




Bria *iPad Edition* User Guide

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1 About Bria *iPad Edition*

Bria *iPad Edition* is a SIP-based phone for the Apple iPad™ mobile digital device. With Bria *iPad Edition* (Bria), you can use the Wi-Fi and cellular data connections on your iPad to make and receive calls.

Standard Telephone Features

Bria *iPad Edition* has all the standard telephone features, including:

- Call display and Voicemail Indicator.
- Speakerphone, Mute, and Hold.
- Call history – list of received, missed, and dialed calls.
- Call transfer.
- Audio call record.
- Three-way audio conference.
- Audio codecs G.711, G.722, GSM, iLBC and SILK™, with an option to purchase codec G.729.
- Ringtones and contact avatars.
- Support for DTMF: the ability to enter numbers to use with an auto attendant.

Advanced Features

- Video calls. Must be purchased separately as an in-app purchase.
- Presence and Messaging using the XMPP protocol and the SIP SIMPLE protocol. Must be purchased separately as an in-app purchase.
- NAT traversal (STUN and ICE).
- Secure call signaling (TLS).
- Audio encryption (SRTP).
- Quality of Service (QoS).
- DNS SRV record lookups.
- Call quality statistics.
- Application diagnostics (logging and log files uploading).

Accessories

The following accessories are supported:

- Headset with microphone (including Bluetooth™): Bria *iPad Edition* uses the ear-piece and microphone on the headset.
- Headphones (no microphone): Bria *iPad Edition* uses the ear-piece on the headphone and the built-in microphone on the device.

2 Configuring

2.1 Device Requirements

To check your operating system, on the device Home screen, tap Settings > General > About and look for the Version.


Audio Calls and IM/Presence Requirements

iPad 1 and iPad 2 running on iOS 4.3 or higher.

Video Calls Requirements

iPad 2 running on iOS 5.0 or higher.

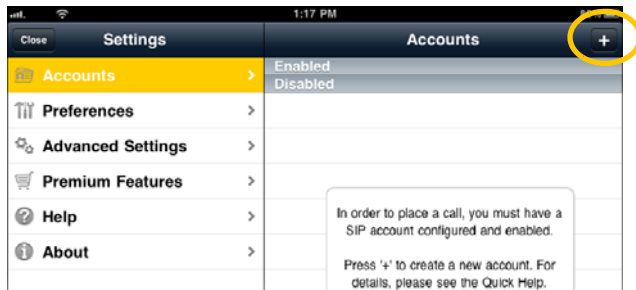
2.2 Getting Ready

1. Once you have installed Bria *iPad Edition*, make sure you have set up Wi-Fi and cellular data correctly on your device:
 - Set up Wi-Fi: from the main iPad screen, tap Settings > Wi-Fi. Turn on the Wi-Fi field. The Choose a Network panel will be populated with access points. Tap to choose an access point and wait for the item to show a checkmark (indicating that you are connected).
 - Set up cellular data (if applicable): from the main iPad screen, tap Settings > Cellular data and turn on the Cellular Data field.
2. If you are using iOS 5 or higher, set up notifications in order to receive notification when Bria is in the background: from the main iPad screen, tap > Settings > Notifications. Tap Bria and set up the following:
 - Notification center (if desired): On to display Bria notifications in the iPad's notification center.
 - Alert Style: Choose how you want to be notified of incoming calls and messages when Bria is in the background. None to receive no notification.
 - Badge App Icon: On to display a number of notifications on the Bria icon.
 - Sounds: On to enable the sound preferences you choose on Bria. Off to disable any sound for notifications while Bria is in the background.
 - View in Lock Screen: On to receive notifications when the iPad is locked.
3. Obtain the following information from your VoIP service provider:
 - Your username, password and domain.
 - Your auth name (authorization name), if used by your service provider.
 - Your voicemail number, if your service provider provides this service.
4. Tap the Bria icon on the iPad. 

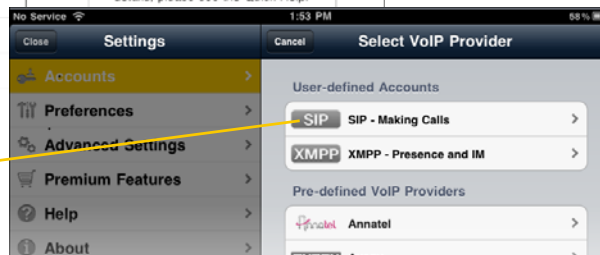
2.3 Setting up Bria

To use Bria as a phone, you need to create a SIP account with the information provided by your VoIP service provider.

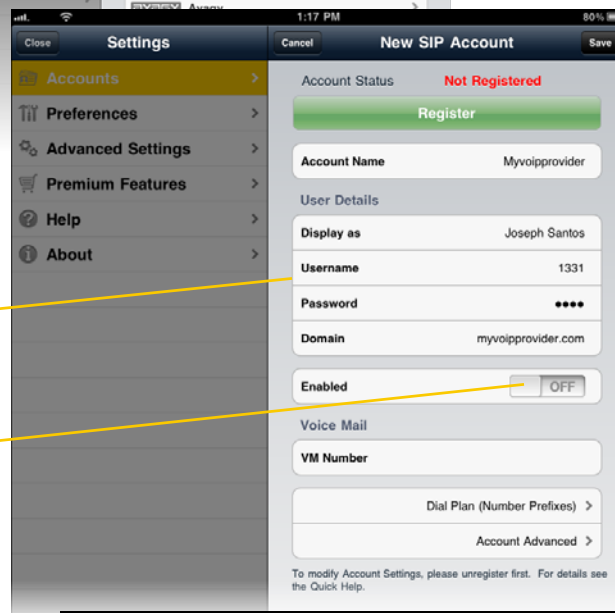
Tap +



Select your VoIP service provider, if it is on the list. Otherwise, select Generic SIP Account.



Complete the User Details section and Voice Mail section (optional) with the information provided by your service provider

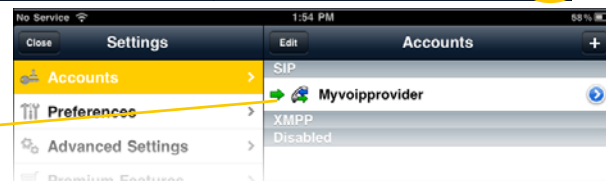


Tap Enable. The account is registered.

Then tap Save



The account list appears with the new account



When you have successfully registered, tap the dialpad icon and try placing a call.

Having Trouble Registering or Placing a Call?

If you cannot register or if you can register but cannot place a call, go to the FAQ at support.counterpath.com/default.asp?W367 (support.counterpath.com > Mobile Products FAQs > Bria for Apple™ Mobile Devices).

Setting up Multiple Accounts

You can set up more than one account if you have service from more than one VoIP service provider.

Tap the Settings icon at the top of the screen.

Tap +

Set up the account in the usual way

Tap Save

Account status

The Accounts screen reappears

Both accounts are enabled and registered

Account Status

Status	Meaning
	The account can be used to make and receive phone calls; see page 14.
	The account can only be used to make phone calls; see page 14.
	The account is disabled. You can open the account and enable it; it will then automatically register.
	Account is enabled but it is not registered. To register, open the account and tap Register. If you do not want to use an account, you should disable it (rather than unregistering). If you leave the account unregistered (instead of disabled) it will automatically register next time you start Bria.
	The primary account. This account will be used for calls unless you select a different account when placing a particular call. See page 14.

Deleting an Account

To delete an account, go to the Accounts list and swipe across the account. The Delete button appears. Tap Delete. (This swipe action is a standard Apple action for revealing the Delete button for any item.)

2.4 Setting up Presence and Instant Messaging

Presence and Messaging is a premium feature available as an in-app purchase. With Presence and Messaging, you can share online status with your buddies (such as Available, Away, On the phone), and exchange instant messages with them.

Bria supports the XMPP protocol and the SIP SIMPLE protocol. You can create an XMPP account on Bria with your Gmail or Facebook credentials to communicate with your buddies. To use a SIP account for Presence and Messaging, make sure your VoIP service provider supports this service for SIP SIMPLE. Texting (sending SMS) to PSTN phone numbers is also available if your VoIP service provider supports this service.

To use the Presence and Instant Messaging feature for XMPP and/or SIP SIMPLE, you need to purchase the feature from the App Store. To do so, go to Settings > Premium Features, and follow the prompt (see page 57 for details). After the purchase, the Messaging tab appears on the left pane of Bria. Then follow the steps below, depending on the protocol you want to use.

For XMPP

To use the Presence and Messaging feature for XMPP, you need to create an XMPP account with the credentials such as Gmail or Facebook. As soon as your account is connected to an XMPP server, your buddies appear on your Buddies list.

Tap the Settings icon at the top of the screen.



Tap +

Tap XMPP.

Complete the User Details section with the information provided by your service provider.

Tap Enabled. The account is connected.

Tap Save.

Tap Close, then tap Contacts > Buddies to see who is online.

Account status

Account Status

Status	Meaning
	The account is connected to an XMPP server, and can be used to send and receive instant messages; see page 31.
	The account is disabled. You can open the account and enable it; it will then automatically connect.
	The account is enabled but it is not connected. To connect, open the account and tap Connect. If you do not want to use an account, you should disable it (rather than disconnecting). If you leave the account disconnected (instead of disabled) it will automatically connect next time you start Bria.

For SIP SIMPLE

To use the Presence and Messaging feature for SIP SIMPLE, you need to change the setting on your SIP account. Then add a new buddy to see other people's presence (see page 38). If you are new to Bria and have not set up your SIP account for making phone calls yet, it will be easier to set up Bria as a phone first (see page 5), then follow the steps below.

Tap the Settings icon at the top of the screen.

Tap Preferences.

Scroll to the bottom. Tap to enable.

Tap Accounts and tap your SIP account.

Tap Unregister to make changes.

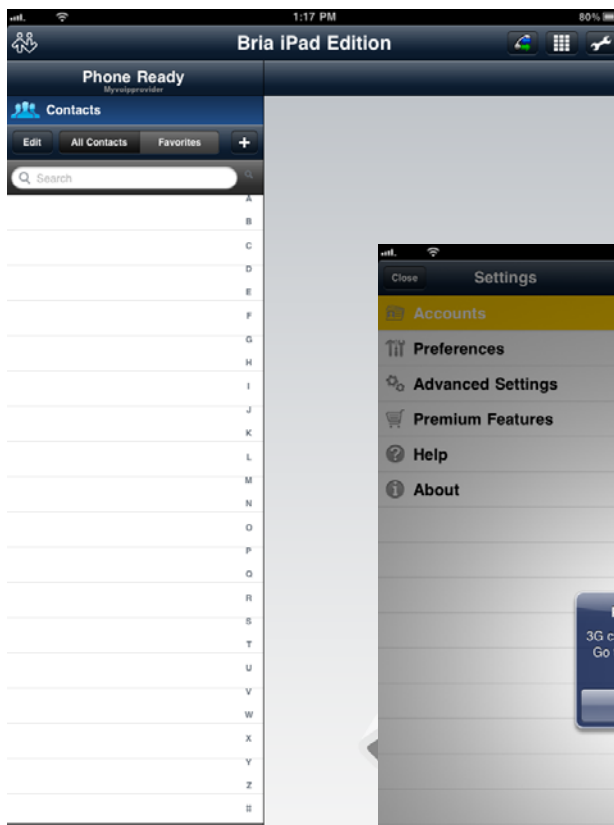
Tap to enable IM (and SMS if applicable), then tap Register.

Tap Close, then Contacts. Add buddies to see other people's online status (page 39).

3 Making Phone Calls

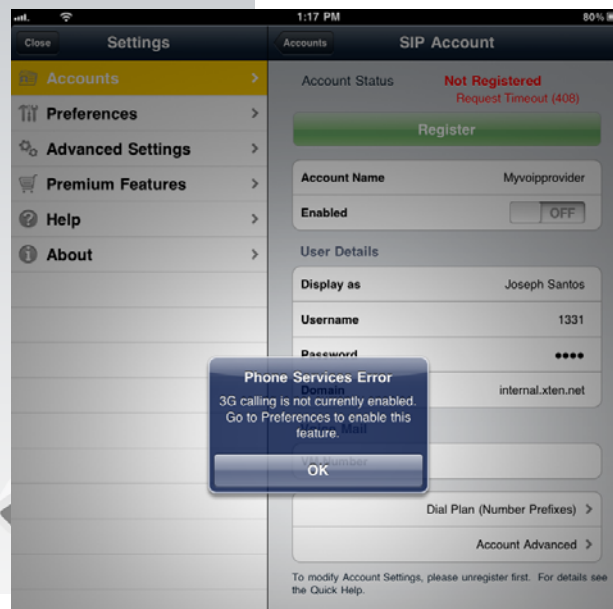
3.1 Starting and Quitting Bria

Start Bria. After a few seconds, the message “Phone Ready” appears. Bria is ready.



This message appears if you did not enable 3G and you do not have a Wi-Fi connection. Use of 3G is optional; to turn it on go to Settings > Preferences.

3G can be used only on devices that support 3G. If your device does not support 3G, this message will never appear!

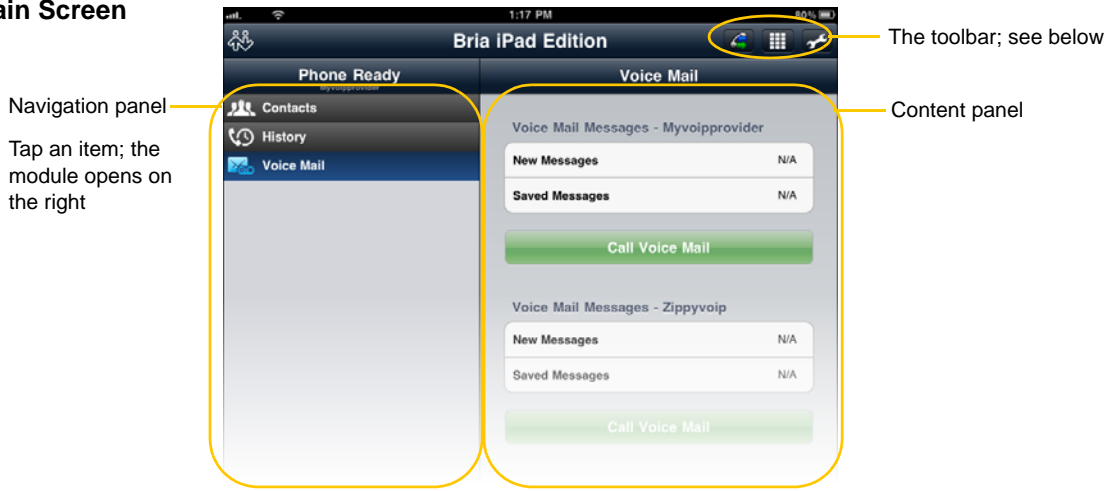


Quitting

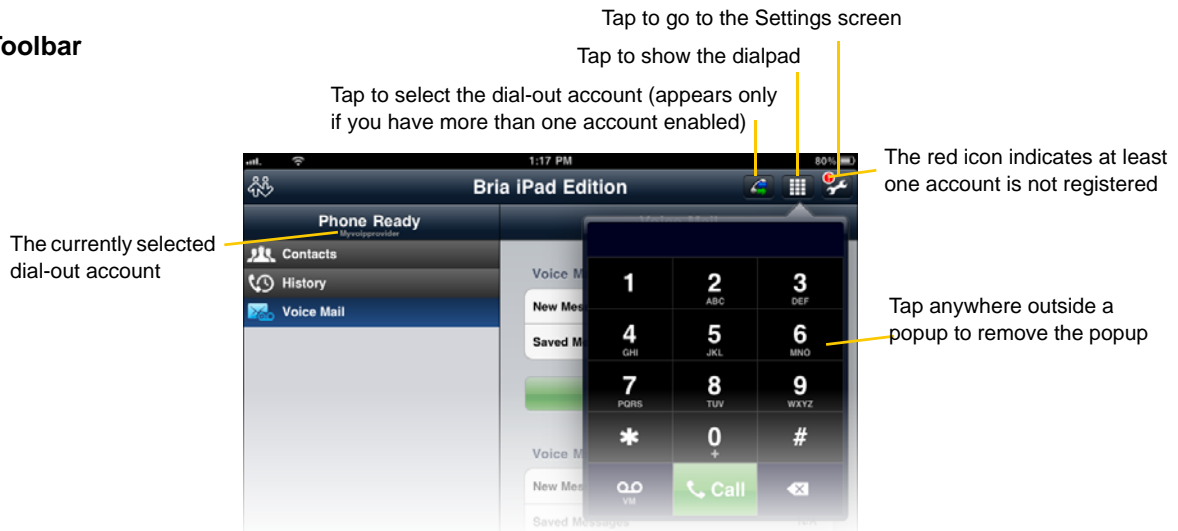
Double-tap the Home button on the iPad. The list of active applications appears. Long-tap the Bria icon until the red icon appears. Tap the red icon to close the application.

