



# Bria Mobile User Guide

iOS - Version 6.10.1




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## About this document

Bria Mobile User Guide - iOS - Version 6.10.1  
Publication date: 2022-11-16

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# Introduction to Bria Mobile: VoIP Softphone

This user guide describes how to use and configure Bria Mobile: VoIP Softphone. Bria Mobile is a softphone for the Apple iPhone, iPad, and iPod touch. With Bria Mobile, you can use a Wi-Fi Internet connection on an iPhone, iPad, or an iPod touch to make and receive calls without using a mobile data plan. You can also use a mobile connection for calls when you are not in a Wi-Fi zone with an iPhone or iPad but not with an iPod touch.

Bria Mobile is a subscription based app that you can purchase on a monthly basis.

Bria Mobile does not come with a SIP or XMPP service. You must have a subscription to a SIP/VoIP service provider in order to make calls. In order to use presence and messaging, your SIP service provider must support SIP SIMPLE or you must have an XMPP account from a third-party provider.

If you are looking for a PDF version for printing or downloading, [check this page](#).

## Bria Mobile Features

### Standard telephone features

Bria Mobile softphones have all standard enterprise telephone features, including:

- [Multiple account support for accounts on any SIP-compliant server](#)
- [Contact List](#)
- [Favorites List](#)
- Call display and [voice mail](#) indicator
- [Speakerphone](#), [mute](#), and hold
- [Call history](#) integrated with the native iOS call history
- [Audio call record and ability to share recordings](#)
- [Ring tones](#) and [contact avatars](#)
- [Dial plan support](#)

- Multiple call support
  - Swap between active calls
  - Three-way audio conference: Merge and split calls
  - Transfer calls
- Redial
- Do not disturb
- Audio codecs: G.711ALaw, G.711uLaw, G.722, G.729, GSM, Opus, SILK™-NB, SILK-WB, SILK-SWB, Speex-NB, and Speex-WB
- DTMF support: The ability to enter numbers to use an auto attendant

## Advanced features

Bria Mobile also supports the following features and functions:

- Video calls with 720p video support
- Video codecs: H.264 and VP8
- Presence and messaging using the XMPP protocol or the SIP SIMPLE protocol
- NAT traversal: STUN, TURN, ICE, and rPort
- Secure call signaling: TLS
- Audio encryption: SRTP
- Quality of Service: QoS
- DNS SRV record lookups
- Call quality statistics
- Application diagnostic: Logging and log files uploading
- Siri support for calls
- Siri support for messages
- Support for the following languages in addition to English: Chinese (Simplified and Traditional), Dutch, French, German, Italian, Korean, Japanese, Polish, Portuguese (Brazil), Russian, and Spanish

# Requirements

## Service requirements

- A VoIP service subscription with a local service provider in order to make audio or video calls with Bria Mobile. Please contact your local service provider to subscribe.
- An XMPP service subscription for presence and messaging.

## System requirements

Component	Requirement
Operating system	iOS 14 or higher
Supported Devices	iPhones, iPods and iPads that run the required OS version.

## Supported accessories

Bria Mobile supports the following accessories:

- Headset with microphone (including Bluetooth™): Bria Mobile uses the earpiece and microphone on the headset.
- Headphones (no microphone): Bria Mobile uses the earpiece on the headphone and the built-in microphone on the device.


**Note: Important VoIP over Mobile and Cellular data notice:** Some mobile network operators may prohibit or restrict the use of VoIP functionality over their network and may also impose additional fees or other charges in connection with VoIP use. CounterPath will not be held liable for any charges, fees or liability imposed by your carrier for use of VoIP over mobile and cellular data.

**Warning: Emergency calls:** CounterPath's Bria Mobile products provide handling designed to redirect emergency calls to the Native Cellular Dialer when possible on a best reasonable commercial efforts basis, however this functionality is also dependent on the operating system of the mobile phone which is outside of our control and subject to change at any time. As a result, the official position of CounterPath is that CounterPath's Bria Mobile product is not intended, designed, or fit for placing, carrying or supporting Emergency Calls. CounterPath will not be liable for any costs or damages arising either directly or indirectly from the use of the software for Emergency Calls. Using Bria Mobile as a default dialer may interfere with dialing emergency services.



# Getting started

## Launching Bria Mobile

Tap  Bria Mobile to launch Bria Mobile or press and hold the **Home** button on your iPhone or iPad and ask Siri to "Launch Bria Mobile". The Bria Mobile screen appears after a few seconds.

## Giving permissions to Bria Mobile

Bria Mobile asks you to give permissions for the following:

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

## Connecting to the service

First, you need an account for SIP and XMPP. See [Setting up accounts](#).

You should be connected as your system administrator has done all the configurations for you. See [Account status and network quality](#) on how you know you are connected to the service. Use Bria Push to stay connected while saving battery. More details on [Push notifications](#).

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


## Purchasing a subscription

Bria Mobile is a subscription product that can be subscribed to on a **Monthly Plan**. Your subscription starts with a 14-day free trial. If you cancel your subscription within the 14-


day trial period, you will not be charged.

To begin using Bria Mobile, choose the **Monthly Plan**. For more information on managing your subscription, see [Subscription](#).

## To complete the initial setup

1. Set up a Wi-Fi connection on your device. Go to **iOS Settings > Wi-Fi** and make sure the Wi-Fi is turned on. If Wi-Fi is turned off, turn Wi-Fi on and select the network you want to connect to. If required, enter the password for the network.
2. Set up mobile data (optional) on your device. Go to **iOS Settings > Cellular** and turn on **Cellular Data**.
3. Tap  Bria Mobile on your device.
4. Read information about Bria Mobile by swiping through the introductory screens. At any time, tap **Get Started**.
5. Choose the **Monthly Plan** subscription.
6. Tap **Continue** in **Confirm Purchase**. If required, enter your Apple ID password. Bria Mobile displays a confirmation message.
7. Review the **What's New** features or tap **Skip** or **Go to Bria Mobile**.
8. When prompted, give Bria Mobile the following permissions:
  - Allow Bria Mobile to access your microphone
  - Allow Bria Mobile to access your contacts
  - Allow Bria Mobile to use Siri
  - Allow Bria Mobile to send notifications on the iPhone or iPad.

Without the permissions, Bria Mobile's **Contacts** tab will be empty and Bria Mobile calls will have no audio. To modify permissions, go to **iOS Settings > Bria Mobile > Allow Bria Mobile To Access**.

9. If there is no Wi-Fi network available, you need to let Bria Mobile use mobile data. Open Bria Mobile and tap  **Menu > Settings > Preferences** and turn on **Use When Available** and **Allow VoIP calls**.

You can now set up Bria Mobile for voice and video calls.

**Note:** We strongly recommend that you perform your initial setup from within a known network, such as in your enterprise or university campus Wi-Fi zone or within range of your home network and not in a network such as an Internet Cafe.

## Exiting Bria Mobile

To exit Bria Mobile:

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

## Setting up accounts

Bria Mobile supports SIP and XMPP accounts.

A SIP account is used to make voice and video calls in Bria Mobile. The SIP account can also be used for presence and messaging if your VoIP service provider supports SIP SIMPLE.

An XMPP account is used for presence and messaging. An XMPP account is not required.

### Prerequisites for setting up accounts

The following information is required to set up your SIP accounts and XMPP accounts.

#### SIP account

You need the following information from your VoIP provider to set up your SIP account

- User ID
- Domain
- Password
- Authorization name, if used by your service provider
- Voicemail number, if used by your service provider

You may also require your:

- Firewall traversal method
- Server address
- Server user name
- Server password (optional)
- Port ranges (optional)

**Note:** See [Account Advanced \(SIP\) - Transport and Security](#) for more information.

## XMPP account

You need the following information from your XMPP provider to set up your XMPP account.

- User ID
- Domain
- Password

## Setting up Bria Mobile for voice

To use Bria Mobile for voice and video calls, a SIP account is required. Get your username, password, and domain from your VoIP service provider. If you have voice mail with your service provider, your VoIP service provider uses an authorization name, or your VoIP service provider uses an outbound proxy, get your voice mail number, the authorization name, and the outbound proxy from your VoIP service provider as well.

If you plan to use your SIP account for presence and messaging, make sure your VoIP service provider supports SIP SIMPLE for presence and messaging first.

You will need the following information from your VoIP service provider.

## SIP account requirements

To place calls on Bria Mobile, you need to have a SIP account. You will need to obtain the following information from your VoIP service provider.

- Username
- Password
- Domain

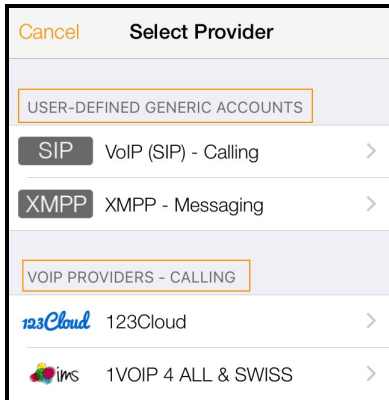
- Authorization name, if used by your service provider
- Voice mail number, if your service provider offers this feature

## To set up a SIP account

1. If you are not on the **Select Provider** screen, go to **Settings > Accounts** and tap **+** **Add**.

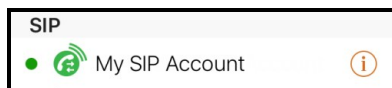


2. Select your VoIP service provider from **VoIP Providers - Calling**. If your VoIP service provider is not listed, tap **VoIP (SIP) - Calling** from **User-Defined Generic Accounts**.



3. Complete **Account Name**, **Display as**, **Username**, **Password**, **Domain** and **VM Number** (if you have voice mail) with the information provided by your VoIP service provider.
4. If you have an authorization name, tap **Account Advanced** and complete **Auth Name**. Tap **< New SIP Account** to return to the **New SIP Account** screen.
5. Tap **Enable**.
6. Tap **Save**.

Your SIP account is set up. Bria Mobile displays the SIP account in **Settings > Accounts**.



## Setting up multiple SIP accounts

You can have more than one SIP account if you have more than one VoIP service provider. To add another account, follow the steps above in [To set up a SIP account](#).

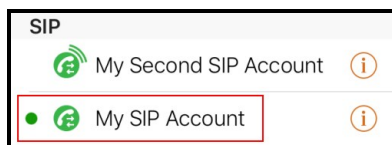
## Setting your primary SIP account

One SIP account is always set up as your primary account. Bria Mobile uses your primary account to make voice and video calls unless you choose a different SIP account at the time you place a call. To change the SIP account used during a call, see [Changing SIP Accounts](#).

## To set your primary SIP account

1. Go to **Settings > Accounts**.
2. Tap the account you want to set as your primary account.

Your primary account has a green dot beside it in **Settings > Accounts**.



## Setting up your SIP account for presence and messaging

If you plan on using your SIP account for presence and messaging, you need to complete these additional steps.

## To set up a SIP account for presence and messaging

1. Go to **Settings > Preferences**.
2. Turn on **Enable IM & Presence** and **Enable SMS** (if applicable).
3. Tap **Yes** on **Changes Not Applied**.
4. Go to **Settings > Accounts** and tap **More Info** beside your SIP account.
5. Turn off **Enabled**.
6. Tap **Account Specific Features**.
7. Turn on **Enable IM & Presence** and **Enable SMS** (if applicable).
8. Tap **Back** to return to **Account Details**.

9. Turn on **Enabled**.

The **Messaging** tab appears on the resource panel. The account is ready for presence and messaging.

When a SIP SIMPLE account is used for presence and messaging, you must add Buddies manually. See [Roster](#).

## Setting up Bria Mobile for presence and messaging

With presence and messaging, you can share your online status (presence) with your Buddies and exchange instant messages (IMs) with them.

Bria Mobile supports the XMPP and SIP SIMPLE presence and instant messaging protocols. 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 mobile phone numbers is also available with your SIP account if your VoIP service provider supports this service.

## Setting up a SIP account for presence and messaging

Make sure your VoIP service provider supports SIP SIMPLE for presence and messaging first. If you have not created your SIP account, see [SIP account requirements](#).

## To set up a SIP account for presence and messaging

1. Go to **Settings > Preferences**.
2. Turn on **Enable IM & Presence** and **Enable SMS** (if applicable).
3. Tap **Yes on Changes Not Applied**.
4. Go to **Settings > Accounts** and tap ⓘ **More Info** beside your SIP account.
5. Turn off **Enabled**.
6. Tap **Account Specific Features**.
7. Turn on **Enable IM & Presence** and **Enable SMS** (if applicable).
8. Tap **Back** to return to **Account Details**.
9. Turn on **Enabled**.

The **Messaging** tab appears on the resource panel. The account is ready for presence and messaging.

When a SIP SIMPLE account is used for presence and messaging, you must add Buddies manually. See [Roster](#).

## Setting up an XMPP account

You can add an XMPP account to Bria Mobile to use for presence and messaging. An XMPP account is required to use chat rooms.

### XMPP account requirements

To send messages using an XMPP account, you need to obtain the following information from your service provider.

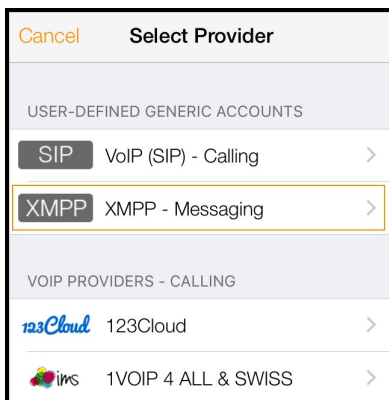
- Username
- Password
- Domain

## To set up an XMPP account

1. Go to **Settings** > **Preferences**.
2. Turn on **Enable IM & Presence**.
3. Go to **Settings** > **Accounts** and tap **Add**.



4. Tap **XMPP - Messaging**.



5. Complete **Account Name**, **Username**, **Password**, and **Domain** with the information provided by your XMPP Provider.
6. Turn on **Enable**.



## 7. Tap **Save**.

The **Messaging** tab appears on the resource panel and Bria Mobile displays the XMPP account in **Settings > Accounts**. The account is ready to be used for presence and messaging. As soon as your account is connected to an XMPP server, your XMPP roster appears in your **Buddies** list.



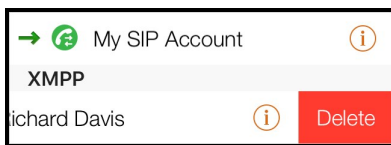
## Deleting a SIP or XMPP account

If you are no longer using a SIP or an XMPP account you can delete it from Bria Mobile.

SIP and XMPP accounts are deleted using the standard Apple action for revealing the **Delete** button.

## To delete an account

1. Go to **Settings > Accounts**.
2. Swipe the account to be deleted to the left.
3. Tap **Delete**.



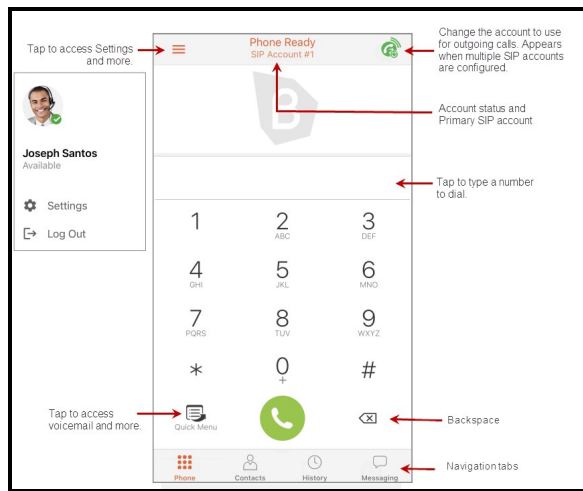
The account is deleted and Bria Mobile no longer displays the SIP or XMPP account in **Settings > Accounts**. When you delete your XMPP account, your XMPP contacts no longer appear in your **Contacts**.

# Using Bria Mobile's interface

## Navigating the app


### iPhone interface

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



### Navigation tabs


 **Phone**: Opens the dial pad

 **Dial pad**: Indicates you have a **new voicemail**


 **Contacts**: Opens **Contacts**

 **Contacts**: Indicates you have a **new XMPP Buddy request**

 **History**: Opens **History**

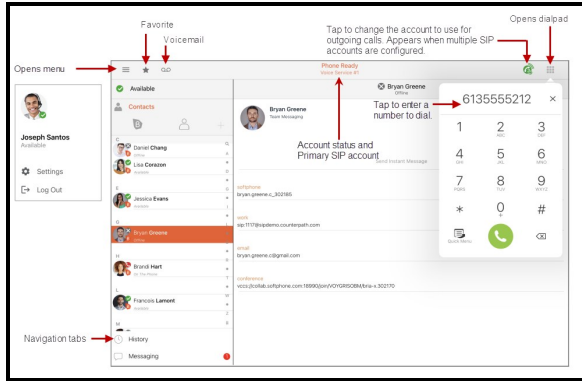
 **History**: Indicates you have a new **missed call**

 **Messaging**: Opens **Messaging**

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

### iPad interface

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



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

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

## Icons on the tool bar

☰ **Menu:** Tap to access options such as Settings and Exit.

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

∞ **Tap to listen to voicemail:** Tap to listen to **voicemail**

📞 **Select Dial-out Account:** Tap to **choose the account to use for outgoing calls**. Only appears in more than one SIP account is registered.

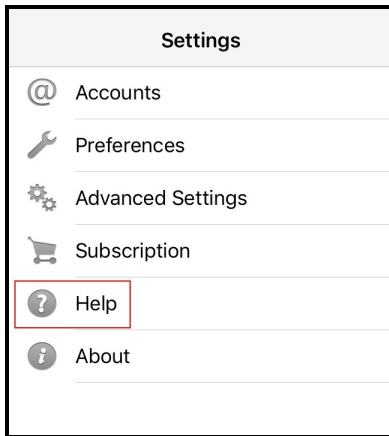
☒ **Dial:** Tap to open the dialpad. Tap outside the popup to close it

## Online help

Online help can be accessed from the **Settings** menu.

### To access online help

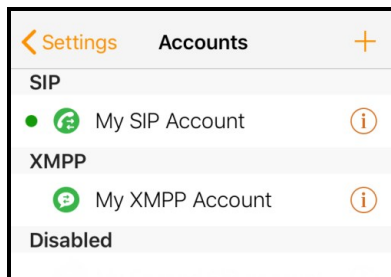
1. In Bria Mobile, tap ☰ **Menu** in the top left corner, then tap **Settings**.
2. Tap **Help**.



Quick Help opens.

## Account status and network quality

Each of your accounts displays its status under **Settings > Accounts**.



### Account status

Accounts can be registered, not registered, in the process of registering, or disabled.

#### SIP account status with Push enabled

 The account is in the process of registering

 The account is registered and can be used to make and receive voice and video calls

 The account is registered and can only be used to make phone calls.


To allow incoming calls:

1. Turn off **Settings > Enabled**.
2. Turn on **Settings > Accounts > Account Advanced > Incoming Calls**.

### 3. Turn on **Settings > Enabled**.

 The account is disabled.

Open the account and turn on **Enabled**.

 The account is enabled but registration failed. Check that you entered your credentials properly.

- The primary account. This account is used for outgoing calls unless you select a different account when placing a particular call.

### **SIP account status with Push disabled**

 The account is in the process of registering

 The account is registered and can be used to make and receive voice and video calls


 The account is registered and can only be used to make phone calls.

To allow incoming calls:

1. Turn off **Settings > Enabled**.
2. Turn on **Settings > Accounts > Account Advanced > Incoming Calls**.
3. Turn on **Settings > Enabled**.

 The account is disabled.


Open the account and turn on **Enabled**.

 The account is enabled but registration failed. Check that you entered your credentials properly.

- The primary account. This account is used for outgoing calls unless you select a different account when placing a particular call.

### **XMPP account status**

 /  **Alternating** The account is in the process of registering.

 The account is connected to an XMPP server and can be used for presence and messaging.

 The account is disabled.

Open the account and turn on **Enabled**.

❌ The account is enabled but registration failed. Check that you entered your credentials properly.

## Network quality

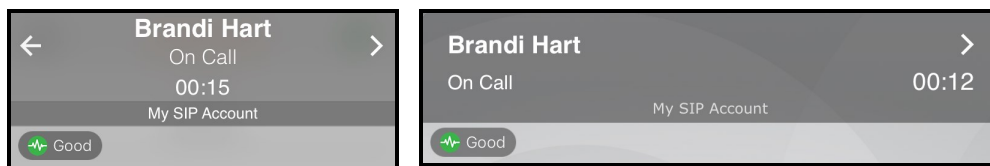
During a call, you can view the network quality. The **Network Quality Indicator** on the call panel displays the current network conditions.

🟢 Good

🟡 Fair

🔴 Poor

⚪ Unknown



## Wi-Fi networks

If the **Network Quality** indicator shows **Poor**, this indicates there is network congestion or a poor quality Wi-Fi signal. Try moving closer to your Wi-Fi access point.

## Mobile networks

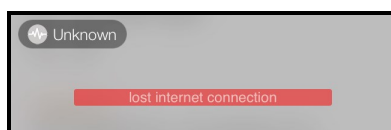
If the **Network Quality** indicator shows **Poor**, this indicates that you may be:

- Between cellular towers
- Experiencing adverse weather conditions
- Nearing the maximum range of the closest tower.

If possible, move closer to the tower.

## Network lost indicator

During a call, you may lose network connectivity. When this occurs, you see a visual indicator on the screen - **Lost internet connection**.



To turn on an optional audio indicator, enable **Settings > Preferences - Call In Progress > Play Tone On Network Lost**. When this setting is enabled, you hear an audio chime if the network loses connectivity. You also hear a second chime when network connectivity is restored. By default, this settings is off.

## Push notifications

Bria Mobile offers Bria Push Service to users to allow users to receive incoming calls when Bria Mobile is in the background or exited.

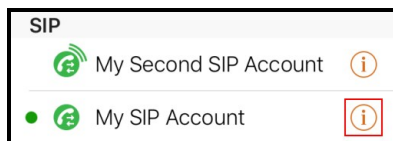
**Note:** When you use the Bria Push Service, your account configuration is stored on CounterPath's push notification server. The data is securely transmitted in accordance to our [Privacy Policy](#). In order to use the Bria Push Service, you must accept the Bria Push Service agreement.

## Enabling push notifications

When you create a new SIP account, the Bria Push Service is enabled by default. If the Bria Push Service is not enabled on Bria Mobile, use the following procedure to turn it on.

### To enable push notifications

1. Go to **Settings > Accounts** and tap ⓘ **More Info** beside the SIP account you want to enable push notifications for.




2. Turn off **Enabled**.
3. Turn on **Use Push Notifications**.
4. If required, change the settings for **Registration Mode** and **NAT Emulation**.
5. For most VoIP service providers, no changes are required in **Advanced Settings**. If your VoIP service provider requires you to use difference SIP proxies for Bria Mobile and the Bria Push server, change the settings for **SIP Proxy**. If your VoIP service provider does not follow the SIP RFC specifications, find out from your VoIP

service provider if you should enable **Insert R Instance**, **Disable Hash Token**, **Auto Send 180**, and **Disable Override Domain**, and set **Service Refresh Interval**.

6. Turn on **Enabled**.

The Bria Push Service is enabled. You will receive calls if Bria Mobile is in the background or exited.

To make sure that push notifications are enabled, look at the icon beside the account in **Settings > Accounts**. If the account has push enabled, there will be green lines above the SIP account icon .

## Push Registration Mode

This option controls how the combination of the Bria Mobile client and the Bria Push server interact with the SIP server. For some customer's SIP servers, the registration mode may not matter or make a substantive difference to the behavior of the SIP Server or the reliability of the reachability of the Bria Mobile client. For another customer's, the registration mode will matter quite a bit because one of the registration modes works best to address the particular limitations of the customer's SIP Server. Customer administrators and IT staff should carefully understand these registration mode options and their potential impacts.

- **Standard (0)**

The Standard registration mode allows both the Bria Push servers and the Bria Mobile clients to register to a customer's SIP account in an alternating manner. In this mode, there may be short overlaps of registration where both the Bria Push server and the Bria Mobile client are registered to the SIP server. Some PBXs, SIP servers or SIP services may have issues with this registration overlap. If you encounter an issue with registering to the SIP server or receiving push notifications, select a different registration mode.

- **Single Device Emulation (1)**

The Single Device Emulation registration mode ensures that both the Bria Mobile client and the Bria Push server unregister before the other one registers. In other words, the Bria Mobile client and the Bria Push server never register to a PBX, SIP server, or SIP service at the same time. The Bria Mobile client controls the registrations by requesting the Bria Push server to register only after the Bria Mobile client has de-registered and alternately, by receiving confirmation that the Bria Push server has de-registered before the Bria Mobile client registers directly to



the SIP server. The Bria Mobile clients will also not register while they are in a call delivered through the Bria Push server so that they do not cause potential issues with the call in progress being terminated by the SIP Server.

Note that when in the Single Device Emulation registration mode, there are periods of time (typically fractions of a second) when neither the Bria Mobile client or the Bria Push server will be registered to the PBX, SIP server or SIP service. This gap could lead to a missed call if the call is presented to the SIP server at the same time that neither element is actively registered. This is a downside of the requirement of the SIP server that only one element be registered at any one time.

- **Continuous (2)**

The Continuous registration mode ensures that the Bria Push server is always registered on behalf of the Bria Mobile client. The Bria Mobile client still registers directly to the SIP server when in the foreground, but the Bria Push server does not de-register from the SIP server. In this mode, all inbound calls and all outbound calls from the Bria Mobile client are handled by the Bria Push server.

The Continuous mode, in particular, is used when a SIP server supports multiple registrations at the same time. This mode avoids any gap in SIP registration because the Bria Push server is always registered on behalf of the Bria Mobile client.

In the event of a call to the SIP account while the Bria Mobile client is in the foreground, the Bria Mobile client will receive an INVITE directly from the SIP server and via the Bria Push server. The Bria Mobile client will filter out these duplicate events and only allow one of the call attempts to progress.

- **Single Device Takeover (3)**

The Single Device Takeover mode is an enhanced option of the Single Device Emulation mode. The Bria Mobile client and the Bria Push server take over registrations from each other **without unregistering first**. Neither the Push server or the Bria Mobile client sends SIP de-registration messages when transitioning from one element to the other. It aims to eliminate gaps that are present in the other registration mode. This mode is in some cases beneficial for SIP servers that only support single registration.

## **Nat Emulation**

This option instructs the Bria Push server to simulate that the Bria Push server is registering from behind a Network Address Translation (NAT) router or another network element. Enable NAT Emulation if your VoIP service provider uses a session border controller. If enabling NAT Emulation results in no push notifications or no audio, disable NAT Emulation.

### **More details**

The Bria Push server simulates this NAT situation by inserting a SIP VIA header into the SIP REGISTER method that the Bria Push server sends to the SIP server. This VIA header often assists with ensuring that various NAT traversal techniques are enabled on a customer's Session Border Controller and/or SIP server. Enabling the various techniques supported by these platforms may assist with ensuring that registrations are maintained or may help with issues related to call delivery or RTP stream establishment.

## **Advanced push settings**

### **SIP Proxy**

The option allows the customer to specify a SIP Proxy specifically for use by the Bria Push Server. It is important to note that this is an alternative to the SIP proxy configured as part of the regular SIP account configuration. In some very specific customer deployments, the customer would like the Bria Push server to register and receive calls from the SIP Server using a particular proxy while the Bria Mobile clients would use a different SIP Proxy either internally to a customer's local network or external to the customer's network.

### **Insert R Instance**

The Insert RInstance option instructs the Bria Push server to use a hash token as the rinstance in the contact header of SIP register. RInstance assists some SIP servers with identifying different clients contact addresses when servers support multiple registrations for a single SIP account. Refer to the Disable Hash Token option for an example of when to use RInstance.

### **Disable Hash Token**

The Bria Push server generates a globally-unique hash token for each customer to avoid possible SIP username collisions. The Bria Push server uses this token when registering to the SIP service on behalf of the Bria Mobile client's SIP account. In most cases, using

the hash token is beneficial and does not cause any problems for registration and call processing. However, some SIP servers, mainly PBXs that are not compliant to the SIP RFC specifications, cannot handle this token. If this is the case, disable hash token and try using RInstance instead in order to help the Bria Push server identify the clients. Note that some PBXs do not support RInstance either.

### **More details**

When the Disable Hash Token option is off (therefore using the token), the Bria Push server inserts a hash token in the uri.user portion in the contact header of SIP register. However, some SIP servers do not include the hash token in an INVITE message when sending it to the Bria Push server, which does not benefit the Bria Push server.

### **Auto Send 180**

The Auto Send 180 Ringing option instructs the Bria Push server to issue a SIP 180 RINGING message to the SIP server without waiting for the Bria Mobile client to be waken up for an incoming call. This option may help situations where your SIP service may timeout before the push notification is delivered to your device.

### **More details**

With Bria Push enabled, the Bria Mobile client establishes a secure WebSocket tunnel with the Bria Push server after the Bria Push server receives an INVITE from the SIP service. Once the tunnel is established, the Bria Push server relays the INVITE to the Bria Mobile client. The Bria Mobile client then sends 180 Ringing back to the Bria Push server and the Bria Push server relays it to the SIP service. This process takes longer than what occurs during a normal (non-push) foreground call.

When the Auto Send 180 option is enabled, the Bria Push server generates its own 180 ringing response and does not wait for the Bria Mobile client to create the secure WebSocket tunnel. This aims to shorten the delay and allows the Bria Push server to respond to the SIP service right away to the incoming INVITE. Note that this option aims to address only a part of the delay; the Bria Push Service involves processing through various elements that result in this time lag.

