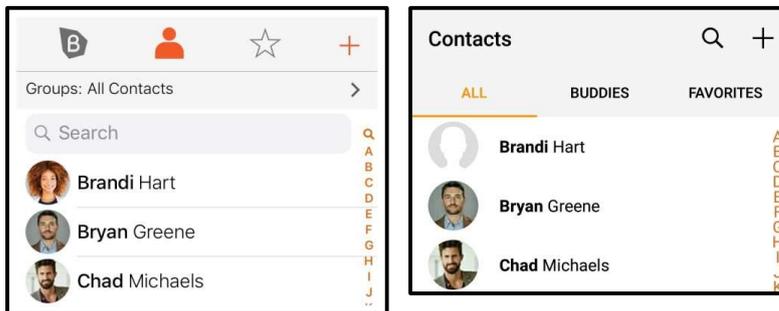
Editing contacts

You can update Bria contacts in the Contacts tab . The updates are also applied to your

device contacts. You cannot update team member details. Some fields of a contact are read only in Bria; see [Fields that must be updated in iOS](#) for details.

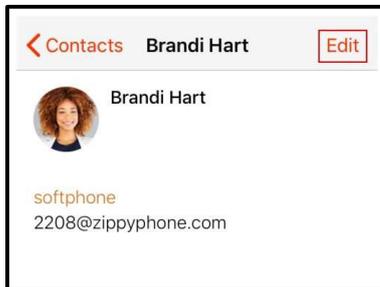
To update a contact using Contact details iPhone

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



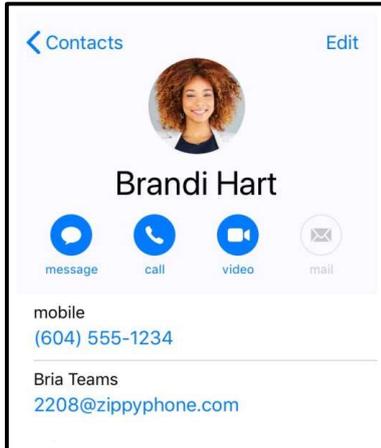
Contact Details opens.

4. Tap **Edit**.



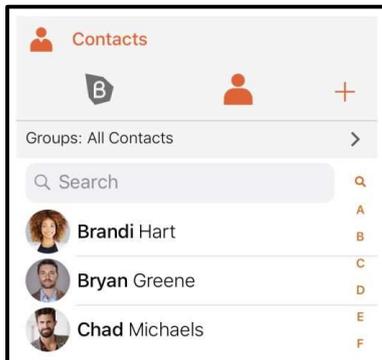
5. Complete the contact details.
6. Tap **Save**.

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



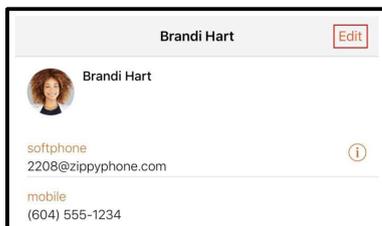
iPad

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



Contact Details opens.

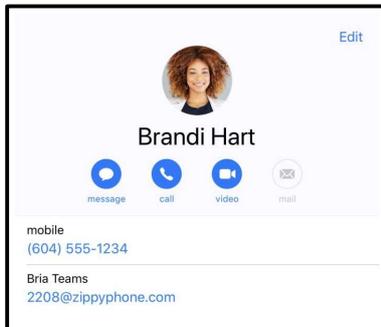
4. Tap **Edit**.



5. Complete the contact details.

6. Tap **Save**.

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



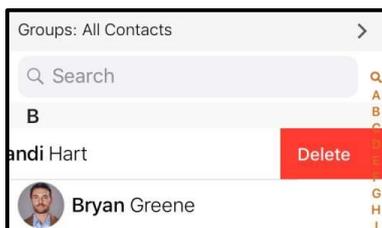
Deleting a contact

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

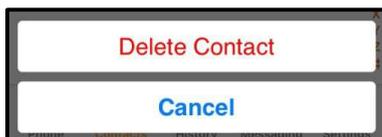
To delete a contact

iPhone

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



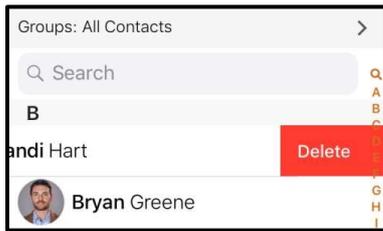
4. Tap **Delete Contact**.



