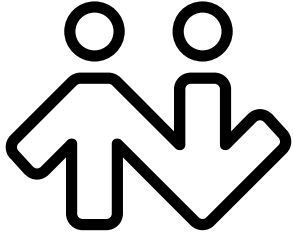


5



**COUNTERPATH**

# **Bria Professional 2.4 *for Windows***


## **User Guide**

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The content of this publication is intended to demonstrate typical uses and capabilities of the CounterPath Bria Professional 2.4 softphone application from CounterPath Corporation. Users of this material must determine for themselves whether the information contained herein applies to a particular IP-based networking system.

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This manual corresponds to Bria Professional version 2.4.

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# 1 Introduction

Bria Professional is CounterPath's softphone designed specifically for business and enterprise users. It includes the features that are standard to Bria—the ability to make VoIP phone calls, to send and receive instant messages (IM), to share presence (availability) information, and to exchange files. Bria Professional adds to those features the ability to auto-answer incoming calls and support for LDAP.

A system administrator in an enterprise can provision the application remotely (with or without DHCP), and automatically install the .msi package across an enterprise.

## instant messaging (Standard Telephone Features)

The CounterPath Bria Professional has all standard enterprise telephone features, including:

- Call display and Message Waiting Indicator (MWI).
- Speakerphone and Mute.
- Redial, Hold, Do Not Disturb.
- Call history – list of received, missed, and dialed calls.
- Call transfer.
- Call record.
- Auto answer.
- Six-party audio conferencing.
- Three-party video conferencing.

## Enhanced Features and Functions

The CounterPath Bria Professional also supports the following features and functions:

- IM and presence using the SIMPLE protocol or the XMPP protocol.
- IM conferencing (Group Chat) via an XMPP account.
- Managed contact list – importing and exporting contacts between Bria Professional and other applications.
- File transfer via an XMPP account.
- File transfer via content indirection (by sending the files to a file transfer server for “pickup” by the other party).
- Support for LDAP.
- Automatic detection and configuration of audio and video devices.
- Acoustic echo cancellation, automatic gain control, voice activity detection.
- Support for the following audio codecs:  
AMR Wideband (G.722.2), Broadvoice-32, Broadvoice-32 FEC, DVI4, DVI4 Wideband, G.711aLaw, G.711uLaw, G.723, G.726, G.729, GSM, iLBC, L16 PCM Wideband, Speex, Speex FEC, Speex Wideband, Speex Wideband FEC.

- Support for the following video codecs:  
H.263, H.263+ 1998, H.264.
- Automatic selection of the best codec based on the other party's capability, the available bandwidth, and network conditions. Bria Professional switches the codec within a call in response to changing network conditions.
- SIP compliance to 3261 SIP standard.
- XMPP compliance as follows:
  - RFC 3920
  - RFC 3921Supported extensions:
  - XEP-0004
  - XEP-0016
  - XEP-0022
  - XEP-0077
  - XEP-0085
  - XEP-0092
  - XEP-0115
- STUN and ICE NAT traversal. XTunnels for firewall traversal.
- Support for DTMF (RFC 2833, inband DTMF or SIP INFO messages).
- Support for languages.

# 2 Installation and Setup

## 2.1 Getting Ready

### Multimedia Device Requirements

Bria Professional requires both speakers and a microphone to make calls. Any of the following configurations are acceptable:

- External speakers and microphone
- Built-in speakers and microphone
- Dual-jack multimedia headset
- Bluetooth® multimedia headset
- USB multimedia headset
- USB phone.

### Optimized Devices

Bria Professional is optimized to work with the following:

- Actiontec Internet Phone Wizard
- GN Netcom GN 8120 USB and GN Netcom 8110 USBXP
- Plantronics CS50-USB Wireless Office Headset System
- Polycom® Communicator C100S Wideband USB Speakerphone
- TigerJet RJ11 to USB Phone Adaptor (incorporating the Tiger560C)
- TigerJet USB Phone Set (incorporating the Tiger560C)
- Yealink USB-P1K USB hand phone

### Video Cameras

Calls made with Bria Professional will work without a video camera, but one is necessary to allow other parties to see your image. Bria Professional will work with most USB video cameras.

## 2.2 Starting Bria Professional

If Bria Professional is not already running, start it as you would any other program: Use the **Windows Start** menu or double-click the desktop icon. Either the Login window or the softphone itself appears. If the login window appears, enter the credentials provided by your system administrator.

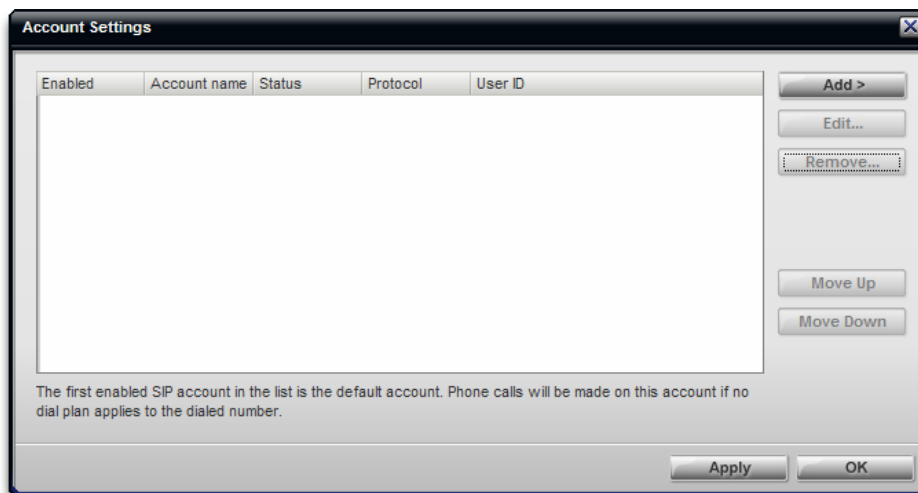


## 2.3 Configuring Bria Professional

Read this section if your system administrator advises you that you must either configure Bria Professional or complete the configuration.

(If your administrator advises you that configuration is already done, go to “Setting up a Contact List” on page 5.)

1. Choose File > Account Settings.
2. Create or modify accounts as instructed by your administrator. See the following pages for details. When done, return to the Account Settings window and click Apply to register the accounts. Click Close when the Status column is “Ready”.



## 2.4 Setting up a Contact List

Typically, you will want to create contacts in order to easily make phone calls, send IMs and transfer files. You can set up contacts in several ways:

- During a call that you place or receive, you can add the other party to your contact list. See “Handling an Established Call” on page 17.
- You can add addresses to the Contact list one by one. See “Adding a Contact” on page 36.
- You can import a contact list from a file or from another application. See “Importing Contacts” on page 38.
- You can create a contact from an entry in the LDAP directory; see “LDAP Directory Tab” on page 49.

For general information on contacts, see “Contacts Tab” on page 35.



# 3 Using Bria Professional

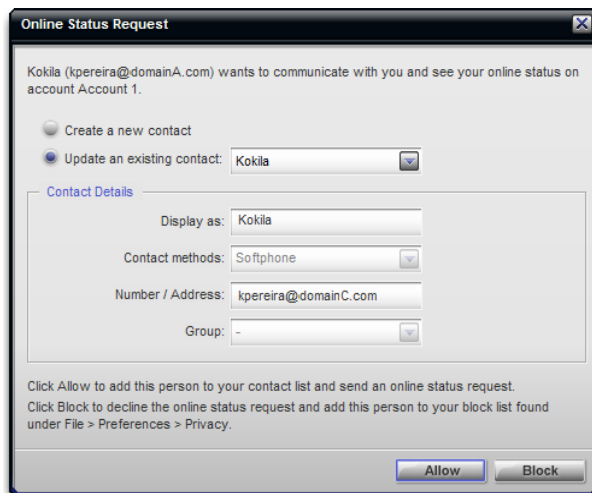
## 3.1 Starting Bria Professional

If Bria Professional is not already running, start it as you would any other program: Use the **Windows Start** menu or double-click the desktop icon. Bria Professional appears.



## Receiving a Presence Request

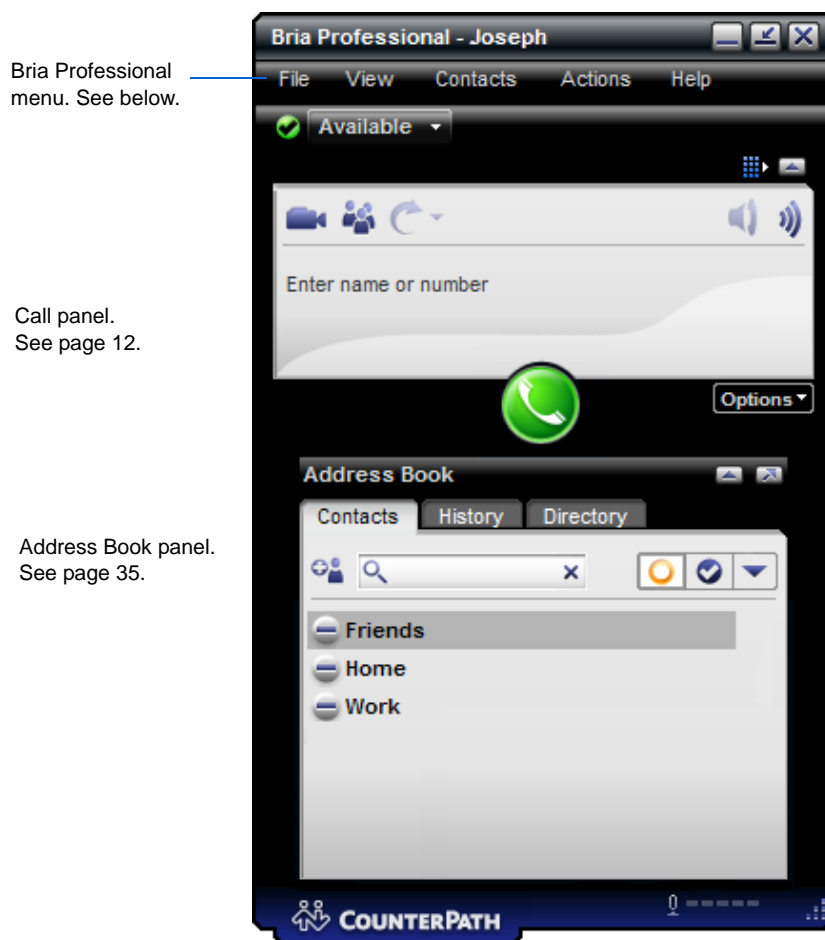
If availability is enabled, then at any time you may get a Presence Request dialog box. For information on this request, see “Availability” on page 42.



## 3.2 Shutting Down

To shut down Bria Professional, click File > Exit, or press Ctrl+Q. Note that clicking the Close button (X) on the softphone minimizes Bria Professional to the system tray; it does not exit.

## 3.3 The Onscreen Softphone



## The Bria Professional Menu

### File

- My Profile. See page 51.
- Preferences. These settings control the way that you work with Bria Professional and apply to all accounts. See page 52.
- Account Settings. You will work with these settings only if advised to do so by your system administrator. See “Configuring Bria Professional” on page 4.
- Sign Out. To log off and minimize Bria Professional to the system tray. If you click the Bria Professional icon in the status bar, the Login screen appears. This menu item does not appear if you have configured Bria Professional for no login (page 61).
- Exit. To shut down Bria Professional. You can also exit by pressing Ctrl+Q.

### View

- Change the GUI. See “Showing and Hiding Parts of the Softphone” on page 10.

## **Contacts**

Lets you work with contacts. Everything in this menu except for import and export can also be performed directly in the Address Book panel.

For information on these actions, including import and export, see page 35.

For information on managing blocked contacts, see “Privacy” on page 47.

## **Actions**

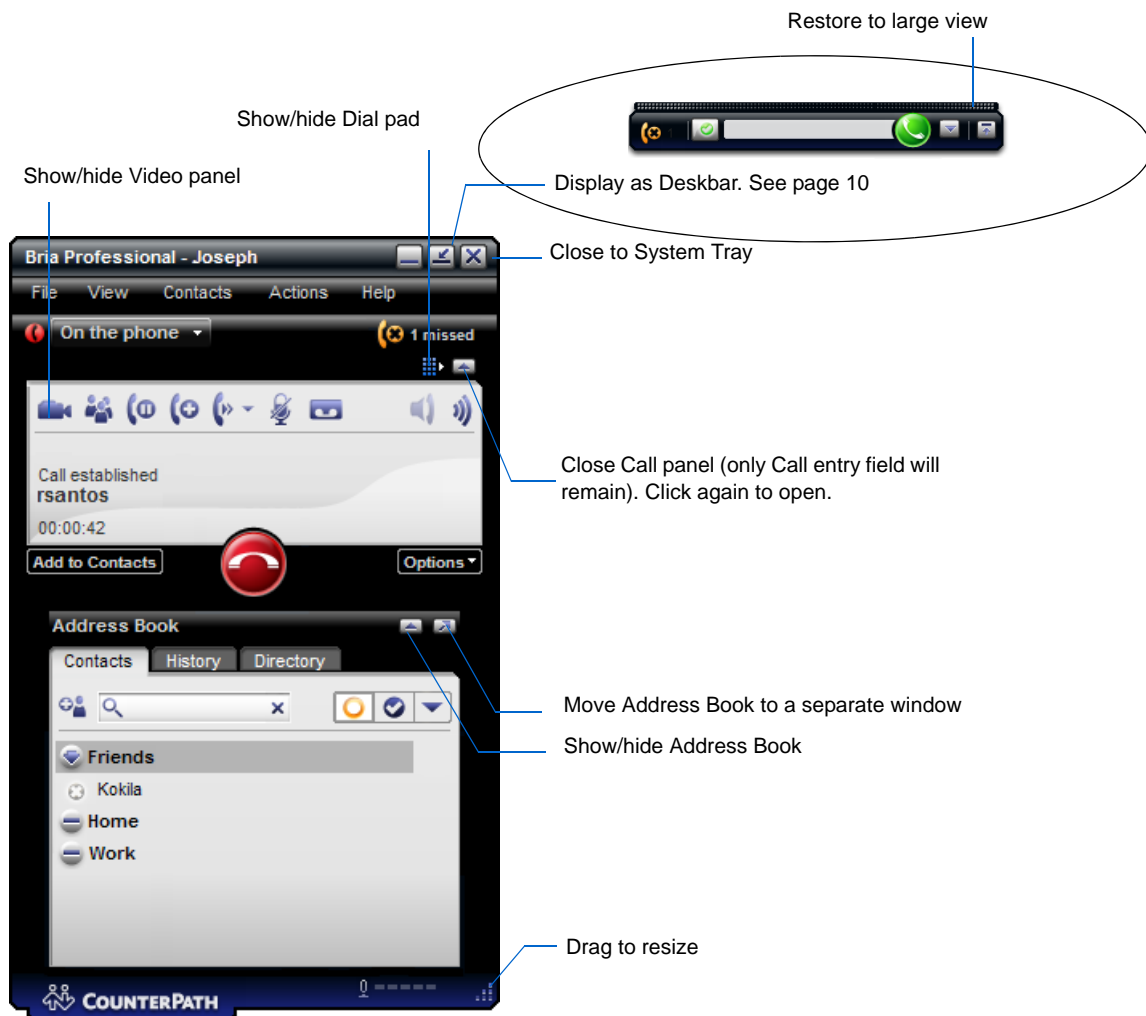
Lists the actions that you can perform, depending on the current “state” of Bria Professional. For example, if a contact is selected, it lists all the actions that can be performed on that contact.

If your enterprise has configured Bria Professional to display a Workgroup, you can view the Workgroup from the Actions menu.

## **Help**

Provides access to various service-related features.

# Showing and Hiding Parts of the Softphone



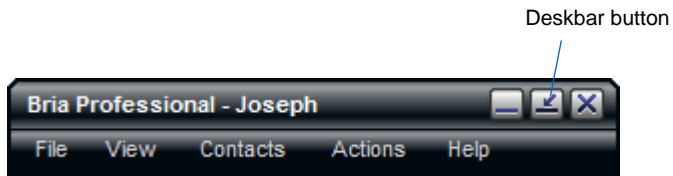
You can still receive calls when Bria Professional is hidden or minimized.

If you exit when Bria Professional is minimized or in Deskbar mode; Bria Professional will start next time as minimized or in Deskbar mode.

