




## **Bria *iPhone Edition* User Guide**

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# 1 About Bria *iPhone Edition*

Bria *iPhone Edition* is a SIP-based phone for the Apple iPhone™ mobile digital device, iPod touch™ mobile digital device and iPad™ mobile digital device.

With Bria *iPhone Edition* (Bria), you can use the Wi-Fi internet connection on your iPhone, iPod touch or iPad to make and receive calls without using cellular data. In addition, with iPhone and iPad (but not with iPod touch), you can use the cellular data connection for phone calls when you are not in a Wi-Fi zone.

## Standard Telephone Features

Bria *iPhone 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.
- Call record.
- Three-way audio conference.
- Audio codecs G.711, G.722, GSM, and iLBC, 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

- 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 *iPhone Edition* uses the ear-piece and microphone on the headset.

- Headphones (no microphone): Bria *iPhone Edition* uses the ear-piece on the headphone and the built-in microphone on the device.

## 2 Configuring

### 2.1 Device Requirements

#### Operating System

Your device must run on iOS 4.1 or higher. To check your operating system, on the device Home screen, tap Settings > General > About and look for the Version.

#### Supported Devices

For best performance, we recommend the newer generation of devices: iPhone 3Gs and newer, iPod 3rd generation or newer, and any generation of iPad.

iPhone 4

iPhone 3Gs

\* iPhone 3G

iPad Wi-Fi + 3G

† iPad Wi-Fi

† iPod touch 4th generation (8GB, 32GB and 64GB models after September 2010)


† iPod touch 3rd generation (32GB and 64GB models after September 2009)

\*† iPod touch 2nd generation

\* Bria *iPhone Edition* will run on these devices but you will not be able to multi-task: you will not be able to run Bria in the background (page 14), switch to another application while on a Bria phone call (page 11), or use the G.722 codec (page 42).

† These devices are Wi-Fi devices; they do not support 3G. Installing Bria *iPhone Edition* allows you to make calls when you are in a Wi-Fi zone.

## 2.2 Getting Ready

1. Once you have installed Bria *iPhone Edition*, make sure you have set up Wi-Fi and cellular data correctly on your device:
  - Set up Wi-Fi: from the main iPhone 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 iPhone screen, tap Settings > Cellular data and turn on the Cellular Data field.
2. 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.
3. Tap the Bria icon on the iPhone. 

## 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.



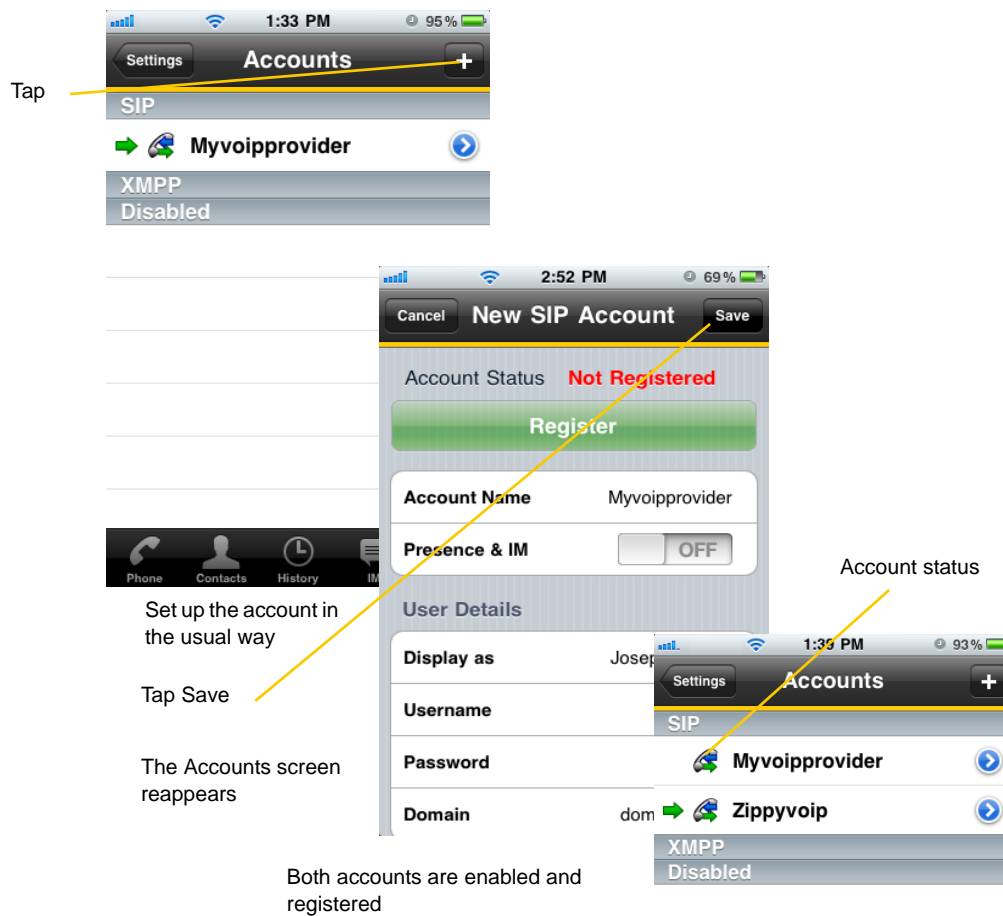
When you have successfully registered, tap the Phone icon and try placing a call.

### 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](http://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.



### Account Status

Status	Meaning
	The account can be used to make and receive phone calls; see page 13.
	The account can only be used to make phone calls; see page 13.
	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 13.

### 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

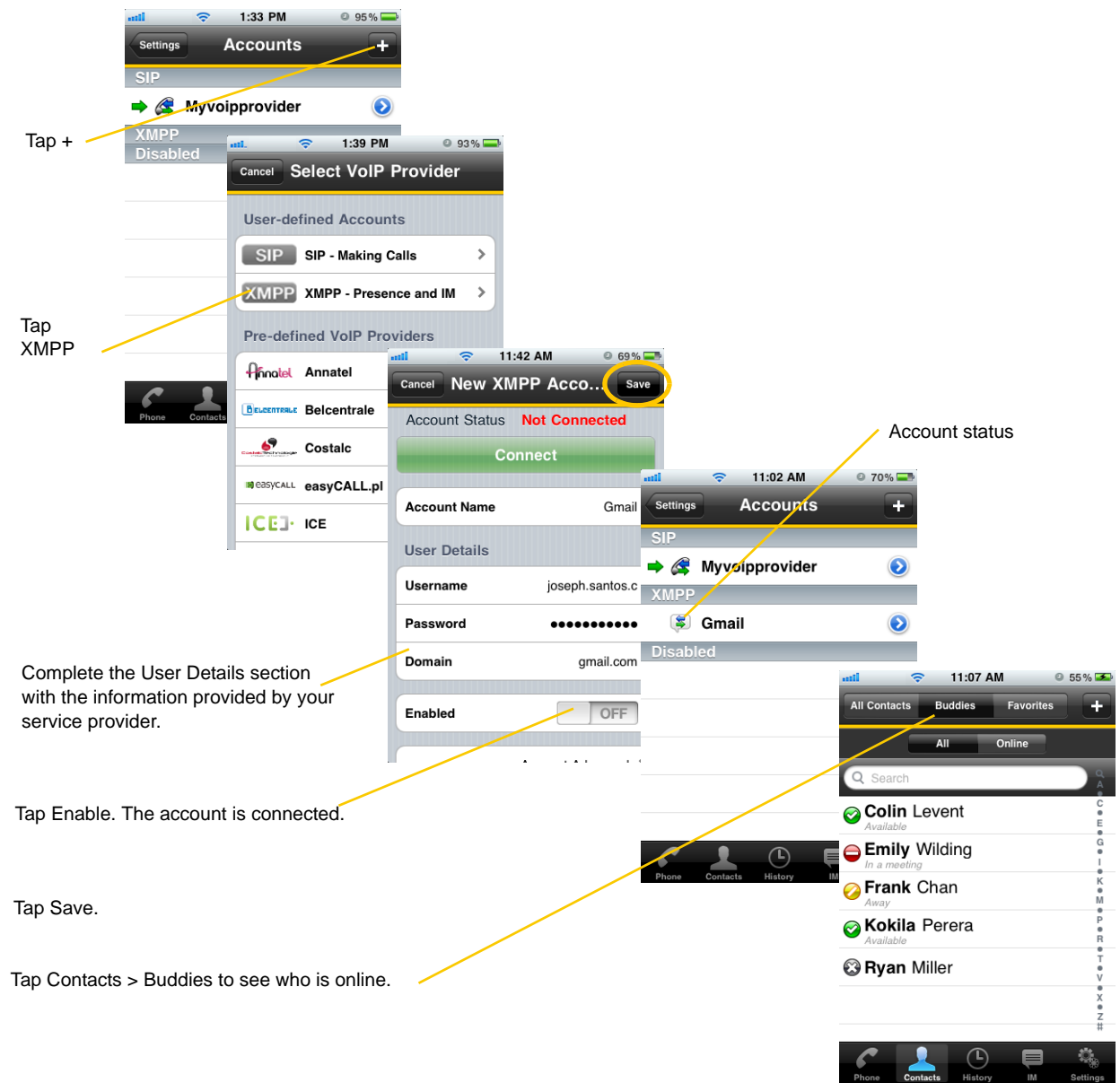
Presence and Messaging is a premium feature available as an in-app purchase. With Presence and Messaging, you can share online status with your buddies (such as Available, Away, On the phone), and exchange instant messages with them.

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 46 for details). After the purchase, the IM tab appears at the bottom 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. To add a new buddy, see page 29.