### **Disable Override Domain**

The Disable Domain Override option stops the Push server from replacing the To Header Domain Part of the INVITE with the domain included in the SIP account information.

### **Server Refresh Interval**

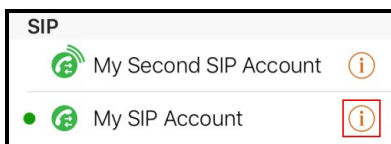
The Server Refresh Interval option instructs the Bria Push server to register with the SIP server for a particular requested re-registration interval. Value in seconds. Some SIP servers do not specify minimal refresh time in the registration response and ignore the REGISTER expires value. Note that according to the SIP standards, a SIP server can return a lower value in the 200OK which the Bria Push server will respect by re-registering at or before the lower interval requested.

## Testing push notifications

After setting up push on your SIP account, you can use the **Test Push Service** button to make sure that your device can communicate with the Bria Push server and that your device is able to receive push notifications from the [Apple APNS](#) push notification system. Your SIP account must be enabled in order to test push notifications.

## To test push notifications

1. Go to **Settings > Accounts** and tap ⓘ **More Info** beside the SIP account you to test.



2. Tap **Test Push Service**.

If you see **Push test passed**, push notifications are working. If push notifications fail, review your push notification settings and check the [Bria Mobile Push Checklist](#) to see if your device and your server can be used with the Bria Push Service.

You can also test push notifications by putting Bria Mobile in the background and trying to call it from another number. If you receive a notification of an incoming call, you have correctly set up the Bria Push Service.

## Stop receiving push notifications

There are multiple ways to stop receiving push notifications.

## To stop receiving push notifications

- Disable the Bria Push Service: Go to **Settings > Accounts** and tap ⓘ beside the SIP account and turn off **Settings > Accounts > Account (SIP) > Enabled**. Turn off

**Settings > Accounts - Bria Push Service > Use Push Notifications.** Make sure to turn on **Enabled** to use the SIP account.

- Disable the SIP account: Go to **Settings > Account** and tap ⓘ beside the SIP account and turn off **Enabled**.
- Change your presence to **Do Not Disturb**: When you change your presence to **Do Not Disturb**, incoming calls are rejected. Calls show in **History** as a **Missed Call** entry. To change your presence, see [Changing your status](#).
- Turn on **Do Not Disturb** on your device: When you use the device's **Do Not Disturb** setting, the call is shown on the screen but you will not hear an audible alert.
- Turn on **Client-Side Call Forwarding**: Go to **Settings > Preferences > Forward Calls**. Enter the number you want to forward the calls to in **To Number**.
- Disable incoming calls: Go to **Settings > Accounts > Account (SIP) > Account Advanced** and turn off **Incoming Calls**. Make sure to turn on **Enabled** to use the SIP account to continue to use your account for outgoing calls.
- Turn off device notifications for Bria Mobile: Go to the device **Settings > Notifications > Bria Mobile** and clear **Show Notifications**.

For more detailed information of push notifications, settings, and requirements for using push, see [Bria Push Service](#).

# Calls

You can use Bria Mobile to place and receive audio and video calls, as well as host a three-party audio conference call. You can also use Bria Mobile to record and transfer calls.

A user must have at least one SIP account registered in order to place and receive audio calls.

See also:

- [Placing a voice or video call](#)
- [Handling an incoming call](#)

## Incoming call handling

When multiple call handling features are enabled, Bria Mobile uses the enabled features in the following order.

1. [Call Blocking](#)
2. [DND](#)
3. [Call Forwarding - Global](#) (in Preferences)
4. [Call Forwarding - per account](#) (in SIP account)

## Placing a voice or video call

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

To place a video call on your iPhone or iPad, **Settings > Accounts (SIP) > Account Specific Features > Enable Video** and **Settings > Preferences > Enable Video** must be on.

The remote party will be offered video no matter which calling method you use if **Settings > Accounts (SIP) > Account Specific Features > Always Offer Video** is on.

In **Contacts** and **History**, you do not have to tap the **Call** prompt to place a voice call when all of the following conditions are met:

- **Settings > Accounts (SIP) > Account Specific Features > Enable SMS** is off
- **Settings > Accounts (SIP) > Account Specific Features > Enable Video** is off
- **Settings > Preferences > Single Touch to Call** is on
- You only have one active SIP account

The call starts as soon as you tap the phone number.

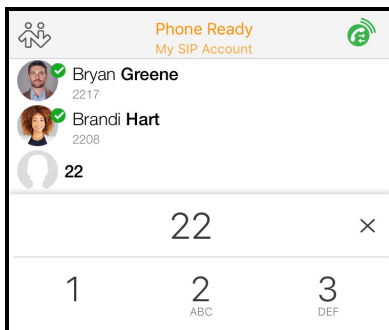
## Using the dial pad

The dial pad can only be used to place voice calls unless **Settings > Accounts (SIP) > Account Specific Features > Always Offer Video** is on. You can add video to the call once it has started.

## To place a call using the dial pad

### iPhone

1. Go to the **Phone** tab on the resource panel.
2. Type the number you want to dial. Tap **X Clear Number** to clear the entry or tap in the entry field to bring up the keyboard. Tap **RETURN** to close the keyboard. Bria Mobile brings up a list of matches and refines the list as you enter numbers and characters.

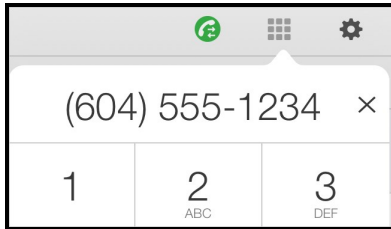


3. Tap **Dial** or tap on the contact you want to call.

Bria Mobile completes the call.

## iPad

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



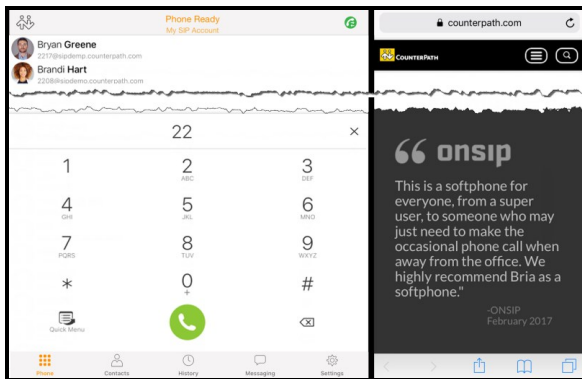
3. Tap **Dial**.

Bria Mobile completes the call.

## iPad in Split Screen

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

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



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

Bria Mobile completes the call.



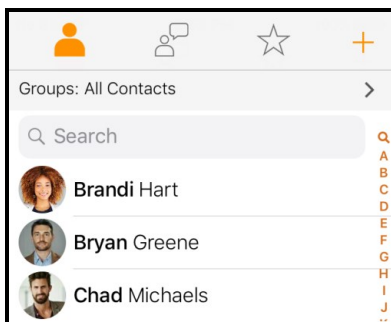
## Using Bria Mobile's contacts

If phone numbers from **Contacts** need to be modified before you dial (for example, to remove extra characters such as +), you can set up a **dial plan**.

## To place a call using Bria Mobile's contacts

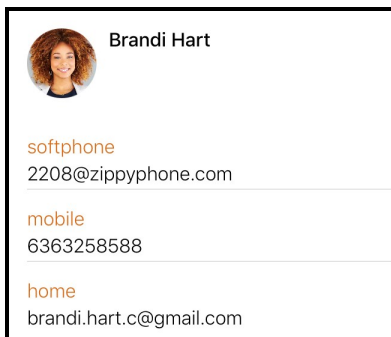
### iPhone

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

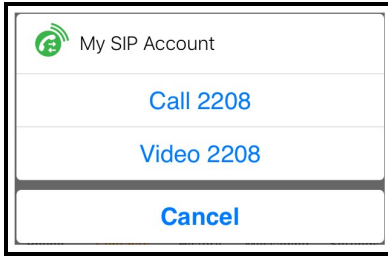


**Contact Details** opens.

3. Tap the number you want to dial.



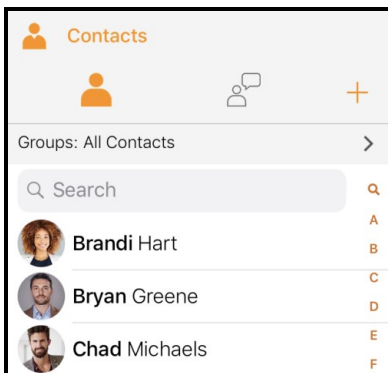
4. Tap **Call...** or **Video...**



Bria Mobile starts the call. If you are placing a video call, Bria Mobile starts sending your video as soon as the other party accepts the incoming call.

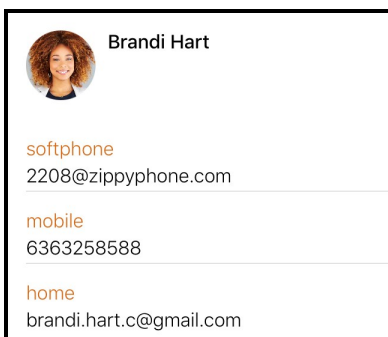
## iPad

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

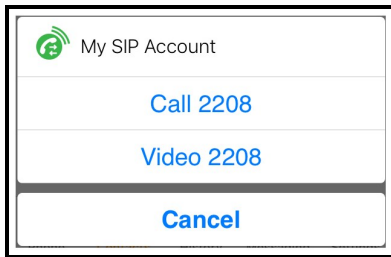


**Contact Details** opens.

3. Tap the number you want to dial.



4. Tap **Call...** or **Video...**



Bria Mobile starts the call. If you are placing a video call, Bria Mobile starts sending your video as soon as the other party accepts the incoming call.

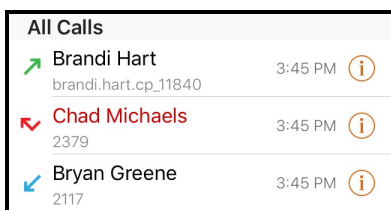
## Using History

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

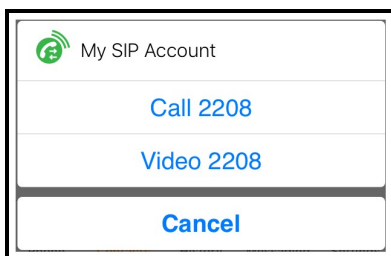
By default, Bria Mobile uses the SIP account that received the call as the dial out account. It uses the **default/primary account** if **Default Account for History** is enabled under **Preferences**.

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

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



3. Tap **Call...** or **Video...**

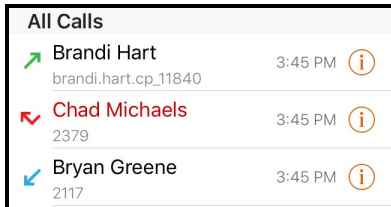


Bria Mobile starts the call. If you are placing a video call, Bria Mobile starts sending your video as soon as the other party accepts the incoming call.

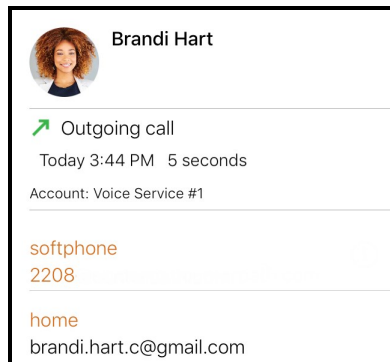
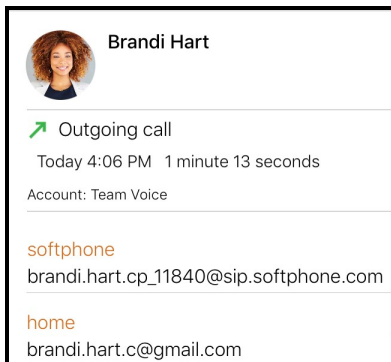
# To place a call using History details

## iPhone

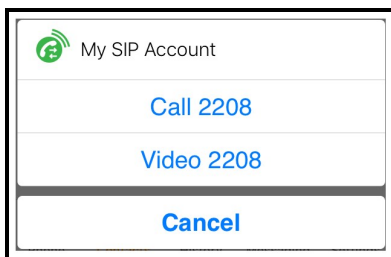
1. Go to the **History** tab on the resource panel.
2. Tap ⓘ beside the entry to open call details.



3. Tap the phone number in the call entry.



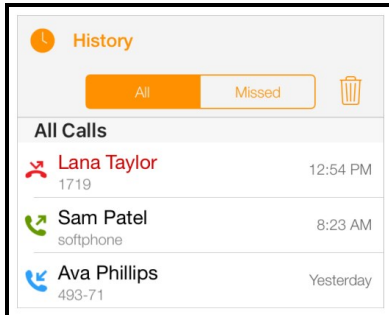
4. Tap the **Call...** or **Video...**



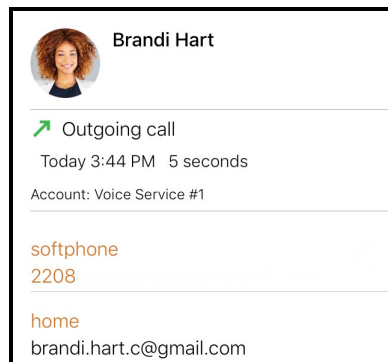
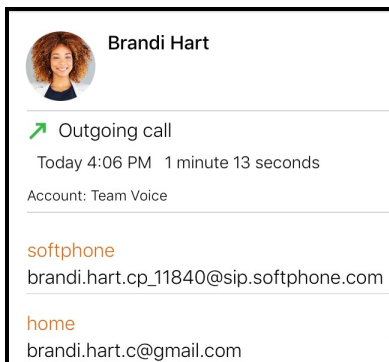
Bria Mobile starts the call. If you are placing a video call, Bria Mobile starts sending your video as soon as the other party accepts the incoming call.

## iPad

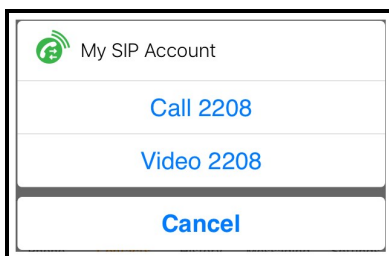
1. Go to the **History** tab on the resource panel.
2. Tap the entry to open call details.



3. Tap the phone number in the call entry.



4. Tap the **Call...** or **Video...**




Bria Mobile starts the call. If you are placing a video call, Bria Mobile starts sending your video as soon as the other party accepts the incoming call.

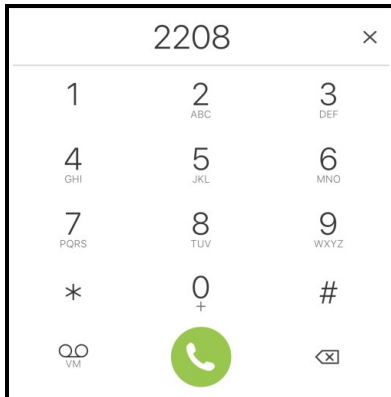
## Redial

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

## To use redial

### iPhone



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

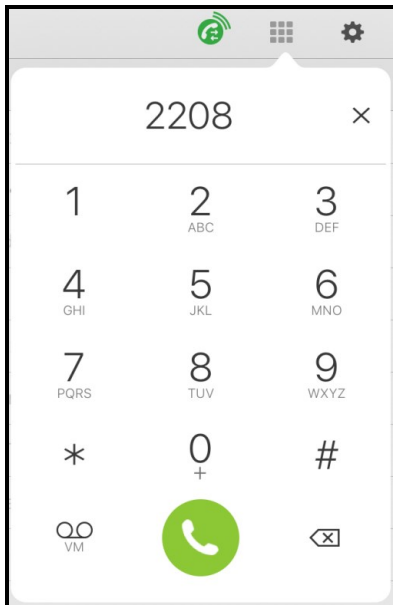


3. Tap  **Dial** again.

Bria Mobile redials the last number called.

### iPad

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



3. Tap  Dial again.

Bria Mobile redials the last number called.

## Using Siri

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

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

## To place a call using Siri

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

To place a video call: Ask Siri to "Video call Ava Phillips with Bria Mobile" or "Video call 6045551234 with Bria Mobile".

Bria Mobile starts the call. If you are placing a video call, Bria Mobile starts sending your video as soon as the other party accepts the incoming call.

## Adding video to a voice call

You can add video to the voice call after the call is established.

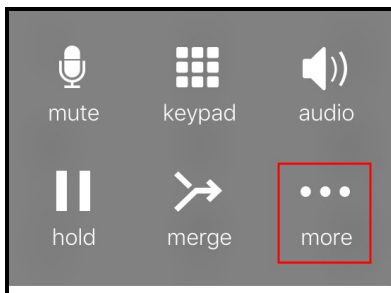
## To add video to a voice call by swiping left - iPhone only

1. Swipe left on the screen.

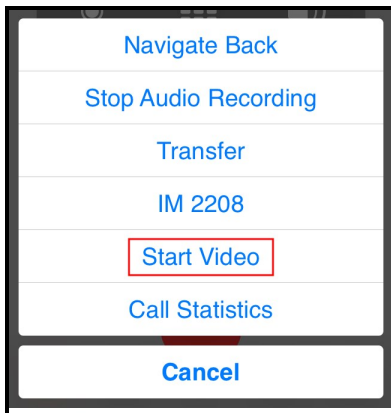
Bria Mobile starts initializing video. You see the remote party's video after they add video on their end.

## To add video to a voice call using the More menu - iPhone only

1. Tap  More.



2. Tap **Start Video**.

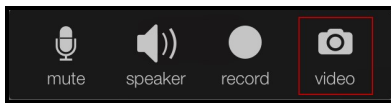


Bria Mobile starts initializing video. You see the remote party's video after they add video on their end.



## To add video to a voice call using the toolbar - iPad only

1. Tap  Video.



Bria Mobile starts initializing video. You see the remote party's video after they add video on their end.

**Note:** The camera is not available when you are running Bria Mobile on an iPad in split view



mode. Video is not sent and you see **Video Not Available** on your video preview.

## Changing SIP Accounts

Your primary SIP account is displayed under **Phone Ready**. If you have more than one SIP account enabled, you can change the account to use on a given phone call. The change to the SIP account can be on-going – all calls placed after the change will be on the new primary SIP account – or the change only applies to the current call.

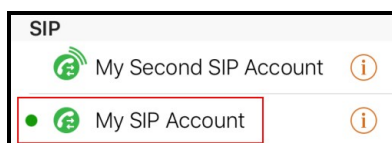
### Using settings – On-going

This method changes your primary SIP account for all future outgoing calls.

## To change your primary SIP account using settings

1. Go to **Settings > Accounts**.
2. Tap the account you want to set as your primary account.

Your primary account has a green dot beside it in **Settings > Accounts**.





### Using the status bar – On-going

This method changes your primary SIP account for all future outgoing calls.

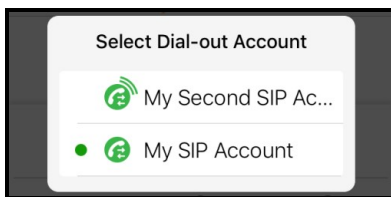
# To change the SIP account using the status bar

## iPhone

1. Go to the **Phone** tab on the resource panel and tap  **Select Dial-out Account**.  **Select Dial-out Account** is only displayed if you have more than one SIP account enabled.





2. Tap the SIP account you want to use from **Select Dial-out Account**.

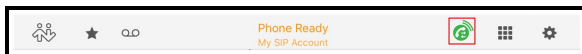


Bria Mobile displays the chosen account under **Phone Ready**. This account will be used for any future calls. Dial the number you want to call and Bria Mobile uses the selected SIP account to place the call.

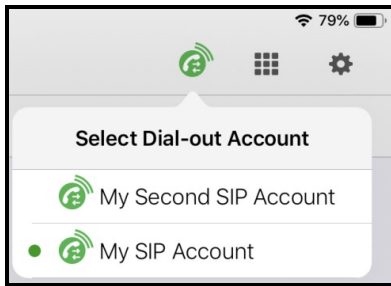


## iPad

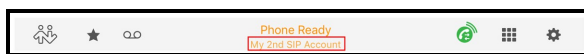
1. Tap  **Select Dial-out Account** on the toolbar.  **Select Dial-out Account** is only displayed if you have more than one SIP account enabled.



2. Tap the SIP account you want to use from **Select Dial-out Account**.



Bria Mobile displays the chosen account under **Phone Ready**. This account will be used for any future calls. Dial the number you want to call and Bria Mobile uses the selected SIP account to place the call.



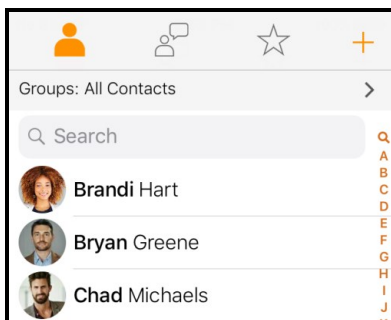
## Using Bria Mobile's Contacts – Temporary

This method changes your primary SIP account for the outgoing call only.

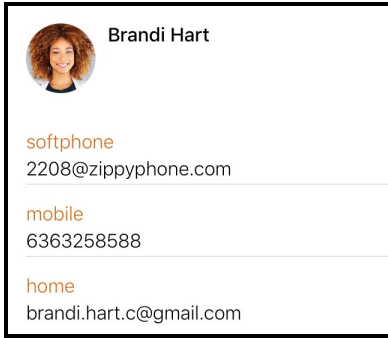
If **Settings > Accounts (SIP) > Account Specific Features > Enable Video, Enable IM & Presence**, and **Enable SMS** are off and **Preferences > Single Touch to Dial** is on, you cannot change the SIP account when you place the call using Bria Mobile's **Contacts**.


## To pick your outgoing SIP account using Contacts - iPhone only

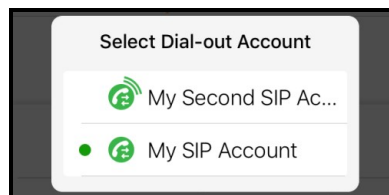
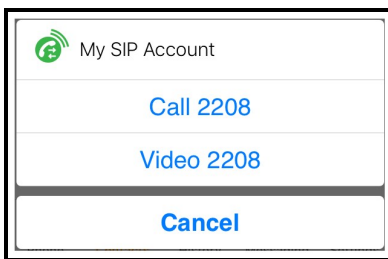
1. Go to the **Contacts** tab on the resource panel.
2. Select a contact by tapping on the contact or typing their name in the **Search** bar and tapping on the contact.



3. Tap the number you want to call.



4. Tap  **Select Dial-out Account** and tap the SIP account you want to use from **Select Dial-out Account**.

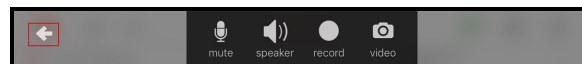
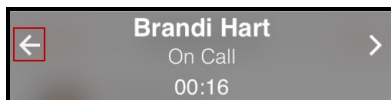


5. Tap the **Call...** or **Video...**

Bria Mobile displays the new SIP account above the **Call...** and **Video...** prompts. The SIP account is changed for this call only.

## Navigating away from a call

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



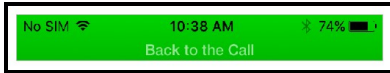
## To return to an active call

Return to an active call once you have navigated away.

## To return to an active call

## iPhone

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

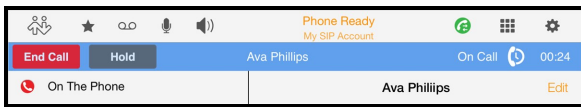


**Tip:** Aim to tap the bottom edge of the green element.

Bria Mobile returns to the call.

### iPad - Single call in the foreground

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



Bria Mobile returns to the call screen.

### iPad - Multiple calls in the foreground

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

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

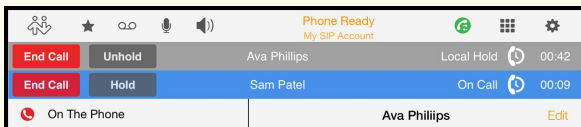
### iPad - Bria Mobile in the background

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



Bria Mobile returns to the call screen.

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




## Changing letters to numbers

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

First, make sure the preference for this feature is enabled, then use the keyboard to enter letters on the dial pad.

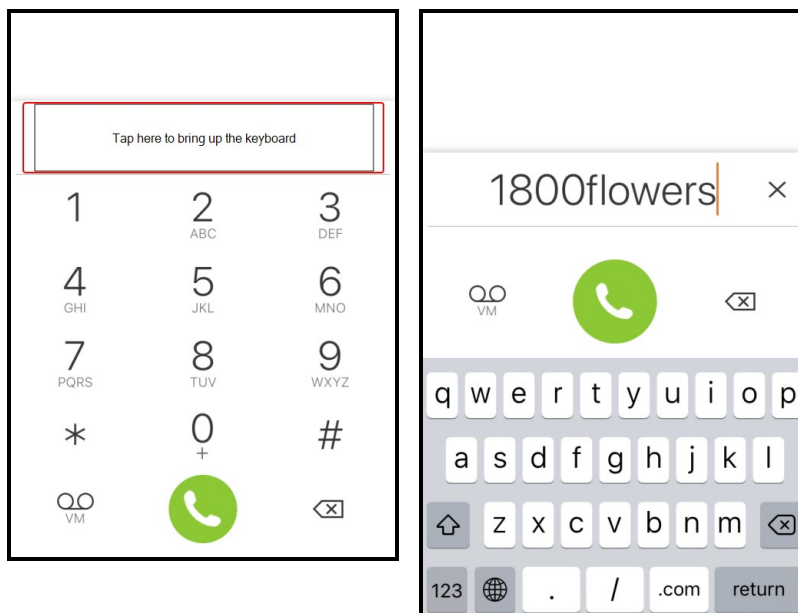
### To enable the preference for turning letters to numbers

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

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

### To enter letters on the dial pad


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



## Hiding your identity

You can hide your identity on a call so that the remote party will not see your name or number on their phone.

### To hide your number

1. In Bria Mobile, tap  **Menu** on the top left corner, then tap **Settings**.
2. Go to **Preferences - Outgoing Call**.
3. Turn on **Hide My Number**.

Anonymous calling is enabled. Your ID is hidden for all outgoing calls until you turn off anonymous calling.

## Placing a second call

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

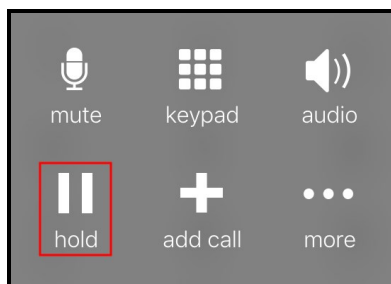
### Using the dial pad

The dial pad can only be used to place voice calls unless **Settings > Accounts (SIP) > Account Specific Features > Always Offer Video** is on. You can add video to the call once it has started.

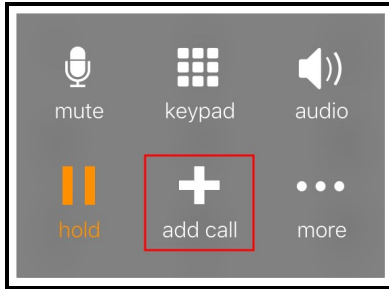
## To place a second call using the dial pad


### iPhone

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




2. Tap  **Add call**.

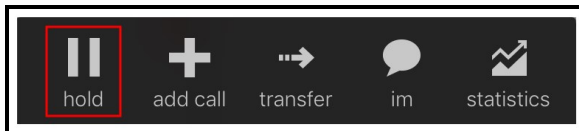


3. Tap the **Phone** tab on the resource panel to display the dial pad, if necessary.
4. Dial the number of the second party you want to call and tap  **Dial**.

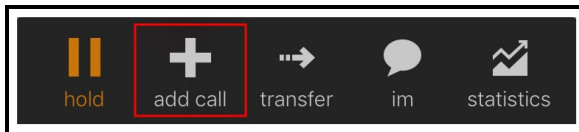
Bria Mobile connects the second call. If you end one of the calls, Bria Mobile automatically switches back to the other call.



## iPad

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







2. Tap  **Add Call**.

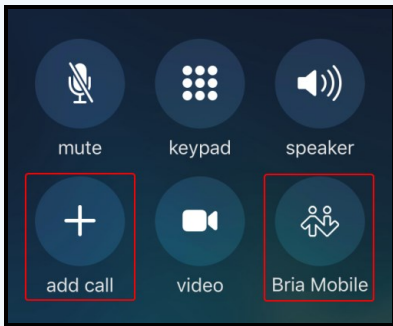


3. Tap  **Dial** in the toolbar to display the dial pad, if necessary.
4. Dial the number of the second party you want to call and tap  **Dial**.