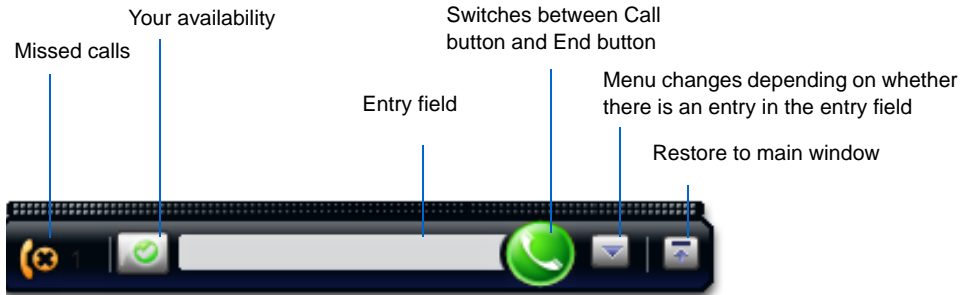
## The Deskbar

To display the softphone as a deskbar, click the Deskbar button.





The Deskbar provides a compact GUI for performing many Bria Professional actions. It is assumed that you will work in this mode after you are quite familiar with Bria Professional and its features.

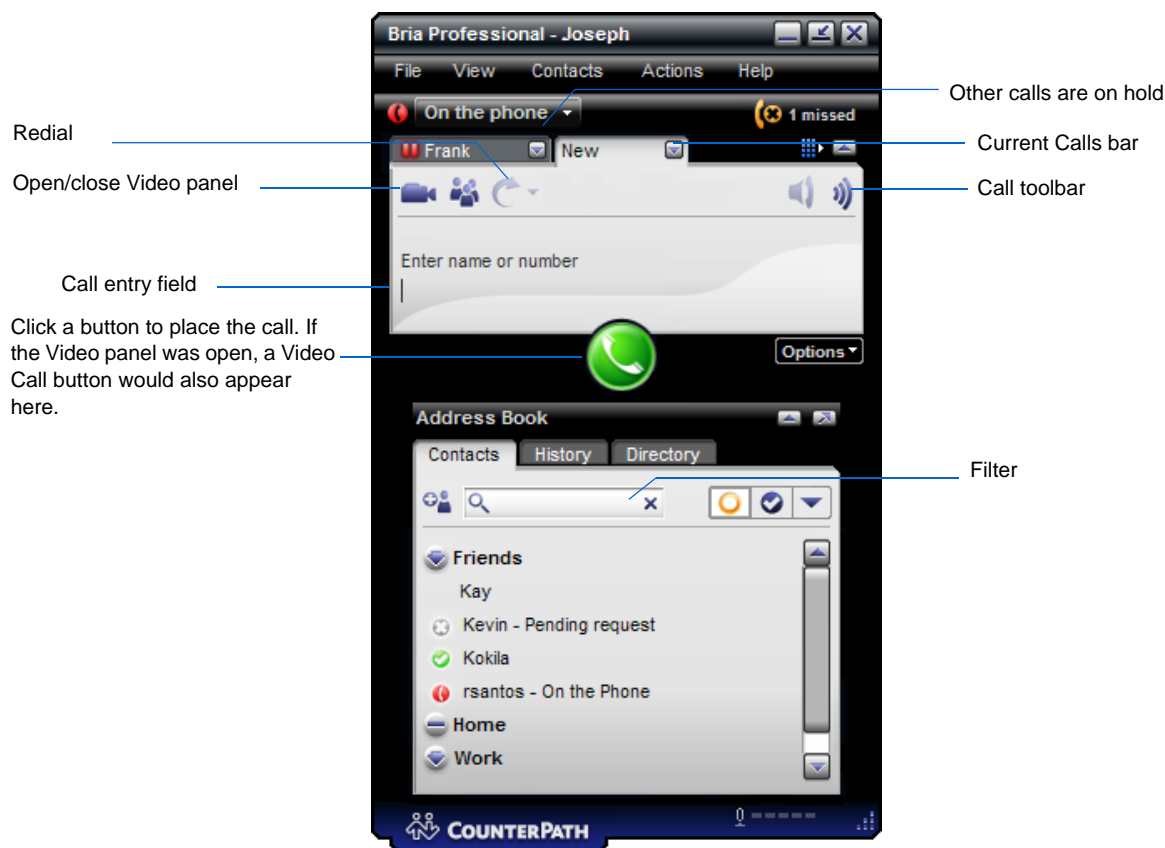


## 3.4 Placing a Call






You can contact someone using:

- A softphone address (for example, kpereira@domainA.com)
- A traditional phone number.

You can place a call when another call is already in progress. There is no limit to the number of calls you can make, although eventually the quality of audio and video will degrade because of limitations on the computer. We recommend no more than six concurrent calls.

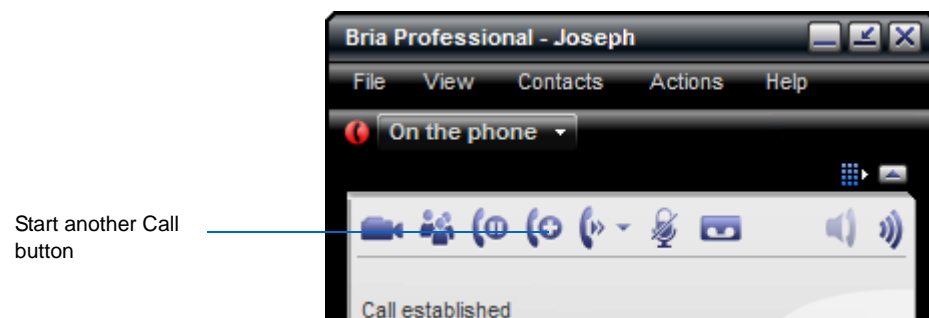


1. If you have a camera on your computer, decide how you want to handle video for this call:
  - The Video panel must be open if you want to send your video immediately. When the Video panel is opened, the Video button appears on the Call panel.  
(You always have the option of starting the call without video and then adding it later).
  - The Video panel can be opened or closed if you do not want to send video.
2. Place the call. See the table below.  
  
The new call is added to the Current Calls bar. You will hear a ringing tone while Bria Professional attempts to make a connection.
3. Once the new call is established, switch between different calls by clicking the tab in the Current Calls bar.

How	From the...	Description
Keying	Dialpad or computer keyboard	<ol style="list-style-type: none"> <li>1. If another call is currently in progress, click  on the Call toolbar. A new Call Entry area appears. The current call is put on hold.</li> <li>2. Enter the softphone address or number in the Call entry field using the dialpad or the computer keyboard.  For the name, you can enter the entire softphone address (kpereira@domain.com) or just the name (kpereira).  As you type, a suggestion for completing the entry may appear. Choose the suggestion or keep typing.</li> <li>3. To make an audio call, click the green Call button or press Enter. Even if the Video panel is open, an audio call will be placed.</li> <li>4. Or to make a video call, open the Video panel and press Video Call.</li> </ol>
Drag-and-drop contact or previous call	Contacts or History tab in the Address Book panel	<p>Drag an entry from the Contacts or History tab. The call is placed immediately. (If the tab contains lots of contacts, first use the  field to filter the list.)</p> <ul style="list-style-type: none"> <li>• If the video panel is closed, an audio call is placed.</li> <li>• If the video panel is open, a video call is placed and your video will be sent as soon as the other party answers.</li> </ul>
Right-click a contact or previous call	Contacts or History tab in the Address Book panel	<p>Right-click an entry from the Contacts or History tab and choose Call or Video Call. The call is placed immediately.</p> <p>(If the tab contains lots of entries, first use the  field to filter the list.)</p>
Double-click a contact	Contacts in the Address Book panel	<p>Contacts have a “double-click” action that either makes a phone call or starts an IM. Each contact can be configured separately for this action. See Table 1 on page 36.</p>
Double-click a previous call	History tab in the Address Book panel	<p>Double-click an entry. The call is placed.</p>
Redial	Redial button	<p>Click Options and choose Redial. Or click the Redial button.</p> <p>The call is placed immediately (without video, even if the Video panel is open).</p>
Right-click an LDAP entry	Directory tab in the Address Book panel	<p>If you have set up an LDAP directory (page 59), right-click an entry from the Directory tab and choose Call or Video Call. The call is placed immediately.</p> <p>(If the tab contains lots of entries, first use the  field to filter the list.)</p>
From Outlook		<p>If you have set up contacts in Microsoft® Outlook®, you can place a call to a PSTN number (but not a softphone address).</p> <ol style="list-style-type: none"> <li>1. Double-click the contact in the contact list in Outlook. The Contact dialog box appears.</li> <li>2. Click the  in the top left corner and select the phone number to dial. As soon as you release, Bria Professional will be brought to the front (or will be started) and the call will be placed.</li> </ol> <p>If you cannot make a call from Outlook, speak to your system administrator; the account dial plans may need to be revised.</p> <p>For information on how Bria Professional and Outlook contacts work together, see “Exporting Contacts” on page 39.</p>
Dialing	Dialpad	<ol style="list-style-type: none"> <li>1. If the dialpad is not visible, click the Show/Hide Dialpad button.</li> <li>2. Click the numbers on the dialpad to enter the phone number.</li> <li>3. Click the green Call button or press Enter.</li> </ol>


## Placing another Call

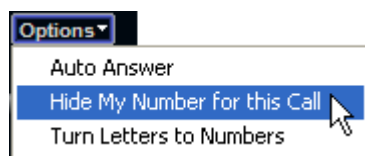
To place a new call (without hanging up on the current call), click the Start another Call button. In the Current Calls bar, a tab appears for each separate call.



## Hiding your Identity

You can hide your identity on a call, so that the other person will not see your ID on their phone.

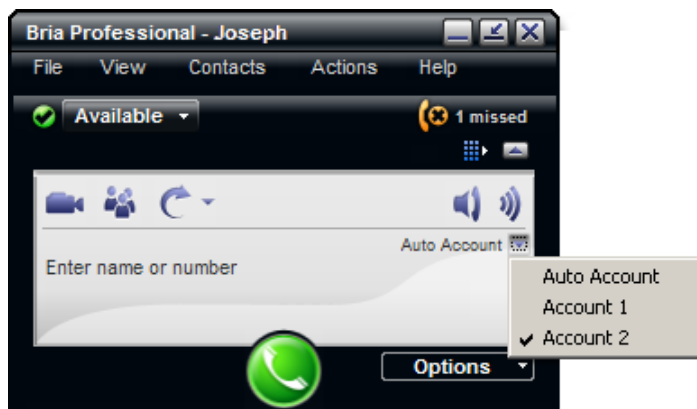
Click Options > Hide my Number for this Call.  appears on the Call control bar for this call. Place the call in the usual way.



Your identity is hidden only for this call.

## Which Account Is Used?

When placing an outgoing call, you can explicitly specify the account to use for that call. Click the Account Selection menu and select the desired account.



Once the call is placed, this menu always reverts back to "Auto".


### **If You Do not Select an Account – Auto Account**

If you have more than one account enabled and if you do not select the account, Bria Professional selects the account to use to place the call as follows:

- If a dial plan exists for any account, Bria Professional runs through the dial plans to determine if the dialed number matches any of these plans. If a match is found, the account that the dial plan belongs to is used. Your system administrator will have already set up suitable dial plans.
- If there is no match on any dial plans or if no dial plans are defined, then the default account is used. The default account is the account listed first in the Account Settings window (page 62).

### **Encryption**

The outgoing call may be encrypted, depending on your security settings.

- If an encrypted call is established, the encryption icon (  ) appears on the call display. This icon indicates that the call is guaranteed to be secure between you and your proxy, and may or may not be secure beyond that first hop.
- If an unencrypted call is established, no encryption icon appears.
- If the call cannot be established with the specified security, the call will fail.

### **Ending a Call**

Click End on the Call panel. Details of the call remain on the call display. To clear the details of the call from the display, click **Clear**.

## 3.5 Handling an Incoming Call

Bria Professional must be running to answer incoming calls. (If Bria Professional is not running, incoming calls may be directed to voicemail; check with your system administrator.)

Bria Professional rings and information about the incoming call appears in the Call entry field. In addition, the Call Alert box appears, even if Bria Professional is minimized. For information on call alerts, see “Preferences – Alerts & Sounds” on page 53.

The softphone address of the person calling you is displayed. The display name may also appear.



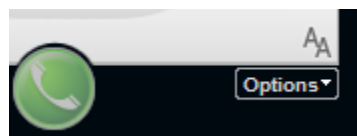
Action	From the...	Description
Answer	Call panel or Call Alert box	Click Answer. If you are on another call, that first call is automatically put on hold. You are now talking to the new caller. Or press Enter (on the keyboard), if Bria Professional is the active application.
Decline	Call panel or Call Alert box	Click Decline. There will be a busy signal. In some networks, the call will be directed to voicemail (if you have this service).
Permanently block the caller	Options menu	Click the Options button and choose Block this person.
Answer with IM	Options menu	Click Options and choose Answer with Instant Message. The phone call is declined, and instead an Instant Message window appears. Type the message and click Send. (Or close the window if you change your mind.)

### Ending a Call

Click End on the Call panel. Details of the call remain on the call display. To clear the call display, click **Clear**.

### Auto Answer

To turn auto answer off and on, in the Call panel click Options > Auto Answer. The AA icon appears in the call display.



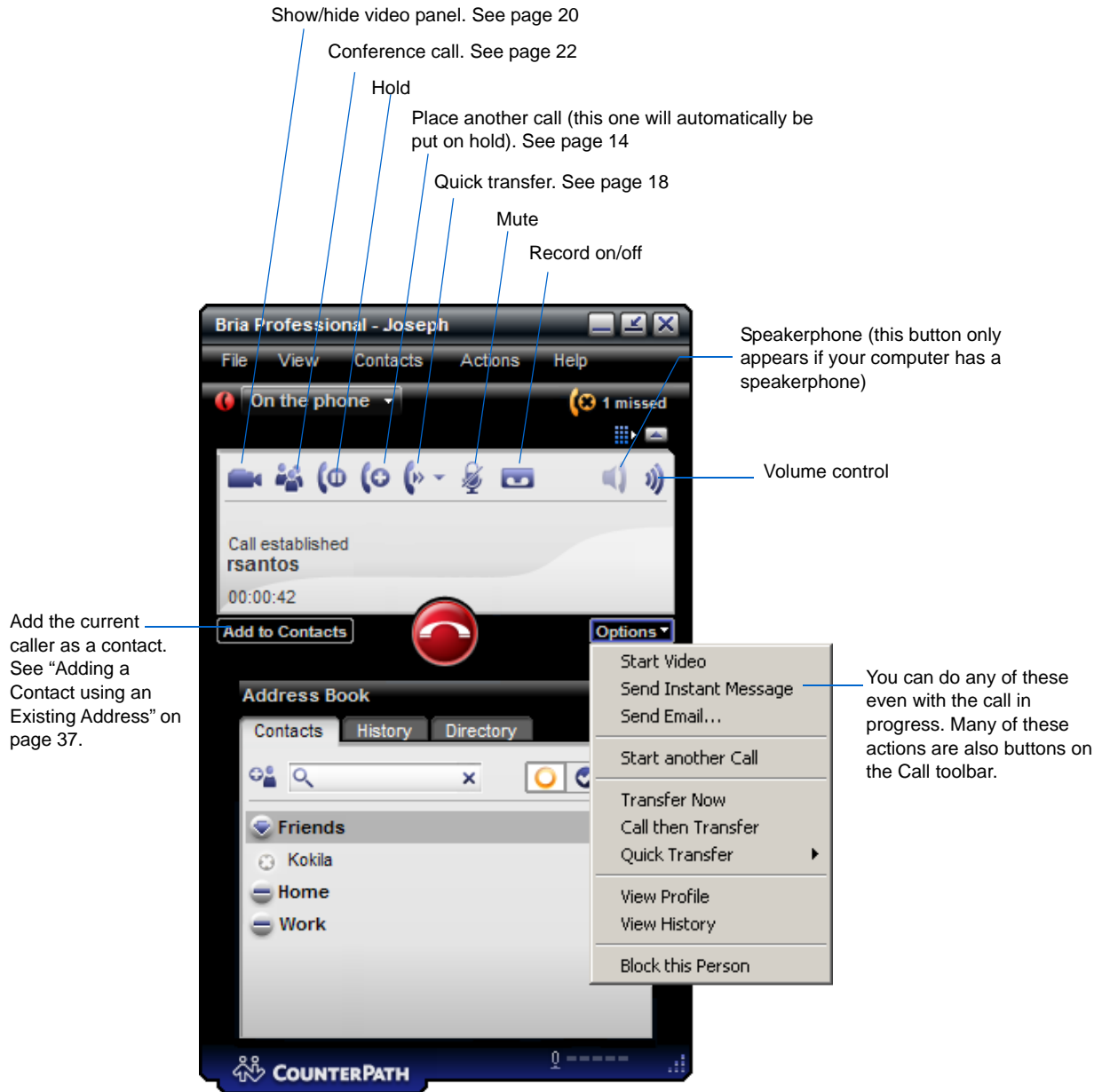
Auto answer is initially configured to auto-answer after one ring, and to send only your audio when the call is established. You can change this configuration; see “Preferences – Advanced” on page 61.

Auto answer is automatically turned off when you shut down or log off.