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

iPad

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



4. Tap **Delete Contact**.



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

Contact Favorites

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

Adding a Favorite

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

To add a Favorite

iPhone

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



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

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



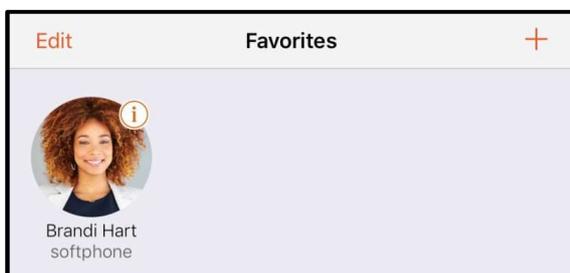
iPad

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



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

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



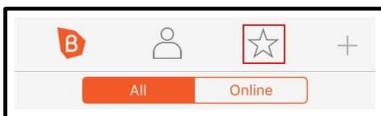
Reordering Favorites

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

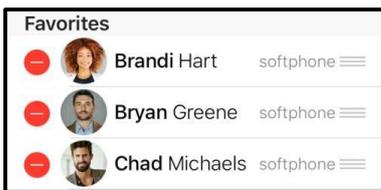
To reorder favorites

iPhone

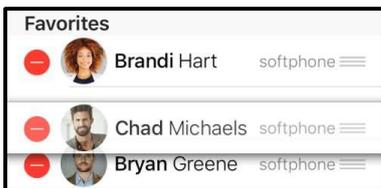
1. Go to the **Contacts** tab on the resource panel.
2. Tap ☆ **Favorites**.



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



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



5. Swipe left when you are finished.

Bria reorders your **Favorites**.

iPad

Tap ★ **Favorites** in the toolbar.



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



Bria reorders your **Favorites**.

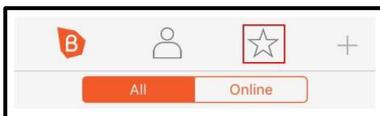
Deleting a favorite

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

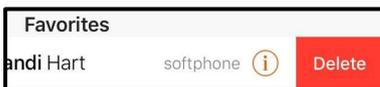
To remove a Favorite

iPhone

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



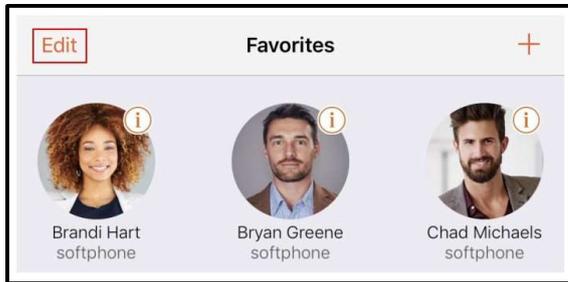
3. Swipe the favorite to be deleted to the left.



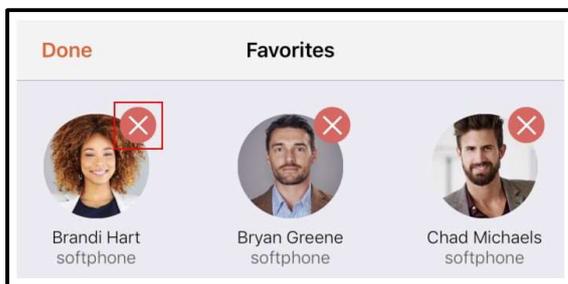
4. Tap **Delete**.