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

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





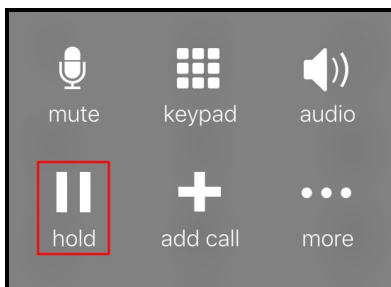
## Using Bria Mobile's Contacts

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

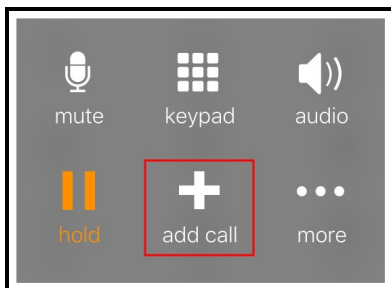
### To place a second call using Bria Mobile Contacts

#### iPhone

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

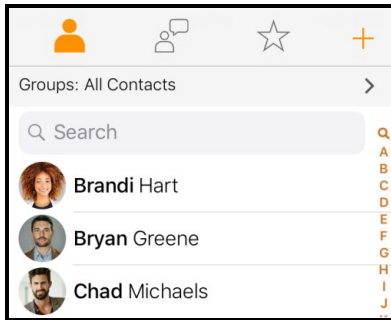


2. Tap **+** Add Call.



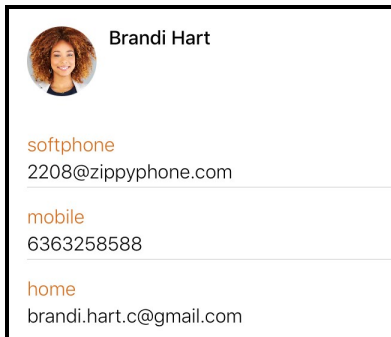
3. If necessary, go to the **Contacts** tab on the resource panel to display Bria Mobile's **Contacts**.

4. Select a contact by tapping on the contact or typing their name in the **Search** bar and tapping on the contact.

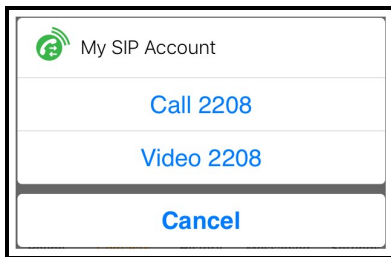


**Contact Details** opens.

5. Tap the number you want to dial.



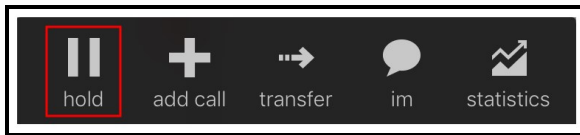
6. Tap **Call...** or **Video...**



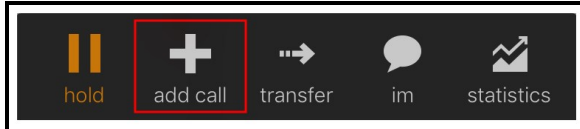
Bria Mobile connects the second call. If you are placing a video call, Bria Mobile starts sending your video as soon as the other party accepts the incoming call. If you end one of the calls, Bria Mobile automatically switches to the other call.

## iPad

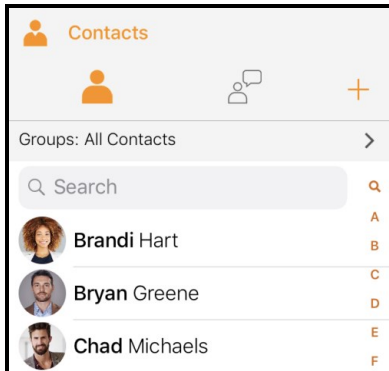
1. Tap **||** Hold to put the first call on hold.



2. Tap **+** Add Call.

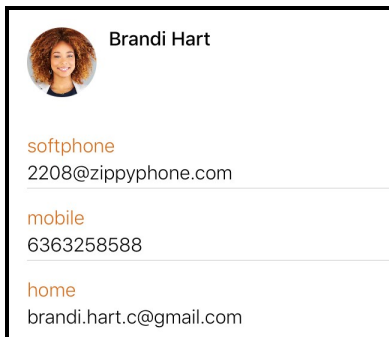


3. If necessary, go to the **Contacts** tab on the resource panel to display Bria Mobile's **Contacts**.
4. Select a contact by tapping on the contact or typing their name in the **Search** bar and tapping on the contact.

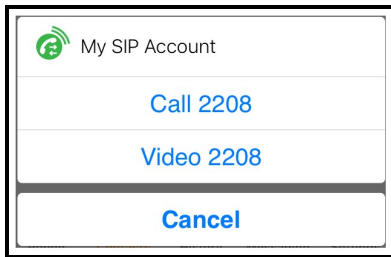


**Contact Details** opens.

5. Tap the number you want to dial.



6. Tap **Call...** or **Video...**




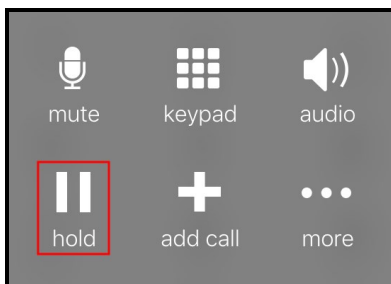
Bria Mobile connects the second call. If you are placing a video call, Bria Mobile starts sending your video as soon as the other party accepts the incoming call. If you end one of the calls, Bria Mobile automatically switches to the other call.

## Using History

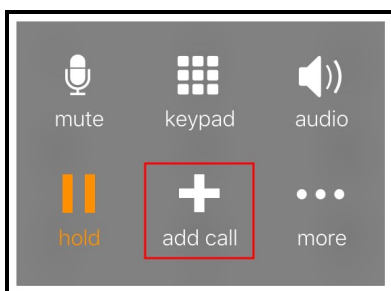
You can place a second call using entries in Bria Mobile's **History** using the **History** entry or **History** details.

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

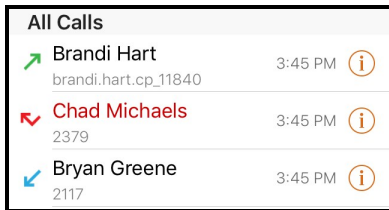
1. Tap  **Hold** to put the first call on hold.



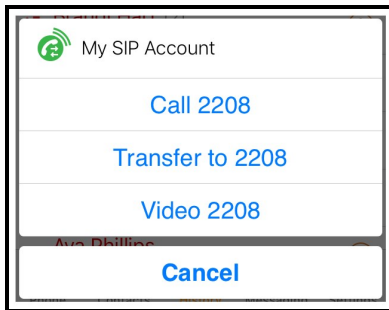
2. Tap  **Add Call**.



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



## 5. Tap **Call...** or **Video...**

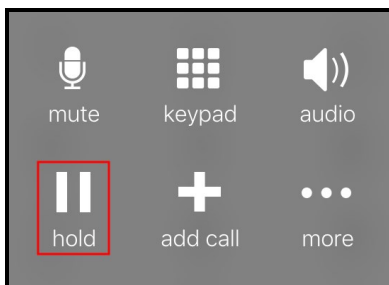


Bria Mobile connects the second call. If you are placing a video call, Bria Mobile starts sending your video as soon as the other party accepts the incoming call. If you end one of the calls, Bria Mobile automatically switches to the other call.

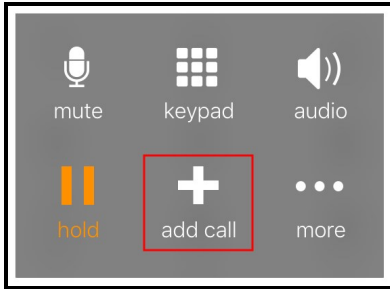
## To place a second call using History details

### iPhone

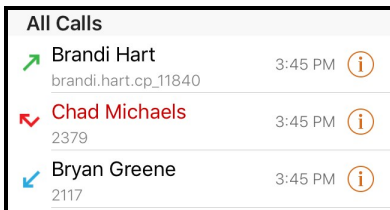
1. Tap **||** Hold to put the first call on hold.



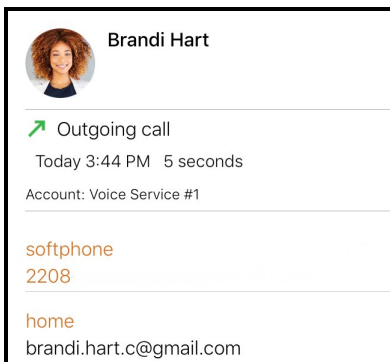
2. Tap **+** Add Call.



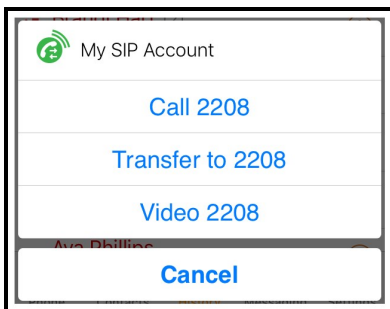
3. Go to the **History** tab on the resource panel.
4. Tap ⓘ beside the entry to open call details.



5. Tap the phone number in the call entry.



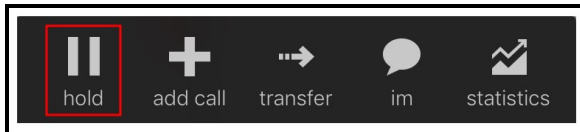
6. Tap **Call...** or **Video...**



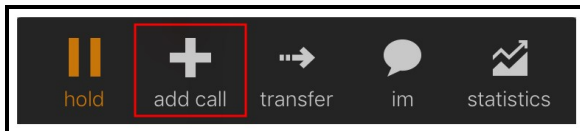
Bria Mobile connects the second call. If you are placing a video call, Bria Mobile starts sending your video as soon as the other party accepts the incoming call. If you end one of the calls, Bria Mobile automatically switches to the other call.

## iPad

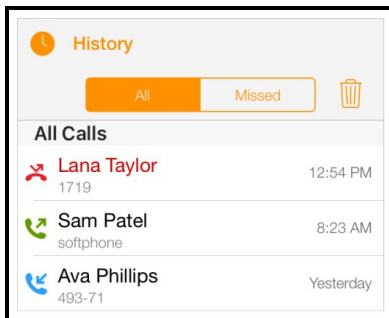
1. Tap **|| Hold** to put the first call on hold.



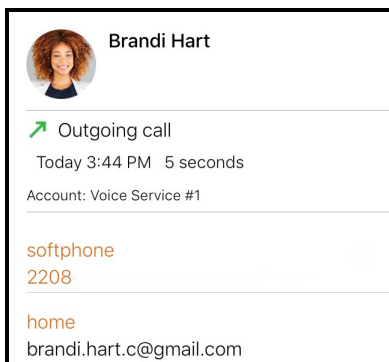
2. Tap **+ Add Call**.



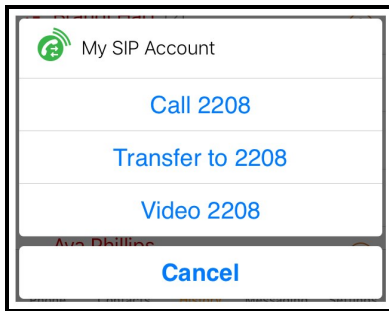
3. Go to the **History** tab on the resource panel.
4. Tap the entry to open call details.



5. Tap the phone number in the call entry.



6. Tap the **Call...** or **Video...**



Bria Mobile connects the second call. If you are placing a video call, Bria Mobile starts sending your video as soon as the other party accepts the incoming call. If you end one of the calls, Bria Mobile automatically switches to the other call.

## Swapping between calls

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

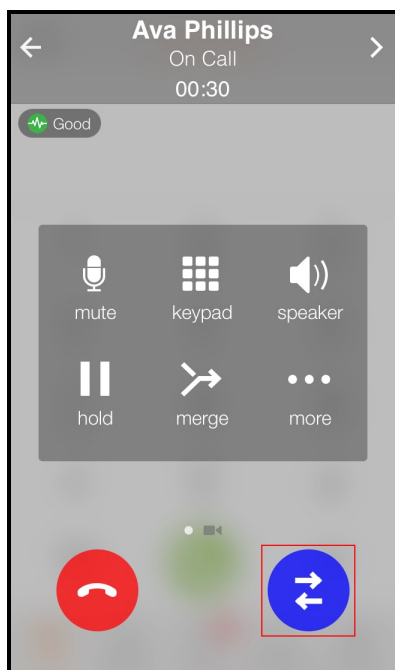
## To swap between calls

### iPhone

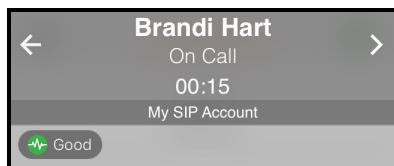
The active call is displayed in Bria Mobile.



1. Tap  Swap Calls .

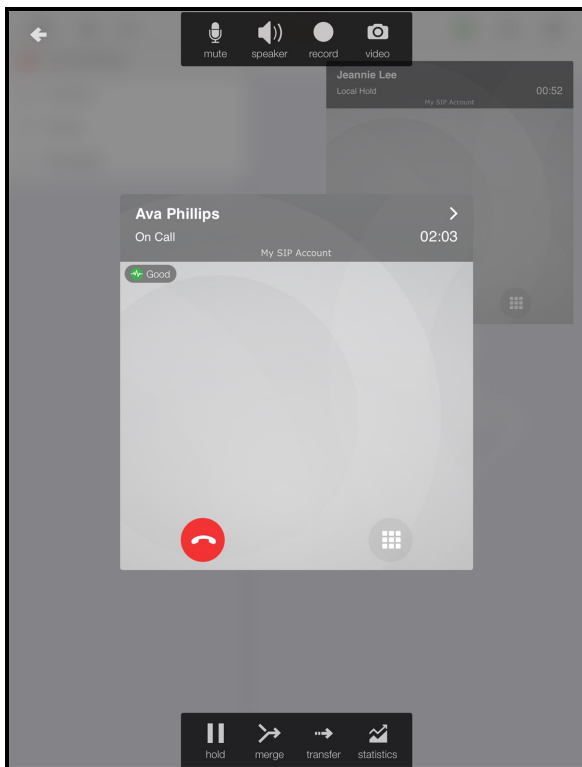


Bria Mobile places the first call on hold and connects the second call. Bria Mobile displays the name of the remote party for the active call.



## iPad

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



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

**Note:** The camera is not available when you are running Bria Mobile on an iPad in split view

mode. Video is not sent and you see  **Video Not Available** on your video preview.

## Dealing with an auto attendant (Pause dialing)

You can use DTMF or pause dialing for auto attendant when you dial call or during a call.


### Using DTMF when you dial a call

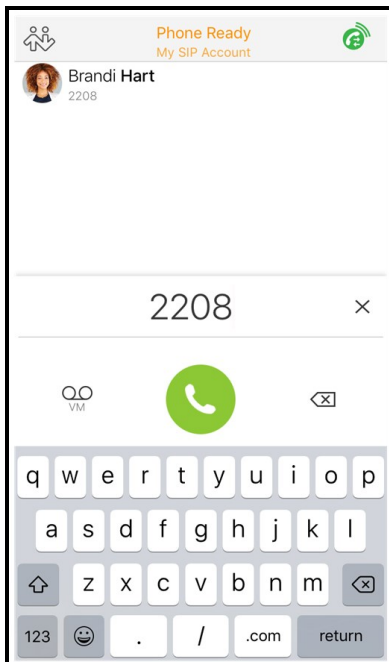
If you know that your call will be answered by an auto attendant and you know what menu items to choose, you can include those menu items (DTMF) in the phone number when

you dial it.

## To use DTMF when you dial a call


### iPhone

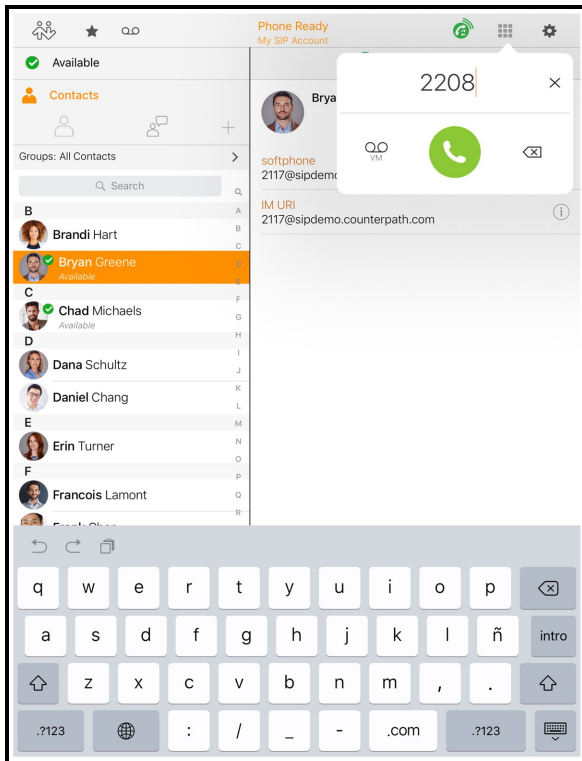
1. Enter the number you want to call in the dial pad.
2. Before you tap  **Dial**, use the DTMF dialing rules to add the required DTMF digits. Tap in the call entry field to bring up the keyboard.



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

### iPad

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



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

## DTMF dialing rules

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

### Example:

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

```
6045551212,,,44
```

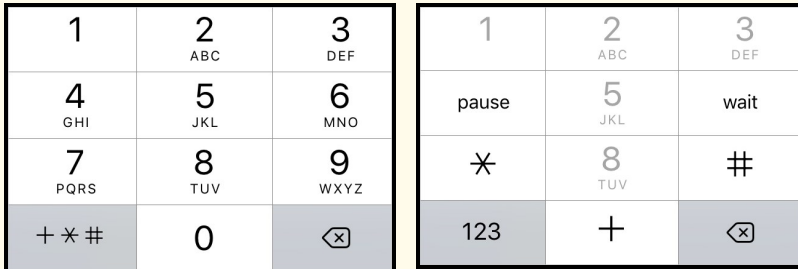
### Example:

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

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

### Tip:

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



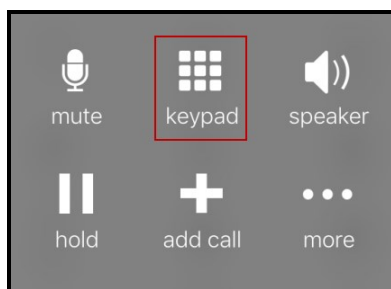
## Using DTMF during a call


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

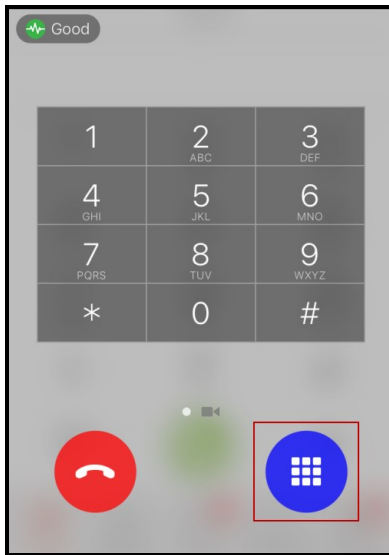
## To use DTMF during an audio call

### iPhone

1. Tap  Keypad.



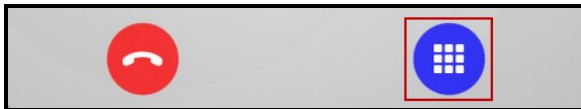
2. Tap the required DTMF numbers.
3. Tap  Close Keypad to return to the call interface.




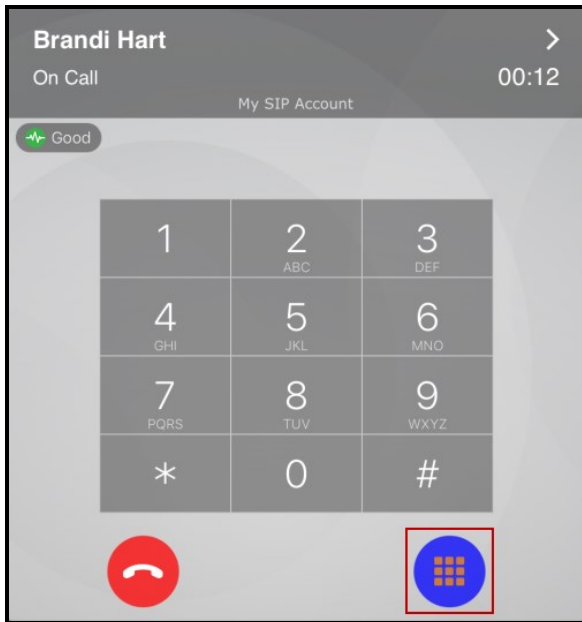
Bria Mobile sends the DTMF tones.

## iPad

1. Tap  **Keypad**.




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

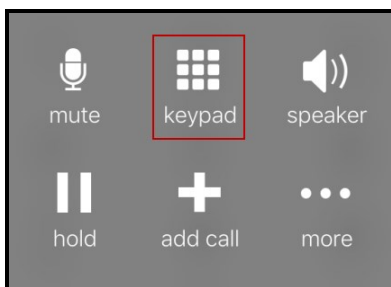



Bria Mobile sends the DTMF tones.

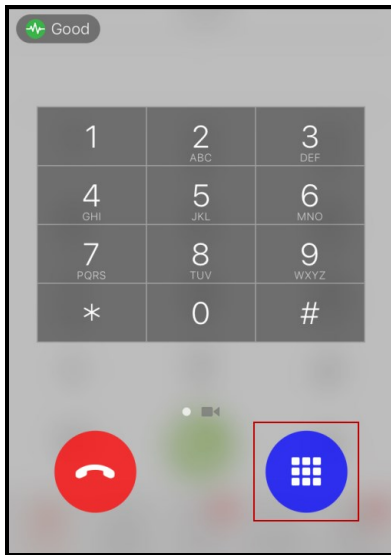
## To use DTMF during a video call

### iPhone

1. Swipe right on the video screen.
2. Tap  Keypad.



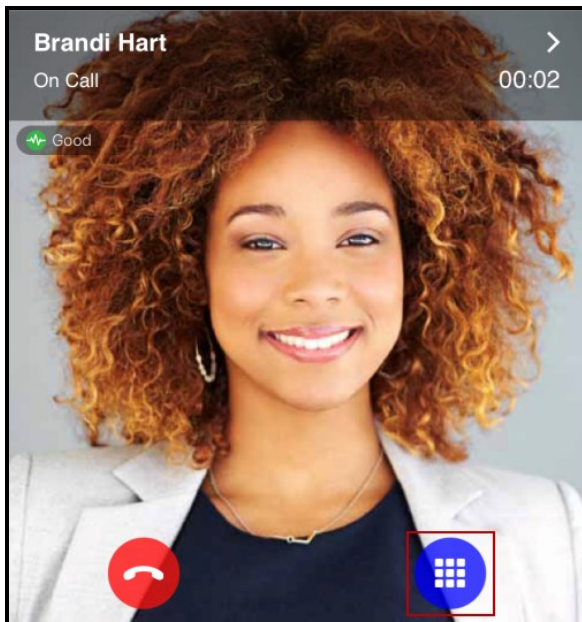
3. Tap the required DTMF numbers.
4. Tap  Close Keypad to return to the call interface.




Bria Mobile sends the DTMF tones.

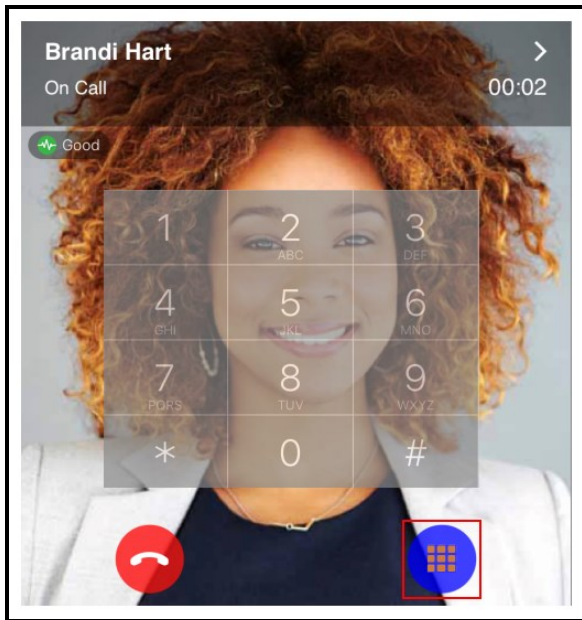
## iPad

1. Tap  Keypad.



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





Bria Mobile sends the DTMF tones.

## Handling an incoming call

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

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

To receive calls when Bria Mobile is in the background or when Bria Mobile is exited, you can [set up push notifications](#).

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

**Note:** Bria Mobile users in China: CallKit cannot be used in China. For this reason, **Settings > Preferences > Call Handling - Native Integration** does not appear in Bria Mobile if you are in China. Please see [Handling calls with Native Integration off](#) for information on how to handle incoming calls.

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

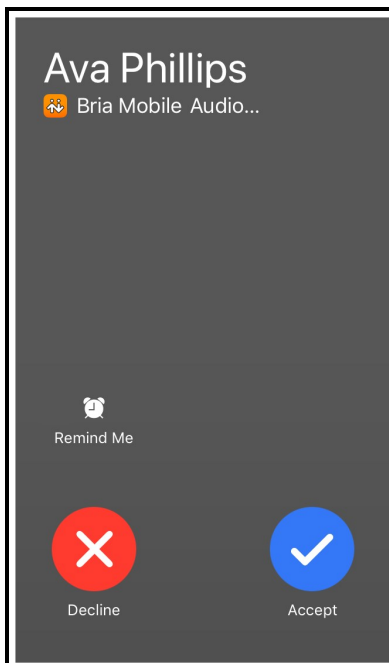
## Answering calls with Bria Mobile in the foreground or background

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

### To respond to an incoming Bria Mobile call

#### iPhone

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

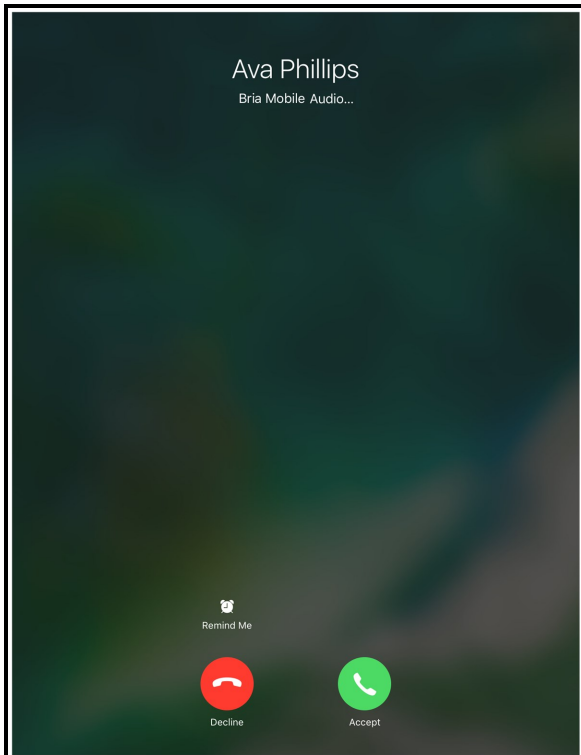


Bria Mobile declines or starts the call.

## iPad

1. Tap the option you want to use.

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



Bria Mobile declines or starts the call.

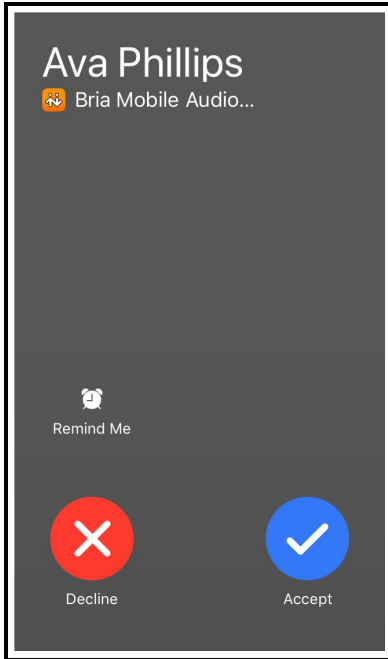
## Device is locked

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

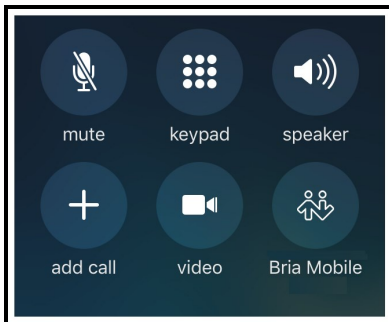
## To answer an incoming call when the device is locked

### iPhone

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

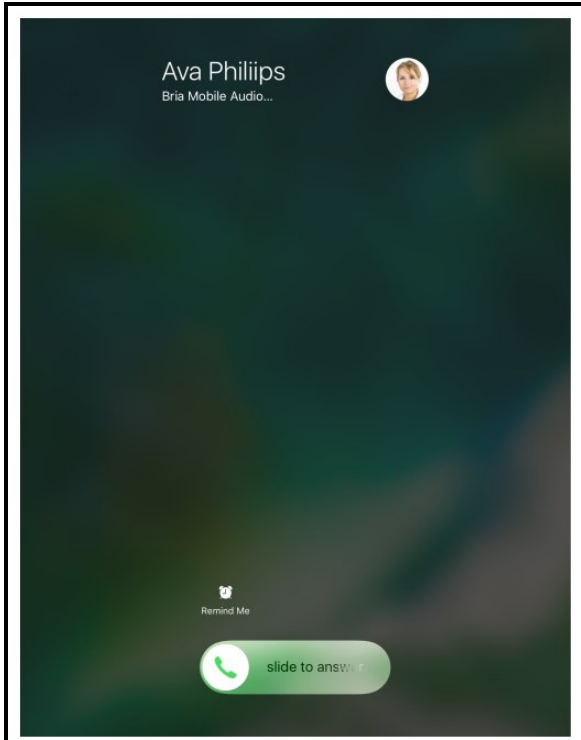


Bria Mobile starts the call. To access any other calling features, tap the Bria Mobile icon and, if required, enter the passcode for the iPhone and iPad.