## 3.6 Handling an Established Call

While the call is in progress you can:

- Control the audio: use the speakerphone, mute the call, control volume.
- Record the call.
- Put the call on hold.
- Add the caller as a contact.
- Transfer the call. See the next page.
- Add video. Pause and resume video when video is already present. See “Video” on page 20



## 3.7 Transferring a Call

### Quick Transfer

You can set up a list of phone numbers that calls can be transferred to. Then during a call, you can transfer to any of these numbers by selecting from a list.

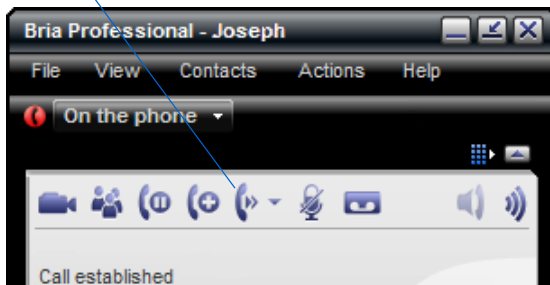
To set up the numbers:

1. Click File > Preferences from the menu. Display the Transfer panel.
2. Enter as many numbers as you want. To enter a new number, click in an empty line. To remove an entry, click in the line and delete the number.

Set one of the numbers as the default and click OK.

To transfer a call, click the arrow on the Transfer button and click the number to transfer to. As soon as the transfer is made (the other phone starts ringing), the call is disconnected at your end.

Quick Transfer



### Basic (Unattended) Transfer – Transfer this Call

You can transfer a call to any number, then hang up as soon as you have entered the number.

1. Click Options > Transfer this Call. The call display prompts for the number to transfer to.
2. Call the target (the person you are transferring the call to) by keying the number.
3. Click Transfer; the message Transfer Successful appears.

Or click Cancel to continue the current call.



## Attended Transfer – Call then Transfer

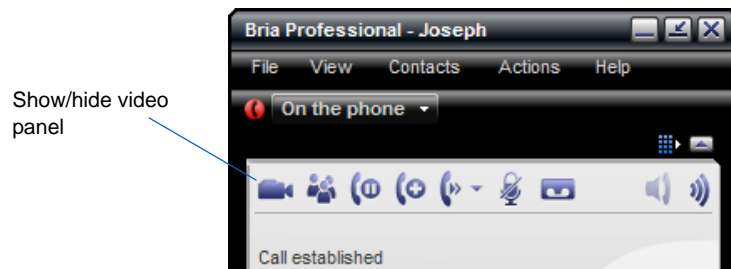
You can first speak to the target (the person you are transferring the call to), then click Transfer to complete the transfer.

1. Click Options > Call then Transfer. The first call is put on hold and a New call tab appears
2. Call the target in any of the normal ways.
3. When you are ready, click Transfer; the message Transfer Successful appears.



If the target does not want to take the call, simply end the call with that person. The first call is taken off hold.

## 3.8 Video



### Adding Video

Either you or the other party can add video at any time.

To add video, open the Video panel and click Start My Video. When you add video, the other party may (or may not) start sending their video to you.

You can add video, even if you do not have a camera, in order to start receiving the other party's video.

### Other Party Adds Video

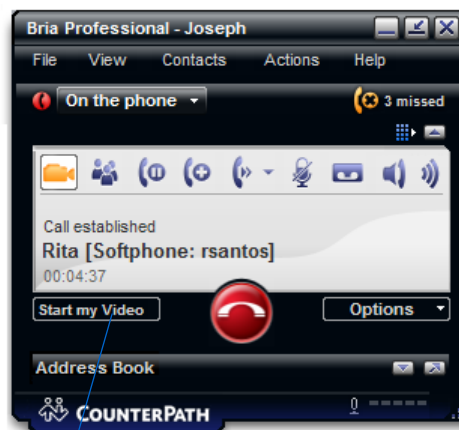
If the other party starts their video, the Video panel automatically opens and the video is played. You can start sending your own video, if desired (and assuming you have a camera) by clicking Start My Video.

### Pausing and Resuming Video

If the Video panel is open and video exists in a call, the Start My Video and Stop My Video buttons appear, to let you pause and resume video.

If you close the Video panel, your video will stop being sent; you can reopen the panel and click Start My Video again.

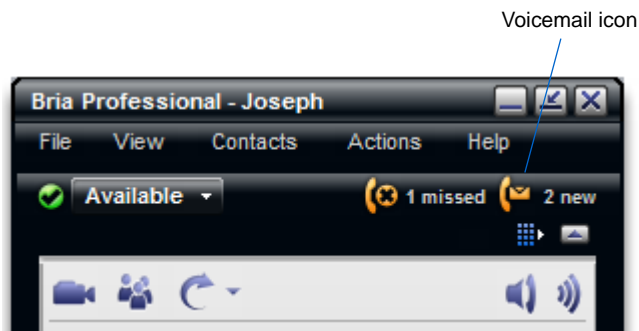
Control video from the Call panel or the Video panel



This button only appears when video panel is open

## 3.9 Voicemail

If your service includes voicemail, then when you have voicemail messages, the word “new” appears beside the voicemail icon at the top of the phone. Click the icon to automatically connect to voicemail and listen to your messages.



## 3.10 Conference Calls

### Starting a Conference Call

You can create a conference call starting from one existing call:

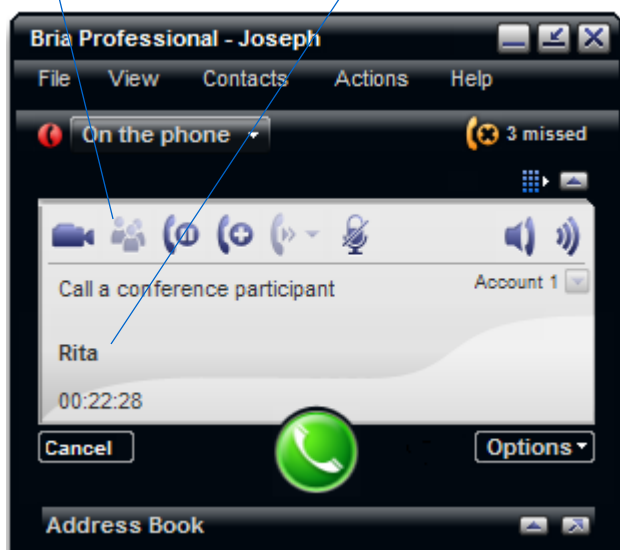
1. Click the Conference icon. Bria Professional enters “conference mode” and “Call a conference participant” appears on the call display.
2. Place the second call in one of these ways:
  - Right-click on a contact and choose Add to Conference Call.
  - Type a name or number.(Or to cancel the call, click the Cancel button.)

When the second callee answers, the call will automatically be added to the conference.

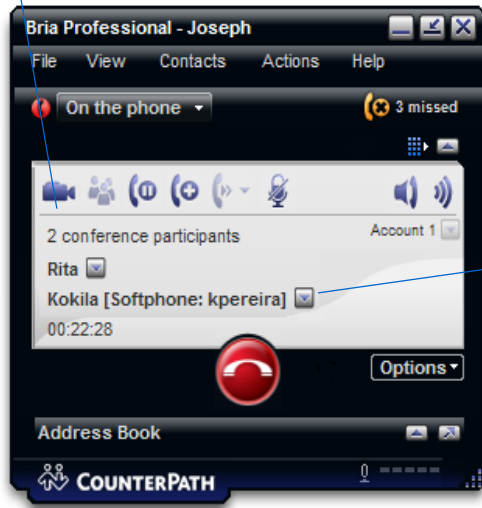
Or you can start a conference call using all the existing, separate calls:

1. Establish the calls. The calls can be incoming or outgoing, and one or more calls can include video.
2. Click Conference All.

Conference icon      Enter phone number for new participant



Conference is now established



Click for actions for this participant

## Managing the Conference

### Adding More Participants

You can add more participants to an existing conference in any of these ways:

- Right-click on a contact and choose Add to Conference Call.
- From the tab that contains the conference, click the Conference icon. Place a call by typing a name or number. When the callee answers, the call will automatically be added to the conference.
- Place a separate outgoing call in the normal way (by clicking the New Call icon to display a new tab). When the call is established, click Conference All. All existing separate calls will be brought into the existing conference.
- Accept one or more incoming calls. A separate call will be established for each call. Click Conference All. All existing separate calls will be brought into the existing conference.  
Whenever you click Conference All, all current established calls are conferenced together; you cannot keep any one call out of the conference.

### Send an IM

Click the down arrow beside a participant name and choose Send Instant Message.

### Removing a Participant

To remove one call from the conference, click the down arrow beside a participant name and choose Separate Call from Conference. The call becomes a separate call.

### Disbanding the Conference

To break the conference into separate calls, click Options > Disband Conference.



To hang up on everyone, click the End button.



## Suspending the Conference

To suspend the conference, click the Hold button.

## Audio Controls

**Adjusting Volume.** Use the speaker adjustment to adjust volume of the sound you are hearing.

**Mute.** Click  on the dialpad to prevent the other parties from hearing you. The  icon appears on the call display. When you mute, you may also want to stop video feed, if any.

**Speakerphone.** Click  on the dial pad to put the callers on the speaker phone. The  icon appears on the call display.

## Video Conference Calls



### Starting a Conference with Video

To start a conference with video, make sure that both the existing calls are video calls. Then click the Conference button.

### Adding Video to an Existing Conference Call

Click Options > Start Group Video. Your video starts immediately.

Or open the Video panel and click Start my Video.

When you add video, the other party may (or may not) start sending their video to you. You can add video, even if you do not have a camera, in order to start receiving the other party's video.

### How Video Is Shared

When you conference two calls together, video continues as it was before the conference call. For example, if you were sharing video with one party, and only sending your video to another party, then that is how the video will be handled when the conference call is created.

The conference host serves as the “funnel” for other video. Whatever the conference host is receiving will automatically be sent to the other parties.

## **Controlling Video**

Once video has been added, it can be paused, resumed and stopped in the same way as on a regular conference call, by the initiator of the individual “leg” of the conference call.

The conference host does not have special control over the video, and can only add video on legs for which they were the initiator.

However, if the conference host pauses or stops video, other participants will no longer receive video, because the host is the video “funnel” as described above.

## 3.11 Instant Messaging

Instant messages are made using softphone addresses. Therefore, you can send or receive an instant message (IM) to:

- Any contact who has a softphone address.
- Any party who phoned you from a softphone address.
- Any party whom you phoned using a softphone address.

You may also be able to use an instant message to send files to another party. See page 31.

### Sending an IM

1. There are several ways to select the person to send an IM to.

From the Contacts tab in the Address Book	Right-click on the contact and choose Send Instant Message. The contact must have a softphone address.
An active phone call	The person in the active phone call. Click Options > Send Instant Message.
A person on hold	In the Current Calls bar, click the arrow next to this call and choose Options > Send Instant Message.
From the History tab in the Address Book	Right-click on the entry and choose Send Instant Message.

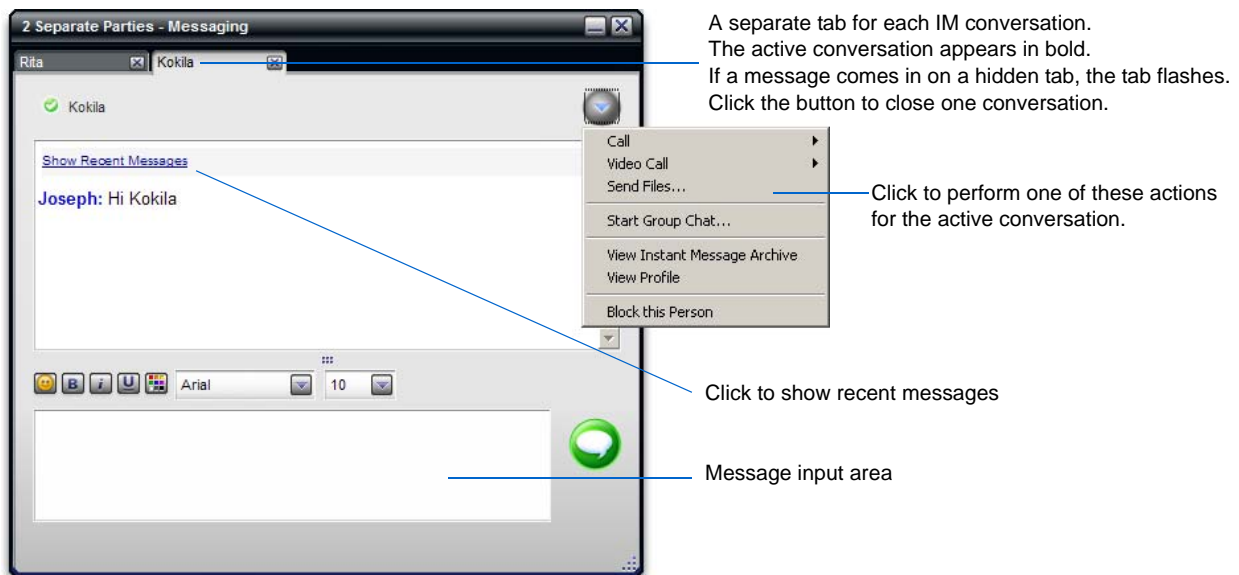
The Instant Message window appears. Or if another Instant Message session exists, a new tab is created for this IM session.

2. Type the message. Include emoticons and formatting, as desired.

To insert a return in the message, press Ctrl+Enter. (You can control the behavior of Enter and of Ctrl+Enter; see “Preferences – Application” on page 52.)

3. Press Send or Enter.

You can press Ctrl+F to search for text in the large message area.



## Receiving an IM

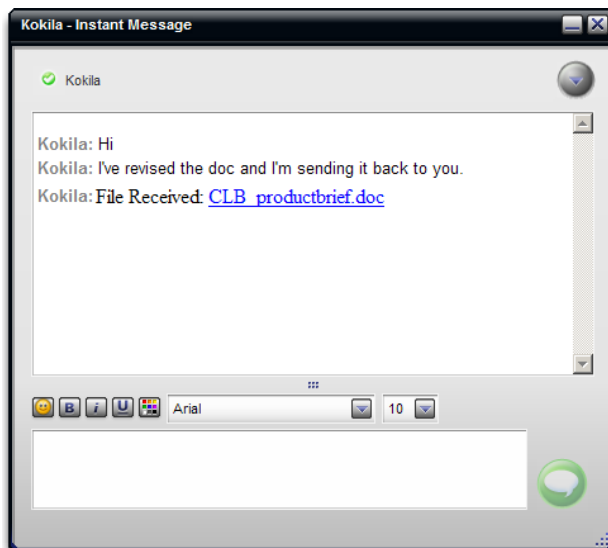
When an IM is received, either the IM window or a Call Alert pops up. (To control which window appears, see “Preferences – Application” on page 52.)

If the IM window is already displayed with an IM session with another person, the message from the new person appears in another tab in that window. (You can set up Bria Professional so that each person has their own IM window; see “Preferences – Application” on page 52.)

## Receiving a File as Part of an IM

The other person may be able to send you files within the IM. The file appears as a hyperlink. Click the hyperlink to open a Browse for Folder that lets you specify where to save the file.

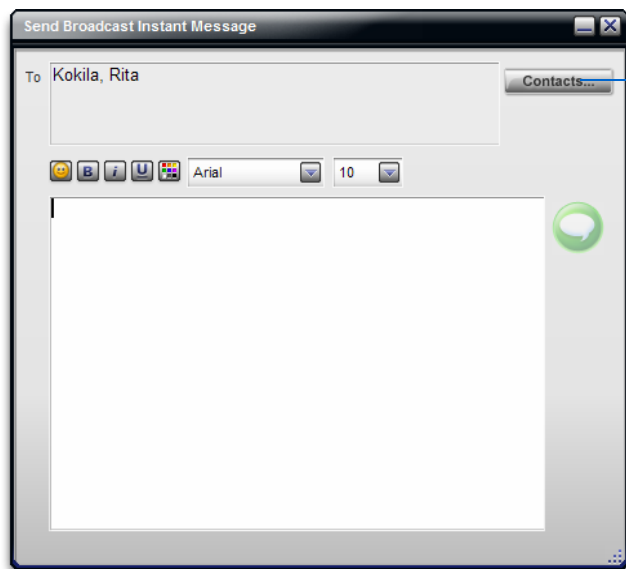
Sending files within an IM is only possible when using SIP accounts and when your system administrator has configured a file transfer server.



## Sending a Broadcast IM

You can send an IM to several people at one time. A broadcast IM is *not* a conference IM.

- With a broadcast IM, each recipient can reply to the IM, but only you will see these replies; the other recipients will not see these replies.
  - With a conference IM, all parties see everyone’s messages and the messages each party sends are seen by everyone. See “Conference IM—Group Chat” on page 29.
1. Select the parties from the Contacts tab in one or more of the following ways:
    - Select one or more contacts in the usual ways (using Shift-click or Ctrl+click).
    - Select one or more groups in the usual way.
  2. Right-click and choose Send Broadcast Instant Message. The Send Broadcast Instant Message window appears.