3.2 Using the Bria Interface

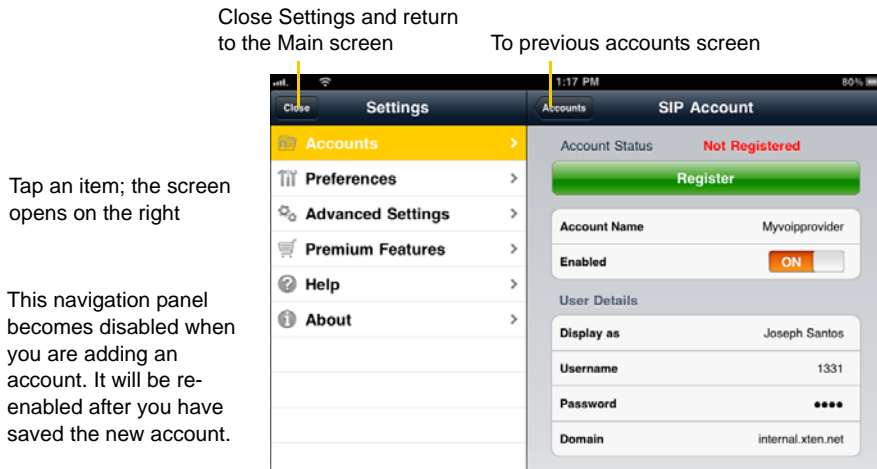
The Main Screen



The Toolbar



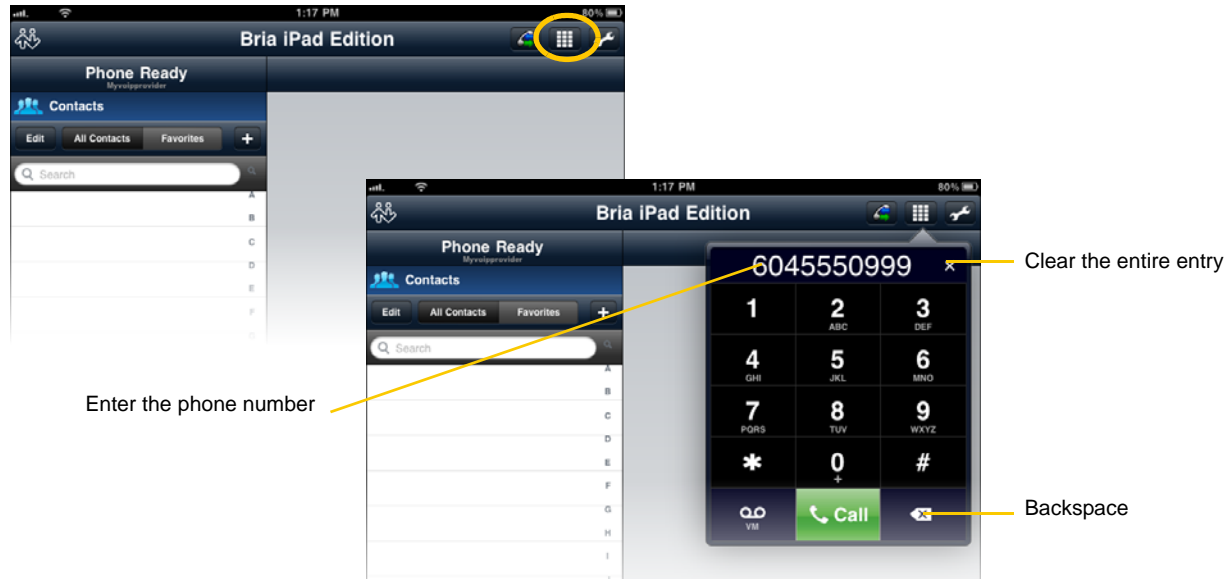
The Settings Screen



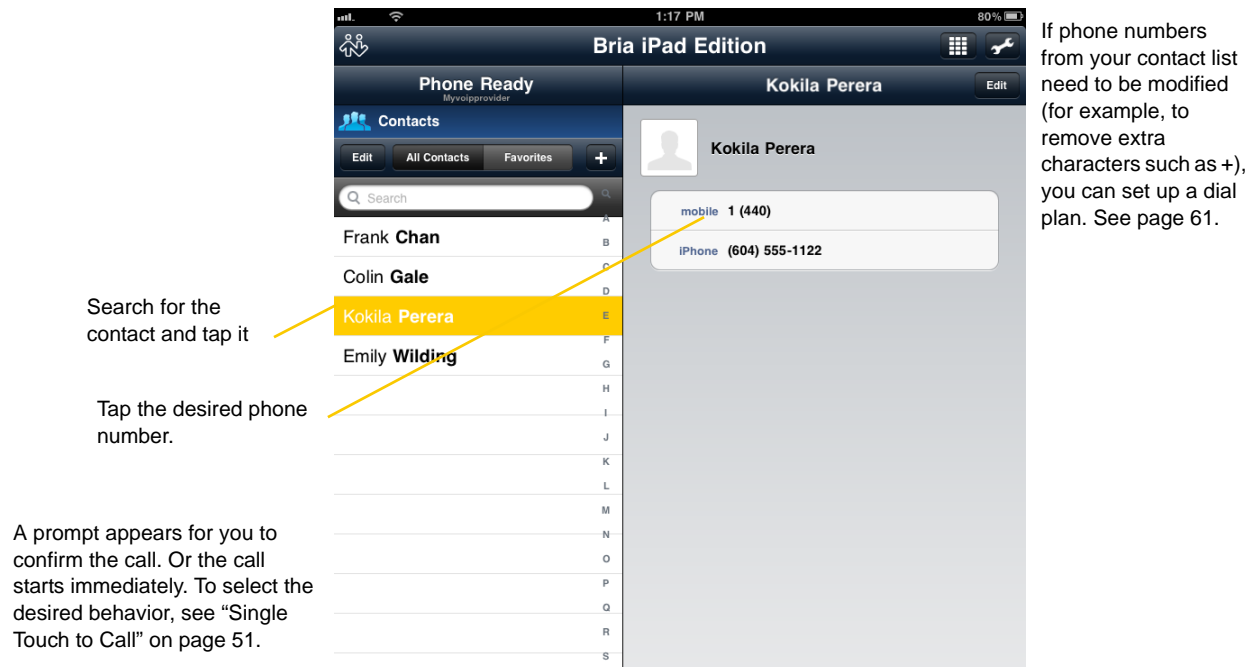
3.3 Placing a Call

Using the Dialpad

Tap the Dialpad icon

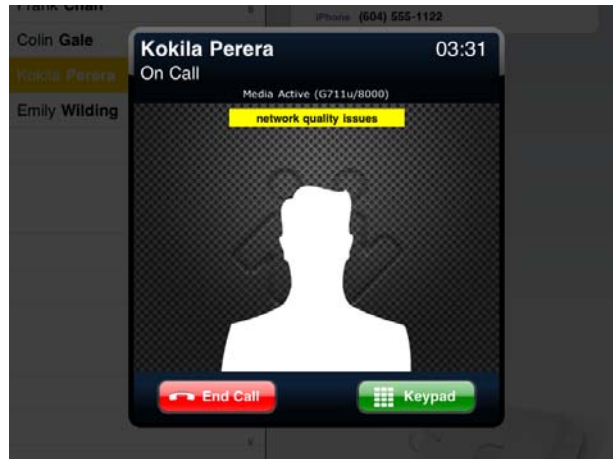


From the iPad Contact List



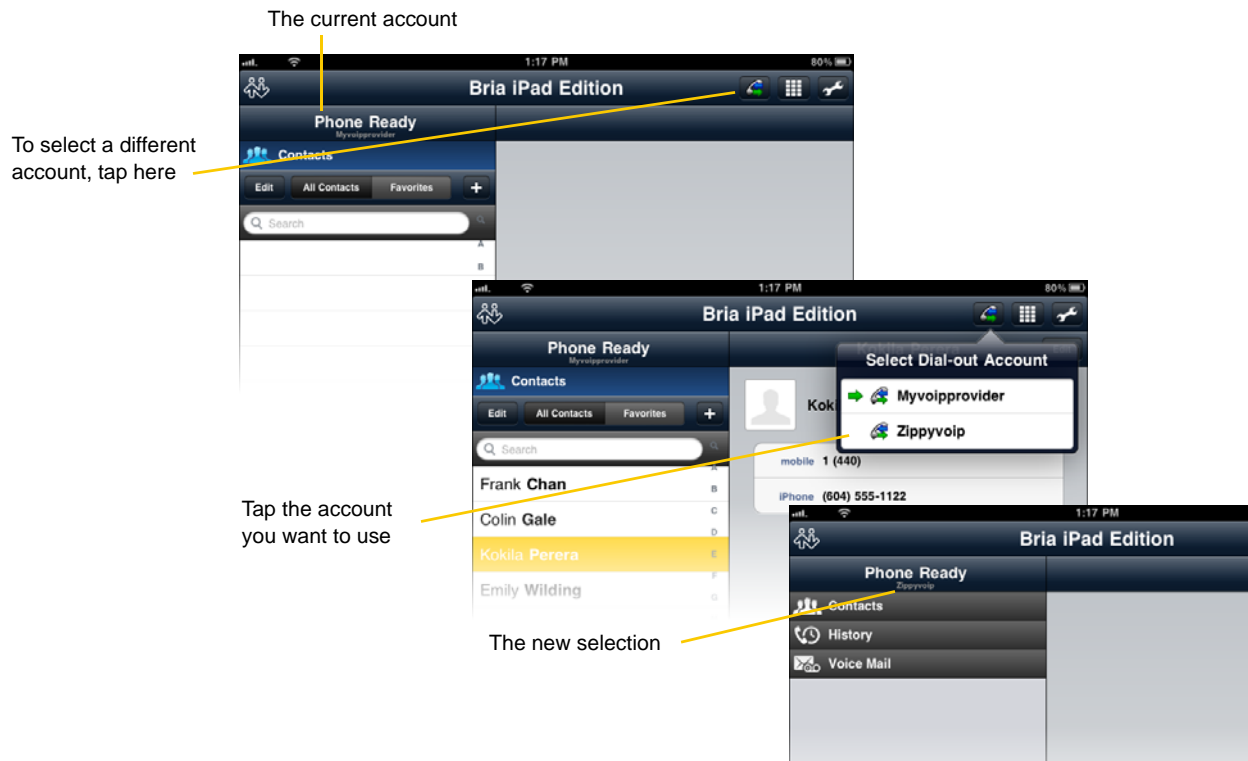
The “network quality issues” Message

This message appears if there is network congestion or a poor quality Wi-Fi signal. Try moving closer to your Wi-Fi access point.



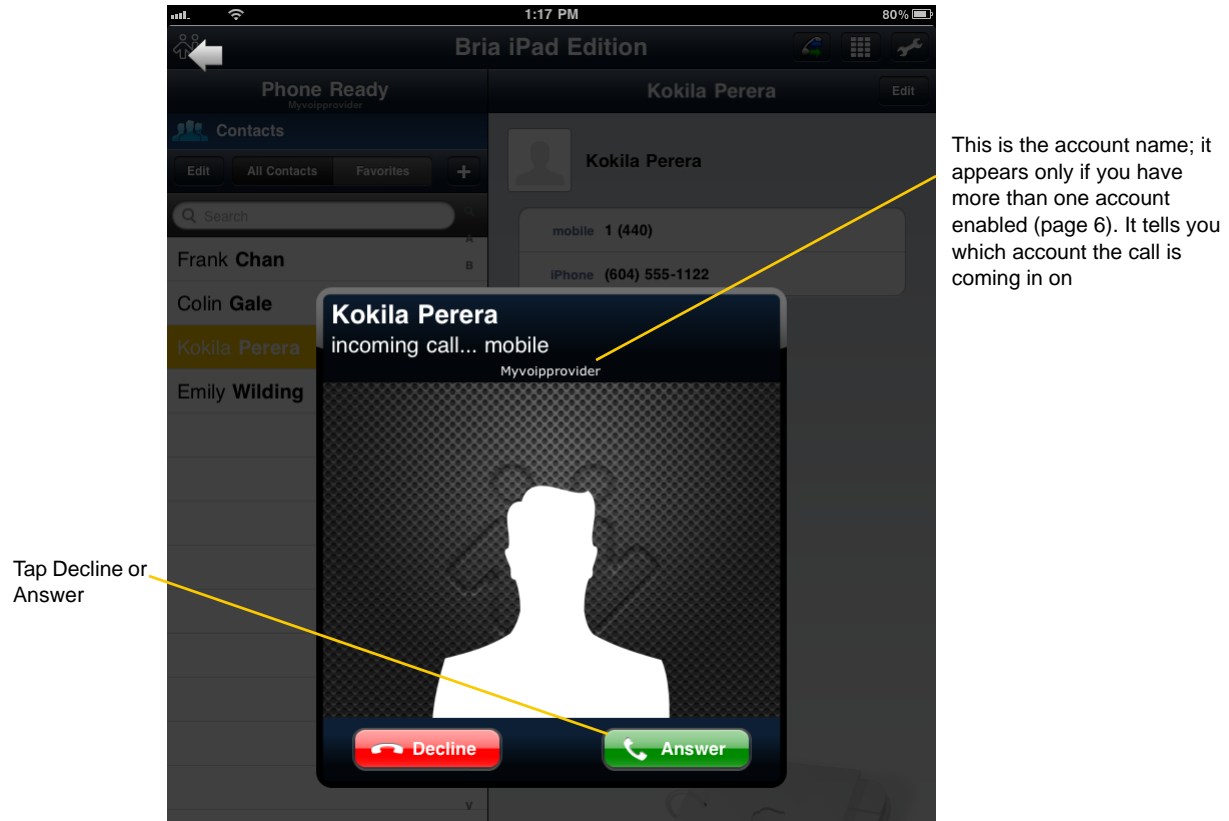
Making a Call from another Account

If you have more than one account enabled, you can change the account to use on a given phone call.



3.4 Handling Incoming Calls

When Bria Is in the Foreground

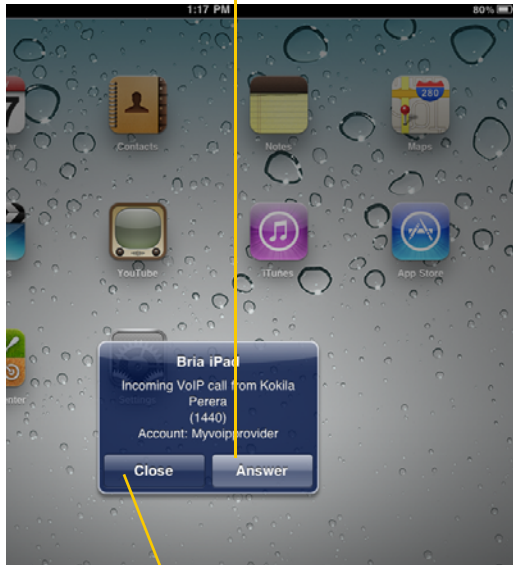


When Bria Is in the Background

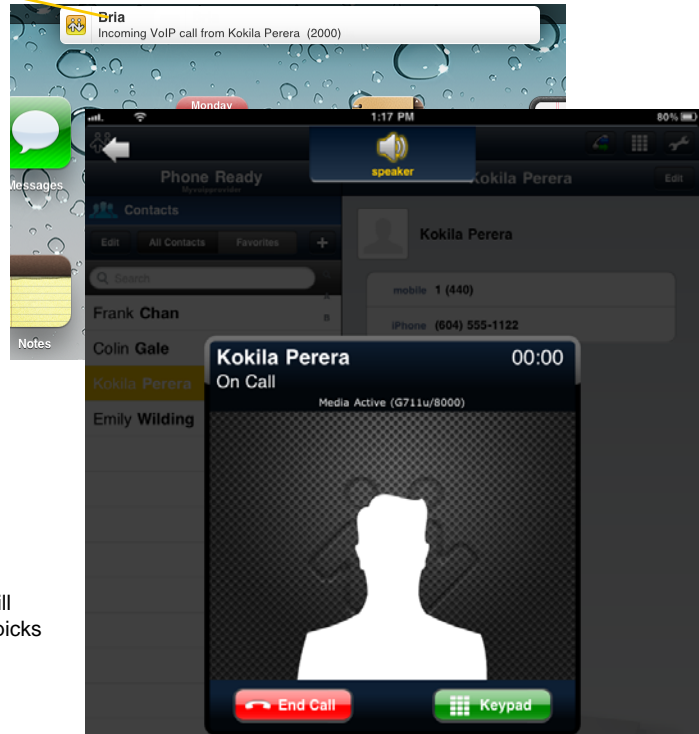
If your device runs on iOS 5 or higher, make sure you set the Alert style to Alerts or Banners by tapping Settings > Notifications > Bria on your device.