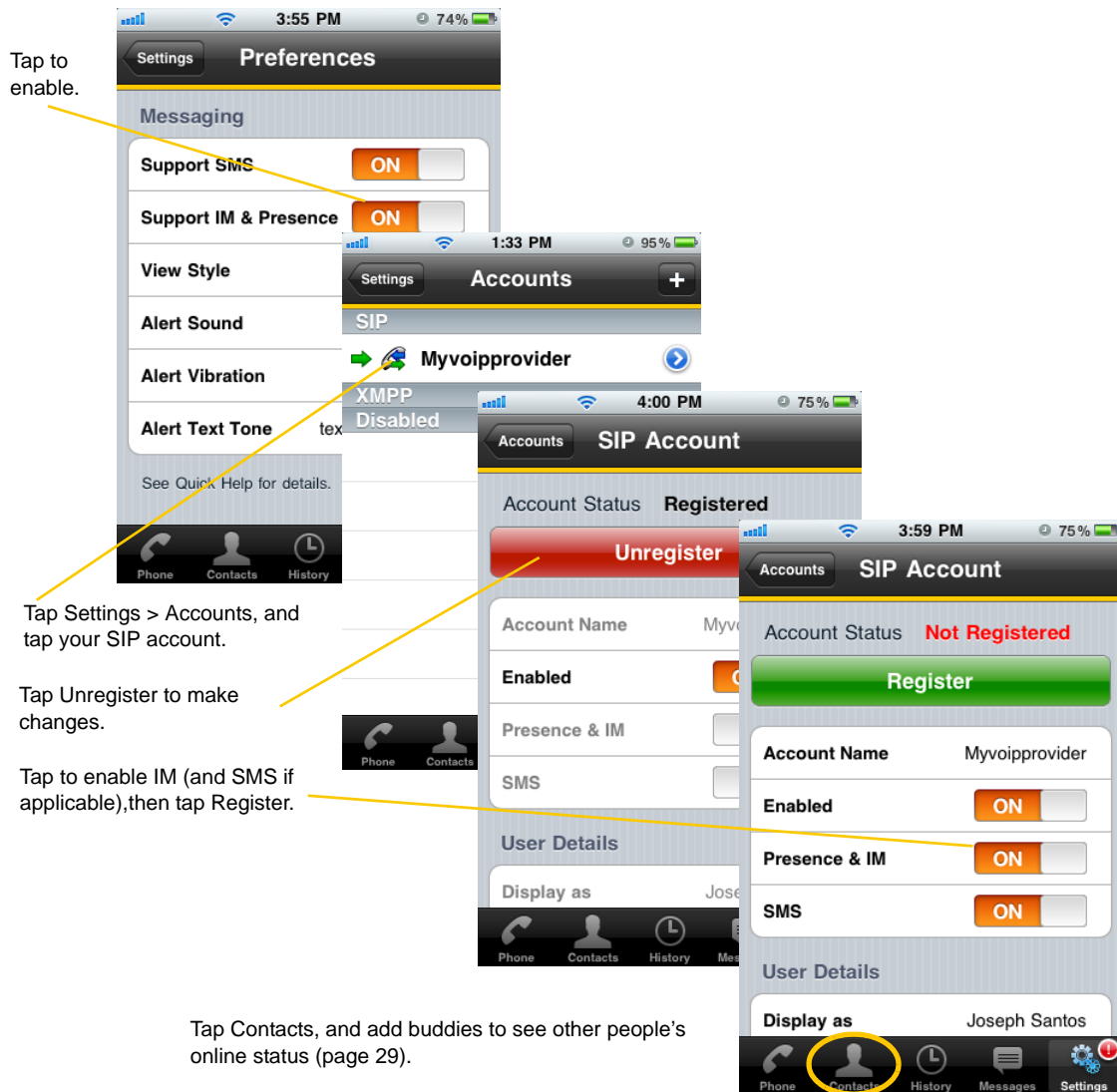
### Account Status

Status	Meaning
	The account is connected to an XMPP server, and can be used to send and receive instant messages; see page 25.
	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 29). 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 Settings > Preferences.

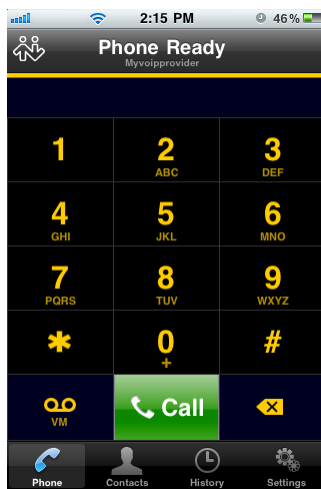




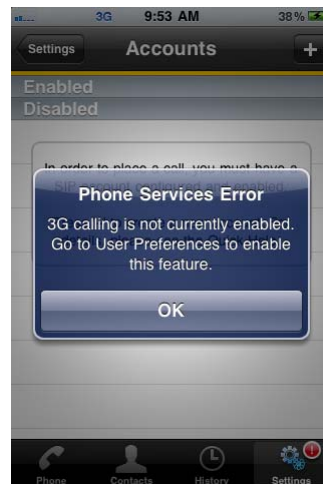
## 3 Making Phone Calls

### 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 > User Preferences.



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

#### Quitting

If you are using a device that does not support multi-tasking (page 3), tap the Home button on the iPhone. Bria unregisters and quits.

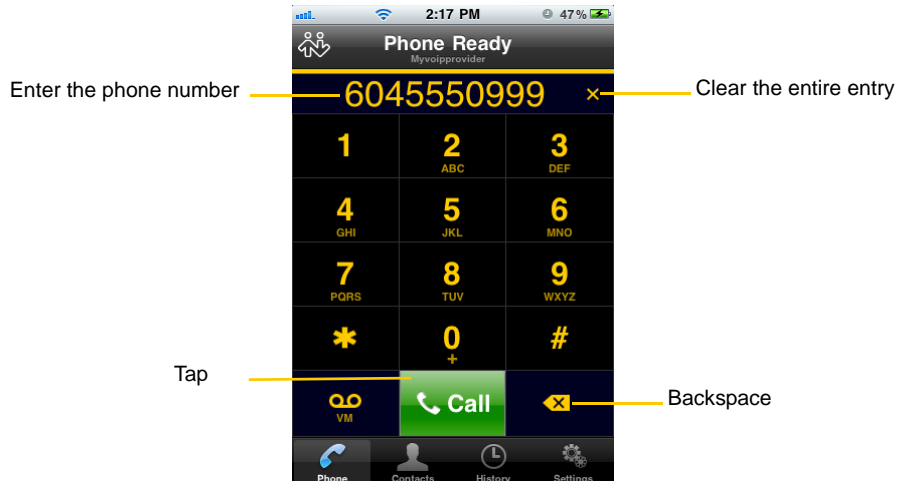
If you are using a new generation device, double-tap the Home button on the iPhone. The list of active applications appears. Long-tap the Bria icon until the red icon appears. Tap the red icon to close the application.

#### Multi-tasking with Bria

If you are using a device that supports multi-tasking (page 3), you can switch to another application, including switching to answer a native phone call.