Click to add more contacts. Shows the display names of all the selected contacts and the individual display names of all the contacts in any selected groups. Contacts that do not have a softphone address are not included in the list.

3. Type the message. Include emoticons and formatting, as desired.

To insert a return in the message, press Ctrl+Enter. (You can control the behavior of Enter and of Ctrl+Enter; see “Preferences – Application” on page 52.)

4. Press Send or Enter. The IM is sent and the window closes.

A recipient may send you a response, which will be displayed to you in a regular Instant Message window; you will then be in a regular IM with that one party.

You can press Ctrl+F to search for text in the large message area.

## Conference IM—Group Chat

Group chat allows you to exchange instant messages with a group of people in the same session. All people must have XMPP accounts configured in order to participate in group chat.

Group chat differs from a broadcast IM in that all parties see everyone's messages, and the messages each party sends are seen by everyone else. In a broadcast IM, each recipient can reply to the IM, but only the person who sent the broadcast IM will see these replies; the other recipients will not see these replies.

There is no limit to the number of participants in a group chat. You can also invite more participants during a group chat session.

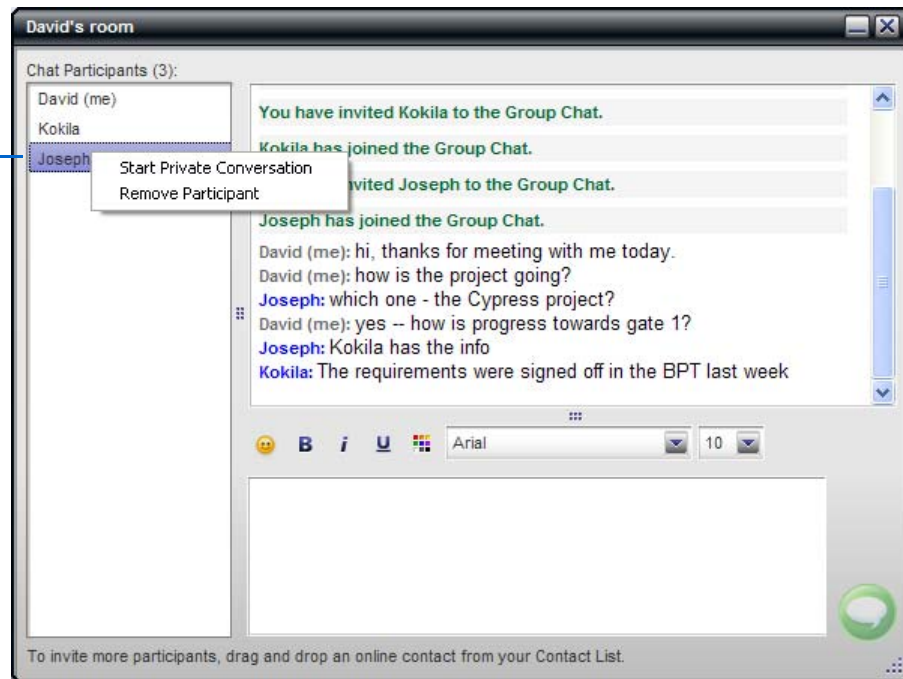
### Starting a Group Chat

1. In the Address Book on the Contacts tab, select the desired contacts. Contacts must be online.
2. Right-click the last selected contact and choose Start Group Chat.

### Managing a Group Chat

Right-click a name to:

- Start a private conversation
- Remove a participant (if you started the group chat)



### Inviting More Participants

To invite more participants to a group chat, select online contacts from your Contact List and drag them to the Group Chat window. Any participant in the group chat can invite more participants.

### Leaving a Group Chat

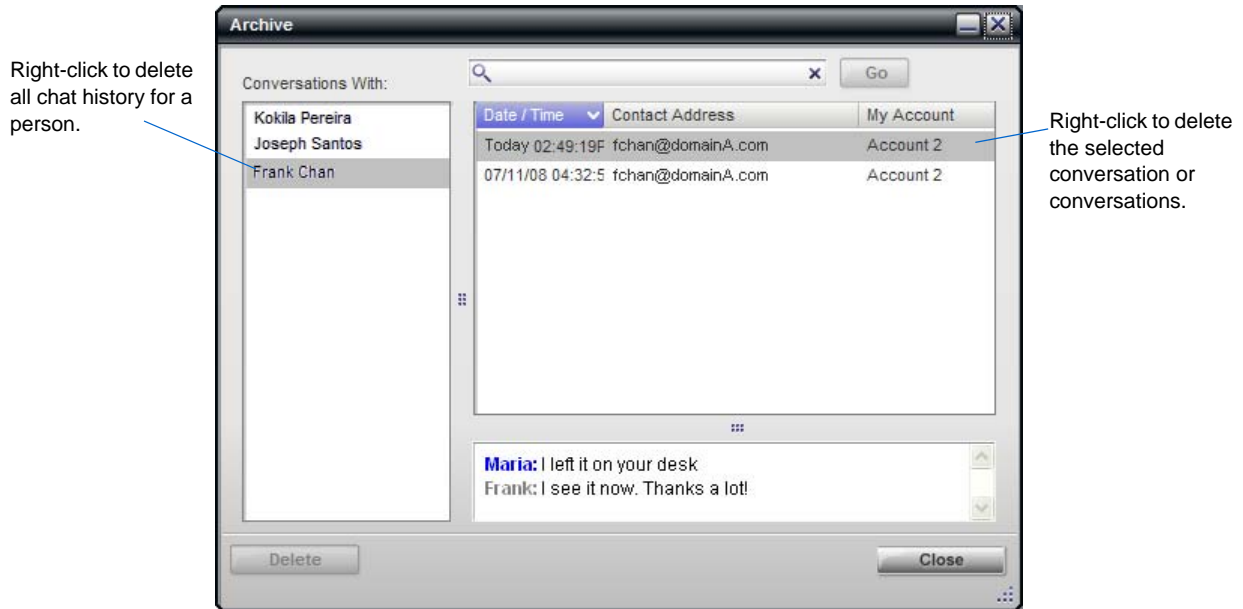
To leave group chat, close the group chat window.

If you have started the group chat and you leave the session, the session continues with the remaining participants.

## Viewing the IM Archive

You can view your recent IM activity for any contact or group chat session. Do one of the following:

- Right-click a contact and choose **View Instant Message Archive**.
- On the menu, click View > Instant Message Archive. In the Archive window, click the desired contact under **Conversations With**.



## 3.12 Sending and Receiving Files

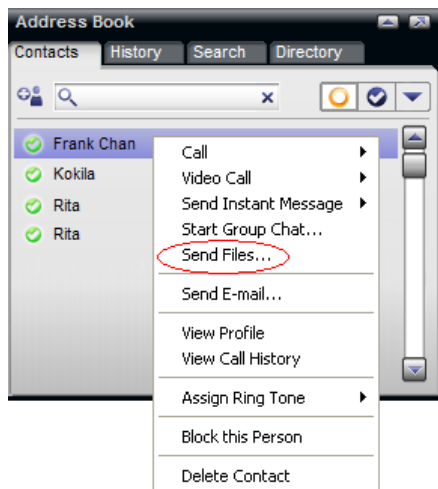
### Sending Files

You may be able to send files to another contact. The other contact must have the appropriate account. For example, if your system administrator has set up your service for file transfer over the XMPP account, then the other contact must have an XMPP account.

1. Choose one of these actions:

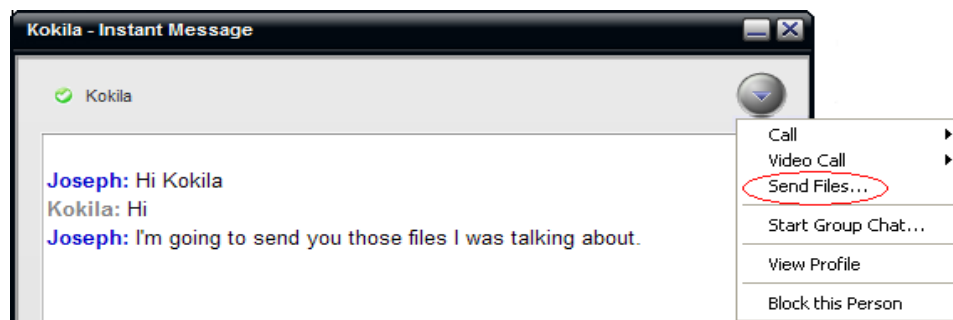
- Right-click a contact and choose Send Files. After choosing Send Files, a standard Select Files to Send dialog box opens. Select the files to send and click Open.

(This menu item does not appear if the contact does not have the appropriate account.)



- From the IM window, choose Send File. After choosing Send Files, a standard Select Files to Send dialog box opens. Select the files to send and click Open.
- Drag a file from a folder to the IM window.

(If neither of these methods work, then you can assume the contact does not have the appropriate account.)

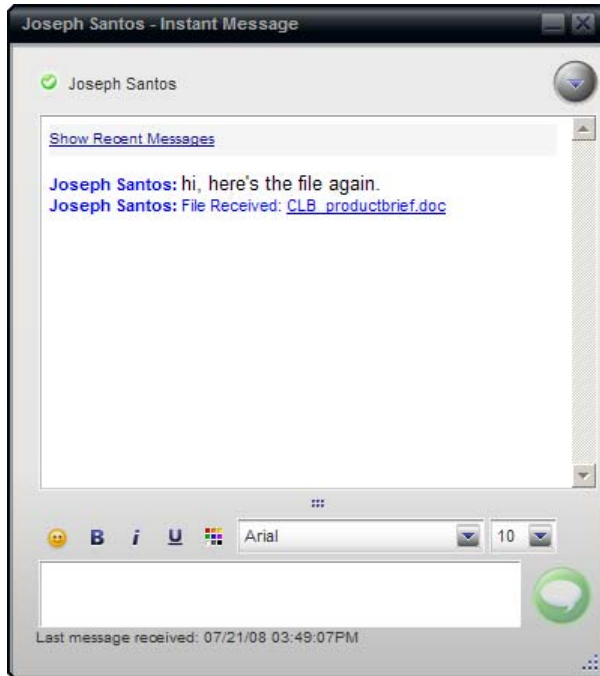


If you want, you can cancel the file transfer before the other person retrieves the files.

# Receiving Files

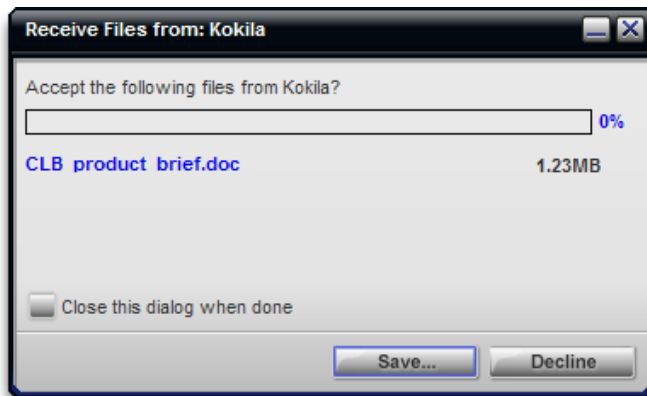
## Receiving a File as Part of an IM

You can receive files from another party. You do not have to set up to receive files. In other words, to receive files, you do not need a file transfer server at your end. See “Receiving a File as Part of an IM” on page 27.



## Receiving a File Independently of an IM

Another person may send you files outside of an IM. The following dialog appears, to allow you to save the file.



## 3.13 Email

You can send an email to one or more contacts, or to all the contacts in a group.

Select the contact, contacts or group, right-click and choose Send E-mail. An email window opens in your default email application, with the “to” line populated with all those contacts who have email addresses (in their Contact Profiles).

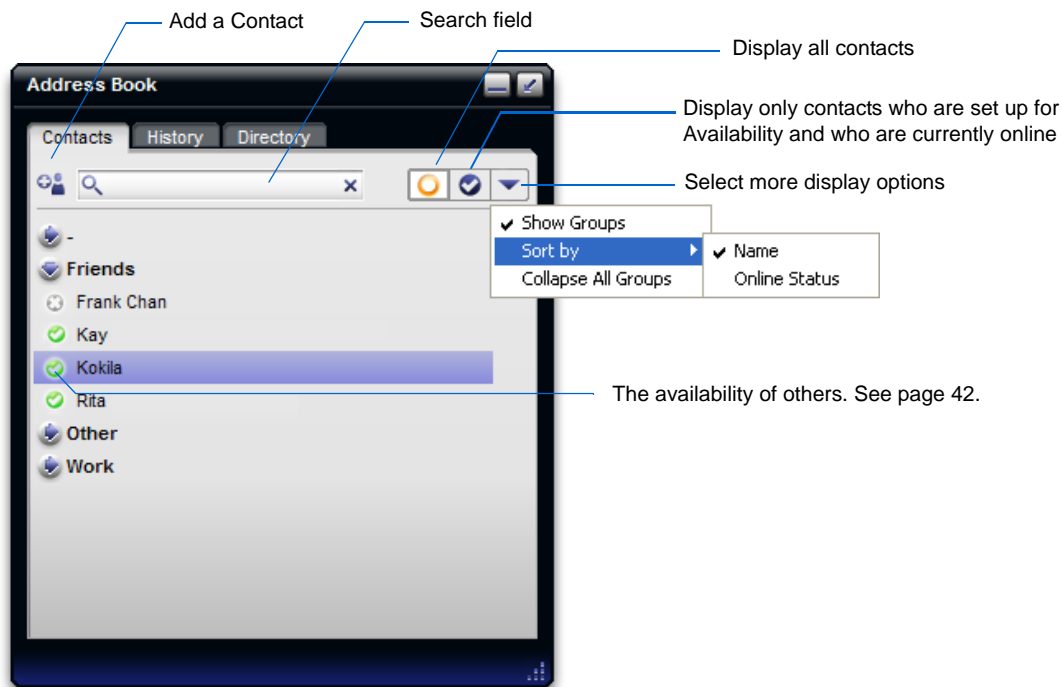


# 4 Using the Address Book

The Address Book panel, which is divided into tabs, provides access to the following:

- Contacts.
- Call history. See page 41.
- Contact availability (presence). See page 42.
- LDAP directory. See page 49.

## 4.1 Contacts Tab



The Contacts tab displays your contacts and lets you specify multiple contact methods for them, including:

- Softphone address
- Home phone number, business phone number, cellphone number
- Fax number (this is provided for convenience; Bria Professional does not have any fax capability).
- Email

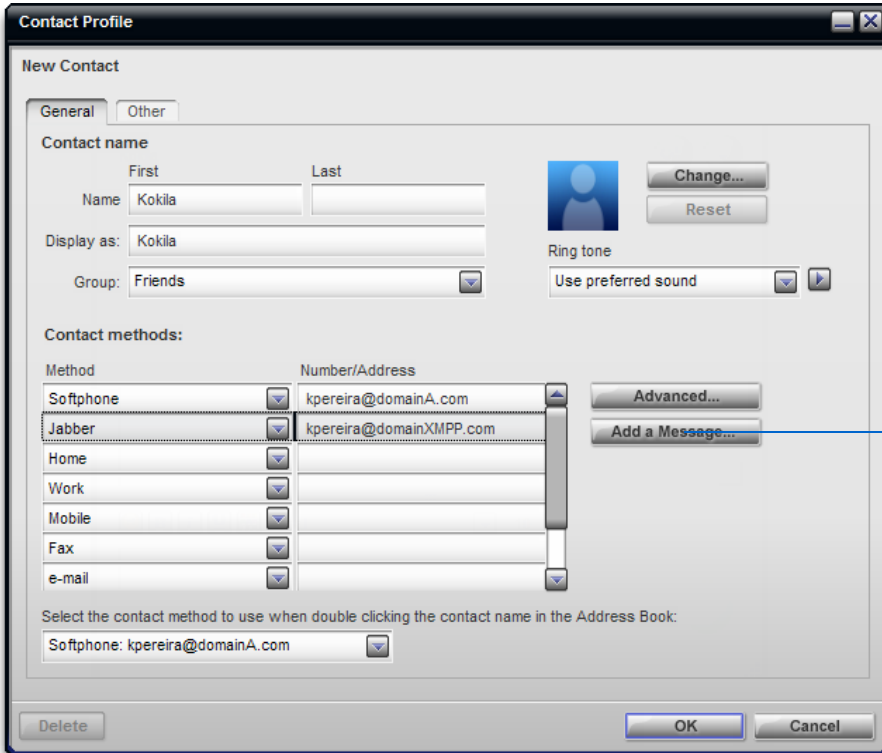
You can identify one of these contacts as the primary contact method.