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

2. Tap **Edit**.



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



4. Tap **Done**.

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

Fields that must be updated in iOS

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

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

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

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

History

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

Call type icons

 **Incoming call**

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

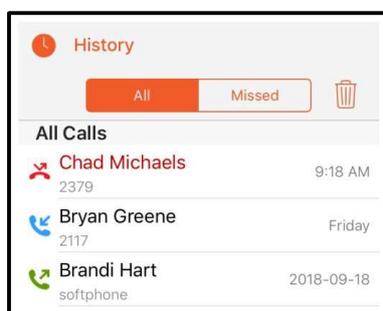
 **Outgoing call**

 **Incoming call recorded on this device**

 **Outgoing call recorded on this device**

 **Blocked call** - Appears when Call Blocking is enabled.

 **Missed call**



Viewing call information

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

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

To view History details

iPhone

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



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



iPad

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

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



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



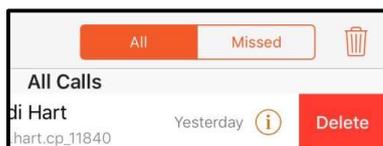
Deleting calls from History

You can delete a single call 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 single call using History details iPhone

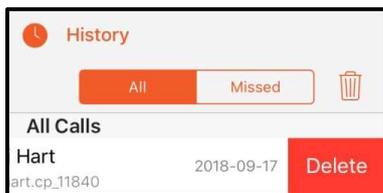
1. Go to the **History** tab on the resource panel.
2. Swipe the call to be deleted to the left.
3. Tap **Delete**.



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

iPad

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



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

To delete missed calls iPhone

2. Tap **Missed** and tap  **Delete**.



3. Tap **Clear Missed Entries**.



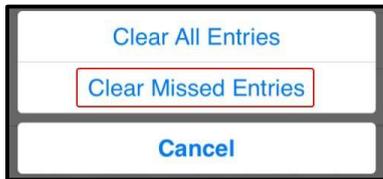
Bria deletes all missed calls from the **History**.

iPad

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



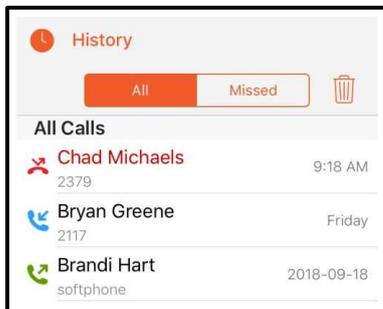
3. Tap **Clear Missed Entries**.



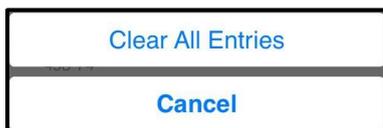
Bria deletes all missed calls from the **History**.

To delete all calls iPhone

2. Tap  **Delete**.



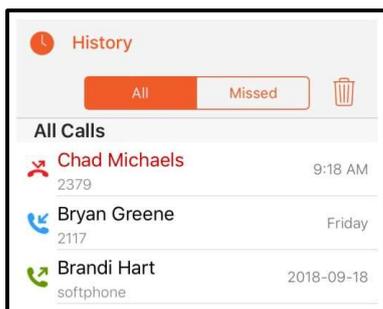
3. Tap **Clear All Entries**.



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

iPad

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



3. Tap **Clear All Entries**.



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

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

Settings

Under **Settings** , you can find:

- **Accounts:** Shows yourVoice 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	<p>Appears only on devices with mobile connectivity.</p> <ul style="list-style-type: none">- On: Bria attempts to connect to SIP/XMPP services using the mobile data network when a Wi-Fi connection is not available. You receive messages and voice mail notifications when Bria is in the mobile data network.

Field	Description
	<ul style="list-style-type: none"> - Off: If a Wi-Fi connection is not available, SIP and XMPP services are unregistered; you will not receive any messages or notifications and will not be able to place or receive calls. <p>You can allow or disallow VoIP calls using a separate setting Settings > Preferences > Allow VoIP Calls.</p> <p>Data charges with your mobile carrier may apply.</p>
Allow VoIP Calls	<p>Appears when Use When Available is enabled in Preferences > Mobile Data Network.</p> <ul style="list-style-type: none"> - On: Bria attempts to place calls using the mobile data channel when a Wi-Fi connection is not available. Voice quality may be impacted as mobile data is not ideal for voice calls. - Off (default): If a Wi-Fi connection is not available, you cannot place or receive calls. <p>Data charges with your mobile carrier may apply.</p>

General

Field	Description
Private When in Background	<ul style="list-style-type: none"> - On: When Bria is in the background and you navigate to the App Switcher, you see the splash screen for Bria rather than any details. - Off: When Bria is in the background and you navigate to the App Switcher, you see the last screen that you used in Bria before you sent Bria to the background.