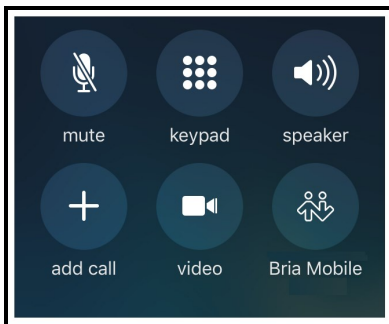


## iPad

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



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



## Answering a second incoming call

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

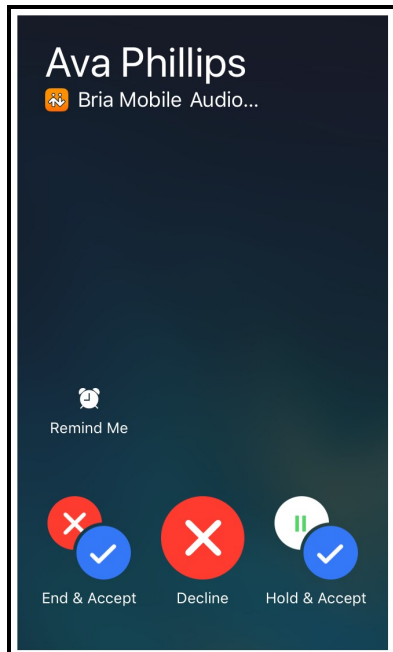
On an iPad, you can have two concurrent Bria Mobile calls.

## To answer a second incoming Bria Mobile call

iPhone

1. Tap the option you want to use.

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



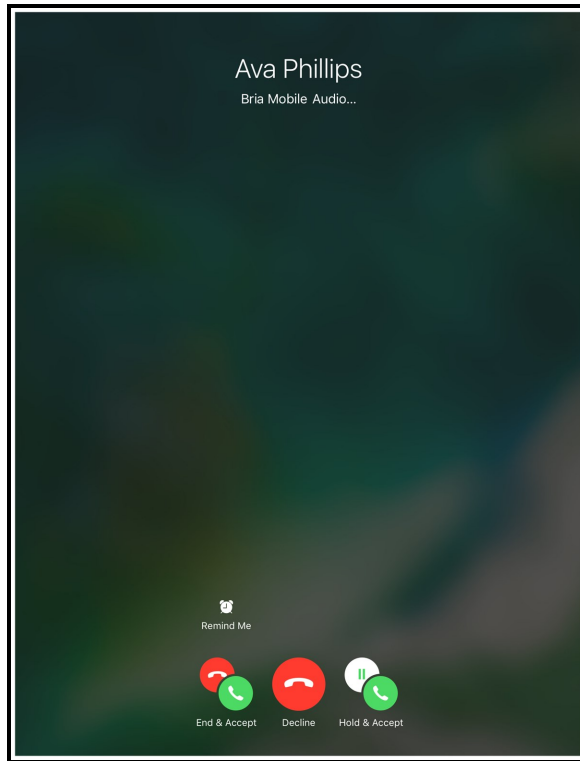
Bria Mobile declines or starts the call.

## iPad

1. Tap the option you want to use.

- **End & Accept:** Bria Mobile ends the first call and answers the incoming call.
- **Decline:** Bria Mobile continues with the first call and ends the incoming call.
- **Hold & Accept:** Bria Mobile puts the first call on hold and answers the incoming call.

- **Remind Me:** Bria Mobile ends the call and sets a reminder



Bria Mobile declines or starts the call.

## Swapping between calls

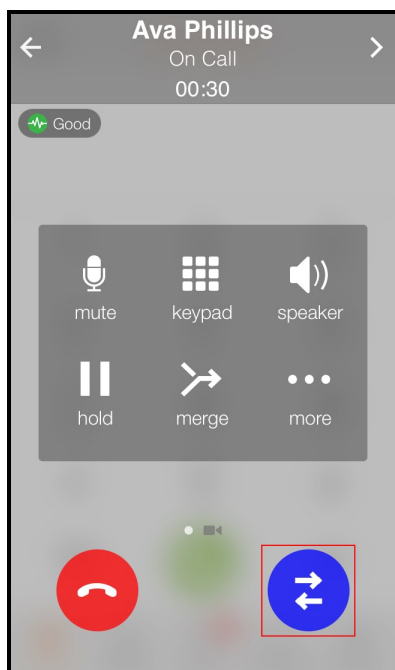
When you have two established calls, you can swap between them.

## To swap between calls

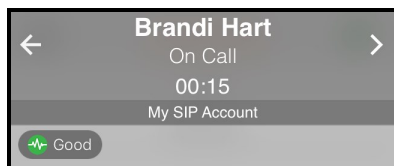
### iPhone

The active call is displayed in Bria Mobile.

1. Tap  Swap Calls .



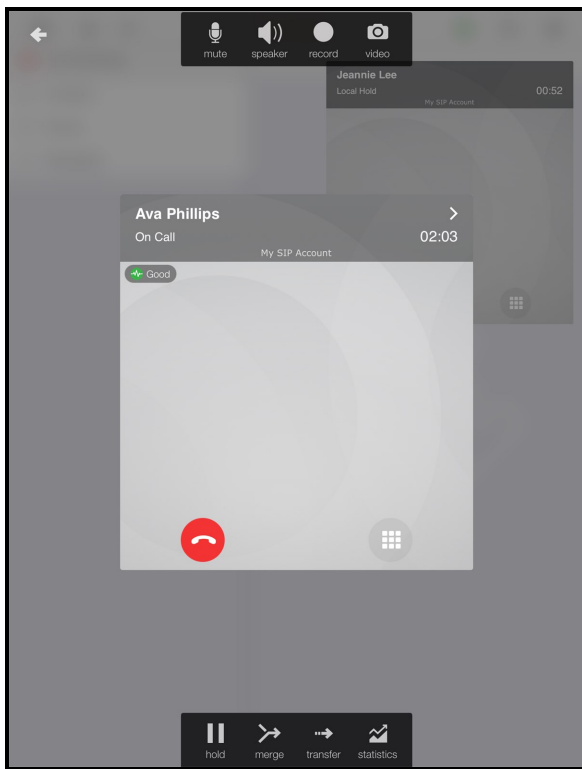
Bria Mobile places the first call on hold and connects the second call. Bria Mobile displays the name of the remote party for the active call.





## iPad

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



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

## Handling an incoming video call

When the remote party places a video call, you see their video on Bria Mobile when you answer the call. You can add your video, remove your video but continue to receive video, or you can remove all video and downgrade the call to audio only.

On an iPhone, the video controls auto-hide. If the video controls are missing, tap the screen to make them reappear.

See [Handling a video call](#) for more details.

## Disabling call waiting

You can turn on **Disable Call Waiting** so active calls are not interrupted by incoming calls. You can enable this feature during a call and it will take effect right away. The calls

will appear as **Missed Calls** in **History**. Any new incoming calls ring busy (to the caller) or go straight to voice mail if you have this service.

### **To disable call waiting**

1. In Bria Mobile, tap ≡ **Menu** on the top left corner, then tap **Settings**.
2. Go to **Preferences - Incoming Call**.
3. Turn on **Disable Call Waiting**.

**Disable Call Waiting** is enabled.

### **Enabling call blocking**

With this feature, Bria Mobile blocks incoming calls with:

- No number,
- Anonymous Caller ID, and/or
- any number you added to the block list.

You can add up to 10 phone numbers in Bria Mobile.

A SIP address with alphabets cannot be blocked.

Call History shows blocked calls.

### **To enable call blocking**

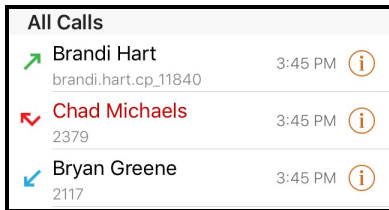
1. In Bria Mobile, tap ≡ **Menu** on the top left corner, then tap **Settings**.
2. Go to **Preferences - Incoming Call**.
3. Tap **Call Blocking**.
4. Enable options and/or add phone numbers to block.

Call blocking is enabled.

### **To add a phone number to the block list from History**

#### **iPhone**

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

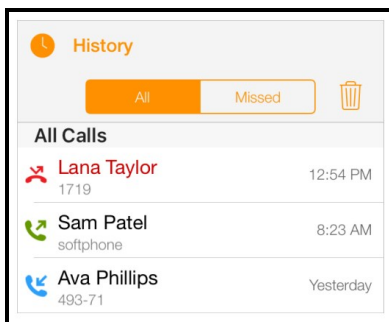


3. Tap **Block...** in the call entry.

Bria Mobile adds this number to the block list.

## iPad

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



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

Bria Mobile adds this number to the block list.

## Handling a video call

When the remote party places a video call, you see their video on Bria Mobile when you answer the call. You can send your video, stop sending your video, or turn off all video.

On an existing call, you can add your video, remove your video but continue to receive video, or you can remove all video and downgrade the call to audio only.

On an iPhone, the video controls auto-hide. If the video controls are missing, tap the screen to make them reappear.

## Sending your video

On an existing call, you can send your video to the remote party.

## To send your video

### iPhone

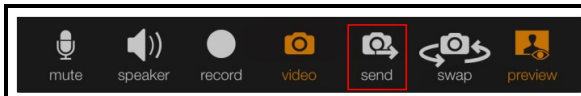
1. Tap  Send in the toolbar at the bottom of the screen.



Bria Mobile starts sending your video to the remote party.

### iPad

1. Tap  Send in the toolbar at the top of the screen.



Bria Mobile starts sending your video to the remote party.

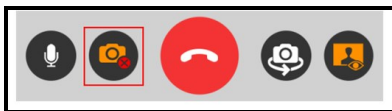
## Stop sending your video

You can stop sending your video but continue to receive incoming video.

## To stop sending your video

### iPhone

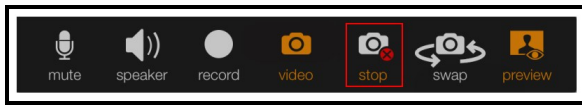
1. Tap  Stop at the bottom of the screen.



Bria Mobile no longer sends your video. You can still see the remote party's video if they are sending it.

## iPad

1. Tap  **Stop** at the top of the screen.




Bria Mobile no longer sends your video. You can still see the remote party's video if they are sending it.

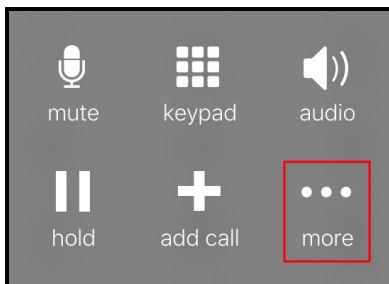
## Removing all video

You can remove all video from the call and turn it into an audio only call.

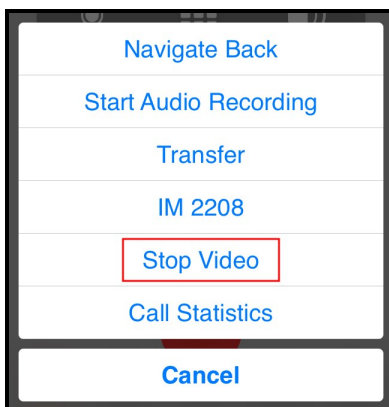
## To remove all video

### iPhone

1. Swipe right on the screen.
2. Tap  **More**.



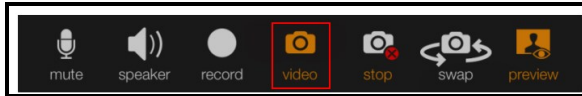
3. Tap **Stop Video**.



Bria Mobile switches the call to an audio call.

## iPad

1. Tap  Video.



Bria Mobile switches the call to an audio call.

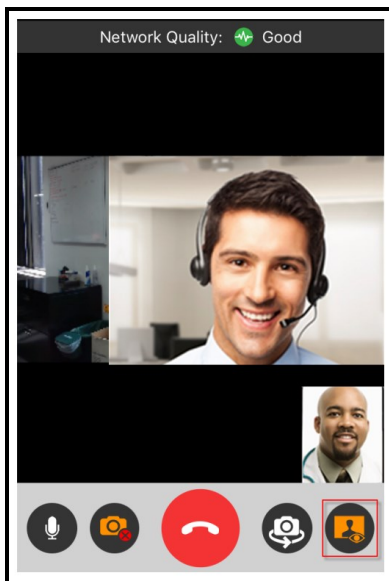
## Local video preview

If you want to see what the remote party sees for your video, you can view the local video preview.

## To show or hide the local video preview

### iPhone

1. Tap  Preview.



Bria Mobile adds or removes the video preview.

## iPad

1. Tap  Preview.



Bria Mobile adds or removes the video preview.

**Note:** The camera is not available when you are running Bria Mobile on an iPad in split view

mode. Video is not sent and you see  **Video Not Available** on your video preview.

## Transferring a call

Calls can be transferred to a target in two ways. In an attended transfer, the first party speaks to the target before transferring the call. In an unattended (blind) transfer, the first party sends the call to the target without talking to the target in advance.

When you transfer a video call, the call is transferred as an audio call. Both parties can add video to the audio call.

### Attended transfer

In an attended transfer, you speak to the target before transferring the call. You can make an attended transfer from the dial pad, from **Contacts**, or from **History**.

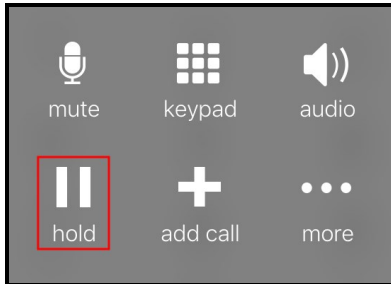
### Using the dial pad

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

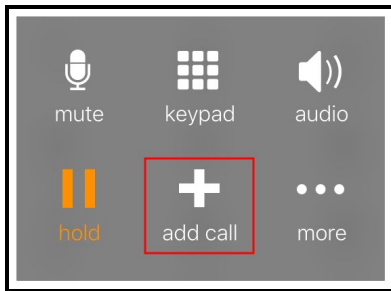
# To make an attended transfer using the dial pad

## iPhone

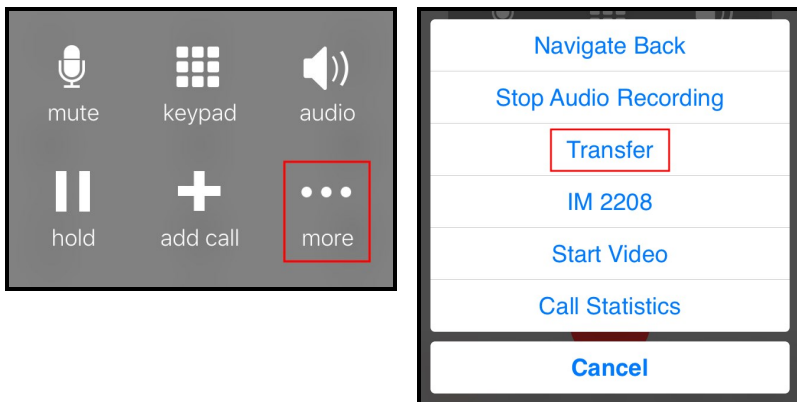
1. Tap **|| Hold** to put the first call on hold.



2. Tap **+ Add call**.



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

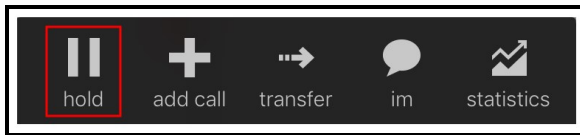


Bria Mobile connects the remote party to the target. Bria Mobile disconnects you from both calls.

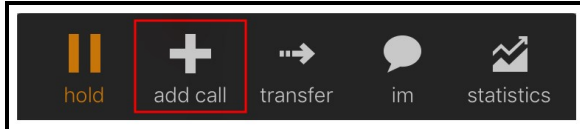


## iPad

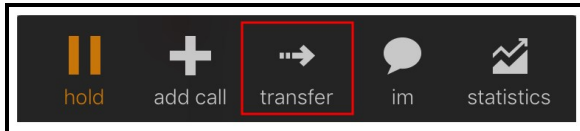
1. Tap **||** Hold to put the first call on hold.



2. Tap **+** Add Call.



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



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

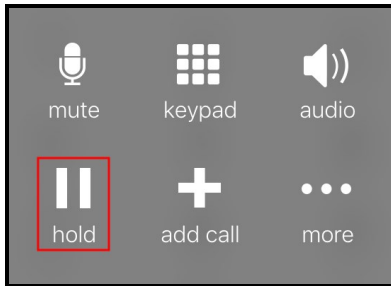
## Using Bria Mobile's Contacts

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

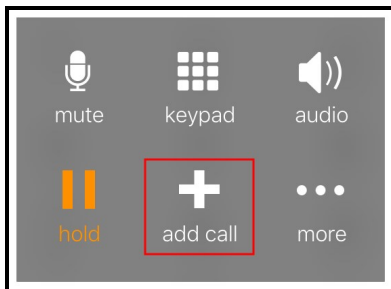
## Using Bria Mobile's Contacts to make an attended transfer

## iPhone

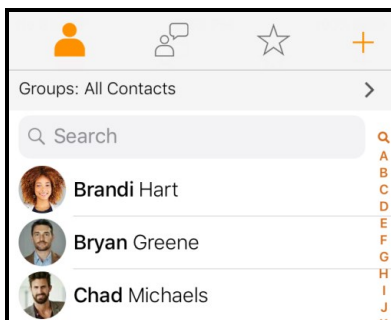
1. Tap **|| Hold** to put the first call on hold.



2. Tap **+ Add call**.

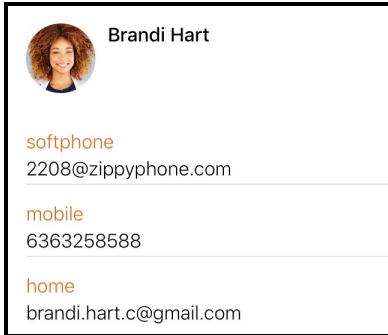


3. If necessary, go to the **Contacts** tab on the resource panel to display Bria Mobile's **Contacts**.
4. Select a contact by tapping on the contact or typing their name in the **Search** bar and tapping on the contact.

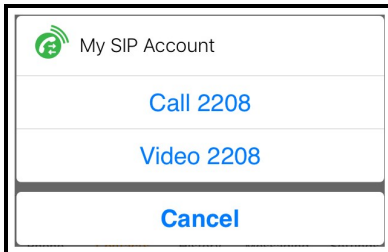


**Contact Details** opens.

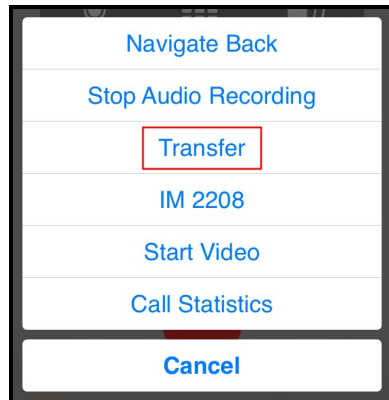
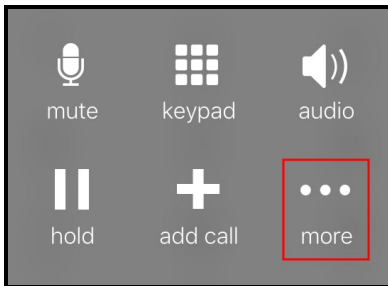
5. Tap the number you want to transfer the call to.



6. Tap **Call...** or **Video...**



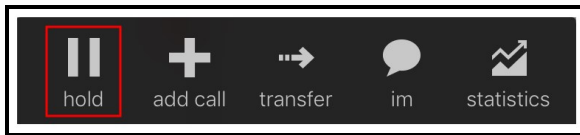
7. When you are finished speaking to the target, tap **More** and tap **Transfer**.



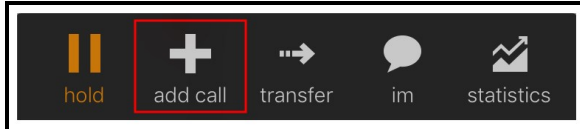
Bria Mobile connects the remote party to the target. Bria Mobile disconnects you from both calls.

## iPad

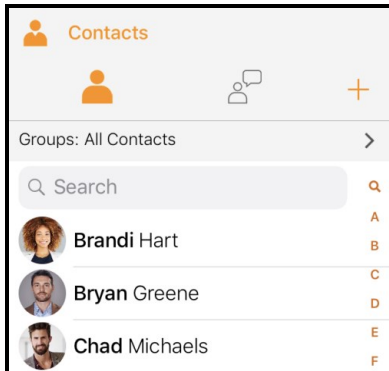
1. Tap **|| Hold** to put the first call on hold.



2. Tap **+ Add Call**.

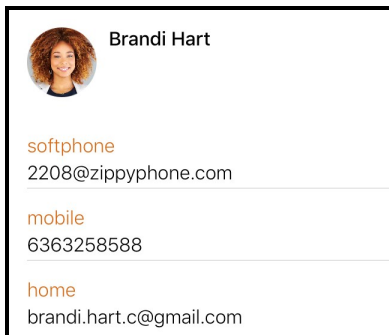


3. If necessary, go to the **Contacts** tab on the resource panel to display Bria Mobile's **Contacts**.
4. Select a contact by tapping on the contact or typing their name in the **Search** bar and tapping on the contact.

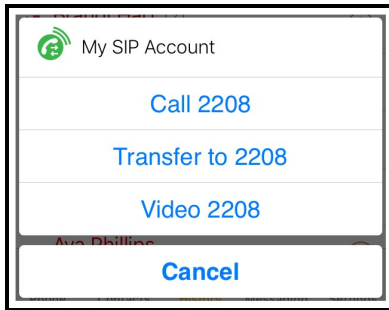


**Contact Details** opens.

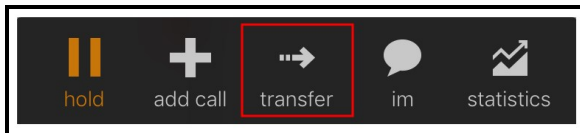
5. Tap the number you want to transfer the call to.



6. Tap **Call...** or **Video...**



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



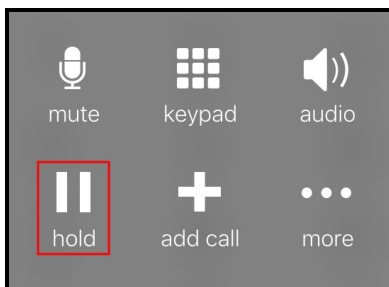
Bria Mobile connects the remote party to the target. Bria Mobile disconnects you from both calls.

## Using Bria Mobile's History

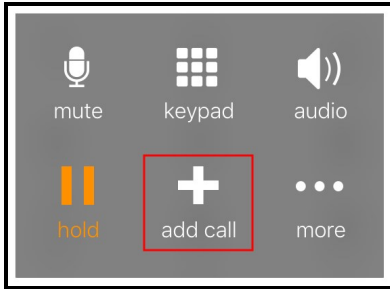
You can make an attended transfer to someone you have previously had a call with.

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

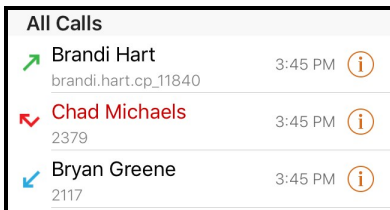
1. Tap **Hold** to put the first call on hold.



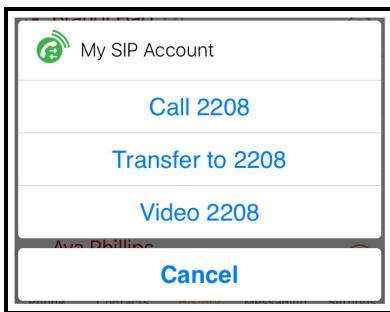
2. Tap **Add Call**.



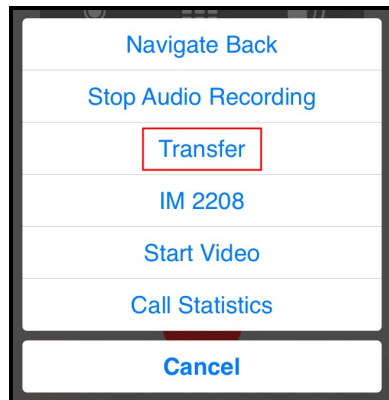
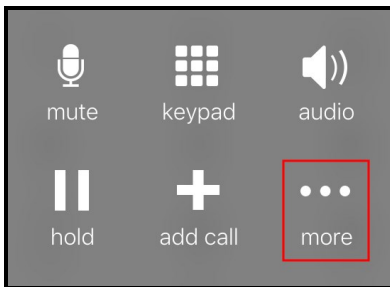
3. Go to the **History** tab on the resource panel.
4. Tap the history entry containing the contact you want to transfer the call to.



5. Tap **Call...** or **Video...**



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

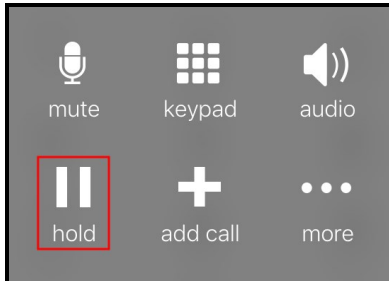


Bria Mobile connects the remote party to the target. Bria Mobile disconnects you from both calls.

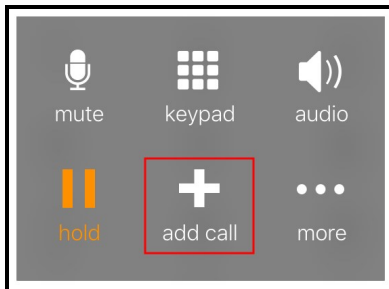
# To make an attended transfer using History details

## iPhone

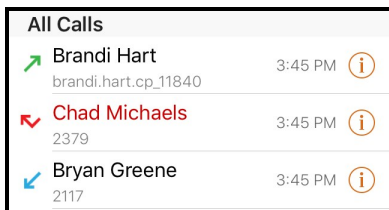
1. Tap **Hold** to put the first call on hold.



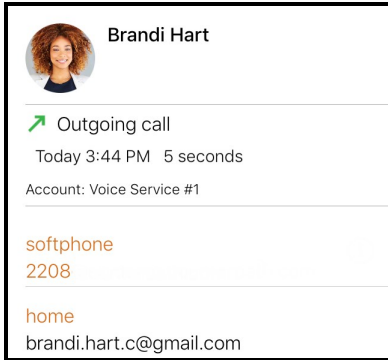
2. Tap **Add Call**.



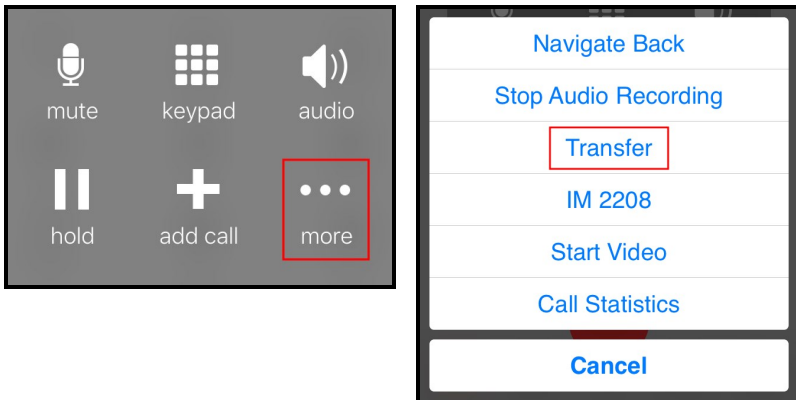
3. Go to the **History** tab on the resource panel.
4. Tap **More Info** beside the entry to open call details.



5. Tap the phone number in the call entry.



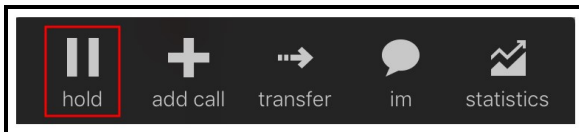
6. When you are finished speaking to the target, tap **More** and tap **Transfer to...**



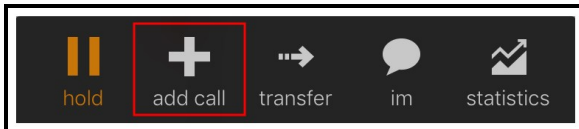
Bria Mobile connects the remote party to the target. Bria Mobile disconnects you from both calls.

## iPad

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



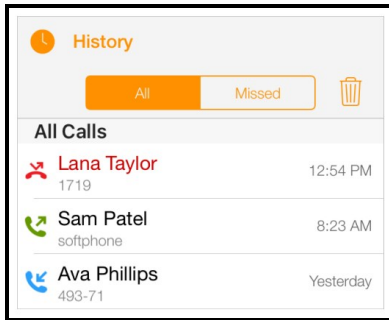
2. Tap **Add Call**.