Tap to answer a call.

Alert style



Banner style

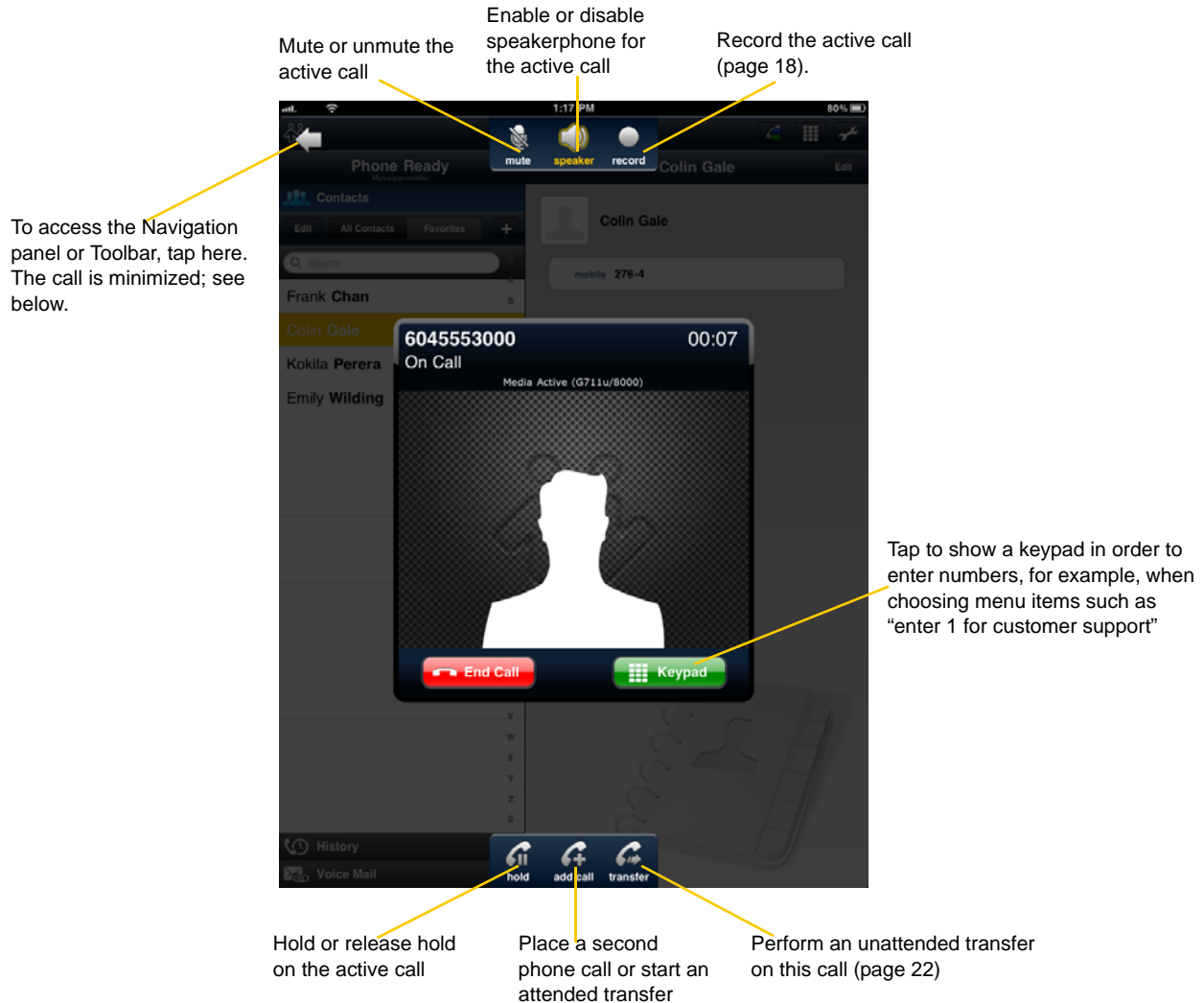


The call starts immediately. You can change this behavior; see "Alert Answer" on page 50

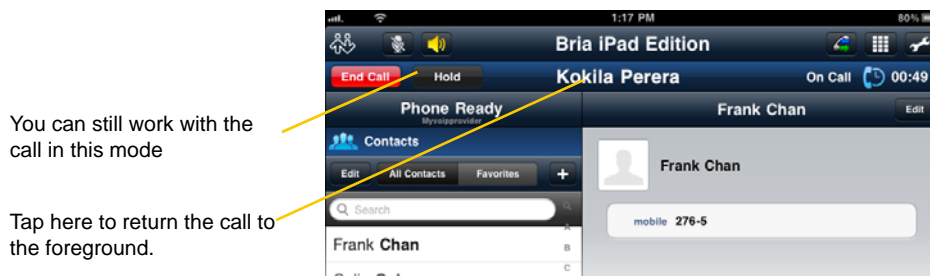
If you tap Close, the incoming call will continue to ring until your voicemail picks it up or the other person hangs up.

3.5 Handling One Established Call

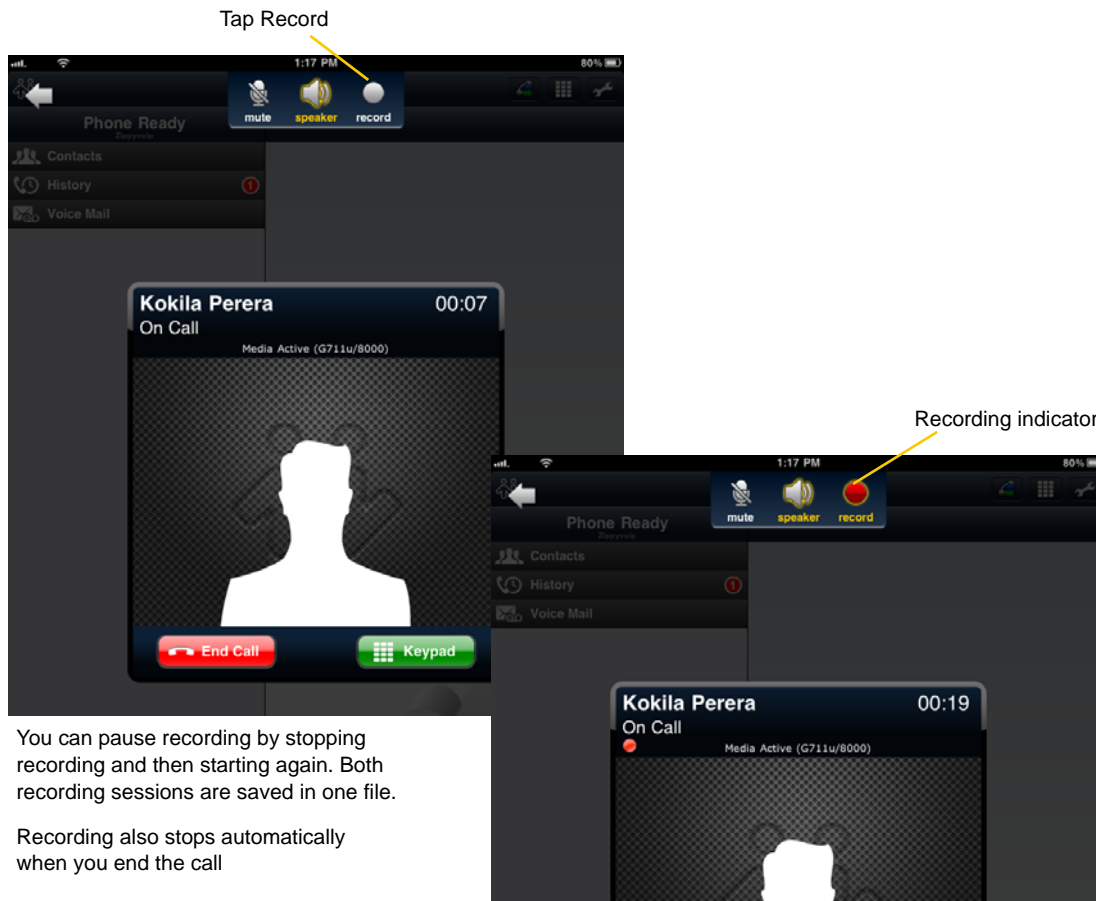
Call in Foreground



Call in Background (Minimized)

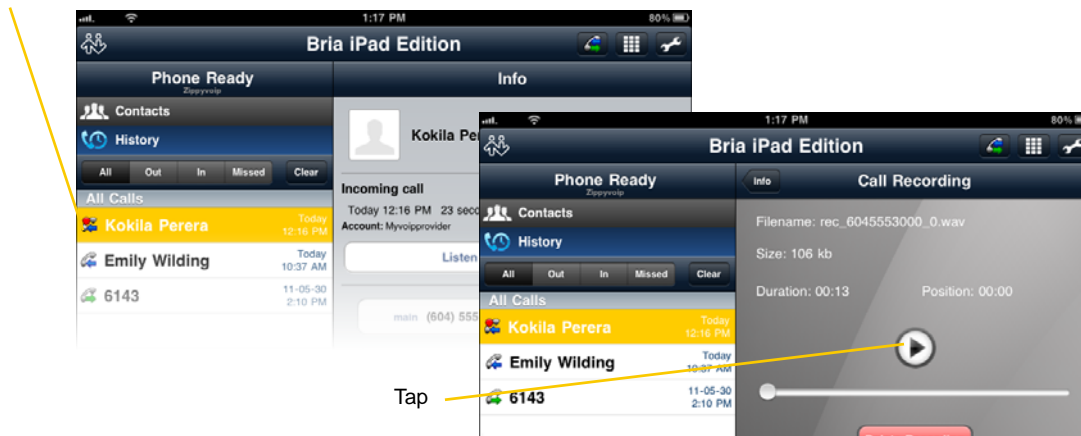


3.6 Recording Calls



Listen to the recording on the History screen.

Indicates this call was recorded



You can also manage the recording in iTunes®. Select your device, click the Apps tab at the top of the screen, scroll down to file sharing, then click the Bria icon in the Apps panel. The recordings appear in the Bria Documents panel.

3.7 Placing a Second Bria Call

Using the Dialpad

Place the current call on hold, if desired

Then tap Add Call

Dial the number of the second person and tap Call

Or tap here to go back to the first call

When the call connects, the first call is put on hold and moves to the back. You are now speaking to the second person.

To switch to the other call, tap that call popup; the popups switch positions.

From the iPad Contact List or History List

Place the current call on hold, if desired

Or tap here to go back to the first call

Then tap Add Call

Display the Contact list or History List

Search for the person and tap the phone number

Tap Call

When the call connects, the first call is put on hold and moves to the back. You are now speaking to the second person.

To switch to the other call, tap that call popup; the popups switch positions.

3.8 Handling Two Established Calls

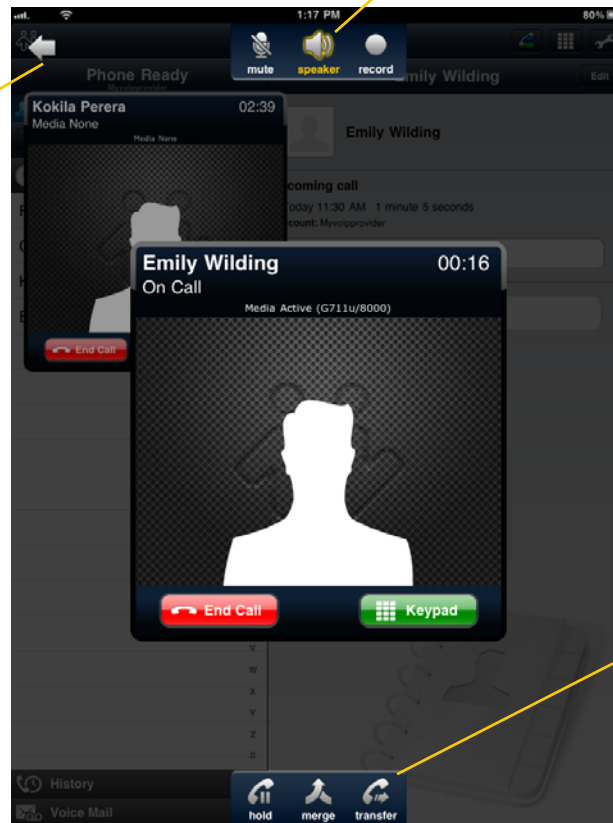
Two Established Calls in Foreground

The call in the back is always on hold. The call in the front may be on hold or active.

To switch to the other call, tap that call popup; the popups switch positions.

Mute and speaker apply to both calls. Record applies only to the call that is in the front (the active call).

Or to access the Navigation panel or Toolbar, tap here. The calls are minimized.



These controls apply to the call that is in the front.

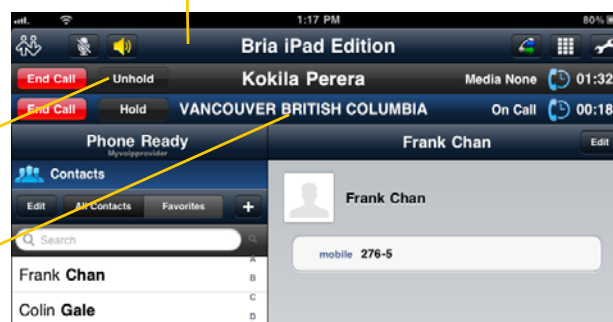
Two Established Calls in Background (Minimized)

You can access the Navigation panel modules or the Settings module without putting your call on hold

In this example, one call is live.

You can still work with the calls in this mode

Tap either call to return both calls to the foreground.




3.9 Unattended (Blind) Transfer

You can transfer the current Bria call to a second person without first talking to that second person.

Using the Dialpad

Optionally, put the call on hold.




Tap Transfer

The call is minimized

To cancel the transfer, tap anywhere outside the dialpad.

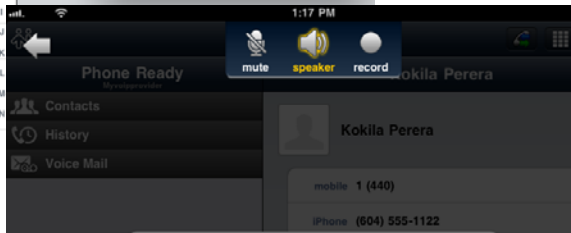
The dialpad automatically appears

Type the number to transfer to

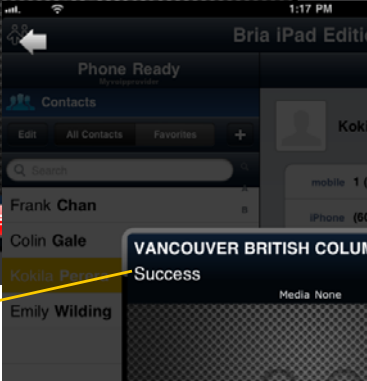


Tap Xfer

The transfer starts



If you tap End Call, the call ends on your side but the transfer attempt continues.