Call Handling

Field	Description
Native Integration – iPhone	<p>Appears on iPhone or iPads running iOS 10+. When on, Bria enables CallKit native call integration and users see the following differences:</p> <ul style="list-style-type: none"> - Easier to answer Bria calls when a device is locked. No need to rely on a small notification on the unlock screen. - A native incoming call no longer takes over during a Bria call; it is presented as Call Waiting. You now have a chance to tell the person that you have to pick up another call. - You can switch between a native call and a Briacall. - All Bria calls are captured in the native dialer call history, with the option to click on an entry to call back using Bria. - Improved Bluetooth headset support. You can answer and hang up Bria using the

Field	Description
	<p>button on your Bluetooth device.</p> <ul style="list-style-type: none"> - CarPlay support.
Native Integration – iPad	<p>Appears on iPads running iOS 10+.</p> <ul style="list-style-type: none"> - On: Bria enables CallKit native call integration. Users find it easier to answer Bria calls when a device is locked. No need to rely on a small notification on the unlock screen.
Display Account Name	<p>Appears when Settings > Preferences > Native Integration is on.</p> <ul style="list-style-type: none"> - On: the incoming call screen displays the SIP account name in front of the Caller ID. This setting helps the user identify which SIP account is receiving the call when Bria has multiple SIP accounts configured. - Off: the incoming call screen does not display the SIP account that is receiving the call.

Incoming Call

Field	Description
Custom Ringtone	<p>Appears when Settings > Preferences > Native Integration is on.</p> <ul style="list-style-type: none"> - On: Use a ringtone configured in Bria for incoming calls. - Off: Use a ringtone configured in iOS.
Play Ringtone	<p>Appears when Settings > Preferences > Native Integration is off.</p> <ul style="list-style-type: none"> - On: Bria plays a ringtone for incoming calls. - Off: Bria does not play a ringtone for incoming calls.
Ringtone	<p>The default ringtone for incoming calls. Played if no specific ringtone is assigned to the contact.</p>
Vibrate – iPhone	<p>Appears when Settings > Preferences > Native Integration is off.</p> <ul style="list-style-type: none"> - On: The device vibrates when you receive a call. - Off: The device does not vibrate when you receive a call.
Alert Answer	<p>Appears when Settings > Preferences > Native Integration is off.</p> <p>Controls the behavior of the incoming Bria call prompt (when Bria is in the background):</p> <ul style="list-style-type: none"> - On: You can immediately answer the call by tapping on the alert. - Off: After tapping the alert, you have a choice to answer or decline the call.
Alert Missed	<p>Controls the behavior of the missed call prompt (when you receive a call when</p>

Field	Description
	<p>Bria is in the background):</p> <ul style="list-style-type: none"> - On: Bria shows a missed call notification when Bria is in the background. - Off: Bria does not send a missed call notification.
<p>Match Contacts for Caller-Id</p>	<p>Controls what name appears in caller ID for an incoming call.</p> <ul style="list-style-type: none"> - On (default): Bria tries to match incoming calls with Contacts or Roster. If a match is found, Bria uses the contact's Display name in the caller ID. - Off: Bria uses the information in the SIP header for the caller ID. <p>When Native Integration is enabled in Settings > Preferences – Call Handling, all numbers other than Softphone use the contact's Display Name for the incoming caller ID if there is a matching contact, even though when the Match Contacts for Caller-Id setting is turned OFF. This is a limitation due to CallKit; once you answer the call, Bria uses the information in the SIP header for the caller ID as you set in the preference.</p>
<p>Show Number in Notification</p>	<p>Controls what information appears in incoming call notifications. This setting helps you identify incoming calls if you receive many calls with the same label such as UNKNOWN.</p> <p>There is another setting for adding a SIP account name in notifications; see Display Account Name.</p> <ul style="list-style-type: none"> - On: The incoming call panel shows the phone number/SIP username followed by the SIP display name. Ex: 6045551234 Kokila <p>For the number/SIP username, Bria takes the value from P-Asserted-Identity by default.</p> <ul style="list-style-type: none"> - Off (default): The incoming call panel shows only the SIP display name. Ex: Kokila
<p>Disable Call Waiting</p>	<p>Controls whether call waiting is enabled or disabled.</p> <ul style="list-style-type: none"> - On: Call waiting is disabled and while on another call, incoming calls ring busy to the caller or go straight to voice mail if you have voice mail configured. - Off: Call waiting is enabled and while on another call, you are alerted of the incoming call.
<p>Call Blocking</p>	<p>Select what kind of phone numbers to block.</p> <ul style="list-style-type: none"> - No number, - Anonymous Caller ID, and/or - any number you added to the block list. You can add up to 20 phone numbers in Bria.