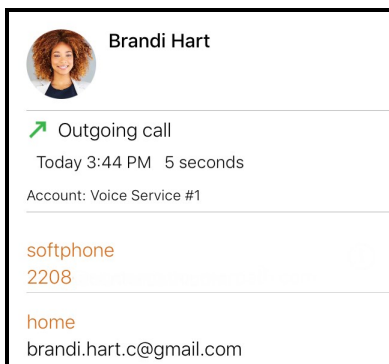
3. Go to the **History** tab on the resource panel.



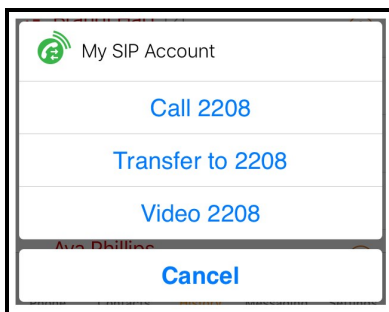
4. Tap the entry to open call details.



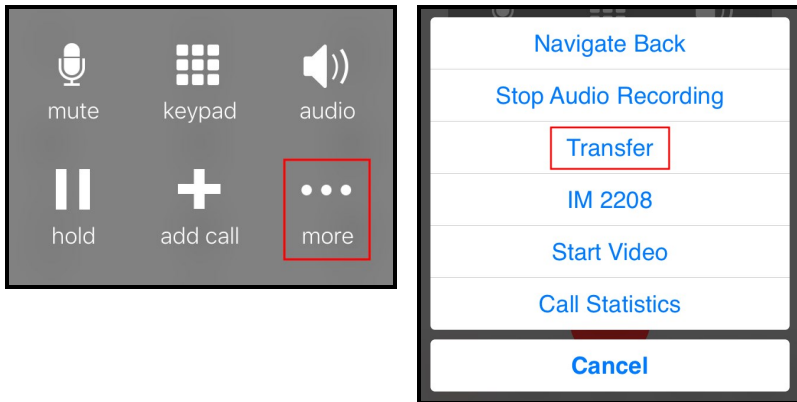
5. Tap the phone number in the call entry.



6. Tap the **Call...** or **Video...**



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



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

## Unattended transfer

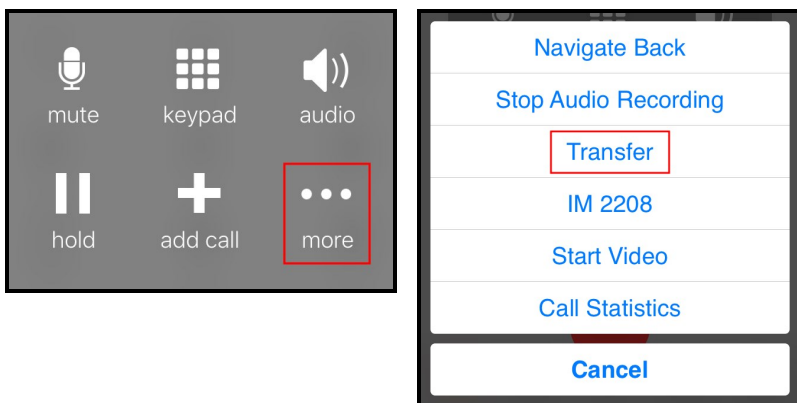
In an unattended transfer, you do not speak to the target before transferring the call.

### Using the dial pad

## To make an unattended transfer using the dial pad

### iPhone

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



2. If necessary, go to the **Phone** tab on the resource panel.

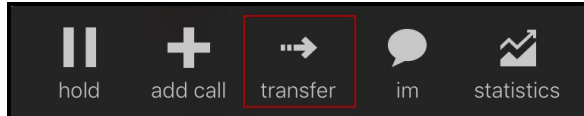
3. Type the number you want to transfer the call to and tap **Transfer**.

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

party. If the target declines the call, the call ends.

## iPad

1. Tap **Transfer**.



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

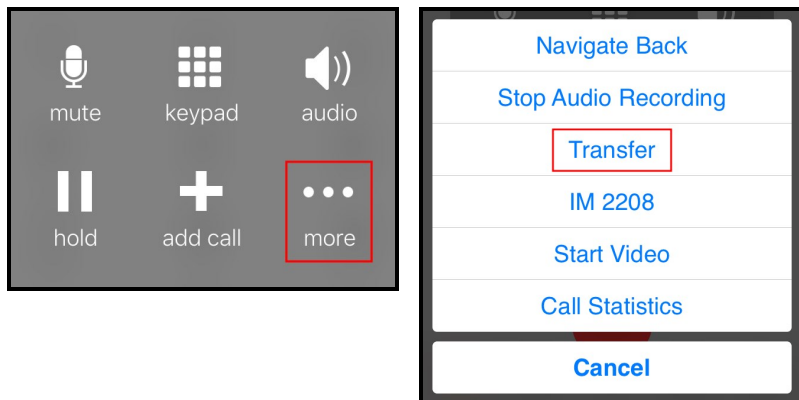
After tapping **Transfer**, Bria Mobile puts the remote party on hold while dialing the target. Once the call connects, Bria Mobile ends the call between you and the remote party. If the target answers the call, the call continues between the target and the remote party. If the target declines the call,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

## Using Bria Mobile Contact's

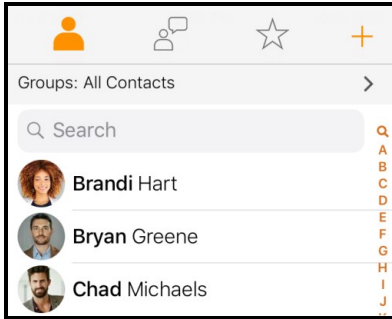
### To make an unattended transfer using Bria Mobile's Contacts

## iPhone

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

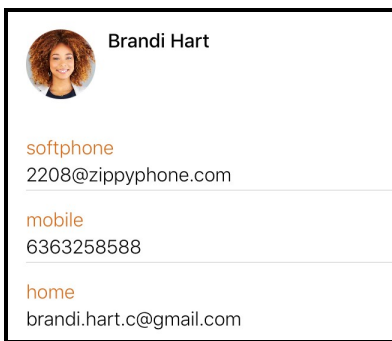


2. Go to the **Contacts** tab on the resource panel to display Bria Mobile's **Contacts**.
3. Select a contact by tapping on the contact or typing their name in the **Search** bar and tapping on the contact.

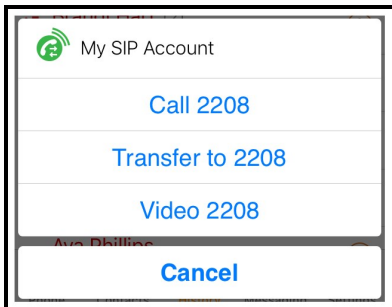


**Contact Details** opens.

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



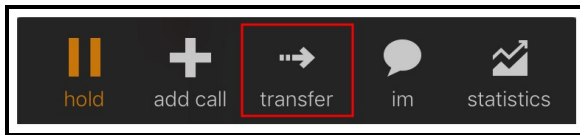
5. Tap **Transfer to...**



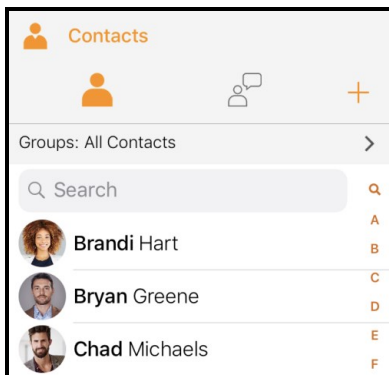
After tapping **Transfer To**, Bria Mobile puts the remote party on hold while dialing the target. Once the call connects, Bria Mobile ends the call between you and the remote party. If the target answers the call, the call continues between the target and the remote party. If the target declines the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

## iPad

1. Tap **transfer**.

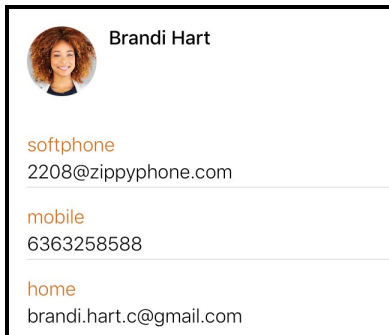


2. Go to the **Contacts** tab on the resource panel to display Bria Mobile's **Contacts**.
3. Select a contact by tapping on the contact or typing their name in the **Search** bar and tapping on the contact.

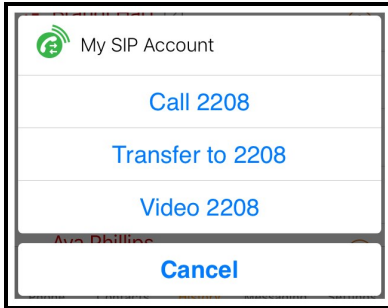


**Contact Details** opens.

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



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



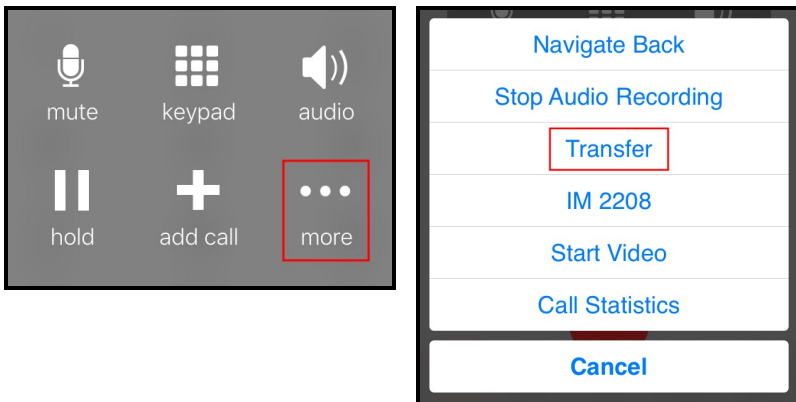
After tapping **Transfer To**, Bria Mobile puts the remote party on hold while dialing the target. Once the call connects, Bria Mobile ends the call between you and the remote party. If the target answers the call, the call continues between the target and the remote party. If the target declines the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

## Using Bria Mobile's History

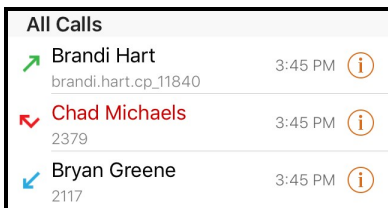
You can make an unattended transfer from Bria Mobile's **History** using long-press or using the **History** icon.

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

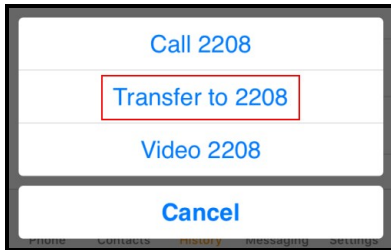
1. Tap **More** and tap **Transfer**.



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



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

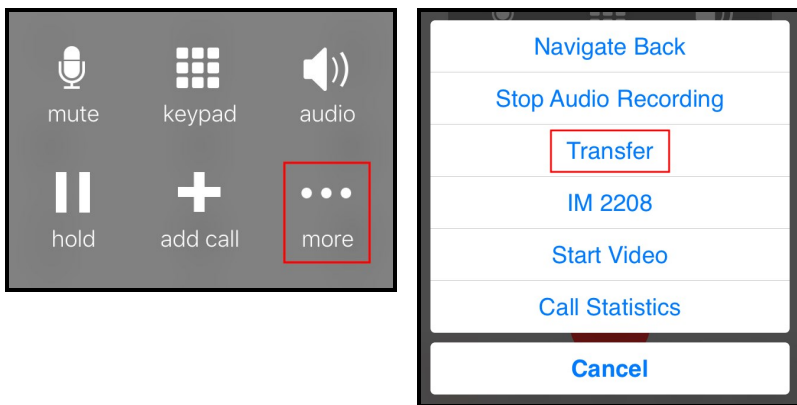


Bria Mobile connects the remote party to the target. Bria Mobile disconnects you from both calls.

**To make an unattended transfer using History details**

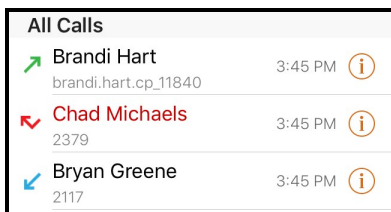
**iPhone**

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

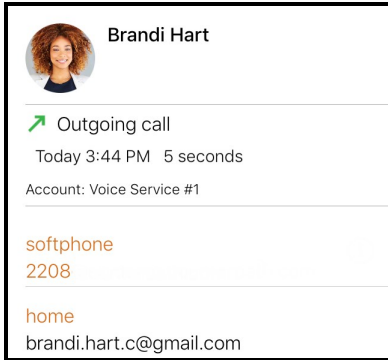


2. Go to the **History** tab on the resource panel.

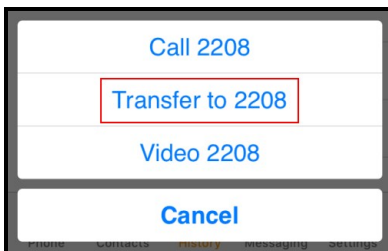
3. Tap **More Info** beside the entry to open call details.



4. Tap the phone number in the call entry.



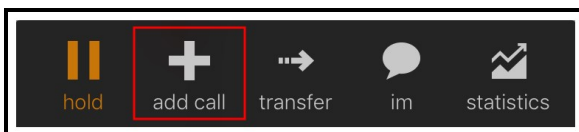
## 5. Tap Transfer to....



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

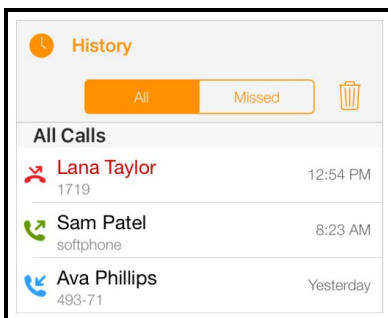
## iPad

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



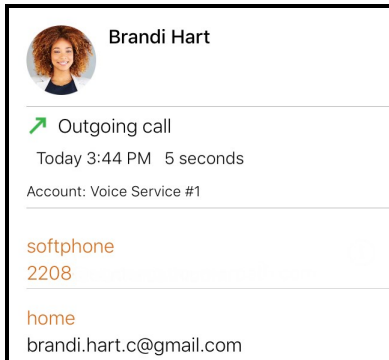
### 2. Go to the **History** tab on the resource panel.

### 3. Tap the entry to open call details.

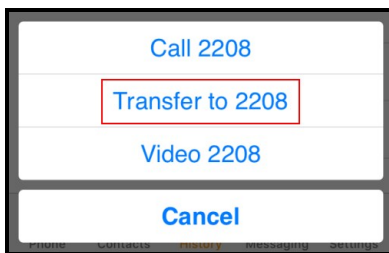




4. Tap the phone number in the call entry.



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



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

## Encrypting a call

Bria Mobile allows you to encrypt incoming and outgoing calls. This feature is turned on in **Settings > Accounts > SIP Account > Account Advanced**. Encrypting calls only works if it is supported by your SIP provider.

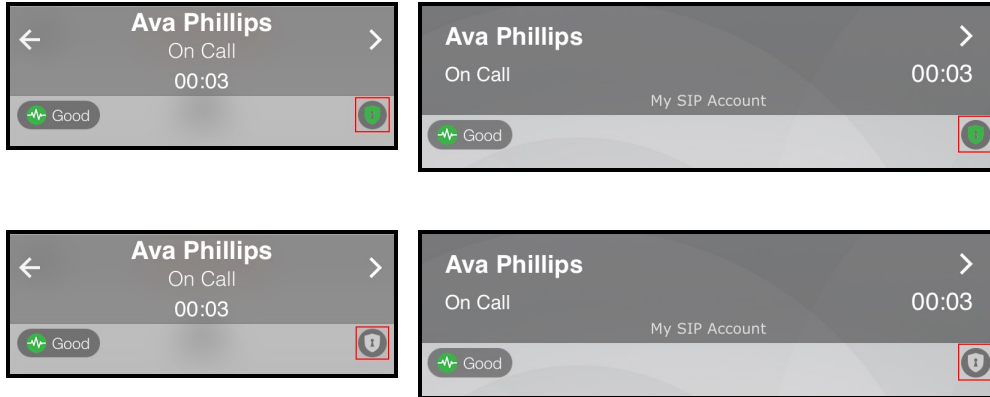
### To turn on call encryption

1. Go to **Settings > Accounts** and tap ⓘ **More Info** beside your SIP account.
2. Tap **Account Advanced**.
3. Select **Always** for **Transport and Security - Encrypt Media**.

Calls you place using Bria Mobile are encrypted and display an encryption indicator.

#### Encryption indicators

- 🔒 - Bria Mobile is using SRTP for encryption and TLS for transport.
- 🔒 - Bria Mobile is using SRTP for encryption and UDP or TCP for transport.



**Note:** Calls fail if the remote party does not support SRTP call encryption. Set **Transport Security - Encrypt Media** to **Never** to complete the call.

## Recording a call

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

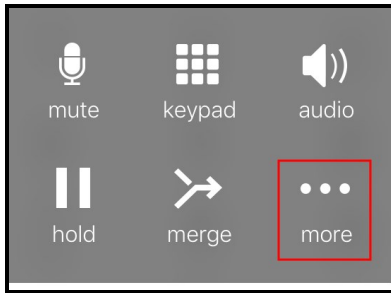
You can record a video call, but only the audio portion of the call is recorded.

- Muting a call does not silence the tone.
- If a call is put on hold (either by yourself or the remote party), the recording is paused. Bria Mobile plays the call recording tone to the remote party when the call resumes.
- Bria Mobile stops recording when you are redirecting a call. Bria Mobile plays the call recording tone to the remote party when the recording resumes.

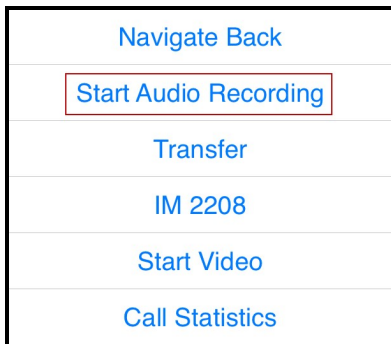
## To record a call

### iPhone

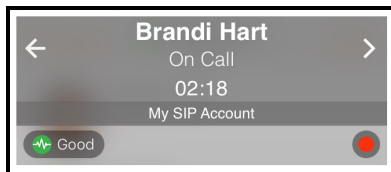
1. Tap **More** during an established call.



2. Tap **Start Audio Recording**.

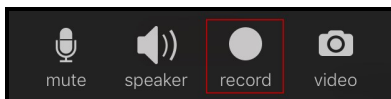


Bria Mobile displays a small red, flashing icon to show that the call is being recorded.

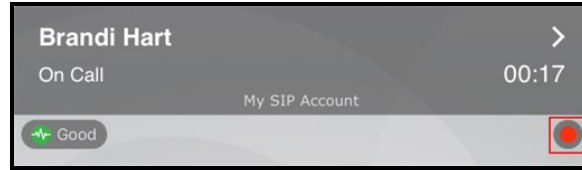
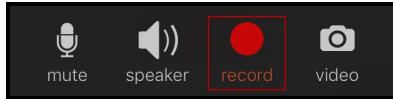


## iPad

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



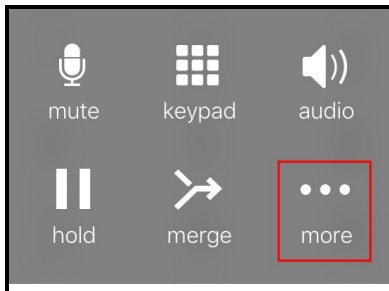
**Record** turns red and Bria Mobile displays a small red, flashing icon to show that the call is being recorded.



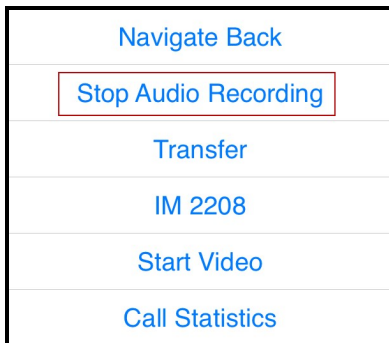
## To stop recording a call

### iPhone

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



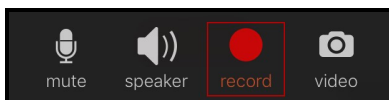
2. Tap **Stop Audio Recording**.



Bria Mobile stops or pausing call recording the call.

### iPad

1. Tap **Record**.



Bria Mobile stops or pausing call recording the call.

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

## Managing a recording

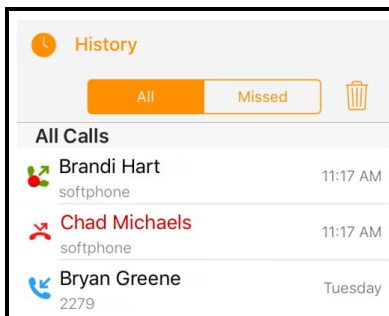
Use the **History** tab in Bria Mobile to listen to, share or delete a call recording. Recordings are stored locally on your device.

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

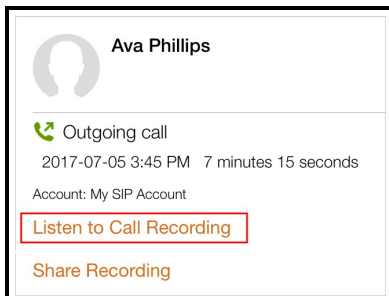
## To listen to a recording

### iPhone

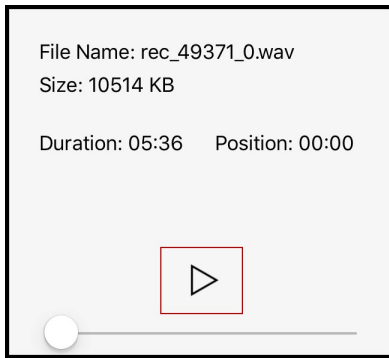
1. Go to the **History** tab on the resource panel.
2. Tap **i More Info** beside the call with the call recording indicator.



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



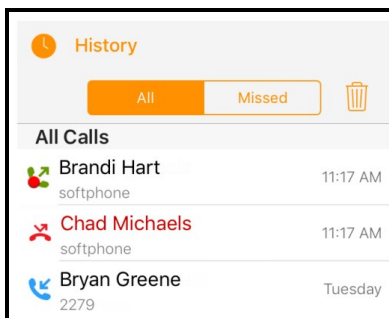
4. Tap the **Play** icon to listen to the recording.



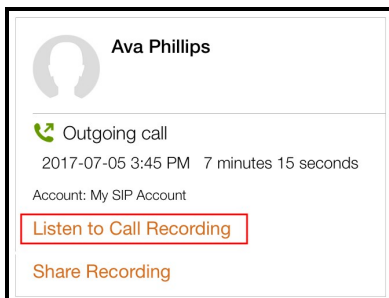
Bria Mobile plays the call recording.

## iPad

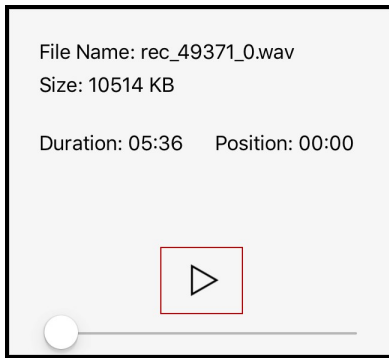
1. Go to the **History** tab on the resource panel.
2. Tap the call entry with the call recording indicator.



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



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

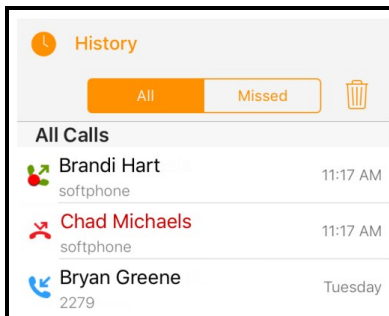


Bria Mobile plays the call recording.

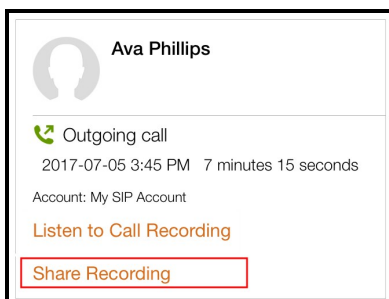
## To share a call recording

### iPhone

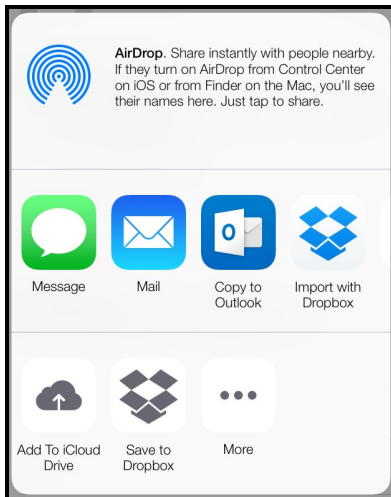
1. Go to the **History** tab on the resource panel.
2. Tap **More Info** beside the call with the call recording indicator.



3. Tap .



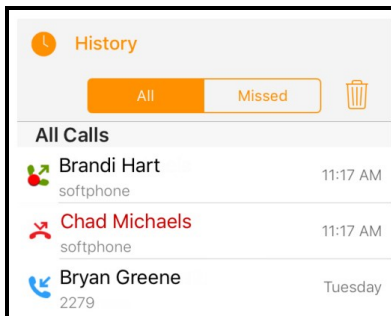
4. Choose what app you want to use to share the recording. You will see Airdrop, Message, and Mail. You may see additional apps you can use to share a recording depending on the apps you have installed on your device.



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

## iPad

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

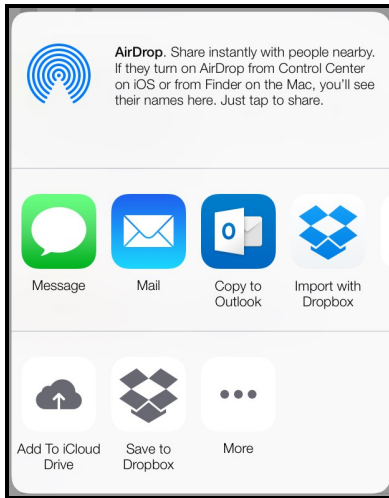


3. Tap **Share Recording**.





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

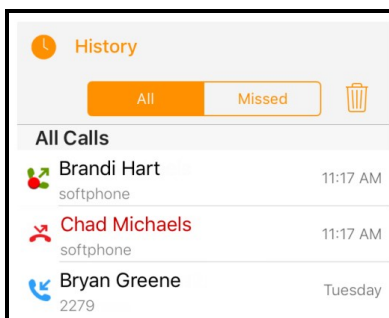


Bria Mobile opens the app you chose to share the recording. Follow any instructions in the chosen app.

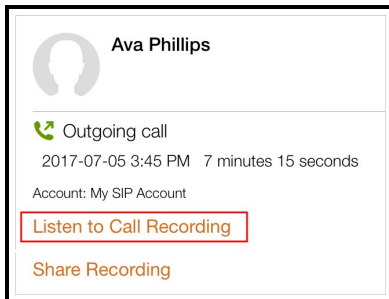
## To delete a call recording

### iPhone

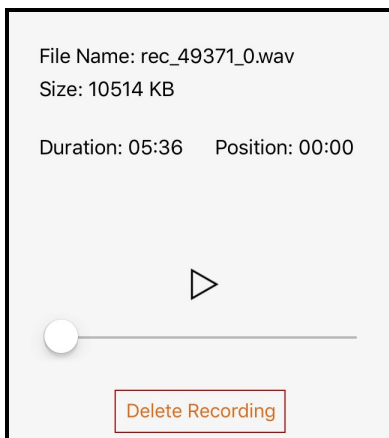
1. Go to the **History** tab on the resource panel.
2. Tap **More Info** (i icon) beside the call with the call recording indicator.



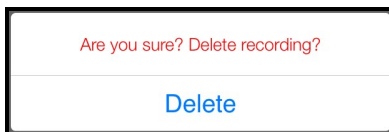
3. Tap **Listen to Call Recording**.



#### 4. Tap **Delete Recording**.



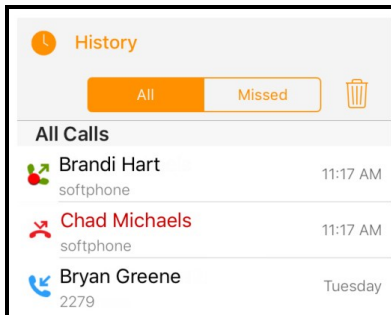
#### 5. Tap **Delete**.



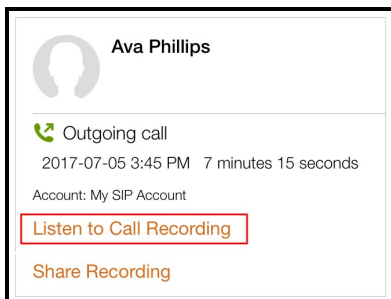
Bria Mobile deletes that call recording. Bria Mobile removes the call recording indicator from the call log in **History**. All other details of the call remain unchanged.

## iPad

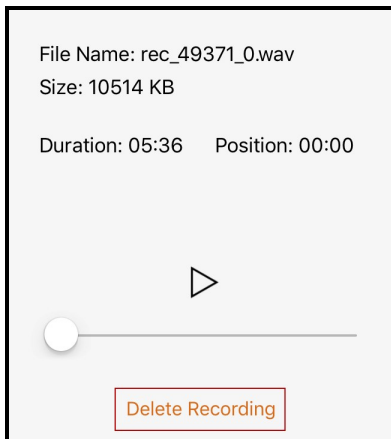
1. Go to the **History** tab on the resource panel.
2. Tap the call entry with the call recording indicator.



