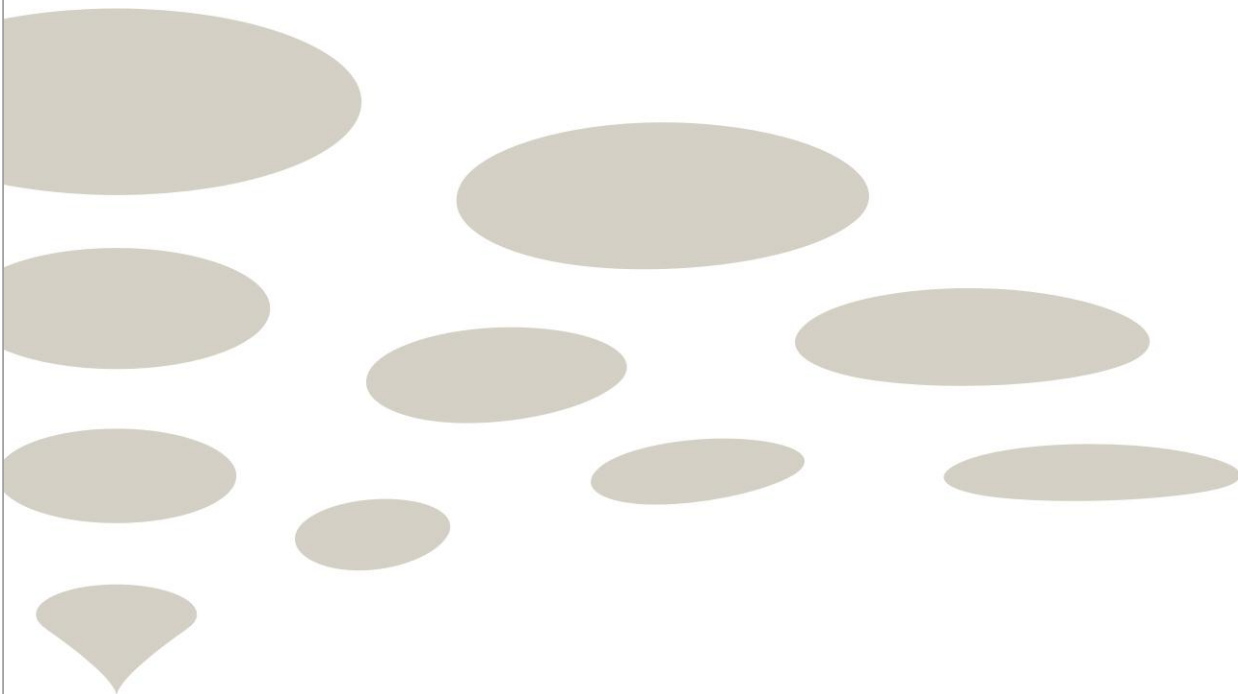


**CYPRESS**  
COMMUNICATIONS®  
A Broadvox Company

# **Bria Softphone**

## **User Guide**



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## Introduction

### Standard Telephone Features

The Cypress Communications Bria softphone has standard telephone features, including:

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

### Enhanced Features and Functions

The Bria also supports the following features and functions:

- Managed contact list – importing and exporting contacts between Bria and other applications.
- Automatic detection and configuration of audio and video devices.
- Acoustic echo cancellation, automatic gain control, voice activity detection.
- Support for the following audio codecs:
- Automatic selection of the best codec based on the other party's capability, the available bandwidth, and network conditions. Bria switches the codec within a call in response to changing network conditions.
- SIP compliance to 3261 SIP standard.
- STUN and ICE NAT traversal.
- Support for DTMF (RFC 2833, inband DTMF or SIP INFO messages).
- Availability in other languages.

## Installation and Setup

### Getting Ready

#### Multimedia Device Requirements

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

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

#### Optimized Devices

Bria is optimized to work with the following:

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

## Using Bria

### Starting Bria

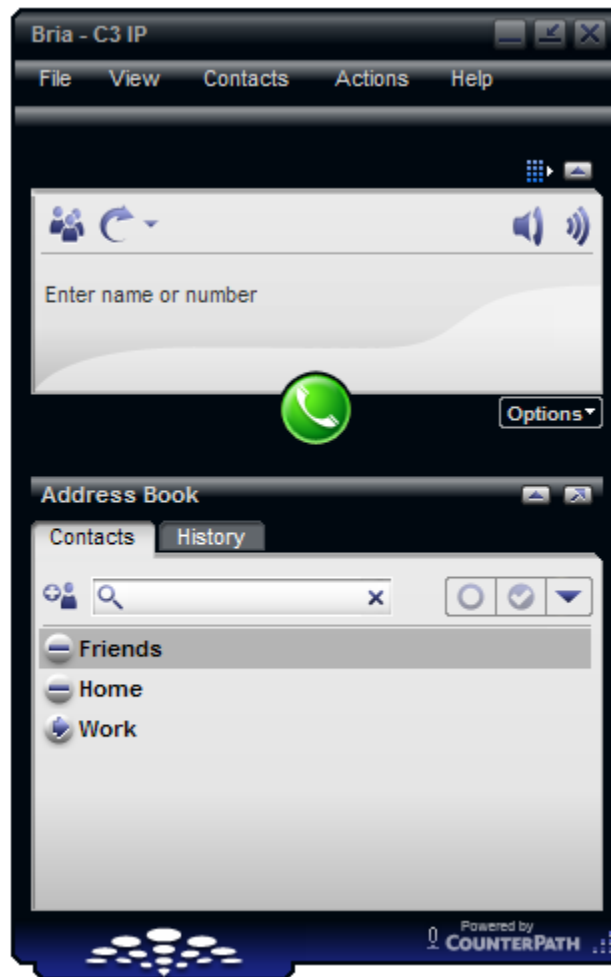
If Bria is not already running, start it as you would any other program: Use the **Windows Start** menu (Start > Programs > Cypress Communications > Bria) or double-click the desktop icon. Bria appears.



### Shutting Down

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

### The Onscreen Softphone



### The Bria Menu

#### File

- **Preferences** - These settings control the way that you work with Bria and apply to all accounts.
- **Account Settings** - You will work with these settings only if advised to do so by your system administrator. See "Configuring Bria".
- **Exit** - To shut down Bria. You can also exit by pressing Ctrl+Q.

## View

Change how Bria looks.

## Contacts

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

## Actions

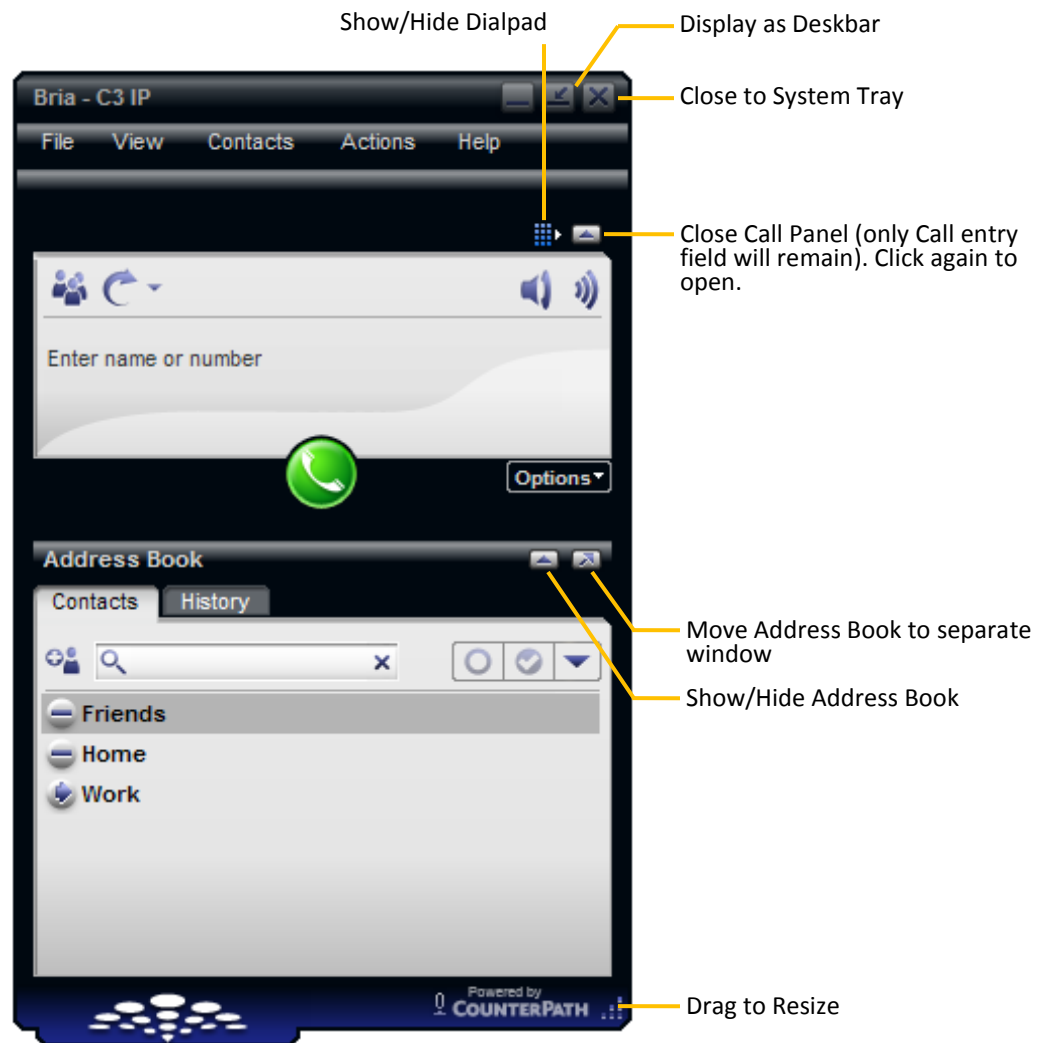
Lists the actions that you can perform, depending on the current “state” of Bria. For example, if a contact is selected, it lists all the actions that can be performed on that contact.

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

## Help

Provides access to various service-related features.

## Showing and Hiding Parts of the Softphone



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

## Cypress Communications

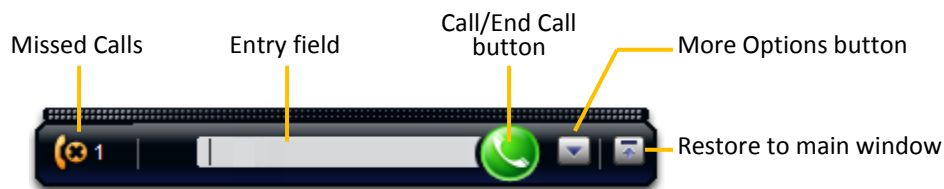
If you exit when Bria is minimized or in Deskbar mode; Bria will start next time as minimized or in Deskbar mode.

### The Deskbar

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



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

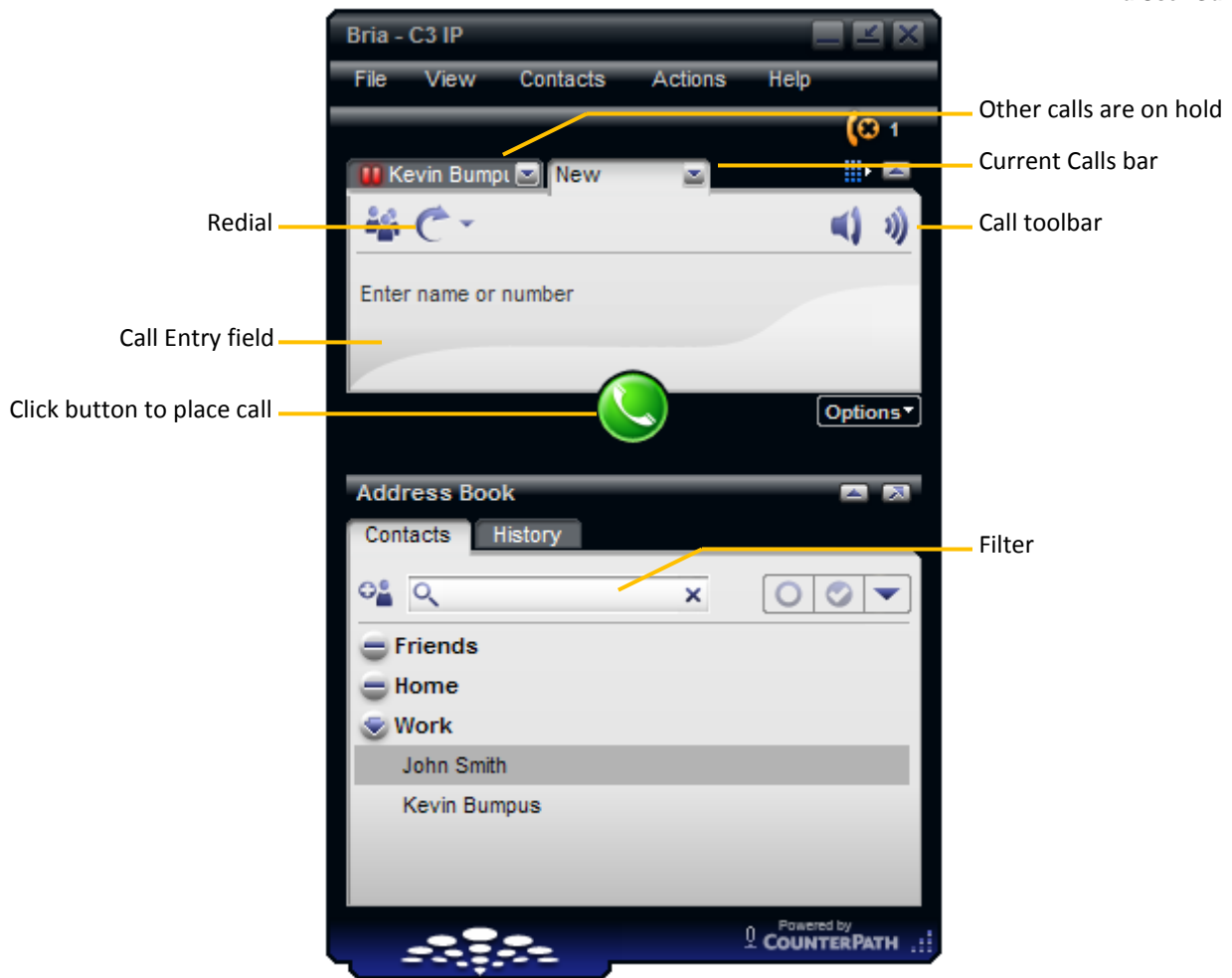


## Placing a Call

You can contact someone using:

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

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






1. Place the call. See the table below.

The new call is added to the Current Calls bar. You will hear a ringing tone while Bria attempts to make a connection.

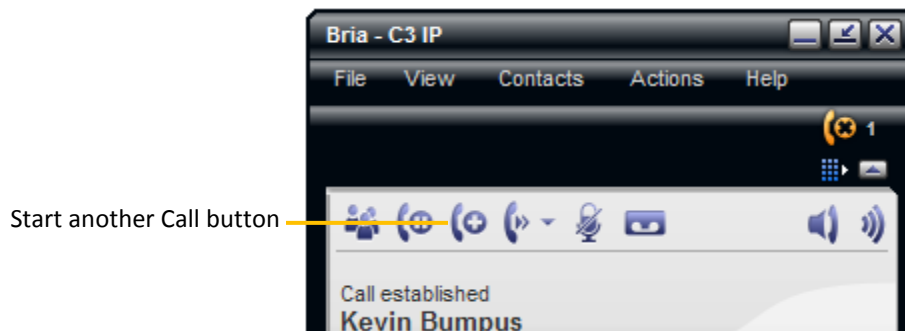
2. Once the new call is established, switch between different calls by clicking the tab in the Current Calls bar.