Client-side Call Forwarding

Field	Description
Forward Calls	<ul style="list-style-type: none">- On: Send all incoming calls to a specific number if Bria is enabled and registered. <p>This setting controls all the SIP accounts in the softphone client. If you have multiple SIP accounts and want to forward calls in only one of the SIP accounts, use the per-account call forwarding settings. When both global and per-account call forwarding settings are enabled, the global one takes precedence; all incoming calls on <i>all</i> the SIP accounts will be forwarded to a specified number.</p>
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. <ul style="list-style-type: none">- On: Letters entered in the dial pad are converted to numbers.- Off: Letters entered in the dial pad are not converted to numbers.
Hide My Number	Controls whether anonymous calling is enabled. <ul style="list-style-type: none">- On: Remote parties do not see your name or number on their phone.- Off: Remote parties see your caller ID information.
Default Account for History	Changes Bria's dialing behavior on History when multiple SIP accounts are configured in Bria. <ul style="list-style-type: none">- On: Bria dials using the default/primary account. A useful option when you want to use only one account for all outgoing calls.- Off (default): Bria dials using the account that received the call.

Call in Progress

Field	Description
Contact Image	<p>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.</p> <ul style="list-style-type: none"> - Don't Show: Bria does not show an image of the remote party during a call. - Full Screen: Bria shows an image of the remote party in the full screen a call. - Small Avatar: Bria shows a small photo of the remote party next to their name during a call.
Auto Record Calls	<ul style="list-style-type: none"> - On: Bria automatically records all calls made with Bria. - Off(default): Bria records a call only if you tap manually to start recording during a call.
Mobile Call Interrupt – iPhone	<p>Appears when Settings > Preferences > Native Integration is off.</p> <p>When you receive a native call while already in a Bria call, the Bria call is put on hold. You will not be able to speak to the remote party in the Bria call until you answer or decline the incoming mobile call. Bria can play feedback to the person who is put on hold without any notice.</p> <ul style="list-style-type: none"> - Silence: Bria plays nothing. - Tones: Bria plays beeps every 5 seconds to the person on hold. - Announcement: Bria plays an audio message to the remote party on hold in English, "Your call has been interrupted by an incoming mobile call. Please wait for the other party to return."
Play Music On Hold	<p>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.</p> <ul style="list-style-type: none"> - On: Play classical music to the party on hold. All the participants hear music if it is a conference call. - Off: Default
Play Tone On Network Lost	<ul style="list-style-type: none"> - On: Bria plays an audio tone to alert you if the network connection is lost while you are on a call. - Off (default): Bria only displays the visual indicator if the network connection is lost while you are on a call.
Mute when face down	<ul style="list-style-type: none"> - On: Bria automatically mutes your microphone when the device is placed face down during a call (audio, and Collaboration meeting). - Off : Bria does not change the mute status in the above situation.