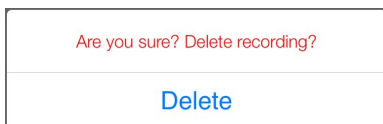
### 3. Tap Listen to Call Recording.



### 4. Tap Delete Recording.



### 5. Tap Delete.



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

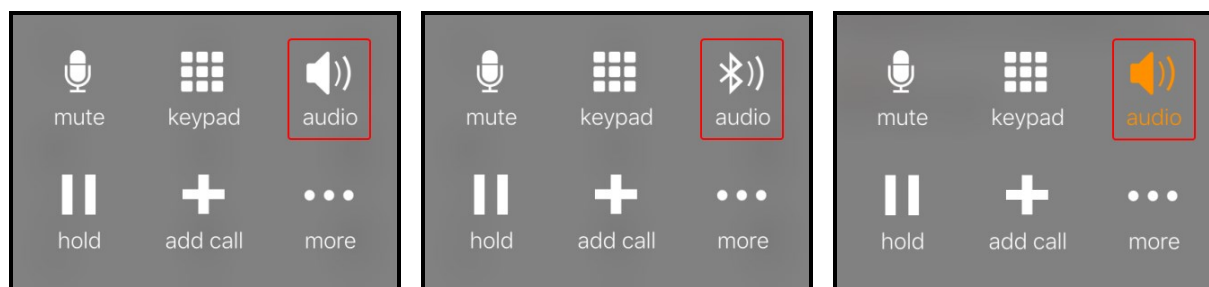
# Call audio



Bria Mobile can play audio through the iPhone and iPad, over the speaker phone (iPhone), or through **supported accessories**.

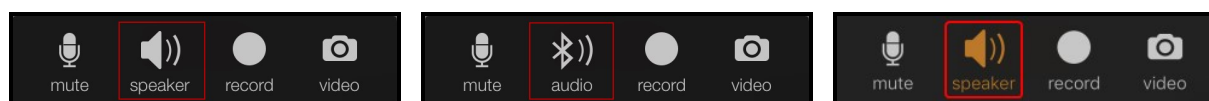
When a Bluetooth device is connected and **Settings > Preferences > Native Integration** is on, answering the call by tapping on the iPhone and iPad plays the audio through the iPhone and iPad. Answering the call by tapping a button on your Bluetooth device plays the audio through the Bluetooth device.


## Turning on speaker phone

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






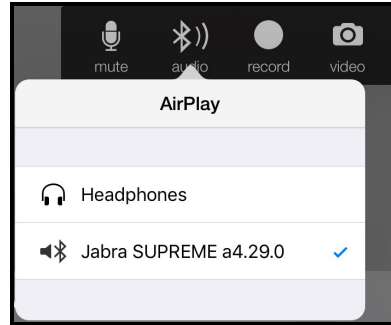
On your iPad,  **Audio** may say  **Speaker** if you have no other devices connected to your iPad.



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

## Switching audio output

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



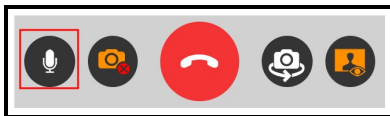
## Muting calls

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

## To mute a call by using the call controls

### iPhone

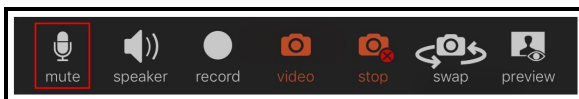
1. Tap  Mute.



Bria Mobile mutes the call.


### iPad

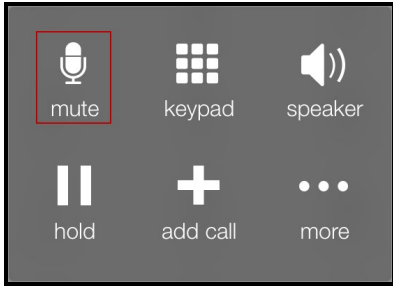
1. Tap  Mute.



Bria Mobile mutes the call.

## To mute a call using the menu - iPhone only

1. Swipe right.
2. Tap  Mute



Bria Mobile mutes the call.

# Creating a conference call

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

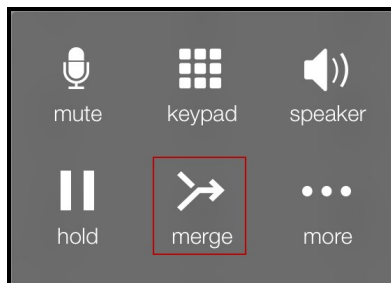
## Merging calls

You can merge two existing calls into a conference call. If either of the calls is a video call, you can still merge the calls but the merged call is an audio only call. Video conference calls are not supported at this time.

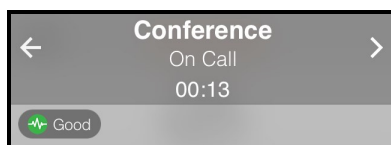
### To merge two calls

#### iPhone

1. Tap  **Merge** .

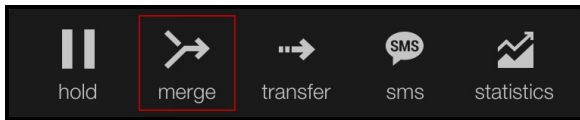


Bria Mobile merges the calls into a conference call and displays **Conference**. If you end the call, both remote parties are disconnected. The remote parties cannot continue the call without you.

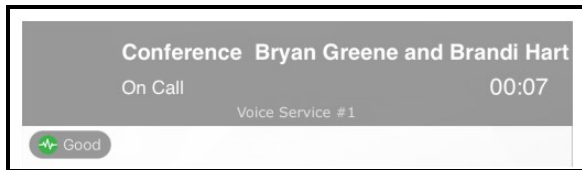


## iPad

1. Tap  Merge .



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



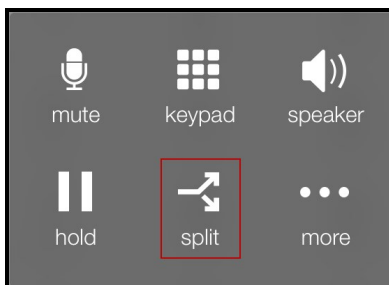
## Splitting calls

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

### To split a merged call

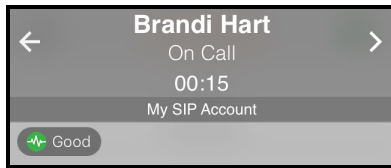
## iPhone

1. Tap  Split.



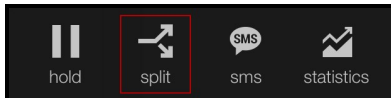
Bria Mobile splits the calls. On iPhone, Bria Mobile displays the name of the remote party for the active call. On iPad, Bria Mobile displays the active call in front.



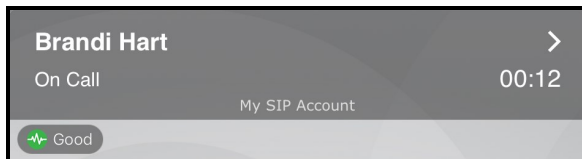


## iPad

1. Tap  Split.



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



# Accessing voicemail

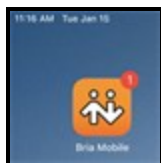
Voicemail is offered through your VoIP service provider or through your enterprise's IP PBX. It is not part of Bria Mobile. Contact your VoIP service provider or your system administrator for information on using voicemail.

If your service includes voicemail, Bria Mobile can be set up to access voicemail and show notifications for new messages. That's all Bria Mobile offers regarding voicemail. It is up to your VoIP provider whether you have more controls such as deleting previous messages or changing the greeting or changing your access password. Contact your VoIP service provider for voicemail features. For configuring Bria Mobile for voicemail, see [voicemail configuration](#).

If your VoIP service provider offers a voicemail service, incoming calls go to voicemail if you have voicemail configured and

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

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



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




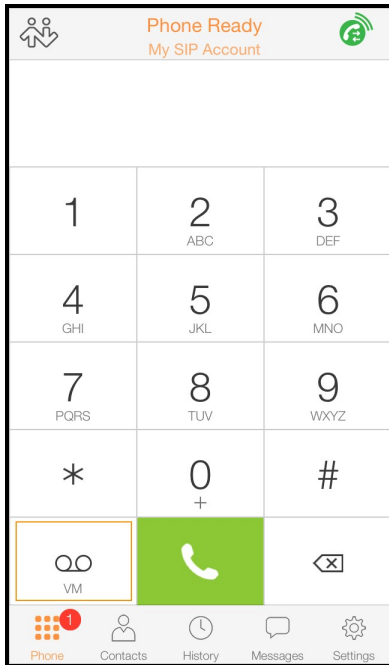
On iPad, a small red number on the voicemail icon in the toolbar indicates how many voicemail messages you have.



## To access your voicemail

### iPhone

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



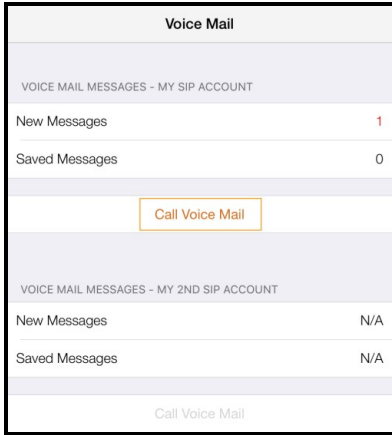
Bria Mobile dials you voicemail number. Follow any instructions to play your voicemail messages.

### iPad

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



2. Tap **Call Voice Mail**.



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

# Messaging

There are two types of messages in Bria Mobile - instant messages (IMs) and chat rooms.

- IMs are messages that you send to an individual contact.
- Chat rooms have multiple members and allow you to send messages to all the members of the room.

IMs are found in the **IM** section of the **Messages** tab. Chat rooms are found in the **Rooms** section.

## Instant messages


You can send instant messages (IMs) to a contact who has a softphone address (if your provider supports SIP SIMPLE) or an XMPP address - including using Siri. You can send SMS to PSTN cell phone numbers if your VoIP service provider supports SMS over SIP SIMPLE. You can delete single or multiple messages from an IM session, or delete the entire IM session.

To send messages to more than one person, see [Chat rooms](#).

## Sending instant messages



You can send an instant message (IM) to a contact. If you do not have any contact under **Roster**, see [Adding a contact to your roster](#).

### Tip:

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

### To change this behavior

To change this behavior so that the [Enter] key sends the message, go to **Settings > Preferences** and turn off **[Enter] As Newline**. When **[Enter] As Newline** is off, you


can enter a line break by going to  **Quick Responses** (iPhone) or  **Quick Responses** (iPad).

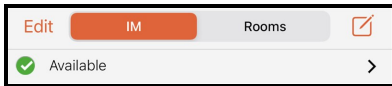
## Using messaging


You can use the **Messaging** tab to send an IM to a contact or to send an IM to a member of a chat room. You can also reply to a IM using **Quick Responses**.

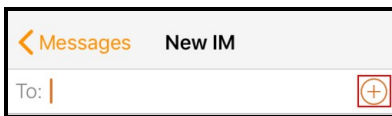
### To send an IM using Messaging

#### iPhone

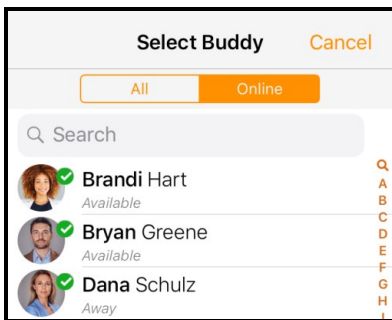
1. Go to the **Messaging** tab on the resource panel.
2. Tap **IM** and tap  **Compose**.



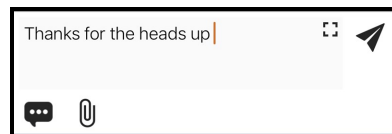
3. Tap  **Add recipient** or start typing the name of the contact you want to add to the IM.



4. Tap a contact.




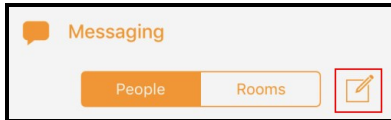
5. Type your message in **Compose Message** and tap  **Send**.




Bria Mobile sends the IM.

## iPad

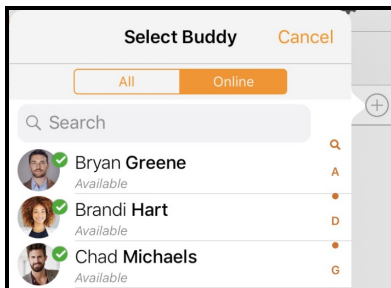
1. Go to the **Messaging** tab on the resource panel.
2. Tap **IM** and tap  **Compose**.



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



4. Tap a contact.



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

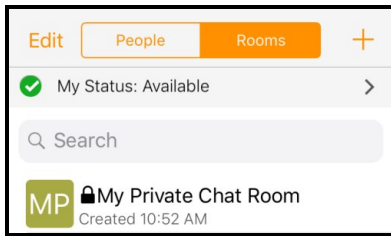


Bria Mobile sends the IM.

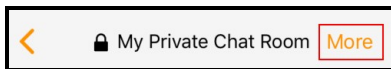
## To send an IM from a chat room

### iPhone

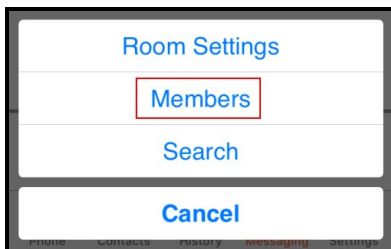
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room.



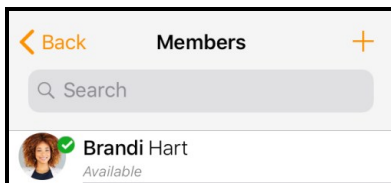
3. Tap **More**.



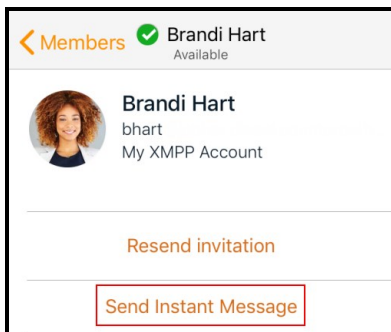
4. Tap **Members**.



5. Tap the member you want to IM.

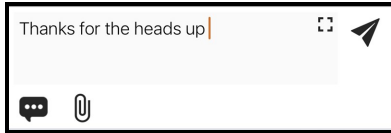


6. Tap **Send Instant Message**.



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

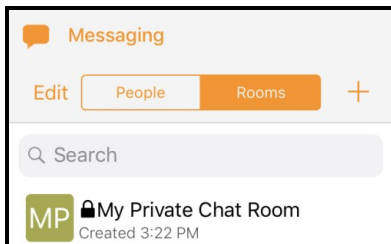




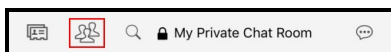
Bria Mobile sends the IM.

## iPad

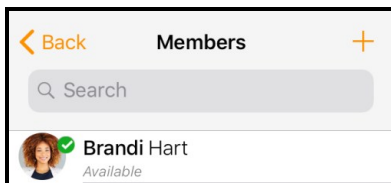
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room.



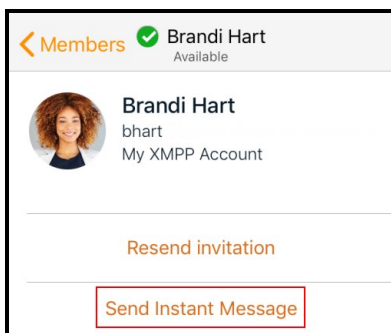
3. Tap  **Members**.



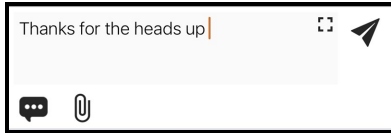
4. Tap the member you want to IM.



5. Tap **Send Instant Message**.



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



Bria Mobile sends the IM.

## Using Contact details

You can send an IM to a contact directly from the **Roster** tab in **Contacts**.

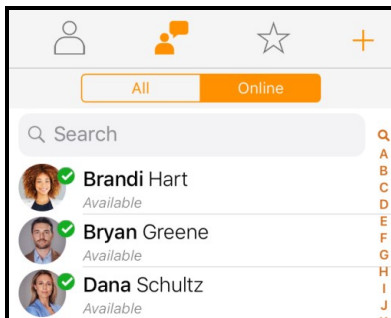
### To send an IM from Contacts

#### iPhone

1. Go to the **Contacts** tab on the resource panel and tap **Roster**.

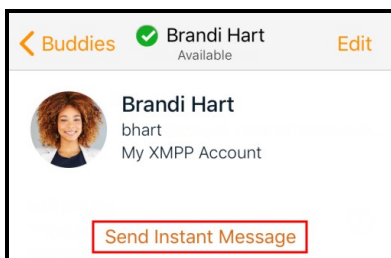


2. Select a contact by tapping on the contact or typing their name in the **Search** bar and tapping the contact.

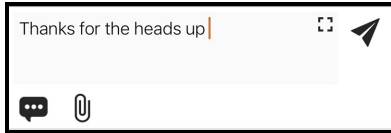


**Member Details** opens.

3. Tap **Send Instant Message**.



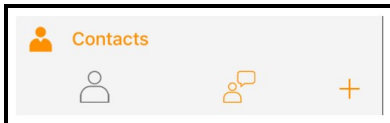
4. Tap inside the message area, type your message and tap **Send**.



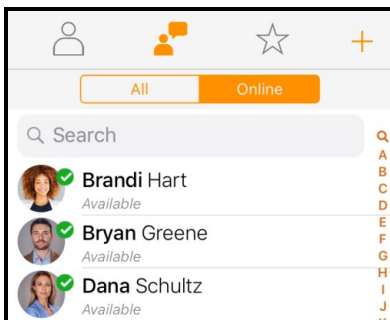
Bria Mobile sends the IM.

## iPad

1. Go to the **Contacts** tab on the resource panel and tap **Roster**.

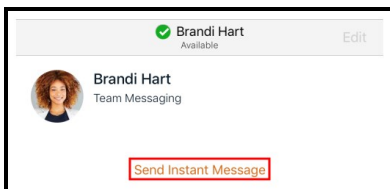


2. Select a contact by tapping on the contact or typing their name in the **Search** bar and tapping the contact.



**Member Details** opens.

3. Tap **Send Instant Message**.



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



Bria Mobile sends the IM.

## Receiving an instant message

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

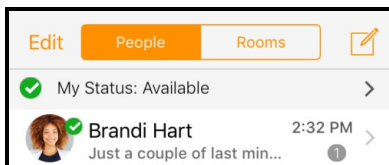
### Bria Mobile in the foreground

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



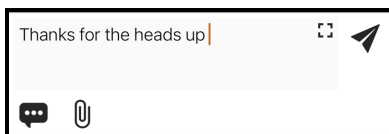
### To reply to an IM with Bria Mobile in the foreground

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



The message and any previous messages in IM session open.

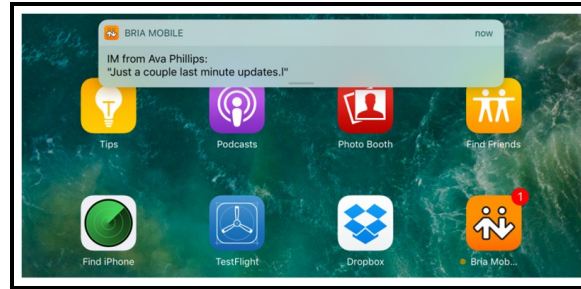
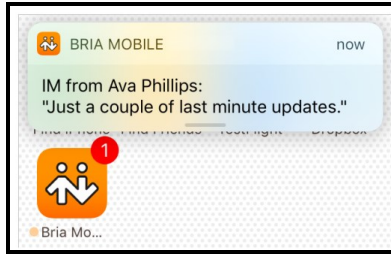
3. Type your message in **Compose Message** and tap **Send**.



Bria Mobile sends the IM.

### Bria Mobile is in the background

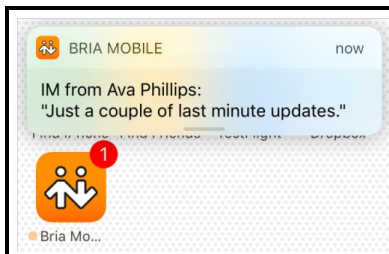
When Bria Mobile is in the background, you receive a notification that you have a new message and the number of messages shows on Bria Mobile's icon.



## To reply to an IM with Bria Mobile in the background

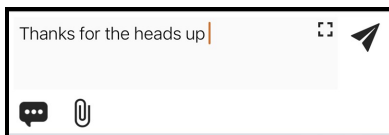
### iPhone

1. Tap the IM notification.



Bria Mobile opens in the **Messaging** tab.

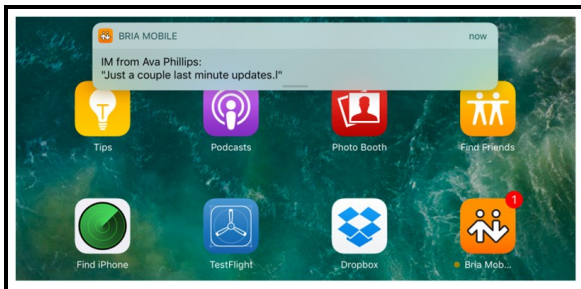
2. Type your message in **Compose Message** and tap **Send**.



Bria Mobile sends the IM.

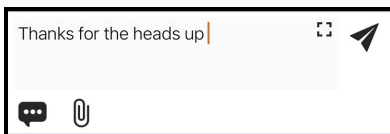
## iPad

1. Tap the IM notification.



Bria Mobile opens in the **Messaging** tab.

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

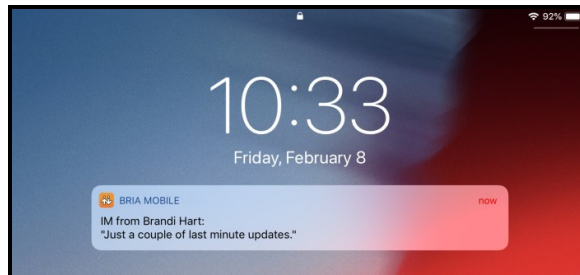
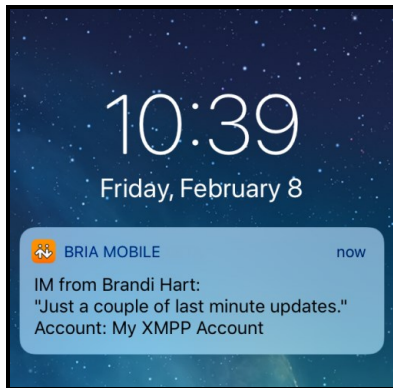


Bria Mobile sends the IM.

**Note:** With the release of iOS 10.3, Apple introduced more aggressive battery life management. This can cause Bria Mobile to become non-responsive or suspended in the background. If you find you are not receiving IMs with Bria Mobile in the background on iPhone or iPads running iOS 10.3 or higher, turn on **Settings > Preferences - General > Improve Reachability**. If you are still have problems, change **Settings > Preferences - General > Reachability Strategy** to **Enhanced**. Setting this to **Enhanced** may consume more battery life.

## Device is locked

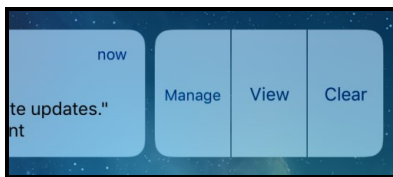
When the device is locked, you receive a notification on the lock screen when you have a new IM.



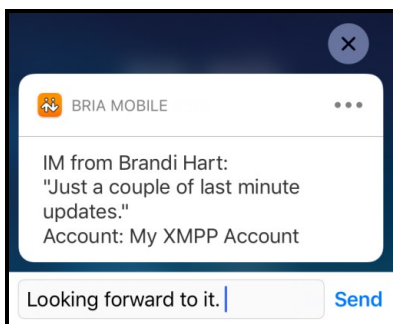
## To reply to a message with the device locked

### iPhone

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



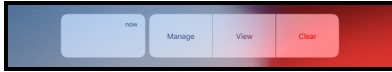
2. Tap **View** or **Clear** . **View** allows you to respond to the message. **Clear** hides the notification.
3. Type your reply and tap **Send**.



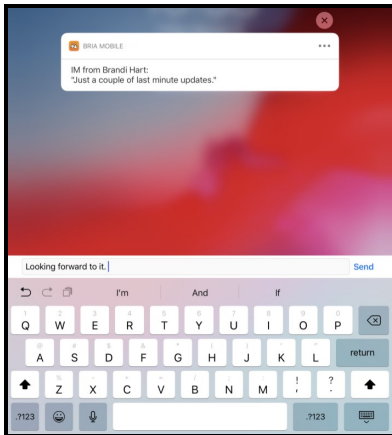
Bria Mobile sends the IM.

## iPad

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



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



Bria Mobile sends the IM.

## Sending an SMS

You can send an SMS from your SIP account to PSTN mobile phone numbers if your VoIP service provider supports this feature. Before sending an SMS, make sure **Settings** > **Preferences** > **Enable SMS** and **Settings** > **Accounts (SIP)** > **Account Specific Features** > **Enable SMS** are enabled.


## Using Messaging

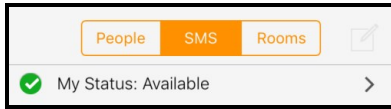
Send an SMS directly from the **Messaging** tab.


## To send an SMS using Messaging

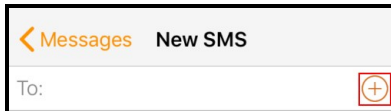
### iPhone



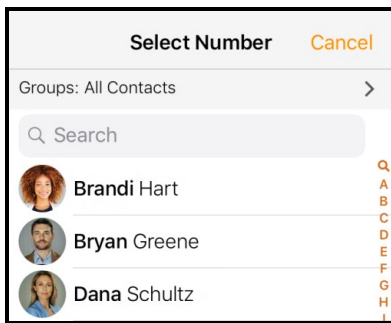
1. Go to the **Messaging** tab on the resource panel.
2. Tap **SMS** and tap  **Compose**.



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




4. Tap on the contact you want to send the SMS to.



**Contact Details** opens.

5. Tap the PSTN number you want to send an SMS to.



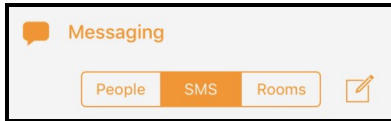
6. Add more recipients using the above method (optional).
7. Type your message in **Compose Message** and tap  **Send**.




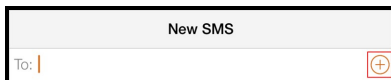
Bria Mobile sends the SMS.

## iPad

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




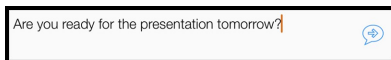
3. Tap  **Add recipient** or start typing the name of the contact you want to add to the SMS.



4. Tap on the contact you want to send the SMS to.  
**Contact Details** opens.
5. Tap the PSTN number you want to send an SMS to.



6. Add more recipients using the above method (optional).
7. Type your message in **Compose Message** and tap  **Send**.



Bria Mobile sends the SMS.

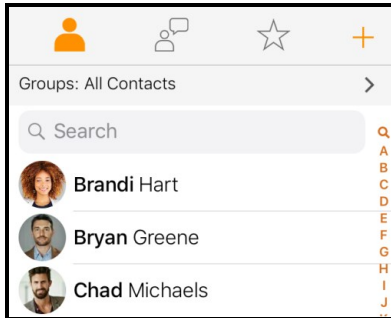
## Using Contacts

Send an SMS from contact details.

## To send an SMS using contact details

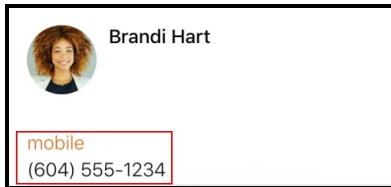
## iPhone

1. Go to the **Messaging** tab on the resource panel.
2. Select the contact you want to send an SMS to by tapping on the contact or typing their name in the **Search** bar and tapping on the contact.

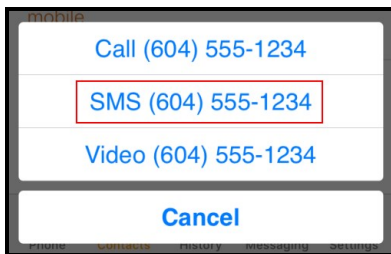


**Contact Details** opens.

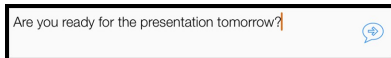
3. Tap the PSTN number you want to send an SMS to.



4. Tap **SMS...**



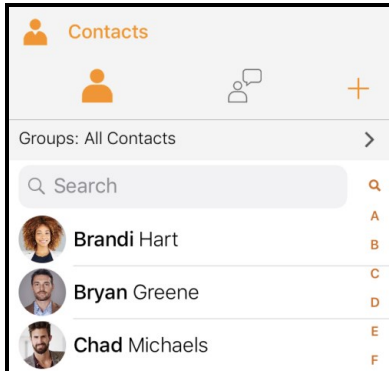
5. Type your message in **Compose Message** and tap **Send**.



Bria Mobile sends the SMS.

## iPad

1. Go to the **Messaging** tab on the resource panel.
2. Select the contact you want to send an SMS to by tapping on the contact or typing their name in the **Search** bar and tapping on the contact.