## Cypress Communications

How	From the...	Description
Keying	Dialpad or computer keyboard	<ol style="list-style-type: none"> <li>1. If another call is currently in progress, click  on the Call toolbar. A new Call Entry area appears. The current call is put on hold.</li> <li>2. Enter the softphone address or number in the Call entry field using the dialpad or the computer keyboard. For the name, you can enter the entire softphone address (kpereira@domainA.com) or just the name (kpereira). As you type, a suggestion for completing the entry may appear. Choose the suggestion or keep typing.</li> <li>3. To make an audio call, click the green Call button or press Enter.</li> </ol>
Drag-and-drop contact or previous call	Contacts or History tab in the Address Book panel	<p>Drag an entry from the Contacts or History tab. The call is placed immediately. (If the tab contains lots of contacts, first use the  field to filter the list.)</p>
Right-click a contact or previous call	Contacts or History tab in the Address Book panel	<p>Right-click an entry from the Contacts or History tab and choose Call. The call is placed immediately.</p> <p>(If the tab contains lots of entries, first use the  field to filter the list.)</p>
Double-click a contact	Contacts in the Address Book panel	<p>Contacts have a “double-click” action that either makes phone call to a specific number. Each contact can be configured separately for this action.</p>
Double-click a previous call	History tab in the Address Book panel	<p>Double-click an entry. The call is placed.</p>
Redial	Redial button	<p>Click Options and choose Redial. Or click the Redial button. The call is placed immediately.</p>
Dialing	Dialpad	<ol style="list-style-type: none"> <li>1. If the dialpad is not visible, click the Show/Hide dialpad button.</li> <li>2. Click the numbers on the dialpad to enter the phone number.</li> <li>3. Click the green Call button or press Enter.</li> </ol>


## Placing another Call

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



## Encryption

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

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

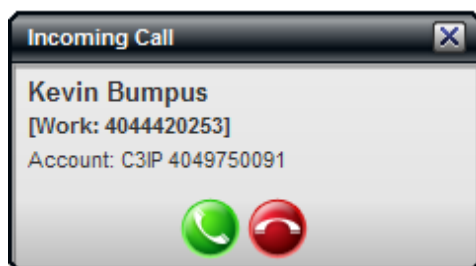
## Ending a Call

Click the red End call button on the Call panel. Details of the call remain on the call display for a few seconds.

## Handling an Incoming Call

Bria must be running to answer incoming calls.

Bria rings and information about the incoming call appears in the Call entry field. In addition, the Call Alert box appears, even if Bria is minimized.



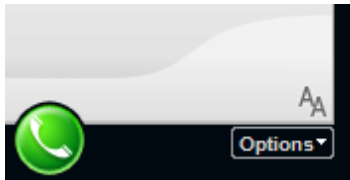
The softphone address/number of the person calling you is displayed. The display name may also appear.

## Cypress Communications

Action	From the...	Description
Answer	Call panel or Call Alert box	Click Answer. If you are on another call, that first call is automatically put on hold. You are now talking to the new caller. Or press Enter (on the keyboard), if Bria is the active application.
Decline	Call panel or Call Alert box	Click Decline. The call will be directed to voicemail (if you have this service).
Permanently block the caller	Options menu	Click the Options button and choose Block this person.

### Auto Answer

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



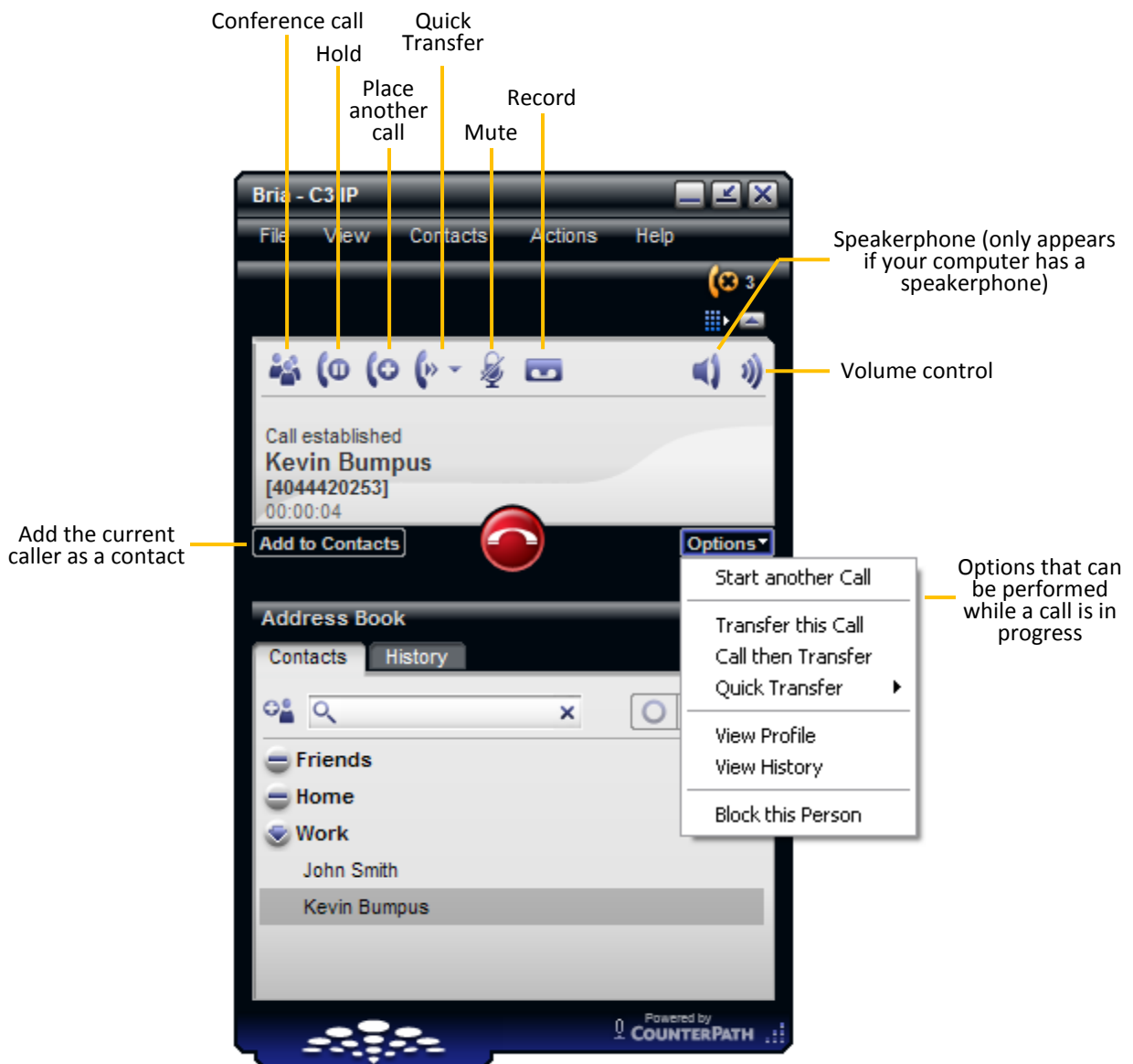
Auto answer is initially configured to auto-answer after one ring, and to send only your audio when the call is established. You can change this configuration.

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

### Handling an Established Call

While the call is in progress you can:

- Control the audio: use the speakerphone, mute the call, control volume.
- Record the call.
- Put the call on hold.
- Add the caller as a contact.
- Transfer the call. See the next page.



## Transferring a Call

### Quick Transfer

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

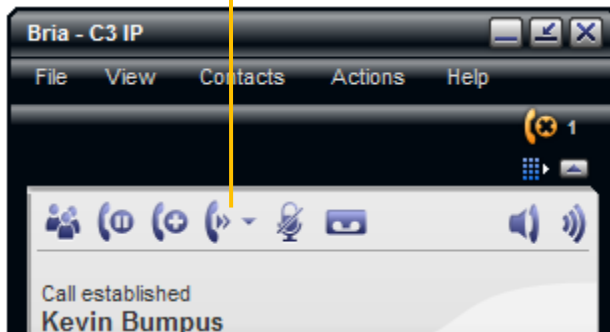
To set up the numbers:

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

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

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

## Cypress Communications Quick Transfer

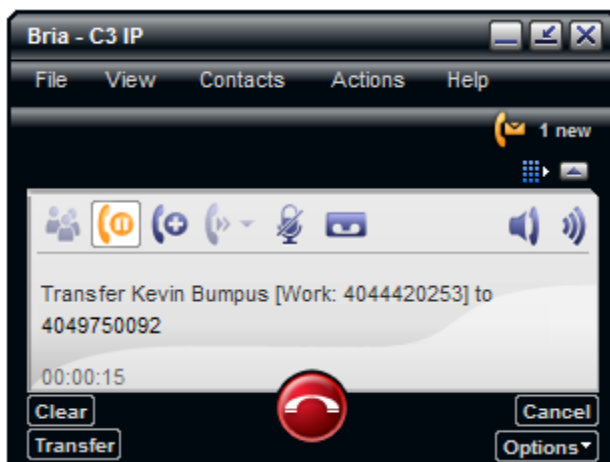


### Basic (Unattended) Transfer – Transfer this Call

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

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

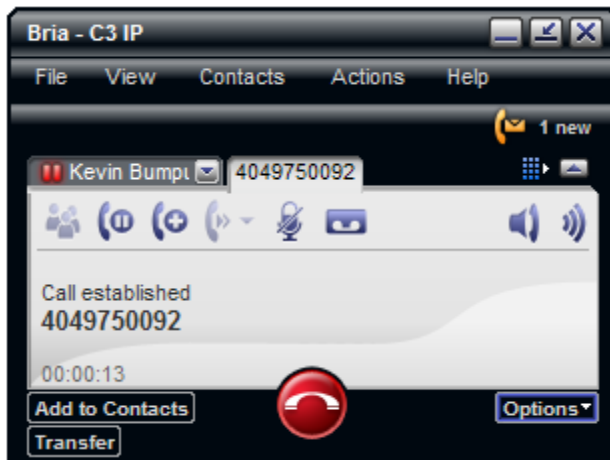
Or click Cancel to continue the current call.



### Attended Transfer – Call then Transfer

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

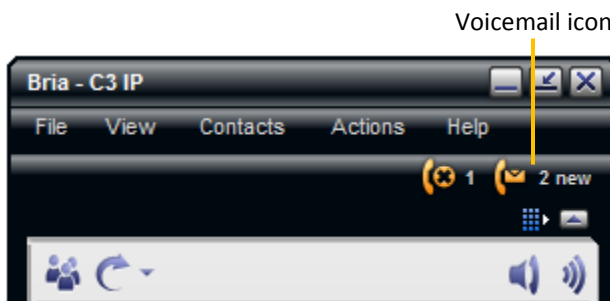
1. Click Options > Call then Transfer. The first call is put on hold and a New call tab appears
2. Call the target in any of the normal ways.
3. When you are ready, click Transfer; the message Transfer Successful appears.



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

## Voicemail

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



## Conference Calls

### Starting a Conference Call

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

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

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

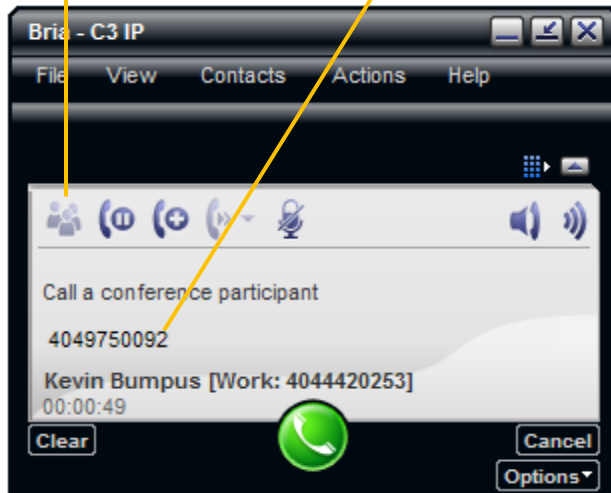
Or you can start a conference call using all the existing, separate calls:

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

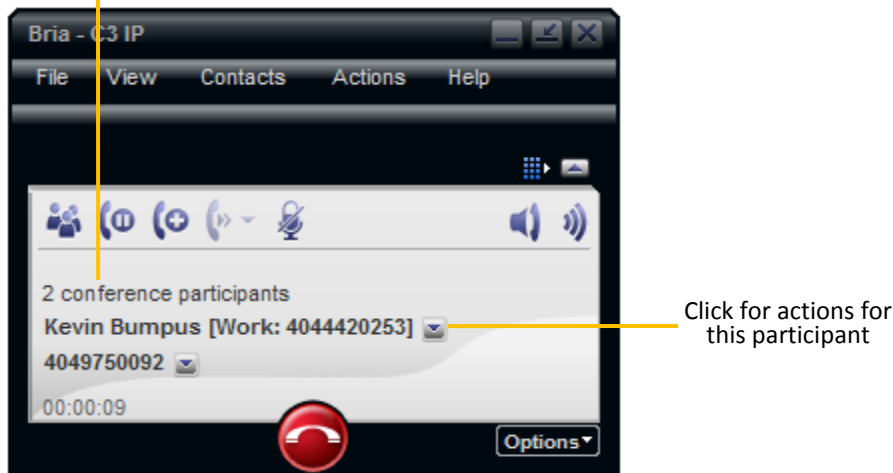
## Cypress Communications

2. Click Conference All.

Conference icon      Enter number for new participant



Conference is  
now established



## Managing the Conference

### *Adding More Participants*

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

- Right-click on a contact and choose Add to Conference Call.
- From the tab that contains the conference, click the Conference icon. Place a call by typing a name or number. When the callee answers, the call will automatically be added to the conference.
- Place a separate outgoing call in the normal way (by clicking the New Call icon to display a new tab). When the call is established, click Conference All. All existing separate calls will be brought into the existing conference.
- Accept one or more incoming calls. A separate call will be established for each call. Click Conference All. All existing separate calls will be brought into the existing conference.

Whenever you click Conference All, all current established calls are conferenced together; you cannot keep any one call out of the conference.

### *Removing a Participant*

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

### *Disbanding the Conference*

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

To hang up on everyone, click the End button.

### *Suspending the Conference*



To suspend the conference, click the Hold button.

## *Audio Controls*



### **Adjusting Volume**

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

### **Mute**

Click  on the dialpad to prevent the other parties from hearing you. The  icon appears on the call display. When you mute during a video call, you may also want to click Stop my Video to stop the video feed.

### **Speakerphone**

Click  on the dialpad to put the callers on the speaker phone. The  icon appears on the call display.

## **E-mail**

You can send an e-mail to one or more contacts, or to all the contacts in a group. The contacts must have e-mail addresses included in their Contact Profiles.