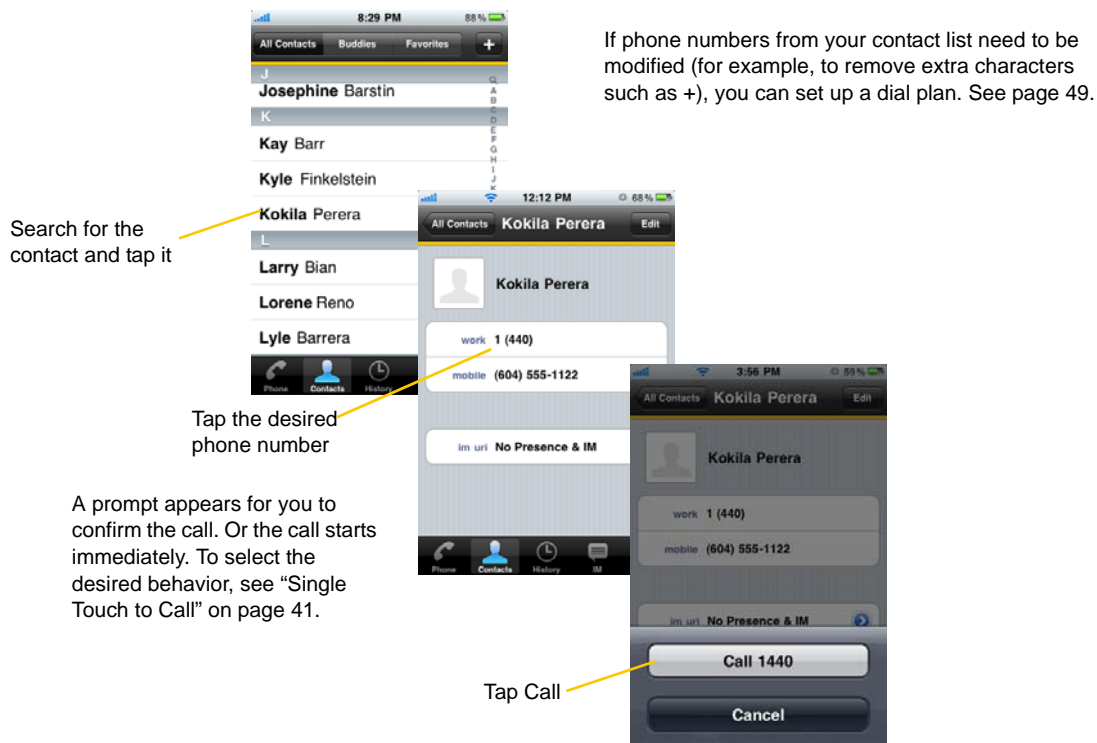
## 3.2 Placing a Call

### Using the Dialpad



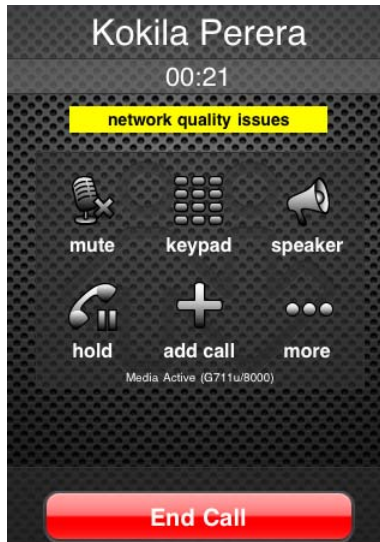
### From the iPhone Contact List

Tap the Contacts tab at the bottom of the screen



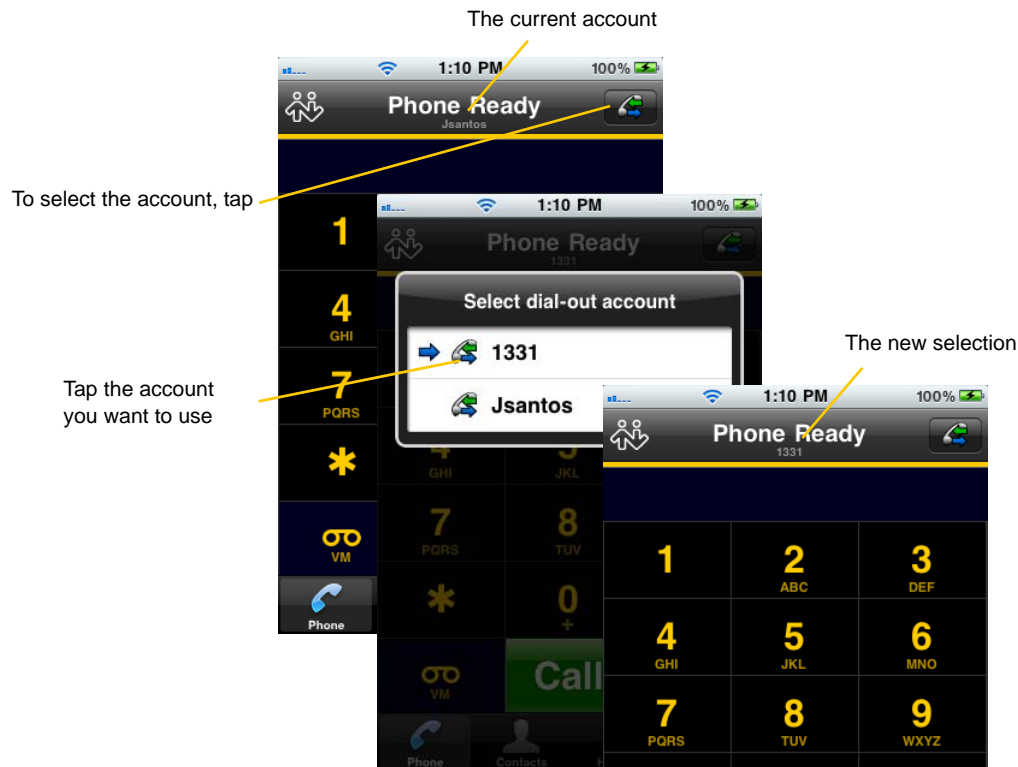
## The “network quality issues” Message

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



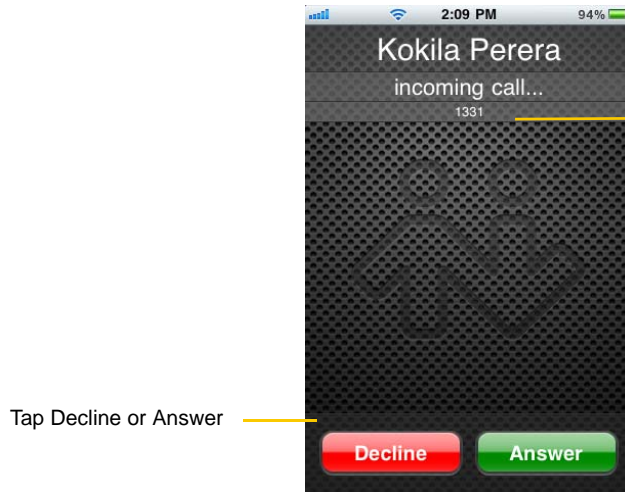
## Making a Call from another Account

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



## 3.3 Handling Incoming Calls

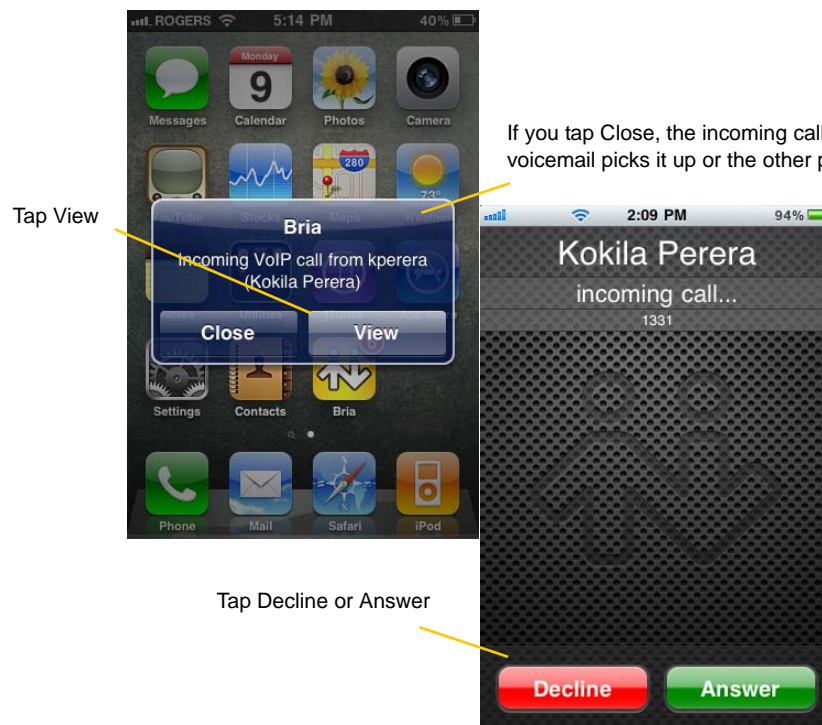
### When Bria Is in the Foreground



This is the account number; it appears only if you have more than one account enabled (page 6). It tells you which account the call is coming in on

### When Bria Is in the Background

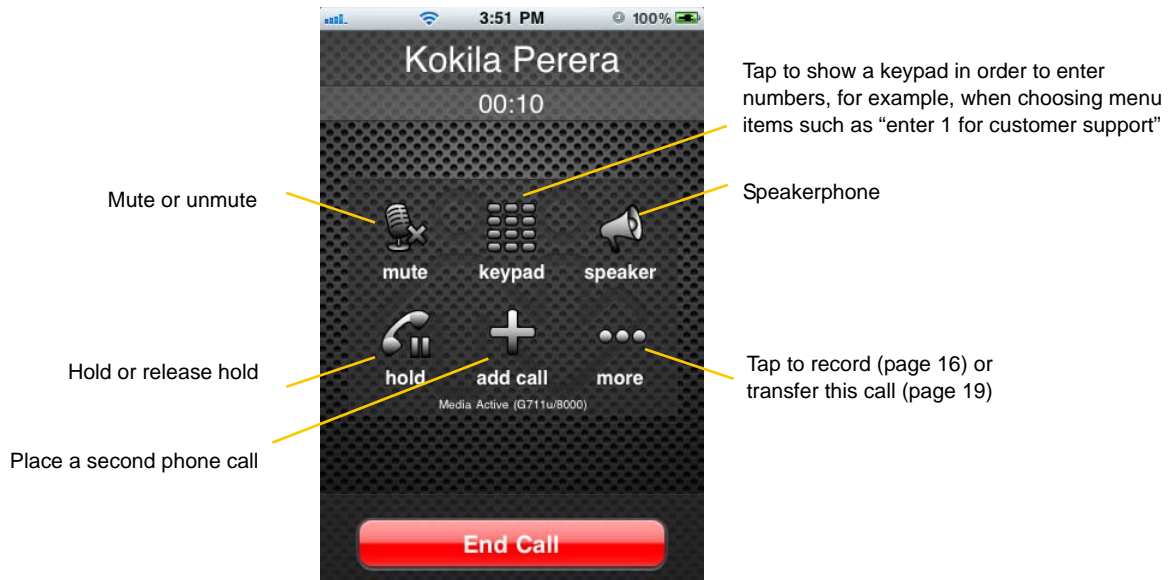
If you have an iPhone 3GS or iPhone 4 or 3rd generation iPod touch or iPad, you can run Bria in the background and still receive calls.



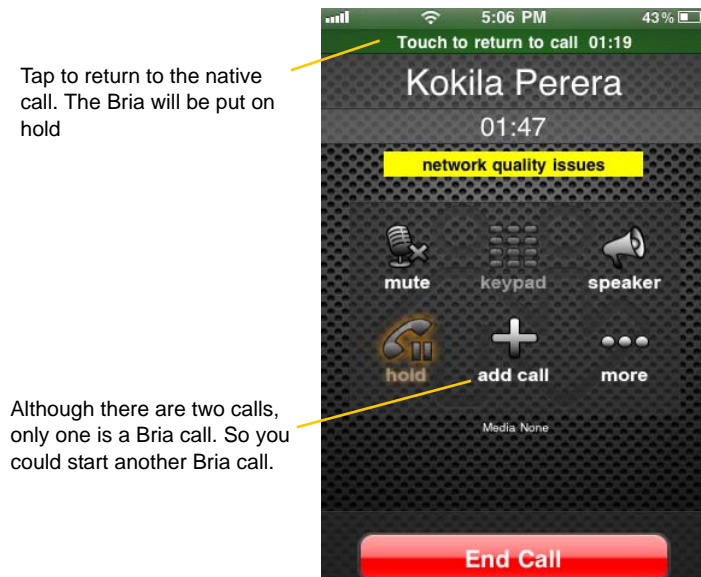
If you tap Close, the incoming call will continue to ring until your voicemail picks it up or the other person hangs up

You can configure Bria so that when you tap View on the first prompt, the call is immediately answered and the second screen does not appear. See "Alert Answer" on page 41.