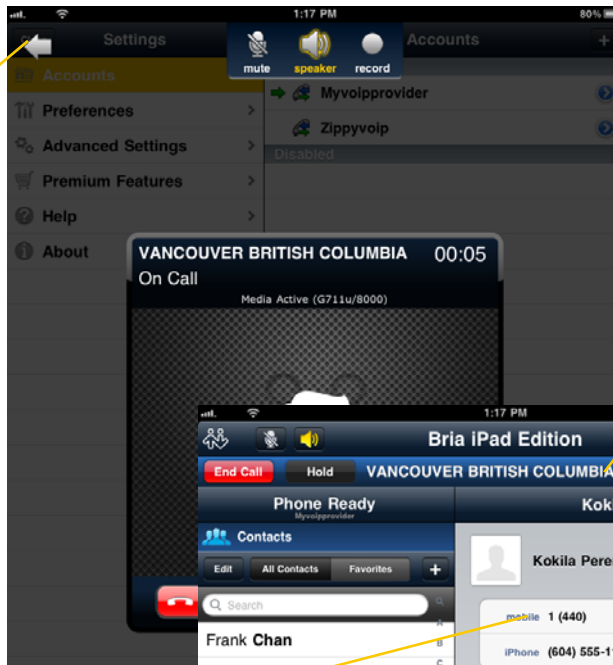


If the other person answers, the transfer succeeds and the call ends.

By Selecting a Contact or History Item

Optionally, put the call on hold.

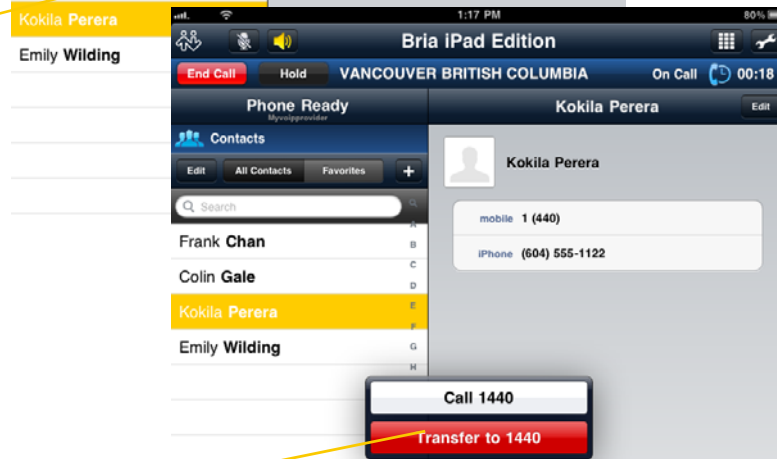
Tap



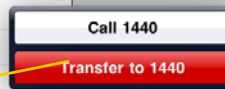
The call is minimized

If necessary, tap Contacts

Search for and tap the contact, then tap the phone number



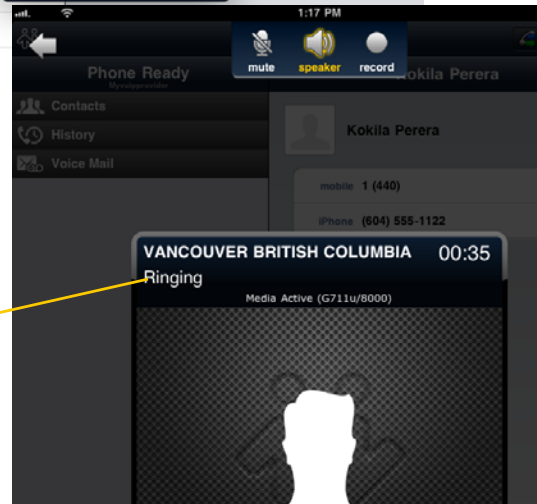
Tap Transfer



The transfer starts

If you tap End Call, the call ends on your side but the transfer attempt continues.

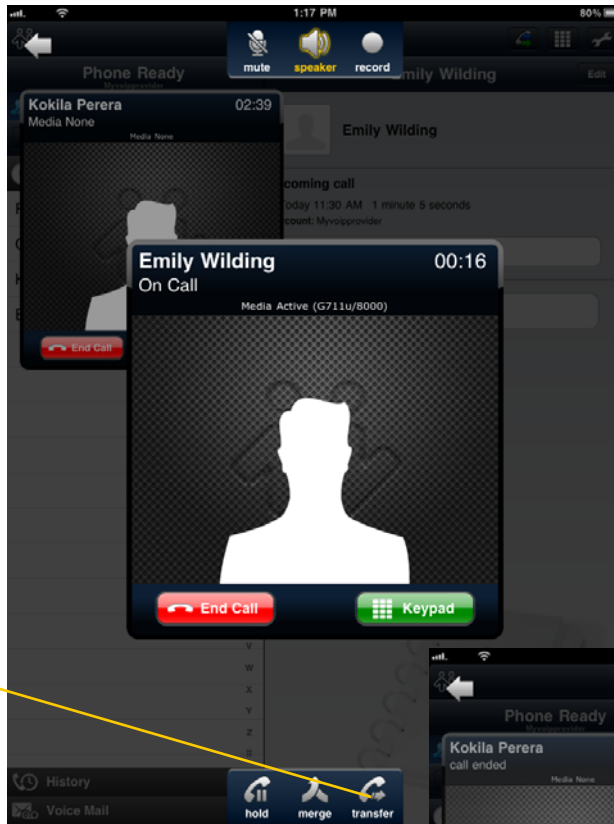
If the other person answers, the transfer succeeds and the call ends.



3.10 Attended Transfer

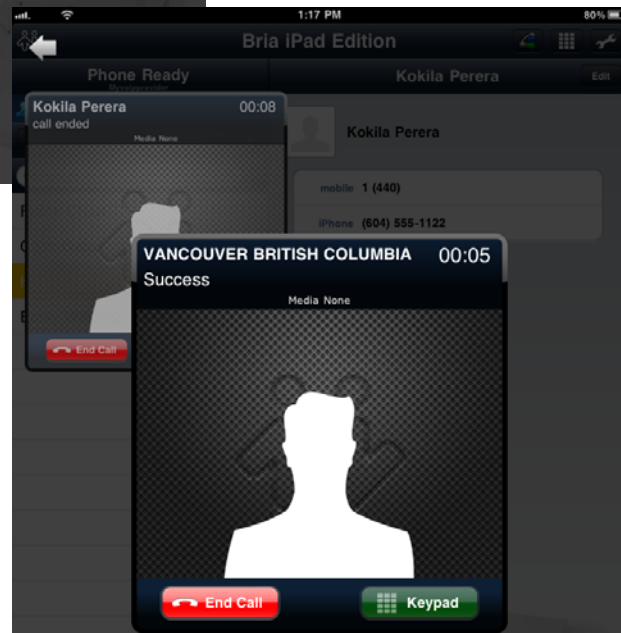
You can speak to the second person first then transfer the first person to them.

Establish two calls
(page 19)



Tap Transfer.

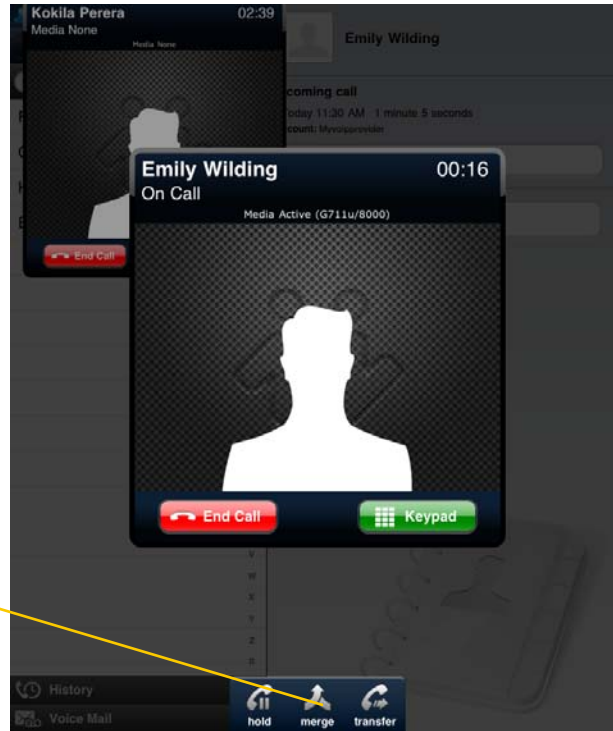
The live call is transferred to
the on-hold call.



3.11 Conference Call

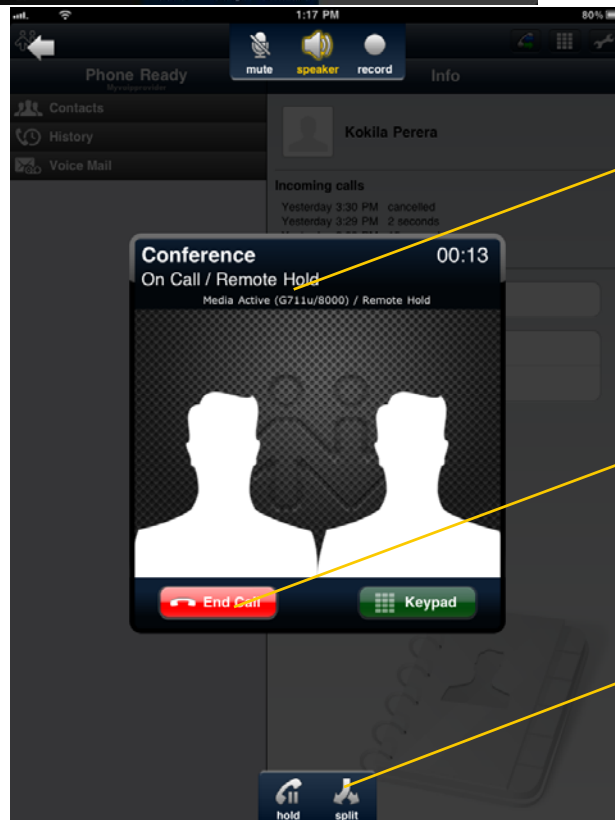
When you have two Bria calls established, you can merge the calls into a three-way conference call.

Establish two calls
(page 19)



Tap Merge

The two calls are merged
into a conference



In this example, you are live with
one person; the other person has
put the call on hold

Tapping End Call ends the
conference and hangs up both
calls

If desired you can split the
conference back into two calls

3.12 Handling Video Calls

To use video on Bria, the Video Calls premium feature must be purchased (see page 57).

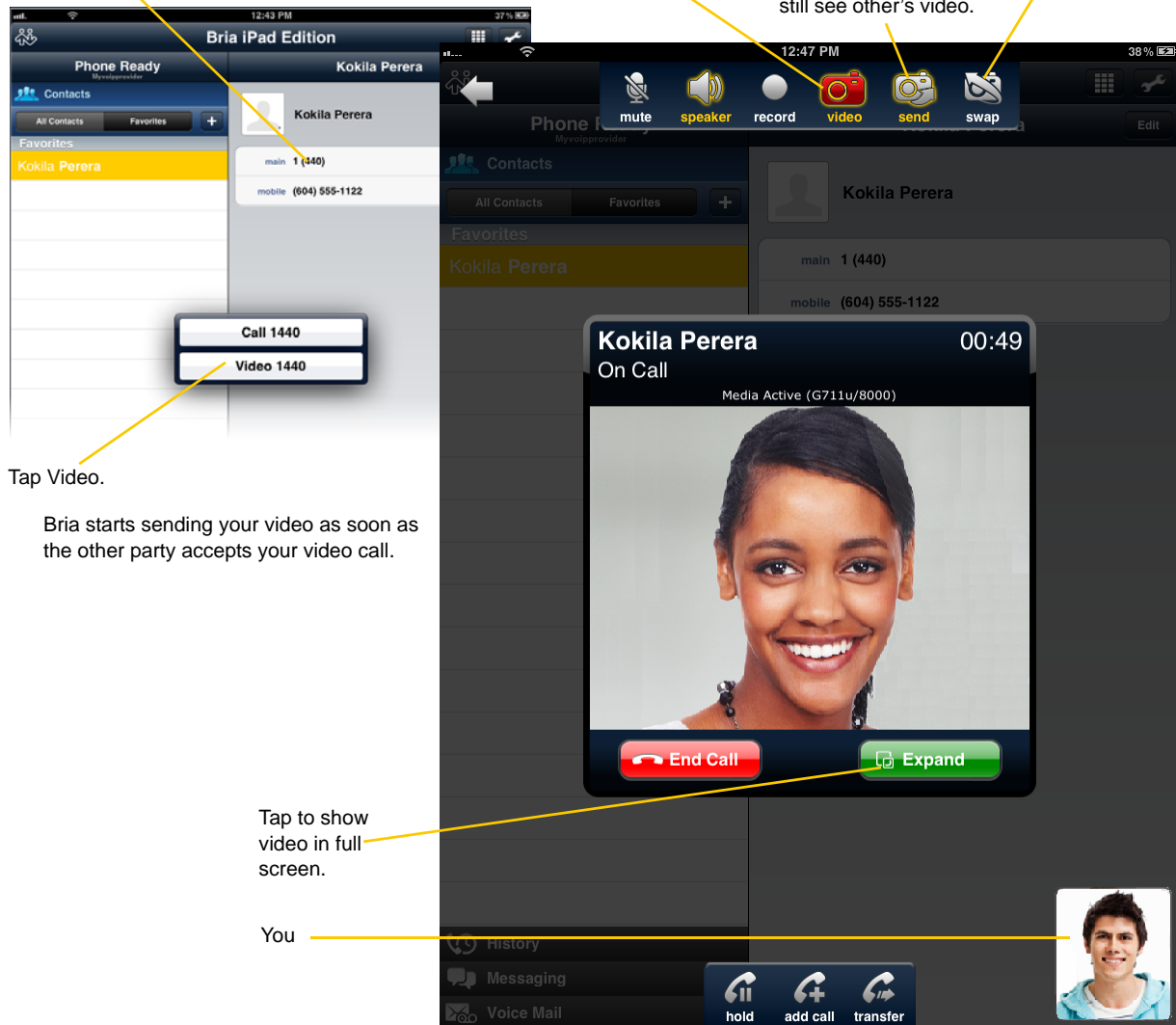
Placing a Video Call

Tap Contacts, and tap the desired softphone number.

Tap to switch to an audio call.

Tap to stop sending your video. You will still see other's video.

Tap to switch to a rear camera.



Adding Video during an Audio Call

When you place a call using Dialpad, Bria makes an audio call. You can add video to the audio call by tapping the Video icon or the Send icon at the top.

Receiving a Video Call

When the other party places a video call, you will see their video on Bria after you answer the call.

- You can start sending your video if desired by tapping the Send icon.
- If you do not want to receive the other party's video during a call, tap the Video icon at the top. The call will be switched to an audio call.