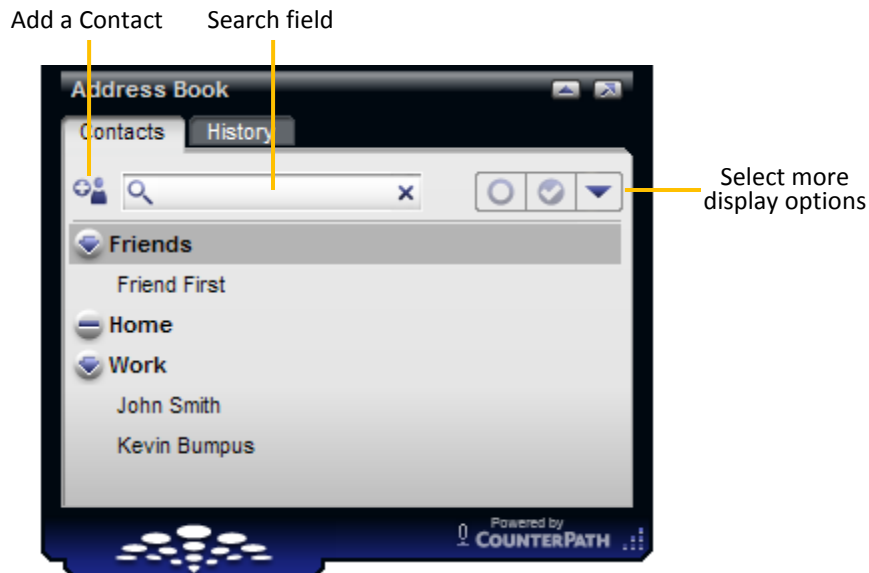
Select the contact, contacts or group, right-click and choose Send E-mail. A new e-mail message opens in your default e-mail application. The new message includes the e-mail address(es) for the selected contacts in the "to" line.

## Using the Address Book

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

- Contacts.
- Call history.

### Contacts Tab



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


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

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

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

### Setting up Contacts

#### Adding a Contact

Click , or right-click a group and choose Add Contact to Group. The Contact Profile dialog box appears.

**Contact Profile**

**New Contact**

General Other

**Contact name**

First Last

Name: Co Worker

Display as: Co Worker

Group: Work

Change...  
Reset

Ring tone

&Use preferred sound

**Contact methods**

Method:	Number/Address:
Softphone	
Jabber	
Home	
Work	5551231234
Mobile	
Fax	
e-mail	coworker@cypresscom.net

Double-click action:

Work: 5551231234

Delete OK Cancel

Table 1: Contact Profile Fields

Field	Description
Contact name	Only the "Display as" name is required. This is the name that will appear in the call display and the Call Alert when this person phones you.
Group	Either: <ul style="list-style-type: none"> <li>Choose one group.</li> <li>Click <b>Select Multiple Groups</b> to add the new contact to more than one group.</li> </ul>
Ring tone	Choose a ring tone for this contact, or use the preferred sound (which is defined in Preferences > Alerts). Click the arrow to play the currently selected ring tone.
Contact Methods	Enter as many contact methods as you want. E-mail and softphone entries must have the format <name>@<domain>
Advanced	The Advanced dialog appears, showing all the addresses for the contact. See below.

### Cypress Communications

Double-click action	Choose the desired method. This method will be used when you double-click this contact. For example, if you choose "IM:kpereira@domainA.com", then double-clicking this contact will open an IM window using this address (rather than any of the other addresses that exist for this contact).
Other fields	Complete as desired.

### *Adding a Contact using an Existing Address*

You can add a contact by capturing existing information:

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

The Add a Contact dialog appears.

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

Take the appropriate action:

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

### *Importing Contacts*

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

You can import a contact list from:

- A comma-separated file. Use this method to import from a Microsoft® Excel® file. You will first have to set up the file; see below.
  - A Microsoft® Outlook® or Microsoft® Exchange contact list (a \*.pst file).
  - A vCard file (\*.vcf file). A vCard is an electronic business card that is often attached to an e-mail.
1. From the main menu, click the Contacts menu and choose **Import Contacts**. The Import Contacts wizard starts.
  2. As soon as you click **Finish** on the wizard, the Contacts tab in Bria is updated to show the imported entries.

### **Setting up an Excel File for Import**

1. Remove any introductory text or headings from the top of the file. (You can keep text at the end of the file; it will be ignored during the import.)

2. Insert a blank row as the first row, then insert the headings that Bria will use to interpret the meaning of each column. The columns can be in any order. The most popular headings are:
  - display-name
  - entry\_id
  - given\_name
  - surname
  - postal\_address.
 For a complete list of headings, see “Contact List Headings”.
3. Save the file as \*.csv.

### *External Storage of the Contact List*

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

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

### *Exporting Contacts*

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

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

### *Managing Contacts*

#### *Changing Contact Information*

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

- Change any contact details.
- Add, delete or change a contact method.
- Move a contact to another group by selecting a different group.
- Add an existing contact to more groups by selecting one or more extra groups.

#### *Moving or Deleting a Contact*

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

## *Adding, Deleting or Renaming Groups*

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

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

## **Using Contacts**

Phone the person

- Double-click the contact to start a phone call.
- Drag the contact to the call display to start a phone call.

Phone the person

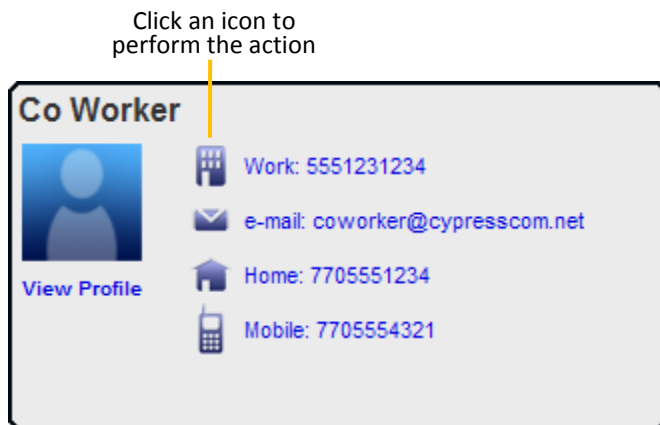
Right-click and choose **Call**, then click the desired number.

E-mail a contact who has an e-mail address



Right-click and choose Send E-mail.

## *Contact Flyout*

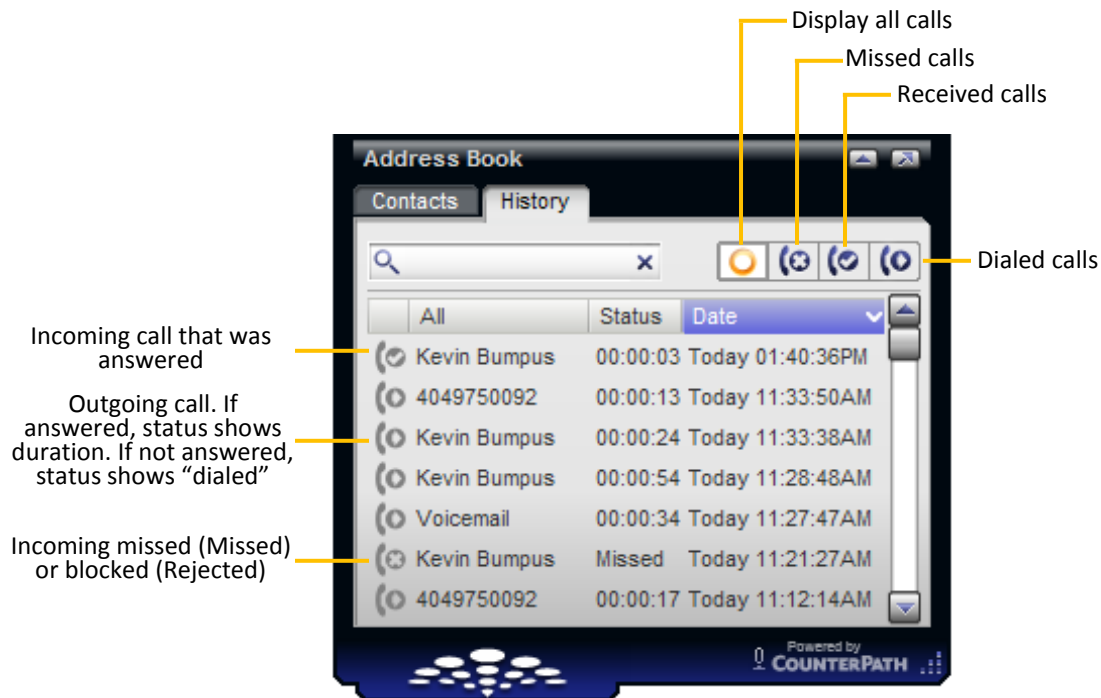
Left-click on a contact to show the Contact flyout. This flyout shows all the contact methods set up for the contact and has icons you can click to perform an action that is valid for that contact method.



## *Finding a Contact*

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

## History Tab



## Managing the Lists of Calls

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

- Delete the call.
- Delete all entries in this list.
- Block this person to control whether they can send you phone calls. You can change these privacy settings at any time.
- View their profile if the entry is a contact.
- Add to contacts. Select Add as Contact to display the Add a Contact dialog box. Complete the dialog box and click OK.

## Phoning from a List

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

- Place a call to this person, using the contact method that was used for this call. You can also double-click to place a call.
- Place a call to this person and add them to a conference call that is in progress. For more information on conference calls, see "Conference Calls".

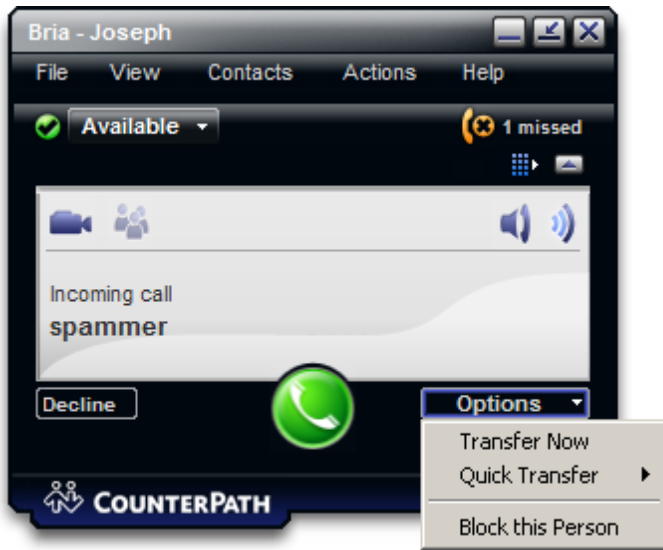
## Privacy

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

### Setting up Controls “on the Fly”

#### *On an Incoming Call*

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



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

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

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

#### *From the Contact List or History List*

Right-click on the name and choose Block this Person. The person will be added to your Blocked List. The person will not be able to phone you.

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

## Configuring Bria

You can configure Bria in several ways:

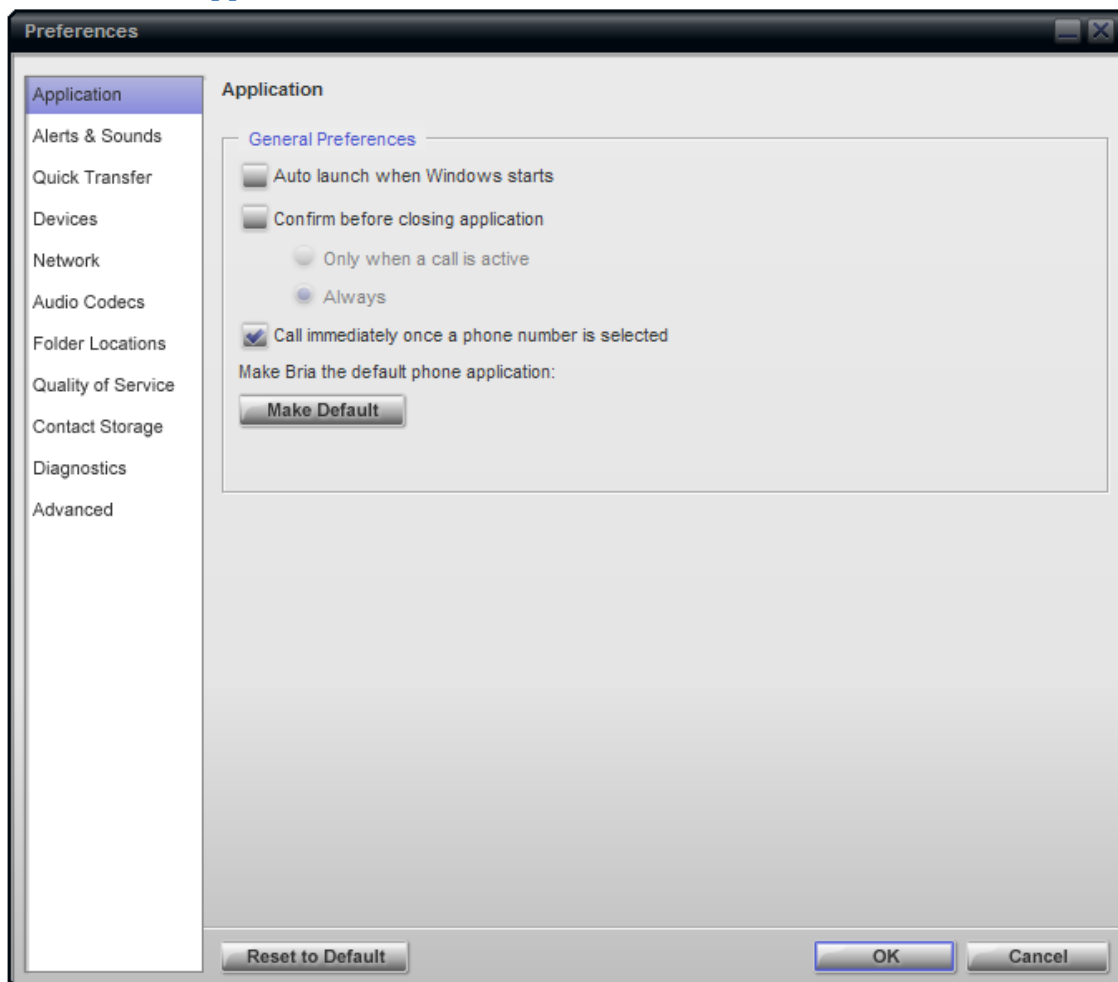
- Configure global behavior.
- Configure the behavior on a per-account basis.

## Configuring Preferences

Choose File > Preferences. The Preferences window appears.