Contacts are typically organized into groups. Bria Professional includes built-in groups: “Friends”, “Home” and “Work”. You can add more groups, as desired.

# Setting up Contacts

## Adding a Contact

Click , or right-click a group and choose Add Contact to Group. The Contact Profile dialog box appears. See the table on page 39.



The screenshot shows the 'Contact Profile' dialog box with the following fields and options:

- General tab:**
  - Contact name:** First (Kokila), Last ( ), Name (Kokila), Display as (Kokila).
  - Group:** Friends (dropdown).
  - Ring tone:** Use preferred sound (dropdown).
  - Contact methods:**

Method	Number/Address
Softphone	kpereira@domainA.com
Jabber	kpereira@domainXMPP.com
Home	
Work	
Mobile	
Fax	
e-mail	
  - Buttons:** Change..., Reset, Advanced..., Add a Message..., Delete, OK, Cancel.

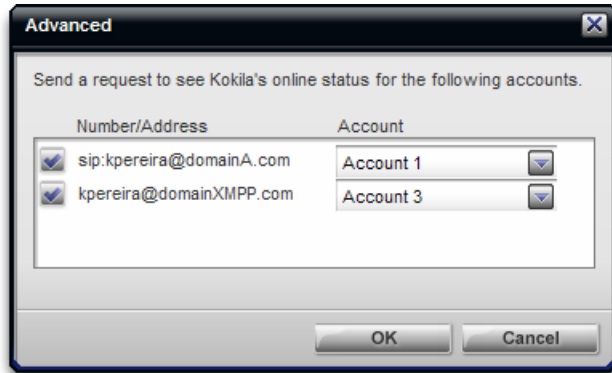
This button is always displayed for a new contact. It also appears once you enter a new address for an existing contact.

Table 1: Contact Profile Fields

Field	Description
Contact name	Only the display name is required. This is the name that will appear in the call display and the Call Alert when this person phones you.
Group	Either: <ul style="list-style-type: none"> <li>Choose one group.</li> <li>Click <b>More</b> and select several groups. The new contact will be added to each group.</li> </ul>
Ring tone	Choose a ring tone for this contact, or use the preferred sound (which is defined in Preferences > Alerts). Click the arrow to play the currently selected ring tone.
Contact Methods	Enter as many contact methods as you want. Email and softphone entries must have the format <name>@<domain>
Advanced	The Advanced dialog appears, showing all the addresses for the contact. See below.
Double-click action	Choose the desired method. This method will be used when you double-click this contact. For example, if you choose “IM:kpereira@domainA.com”, then double-clicking this contact will open an IM window using this address (rather than any of the other addresses that exist for this contact).
Other fields	Complete as desired.

## Contact Profile — Advanced Dialog

This dialog lets you fine tune the presence sharing information for this contact and change the account that each address is associated with.



### Presence Sharing

You can configure which accounts will be used for presence sharing: none, some or all.

- If you disable all items, this contact will not have an availability icon beside its name in the Contact list.
- If you enable at least one item, the availability icon will be gray; later its color will change to indicate the current availability.

### Associated Account

You can change the account that an address is associated with.

The associated account will be used for sending IMs and for sharing presence information. This means that the associated account must be enabled in order to use the address for IM and presence sharing.

The associated account will not be used for placing phone calls; phone calls select the account using a different rule; see “Which Account Is Used?” on page 14.

The associated account must be an enabled account of the correct protocol (a SIP account for an address in a softphone slot, an XMPP account for an address in a Jabber slot). Bria Professional makes the initial association by trying to match the domains. If that fails, it will select the first enabled account of the appropriate protocol. If no appropriate account is enabled, the association will not be made (the Account will show as “Unavailable”).

## Adding a Contact using an Existing Address

You can add a contact by capturing existing information:

- If you are on a phone call with a person who is not a contact, click the Add to Contacts in the call panel.
- If you are in an instant message session with a person who is not a contact, click the Add button.
- On the History tab, select an entry that is not a contact. Right-click and choose Add as Contact.

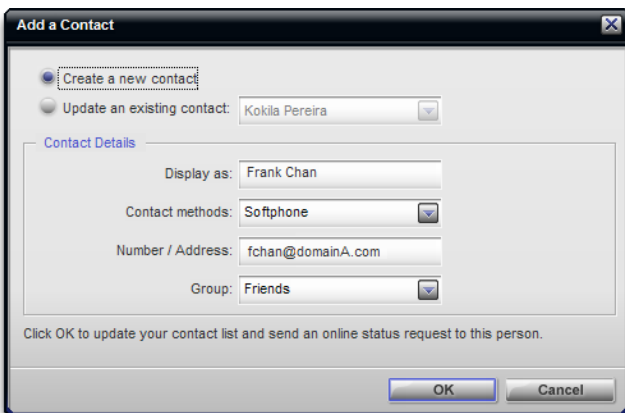
The Add a Contact dialog appears.

If the user portion of the address matches the user portion of an existing address, the Update option is automatically selected. For example, if the address is kpereira@domainB.com and there is an existing contact an address of kpereira@domainA.com. Otherwise, the Create option is automatically selected.

Take the appropriate action:

- Create a new contact: Click Create. Change the display name, contact method, and group if desired. Click OK.
- Update an existing contact. Click Update. Choose a different contact, if necessary. Change the contact method and group, if desired. Click OK.

If the contact method is Softphone or Jabber, an online status request is sent to this person.



## Importing Contacts

You can populate the Bria Professional contact list by importing from an external file or files. Your system administrator may have placed a file on a server for you to import. You can also import your own file or files, as many as required. The new contacts will be added to the existing contacts.

You can import a contact list from:

- A comma-separated file. Use this method to import from a Microsoft® Excel® file. You will first have to set up the file; see below.
  - A Microsoft® Outlook® or Microsoft® Exchange contact list (a \*.pst file).
  - A vCard file (\*.vcf file). A vCard is an electronic business card that is often attached to an email.
1. From the main menu, click the Contacts menu and choose **Import Contacts**. The Import Contacts wizard starts.
  2. As soon as you click **Finish** on the wizard, the Contacts tab in Bria Professional is updated to show the imported entries. Note that none of the entries are set up with availability turned on; in order to view availability of contacts, you must modify the appropriate entries by viewing the contact's Profile and clicking the Advanced button. See "Contact Profile — Advanced Dialog" on page 37 for details.

### Setting up an Excel File for Import

1. Remove any introductory text or headings from the top of the file. (You can keep text at the end of the file; it will be ignored during the import.)
2. Insert a blank row as the first row, then insert the headings that Bria Professional will use to interpret the meaning of each column. The columns can be in any order. The most popular headings are:
  - display-name
  - entry\_id
  - given\_name
  - surname
  - postal\_address.

For a complete list of headings, see “Contact List Headings” on page 64.

3. Save the file as \*.csv.

## External Storage of the Contact List

Each time Bria Professional is started, the contact list is retrieved from the external storage. Each time a contact is added to the contact list, it is immediately copied to external storage.

The list is always stored on the local computer. In addition, if you have access to a remote storage server, you can configure Bria Professional so that the contact list is also stored remotely using XCap or WebDAV.

## Exporting Contacts

You can export a contact list to a comma-separated file, a pst file or a vcf file.

1. From the main menu, click the Contacts menu and choose **Export Contacts**. The Export Contacts wizard starts.
2. When you click **Next**, the export starts. The result is:
  - For an Outlook export, the existing .pst file is updated to include the entries from the Bria Professional contact list. If Outlook is open, the entries immediately appear in the contact list.  
All information in the Bria Professional contact list is exported to Microsoft Outlook. Only information that can be displayed in Outlook actually appears in the Outlook Contacts window. Typically this means that all softphone addresses are exported (and stored in custom fields) but not displayed in Outlook.
  - For other formats, a new file of the specified type is created.

# Managing Contacts

## Changing Contact Information

To change the information for a contact, right-click the contact and choose **View Profile**. The Contact Profile dialog box appears (see page 36). Some of the changes you can make are:

- Change any contact details.
- Add, delete or change a contact method.
- Move a contact to another group by selecting a different group.
- Add an existing contact to more groups by selecting one or more extra groups.
- Display the Advanced dialog to enable or disable availability information for this contact; see “Contact Profile — Advanced Dialog” on page 37.

## Moving or Deleting a Contact

- To drag one or more contacts to a different group, select them and drag to the new group.
- To delete one or more contacts, select them, right-click, and choose **Delete**. The contacts are removed from this group.

## Adding, Deleting or Renaming Groups

Select any group, right-click, and choose the appropriate menu item.

Contacts that have no group appear under “Ungrouped Contacts.” You can delete, but not rename, this group.

## Using Contacts

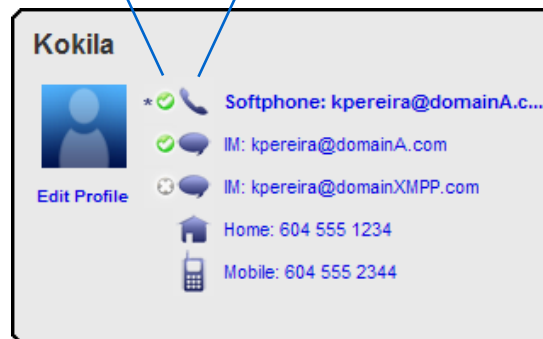
Phone or IM the person	<ul style="list-style-type: none"> <li>• Double-click the contact to start a phone call or IM to the person (depending on how double-clicking is configured in the contact's profile).</li> <li>• Drag the contact to the call display to start a phone call.</li> </ul>
Phone the person	Right-click and choose <b>Call</b> , then click the desired number.
Send an IM	Right-click and choose Instant Message. See page 26.
Start a Group Chat session	Right-click and choose Start Group Chat. See page 29.
Call a contact and include video	Right-click the contact and choose Video Call. The Video panel opens, and the call is placed. As soon as the other party answers, Bria Professional starts sending your video.
Email a contact who has an email address	Right-click and choose Send E-mail.
You can watch the contact's availability, if the contact has a softphone address	See Table 2 on page 45 for the meaning of the availability icons. See "Availability" on page 42 for information on obtaining availability information.

## Contact Flyout



Left-click on a contact to show the Contact flyout. This flyout shows all the contact methods set up for the contact and has icons you can click to perform an action that is valid for that contact method.

This contact is online on their domainA account but offline on their domainXMPP account

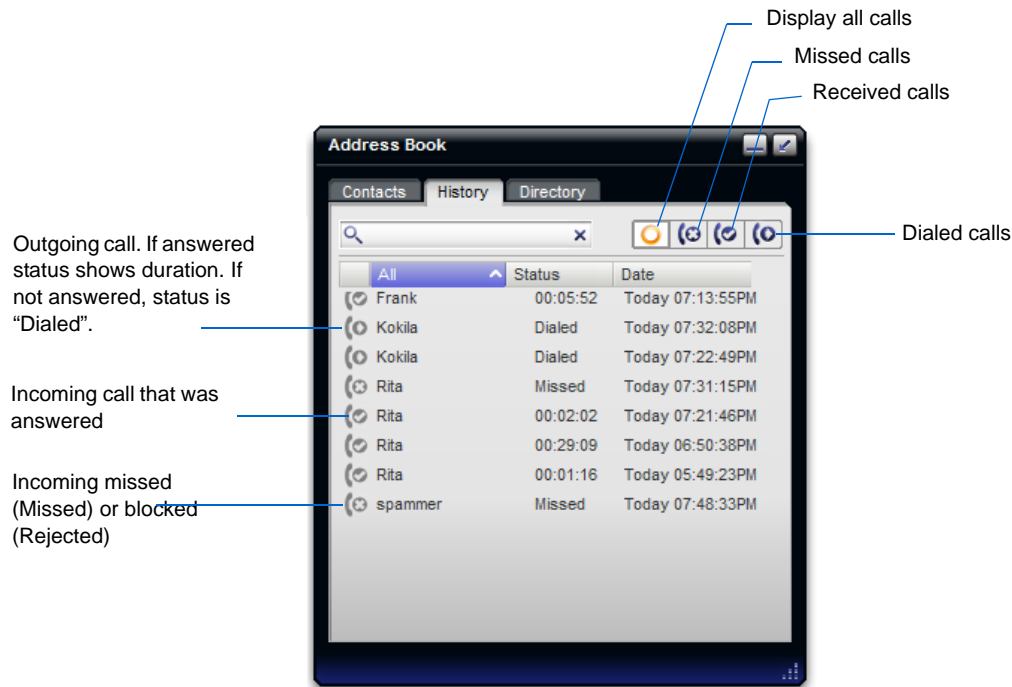
Click an icon to perform the action.



## Finding a Contact

If the contact list is long, use the  field to filter the contacts that are displayed. To clear the filter and display all contacts again, click  .

## 4.2 History Tab



## Managing the Lists of Calls

You can right-click on an entry in a list to:

- Delete the call.
- Delete all entries in this list.
- Block this person to control whether they can send you phone calls or instant messages, or see your online availability. You can change these privacy settings at any time; see page 54.
- View their profile if the entry is a contact.
- Add to contacts. Select Add as Contact to display the Add a Contact dialog box. Complete the dialog box and click OK. For more information on the fields, see “Adding a Contact using an Existing Address” on page 37.

## Phoning and Sending IM from a List

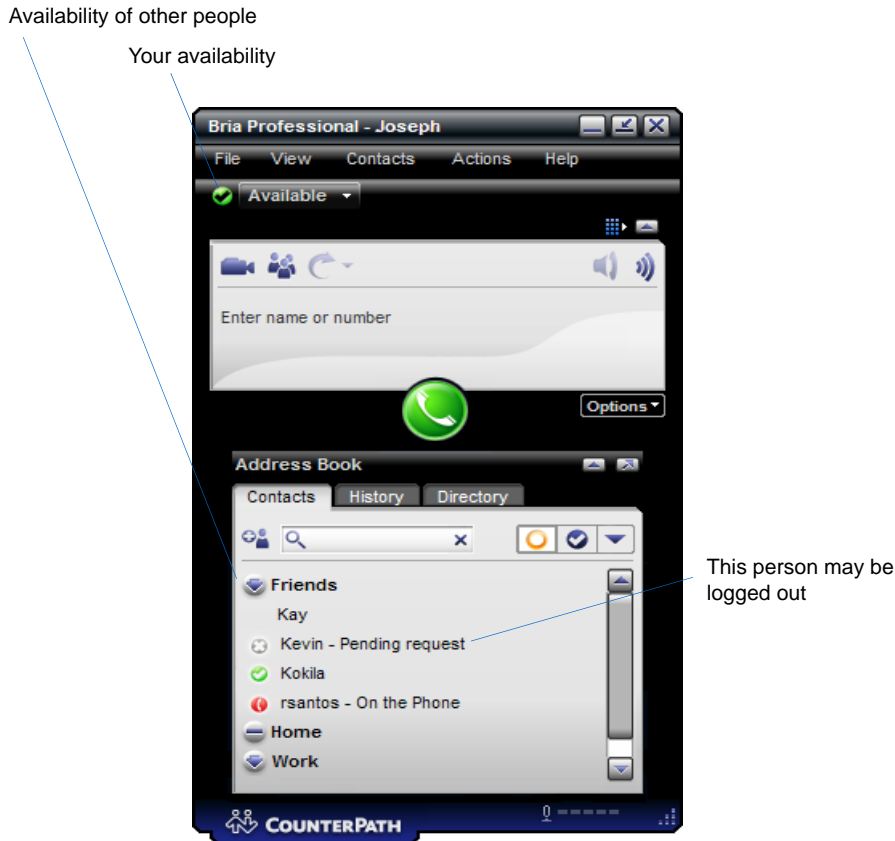
You can right-click on an entry in the Received or Dialed list to:

- Place a call to this person, using the contact method that was used for this call. You can also double-click to place a call.
- Place a call to this person and add them to a conference call that is in progress. For more information on conference calls, see “Conference Calls” on page 22.
- Send an instant message, if the call was made with a softphone address. For details, see page 26.

## 4.3 Availability

Availability refers to the ability to see whether a person is available or not: online, on phone, busy, and so on. Your availability information is displayed below on the main menu. The availability of others is displayed in the Contacts tab.

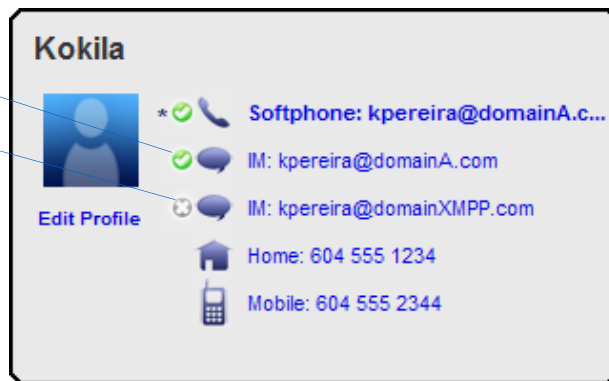
You can publish your availability to contacts who have softphone address, and you can set up Bria Professional to view the availability of other contacts.