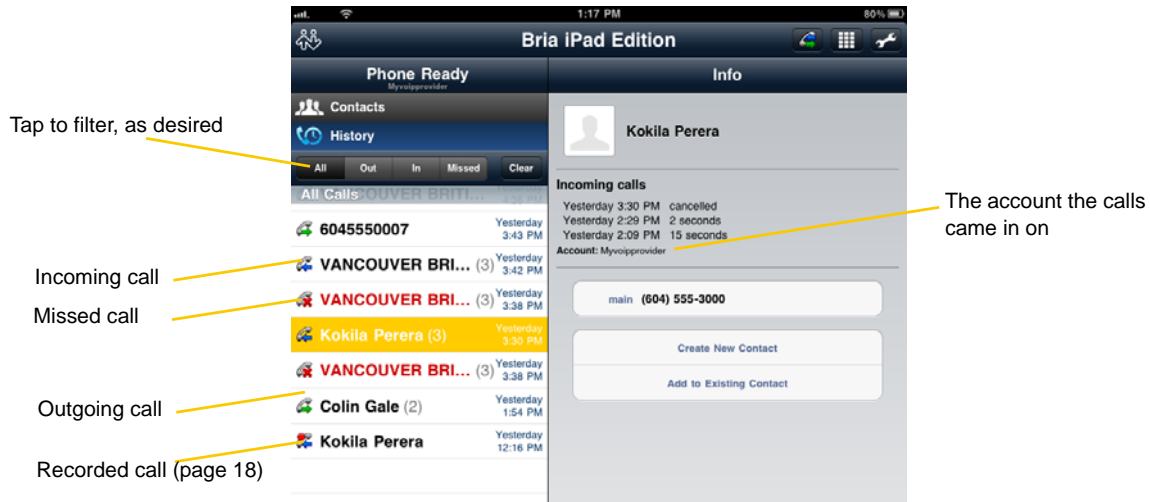
During a Video Call

During a video call, you can:

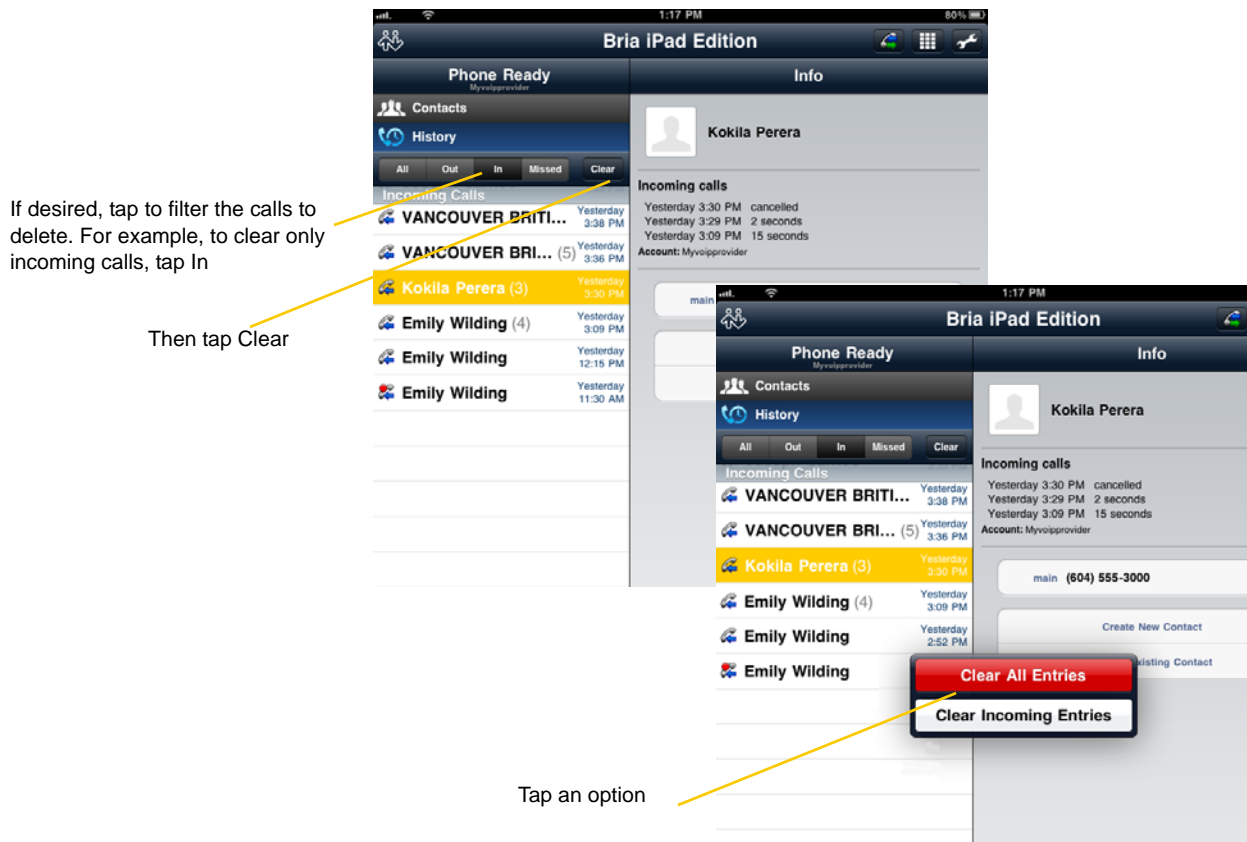
- transfer a video call. The transferred call will be placed as an audio call, and then both parties can add video to the audio call.
- establish two video calls; however you cannot merge them to a conference call.
- record only audio of video calls.

3.13 Call History

Tap the History icon at the bottom of the screen.



Clearing the History



Creating a Contact from History

You can create a contact from a history item.

Tap Create New Contact or Add to Existing Contact

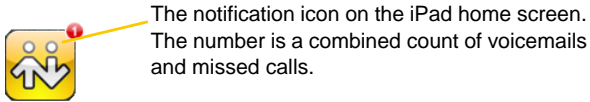
If you tap Create, the New Contact screen appears with the number already entered. Complete the other fields.

Or if you tap Add, the contact list appears. Tap the contact where you want to add this number. The contact is immediately updated.

3.14 Accessing Voicemail

If your VoIP service provider provides a voicemail service, then incoming calls go to voicemail if:

- Bria is not running.
- You already have two calls established



Tap the voicemail icon



The Voice Mail screen appears.



The Call button is disabled on this account because you have not set it up for voicemail. See page 46

Tap to call voicemail

This account has been set up for voicemail.

4 Presence and Instant Messaging

With Presence and Instant Messaging, you can share your online status (presence) and exchange instant messages with the contacts who have a softphone number or an XMPP address. You can also send an SMS from a SIP account to PSTN cell phone numbers if your VoIP service provider supports this feature.

Presence and Instant Messaging is available as an in-app purchase. Make sure your VoIP service provider supports SIP SIMPLE before purchasing this option if you plan to use this feature over SIP SIMPLE. To purchase this option and set up your Bria, see page 57.

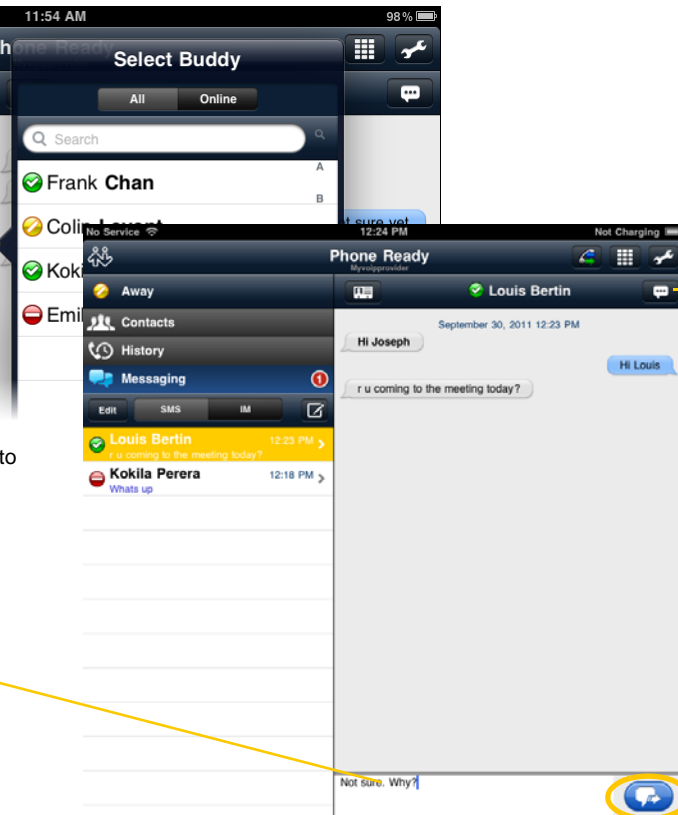
4.1 Sending an IM

You can send an instant message to your buddy who is online. If you have no buddies, add someone as a buddy first (page 38).

Tap Messaging.



Tap a conversation, or tap the icon to select a buddy.



See next page for details.

Type a message.

Tap the Send button.

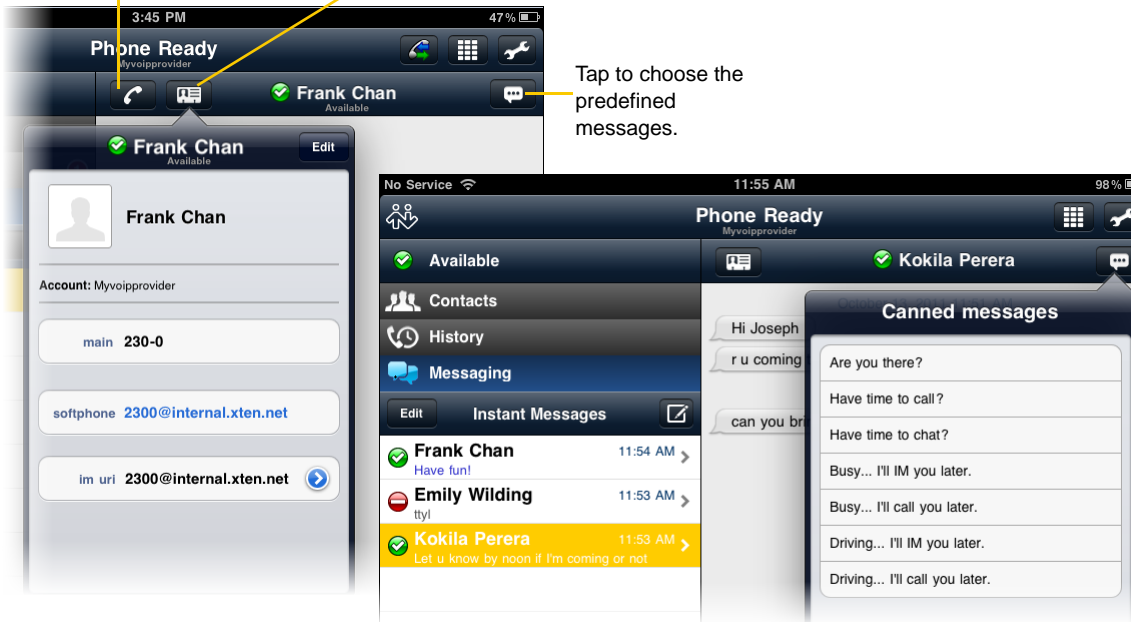


Hitting the return key moves the cursor to the next line.

You can also call this person if this person provides a phone number. SIP is used to make calls.

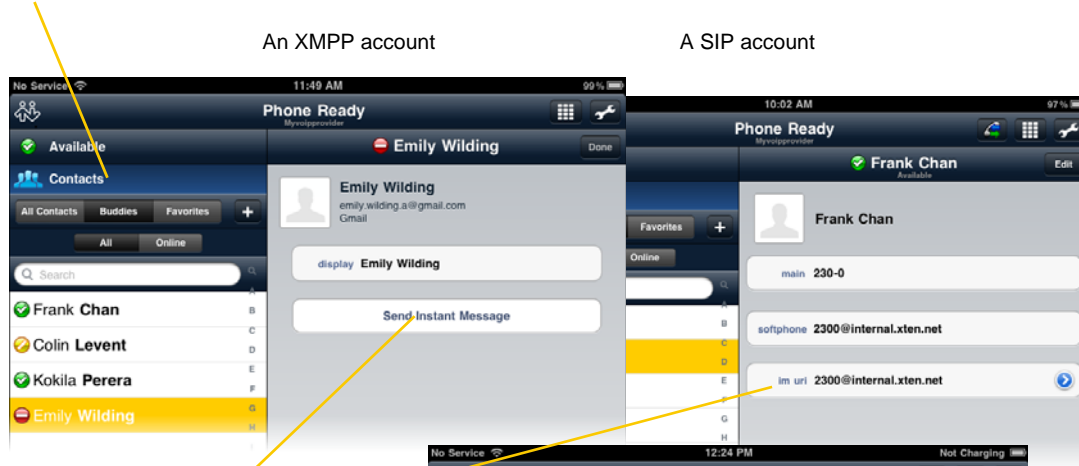
Tap to see the contact details.

Tap to choose the predefined messages.



By Selecting a Contact

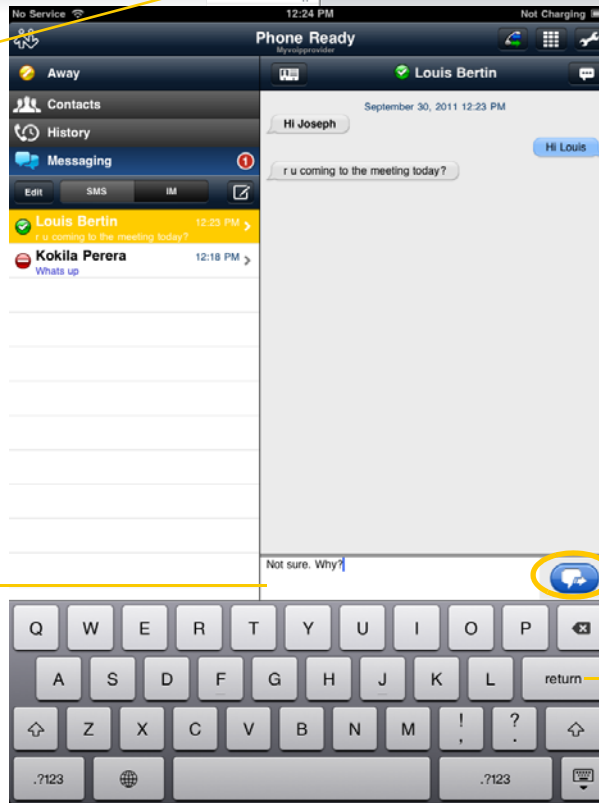
Tap Contacts, then tap Buddies and select a buddy.



Tap to send an IM.

Type a message.

Tap the Send button.

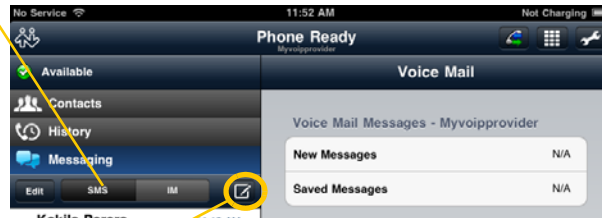


Hitting the return key moves the cursor to the next line.

4.2 Sending an SMS

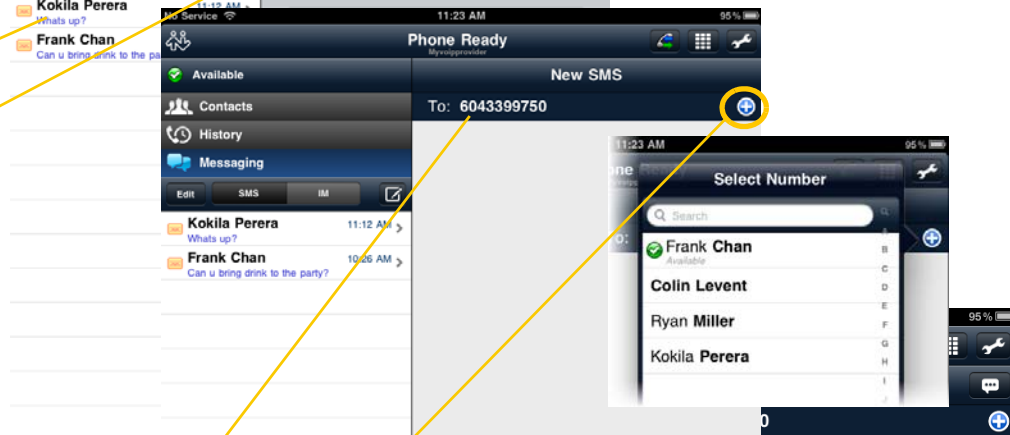
You can send an SMS from your SIP account to cell phone numbers if your VoIP service provider supports this feature. Before sending an SMS, make sure SMS is enabled (ON) on Preferences and on your SIP account.

Tap Messaging then SMS.



Tap a conversation.

Or tap to enter a phone number or select a contact.

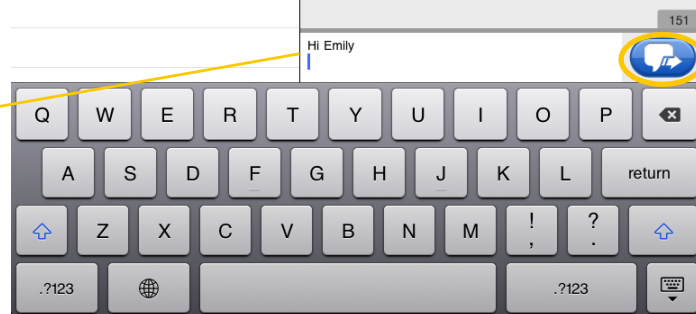


Type a phone number, and tap return.