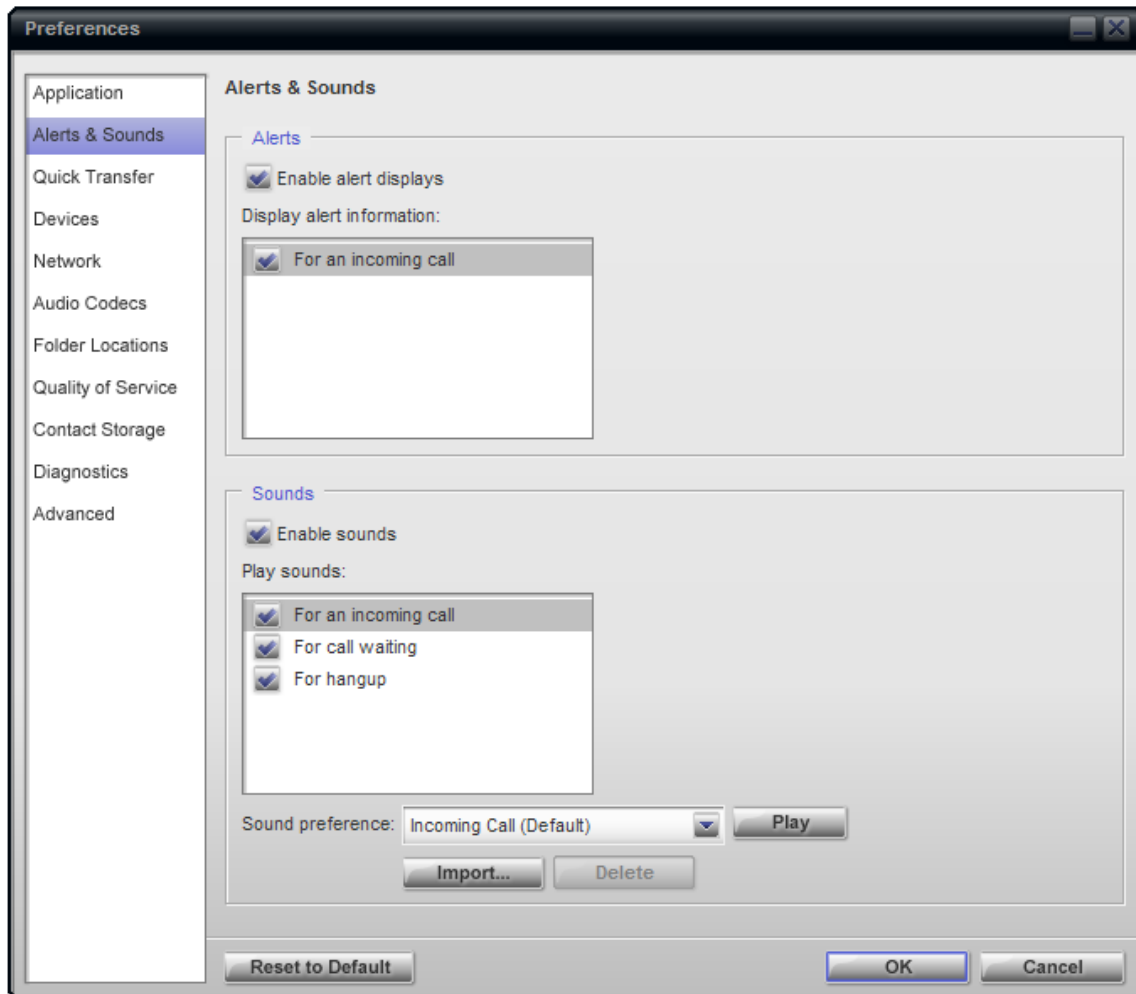
The Preferences panels let you control the way that you work with Bria.

### Preferences – Application



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

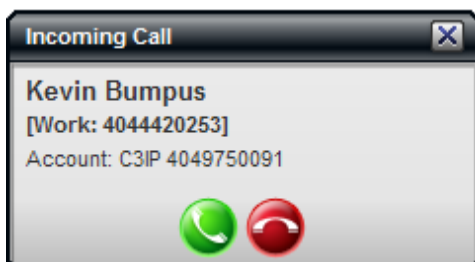
## Cypress Communications Preferences – Alerts & Sounds



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

### Enable alert displays

You can control whether the Call Alert box is displayed for incoming calls.



### Assigning Sounds

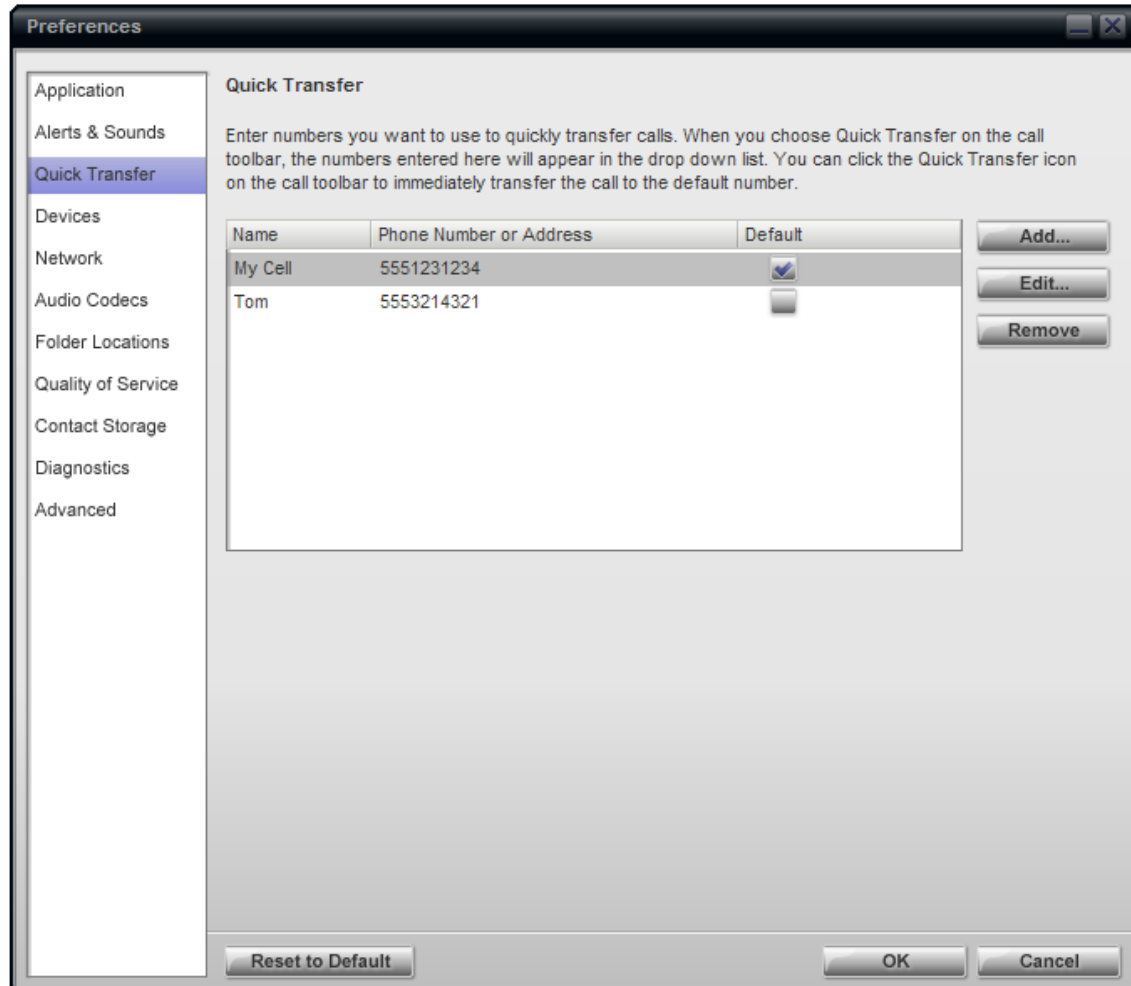
You can assign specific sounds to a variety of actions or “events”.

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

Keep in mind that you can also override any sound for an individual Contact.

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

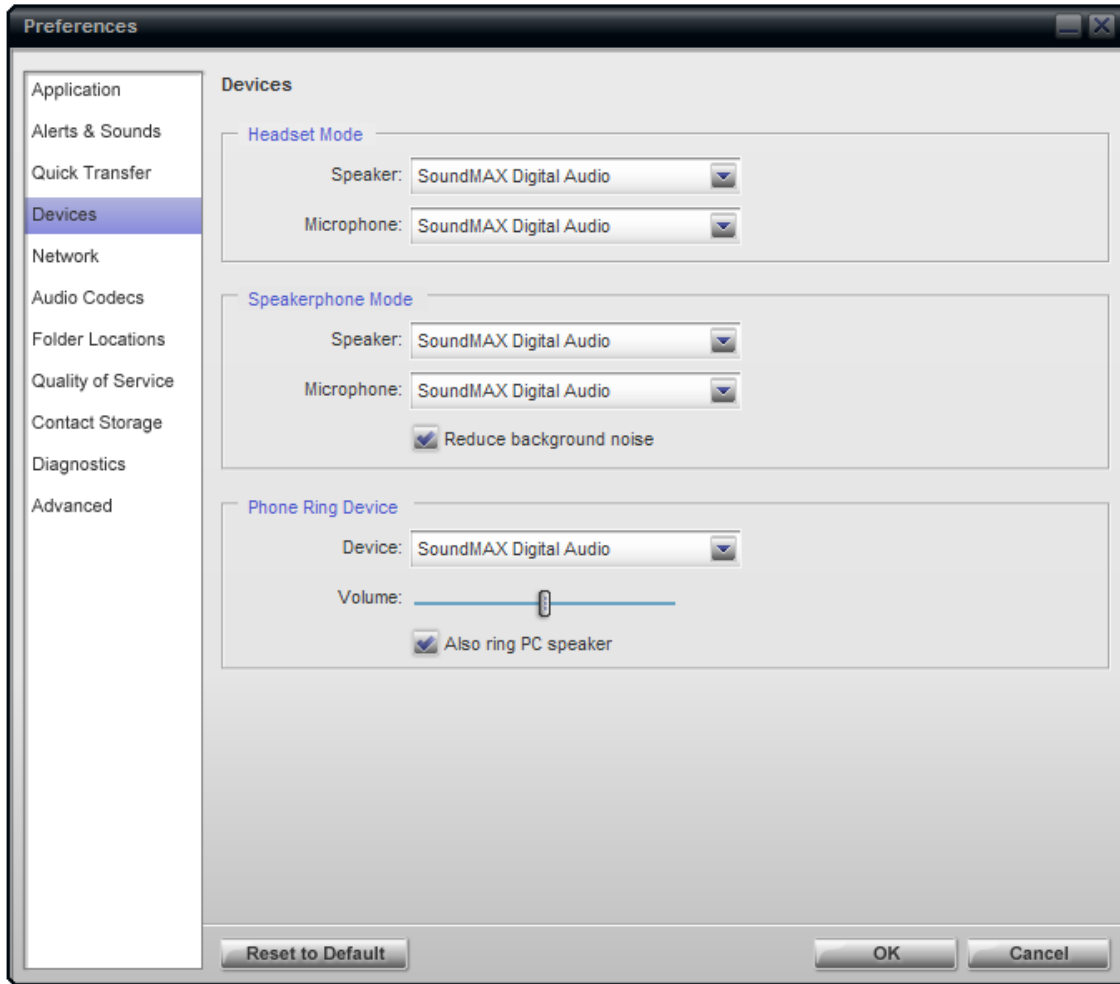
## Preferences – Quick Transfer



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

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

Cypress Communications  
**Preferences – Devices**



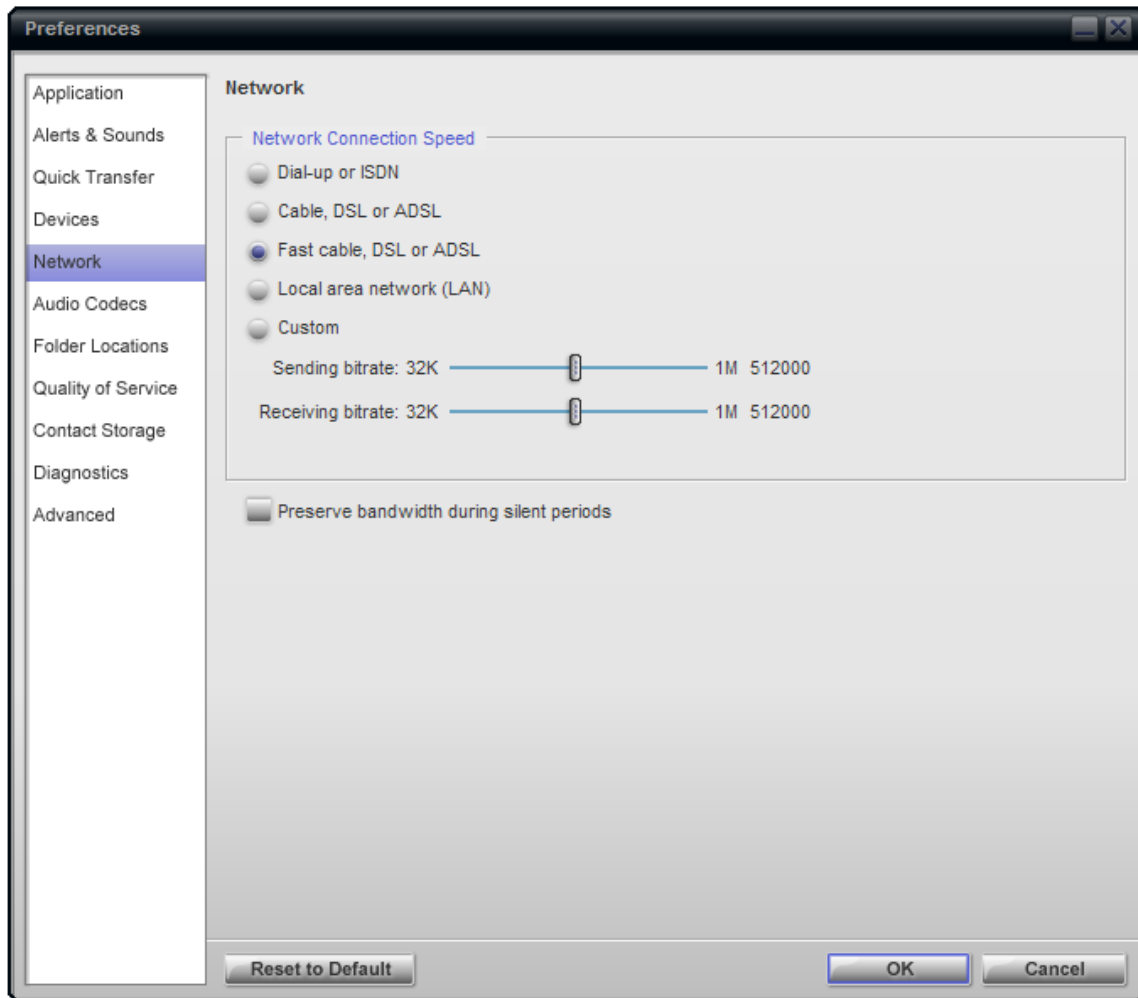
Bria automatically detects devices at each startup, and selects the most appropriate device for each purpose. If you do not like this selection, you can override it on this panel.