## 3.4 Handling One Established Call



### Handling a Bria Call and a Native Call



# 3.5 Recording Calls

Recording indicator

You can pause recording by stopping recording and then starting again. Both recording sessions are saved in one file.

Tap More, then tap Start Recording

Tap More, then tap Stop Recording

Recording also stops automatically when you end the call

Listen to the recording on the History screen.

Indicates this call was recorded

Tap

Tap

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.

## 3.6 Placing a Second Bria Call

### Using the Dialpad

Place the call on hold, if desired

Tap Add Call

Dial the number of the second person and tap Call

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

To switch to the other person, tap Swap Calls

Or tap here to go back to the first call

### From the iPhone Contact List

Place the call on hold, if desired

Tap Add Call

Tap Contacts

Search for the person and tap the phone number

Tap Call

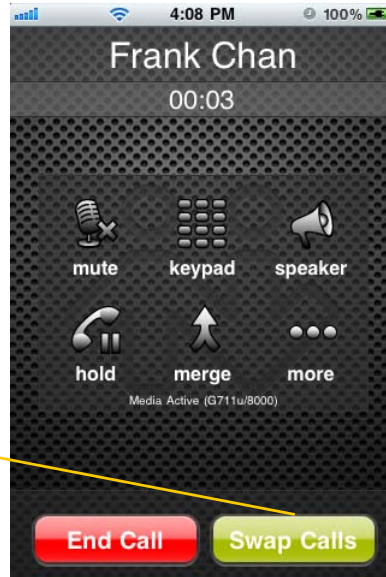
When the call connects, the first call is put on hold. You are now speaking to the second person.

To switch to the other person, tap Swap Calls

Or tap here to go back to the first call

## 3.7 Handling Two Established Calls

### Handling Two Bria Calls

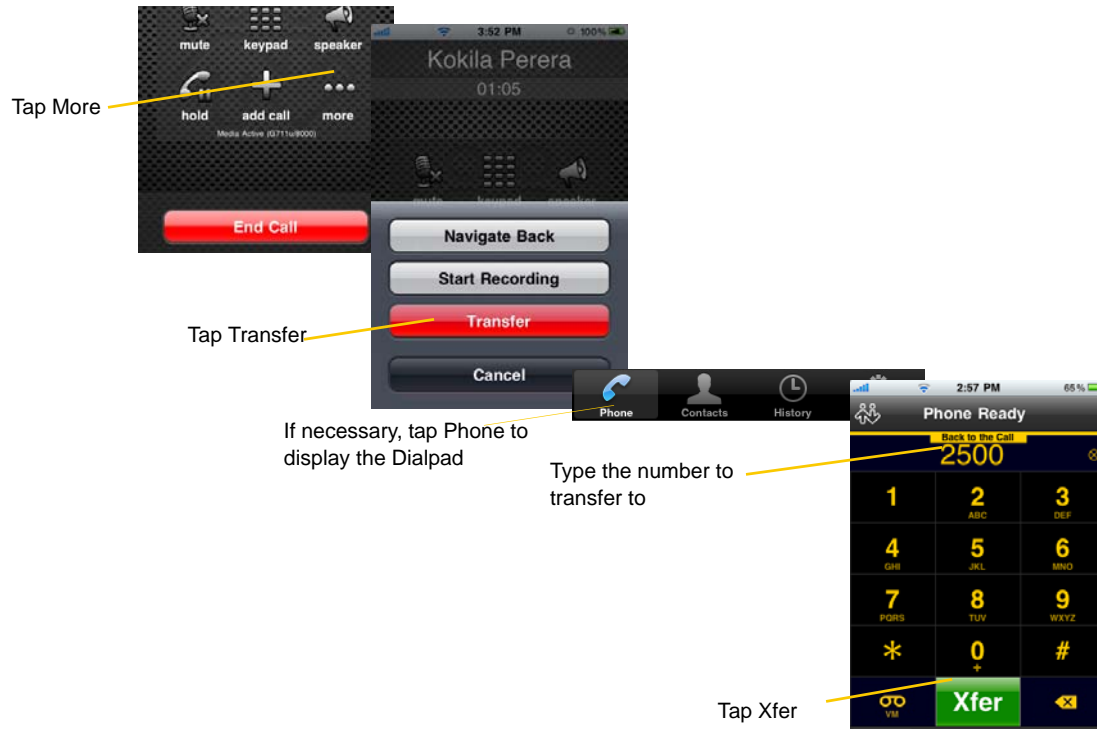


To switch to the other person,  
tap Swap Calls

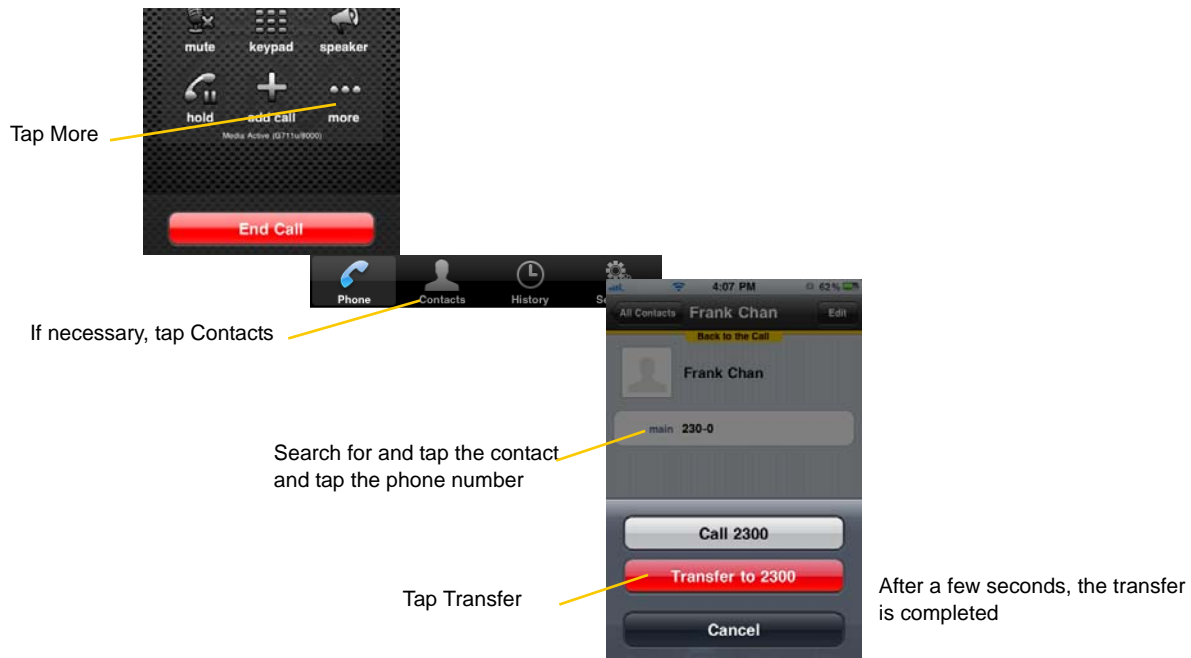
## 3.8 Unattended (Blind) Transfer

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

### Using the Dialpad



### By Selecting a Contact



## 3.9 Attended Transfer

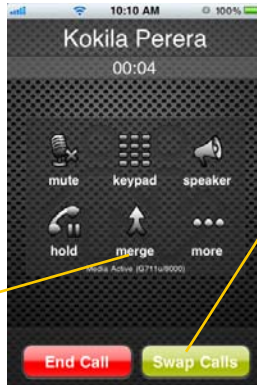
You can speak to the second person first then transfer the first person to them.



## 3.10 Conference Call

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

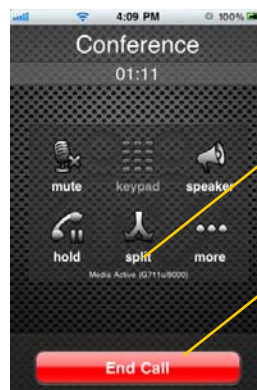
Establish two calls  
(page 17)



Tap Merge

You know there are two calls established  
because the Swap Calls button is showing.

The two calls are merged into a  
conference

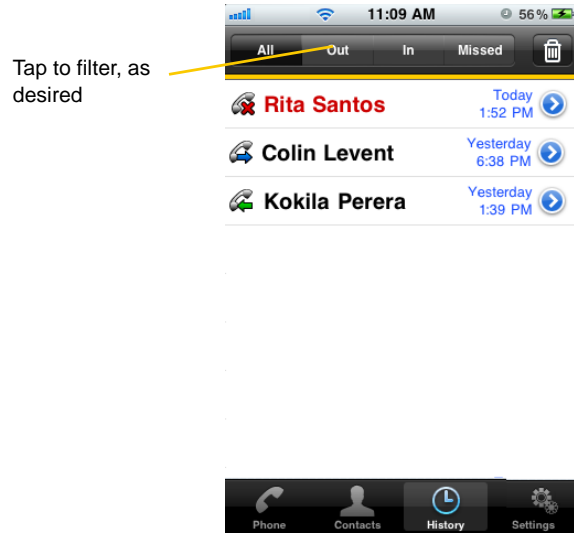


If desired you can split the conference  
back into two calls

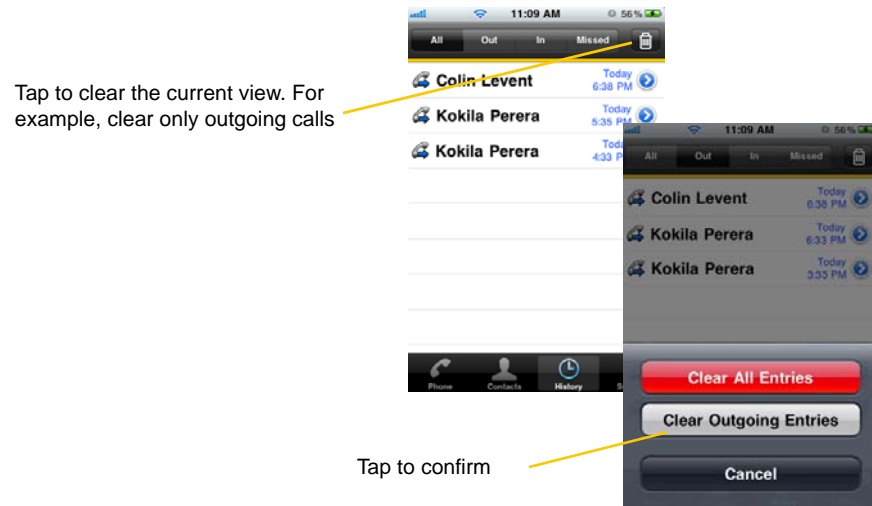
Clicking End Call ends the conference  
and hangs up on both calls

## 3.11 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 the arrow icon

The account the call came in on

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.