Or tap to select a number from the Contacts .



Type a message, and tap the Send button.



By Selecting a Contact

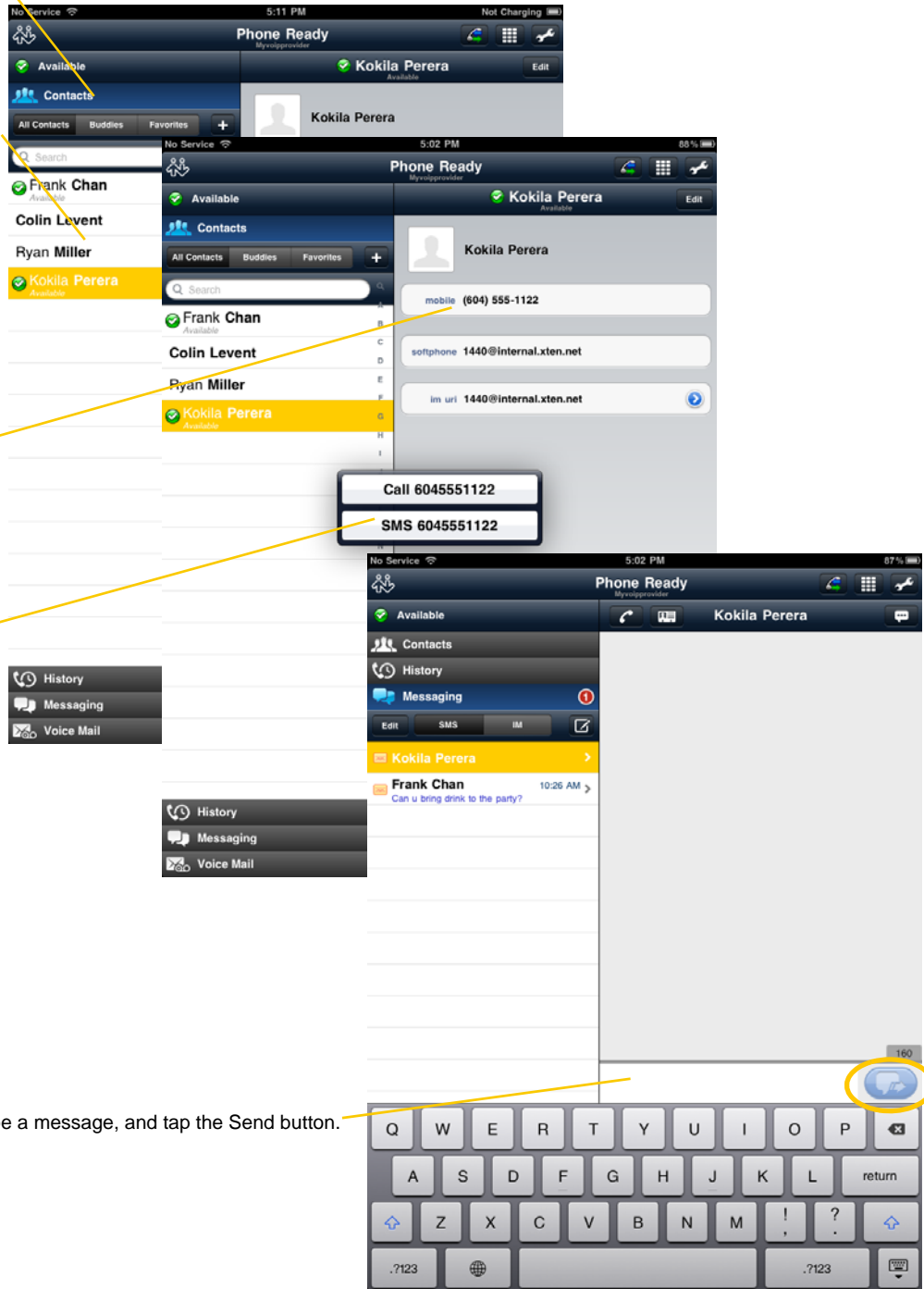
Tap Contacts.

Tap the contact.

Tap a phone number. A pop-up appears.

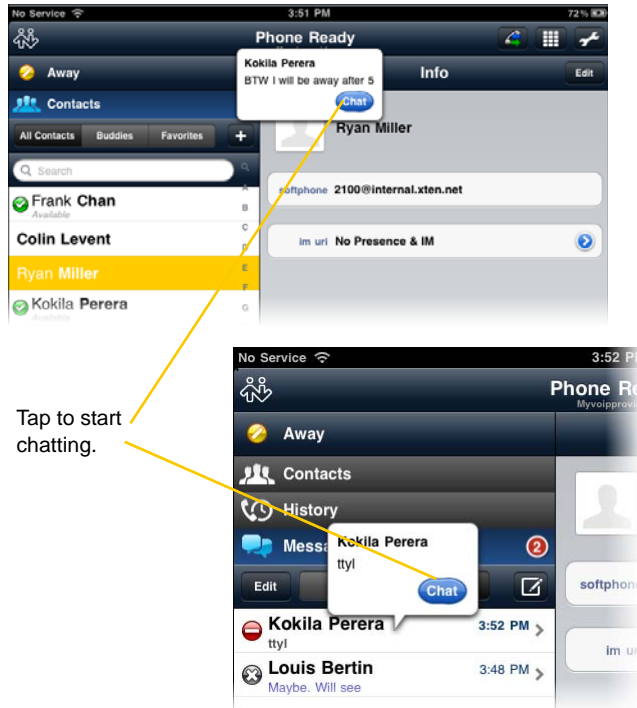
Tap.

Type a message, and tap the Send button.



4.3 Receiving an IM and SMS

A pop-up comes up when you receive an IM or SMS.



Tap to start
chatting.

When Bria is in the background



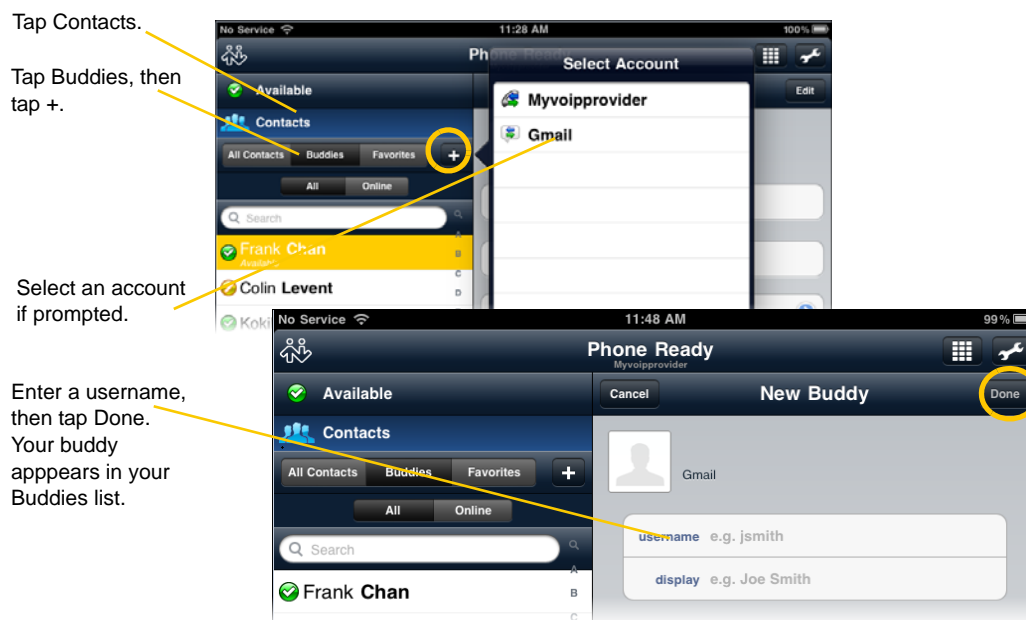
Tap to see the
message.

4.4 Viewing Others' Status (Adding a Buddy)

To view someone's online status, you need to add this person as a buddy. A buddy must have an XMPP address or a softphone number. An XMPP address and a softphone number are typically a username. For XMPP accounts, your buddies are stored in an XMPP server, not in your local iPad contacts. This means the name and presence of your buddies appear in your Buddies list (not in All Contacts) while your XMPP account is connected. For SIP accounts, your buddies are stored in your local iPad contacts.

XMPP Accounts

Make sure your XMPP account is ON (connected to an XMPP server).



SIP Accounts

To see someone's online status, you can either add a new contact as a buddy, or edit an existing contact.

Editing an existing contact to see online status

Tap Contacts.

Search for the contact and tap it.

Tap Edit.

Enter a softphone number, such as 2300. The domain name will be populated.

Tap the arrow in im uri.

Tap a softphone number, and tap Done.

The person appears both in your Contacts and Buddies lists.

Adding a new contact as a buddy

Tap Contacts.

Tap Buddies, then tap +.

Select a SIP account if prompted.

Enter a name and softphone number.

Tap the arrow in im uri.

Tap a softphone number, and tap Done. The person appears in your Contacts and Buddies list.

Available

Contacts

All Contacts Buddies Favorites +

All No Service

Search

Frank Chan Available

Colin Levent

Kokila Perera

Emily Wilding

Phone Ready

Myvoipprovider

Select Account

Myvoipprovider

Gmail

Edit

New Buddy

add photo

Ryan

Miller

Company

mobile Phone

home Email

home page URL

add new address

add field

softphone 2100@internal.xten.net

softphone SIP URI

im uri No Presence & IM

Done

Presence & IM Address

Select Softphone Address

None

2100@internal.xten.net

Selected softphone number (SIP URI) is used for the IM address and

4.5 Setting Your Own Status

When you start Bria, your online status becomes “Available”. When you make or receive a phone call, Bria automatically updates your status to “On The Phone” if your online status is “Available” and no custom status note is specified. You can change your status from “Available” to other statuses such as “Busy” or “Away”. Once you change your status from “Available” or specify a custom status note, your status will remain as specified until you switch yourself.

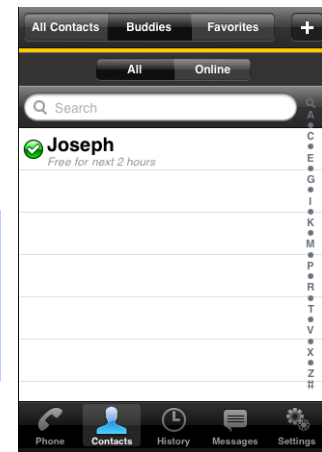
Your current status. Tap to change.









Tap a status.

Write a note to publish if you want.

Your contacts will see your status and custom note.



Presence

Status	Meaning
 Available	People can call you and send you an IM. If no custom status note is specified, Bria automatically switches “Available” to “On The Phone” when you make or receive calls.
 Away	People can call you and send you an IM.
 Busy	People can call you and send you an IM.
 On The Phone	When you make or receive phone calls, Bria automatically updates your status to “On The Phone” if your status is “Available” and no custom note is specified. When your call finishes, your status goes back to “Available”. While you are on the phone, you can still send and receive IMs.
 Do Not Disturb	No one can call you; the call fails and your call history shows a missed call. Your buddies can send you IM; an alert comes up on the Messaging tab without any sound.
 Appear Offline	You are able to see presence of your buddies, but your buddies see you as offline. You will actually receive phone calls and IMs if your buddies do contact you; they are unlikely to do so because your buddies cannot tell the difference between “Appear Offline” and you really being offline.

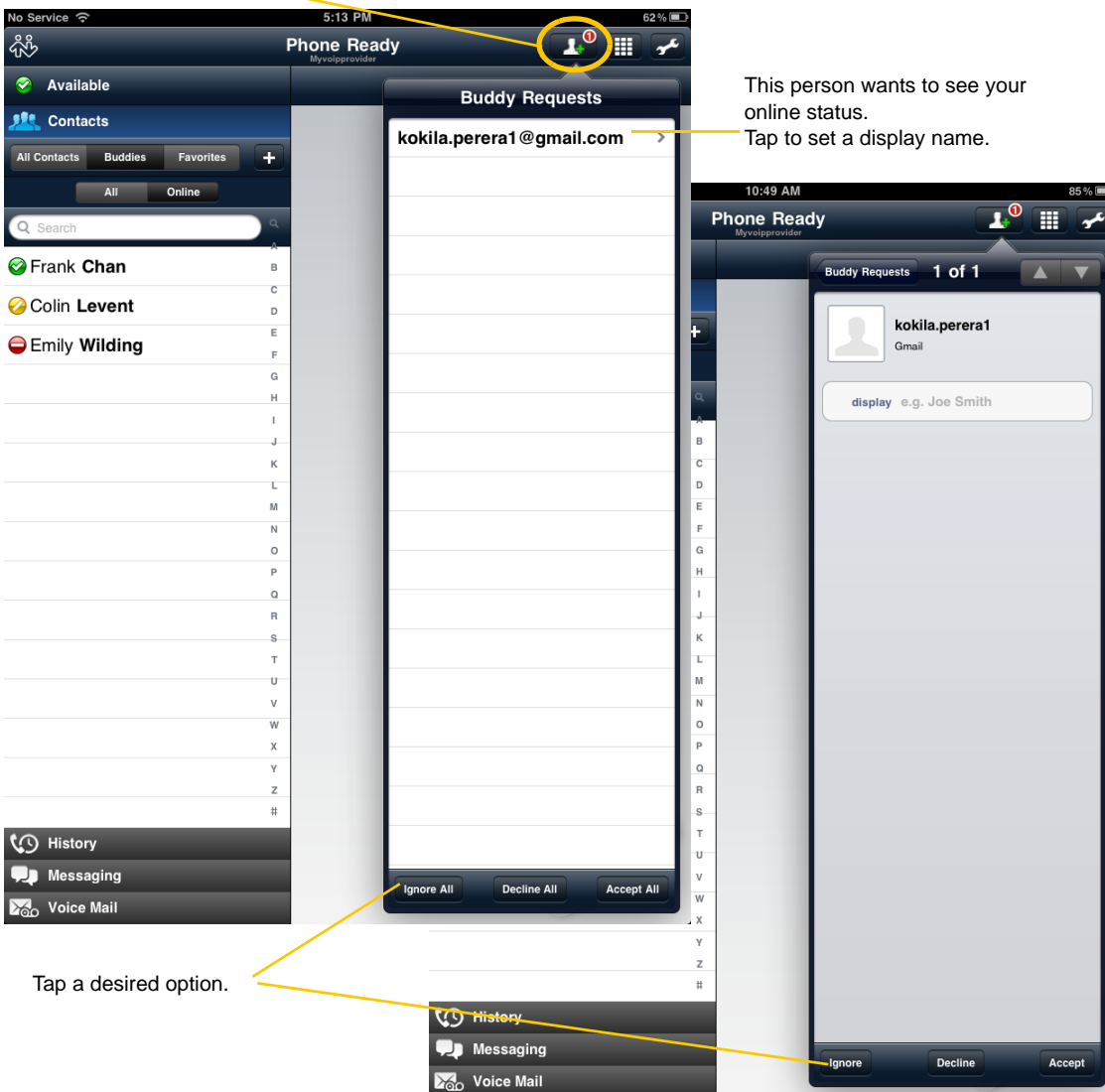
4.6 Responding to Buddy Requests

When using an XMPP account, you may receive a buddy request. You must respond to the request. You have three options.

- **Accept:** you let the other person see your online status. At the same time, the buddy request will be automatically sent from your Bria to this person, and you will see this person's status in your buddies list.
- **Decline:** the person will not see your online status. You will not be bothered by the buddy request.
- **Ignore:** the person will not see your online status. The buddy request may appear in this session or in a future session.

The person on the other end will not know his/her request has been declined or ignored.