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

Field	Description
<b>Headset Mode</b>	
Speaker Microphone	<p>Change these fields only if you want to override the devices that Bria automatically selected.</p> <p>In both these fields, select the headset you are using.</p> <p>The headset is the device that is usually used for audio out (the sound you hear) and audio in (recording your voice). The only situation in which the headset is not used is when the Speaker Phone button on the dialpad is pressed.</p> <p>Therefore, unless you will always be using Bria in speakerphone mode, you must make a selection here.</p> <p>Select the headset in both the Speaker device field and Microphone device field.</p>

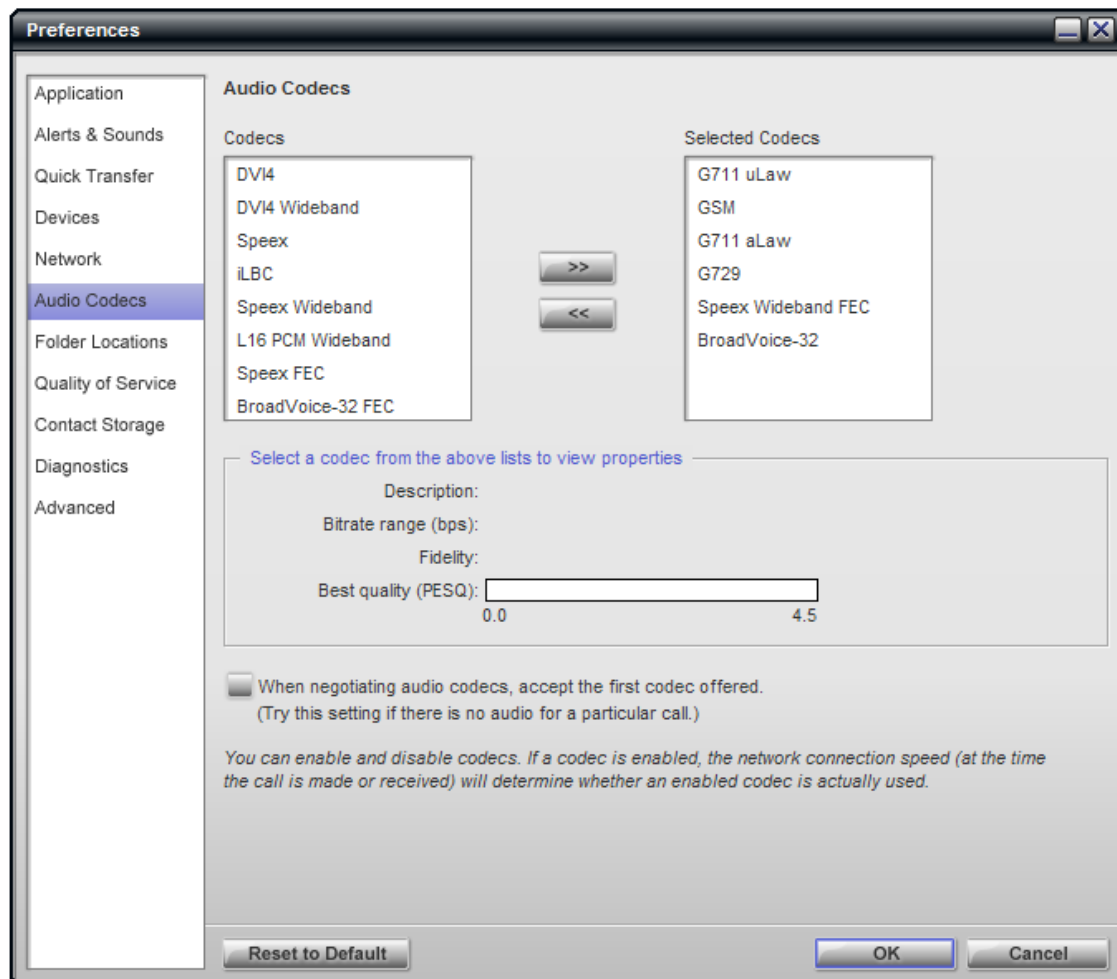
<b>Speakerphone Mode</b>	
Speaker	<p>Change this field only if you want to override the devices that Bria automatically selected.</p> <p>Make the appropriate choice:</p> <ul style="list-style-type: none"> <li>• Select the device that you want to use for audio out (the sound you hear) when the Speaker Phone button is pressed. Make sure you select a speaker device (not the headset).</li> <li>• Select None if you do not have a speaker phone. The Speaker Phone button on the dialpad is disabled.</li> </ul>
Microphone	<p>Change this field only if you want to override the devices that Bria automatically selected.</p> <p>Make the appropriate choice:</p> <ul style="list-style-type: none"> <li>• Select the device that you want to use for audio in (recording your voice) when the Speaker Phone button is pressed.</li> </ul> <p>It can be any microphone: it does not have to be the microphone on the device you specified as the speaker device. For example, it can be the microphone on your camera.</p> <ul style="list-style-type: none"> <li>• Select None if you do not have a speaker phone. The Speaker Phone button on the dialpad is disabled.</li> </ul>
Reduce background noise	<p>Automatically attempts to remove background noise.</p> <p>Typically on for the speakerphone.</p>
<b>Phone Ring Device</b>	
Device	<p>Change this field only if you want to override the devices that Bria automatically selected.</p> <p>The device where you want to hear the phone ringing: the headset, the speakerphone, or none.</p>
Volume	The volume of the ringer.
Also ring PC speaker	Click on or off, to suit your preference.

Cypress Communications  
**Preferences - Network**



Field	Description
Network Connection Speed	<p>Select the type of network connection for your computer.</p> <p>The sliders move to show the bitrate that will be used for sending and receiving. These rates are typical rates for the selected configuration.</p> <p>If you know that your computer and network can handle a faster sending speed, click Custom and move the slider.</p> <p>It is recommended that you not change the receiving speed.</p> <p>You will know that you have set the sending speed too high if:</p> <ul style="list-style-type: none"> <li>• The remote audio is garbled.</li> </ul>
Preserve bandwidth	<p>When this feature is on, Bria stops sending audio when you are not talking.</p> <p>When this feature is off, Bria always sends audio, which uses more bandwidth but may result in better call quality.</p> <p>Typically off. However, if you are using a slow (dial-up or ISDN) connection, you may want to turn it on.</p>

## Preferences – Audio Codecs



This panel shows all the codecs that are included in this version of Bria. You can enable or disable codecs as desired.

With only one codec enabled, all calls made will use that codec. With more than one codec enabled, Bria automatically chooses the best codec based on the other party's capability, the available bandwidth, and network conditions.

You cannot change the properties of any codecs.

### About Codecs

Audio codecs describe the format by which audio streams are compressed for transmission over networks. Codecs can be categorized as either narrowband or wideband:

- Narrowband codecs work with low bandwidth such as a dialup internet connection. These codecs have a sampling rate of 8 kHz.
- Wideband codecs work with high bandwidths and result in better audio quality. However, they do not work with PSTN. These codecs have a sampling rate of 16 kHz.

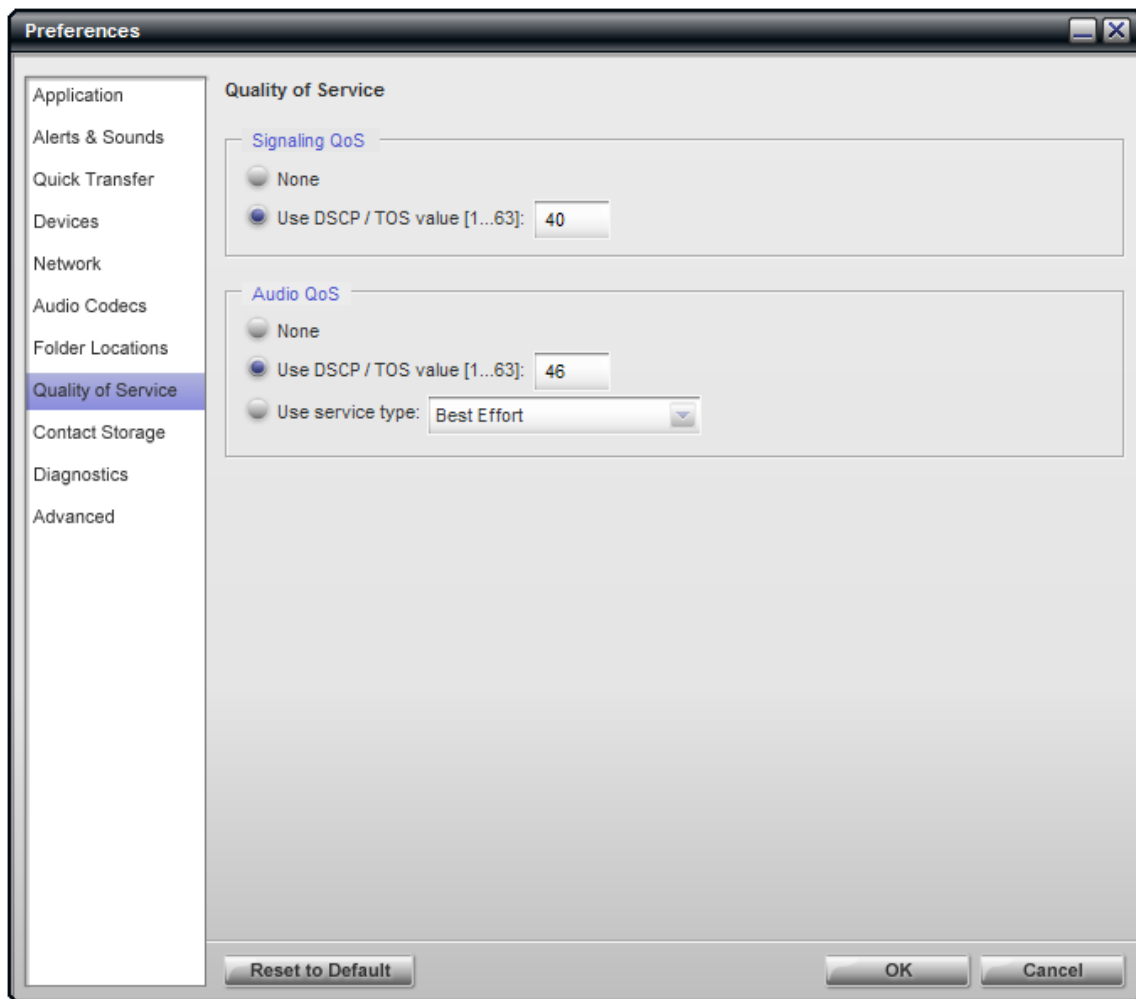
### Supported Codecs

Bria supports a wide range of codecs. See the table.

**Cypress Communications**

<b>Codec</b>	<b>Narrowband</b>	<b>Wideband</b>	<b>Royalty-bearing</b>	<b>Included in Bria</b>
Broadvoice-32		✓		✓
Broadvoice-32 FEC		✓		✓
DVI4	✓			✓
DVI4 Wideband		✓		✓
G.711aLaw *	✓			✓
G.711uLaw *	✓			✓
G.729 *	✓		✓	✓
GSM	✓			✓
iLBC	✓			✓
L16 PCM Wideband	✓			✓
Speex	✓			✓
Speex FEC	✓			✓
Speex Wideband		✓		✓
Speex Wideband FEC		✓		✓
* Generally, at least one of these codecs must be enabled in order to place a PSTN (land line) call.				

## Preferences – Quality of Service



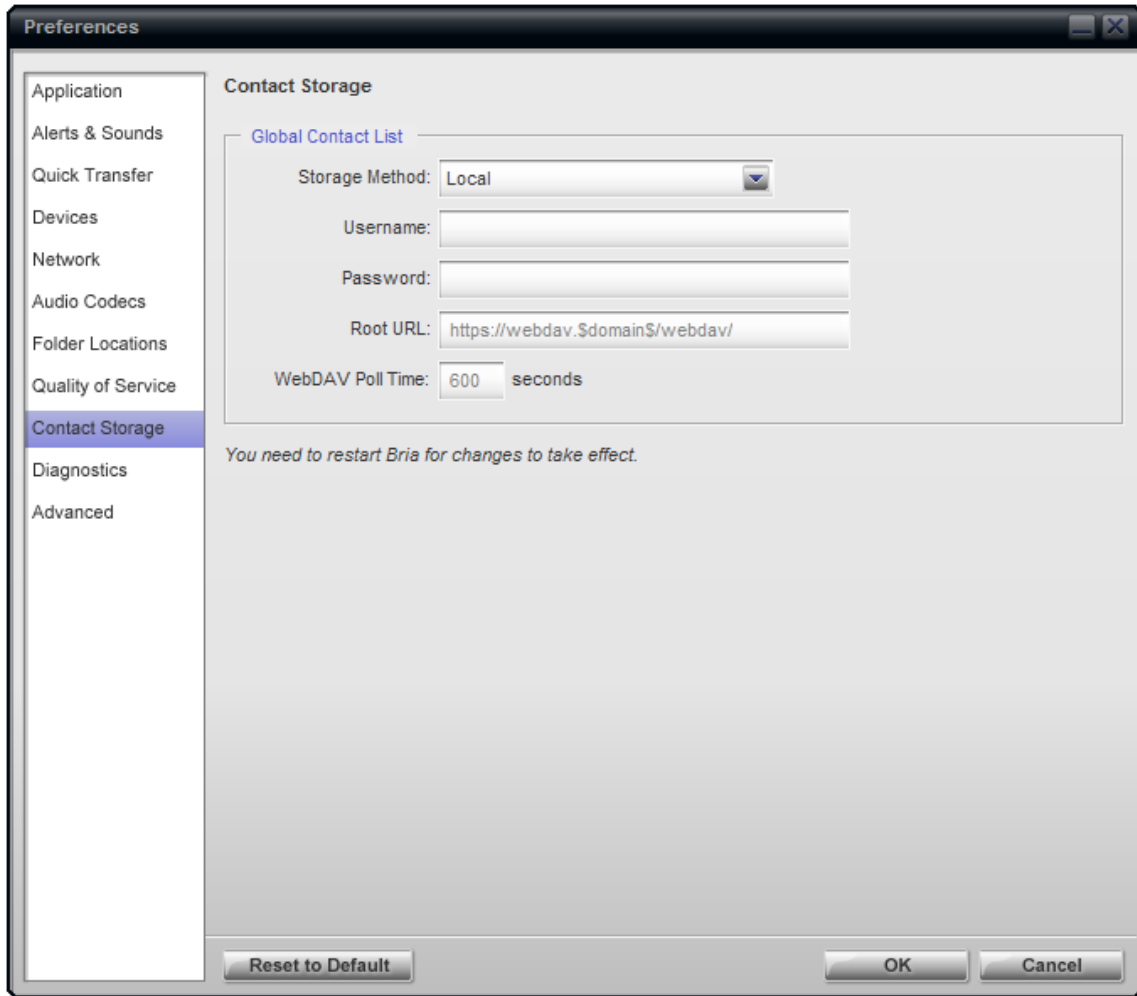
The Quality of Service panel lets you request a specific transport service for audio and signaling traffic.

There is one type of service. Support of this service depends on your internet service provider:

- DSCP (also known as ToS), which is available for audio, video and signaling.  
In a network that has the default configuration, the recommended value for audio is 46, because “46” is the standard marking for audio.

Bria supports 802.1p QoS packet tagging. If you set up for QoS, Bria will include the specified information in the packets that it sends to the network provider. Whether the packet is delivered with the specified service depends on whether your broadband router and the network provider between you and the other party supports multiple transport services. In other words, whether each network provider reads the QoS information and prioritizes packet delivery based on the requested service.

Cypress Communications  
**Preferences – Contact Storage**



These settings let you set up a remote storage system for your contact list via WebDAV or XCAP. (The contact list is always stored locally, even when you set up for remote storage.)

The contact list holds general information for contacts. It is automatically loaded at startup, and is loaded even if no accounts are enabled.