Phone Number

Field	Description
Single Touch to Call	<p>When IM and/or SMS are enabled, this setting is ignored. Bria displays a prompt to choose an option.</p> <ul style="list-style-type: none">- On: When making a call from Contacts or History, the call is placed when you tap a phone number.- Off: When you tap the phone number, a prompt appears. Tap the prompt to place the call.
Digits To Match	<p>Controls a number of digits in phone numbers Bria uses to match contacts. This aims to solve an issue where Bria matches a phone number with a different area code.</p>

Messages

Field	Description
Alert Sound	<ul style="list-style-type: none">- On: Bria plays a ring tone when you receive a new message.
Alert Vibration – iPhone	<ul style="list-style-type: none">- On: Your device vibrates when you receive a new message.

Field	Description
Hyperlink Preview	<ul style="list-style-type: none"> - On: You see a small preview of hyperlinks in Bria messages - Off: Hyperlink previews do not appear in Bria messages
Private When Locked	<ul style="list-style-type: none"> - On: Bria does not display the incoming call information on the lock screen and the notification drawer. - Off: Default
[Enter] As Newline	<ul style="list-style-type: none"> - On: Tap the Enter key to add a new line in IM/SMS conversations. Tap the  Send icon to send IM. - Off: Tap the Enter key to send an IM. Tap  Quick Responses and select Enter a new line to insert a line break in the message you are writing. You might want to turn it off when using physical keyboard with the device.
Alert Text Tone	The default text tone for incoming messages. Played if no specific text tone is assigned to the contact. Assign text tones in the native iOS contacts.

Mentions

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

Roster

Field	Description
Show Groups	<p>Controls how the Roster list displays your contacts. Search works in the same way regardless of this preference.</p> <ul style="list-style-type: none"> - On: Contacts are organized under departments or other group names decided by your administrator. - Off: Displays everyone under one list.

Login Control

Field	Description
Auto Login	On: Automatically log into Bria when you start Bria.
Use Touch ID or Use Face ID	This setting determines if you can use Touch ID or Face ID to sign in to Bria. This settings does not show if there is no biometric profile in your device. <ul style="list-style-type: none">- On: You can use biometric authentication or your password to log in to Bria.- Off: You can only use your password to log in to Bria.

Advanced settings

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

Media Options ▼

Field	Description
Voice Activity Detection	<ul style="list-style-type: none">- On: Audio is not transmitted when no one talking. Turning this feature on may reduce bandwidth usage.- Off (default): Audio is transmitted when there is no one talking.
Noise Reduction	<ul style="list-style-type: none">- On: Bria attempts to reduce background noise from your microphone. Typically on when you are not using a headset.- Off: Typically off when you are using a headset.

Account Registration Issues

Field	Description
Alert Push Notification Issue	<p>This setting applies to registrations issues in which the Bria Push Server continues attempting to re-register. Even with the setting turn Off, Bria sends an alert for registration errors that can not be recovered from or if the Bria Push Server stops trying to re-register.</p> <ul style="list-style-type: none"> - On (default): Bria sends notifications when the Bria Push Server is not able to register with the SIP server on behalf of Client. Bria also sends notifications when the Bria Push Server is able to re-registered with the SIP server. Bria sends alerts for the following errors: <ul style="list-style-type: none"> - 403: Forbidden - 408: Request Timeout - 480: Temporarily Unavailable - 500: Server Internal Error - 503: Service Unavailable - 504: Server Time-out <p>See Request Failure 4xx or Server Failure 5xx for more information on these errors. Make sure that Bria notifications are enabled under iOS Settings > Notifications.</p> <ul style="list-style-type: none"> - Off: Bria does not send notifications regarding push notification registration errors.

Application Logging ▼

Field	Description
Verbose Logging	Leave this off unless Technical Support instructs you to turn it on to troubleshoot a problem you are having on your device. Troubleshooting .
Share Anonymous Usage Data	<ul style="list-style-type: none"> - On (default): Bria sends anonymous usage data to IPC Solutions. 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 IPC Solutions.
Call Statistics	<p>Shows detailed information about the current/last call, such as the number of packets lost. For an ongoing call, the statistics information refreshes every second.</p> <ul style="list-style-type: none"> - Tap the Refresh button to stop auto refresh and present a snapshot of the most current statistics. - To enable auto refresh again, either long-press the Refresh button, or leave the statistics page and come back again.
Send Log	Tap to upload the current log to Technical Support. Troubleshooting .
Delete Log	Clears the content of the Bria log on the device so that the log starts over empty.