## 3.12 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

The voicemail indicator on the iPhone home screen

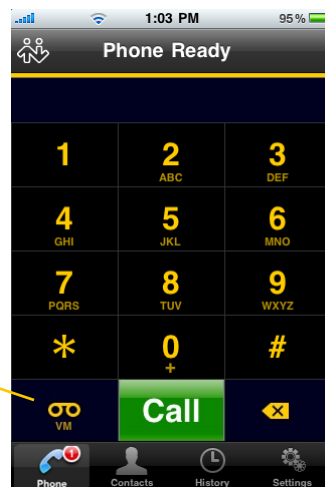


The voicemail indicator on the Bria screen



Tap the voicemail icon; the voicemail number appears in the entry field. Place the call in the regular way.

(If no number appears, you have not set it up in settings; see page 36.)



# 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 46.

## 4.1 Sending an IM

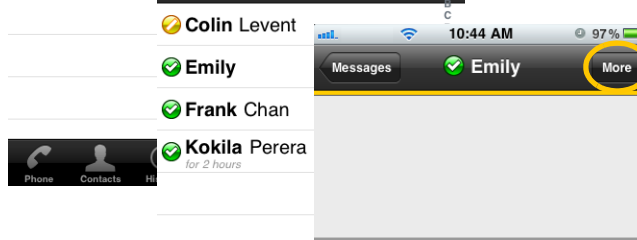
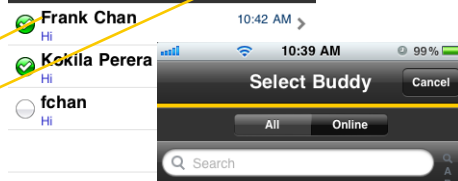
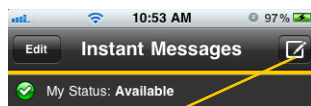
You can send an instant message to your buddy who is online. If you have no buddies, add someone as a buddy first (page 29).

Tap IM.



Tap an conversation.

Or tap to select a buddy.



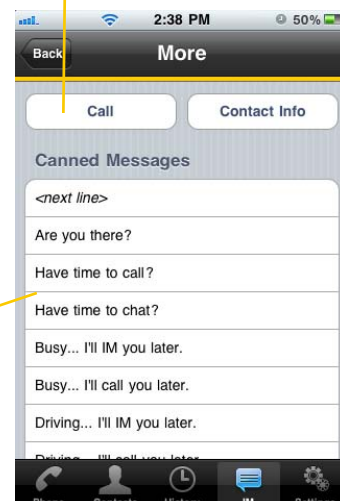
Type a message.  
To move to the next line,  
tap More, and then tap <next line>.

Or tap More to choose the predefined messages.

Tap Send.



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

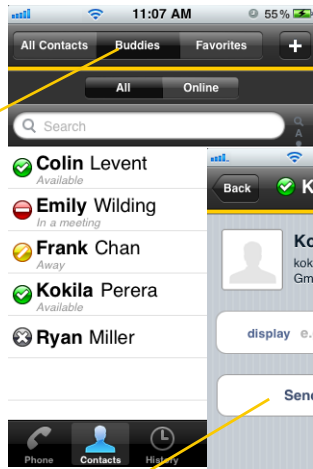


## By Selecting a Contact

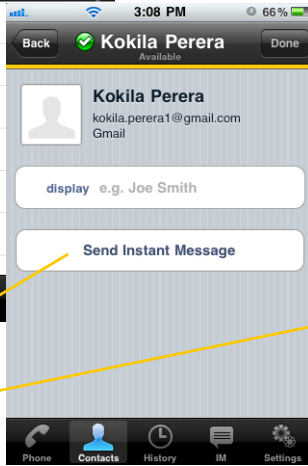
Tap Contacts.



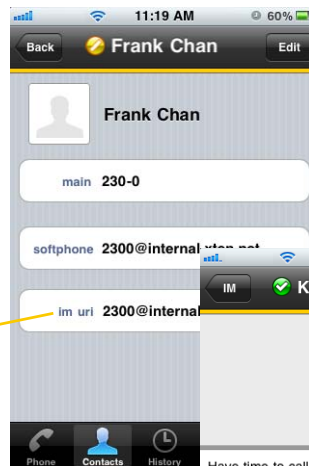
Tap Buddies and select a buddy.



An XMPP account

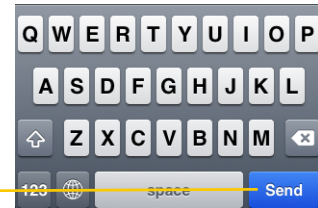


A SIP account



Tap to send an IM.

Type a message.



Tap Send.



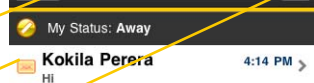
## 4.2 Sending an SMS

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 IM.



Tap SMS.



Tap an conversation.

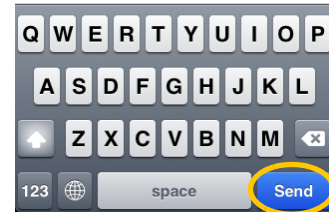
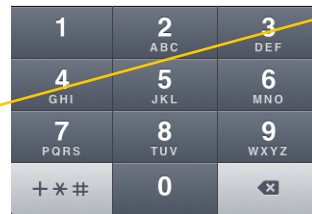
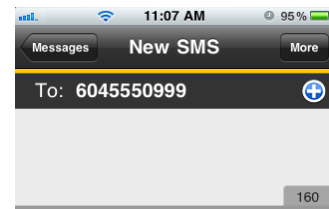
Or tap to enter a phone number or select a contact.

Type a phone number.

Type a message, and tap Send.



Tap to select a number from the Contacts .



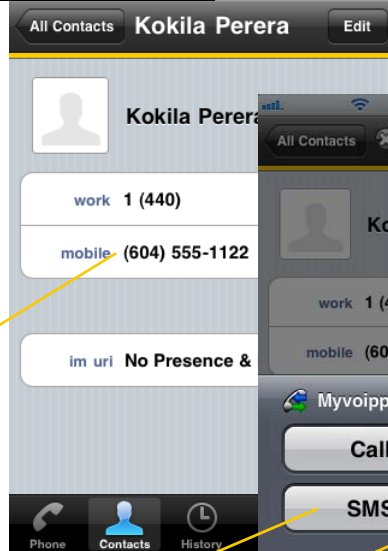
### By Selecting a Contact

Tap Contacts.



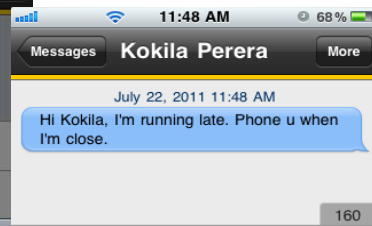
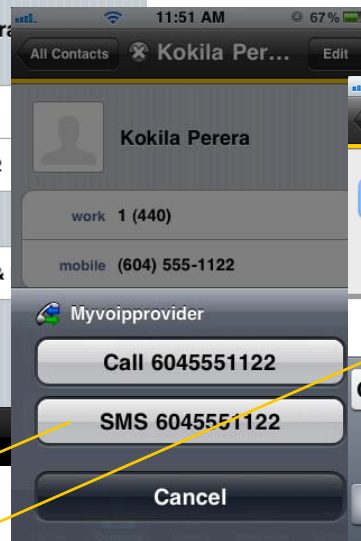
Search for and tap the contact.

Tap a phone number.



Tap.

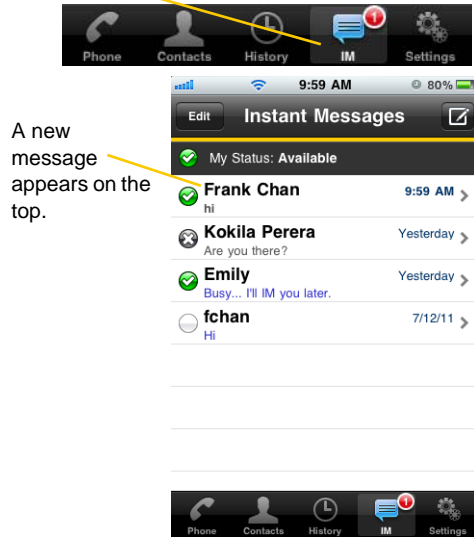
Type a message, then tap Send.



## 4.3 Receiving an IM and SMS

An alert comes up when you receive an IM or SMS.

Tap.



A new message appears on the top.

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 iPhone contacts. This means the name and presence of your buddies appear in your Buddies list (not in All Contacts) while your XMPP account is online. For SIP accounts, your buddies are stored in your local iPhone contacts.