Table 3: SIP Account Properties – Storage

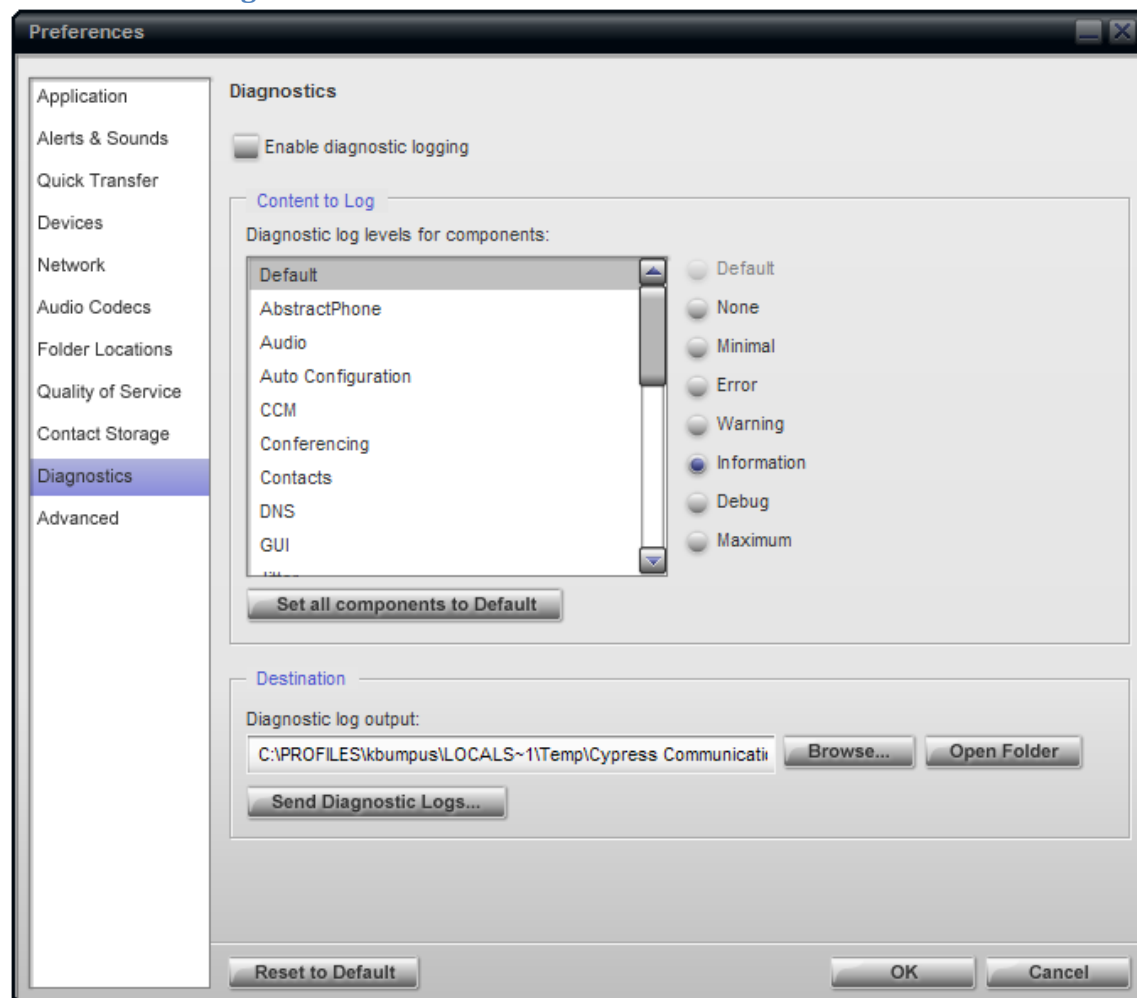
Field	Description
Storage method	The storage method to be used for the Contact list file. The file can be stored locally or both locally and on a remote computer.
<b>Server Settings</b>	
Use SIP credentials	Check this box to use the username and password from your SIP account in order to log into the storage server. Otherwise, uncheck this box and complete the Username and Password fields. Not used for “Local”.
Root URL	URL of an appropriate root folder on the remote server. Not used for “Local”. The factory setting is https://webdav.\$domain\$/webdav/\$username\$/

WebDAV poll time

Enabled only for WebDAV. The time that elapses between polling for new contact data from the remote server.

The factory setting is 600.

## Preferences - Diagnostics



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

To set up logging:

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

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

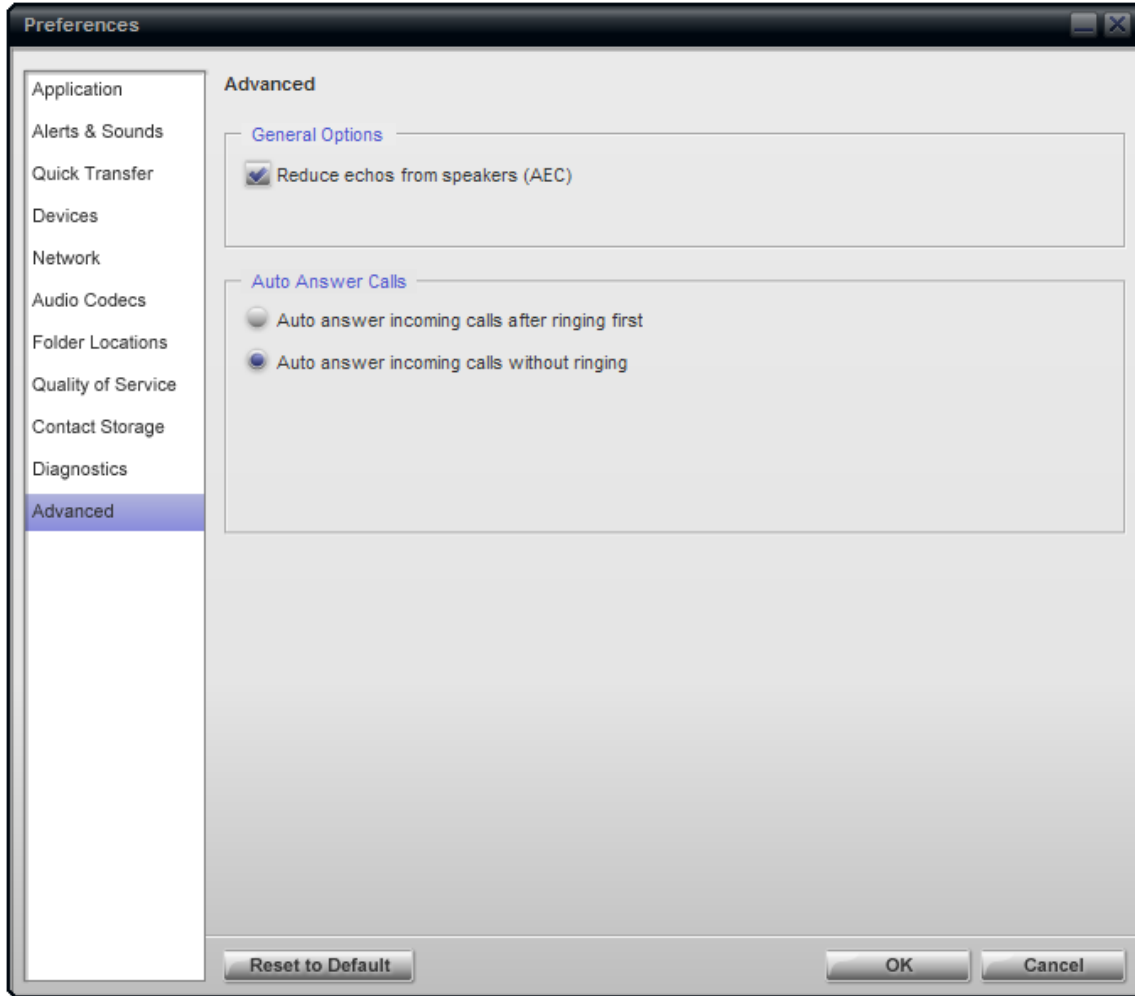
## Cypress Communications

If requested by a customer support representative, you can:

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

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

## Preferences – Advanced



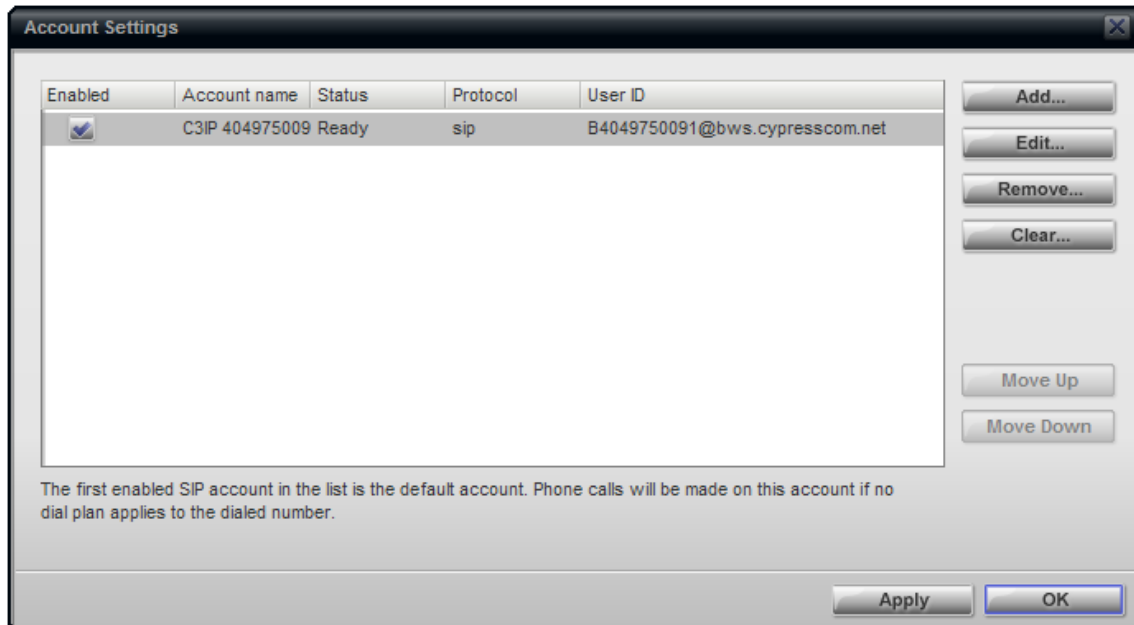
Field	Description
Reduce echoes	Turning this feature on improves sound quality. This feature is typically on.
<b>Auto Answer Calls</b>	
Auto answer incoming calls	From the first set of radio buttons, choose how quickly you want Bria to auto-answer an incoming call.

## Configuring Accounts

Choose File > Account Settings. The Account Settings window appears.

### Accounts Settings Window

To work with accounts, choose File > Account Settings from the menu. The Account Settings window appears, showing all the accounts set up.



You can:

- Add or remove an account.
- Enable one or more accounts. See below for details.
- Set one account as the default. See below for details.
- Set or change the properties of an account. These properties control how Bria interacts with your VoIP service provider, and are set individually for each account. Click the **Properties** button, then see the following pages for details.

### Enabling Accounts

You must enable an account in order to make and receive calls on that account. You can enable as many accounts as you want. Click the **Enable** box beside each account. The rules for enabled accounts are:

- When multiple accounts are enabled, you will be able to receive calls on all those accounts.
- You can never place a call on a disabled account. If you place a call that is only valid on the disabled account, it will fail with a "Not found" message.
- You can never receive a call on a disabled account. If another party phones you on a number that is only known to a disabled account, the call will never appear on your Bria.
- When multiple accounts are enabled, the account to use for an outgoing call is determined by the rules of the dial plan determine which account is used. If you have not set up any dial plans, then the default account is used.

**Cypress Communications**  
*Setting the Default Account*

When multiple SIP accounts are enabled, the first account listed is always the default. Use the Move Up and Move Down buttons to set the desired account as the default.

The dial plan rules may select the default SIP account in order to place an outgoing call.

**SIP Account Properties – Account**

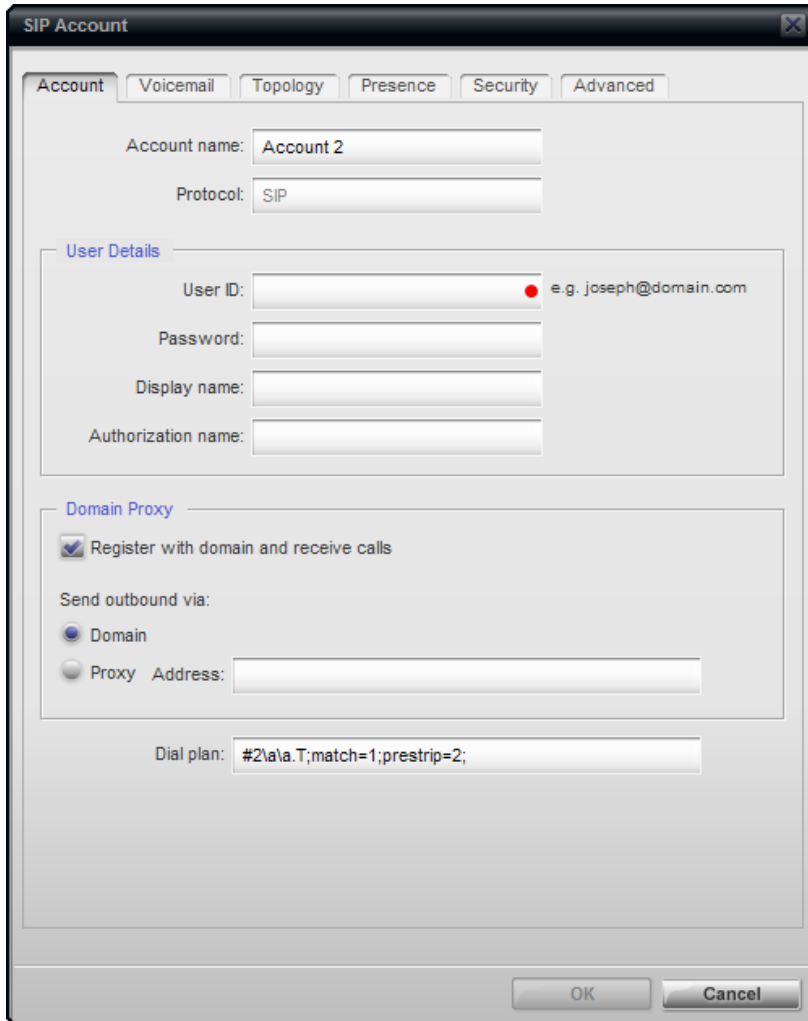


Table 5: SIP Account Properties – Account

Field	Description
Account name	If desired, change the account name to something that is meaningful to you. For example, the name of the VoIP service provider.
Protocol	Read-only. Always specifies SIP.
<b>User Details</b>	
User ID	Typically the account number for the softphone account plus the domain. For example, kpereira@domainA.com. Provided by Cypress Communications.

Password	Provided by Cypress Communications.
Display name	This name is displayed in the Bria display. Other parties will see this name when they are connected to you.
Authorization name	May not be required. If it is required, it will be provided by Cypress Communications.
<b>Domain Proxy</b>	
Register with domain and receive calls	Check this box if you want to register with Cypress Communications, so that you can receive incoming calls. Typically, this field is checked. This field may be left unchecked when, for example, your level of service does not include the ability to receive incoming calls. In that case, turning this field on may cause registration to fail (when you close the Account Properties window), meaning that your Bria cannot register with Cypress Communications.
Send outbound via	Choose the setting specified by Cypress Communications: <ul style="list-style-type: none"> <li>• Domain: If Cypress Communications requires that traffic be directed to proxies that are discovered via the domain.</li> <li>• Proxy Address: If Cypress Communications has an outbound proxy address and requires that you provide the address to Bria. For the address enter a domain name (for example, domain.com) or an IP address (for example, 123.456.789.012).</li> </ul>
Dial Plan	Information about the syntax of the numbers used by Cypress Communications. Provided by the service provider. The default plan is: <code>#1\a\a.T;match=1;prestrip=2;</code> It is possible that this plan will work for you. If you can place a successful call, then the dial plan is suitable. If you cannot make a call, or if you want to set up a dial plan for your own reasons, see "Dial Plan".

Cypress Communications  
SIP Account Properties – Voicemail

The image shows a dialog box titled "SIP Account" with a close button in the top right corner. It features five tabs: "Account", "Voicemail", "Topology", "Presence", and "Security". The "Voicemail" tab is selected. The settings are as follows:

- Check for voicemail
  - Number to dial for checking voicemail:
  - Number for sending calls to voicemail:
- Send calls to voicemail if unanswered for:  seconds
- Forwarding**
  - Always forward to:  (mailbox@domain.com or 555-5555)
  - When on the phone, forward to:



At the bottom right, there are "OK" and "Cancel" buttons.

These settings let you set up Bria to forward calls in several situations.

Your service provider may also provide the ability to set up for voicemail outside of Bria, for example, by phoning a softphone address and following the voice prompts, or by accessing a website.

Check with your service provider to determine if another setup mechanism is available. If so, check what the settings are in that setup, and make sure you do enter compatible information in Bria.