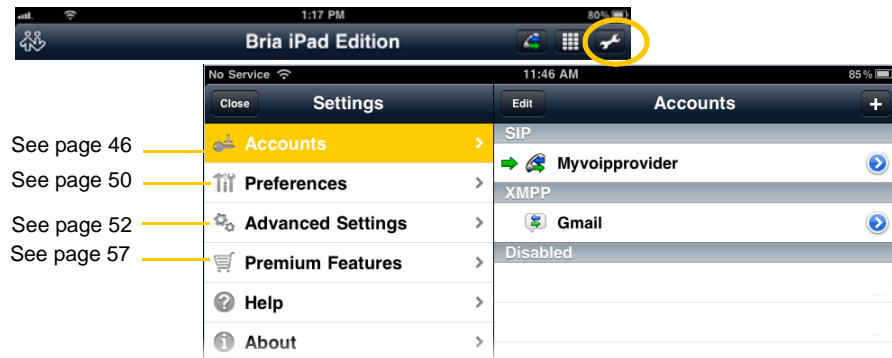
An alert comes up. Tap.



When using a SIP account for presence, you will not receive a buddy request. As soon as the person on the other end registers your softphone number on the client, the person will see your presence without your acceptance. Similarly, you will see someone's presence right away without having to wait for the person's response.

5 Settings

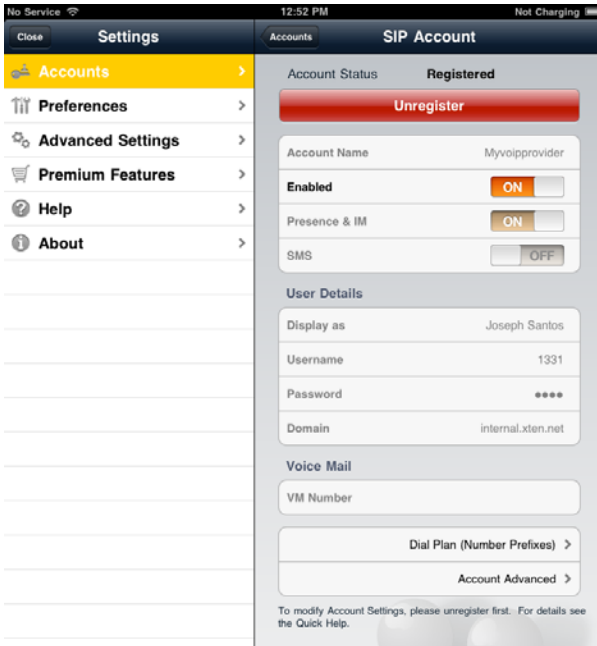
Tap the Settings icon at the top of the screen.



5.1 Accounts

All the fields on this screen must be supplied by your VoIP service provider.

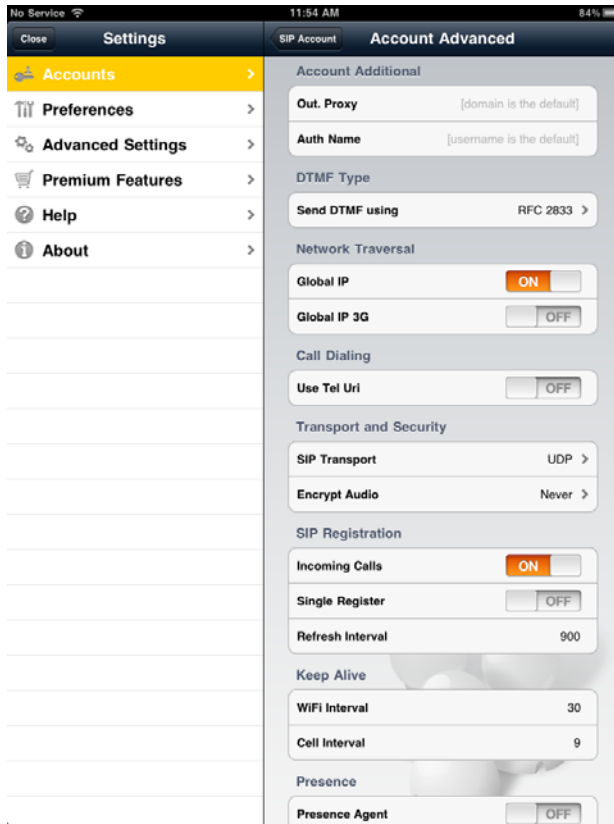
SIP Accounts



Field	Description
Account Name	Change the name as desired. For example, “business account”
Enabled	Typically On, in order to use the account for calls.
Presence & IM	ON to share your online status with and send instant messages to your buddies. To use this feature, you must purchase “Presence and Messaging” from the App Store. See page 57.
SMS	ON to send an SMS to PSTN (landline) cell phone numbers by using the SIP SIMPLE protocol. Turn ON if your VoIP service provider supports this feature. The purchase of “Presence and Messaging” is required to use this feature. Appears only when “Support SMS” is set to ON in Preferences.
Video	ON to make video calls on this SIP account. To use this feature, you must purchase “Video Calls”, and enable video on Preferences . See page 57 for purchasing the feature.
Display as	Your name
Username	Typically the account number for the account. Provided by your VoIP service provider.
Password	Provided by your VoIP service provider.
Domain	Provided by your VoIP service provider.
VM Number	The number to dial to connect to voicemail and check messages. Provided by your VoIP service provider. If there is a number in this field, tapping the VM icon on the phone will connect to voicemail, page 30.
Dial Plan	Optional. See page 61.
Account Advanced	See below.

Account Advanced (SIP)

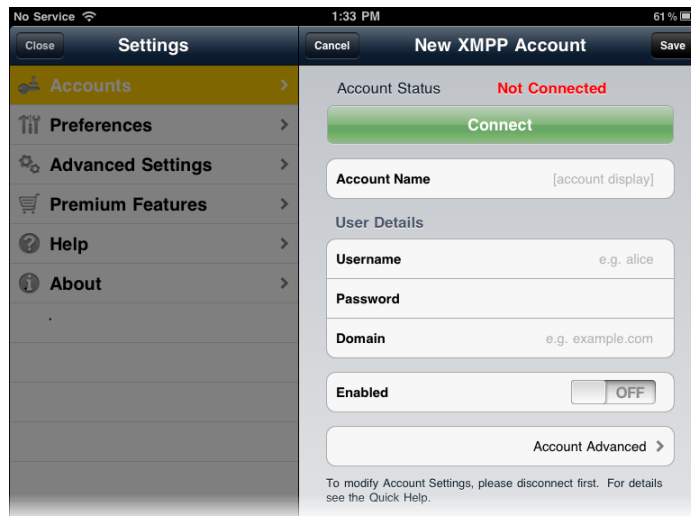
To change these fields on an existing account, you must first unregister the account or turn Enabled off for the account.



Field	Description
Out. Proxy	If your VoIP service provider has an outbound proxy and requires that you provide that address to Bria, enter the domain name or the IP address obtained from your provider.
Auth Name	May not be required. But if it is required, it will be provided by your VoIP service provider.
Send DTMF using	The method used for DTMF, sent when you press a number key when dealing with an auto attendant (such as “press 1 for customer service”). In-band DTMF can be sent in addition to the other two methods. Choose a method specified by your VoIP service provider.
Global IP	<ul style="list-style-type: none"> ON: Bria will publish its public IP address at the signaling level. The public address may not work with some NATs or firewalls. OFF: Bria will publish its private IPs at the signaling level. Typically, you turn this field off only if instructed to do so by your system administrator.
Global IP 3G	This setting has the same function as Global IP, but applies only when you are connected over 3G. If you set this setting to ON, you must also set Global IP to ON.
Use Tel URI	Change this value only if advised to do so by your VoIP service provider. <ul style="list-style-type: none"> ON: Prefix SIP URIs with tel:// OFF (default): Prefix SIP URIs with sip://

Field	Description
SIP Transport	Tap to display the choices. Contact your VoIP service provider to identify the types of transport that are supported. <ul style="list-style-type: none"> • UDP and TCP do not support signal encryption. • TLS does support signal encryption. If TLS is selected, a given call will be encrypted if the other person also uses TLS. You may also need to install a certificate on your iPad; speak to your VoIP service provider.
Encrypt Audio	If the transport is set to TLS, you can encrypt a phone call at the media (audio) level: <ul style="list-style-type: none"> • Never: Audio is not encrypted. • If Possible: On a given call, audio will be encrypted if the other person supports and is also using audio encryption. If not, audio will not be encrypted. • Always: Audio will always be encrypted. The call will fail if the other person cannot accept encrypted calls.
Incoming Calls	Typically ON, in order to receive calls. If OFF, you will not be able to receive calls using Bria.
Single Register	Applies only if Global IP is ON. <ul style="list-style-type: none"> • ON: Bria will register using a single register request. • OFF (default): Bria will register using an unregister and a register. Only choose ON if advised by your VoIP service provider.
Refresh Interval	The timer interval between Bria's attempts to register in order to refresh the account registration. This value is placed in the "Expires" header field of the SIP REGISTER message. Change this value only if advised to do so by your VoIP service provider.
Keep Alive - Wi-Fi Interval	A "keep alive" message is a mechanism for maintaining a "pinhole" through your firewall so that the account registration is maintained. The interval specifies how often the message is sent (in seconds). If you are experiencing problems (for example, accounts become unregistered when using a Wi-Fi connection), try setting this interval to a lower number such as 20.
Keep Alive - Cell Interval	Same as above, except the interval applies to registrations made over the cellular network.
Presence Agent	Turn ON only if your VoIP service provider supports this service for SIP SIMPLE.

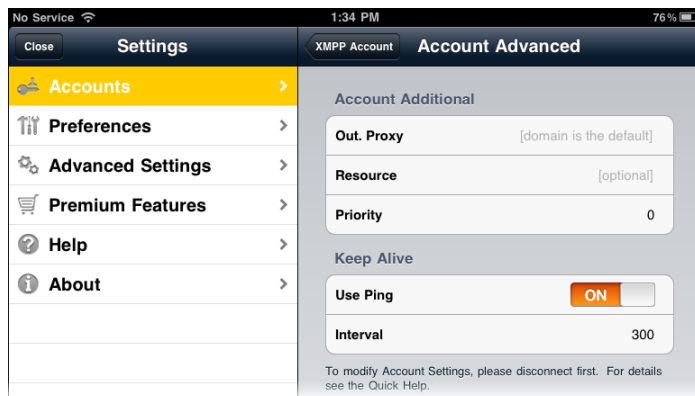
XMPP Accounts



Field	Description
Account Name	Change the name as desired. For example, "Gmail".
Enabled	Typically On, in order to use the account for messages and presence.
Username	The XMPP user ID.
Password	Password for the XMPP user ID.
Domain	Domain of the XMPP service. For example, "gmail.com".
Account Advanced	See below.

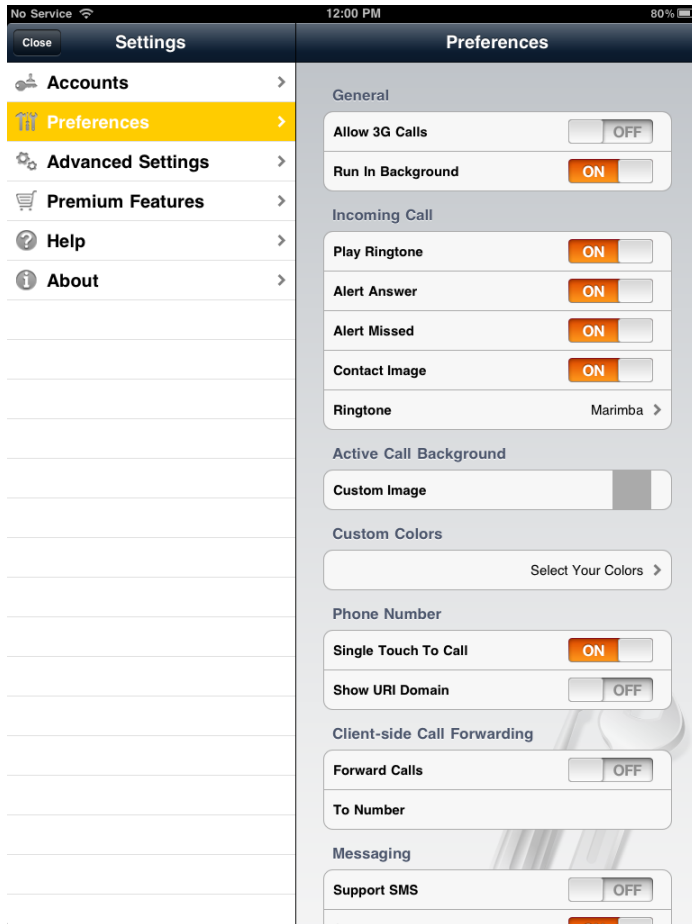
Account Advanced (XMPP)

To change these fields on an existing account, you must first disconnect the account or turn Enabled off for the account.



Field	Description
Out. Proxy	If your XMPP service provider has an outbound proxy and requires that you provide that address to Bria, enter the domain name or the IP address obtained from your provider.
Resource	Used to identify an XMPP session when you log in to multiple clients with this XMPP account (for example, /work or /home).
Priority	The priority of the resource. The range is from -128 to 127.
Use Ping	ON to send ping messages to the XMPP server to indicate that the connection is active.
Interval	Specifies how often the ping message is sent to the server (in seconds). The default is 300.

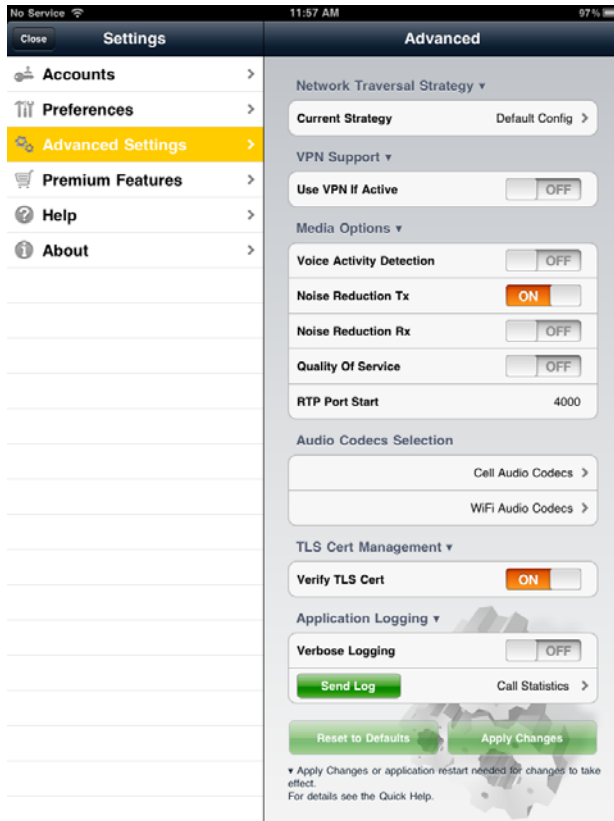
5.2 Preferences



Field	Description
Allow 3G Calls	<ul style="list-style-type: none"> ON: When a Wi-Fi connection is not available, Bria will attempt to place calls using the cellular data channel. Data charges with your mobile carrier will apply. If you turn this setting on, we recommend you purchase the G.729 codec (page 57) because it provides better audio quality on 3G calls. OFF: When a Wi-Fi connection is not available, you will not be able to place or receive calls.
Run In Background	<ul style="list-style-type: none"> ON: If using UDP for transport (page 48). OFF: If using TCP or TLS for transport. <p>This setting lets you receive calls when Bria is running in background and your transport is UDP. Turning this setting on decreases battery life. But if it is turned off, you will not be able to receive calls if you are using UDP.</p> <p>If you are using TCP or TLS, there is no need to turn this setting on.</p>
Play Ringtone	ON to hear the ringtone.
Alert Answer	<p>Controls the behavior of the incoming call prompt (when Bria is in the background):</p> <ul style="list-style-type: none"> ON: You can immediately answer the incoming call. OFF: You can view the incoming call screen, and then choose either answer or decline the call.