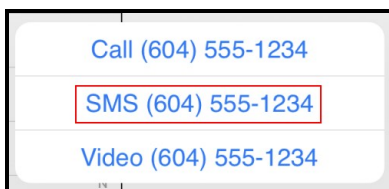


**Contact Details** opens.

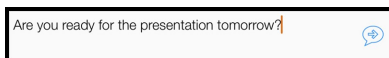
3. Tap the PSTN number you want to send an SMS to.



4. Tap **SMS...**



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



Bria Mobile sends the SMS.

## Sending files

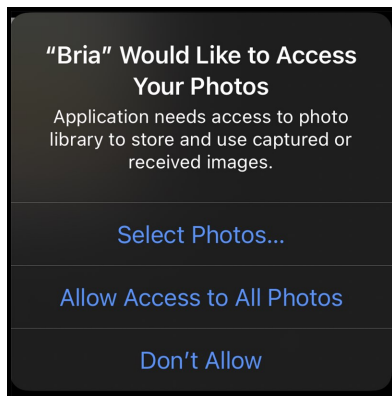
Send and receive files with your XMPP contacts using Bria Mobile. To use XMPP file transfer, the recipient needs to have their XMPP account enabled.

The received files are saved on your device, under Bria Mobile folder. Note that the files are not synced between your devices if you use Bria Mobile on multiple devices.

**Tip:** Deleting the file transfer message from the IM conversation on Bria Mobile does *NOT* remove the file from the device. Use a file manager app to remove the file if desired.

## Giving Bria Mobile a permission

The first time you use file transfer, you need to give Bria Mobile the permission to access your photos.




## Sending photos, videos, files

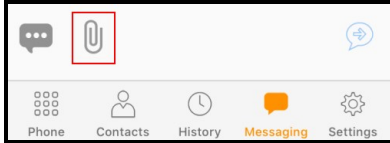
Send photos, videos and files to your XMPP contact who is online. To send multiple files at a time, all the files must be located in the same folder.

The recipient must accept the files for the transfer to start. If you send multiple files at a time, the recipient must accept or decline all of the files for the transfer to start.

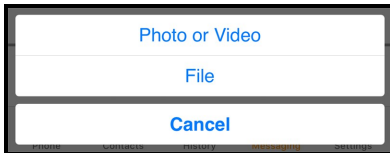
**Note:** If you put Bria Mobile in the background during a file transfer, the transfer is paused until you bring Bria Mobile back to the foreground.

## To send photos, videos or files

1. Create an new IM or open an IM conversation with the person you want to send the files to.
2. Tap  **Attach**.



3. Tap either **Photo or Video** or **File**, depending on the type of file you want to send.

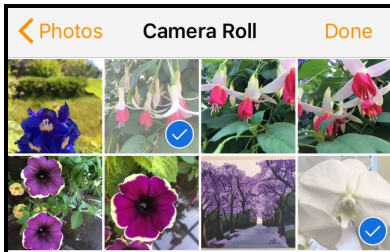


The file manager opens.

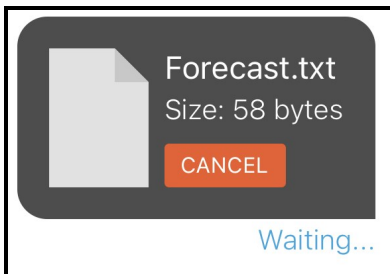
4. Locate the folder that contains the files that you want to send.

**Note:** You can only send multiple files at one time if they are located in the same folder.

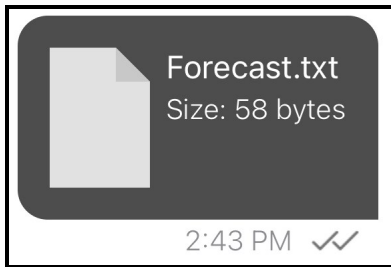
5. Tap the file you want to send. To select multiple files, repeat tapping on each file . Tap **Done** when you have selected all the files.



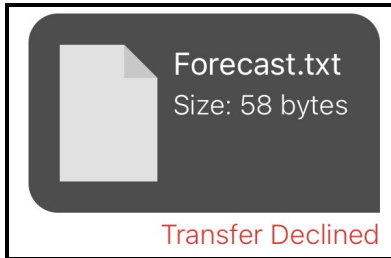
Bria Mobile sends a file transfer notification to the recipient. Until the recipient responds to the notifications, the sender sees **Waiting** as the file transfer status.



Once the recipient accepts the file, Bria Mobile shows the progress of the transfer and when the transfer is complete.



If the recipient declines the files, the transfer shows as **Transfer Declined**.

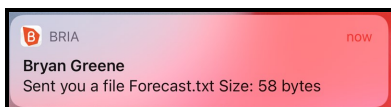


## Receiving files

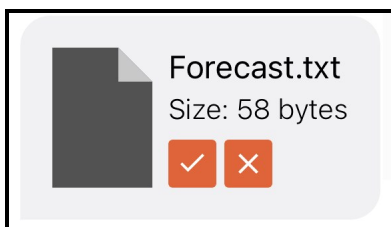
If you have an XMPP account enabled, another person with an XMPP account can send you files. The file transfer notification appears on Bria Mobile or in the notification center if Bria Mobile is in the background.

### To receive a file transfer

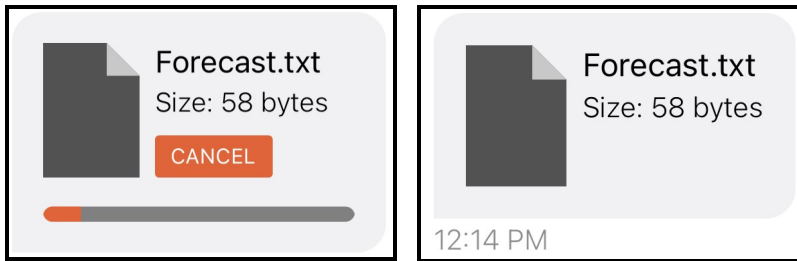
1. Tap on the notification. Bria Mobile opens the **Messaging** tab.



2. Tap **Accept** or **Decline** on the files. The file transfer does not begin until you have clicked **Accept**.



If you accept the file, Bria Mobile begins the transfer. Bria Mobile displays the progress of the transfer and when the transfer is complete in the IM.



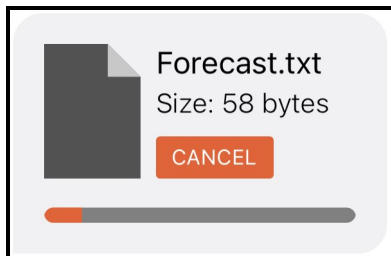
If you decline the transfer, both the recipient and the sender see the file transfer status as **Declined**.

## Canceling a file transfer

You can cancel a file transfer as either the sender or the recipient. As the sender, you can cancel the transfer before the recipient accepts the transfer (your screen shows **Waiting**) or while the transfer has been accepted but before the transfer is complete.

**Note:** Once the file transfer has been accepted by the recipient, the progress screen may be too quick to actually see the progress.

To cancel a file transfer, tap **Cancel**.



The sender sees **Transfer Failed** and the recipient sees **Transfer Declined** as the transfer status.

## Using Siri for messaging

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

The first time you use Siri, you need give permission for Siri to access Bria Mobile's data. The person must be in Bria Mobile's **Contacts** to send an IM or SMS text using a name.



## **Sending messages**

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

### **To send a message using Siri**

1. Press and hold the **Home** button on your iPhone or iPad.
2. Ask Siri to “Send text to Joseph Santos using Bria Mobile” or “Text 6045551234 using Bria Mobile”.

Ask Siri to “Send message to Joseph Santos using Bria Mobile” or “Text 6045551234 using Bria Mobile”.

Ask Siri to “Send text message to Joseph Santos using Bria Mobile” or “Send text to 6045551234 using Bria Mobile”.

Bria Mobile sends the IM or SMS text.

## **Searching messages**

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

### **To search messages using Siri**

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

Ask Siri to “Read my Bria Mobile messages from Joseph”.

Bria Mobile searches your IMs and SMS messages.

## **Deleting instant messages**

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

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

## **Deleting messages**

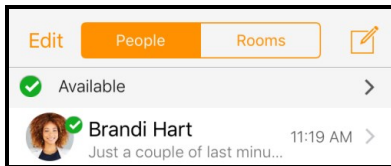
You can delete one or more messages without losing the entire IM session.

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

## To delete a single IM message

### iPhone

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



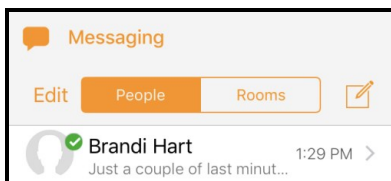
3. Press-and-hold on the message you want to delete.
4. Tap **Delete**.



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

### iPad

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



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

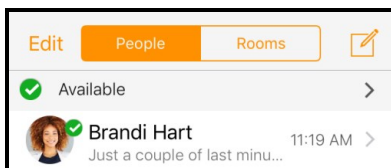


Bria Mobile deletes the message. There is not warning before Bria Mobile deletes the message.

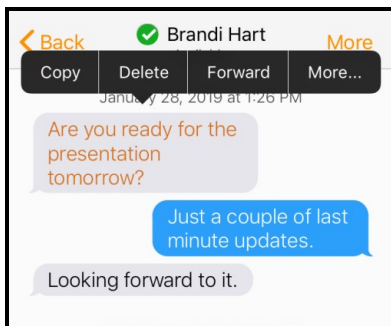
## To delete multiple IM messages

### iPhone

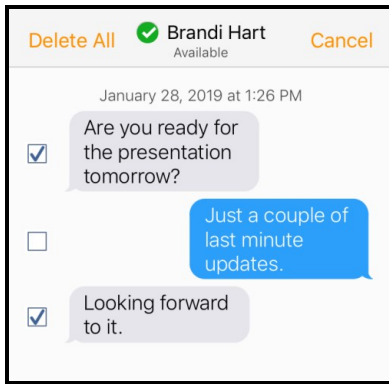
1. Go to the **Messaging** tab on the resource panel.
2. Tap **IM** and tap the IM session.



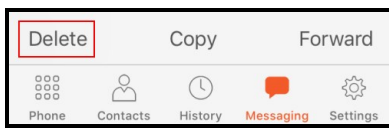
3. Press-and-hold one of the messages you want to delete.
4. Tap **More**.



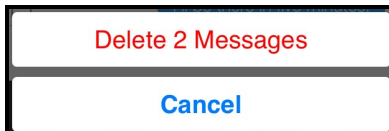
5. Tap all other messages that you want to delete.



6. Tap **Delete**.



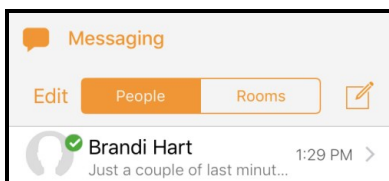
7. Tap **Delete # Messages** to confirm you want to delete the selected messages.



Bria Mobile deletes the selected messages.

### iPad

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



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



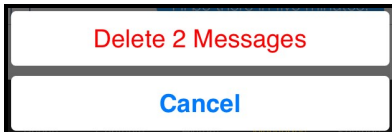
5. Tap the messages you want to delete. A check mark shows up beside each selected message.



6. Tap **Delete**.



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



Bria Mobile deletes the selected messages.

## Deleting an IM session

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

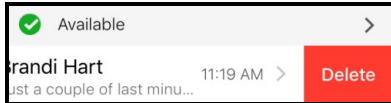
### To delete an IM session by swiping left

#### iPhone

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



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



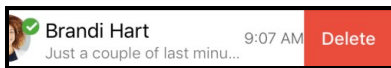
The IM session is deleted.

## iPad

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



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



The IM session is deleted.

## Chat rooms

Chat rooms are used when sending messages to multiple recipients. Chat rooms can be private or public. Private rooms can only be joined by invitation. Public rooms can be joined by anyone in your XMPP group. Chat rooms are only supported with a single XMPP account.

You can:

- Create chat room.
- Join a chat room.
- Set up the type of notifications you want to receive for each chat room.
- Use mentions to get the attention of a specific chat room member.
- Add and remove members.
- Delete or leave a chat room.

## Chat room server requirements

The following requirements must be met to use chat rooms:

- Your XMPP server must support:
  - Multi-User Chat as defined in XEP-0045.
  - Bookmarks as defined in XEP-0048.
  - Private XML Storage as defined in XEP-0049.
  - Entity Time as defined in XEP-0202
  - Delayed Delivery as defined in XEP-0203
- All the clients must be running version 5.5.3 or higher.
- All the users must connect to the same XMPP server; in other words, their XMPP accounts must have the same domain.
- Your XMPP account must be registered and enabled.

If your XMPP server does not support XEP-0045, you will not see **Rooms in Messaging**.

If your XMPP server does not support XEP-0048, XEP-0049, XEP-0202, and XEP-0203, chat rooms may not work as designed. Users may see errors in the **Rooms** list, the time stamps on messages may be incorrect, and some messages may not be sent to all users.

If some clients are running versions earlier than 5.5.3, the room members list may not accurately show who is in the chat rooms and messages may not be sent to all room members.

## Chat room properties

Each chat room has a set of properties. Some are required and some are optional.

### Required chat room properties

**Room name:** Each room must have a unique room name. Up to 40 characters long.

**Room Type:** A room can be private or public. Private rooms are unlisted and can be joined by invitation only. Public rooms are displayed in the list of chat rooms that you can join.

**Room owner:** The name of the person that created the room.

### Optional chat room properties

**Members:** The people you are inviting to the room or the people already in the room.

**Description:** Up to 140 characters long that can be edited by the room owner.

**Topic:** A brief description of what is currently being discussed in the group that can be edited by anyone. Up to 140 characters long.

## Creating a chat room

All Bria Mobile users can create new private or public chat rooms. Private chat rooms can only be joined by an invitation from the **Room Owner**. Public chat rooms can be joined by anyone.

Chat rooms are assigned an avatar using the initials from **Room Name**. As you type in **Room Name**, the color of the avatar changes. The resulting color is assigned to the chat room. **Room Name** can be up to 40 characters long and must be unique. **Room Name** is case sensitive.

**Description** is an optional field. **Description** can be up to 140 characters long.

**Topic** is an optional field and can be up to 140 characters long. **Topic** can be changed by all room members and is used to show what is currently being discussed in the room.

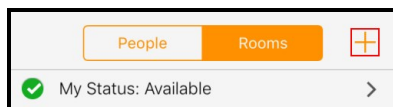
## Creating a private chat room

You can create a private chat room from the **Messaging** tab. When you create a private chat room, you invite people to join the room.

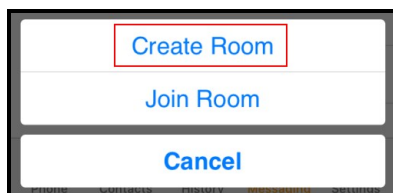
### To create a private chat room

#### iPhone

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

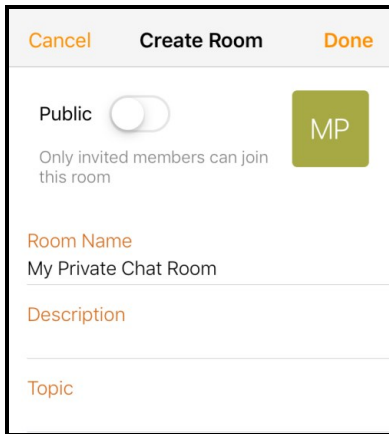


3. Tap **Create Room**.

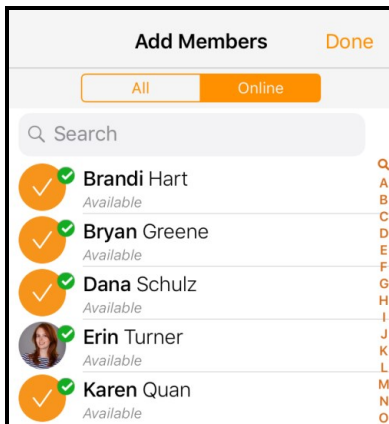


4. Type in a **Room Name**. If desired, type a **Description** and a **Topic**.

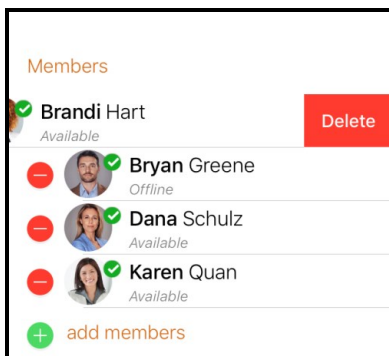




5. Tap **+ Add Members**.
6. Tap on the contacts you want to add to the chat room. A check mark appears on top of their avatar. Tap **Done** when you finish selecting contacts.

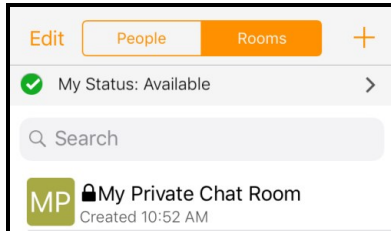


Your contacts show in **Members**. If you want to remove someone from **Members** before you create the chat room, tap **- Delete** and **Delete**.



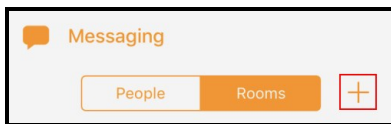
7. If desired, set the **Notifications** for the chat room. See [Chat room notifications](#) for more information.
8. Tap **Done**.

Bria Mobile creates the private chat room. The **Members** you invited are automatically added to the room. The chat room shows up in the **Rooms** section of the **Messaging**. The room shows when you created it. The lock on the avatar for the room indicates this is a private chat room.

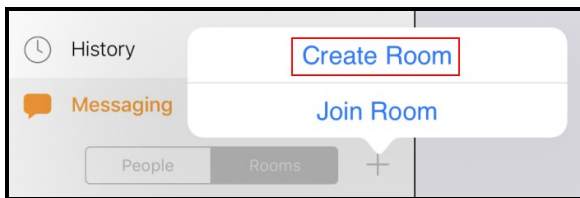


## iPad

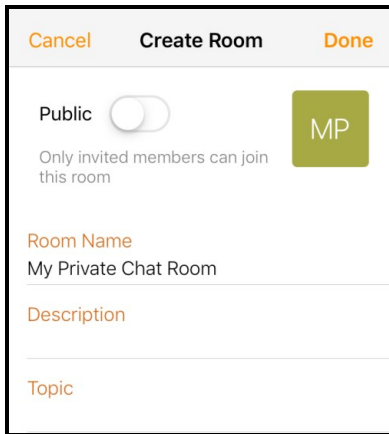
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap **+ Add**.



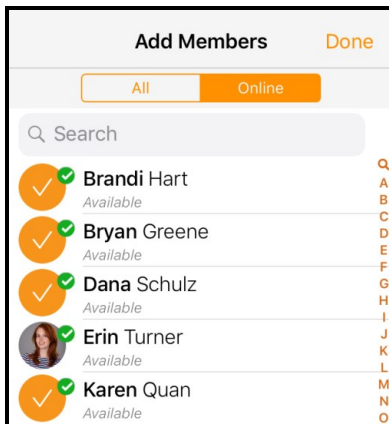
3. Tap **Create Room**.



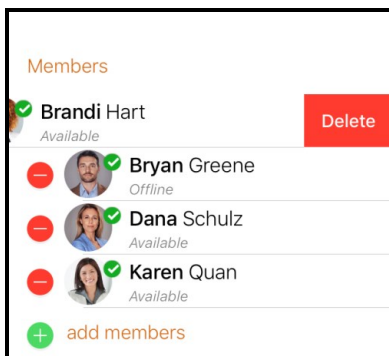
4. Type in a **Room Name**. If desired, type a **Description** and a **Topic**.



5. Tap **+ Add Members**.
6. Tap on the contacts you want to add to the chat room. A check mark appears on top of their avatar. Tap **Done** when you finish selecting contacts.

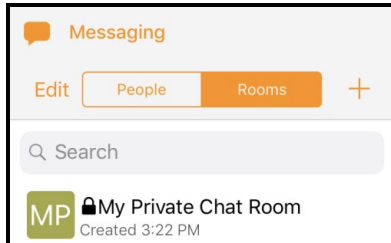


Your contacts show in **Members**. If you want to remove someone from **Members** before you create the chat room, tap **- Delete** and **Delete**.



7. If desired, set the **Notifications** for the chat room. See [Chat room notifications](#) for more information.
8. Tap **Done**.

Bria Mobile creates the private chat room. The **Members** you invited are automatically added to the room. The chat room shows up in the **Rooms** section of the **Messaging**. The room shows when you created it. The lock on the avatar for the room indicates this is a private chat room.



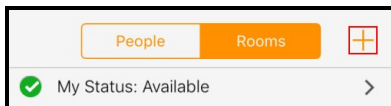
## Creating a public chat room

You can create a public chat room from the **Messaging** tab.

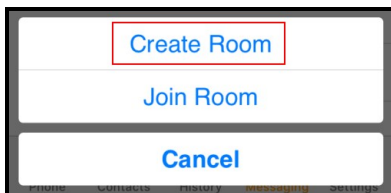
### To create a public chat room

#### iPhone

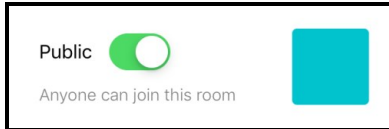
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap **+ Add**.



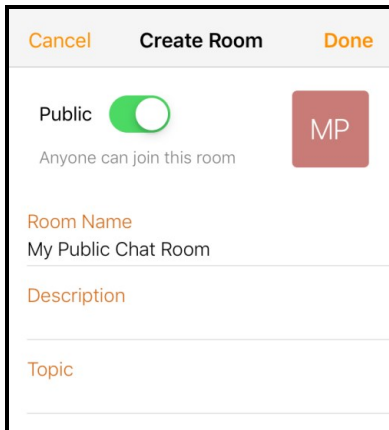
3. Tap **Create Room**.



4. Toggle **Public** on.



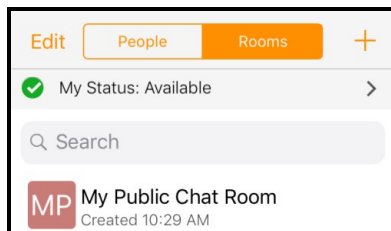
5. Type in a **Room Name**. If desired, type a **Description** and a **Topic**.



6. If desired, set the **Notifications** for the chat room. See [Chat room notifications](#) for more information.

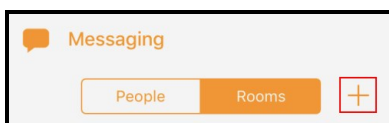
7. Tap **Done**.

Bria Mobile creates the public chat room. The chat room shows up in the **Rooms** section of the **Messaging**. The room shows when you created it.

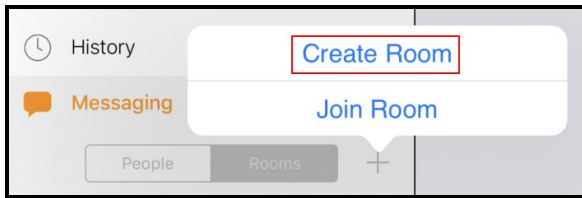


## iPad

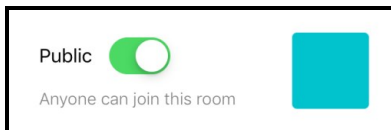
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap **+ Add**.



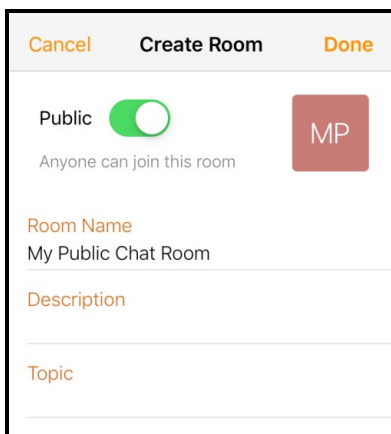
3. Tap **Create Room**.



4. Toggle **Public** on.



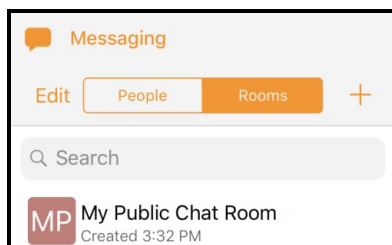
5. Type in a **Room Name**. If desired, type a **Description** and a **Topic**.



6. If desired, set the **Notifications** for the chat room. See [Chat room notifications](#) for more information.

7. Tap **Done**.

Bria Mobile creates the public chat room. The chat room shows up in the **Rooms** section of the **Messaging**. The room shows when you created it.



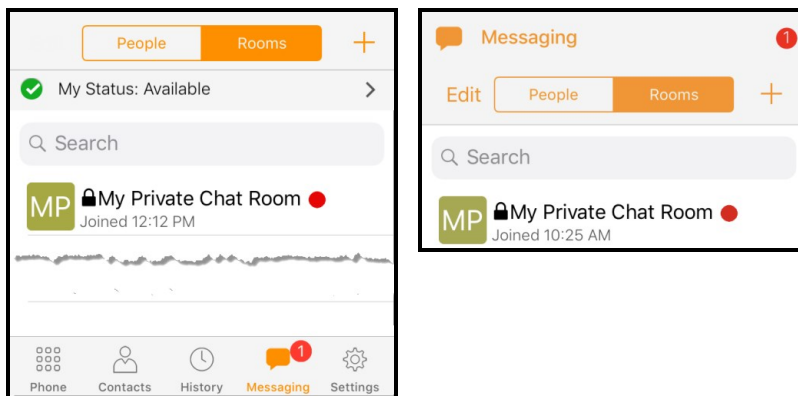
## Joining a chat room

There are two types of chat rooms - public and private. Anyone can join a public chat room. You must be invited to join a private chat room. Bria Mobile automatically accepts the invitation to private chat rooms.

When you join a chat room, all the messages from the room are available to you. You can continue to scroll through and download the message history until you see **No more messages**.

## Joining a private chat room

In order to join a private chat room, you have to be added as a member. You automatically join the room when the **Room Owner** invites you and the private room shows in the **Rooms** section of the **Messages** tab with a dot to indicate it is new. If you leave a private chat room and want to rejoin, you need to be invited to the room again.



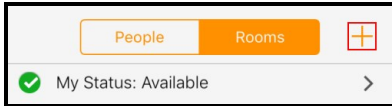
## Joining a public chat room

You can join existing public chat rooms that were created by one of your contacts. Anyone in a public chat room can invite people to join the room. The invitation is sent as an IM to each person invited.

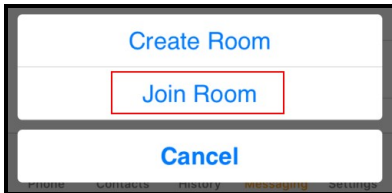
### To join a public chat room

#### iPhone

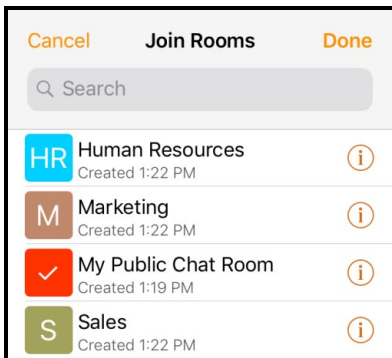
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap **+ Add**.



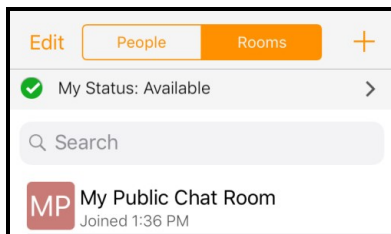
### 3. Tap Join Room.



### 4. Tap the public rooms you want to join and tap **Done**. You can use search to look for a specific room.

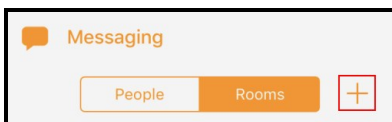


Bria Mobile adds the public chat room to **Rooms** in the **Messaging** tab.



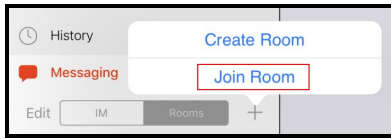
## iPad

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

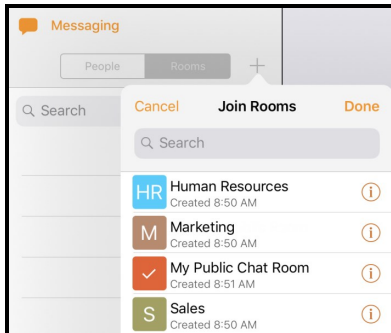




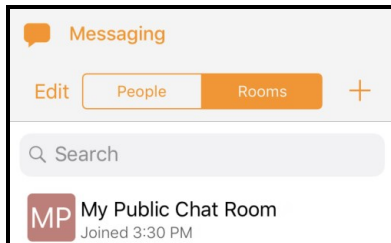
### 3. Tap Join Room.



### 4. Tap the public rooms you want to join and tap **Done**. You can use search to look for a specific room.



Bria Mobile adds the public chat room to **Rooms** in the **Messaging** tab.



## Editing chat rooms

After a room has been created, the **Room Owner** - the person who created the room- can change the **Room Name** and **Description**, add new members, and add a **Topic** to a room.

Members of the room can also change the **Topic**.