Table 6: SIP Account Properties – Voicemail

Field	Description
Check for voicemail	<p>If your VoIP service includes voicemail, choose the setting specified by your VoIP service provider.:</p> <ul style="list-style-type: none"> <li>• On: Bria will subscribe to be notified when there is a voicemail for you.</li> <li>• Off: the service provider may be set up to advise Bria when there is a voicemail for you; check with your service provider for details.</li> </ul> <p>If your VoIP service does not include voicemail, choose Off.</p> <p>Voicemail is controlled by your VoIP service provider, not by Bria. Contact your service provider for information on using voicemail.</p>
Number to dial for checking voicemail	<p>Complete only if your VoIP service includes voicemail.</p> <p>This is the number that will be called when you click the  icon on the call display, in order to connect to voicemail and listen to your messages.</p> <p>If you leave this field empty, then this icon will not work; you will have to manually dial this number in order to connect to voicemail.</p> <p>Enter the number provided by your VoIP service provider.</p>
Number for sending calls to voicemail	<p>Complete only if your VoIP service includes voicemail.</p> <p>This is the number that incoming calls will be forwarded to if they are unanswered after the specified interval (below), or when you click the  icon on the call display.</p> <p>If you leave this field empty, then this icon will not be displayed. However, leaving this field does not mean that voicemail does not work. It only means that this icon cannot be used to send to voicemail immediately.</p> <p>Enter the number provided by your VoIP service provider.</p>
Send calls to voicemail if unanswered	<p>Complete only if your VoIP service includes voicemail.</p> <p>To send to voicemail after the specified number of seconds.</p> <p>Your service provider may also provide a similar feature that is set up outside of Bria. If so, make sure you do not enter competing information in Bria and in the service provider's user interface. For example, if you turn off this field, make sure the same feature at your service provider is also turned off. Otherwise, all your calls will continue to be forwarded.</p>
Always forward to this address	<p>You can use this feature even if your VoIP service does not include voicemail.</p> <p>To always forward phone calls, click the box and enter the address to forward to. Phone calls received on other accounts (if you have them) are not affected by enabling this field.</p>
Forward to this address when busy	<p>You can use this feature even if your VoIP service does not include voicemail.</p> <p>To forward only when you are on another phone call, click the box and enter the address to forward to. Phone calls received on other accounts (if you have them) are not affected by enabling this field.</p> <p>Your service provider may provide a similar feature that is set up outside of Bria. If so, make sure you do not enter competing information in Bria and in the service provider's user interface. For example, if you turn off this field, make sure the same feature at your service provider is also turned off.</p>

## SIP Account Properties - Topology

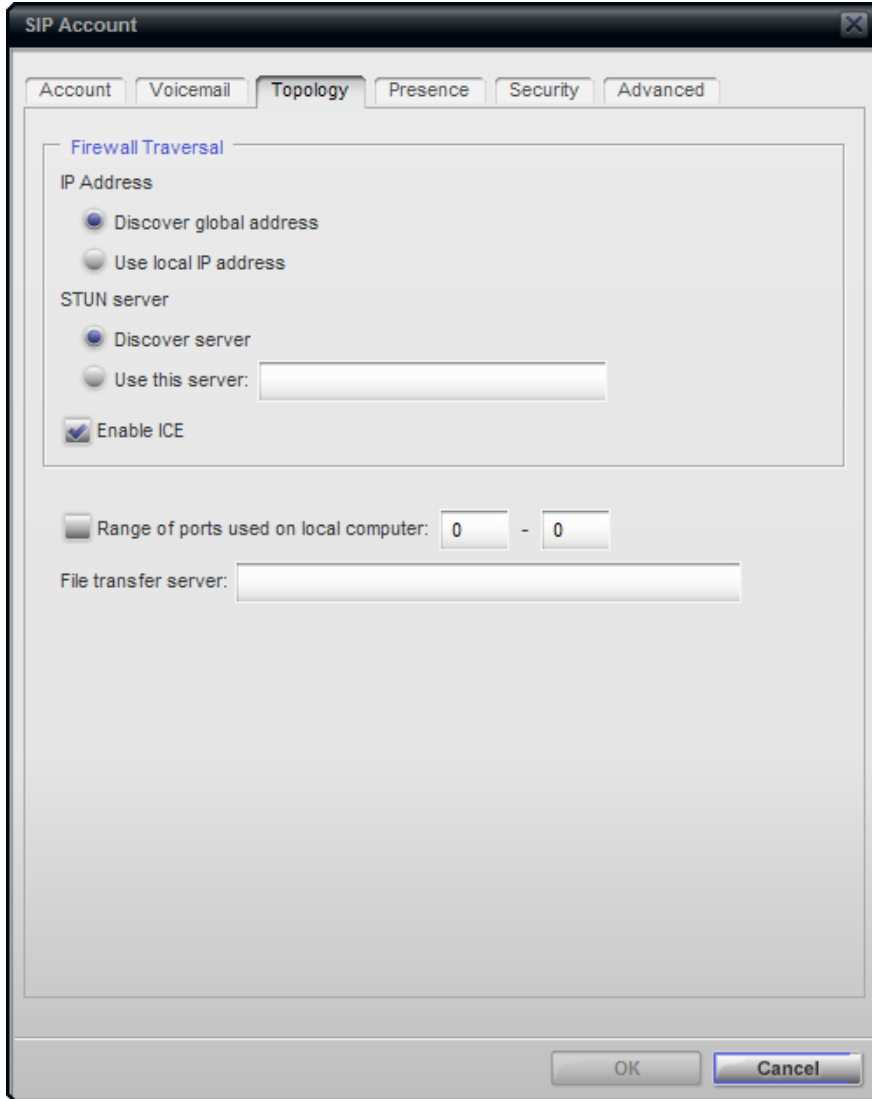


Table 7: SIP Account Properties – Topology

Field	Description
<b>Firewall Traversal</b>	
IP Address	<p>This setting controls how your IP address is presented.</p> <ul style="list-style-type: none"> <li>• Discover global address: Let Bria determine your public IP address. This is the recommended setting unless your VoIP service provider advises otherwise.</li> <li>• Use local IP address: use the IP address of the Bria computer.</li> </ul> <p>The recommended setting is Discover global address.</p>
STUN Server	<p>This setting specifies the STUN server to use.</p> <ul style="list-style-type: none"> <li>• Discover the server: Choose this option to let Bria find the address of a STUN server.</li> <li>• Use this server: To use a different STUN server. For the address enter a domain name or an IP address.</li> </ul> <p>The recommended setting is Discover server.</p>

Enable ICE	<p>ICE optimizes traffic and may help with firewall traversal.</p> <p>Typically, ICE is enabled. However, it may need to be disabled if your VoIP service provider has implemented a firewall traversal solution that is not compatible with ICE enabled.</p> <p>If you have problems with calls, contact your VoIP service provider for information on their firewall traversal solution.</p>
<b>Range of Ports on Local Computer</b>	
Range of ports used on local computer	<p>The appropriate setting depends on your computer setup:</p> <ul style="list-style-type: none"><li>• Checked: If your computer is behind a restrictive firewall that only allows specific port ranges to be used. Enter the range of ports to use for your SIP account. (You must also open those ports on your firewall; refer to applicable firewall documentation for information.)</li><li>• Unchecked: If your computer is not behind a restrictive firewall.</li></ul>

Cypress Communications  
**SIP Account Properties – Security**

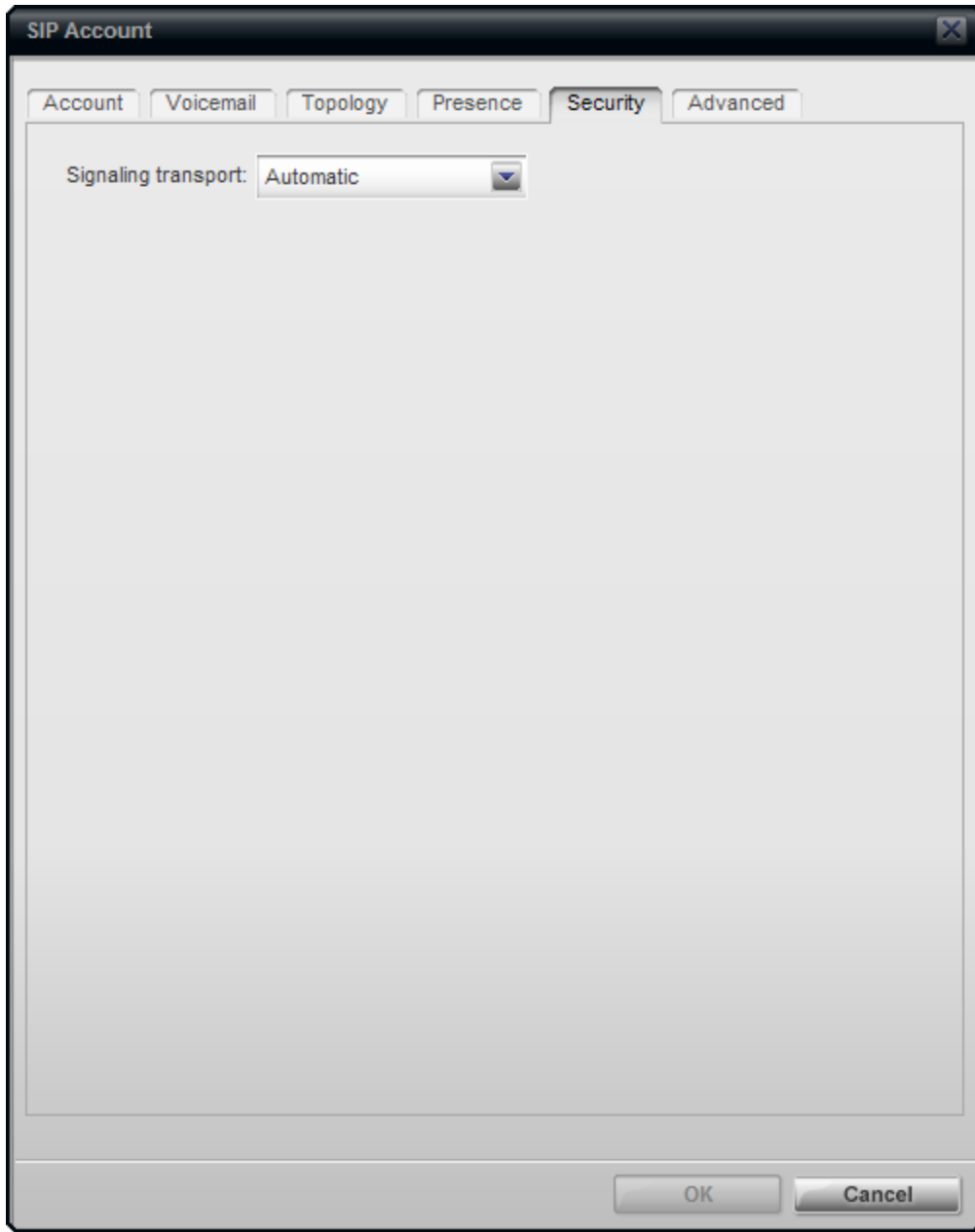


Table 10: SIP Account Properties – Security

Field	Description
Signaling Transport	<p>Contact your VoIP service provider to identify the types of transport that are supported. Then choose a supported transport:</p> <ul style="list-style-type: none"> <li>• Automatic: Bria sets up the transport based on the capabilities of the network and the Bria computer. Choose this option if you do not care which transport is used.</li> <li>• TCP: This transport provides no signaling security.</li> <li>• UDP: This transport provides no signaling security.</li> <li>• TLS: Choose this option to request signaling encryption.</li> </ul>

## SIP Account Properties – Advanced

Table 12: SIP Account Properties – Advanced

Field	Description
<b>Register Settings</b>	
Reregister every	<p>The time interval between Bria’s attempts to reregister in order to refresh the account registration with the VoIP service provider for this account. A value of zero means not to reregister after the initial registration.</p> <p>This value is placed in the “Expires” header field of the REGISTER message.</p> <p>The factory setting is 3600.</p>

## Cypress Communications

Minimum time	<p>If the reregistration fails, Bria will wait this amount of time, then attempt to reregister. If the second attempt fails, Bria will wait twice this time and try again, then four times this time, and so on, until reregistration succeeds.</p> <p>The factory setting is 20.</p>
Maximum time	<p>This is the maximum wait time between attempts to reregister. Once this maximum is reached, Bria will wait this time for all subsequent attempts.</p> <p>For example, the min. time is 20 secs, the maximum time is 120 secs. Bria will attempt to reregister as follows:</p> <ul style="list-style-type: none"><li>• Wait 20 secs.</li><li>• Attempt to connect.</li><li>• If fail, wait 40 secs.</li><li>• Attempt to connect.</li><li>• If fail, wait 80 secs.</li><li>• Attempt to connect.</li><li>• If fail, wait 120 secs (the maximum)</li><li>• Attempt to connect.</li><li>• If fail, wait 120 secs, and so on.</li></ul> <p>The factory setting is 1800.</p>
<b>Timers</b>	
Enable session timers Default session time	<p>A session timer is a mechanism to detect whether a call session is still active from the signaling point of view. When the timer expires, a refresh is sent from one party to the other. The timer is then reset.</p> <ul style="list-style-type: none"><li>• Turn on to enable session timer. Enter a value in Default session time. The factory setting is 60.</li><li>• Turn off to disable session timer; refreshes will never be sent.</li></ul>
Session timer preference	<p>This field specifies your preference for which party should send the refresh. The preference is not a guarantee that the refresh will be performed by the specified party. The choices are:</p> <ul style="list-style-type: none"><li>• None: No preference.</li><li>• Local refreshes: Your computer sends.</li><li>• Remote refreshes: The other party sends.</li><li>• UAC refreshes: The user agent client (the party that initiated establishment of the communications) sends.</li><li>• UAS refreshes: The user agent server (the other party) sends.</li></ul>
Send SIP keepalives	<p>Typically on, to instruct Bria to send SIP keepalive messages in order to maintain a “pinhole” through your firewall for SIP messaging.</p>
Use rport	<p>Typically on.</p>
Send outgoing request directly to target	<p>When checked, requests with a complete URI (user@ABC.com) go to ABC.com and the “Send outbound via” field on the Account tab is ignored.</p> <p>Typically off. This field is intended for test labs and may cause problems in a NAT environment.</p>

## Appendix

### Application Hot Keys

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

## Dial Plan

When a call attempt is made, the call input (what you type, select or drag onto the call entry field) is compared to the dial plans that exist in order to select the SIP account to use and in order to determine if the input must be modified to ensure that the call can succeed. Each dial plan contains one or more patterns; if the input matches a particular pattern, then the input is modified according to the rules for that pattern, and then the call is placed using the account that the dial plan belongs to.

### Determining whether You Need a Dial Plan

If you are an independent user of Bria, you may need to modify the default dialing plan.

If you are deploying Bria in an enterprise, you will typically need to modify the default dialing plan.

1. Check with your VoIP service provider for any dialing plan information. If your service provider has a dialing plan, use it. If you have several SIP accounts, each with a different service provider, obtain the dialing plan for each account. Enter the dialing plan in the account information.
2. If no ready-made dialing plan is available for an account, enable only that account and make different types of phone calls:
  - Calls to another SIP address (rather than to the PSTN).
  - Local calls to the PSTN (if your VoIP service provider supports these calls)
  - Long-distance calls to the PSTN (if your VoIP service provider supports these calls).Try placing calls by typing in the entry field and also by selecting a contact.
3. If all types of calls succeed, the default dialing plan does not need to be modified for that account. If at least one type of call fails, you must modify the default dialing plan for that account.