If the contact has several addresses, you can look at their profile for information on which addresses are currently online:

This contact is currently online on their domainA account. This account supports phone and IM.

The contact is not online on their domainXMPP account. This account supports IM but not phone.



# Sharing Availability

## Watching Others' Availability

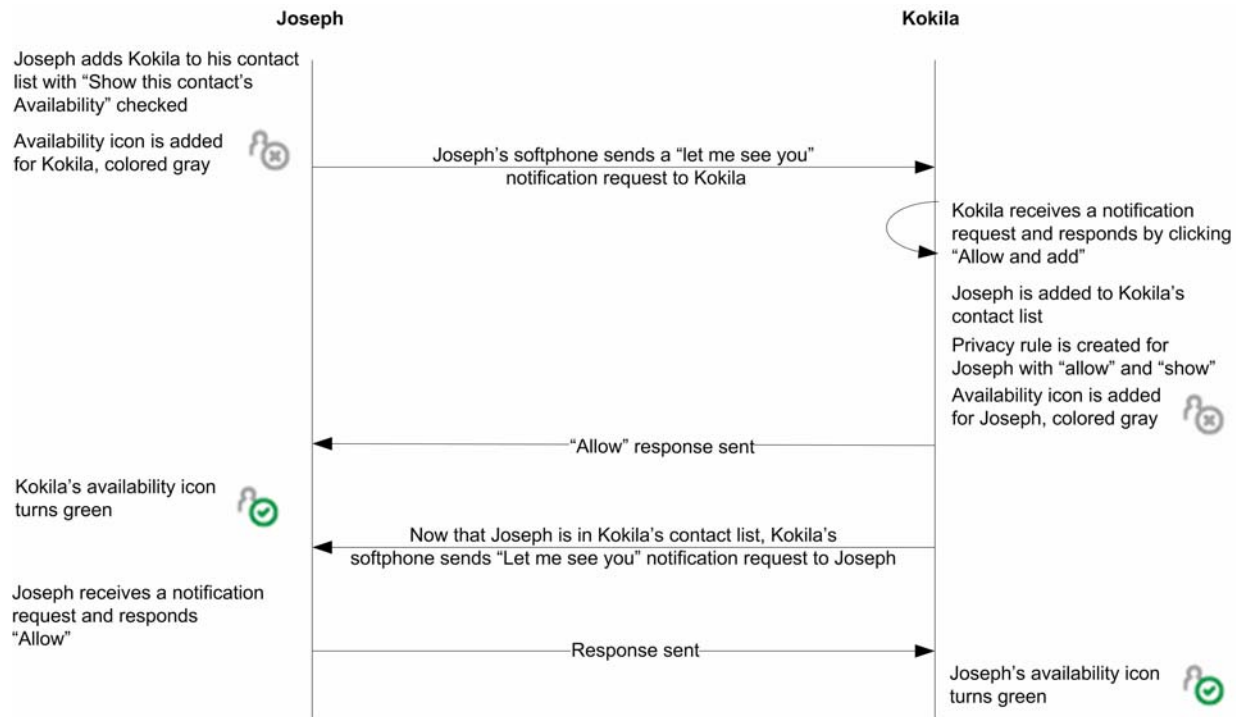
When you create a contact by entering details in the Contact Profile, the contact is automatically set up so that you share availability. If you created a contact by importing a contact list, it is not automatically set up to be shared. You must display the Contact Profile and click the Advanced button. See “Contact Profile — Advanced Dialog” on page 37.

As soon as the person is set up in this way in your Contacts, Bria Professional sends them a notification request. The request asks that you be able to see that person’s availability. If the person allows this request, then the icon beside their name (in your Contacts) becomes color coded, so you can determine their availability.

## Allowing Other Parties to See your Availability (Publishing your Availability)

Continuing from above, when the other person allows the notification request, your name is added to their contact list. As soon as you are added to their list, a request is sent back to you requesting that they be able to see you. You can reply to this request to complete the sharing loop.

The following chart illustrates how the sharing of availability occurs.



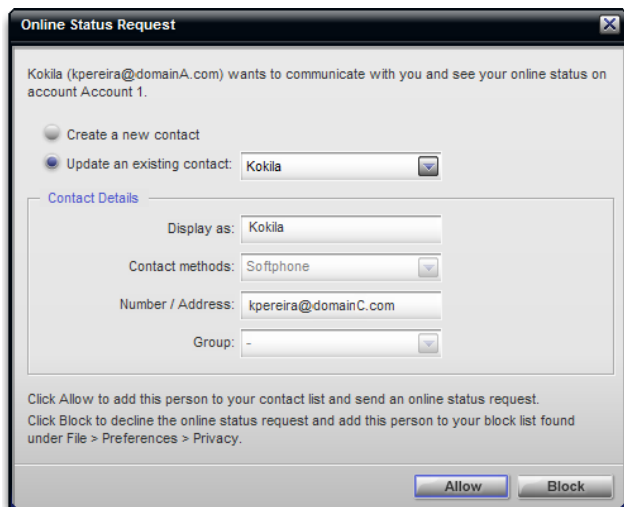
## Receiving a Presence Request

Your Bria Professional receives a new contact request when you add a contact to your list or when another person adds you as a contact at their end.

The request is handled in one of two ways:

- If you set up a privacy rule before this person has a chance to contact you, then you will never see this request. Bria Professional will automatically reply to the request according to the rule. See “Preferences – Privacy” on page 54.

- If you do not yet have a privacy rule set up for this person or for their domain, this request appears to you as a Presence Request. You must respond to the request:
  - Block the request. This person will not be able to contact you from this address.
  - Allow the request and create a new contact using this address.
  - Allow the request and add this address to an existing contact (if Bria Professional has found an appropriate match).



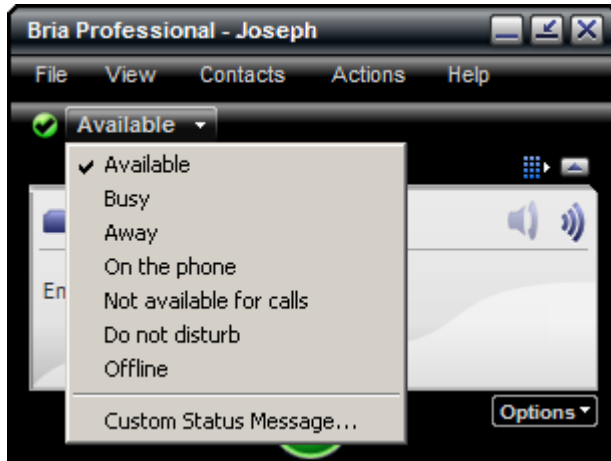
Button	Next Action	Result
Allow and Add to Contacts	This button appears only if the other person is not already on your contact list. When you click this button, the Add a Contact dialog box appears. Complete the dialog box and press OK. For more information on the fields, see “Managing Contacts” on page 39.	The other person will: <ul style="list-style-type: none"> <li>• Be able to see your availability.</li> <li>• Be added to your Contacts.</li> </ul> In the future, you will not receive this request from this person. In addition, this same request will be sent to the other person, so that you can see their availability.
Allow		The other person will: <ul style="list-style-type: none"> <li>• Be able to see your availability, but for this session only.</li> </ul> Because you have not set up the person as a contact, a Presence Request will appear for this person each time you start Bria Professional.
Block		The other person will: <ul style="list-style-type: none"> <li>• Not be able to see your availability.</li> <li>• Not be able to phone or IM you.</li> <li>• Be added to your Blocked List. See “Preferences – Privacy” on page 54.</li> </ul>
Close the window		The other person will not be able to see your availability. The other person will not be added to your privacy settings. The Presence Request may appear again in this session or a future session

For important information on how privacy affects availability, see “Privacy” on page 47.

# Setting your Availability

## Changing your Availability

Click the down arrow beside the availability indicator on Bria Professional, and select the desired availability. See Table 2, below.



When your availability changes, the new availability is sent to everyone who has permission to see your availability, according to the Privacy Settings (see “Preferences – Privacy” on page 54).

## Setting up Availability Indicators

You can create custom availability indicators, or edit or delete custom or built-in indicators: click the down arrow beside the availability indicator, and choose Custom Message.

Table 2: Availability Indicators









Indicator	Meaning for your Availability	Meaning for Others' Availability
 Available	<p>Either:</p> <ul style="list-style-type: none"> <li>You have set your availability to this status.</li> <li>Bria Professional has determined that you are logged on but not on the phone or idle.</li> </ul> <p>When you have this availability, Bria Professional will automatically detect when you are idle or on the phone, and change the availability to match.</p>	You can contact this person.
 Busy	You have set your availability to this status. Bria Professional will never automatically switch you out of this status; you must switch yourself.	You can contact this person.
 On the phone	<p>Either:</p> <ul style="list-style-type: none"> <li>You have set your availability to this status. In this case, Bria Professional will never automatically switch you out of this status; you must switch yourself.</li> <li>Bria Professional has detected that you are on a call. When your call finishes, your availability reverts to the last availability.</li> </ul>	You can contact this person.
 Not available for calls	You have set your availability to this status. Bria Professional will never automatically switch you out of this status; you must switch yourself. Incoming phone calls will be directed to voicemail.	Your phone calls to this person will be directed to voicemail. You can IM this person.

Table 2: Availability Indicators

Indicator	Meaning for your Availability	Meaning for Others' Availability
 Do not disturb	<p>You have set your availability to this status. Bria Professional will never automatically switch you out of this status; you must switch yourself.</p> <p>Both incoming phone calls and incoming IMs will be directed to voicemail.</p> <p>However, you can still make phone calls and IMs. When the other person responds, your availability will remain as Do not disturb.</p>	<p>You cannot make phone calls or IMs to this person.</p>
 Idle	<p>You have not moved or clicked the mouse or pressed a keyboard key for the Idle period. To set the Idle period see “Preferences – Application” on page 52.</p> <p>As soon as you click the mouse or keyboard, your status changes to Available.</p>	<p>You can contact this person.</p>
 Away	<p>You have set your availability to this status. Bria Professional will never automatically switch you out of this status; you must switch yourself.</p>	<p>You can contact this person.</p>
 Offline	<p>Not applicable</p>	<p>The contact is either not logged on or else is not set up for availability.</p>

## 4.4 Privacy

You can control how contacts and other people can contact you by phone or IM, and you can control whether your contacts can see your availability information (whether you are online, on the phone, and so on).

You can set up controls in advance or “on the fly” (as phone calls and presence requests come in).

### Setting up Controls in Advance

To set up controls in advance, see “Preferences – Privacy” on page 54.

### Setting up Controls “on the Fly”

#### On an Incoming Call

To block someone when they are phoning you, choose Options > Block this Person.



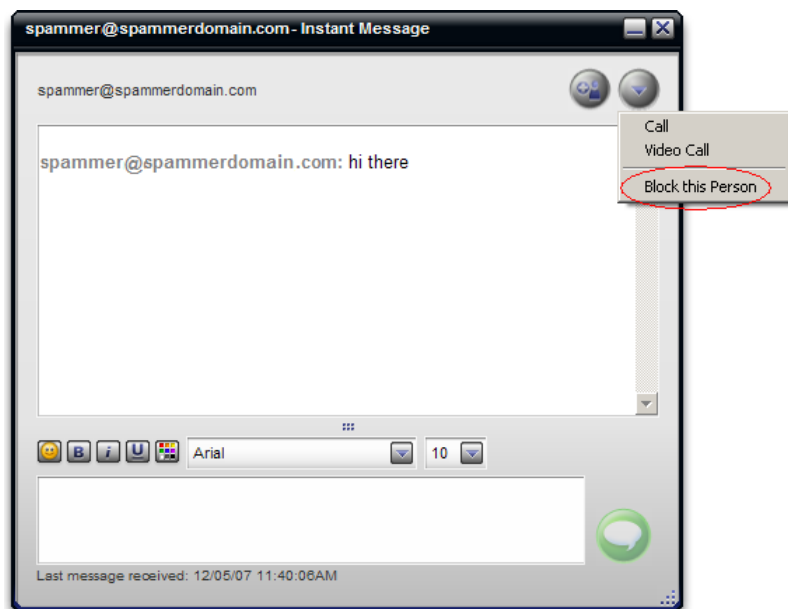
The call is declined, and this person is added to your Blocked List (see page 54). In addition, if the person is a contact, then “blocked” appears beside their name in the contact list.

You will no longer see incoming calls or instant messages from this person; they will automatically be declined.

To later unblock this person, remove them from your Blocked List. Or, if the person is a contact, right-click their name on the contact list and choose Unblock this Person.

## On an Incoming IM

To block who sends an IM, choose Options > Block this Person on the Instant Message window. Then close the window.



The other person gets a message that their instant message has been declined.

This person is added to your Blocked List (see page 54). In addition, if the person is a contact, then “blocked” appears beside their name in the contact list.

You will no longer see incoming calls or instant messages from this person; they will automatically be declined.

To later unblock this person, remove them from your Blocked List. Or, if the person is a contact, right-click their name on the contact list and choose Unblock this Person.

## Via the Presence Request Dialog Box

Another party can send you a presence request, to request that they be able to see your availability, as described on page 42.

Your response has the following effect on privacy:

- If you add the person as a contact, then the ability of that person to phone or IM you is controlled by your privacy settings; see “Preferences – Privacy” on page 54.
- If you allow the person without adding them as a contact, then the ability of that person to phone or IM you is controlled by your privacy settings; see “Preferences – Privacy” on page 54.
- If you block the person, then that person is added to your Blocked List (see page 54). The person will not be able to phone or IM you, and will not see your availability information. You can change this blocking by removing the person from the Blocked List, in which case they will then be controlled by your privacy settings.

## From the Contact List or History List

Right-click on the name and choose Block this Person. The person will be added to your Blocked List (see page 54). The person will not be able to phone or IM you, and will not see your availability information.

To later unblock this person, right-click on the name and choose Unblock this Person.

## 4.5 LDAP Directory Tab

The Directory tab appears only if you have set up to use LDAP, as described on page 59.

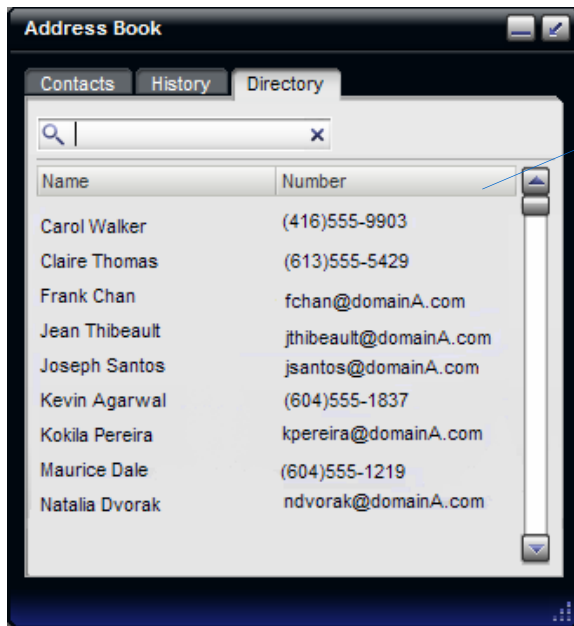
### Phone a Person

Right-click an entry and choose Call or Video Call. The call is placed immediately.

### Create a Contact

Right-click an entry and choose Add as Contact. The Contact Profile window appears, populated with all the information from the directory (not only the information displayed in the tab).

Complete the window with any missing information that you want to record and press OK.



Only one number appears for each entry. There may be other numbers that will show if you try to call this person.



# 5 Configuring Bria Professional

You can configure Bria Professional in several ways:

- Set up your personal profile. See below.
- Configure global behavior. See “Configuring Preferences” on page 52.
- Configure the behavior on a per-account basis. See “Configuring Accounts” on page 62.