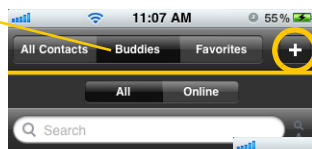
### XMPP Accounts

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

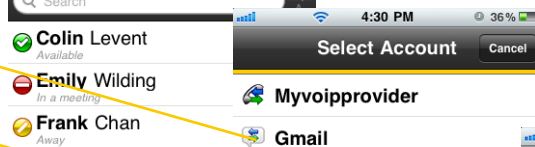
Tap.



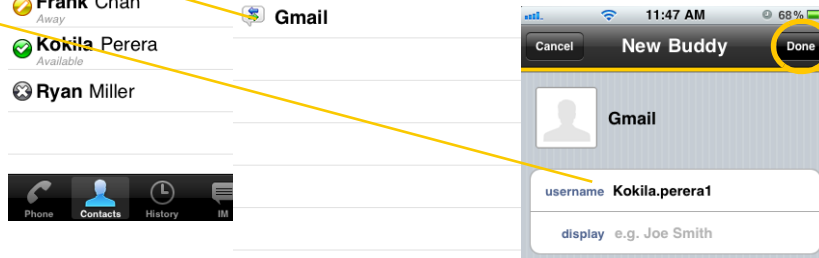
Tap Buddies, then tap +.



Select an account if prompted.



Enter a username, then tap Done. Your buddy appears in your Buddies list.



# SIP Accounts

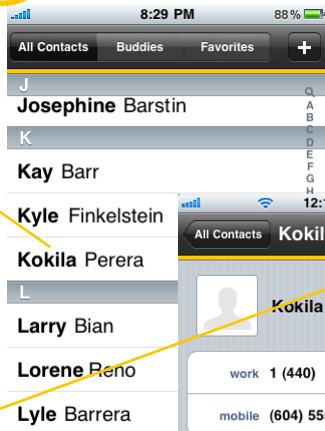
To see someone's online status, you can either add a new contact as a buddy, or edit an existing contact.

## Editing an existing contact to see online status

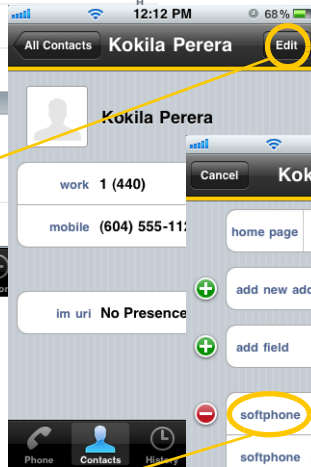
Tap.



Search for the contact and tap it.

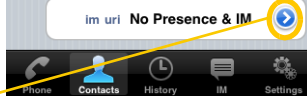


Tap Edit.

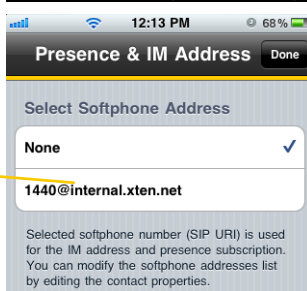


Enter a softphone number, such as 1440. The domain name will be populated.

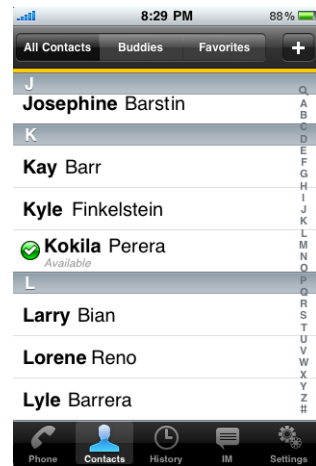
Tap the arrow in im uri.



Tap a softphone number, and tap Done.



The person appears both in your Contacts and Buddies lists.

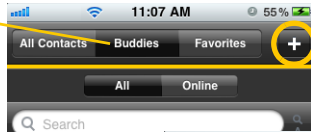


## Adding a new contact as a buddy

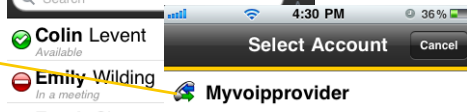
Tap.



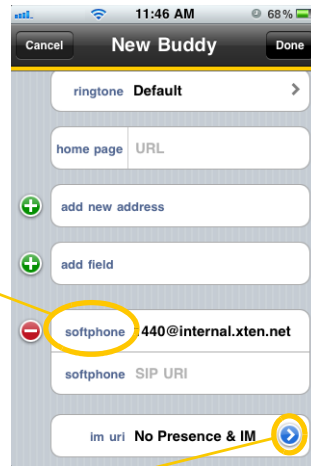
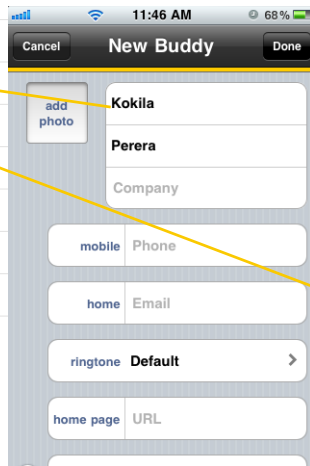
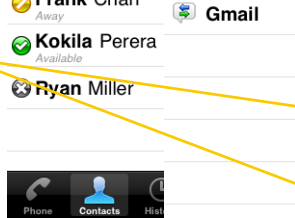
Tap Buddies, then tap +.



Select an account if prompted.

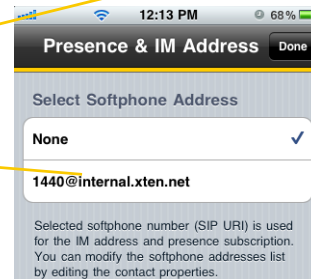


Enter a name and softphone number.



Tap the arrow in im uri.

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



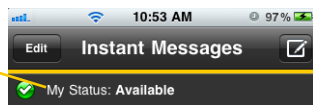
## 4.5 Setting Your Own Status

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.

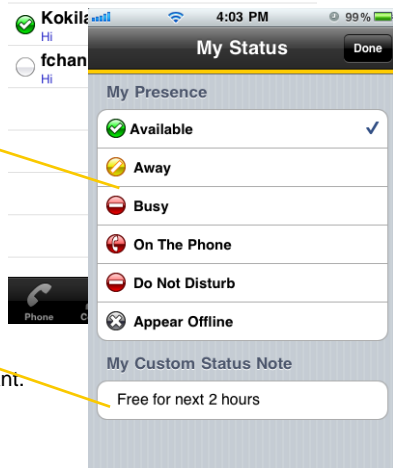
Tap.



Your current status. Tap to change.

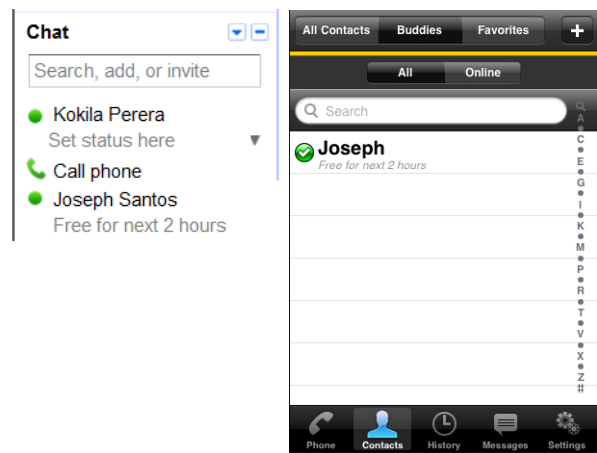


Tap a status.









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 switch “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 IM 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.

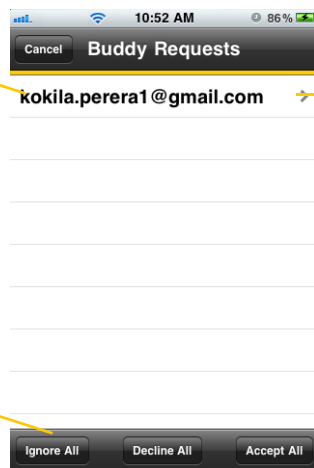
- **Accept:** you let the other person see your online status. At the same time, the buddy request will be automatically sent from your Bria to this person, and you will see this person's status in your buddies list.
- **Decline:** the person will not see your online status. You will not be bothered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

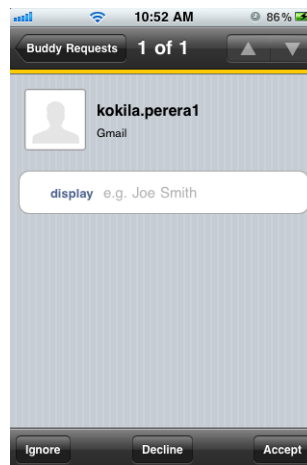


This person wants to see your online status.



Tap a desired option.

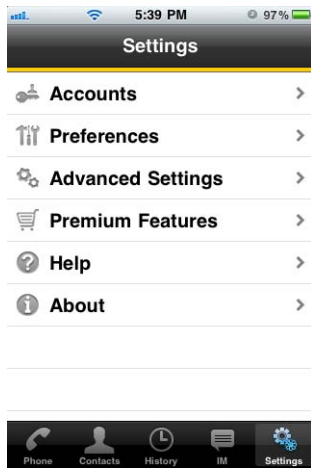
Tap to set a display name.