### The Default Dial Plan

The default dial plan is:

```
#n\a\a.T;match=1;prestrip=2;
```

where #n is the account prefix (#1 for the first account in the list (proxy0), #2 for the second account (proxy1), and so on).

If the input is the account prefix and the number, then the Account for this dial plan is selected. The account prefixed is stripped from the number before the call is placed.

If all Accounts use this dial plan, then the behavior is as follows: if the input includes the account, then that account is used. In other words, you can force selection of a specific account by including the account prefix. If the input does not include #n, then the default account is used.

### How Dialing Plans Are Used

When you place a phone call, Bria takes the phone number (the input) and performs the following:

#### *Cleanup*

This step is not part of the dialing plan: it is always performed even when there is no dialing plan.

Input is cleaned up by removing spaces, dashes, open brackets, and close brackets.

### Matching

The input is compared to the patterns defined by the dial plan for each enabled account. Each account has one dial plan, and each dial plan has one or more patterns.

When a match is found between the input and the pattern, the account that this pattern belongs to is selected and the transformation for this pattern is performed.

If no match is found, the default account is selected and no transformation is performed.

### Transformation

The selected transformation is performed.

### Place Call

Then the call is placed using the transformed input.

### Dial Plan Syntax

In Bria, the dial plan establishes the expected patterns of characters for a telephone number or softphone address, and allows for modification (transformation) of input based on the match to a pattern. The dial plan has the following syntax:

```
pattern[ |pattern];match=1;<transformation>=<value>;[match=2;
<transformation>=<value>;]
```

Where:

- Items in [ ] are optional.
- Pattern: the pattern that will be matched. One or more patterns. Each pattern is separated by a | pipe. The pipe is optional after the last pattern. Each pattern is implicitly numbered, starting from 1.
- Match; Transformation: A pair that identifies the pattern number to compare with the input, and the transformation to perform on the input when a match is obtained. The transformation is optional (meaning that if there is no transformation for a pattern, then the input that matches this pattern is not transformed). One or more pairs.

“match=” is a literal. “n” identifies the pattern. “transformation=” is replaced by a keyword, see below. “value” is replaced by a value.

Spaces are allowed only in the <value> items.

Remember that dial plans are applied after the input has been cleaned up!

### Example

```
\a\a.T|xxxxxxxxxx;match=1;prestrip=2;match=2;pre=8;
```

where:

- \a\a.T is the first pattern.
- xxxxxxxxxxxx; is the second pattern.
- match=1;prestrip=2; is the first match-transformation pair.

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- match=2;pre=8; is the second match-transformation pair.

## Pattern

### Valid Content

The content for a pattern follows the digit map rules of RFC 2705, supplemented by the rules for regular expressions. Where there is an overlap between the digit map and regular expression rules, the digit map rules apply. For this reason, there are some special cases, included in the table below.

The following table describes the most common elements. As mentioned, all regular expression elements are supported.

Element	Origin	Description
0 1 2 3 4 5 6 7 8 9	Literals	Literal digits, used as is.
# * a to z	Literals	Literal characters, used as is. Special cases: <ul style="list-style-type: none"><li>• The literal x character is represented by \x.</li><li>• The literal t character is represented by \t.</li></ul>
x	Digit map rules	Wildcard for any single digit, 0 to 9.
\a	Regular expression rules	Wildcard for any single alphanumeric character.
[digit-digit]	Regular expression rules	A digit within the specified range.
[character-character]	Regular expression rules	A character within the specified range.
[digit1, digit2, digit3]	Regular expression rules	One of the characters in the collection.
.	Digit map rules	Repeat the last element 0 or more times. For example, xxxx. means repeat the last x 0 or more times, which means this pattern matches three or more digits (not four or more digits)! Use of this element results in a pattern with “minimum requirements”.
T	Digit map rules	A timeout period will take place before automatic dialing starts. The T timer forces Bria to wait after a match is made. This timer should always be included in these situations: <ul style="list-style-type: none"><li>• Any pattern that uses the . (dot). For example, if the pattern is xxxx. then adding a timer lets you type three or more digits. If there is no timer, then as soon as you type three digits, Bria makes the match as soon as you type three digits.</li><li>• Any dial plan that has two patterns that are similar in elements but different in length. For example, if one pattern is xxx and the other pattern is xxxxxx, then adding the timer lets you continue typing past three digits,</li></ul>

		<p>in order to get a match on the second pattern.</p> <p>In this situation, the T timer should be included in the shorter pattern.</p>
--	--	--

### *Timers*

There are two timers, the T timer and the long timer. These timers are used in input comparison, as described in.

### *Transformation Keywords*

<b>Keyword</b>	<b>Description</b>
prestrip	Strip the first n characters from the input before placing the call.
poststrip	Remove n number of characters from the end of the input before placing the call.
pre	Add the specified account prefix to the input before placing the call.
post	Attach the specified postfix to the input before placing the call.
replace	Replaces the input with the specified string before placing the call.

### *Order of Transformations*

These transformations are always performed in the following order (the order in which the transformations are entered in the dial plan is not significant):

prestrip > poststrip > pre > post > replace

### **How the Input Is Processed**

#### **Comparing Input to the Dial Plan Patterns**

The input is compared to each dial plan in turn, starting with the first listed account. The process is slightly different depending on how the call is placed:

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- If the input was dragged or selected, then the entire input is compared to each dial plan. If a complete match is found, then that account is selected and the associated transformation is performed. If no match is found, the default account is selected and no transformation is performed.
- If you are typing the input, the digits are compared one by one as they are entered. The comparison will result in one of the types of matches described in the table below.

It is possible for the same input to get matched to different dial plans depending on whether the input is entered on the fly or dragged. It is important to keep this in mind when designing dial plan patterns.

### Results of the Comparison

Bria finds a match according to the following rules. These rules work on three elements:

- The patterns specified in the dial plan.
- The T timer, if it is included in the pattern. This timer is a short (critical) timer. T timer is 4 seconds.
- The long timer, which is always effective (it does not have to be included in the pattern). The long timer is 20 seconds.

Type of Match	Conditions	Result if You Press Enter or Dial	Result if You Stop Typing
Partial match	The characters typed so far follow the pattern but there are not yet enough characters for a pending or complete match.	The default account is selected. No transformation is performed.	If you stop typing for the long timer length (20 seconds), then the default account is selected. No transformation is performed on the characters typed so far.
Pending match	<ul style="list-style-type: none"><li>• The pattern has no . (dot) but does have the T timer. There is a perfect match.</li><li>• The pattern has a . (dot) and the T timer. The minimum requirements are met.</li></ul>	This pattern's account is selected and the transformation is performed.	If the T timer expires, this pattern's account is selected and the transformation is performed.
Complete match	<ul style="list-style-type: none"><li>• The pattern has no . (dot) and no T timer. There is a perfect match.</li><li>• The pattern has a . (dot) but does not have the T timer. The minimum requirements are met.</li></ul>	This pattern's account is selected and the associated transformation is performed.	This pattern's account is selected and the associated transformation is performed.
No match	The characters typed do not match the patterns for any dial plan.	The default account is selected and no transformation is performed.	Nothing happens even after the T timer and long timer have expired.

### Examples

#### Example 1

```
\a\a.T|xxxxxxx.T;match=2;pre="9"
```

This simple example shows how to differentiate between a PSTN number and a softphone address, and how to add a "9" dialing prefix only to the PSTN number.

### Example 2

```
3xxT|1xxxxxxxxxx|[2-9]xxxxxxxx|x.T;match=2;pre="9";
match=3;pre="91";match=4;prestrip=1;pre="9011"
```

3xxT	The first pattern is any three-digit number beginning with 3. No transformation. The assumption is that this is an internal extension. The timer forces Bria to wait after detecting a three-digit number beginning with 3, in case you are actually dialing a local call starting with 3.
1xxxxxxxxxx	The second pattern is any eleven-digit number beginning with 1. Prefix with 9 and dial as is. The assumption is that this is a long-distance PSTN call within North America (within North America, all long-distance calls start with 1).
[2-9]xxxxxxxx	The third pattern is any ten-digit number beginning with a number other than 1. The assumption is that this is a local PSTN call within a ten-digit dialing zone.
+x.T;	The fourth pattern is a number of any length that begins with +, to indicate an international PSTN call from North America. Delete the +, prefix with 9011 (011 is the number to access an international line from North America).
match=2;pre="9";	For the second pattern, prefix 9 to access an outside line.
match=3;pre="91";	For the third pattern, prefix 9 and 1 to access an outside line and enter the long-distance code.
match=4;prestrip=1;pre="9011"	For the fourth pattern, remove the + and prefix 9011 to access an outside line and enter the international code.

### Example 3

```
#1xxxxxxT|#19xxxxxx|xxxxxxT|9xxxxxx|;match=1;prestrip=2;pre=9;match=2;
prestrip=2;match=3;pre=9;
```

#1xxxxxxT	The pattern is an account prefix followed by seven digits. The timer forces Bria to wait to allow a match to the second pattern. The #1 is stripped off and 9 is prepended to access an outside line.
#19xxxxxx	The pattern is an account prefix followed by a 9 and seven digits. The #1 is stripped off.
xxxxxxT	The pattern is seven digits. The timer forces Bria to wait to allow matching to the fourth pattern. 9 is prepended to access an outside line.
9xxxxxx	The pattern is a 9 and seven digits. The input is not transformed.

This example assumes that the dial plan belongs to the first account.

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The dial plan is slightly trivial, because it does not cover all the situations that a dial plan should be designed for (local calls, long-distance calls, international calls, and so on for the locale).

However, the example does illustrate two ideas:

- Handling of the account prefix (#1), if you are upgrading from Bria 1.1 and are accustomed to entering the account number.  
Use of # to identify the account is now deprecated. The dial plan should be capable of determining the account to use for this number. However, since users may still be in the habit of entering the account prefix, you may want to include this pattern to handle such a scenario.
- Distinguishing between a local seven-digit call in which 9 is not dialed (to access an outside line) and one in which 9 is dialed to access an outside line.

### Contact List Headings

Following is a list of all the headings that are used in the Bria contact list. This list can be useful when formatting a contact list in order to import it into Bria.

uri	business_number	sms_address s
display-name	business_number2	ms_address2
entry_id	business_number3	sms_address3
given_name	business_number4	sms_address4
surname	business_number5	sms_address5
email_address	business_number6	sms_address6
email_address2	mobile_number	custom_fields
email_address3	mobile_number2	custom_fields2
email_address4	mobile_number3	custom_fields3
email_address5	mobile_number4	custom_fields4
email_address6	mobile_number5	pres_subscription
sip_address	mobile_number6	
sip_address2	fax_number	
sip_address3	fax_number2	
sip_address4	fax_number3	
sip_address5	fax_number4	

sip_address6	fax_number5	
home_number	fax_number6	
home_number2	groups	
home_number3	comment	
home_number4	postal_address	
home_number5	default_address	
home_number6	default_address_type	

## Location of Files

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

```
C:\Program Files\Cypress Communications\Bria\
```

## Other Ways to Run Bria

### From a Hyperlink

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

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

For example:

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

### From the Command Line

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

```
Bria.exe
```

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

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

## Glossary

AEC	Acoustic echo cancellation. Processing of the audio or video signal to reduce the echo effect that can arise with a speakerphone or that can arise if the sound from the speakerphone or headphone leaks into the microphone.
AGC	Automatic gain control. Processing of the audio or video signal to adjust the microphone volume level so that the other party does not hear the distortion that might be caused by too high a microphone input or too low volume (due to too low input level).
AVI	Audio Video Interleave. A multimedia container format. AVI files contain both audio and video data in a standard container that allows simultaneous playback.
Broadband	Broad or wide bandwidth. In data transmission, the wider the band, the more data it is possible to transmit in a given time span. A cable, DSL and ADSL connection to the network provide broadband for data transmission. A dialup or ISDN connection typically provide a narrow bandwidth for data transmission.
Codec	The format by which audio or video streams are compressed for transmission

	over networks.
Default account	The SIP account that will be used when placing an outgoing call, if Bria does not determine that another account should be used. Bria uses the dial plan to determine the account to use. You can mark one account as the default account; see “Setting the Default Account”.
Dial plan	The rules that Bria follows in order to interpret the softphone address or phone number that the user has entered and to modify the number or address, as required, to ensure that the call will be placed successfully.
DTMF	Dual-tone multi frequency. DTMF is the system that is used in interactive voice-response menu systems such as the menu system for accessing voicemail messages. The DTMF system allows the user to interact with the menu by pressing keys on a dialpad or keyboard.
IM	Instant Messaging. A technology that lets users send text message and files for near instantaneous delivery and display on each others’ computers.
IP	Internet Protocol. A data-oriented protocol used for communicating data across a network. IP is the most common protocol used on the internet.
IP address	A unique number that devices use in order to identify and communicate with each other on a computer network using the IP standard.
Media	In a VoIP phone call, the audio and video portion of the information in a call. Compare to “Signaling”.
MWI	Message Waiting Indicator. An indicator that there is a voicemail message for the owner of an account.
Narrowband	In data transmission, the wider the band, the more data it is possible to transmit in a given time span. A cable, DSL and ADSL connection to the network provide broadband for data transmission. A dialup or ISDN connection typically provide a narrow bandwidth for data transmission.
Presence	An instant messaging feature that allows users to share information about their availability, mood, location and so on.
Proxy	See SIP account.
PSTN	Public Switch Telephone Network. The traditional land-line phone network.
RFC	Request for Comment. A document that describes an aspect of an internet technology. An RFC may be a proposed, draft or full internet standard.
RTP	Real-time Transport Protocol. A protocol for delivering the media portion of a data transmission over an IP network. SRTP is another media protocol.
Signaling	In a VoIP phone call, the information in a call that deals with establishing and controlling the connection, and managing the network. The non-signaling portion of the call is the Media.
SIMPLE protocol	Session Initiation Protocol for Instant Messaging and Presence Leveraging Extensions. The instant messaging (IM) protocol followed by Bria. It encapsulate the rules for exchanging instant messages.
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.

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SRTP	Secure Real-time Transport Protocol. A protocol for delivering the media portion of a data transmission over an IP network. SRTP is a secure protocol, which means that the media is encrypted. RTP is another media protocol.
TCP	Transmission Control Protocol. A transport protocol for delivering data over an IP network. Other transport protocols are TLS and UDP.
TLS	Transport Layer Security. A transport protocol for delivering data over an IP network. TLS is a secure transport protocol, which means that all the data being transmitted (signaling and media) is encrypted. Other transport protocols are TCP and UDP.
UDP	User Datagram Protocol. A transport protocol for delivering data over an IP network. Other transport protocols are TCP and TLS.
URI	Uniform Resource Identifier. A name or address that identifies a location on the world wide web. A softphone address is a type of URI.
URL	Uniform Resource Locator. A URI that both identifies a name or address and indicates how to locate it.
USB device	Universal Serial Bus device. A device that follows a specific communications standard. A headset may be a “USB type” of headset.
VAD	Voice Activity Detection. A technology that detects if audio is a human voice or background noise. Bria includes a feature (Preserve bandwidth on the Network panel of the Preferences window) that controls whether audio is transmitted when VAD determines that no one is actually speaking.
vCard	An electronic business card that is often attached to an e-mail. It often appears as a “signature” block that identifies the person, their title, and their business.
VoIP	Voice over Internet Protocol. A variation of IP used for sending voice data over the internet, in other words, used for making phone calls over the internet.
VoIP service provider	A business that provides a VoIP service, allowing a user to connect to the internet in order to make VoIP phone calls using Bria. The VoIP service provider sets up a SIP account for the user.
WAV	Or WAVE. A file format standard for storing audio on PCs.