Using biometric authentication

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

Prerequisites

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

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

Enabling biometric authentication

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

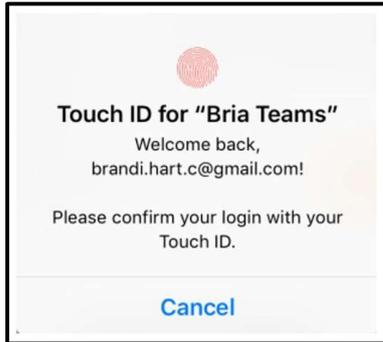
To enable biometric authentication

1. Turn **Settings > Preferences - Login Control > Use Touch ID** or **User Face ID** on.

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

To log in with biometric authentication

1. Tap  **Bria** to launch Bria or press and hold the **Home** button on your iPhone or iPad and ask Siri to "Launch Bria". The **Touch ID for "Bria"** pop up appears.

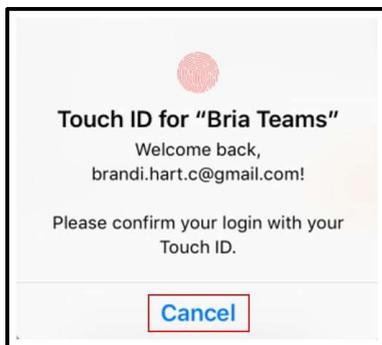


2. Place your finger on the sensor.

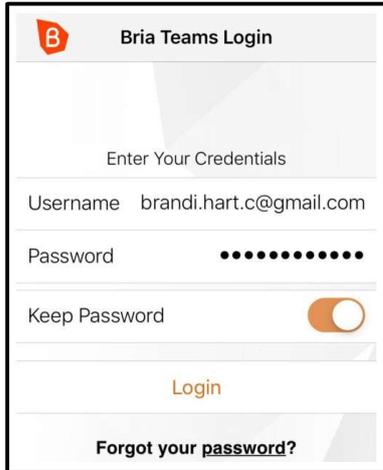
If your Touch ID or Face ID is a match, Bria opens.

To log in manually when biometric log in is enabled

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



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

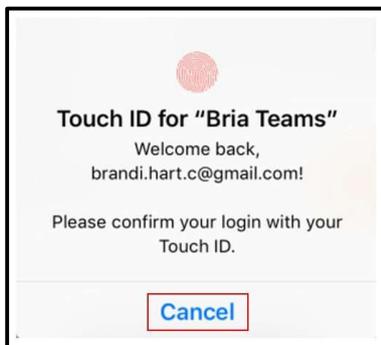


4. Tap **Login**.

The Bria interface opens.

Biometric failures

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



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

Troubleshooting

Troubleshooting registrations Error 401, 403, 404, 407

401 Unauthorized

403 Forbidden

404 Not Found

407 Proxy authentication required

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

Error 408

408 Request Timeout (no response received from the server)

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

- It might be due to no Wi-Fi or mobile network connection. Ensure that your Wi-Fi or mobile network connection is strong and stable.
- Make sure to give Bria a permission for accessing your local area network if you are using iOS 14 or newer. Go to iOS Settings > Privacy > Local Area Network.
- Make sure you or your admin entered the correct domain name for your SIP server. Log into Bria admin portal, go to the **Voice and Video** tab, and check these fields: Domain and Port.

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

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

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

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

If the problem persists, contact your VoIP service provider, and ask if they are receiving registration requests from Bria on your SIP account. Also double check the transport type (UDP/TCP/TLS) and port number. In some cases, your service provider might need to whitelist your IP address in order to reach their server.

- Disable SIP ALG on your router if it has this option. SIP ALG (Application-level gateway) is a common feature of consumer routers that aims to help VoIP traffic get routed properly, but it could also cause issues with VoIP traffic.

If this does not work, try disabling the firewall on your network all together, and set the **Firewall Method** method to **None** to test to see what is blocking the connection. Make sure nothing is set for the firewall server in Bria admin portal. Do not forget to log out of the app and log back in to reflect the change you made.