When using a SIP account for presence, you will not receive a buddy request because sending a buddy request is not supported. 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

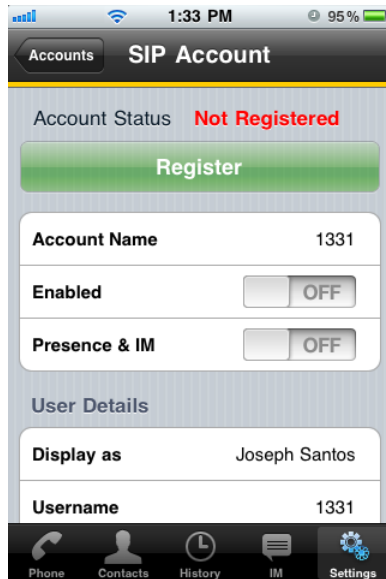


## 5.1 Accounts

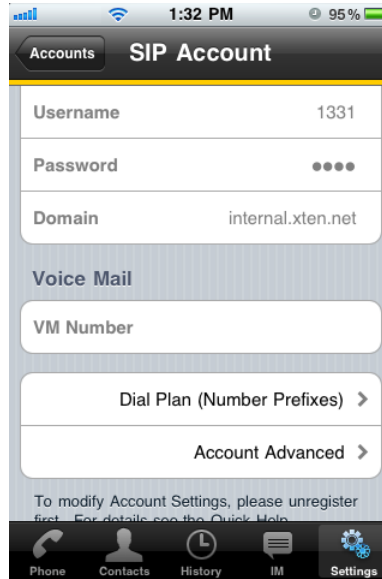
All the fields on this screen must be supplied by your VoIP service provider.

To change these fields on an existing account, you must first unregister the account.

### SIP Accounts



Top Half of Screen

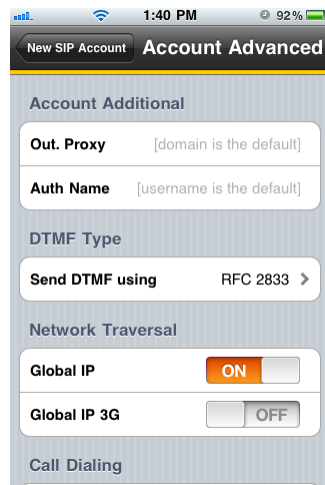


Bottom Half of Screen

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 46.
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.
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 24.
Dial Plan	Optional. See page 49.
Account Advanced	See below.

## Account Advanced (SIP)

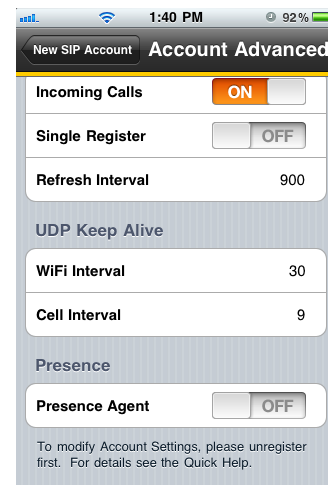
To change these fields on an existing account, you must first unregister the account.



Top of Screen



Middle of Screen

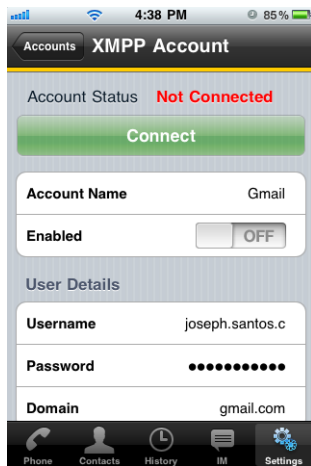


Bottom of the Screen

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"). Enter the value specified by your VoIP service provider.
Global IP	<ul style="list-style-type: none"> <li>ON: Bria will publish its public IP address at the signaling level. The public address may not work with some NATs or firewalls.</li> <li>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.</li> </ul>
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"> <li>ON: Prefix SIP URIs with tel://</li> <li>OFF (default): Prefix SIP URIs with sip://</li> </ul>
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"> <li>UDP and TCP do not support signal encryption.</li> <li>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 iPhone; speak to your VoIP service provider.</li> </ul>
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"> <li>Never: Audio is not encrypted.</li> <li>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.</li> <li>Always: Audio will always be encrypted. The call will fail if the other person cannot accept encrypted calls.</li> </ul>

Field	Description
Incoming Calls	Typically ON, in order to receive calls. If OFF, you will not be able to receive calls using Bria. To change the value, first set Enabled to OFF.
Single Register	Applies only if Global IP is ON. <ul style="list-style-type: none"> <li>ON: Bria will register using a single register request.</li> <li>OFF (default): Bria will register using an unregister and a register.</li> </ul> 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.
UDP Keep Alive - WiFi 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 WiFi connection), try setting this interval to a lower number such as 20.
UDP Keep Alive - Cell Interval	Same as above, except the interval applies to registrations made over the cellular network, which can be made on an iPhone (but not an iPod) when you are not in a Wi-Fi zone.
Presence Agent	Turn ON only if your VoIP service provider supports this service for SIP SIMPLE.

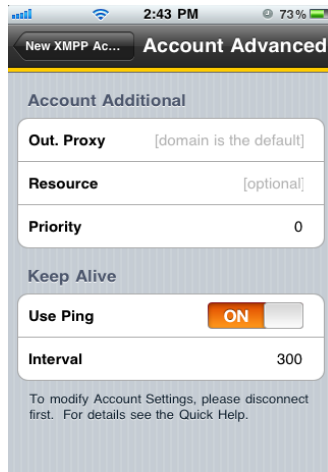
## XMPP Accounts



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.

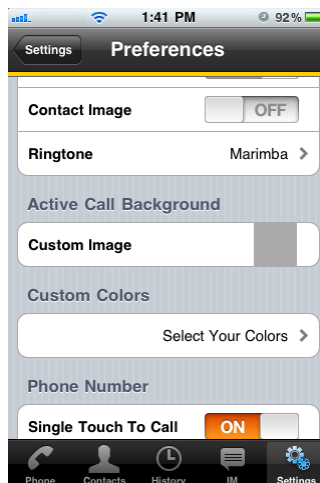


Field	Description
Out. Proxy	If your XMPP service provider has an outbound proxy and requires that you provide that address to Bria, enter the domain name or the IP address obtained from your provider.
Resource	Used to identify an XMPP session when you log in to multiple clients with this XMPP account (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.

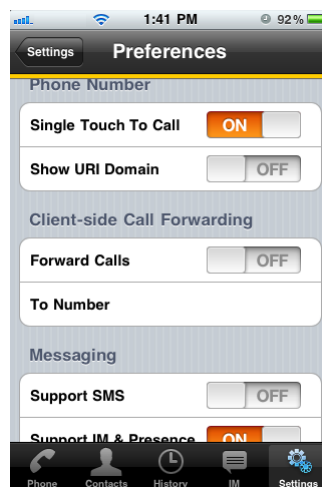
## 5.2 Preferences



Top of the Screen



Middle of Screen



Middle of the Screen

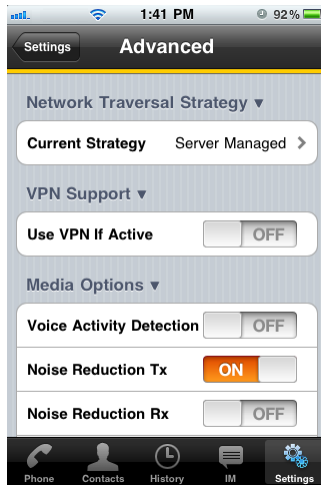


Bottom of the Screen

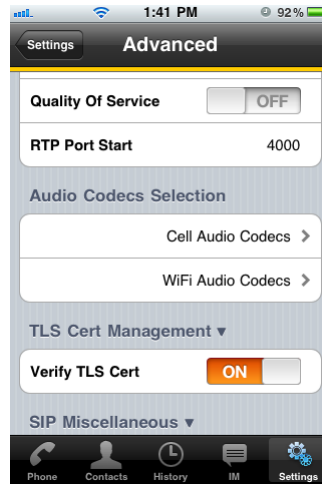
Field	Description
Allow 3G Calls	<ul style="list-style-type: none"> <li>ON: When a Wi-Fi connection is not available, Bria will attempt to place calls using the cellular data channel. Data charges with your mobile carrier will apply. If you turn this setting on, we recommend you purchase the G.729 codec (page 46) because it provides better audio quality on 3G calls.</li> <li>OFF: When a Wi-Fi connection is not available, you will not be able to place or receive calls.</li> </ul>
Run In Background	<ul style="list-style-type: none"> <li>ON: If using UDP for transport (page 37).</li> <li>OFF: If using TCP or TLS for transport.</li> </ul> <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>

Field	Description
Play Ringtone	ON to hear the ringtone.
Vibrate	ON to vibrate when you receive a call.
Alert Answer	Controls the behavior of the incoming VoIP call prompt (when Bria is in the background): <ul style="list-style-type: none"> <li>• ON: If you click View, the call is immediately answered. (The Incoming Call screen does not appear).</li> <li>• OFF: If you click View, the Incoming Call screen appears. You can then choose either Answer or Decline.</li> </ul>
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"> <li>• ON: A Missed Call alert appears on the native iPhone screen.</li> <li>• OFF: No alert appears.</li> </ul>
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. 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 Vibration	ON to vibrate when you receive a new message.
Alert Text Tone	The ringtone for incoming messages.

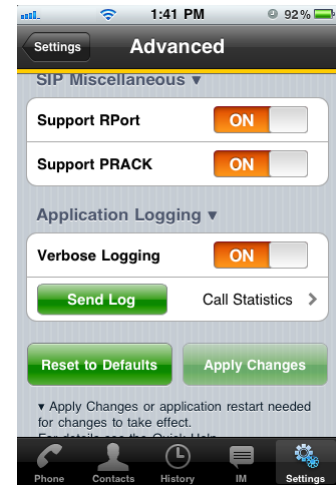
## 5.3 Advanced Settings



Top of Screen



Middle of Screen



Bottom of Screen

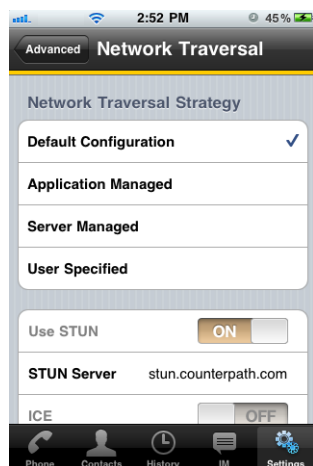


If you make changes to the fields identified by a ▼, you must tap the Apply Changes button at the bottom of the screen or restart Bria.