## 5.1 Configuring your Profile

**My Profile**

First: Joseph      Last: Santos

Name: Joseph Santos

Display as: Joseph Santos

Account: Joseph

**Contact methods**

Method	Number/Address
Softphone	jsantos@domainA.com
Home	
Work	
Mobile	
Fax	
Email	
Website	

**Addresses**

Home    Work    Other

**Notes**

Save & Close    Cancel

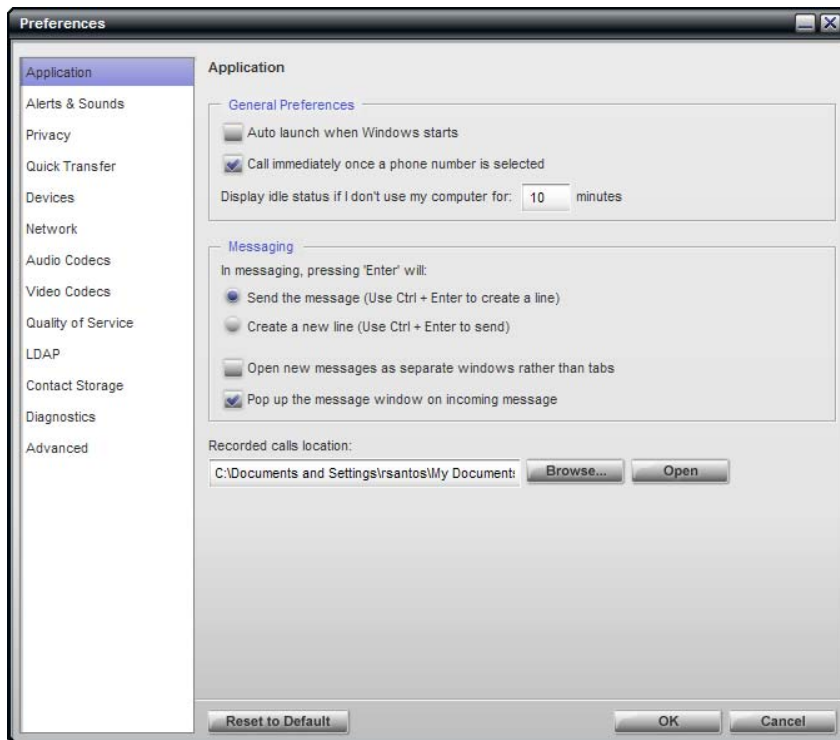
To set up information about yourself, choose File > My Profile.

## 5.2 Configuring Preferences

Choose File > Preferences. The Preferences window appears.

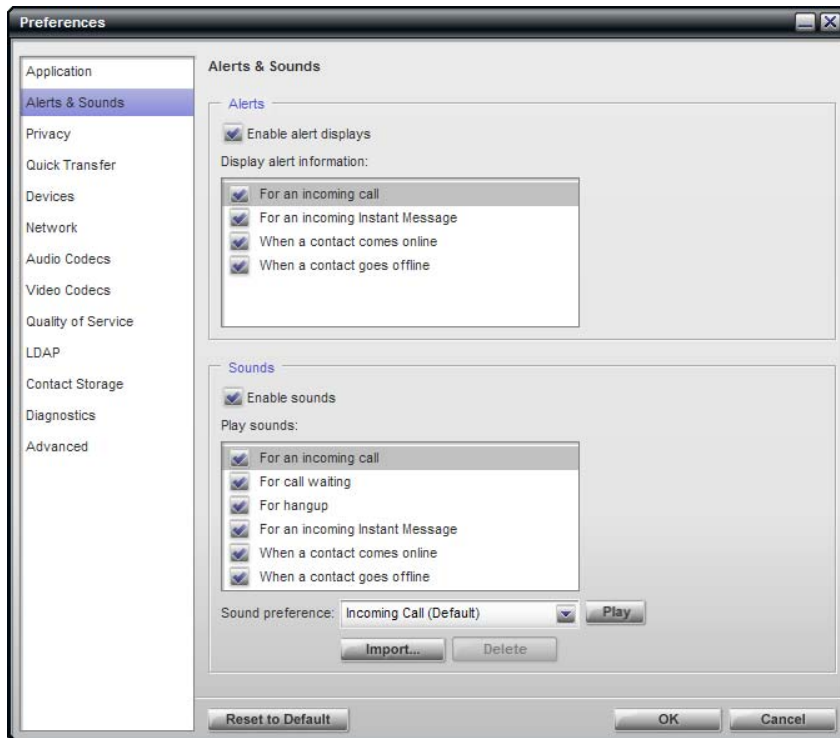
The Preferences panels let you control the way that you work with Bria Professional.

### Preferences – Application



This panel lets you set your preferences for general GUI behavior.

## Preferences – Alerts & Sounds



This panel lets you control the Call Alerts box and lets you assign sounds.

### Showing Call Alert Box

You can control whether the Call Alert box is displayed in different situations.

### Assigning Sounds

You can assign specific sounds to a variety of actions or “events”.

1. Select the Enable sounds check box and select the check boxes for each desired event, or clear the Enable sounds check box to disable all sounds.
2. If enabling sounds, you can change the sound for each event: select the individual event. The value in Sound preference will change. Select the desired sound.

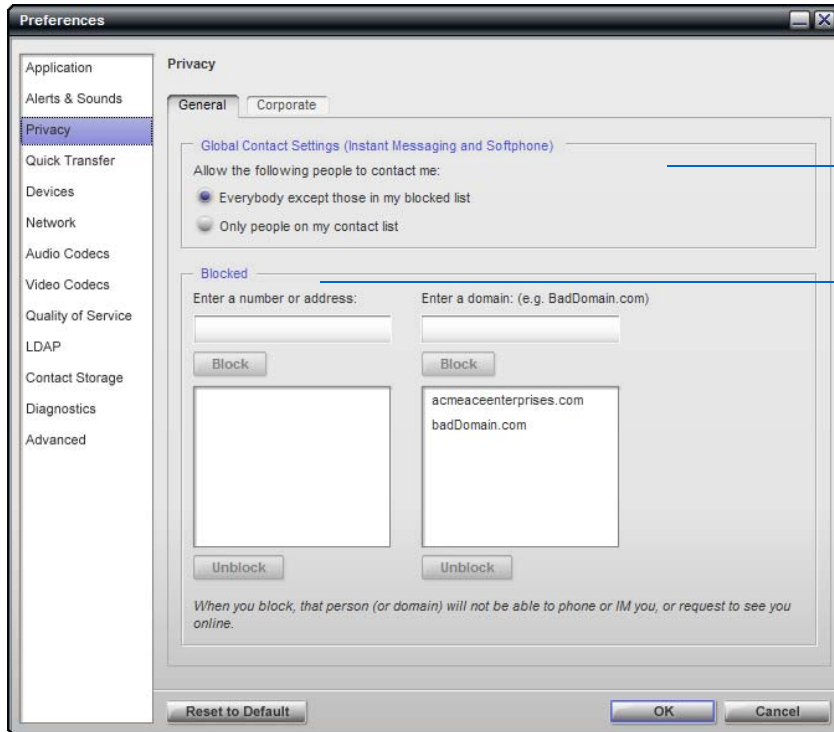


Keep in mind that you can also override any sound for an individual Contact; see page 36.

You can import sounds; these will be added to the list of sounds you can choose from when assigning a sound to an event.

## Preferences – Privacy

You can control how contacts and other people can contact you by phone or IM, and you can control whether your contacts can see your availability information (whether you are online, on the phone, and so on).

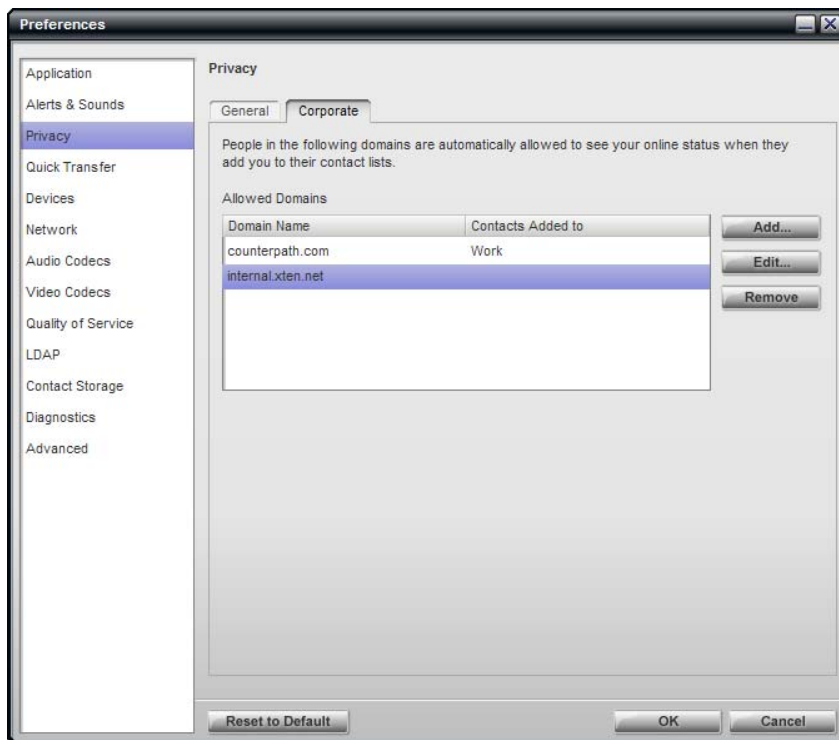


Choose one.

If you choose “Only people on my contact list,” then all contacts will be able to contact you unless they or their domain are in the Blocked list (below).

This section is optional. It lets you enter addresses and domains that will be prevented from contacting you. You can add and remove entries from the blocked lists.

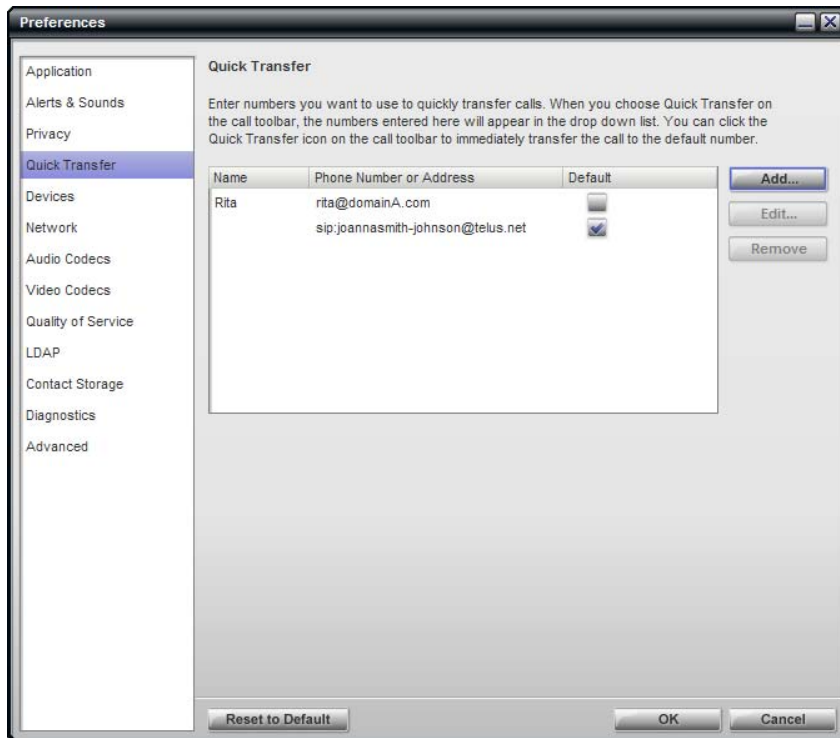
In addition, entries are automatically added to this list when you block someone “on the fly” (page 47).



If you enter a domain in this list, people in that domain will automatically be allowed to see your availability online.

You will no longer see Presence Request dialogs from these people in this domain.

## Preferences – Quick Transfer

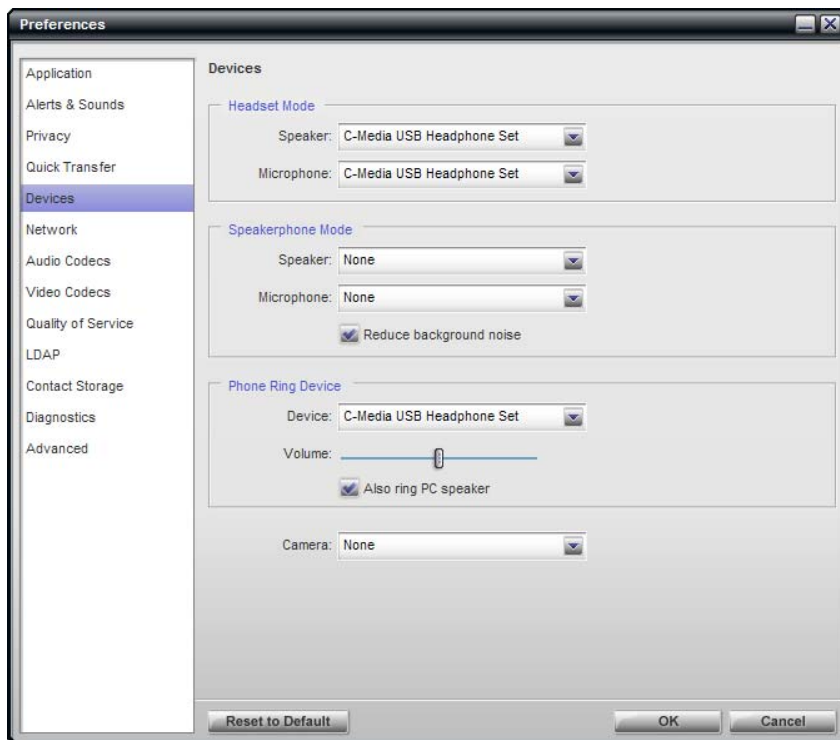


This panel lets you set up a list of phone numbers that calls can be transferred to. Then during a call, you can transfer to any of these numbers by selecting from a list.

Enter as many numbers as you want. To enter a new number, click in an empty line. To remove an entry, click in the line and delete the number. Set one of the numbers as the default.

See “Quick Transfer” on page 18 for information on using this feature.

## Preferences – Devices

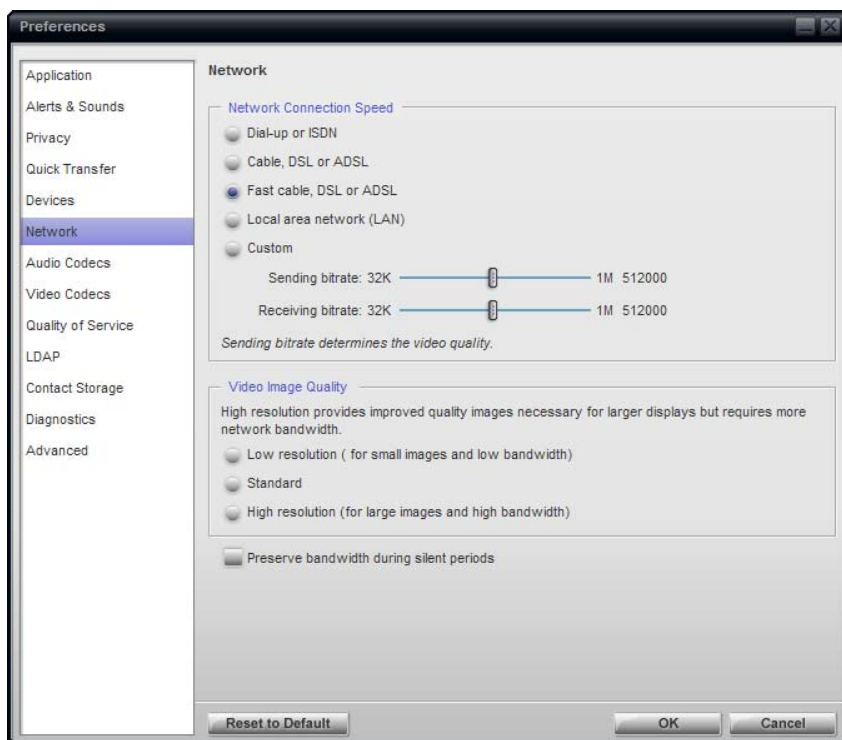


Bria Professional automatically detects devices at each startup, and selects the most appropriate device for each purpose. If you do not like this selection, you can override it on this panel.

If you override a selection, it will apply the next time you start Bria Professional, unless the device is no longer available, in which case Bria Professional will again select the device to use.