Field	Description
Alert Missed	Controls the behavior of the missed call prompt (when you receive a call when Bria is in the background): <ul style="list-style-type: none"> • ON: A Missed Call alert appears on the native iPad screen. • OFF: No alert appears.
Contact Image	ON to display the image of your contact while receiving or making calls.
Ringtone	The ringtone for incoming calls.
Custom Image	The background image that appears when you are on a call. Swipe the image to delete.
Custom Colors	You can change the color of various parts of the screen. This setting includes a Reset button, so you can easily return to the defaults.
Single Touch to Call	ON: When making a call from Contacts or History, the call will be placed as soon as you tap a phone number. If SMS is enabled, you will see a prompt to choose Call or SMS. OFF: When you tap the phone number, a prompt appears. When you tap that prompt, the call will be placed.
Show URI Domain	ON: The phone number displayed for an incoming, outgoing or established call will include the domain name (for example, 1234@myVoipProvider.com). OFF (default): The domain name is not included in the display.
Forward Calls	ON to send all incoming calls to a specific number. So long as Bria is enabled and registered and Run In Background (above) is ON, incoming calls will be forwarded to this phone number.
To Number	The number to forward calls to, when Forward Calls is ON.
Support SMS	The Messaging section appears after you purchase the “Presence and Messaging” feature. ON to allow your Bria to be used for sending SMS. To use this feature, you also need to enable SMS on your SIP account. If OFF (default), all the SIP accounts on your Bria will never be used for sending SMS.
Support IM & Presence	ON (default) to allow your Bria to be used for sending instant messages and sharing online status with your buddies. To use this service, you also need to enable the feature on the Account screen. If OFF, all the SIP and XMPP accounts on your Bria will never be used for presence and messaging.
View Style	Choose a view of the instant message screen. Plain or Bubbles (default).
Alert Sound	ON to play a ringtone when you receive a new message.
Alert Text Tone	The ringtone for incoming messages.
Enable Video	ON to make video calls on Bria. Appears only after the “Video Calls” feature is purchased. See page 57.
Video Quality	<ul style="list-style-type: none"> • Automatic: Recommended. Let Bria select the best quality to use in a given situation. • Lower (QCIF): Quarter Common Intermediate Format uses 176 horizontal pixels and 144 vertical lines. QCIF transfers one fourth the amount of data; therefore it consumes less memory than CIF. • Higher (CIF): Common Intermediate Format uses 352 horizontal pixels and 288 vertical lines. • Extra High Decode (CIF): Choose this setting when the other party requires a different version of CIF (H.264 Baseline level 1.3), for example, Cisco hard phones.

5.3 Advanced Settings

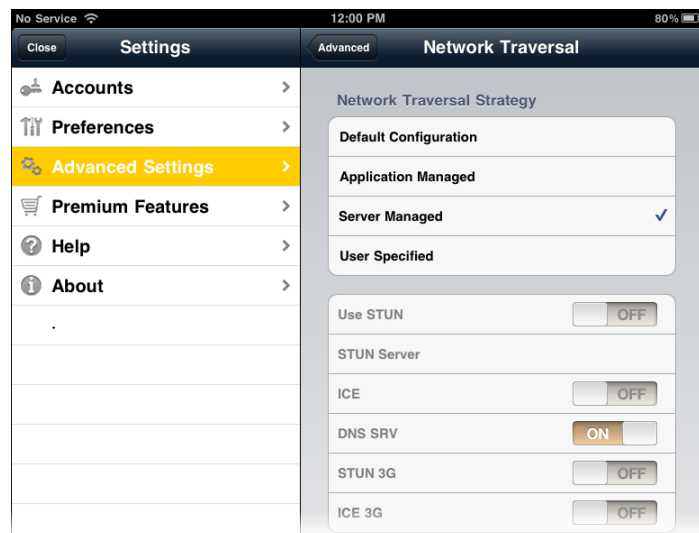


If you make changes to the fields identified by a ▼, you must tap the Apply Changes button at the bottom of the screen or restart Bria.

Field	Description
Network Traversal Strategy	Tap to display the choices; see below.
Use VPN If Active	If you are using Bria with a VPN connection to your network, set this field to ON, to force Bria to select the VPN network interface. If you are not using a VPN, set to OFF (default). Only set this field to ON if you are using a VPN connection, otherwise the wrong network interface may be selected, resulting in registration problems.
Voice Activity Detection	<ul style="list-style-type: none"> ON: audio is not transmitted when no one is speaking. Turning this feature on may reduce bandwidth usage. OFF (default): audio is transmitted when no one is speaking.
Noise Reduction Tx	Noise Reduction. When ON (default), Bria attempts to reduce background noise on audio you are transmitting (sending to the other person). Typically ON when you are not using a headset, typically OFF when you are using a headset.
Noise Reduction Rx	Noise Reduction. When ON, Bria attempts to reduce background noise on audio you are receiving from the other person. The default is OFF.

Field	Description
Quality of Service	If desired, ask your VoIP service provider if QoS is supported. QoS (Quality of Service) can allow your phone calls to be given a higher priority on the network. The default is OFF.
RTP Port Start	Change this value only if advised to do so by your VoIP service provider. This indicates the start of the ports range used for RTP and RTCP sessions. The range is 100 ports wide. The range is not observed if ICE is used. The default is 4000.
Audio Codecs Selection	Tap to display more information about these two fields. See page 56.
Verify TLS Cert	Applies only if you use TLS as the transport. <ul style="list-style-type: none"> • ON (default): Bria attempts to verify the certificate, sent by the SIP server, to see if it is trusted. For the certificate to be trusted, a corresponding CA certificate, provided by your VoIP provider, must be installed on your device (using the iPad Configuration Utility for example). • OFF: Bria accepts the certificate without attempting to verify it.
Verbose Logging	Leave this setting OFF unless customer support instructs you to turn it ON in order to troubleshoot a problem you are having on your device. See page 59.
Send Log	Tap to upload the current log to customer support. See page 59.
Call Statistics	To show detailed information about the current/last call. For example, the number of packets lost.

Network Traversal Strategy



Select a profile:

- **Default Configuration:** STUN ON, ICE OFF, DNS SRV ON.
Bria will use the STUN server at stun.counterpath.com to discover the public address of your device. It will present that public address for SIP signaling and when negotiating media routing.
- **Application Managed:** STUN ON, ICE ON, DNS SRV ON.
Bria will use the STUN server at stun.counterpath.com to discover the public address of your device. It will present your public address for SIP signaling and both your public and private addresses when negotiating media routing.
- **Server Managed:** STUN OFF, ICE OFF, DNS SRV ON.
Bria will present your device's private address for SIP signaling and when negotiating media routing. Choose this option if your VoIP service provider advises you that it has implemented a network-hosted NAT traversal (or far-end NAT traversal) technology such as a session border controller (SBC), media proxy or RTP relay.
- **User Specified:** Set the settings as desired.

Field	Description
Use STUN	<ul style="list-style-type: none"> • ON: Bria will use a STUN server to discover your public IP address. • OFF: Bria does not discover your public IP address. Therefore, only the private IP address will be used. Typically, Global IP should be set to OFF.
STUN Server	Used only if STUN is ON. The default is stun.counterpath.com . You can specify a different STUN server if your VoIP provider advises you to do so.
ICE	<p>ICE is involved only in media routing (it is not involved in SIP signaling).</p> <ul style="list-style-type: none"> • ON: Bria will use ICE to discover addresses for media packets. ICE provides a good guarantee of two-way audio. However, to use ICE successfully, both endpoints in a call must use ICE and specifically must use draft 19 of the ICE standard. • OFF: Try turning ICE off if you are not using iPad behind a firewall or NAT.

Field	Description
DNS SRV	<ul style="list-style-type: none">• ON: Bria will use DNS SRV to discover the network addresses for your VoIP service provider's VoIP-related services such as a STUN server, if any.• OFF: Bria will not use DNS SRV for discovery. Only turn this setting off if your system administrator advises you to do so.
STUN 3G	This setting has the same function as STUN, but applies only when you are connected over 3G.
ICE 3G	This setting has the same function as ICE, but applies only when you are connected over 3G.

Audio Codecs Selection



Cell Audio Codecs

Wi-Fi Audio Codecs

These two screens list the audio codecs that can be used during a Wi-Fi call or cellular data call. Codecs are programs in Bria involved in transmitting audio; each codec has different characteristics and therefore each works better in some situations than in others.

Novice and Non-technical Users

We recommend you enable all codecs and let Bria select the best codec to use in a given situation.

Technically Savvy Users

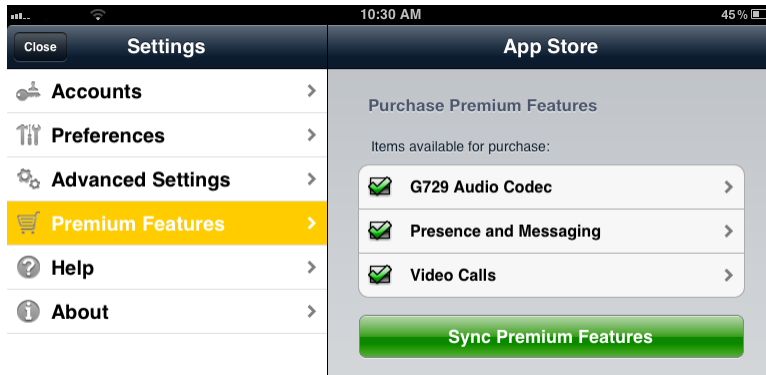
You may choose to enable one, some or all codecs. If only one codec is enabled, all calls will be made with that codec. If more than one is enabled, Bria negotiates the codec to use (from among the enabled codecs) with the other person.

You can prioritize codecs by dragging them up or down in the list. Codecs higher in the list are given a higher priority in the offer, when negotiating codecs with the other party. Therefore, moving a codec higher should improve its chances of being chosen.

G.722 and SILK-HD are wideband codecs. All other codecs are narrowband. When a wideband codec is used, data usage will be higher and audio quality will generally be better. When a narrowband codec is used, data usage may be lower but audio quality may be affected.

Data usage for the codecs with a fixed bit rate, from high to low usage, is: G.722, G.711, iLBC, GSM, G.729a. SILK-HD and SILK-NB have a variable bit rate; the data usage will fluctuate depending on the network conditions.

5.4 Premium Features



To purchase an item, tap the item. On the Product Detail screen, tap the price button to connect to the iTunes store. A confirmation prompt appears. Tap Cancel or Buy.

G.729 Audio Codec

G.729 is a narrowband codec that is intended for low bandwidth use. It is particularly recommended if you will be making calls over 3G because it provides better audio quality on your cellular data connection.

Presence and Messaging

Presence and Messaging allows you to send instant messages to your buddies and share your online status (presence) with them. You can use this feature on XMPP accounts (such as Gmail or Facebook) and/or SIP accounts, depending on whether your VoIP service provider supports this feature for SIP SIMPLE. With SIP accounts, you can also send SMS to PSTN cell phone numbers if your VoIP service provider supports this feature.

After the purchase, the Messaging tab appears on the left pane of your Bria. See page 8 to set up this feature.

Video Calls

With this feature, you can make video calls to softphone numbers over Wi-Fi and cellular data network. The codec H.264 is supported. Make sure that your VoIP service provider supports video calls before the purchase. After the purchase, enable video on Preferences and on your SIP account. Then you will see an option to make video calls on the Contacts or History tab.

A Troubleshooting

Using Bria Diagnostics

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

1. Go to Settings > Advanced Settings. If Verbose Logging is OFF, turn it to ON and tap Apply Changes.
2. Reproduce the problem. When done, go to Settings > Advanced Settings again.

Tap

Tap Yes

Tap OK

The log file is sent to customer support.

Enter a description of the problem. See below for details.

Then tap Send

The e-mail opens in the e-mail service that you have configured on your iPad.

Verbose Logging OFF

Send Log

Call Statistics >

Reset to Defaults

Apply Changes

Settings Advanced

Accounts >

Preferences >

Advanced Settings >

Premium Features >

Help >

About >

Network Traversal Strategy ▾

Current Strategy Server Managed >

VPN Support ▾

Use VPN If Active OFF

Media Options ▾

Voice Activity Detection OFF

Noise Reduction Tx ON

Noise Reduction Rx OFF

Cell Audio Codes >

WiFi Audio Codes >

Sending Log

Having a technical issue and want to send a diagnostic log to our support team?

Follow up with our team will be required...

No Yes

Sending Log Success

The log has been sent.

Ref#: B5BE1758

Press OK to prepare an email for our support team. Please include as much detail as possible. It will assist us in resolving the issue.

OK

Bria iPad Edition v1.0.0 - Log

To: support@counterpath.com

Cc/Bcc:

Subject: Bria iPad Edition v1.0.0 - Log

The log has been sent.

Ref#: B5BE1758

3. The description of the problem could include the following:
 - What you were doing when the problem occurred.
 - Your Apple device and model.
 - Any recent changes you have made to your setup of Bria.
 - Whether you are in your “home” Wi-Fi zone (your normal Wi-Fi zone) or a different Wi-Fi zone.
 - Whether you normally have 3G enabled on your device and in Bria.
4. When done, turn off Verbose Logging. Tap Apply Changes.

More Information

- You can view Frequently Asked Questions at <https://support.counterpath.com/default.asp?W367>.
- You can visit the Bria iPhone Edition forum at forums.counterpath.com > Bria iPhone Edition.

B Dial Plans

You can create a dial plan in order to modify a phone number used in a phone call (the “input”), in order to ensure the call is placed successfully. For example, you could create dial plan to change any number that starts with “+1613” to just “613”.

Setting up Dial Plans

You can create as many dial plans for an account as you need. A dial plan belongs only to one account. Bria goes through the dial plans in the order in which they appear on the screen. You can drag dial plans to change their order.

Go to Settings > Accounts > tap the account. Scroll down.



Designing the Dial Plan

A dial plan has two parts:

- A pattern that the phone number (the input) must match.
- The modification to make if the input matches that pattern: removing a prefix, adding a prefix, or removing one prefix and adding another one. Subsequence substitution is also supported.

Example 1

Match number: +1613x. Remove Prefix: +1613 Add Prefix: 9

If the input starts with “+1613”, then remove the “+1613” then add “9” and dial the number. So +16135550012 is dialed as 95550012.

Example 2

Match number: [2-9]xxxxxxxxx Add Prefix: 1

If the input is a 10-digit number starting with a number other than 1, then add “1” and dial the number. So 6045550012 is dialed as 16045550012.

The Pattern

The pattern can be made up of any combination of the following:

Element	Description
1 to 9	Any digit
x	A single wildcard
* # +	These symbols
[]	A collection that can include range. For example [6-9] means 6 7 8 9. Or [136-9] means 1 3 6 7 8 9.
.	Repeat the last element 0 or more times. For example, with the pattern “12.” the following input will match: 1 (The “2” is repeated zero times) 12 122 1222 and so on

The Modification

The modification can add or remove characters, and can be made up of digits, wildcards or symbols.

Advanced Dial Plan: Subsequence Substitution

The match pattern can include a sequence of numbers to match and another sequence to substitute for the match. This feature is useful if you want to convert a sequence within the input, not just add or remove a prefix.

The syntax is:

```
<input sequence : substitute sequence>
```

For example: <604:250> means change the sequence “604” to “250”.

The sequence substitution element can be combined with any other elements in the match pattern. For example:

+x.<604:250>x. would change match +**604**5551212 and +1613555**6040** and in both cases change the “604” to “250”.

C Glossary

Cellular data call	A Bria call that uses the cellular data network rather than the Wi-Fi network. If you start (or receive) a call with an iPad when you are not in a Wi-Fi zone, the call will be a cellular network call. Not all supported devices support 3G; see page 3.
Codec	Codecs are programs in Bria involved in transmitting audio; each codec has different characteristics and therefore each works better in some situations than in others.
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.
Home button	The button at the bottom of the iPad or iPod touch.
IM	Instant Messaging. A technology that lets users send text messages for near instantaneous delivery and display on each others' devices.
ICE	Interactive Connectivity Establishment. A method for traversing a firewall.
IP address	A unique number that identifies a device. Devices on a network use the IP address to communicate with each other.
IVR	Interactive Voice Response. IVRs use DTMF.
Media	The audio portion of a call. Compare to "Signaling".
PSTN	Public Switch Telephone Network. The traditional land-line phone network.
Presence	An instant messaging feature that allows users to share information about their online status.
Signaling	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.
SIP	Session Initiation Protocol. The signaling protocol followed by Bria 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.
STUN	Simple Traversal of UDP through a firewall or NAT.
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.
XMPP account	An account that provides the user with the ability to send IMs and view other people's presence.
3G call	A Bria call made over the cellular network. Same as a cellular data call.