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"> <li>ON: audio is not transmitted when no one is speaking. Turning this feature on may reduce bandwidth usage.</li> <li>OFF (default): audio is transmitted when no one is speaking.</li> </ul>
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.
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 45.

Field	Description
Verify TLS Cert	<p>Applies only if you use TLS as the transport.</p> <ul style="list-style-type: none"> <li>• 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 iPhone Configuration Utility for example).</li> <li>• OFF: Bria accepts the certificate without attempting to verify it.</li> </ul>
Support RPort	<ul style="list-style-type: none"> <li>• On: the outgoing INVITE message will have an RPort parameter inside the Via header, which indicates that Bria supports RFC 3581. If the server also support RFC 3581, the server should respond with the RPort parameter set to the incoming public IP port and the received parameter set to the public IP address. This is the default behavior in previous Bria versions.</li> <li>• Off: Bria does not have the RPort parameter in the Via header.</li> </ul> <p>If your calls drop within 30 seconds to 2 minutes after the call is successfully established, try different combinations of RPort and PRACK: off/on, on/on, on/off).</p> <p>If none of these combinations solve the problem, turn both the settings off again (default).</p>
Support PRACK	<ul style="list-style-type: none"> <li>• On: Bria advertises that it supports “100rel” and allows PRACK, as defined in RFC 3262. The outgoing INVITE message will have “100rel” in the Supported header and “PRACK” in the Allow header. This is the default behavior in previous Bria versions.</li> <li>• Off: Bria will not advertise these features; there will be no “100rel” in the Supported header.</li> </ul> <p>If your calls drop within 30 seconds to 2 minutes after the call is successfully established, try different combinations of RPort and PRACK: off/on, on/on, on/off).</p> <p>If none of these combinations solve the problem, turn both the settings off again (default).</p>
Verbose Logging	<p>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 47.</p>
Send Log	<p>Press the button to upload the current log to your provider. See page 47.</p>
Call Statistics	<p>To show detailed information about the current/last call. For example, the number of packets lost.</p>

## Network Traversal Strategy

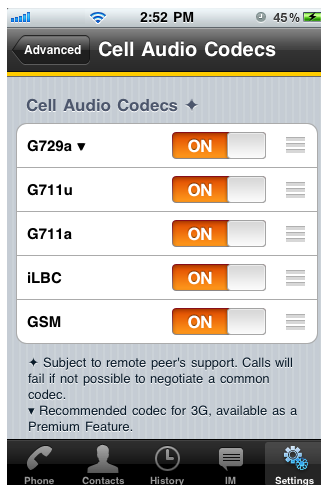


Select a profile:

- Default Configuration: STUN ON, ICE OFF, DNS SRV ON.**  
 Bria will use the STUN server at [stun.counterpath.com](http://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](http://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. This profile lets you specify a different STUN server.**

Field	Description
Use STUN	<ul style="list-style-type: none"> <li>ON: Bria will use a STUN server to discover your public IP address.</li> <li>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.</li> </ul>
STUN Server	Used only if STUN is ON. The default is <a href="http://counterpath.com">counterpath.com</a> . If you select the User Specified profile you can specify a different STUN server.
ICE	ICE is involved only in media routing (it is not involved in SIP signaling). <ul style="list-style-type: none"> <li>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.</li> <li>OFF: Try turning ICE off if you are not using iPhone behind a firewall or NAT.</li> </ul>
DNS SRV	<ul style="list-style-type: none"> <li>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.</li> <li>OFF: Bria will not use DNS SRV for discovery. Only turn this setting off if your system administrator advises you to do so.</li> </ul>
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



WiFi Audio Codecs

You can only enable this codec if you have purchased it; see page 46.

Drag the codec up or down to change its priority in the list. See below.

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

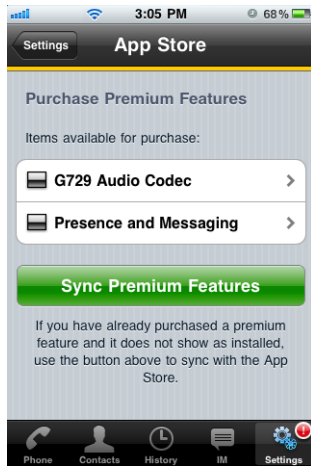
You may choose to enable one, some or all codecs. If only one codec is enabled, all calls will be made with that codec. If more than one is enabled, Bria negotiates the codec to use (from among the enabled codecs) with the other person.

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 is a wideband codec. 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 narrowband codecs, from high to low usage, is: G.711a, G.711u, GSM, iLBC, G.729.

G.722 is available only with specific platforms; see page 3 for information. If you do not have one of these platforms, this codec will not appear on the list.

## 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 (landline) cell phone numbers if your VoIP service provider supports this feature.

Note: make sure your VoIP service provider supports presence and messaging for SIP SIMPLE before purchasing this option. Bria supports both XMPP and SIP SIMPLE; however, to use this feature over SIP SIMPLE, your VoIP service provider also must support SIP SIMPLE. If your VoIP service provider does not support SIP SIMPLE, you will be able to use only XMPP for Presence and Messaging.

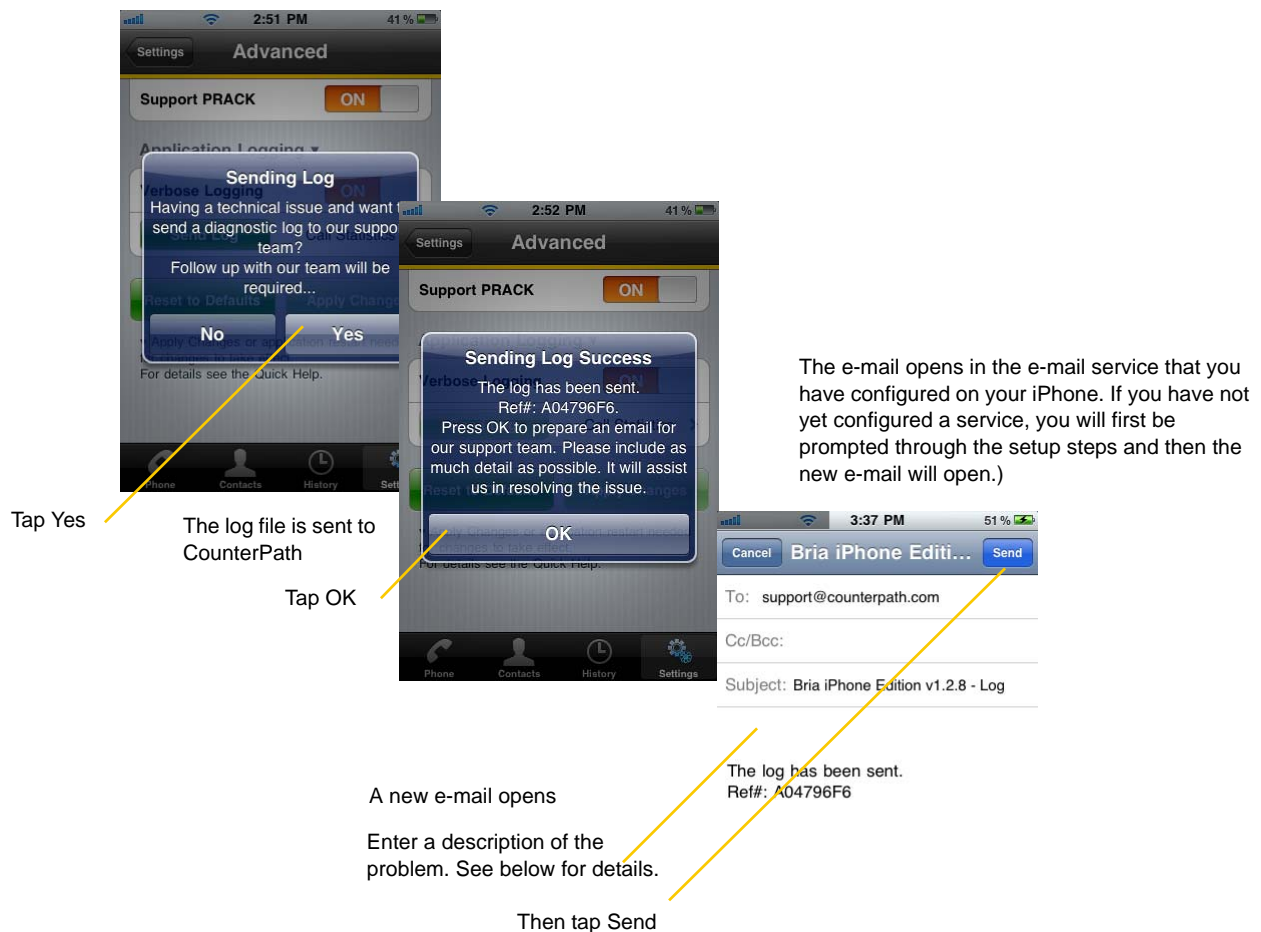
After the purchase, the IM tab appears on the bottom of your Bria. See page 7 to set up this feature.

# 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 Send Log. A prompt appears.



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](https://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 dialplans 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]xxxxxxxx                      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 WiFi network. If you start (or receive) a call with an iPhone when you are not in a WiFi zone, the call will be a cellular network call. Not all supported devices support 3G; see page 3.
Bria call	A call made using the Bria screen. Compare to “native call”.
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 iPhone 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”.
Native call	A call made using the phone service that comes with the iPhone. Does not apply to the iPod touch or iPad.
Native phone service	The phone service that comes with the iPhone.
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.
WiFi call	A Bria call made over the WiFi internet. To make a WiFi call, you must be in a WiFi 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.