Field	Description
<b>Headset Mode</b>	
Speaker Microphone	<p>Change these fields only if you want to override the devices that Bria Professional automatically selected.</p> <p>In both these fields, select the headset you are using.</p> <p>The headset is the device that is usually used for audio out (the sound you hear) and audio in (recording your voice). The only situation in which the headset is not used is when the Speaker Phone button on the dialpad is pressed.</p> <p>Therefore, unless you will always be using Bria Professional in speakerphone mode, you must make a selection here.</p> <p>Select the headset in both the Speaker device field and Microphone device field.</p>
<b>Speakerphone Mode</b>	
Speaker	<p>Change this field only if you want to override the devices that Bria Professional automatically selected.</p> <p>Make the appropriate choice:</p> <ul style="list-style-type: none"> <li>• Select the device that you want to use for audio out (the sound you hear) when the Speaker Phone button is pressed. Make sure you select a speaker device (not the headset).</li> <li>• Select None if you do not have a speaker phone. The Speaker Phone button on the dialpad is disabled.</li> </ul>
Microphone	<p>Change this field only if you want to override the devices that Bria Professional automatically selected.</p> <p>Make the appropriate choice:</p> <ul style="list-style-type: none"> <li>• Select the device that you want to use for audio in (recording your voice) when the Speaker Phone button is pressed.</li> </ul> <p>It can be any microphone: it does not have to be the microphone on the device you specified as the speaker device. For example, it can be the microphone on your camera.</p> <ul style="list-style-type: none"> <li>• Select None if you do not have a speaker phone. The Speaker Phone button on the dialpad is disabled.</li> </ul>
Reduce background noise	<p>Automatically attempts to remove background noise.</p> <p>Typically on for the speakerphone.</p>
<b>Phone Ring Device</b>	
Device	<p>Change this field only if you want to override the devices that Bria Professional automatically selected.</p> <p>The device where you want to hear the phone ringing: the headset, the speakerphone, or none.</p>
Volume	The volume of the ringer.
Also ring PC speaker	Click on or off, to suit your preference.
<b>Camera</b>	
Camera	<p>This field appears only on versions of Bria Professional that include video functionality.</p> <p>Change this field only if you want to override the devices that Bria Professional automatically selected.</p> <p>Select the camera model.</p>

## Preferences – Network



Field	Description
Network Connection Speed	<p>Select the type of network connection for your computer.</p> <p>The sliders move to show the bitrate that will be used for sending and receiving. These rates are typical rates for the selected configuration.</p> <p>If you know that your computer and network can handle a faster sending speed, click Custom and move the slider.</p> <p>It is recommended that you not change the receiving speed.</p> <p>You will know that you have set the sending speed too high if:</p> <ul style="list-style-type: none"> <li>• The remote video shows black areas or is slow or jerky.</li> <li>• The remote audio is garbled.</li> </ul> <p>You will know that you have set the sending speed too low if the audio is good but the video is of poor quality (grainy).</p>
Video Image Quality	<p>Leave at standard, or change the size as follows:</p> <ul style="list-style-type: none"> <li>• Set it to high if you have a good camera and a computer with a fast CPU. You will know that you have set the size too large if: <ul style="list-style-type: none"> <li>Your computer slows down (the video is using too much CPU)</li> <li>The video shows black areas or is slow or jerky.</li> </ul> </li> <li>• Typically set it to low only in special situations, for example, when using wi-fi in a hotel. You will know that you have set the size too small if the video is fuzzy.</li> </ul>
Preserve bandwidth	<p>When this feature is on, Bria Professional stops sending audio when you are not talking.</p> <p>When this feature is off, Bria Professional always sends audio, which uses more bandwidth but may result in better call quality.</p> <p>Typically off. However, if you are using a slow (dial-up or ISDN) connection, you may want to turn it on.</p>

## Preferences – Audio Codecs

Change the settings on this tab only if advised to do so by your system administrator.

## Preferences – Video Codecs

Change the settings on this tab only if advised to do so by your system administrator.

## Preferences – Quality of Service

Change the settings on this tab only if advised to do so by your system administrator.

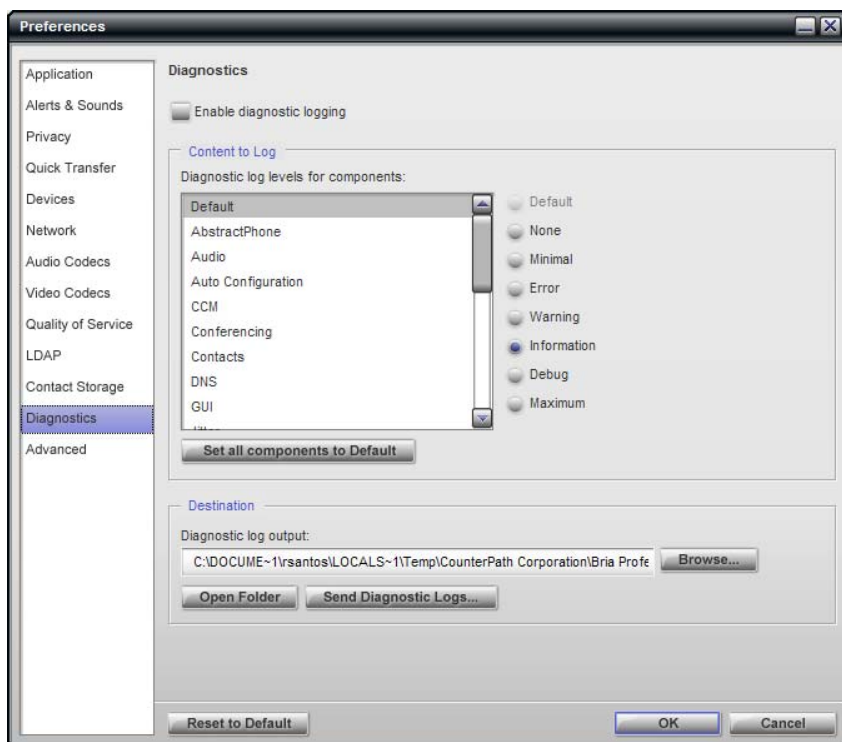
## Preferences – LDAP

Change the settings on this tab only if advised to do so by your system administrator.

## Preferences – Contact Storage

Change the settings on this tab only if advised to do so by your system administrator.

## Preferences – Diagnostics



This panel lets you enable logging to files. Logging uses computer resources, so you should only enable it when instructed by a customer support representative.

To set up logging:

1. Click Enable diagnostic logging.
2. Set the logging level.
3. Specify the folder where logs will be saved.
4. Click OK.

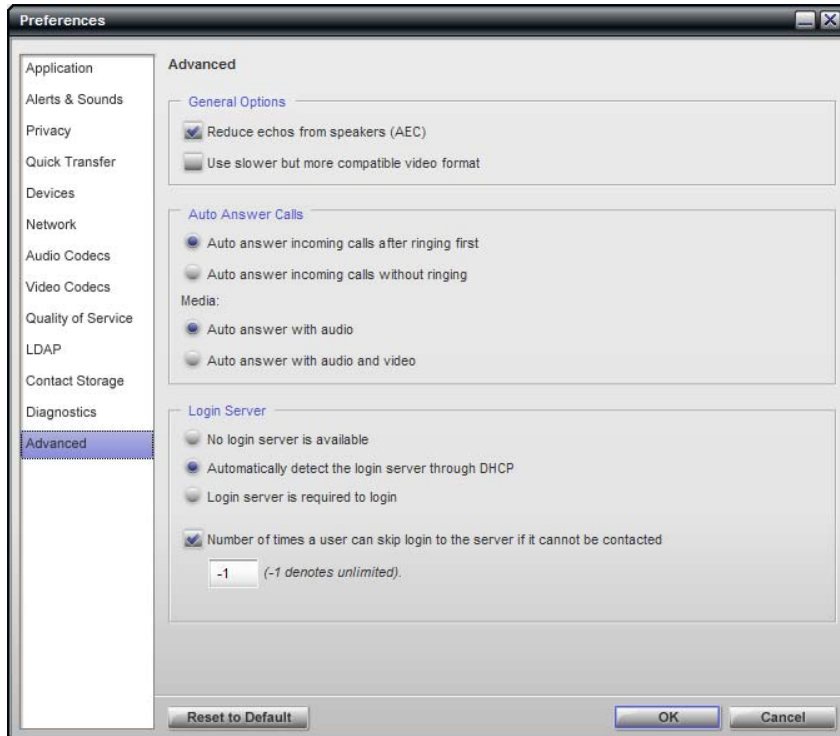
Activity on Bria Professional will be logged to.csv files in the specified folder. A new set of files is started each time you log on. In order not to create large files when logging (which may create computer problems), you must not remain logged on indefinitely when logging. You should occasionally exit and restart Bria Professional.

If requested by a customer support representative, you can:

- Open the logging folder and then open a log file using a text editor.
- Email the logs in the specified folder to customer support: Click Send logs to customer support. A dialog box appears showing all the logs. Select files and click Open; the selected files are sent and the dialog box closes.

You can delete log files from the specified folder as you would delete any file on your computer.

# Preferences – Advanced

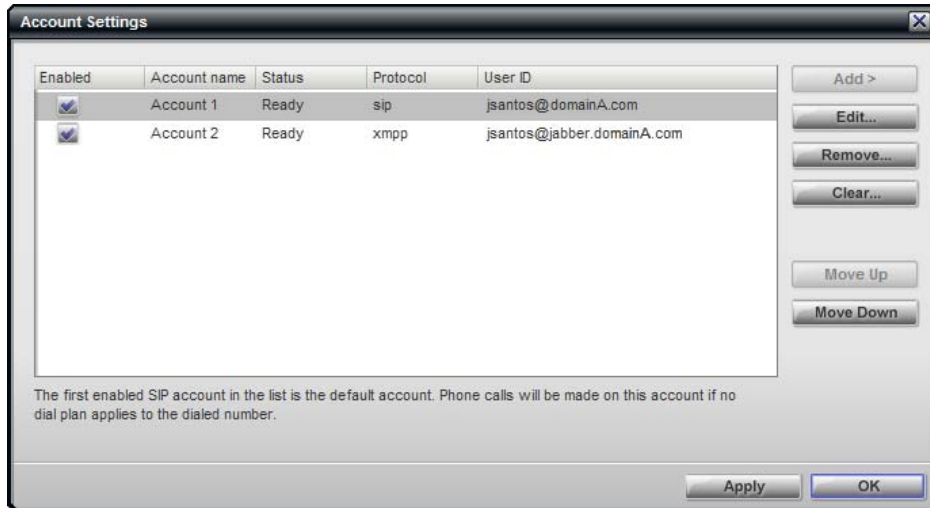


Field	Description
Reduce echoes	Turning this feature on improves sound quality. This feature is typically on.
Use slower but more compatible video format	Turning this field on may improve performance when running Bria Professional on older hardware.
<b>Auto Answer Calls</b>	
Auto answer incoming calls	From the first set of radio buttons, choose how quickly you want Bria Professional to auto-answer an incoming call.
Auto answer with	From the second set of radio buttons, choose how you want to handle your own video (the video you send), if the other party has placed a video call: <ul style="list-style-type: none"> <li>Auto answer with audio: Your video is not sent. However, if necessary, the video panel opens so you can view the other person's video.</li> <li>Auto answer with audio and video: Your video is sent. If necessary, the video panel opens, showing both your video and the other person's video.</li> </ul>
<b>Login Server</b>	
Change the settings on this tab only if advised to do so by your system administrator.	

## 5.3 Configuring Accounts

### Accounts Settings Window

In general, you will work with the Account Settings window only when advised to do so by your system administrator; see “Configuring Bria Professional” on page 4.



# A Application Hot Keys

Function	Keyboard Shortcut
Answer	Enter
Exit	Ctrl+Q
Hang up	Esc
Hold	Period
Mute	Spacebar

# B Contact List Headings

Following is a list of all the headings that are used in the Bria Professional contact list. This list can be useful when formatting a contact list in order to import it into Bria Professional. For details, see “Importing Contacts” on page 38

uri	business_number	sms_address5
display-name	business_number2	ms_address2
entry_id	business_number3	sms_address3
given_name	business_number4	sms_address4
surname	business_number5	sms_address5
email_address	business_number6	sms_address6
email_address2	mobile_number	custom_fields
email_address3	mobile_number2	custom_fields2
email_address4	mobile_number3	custom_fields3
email_address5	mobile_number4	custom_fields4
email_address6	mobile_number5	pres_subscription
sip_address	mobile_number6	
sip_address2	fax_number	
sip_address3	fax_number2	
sip_address4	fax_number3	
sip_address5	fax_number4	
sip_address6	fax_number5	
home_number	fax_number6	
home_number2	groups	
home_number3	comment	
home_number4	postal_address	
home_number5	default_address	
home_number6	default_address_type	

# C Location of Files

System files get copied to the installation directory specified when installing Bria Professional. The default installation directory is:

```
C:\Program Files\CounterPath Corporation\CounterPath Bria Professional
```

Data files are saved in the Counterpath folder in the standard location for application data, as defined in Windows. This location is typically:

```
C:\Documents and Settings\\Application Data\CounterPath Corporation\Bria Professional\
```

# D Other Ways to Run Bria Professional

## D.1 From a Hyperlink

You can attach a hyperlink to a phone number or softphone address that, when clicked, starts Bria Professional and dials the number. Attach a hyperlink with this format:

```
<a href="sip:<address or number>">dial <address or number></a>
```

For example:

```
<a href="sip:kpereira@domain.com">dial kpereira@domain.com</a>
```

## D.2 From the Command Line

You can start Bria Professional from a DOS prompt. You may need to add Bria.exe to the PATH. Then type:

```
Bria.exe
```

To start Bria from a DOS prompt and immediately dial a number, type:

```
Bria.exe -dial=sip:<number>
```

# E Glossary

AEC	Acoustic echo cancellation. Processing of the audio or video signal to reduce the echo effect that can arise with a speakerphone or that can arise if the sound from the speakerphone or headphone leaks into the microphone.
AGC	Automatic gain control. Processing of the audio or video signal to adjust the microphone volume level so that the other party does not hear the distortion that might be caused by too high a microphone input or too low volume (due to too low input level).
AVI	Audio Video Interleave. A multimedia container format. AVI files contain both audio and video data in a standard container that allows simultaneous playback.
Broadband	Broad or wide 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.
Codec	The format by which audio or video streams are compressed for transmission over networks.
Default account	The SIP account that will be used when placing an outgoing call, if Bria Professional does not determine that another account should be used. Bria Professional uses the dial plan to determine the account to use. Your system administrator will have identified which account is the default.
Dial plan	The rules that Bria Professional follows in order to interpret the softphone address or phone number that the user has entered and to modify the number or address, as required, to ensure that the call will be placed successfully.
DTMF	Dual-tone multi frequency. DTMF is the system that is used in interactive voice-response menu systems such as the menu system for accessing voicemail messages. The DTMF system allows the user to interact with the menu by pressing keys on a dialpad or keyboard.
IM	Instant Messaging. A technology that lets users send text message and files for near instantaneous delivery and display on each others' computers.
IP	Internet Protocol. A data-oriented protocol used for communicating data across a network. IP is the most common protocol used on the internet.
IP address	A unique number that devices use in order to identify and communicate with each other on a computer network using the IP standard.
Media	In a VoIP phone call, the audio and video portion of the information in a call. Compare to "Signaling".
MWI	Message Waiting Indicator. An indicator that there is a voicemail message for the owner of an account.
Narrowband	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.
Presence	An instant messaging feature that allows users to share information about their availability, mood, location and so on.
Proxy	See SIP account.
PSTN	Public Switch Telephone Network. The traditional land-line phone network.

RFC	Request for Comment. A document that describes an aspect of an internet technology. An RFC may be a proposed, draft or full internet standard.
RTP	Real-time Transport Protocol. A protocol for delivering the media portion of a data transmission over an IP network. SRTP is another media protocol.
Signaling	In a VoIP phone call, the information in a call that deals with establishing and controlling the connection, and managing the network. The non-signaling portion of the call is the Media.
SIMPLE protocol	Session Initiation Protocol for Instant Messaging and Presence Leveraging Extensions. The instant messaging (IM) protocol followed by Bria Professional. It encapsulate the rules for exchanging instant messages.
SIP	Session Initiation Protocol. The signaling protocol followed by Bria Professional for handling phone calls.
SIP account	An account that provides the user the ability to make VoIP phone calls. The account encapsulates the rules and functions the user can access.
softphone address	The address used to connect to a SIP endpoint. In other words, the “phone number” used in a VoIP phone call. For example, sip:joseph@domainA.com.
SRTP	Secure Real-time Transport Protocol. A protocol for delivering the media portion of a data transmission over an IP network. SRTP is a secure protocol, which means that the media is encrypted. RTP is another media protocol.
TCP	Transmission Control Protocol. A transport protocol for delivering data over an IP network. Other transport protocols are TLS and UDP.
TLS	Transport Layer Security. A transport protocol for delivering data over an IP network. TLS is a secure transport protocol, which means that all the data being transmitted (signaling and media) is encrypted. Other transport protocols are TCP and UDP.
UDP	User Datagram Protocol. A transport protocol for delivering data over an IP network. Other transport protocols are TCP and TLS.
URI	Uniform Resource Identifier. A name or address that identifies a location on the world wide web. A softphone address is a type of URI.
URL	Uniform Resource Locator. A URI that both identifies a name or address and indicates how to locate it.
USB device	Universal Serial Bus device. A device that follows a specific communications standard. A headset may be a “USB type” of headset.
VAD	Voice Activity Detection. A technology that detects if audio is a human voice or background noise. Bria Professional includes a feature (Preserve bandwidth on the Network panel of the Preferences window) that controls whether audio is transmitted when VAD determines that none is actually speaking.
vCard	An electronic business card that is often attached to an email. It often appears as a “signature” block that identifies the person, their title, and their business.
VoIP	Voice over Internet Protocol. A variation of IP used for sending voice data over the internet, in other words, used for making phone calls over the internet.
WAV	Or WAVE. A file format standard for storing audio on PCs.