- If this error occurs in a different network than the previous ones you used, check to see if a VPN is used in your network. VPNs could potentially block VoIP traffic.
- If you have strict firewall rules, you might need to open ports on your network and change firewall rules. This allows traffic from the various servers communicating with Bria.

See [Ports, IP addresses, firewall rules to allow on your network](#) in the Bria Portal Guide.

Error 503

503 Service Unavailable (may also say Internal Server Error)

- You or your admin requested TLS or TCP transport, but the SIP server is not configured for this service. Make sure your transport type and encryption settings are correct. Revert to UDP transport for now, and contact your VoIP service provider for details.

"Mobile data not Allowed" appears

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

Glossary

3

3G/4G call

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

A

account

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

authentication

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

auto-attendant

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

B

bandwidth

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

Bria

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

Bria Desktop

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

Bria Mobile

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

Bria Mobile call

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

C

call display

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

chat room

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

client

In the context of softphones, the client is the end-user device that connects to a server when making a voice or video call. Bria mobile is an example of a softphone client.

codec

A codec is software that encodes/decodes data, such as audio and video, for transmission and storage. Each codec has different characteristics, and each works better in some situations than in others.

collaboration conference

An online conference that includes audio, video, screen share, and messaging.

conference

In the context of softphones, a conference is a multi-party voice or video call.

conference host

The individual who initiates a multi-person voice or video call.

credentials

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

CSV

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

CTI

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

D

device

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

DNS

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

DropBox token

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

DTMF

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

E

End User Portal

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

H

Home button

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

HTTPS

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

hyperlink

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

I

ICE

Interactive Connectivity Establishment. A method for traversing a firewall.

IM

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

IP address

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

ITSP

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

IVR

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

L

LDAP

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

M

media

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

MWI

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

N

NAT Emulation

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

NAT by using a private IP address.

native call

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

native phone service

The phone service that comes with an iPhone or smartphone.

notification

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

P

pan

A gesture used to move an image around your screen. Move your finger across the screen to pan the image.

pinch

A gesture used to decrease the size of images on touch screen devices. Place two fingers on the screen and move them together.

presence

An instant messaging feature that allows users to share information about their online status.

provisioning

Provisioning involves the process of remotely setting up devices, such as softphones, to use particular services and resources.

PSTN

Public Switch Telephone Network. The traditional landline telephone network.

R

remote update

Remote update is a process in which a Bria client connects to Stretto to retrieve the latest provisioning settings. This is not the same as a remote upgrade.

remote upgrade

Remote upgrade is a procedure in which Bria desktop requests a the newer software version, if it's available. This is not the same as a remote update.

S

signaling

The information in a call that deals with establishing and controlling the connection, and managing the network. Compare with media.

Single Device Emulation

A registration mode for the Bria Push Service Registration Mode setting that is used when your VoIP service provider does not support multiple registrations. If your VoIP service provider does not support multiple registrations, this setting is used so the registration is handed off between Bria and the Bria Push Service as required.

SIP

SIP (Session Initiation Protocol) is a software protocol for controlling voice and video communication sessions. A SIP server manages Bria calls on a network.

SIP account

An account that provides the user with the ability to make VoIP calls. The account encapsulates the rules and functions the user can access.

SIP Proxy

A setting in your SIP account that can be used when you have turned on the Bria Push Service. Complete this setting with your outbound proxy if your VoIP service provider requires you to use different SIP proxies for Bria and the Bria Push Service to communicate with the PBX.

SIP SIMPLE

A SIP protocol for presence and instant messaging.

softphone

A softphone is a software application for making phone calls over the Internet instead of through dedicated hardware.

softphone address

The address used to connect to a SIP endpoint. The "phone number" used in a VoIP phone call. For example, sip:joseph@domainA.com.

stretch

A gesture used to enlarge images on touch screen devices. Place two fingers on the screen 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 messages, chat rooms, voice/video calls, and presence information.

XMPP account

An account that provides the user with the ability to send IMs and view other people's presence.

XMPP Buddy

"Buddy" is the XMPP-specific term for an XMPP chat contact.

Z

zip file

A .zip file is a type of archive file that can contain compressed files and folders.