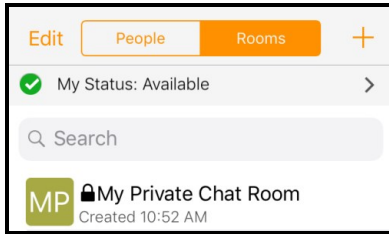
### Changing the Room Name and Description

The **Room Owner** can change the **Room Name** and **Description**. The chat rooms you can edit say **Created**.

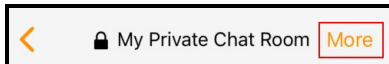
### To change the Room Name and Description

**iPhone**

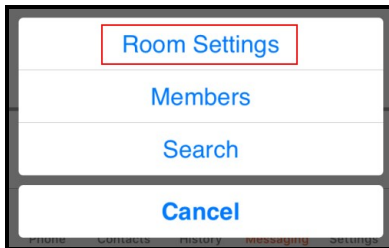
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room you want to edit.



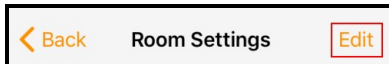
3. Tap **More**.



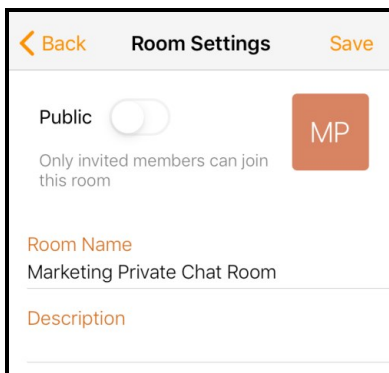
4. Tap **Rooms Settings**.



5. Tap **Edit**.



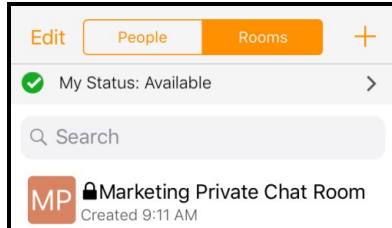
6. Type in a new **Room Name** or **Description**.



7. Tap **Save**.

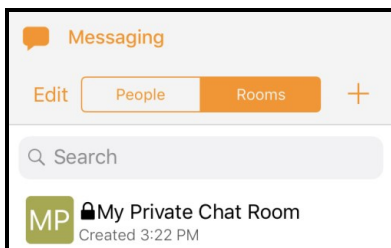


Bria Mobile updates the **Room Name** and **Description**.

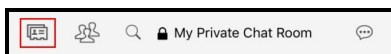


## iPad

1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room you want to edit.



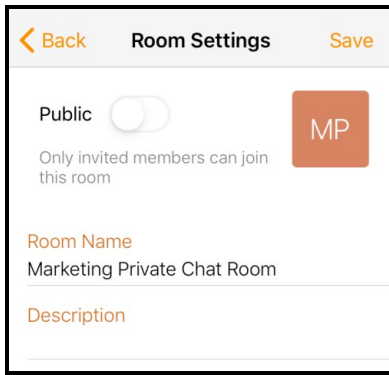
3. Tap  **Room Settings**.



4. Tap **Edit**.



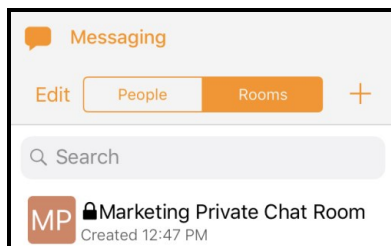
5. Type in a new **Room Name** or **Description**.



6. Tap **Save**.



Bria Mobile updates the **Room Name** and **Description**.



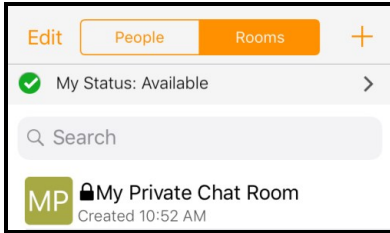
## Adding a topic to a room

Room members can add a topic for both public and private chat rooms. You might want to add a topic to indicate what the current discussion is about. Topics do not show up in search results.

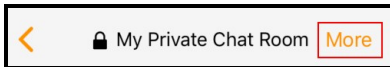
### To add a Topic

#### iPhone

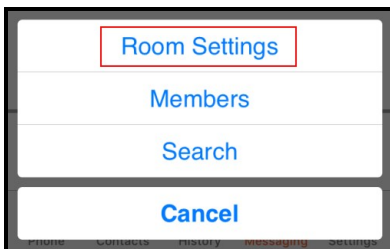
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room you want to edit.



3. Tap **More**.



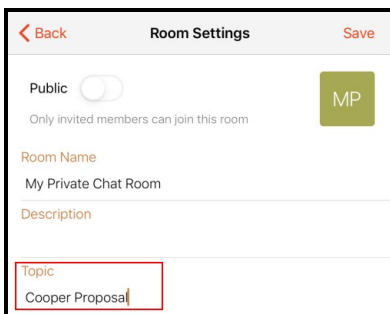
4. Tap **Rooms Settings**.



5. Tap **Edit**.



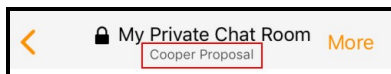
6. Type in the **Topic**.



7. Tap **Save**.

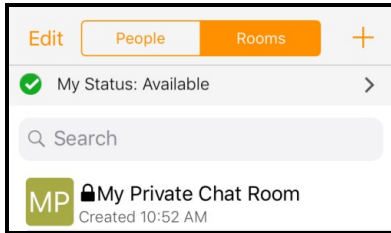


The **Topic** displays below the **Room Name** in the chat room header.

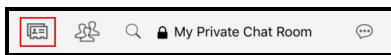


## iPad

1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room you want to edit.



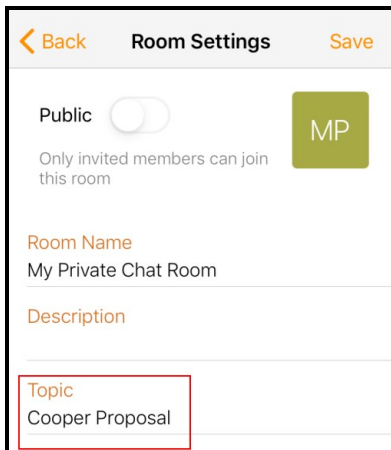
3. Tap **Room Settings**.



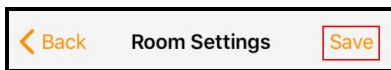
4. Tap **Edit**.



5. Type in the **Topic**.



6. Tap **Save**.



Bria Mobile updates the **Room Name** and **Description**.



## Chat room notifications

Bria Mobile can notify you when there is a new message or when you have been mentioned in a chat room. You can change the way you are alerted using a combination of individual chat room notification settings and the following **Preferences**:

### Preferences - Messages

- **Alert Sound** can be enabled or disabled.
- **Alert Vibration** can be enabled or disabled.
- **Alert Text Tone** lets you choose the sound you want to use for incoming messages.

### Preferences - Mentions

- **@mention Sound** can be enabled or disabled.
- **@mention Text Tone** lets you choose the sound you want to use for new mentions.

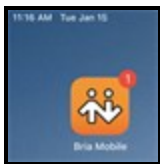
## Types of notifications

When you have a new message or mention, you may see the following depending on how you have configured **Chat Room Notifications** and **Preferences**:

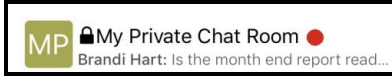
- A badge notification on **Messaging** in the resource panel with Bria Mobile in the foreground.



- A badge notification on **Bria Mobile** with Bria Mobile in the background.



- The device (except iPad) vibrating in the foreground, background, and on the lock screen.
- The **Alert Text Tone** is played in the foreground, background, and on the lock screen.
- The **@mention Text Tone** is played in the foreground, background, and on the lock screen.
- A badge notification on the chat room in **Rooms**.



- A mention badge notification on the chat room in **Rooms**.



## Changing chat room notifications

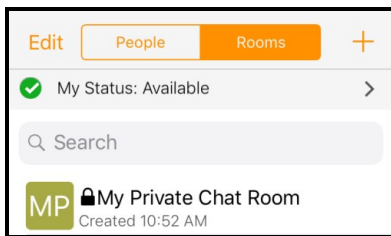
You can change the notifications you receive for each individual chat room. Choose from:

- **All New Messages:** Bria Mobile notifies you if there is a new message or you have been mentioned in a chat room you are a member of.
- **Mention (@):** Bria Mobile notifies you if you are mentioned in a chat room you are a member of.
- **Mute Room:** Bria Mobile does not notify you that there is a new message or that you have been mentioned in a chat room you are a member of.

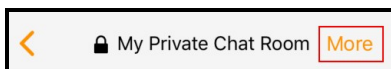
### To change room notifications

#### iPhone

1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap on the chat room.

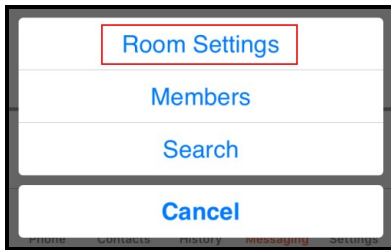


3. Tap **More**.

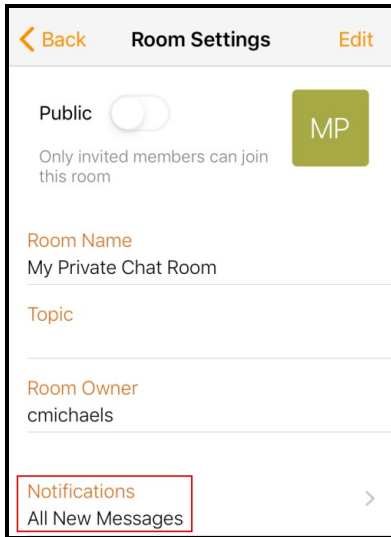


4. Tap **Room Settings**.

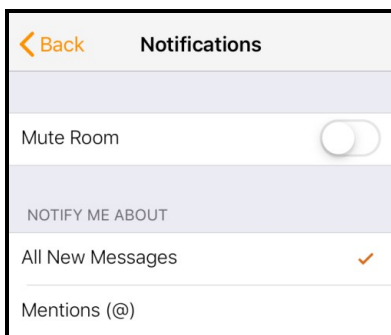




5. Tap **Notifications**.



6. To stop receiving any notification for the room, toggle **Mute Room** on. Otherwise, select either **All New Messages** or **Mentions (@)**.

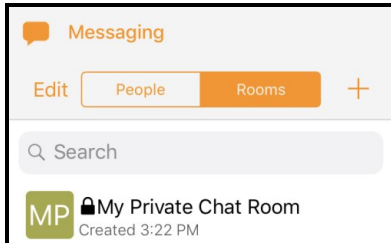


7. Tap **Back**.

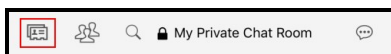
Bria Mobile updates your notification preferences for the room.

## iPad

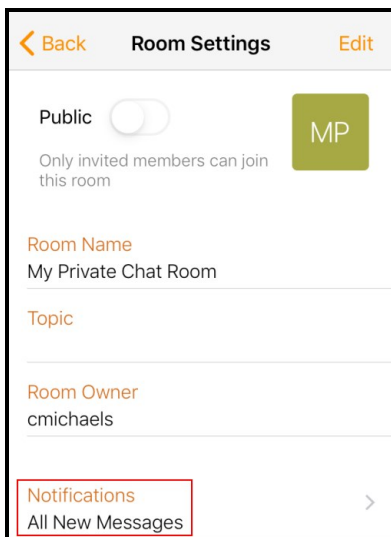
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap on the chat room.



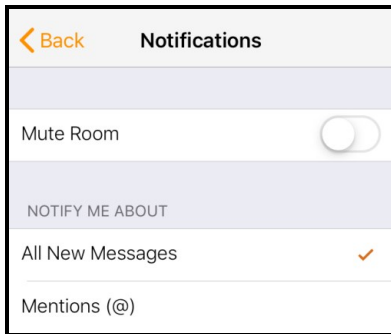
3. Tap  **Room Settings**.



4. Tap **Notifications**.



5. To stop receiving any notification for the room, toggle **Mute Room** on. Otherwise, select either All New Messages or Mentions (@).



## 6. Tap **Back**.

Bria Mobile updates your notification preferences for the room.

# Sending and receiving chat room messages

## Sending a message

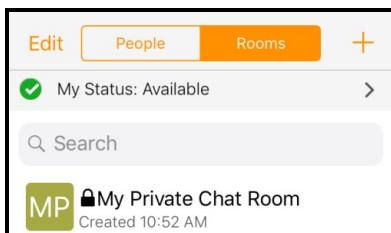
Once you have **created** or **joined** a chat room, you can start sending messages.

**Note:** A chat room message cannot be deleted or unsend; take a moment to make sure you are sending it to the right chat room.

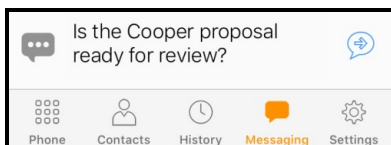
## To send a chat room message

### iPhone

1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap on the chat room.



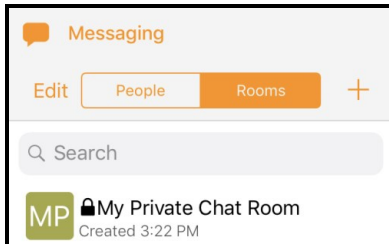
3. Type your message in **Compose Message** and tap **Send**.



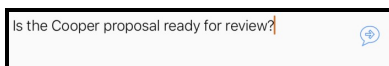
Bria Mobile sends the chat room message.

## iPad

1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap on the chat room.



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



Bria Mobile sends the chat room message.

## Seeing someone else is typing

You will see an indication in the chat room message area when someone is typing a response.



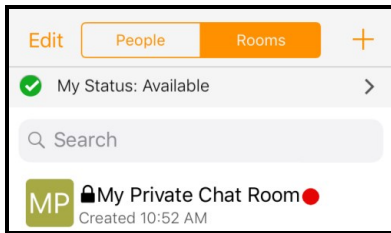
## Receiving a message

Your **chat room notification settings** determine the type of alert you see when there is a new message on a chat room.

### To view an new message

## iPhone

1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap on the chat room.

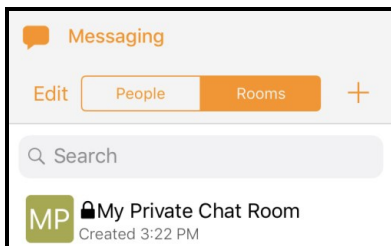


Bria Mobile displays the chat room messages.



## iPad

1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap on the chat room.



Bria Mobile displays the chat room messages.



## Mentions

If you want to get the attention of a room member, you can use mentions. The person that is mentioned sees an indicator beside the chat room in **Rooms**.



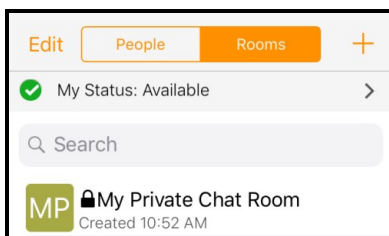
The name of the person mentioned in the messages is highlighted.



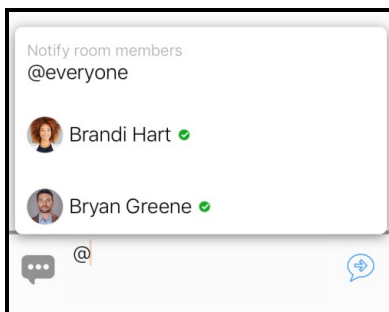
## To mention a person

### iPhone

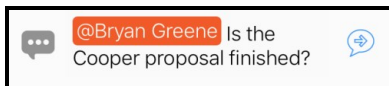
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap on the chat room.



3. Type @ followed by the name of the person you want to mention in **Compose Message**. As you type, Bria Mobile offers suggestions. Select the name of the person from the list of suggestions.



4. Type your message in **Compose Message**.

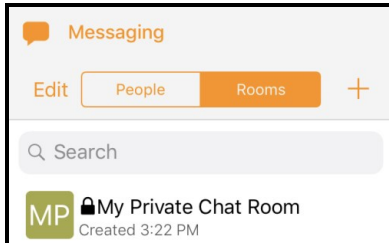


5. Click **Send**.

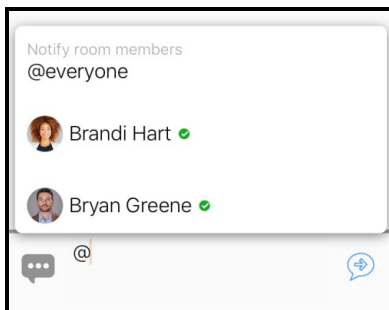
Bria Mobile sends the chat room message. The person mentioned in the message sees an indicator that they have been mentioned.

## iPad

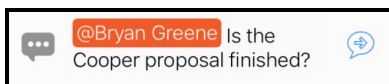
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap on the chat room.



3. Type @ followed by the name of the person you want to mention in **Compose Message**. As you type, Bria Mobile offers suggestions. Select the name of the person from the list of suggestions.



4. Type your message in **Compose Message**.



5. Click **Send**.

Bria Mobile sends the chat room message. The person mentioned in the message sees an indicator that they have been mentioned.

**Tip:** You can use **@Everyone** to send a mention to all members of a private chat room and all active members of a public chat room.

## Chat room members

Members of a chat room can see who is in the room. Anyone in the chat room can invite new members to a public chat room. The owner of the chat room can add new members

to a private room. The room owner can also re-invite members to a private chat room and remove private chat room members.

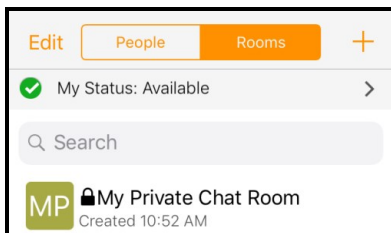
## Seeing who is in a room

As a member of a chat room, you can see who is in the room. Private chat rooms display everyone who is a member of the chat room along with their status. Public chat rooms display the room members that are currently online.

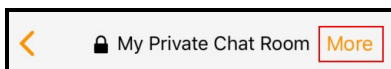
### To see who is in a chat room

#### iPhone

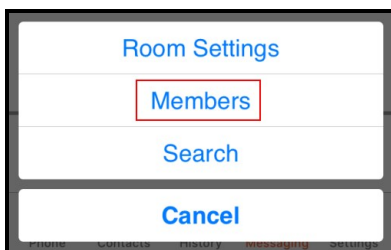
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room.



3. Tap **More**.

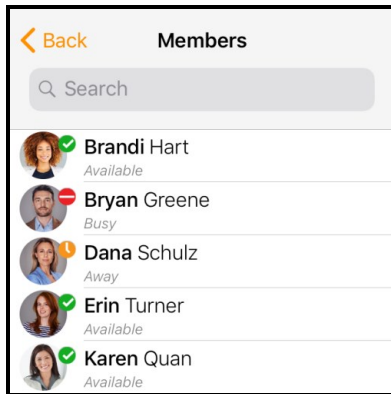


4. Tap **Members**.



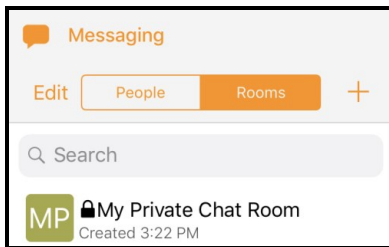
The members list opens. Each member of the room is displayed with their status.



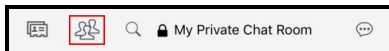


## iPad

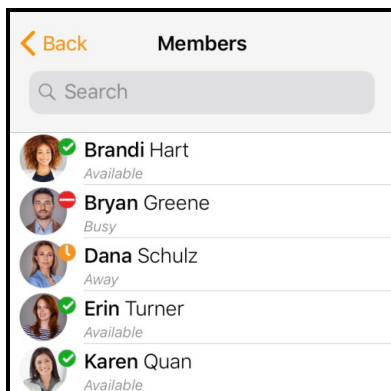
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room.




3. Tap  **Members**.



The **Members** list opens. Each member of the room is displayed with their status.



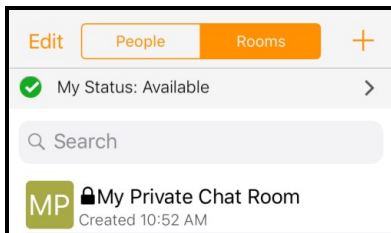
## Adding new members to a private chat room

The room owner can add new members to a private chat room from the **Members** list. If you are the room owner, you see  **Settings** in the chat room header.

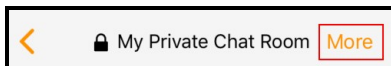
### To add new members to a chat room

#### iPhone

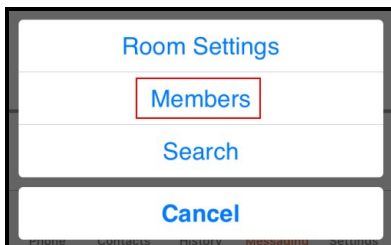
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room.



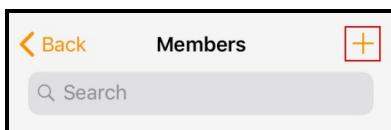
3. Tap **More**.



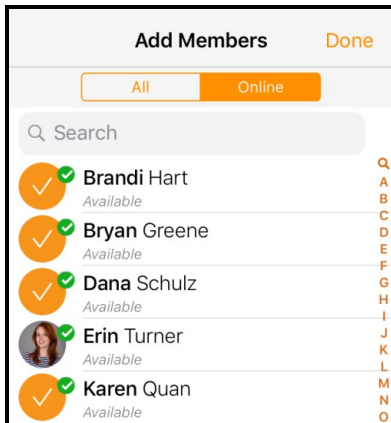
4. Tap **Members**.



5. Tap **+ Add**.



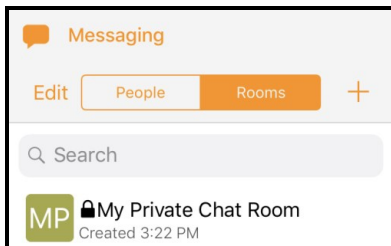
6. Tap on the contacts you want to add to the chat room. A check mark appears on top of their avatar. Tap **Done** when you finish selecting contacts.



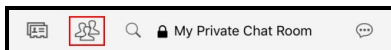
Bria Mobile adds the contact to the chat room.

## iPad

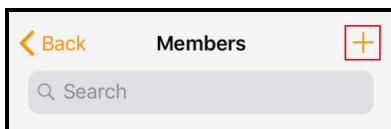
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room.



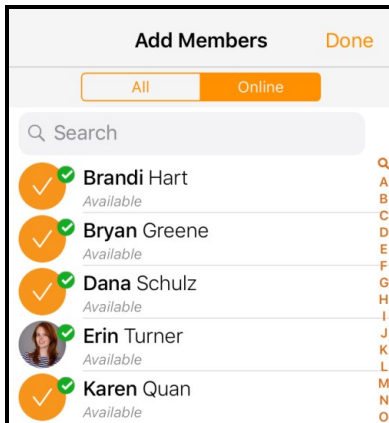
3. Tap **Members**.



4. Tap **+ Add**.



5. Tap on the contacts you want to add to the chat room. A check mark appears on top of their avatar. Tap **Done** when you finish selecting contacts.



Bria Mobile adds the contact to the chat room.

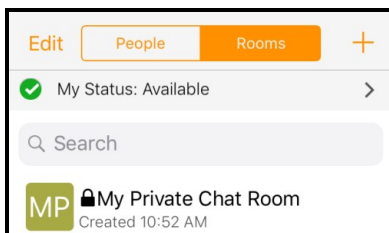
## Re-inviting a member

If the owner of the chat room sends an invitation to someone who is using a version of Bria Mobile that does not support chat rooms, the member may not automatically join the chat room. Once they have upgraded their version of Bria Mobile, the room owner can re-invite the member.

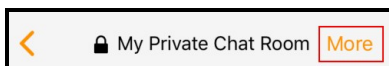
### To re-invite a member

#### iPhone

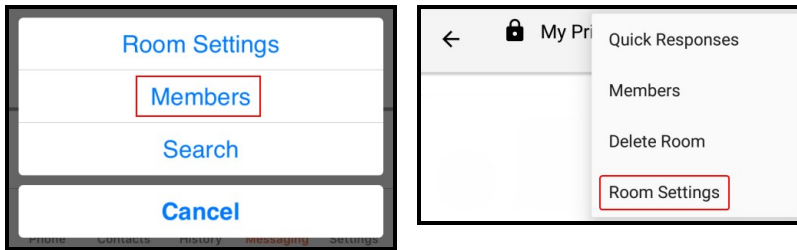
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room you want to edit.



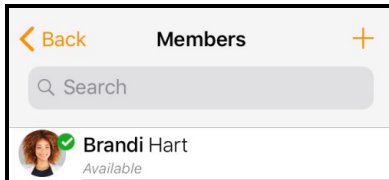
3. Tap **More**.



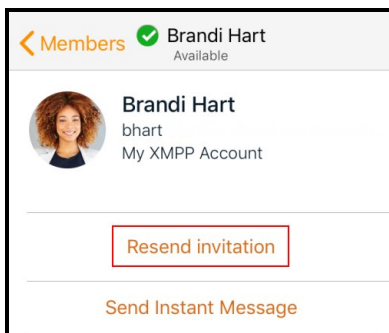
4. Tap **Members**.



5. Tap the room member you want to re-invite.



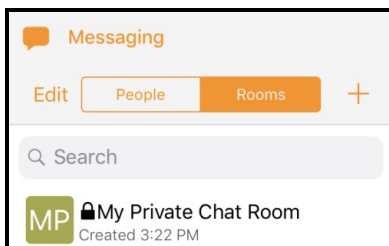
6. Tap **Resend Invitation**.



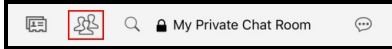
The member you re-invited is automatically added to the room.

## iPad

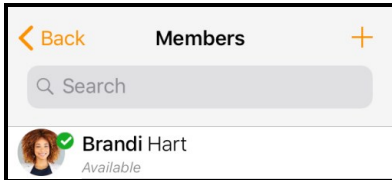
1. Go to the **Messaging** tab on the resource panel.
2. Tap **Rooms** and tap the chat room.



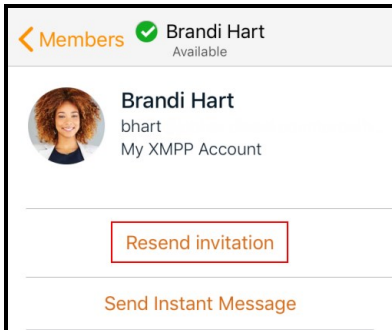
3. Tap  **Members**.



4. Tap the room member you want to re-invite.



5. Tap **Resend invitation**.



The member you re-invited is automatically added to the room.

## Leaving or deleting a chat room

You can leave a private or public chat room without closing it if you are not the room owner. You may be removed from a private chat room by the room owner. If you are the room owner, you can delete a private or a public chat room.

**Tip:** Before you leave or delete a room, you may want to **copy important messages and paste them in another app**.

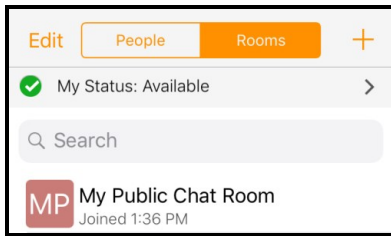
## Leaving a chat room

If you are not the room owner, you can leave a private or public chat room.

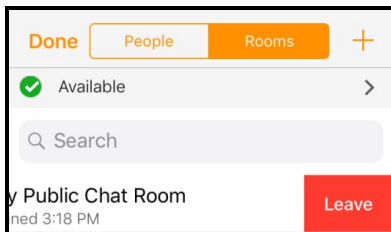
### To leave a chat room by swiping left

#### iPhone

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



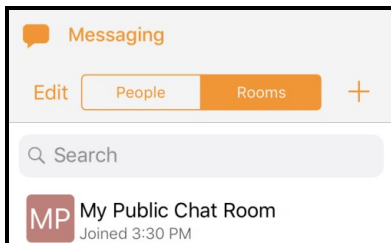
3. Swipe left on the chat room and tap **Leave**.



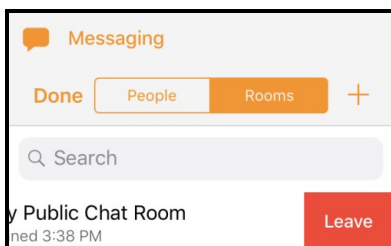
The chat room is removed from **Rooms**.

## iPad

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



3. Swipe left on the chat room and tap **Leave**.



The chat room is removed from **Rooms**.

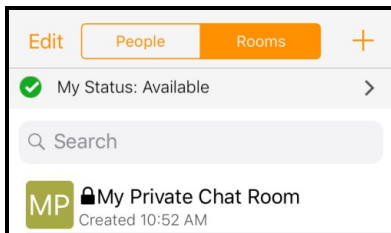
## Deleting a chat room

If you are a room owner, you can delete both public and private chat rooms. If you delete the room, it is no longer available for other room members.

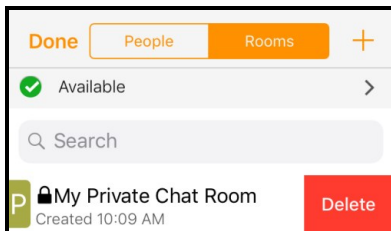
### To delete a room by swiping left

#### iPhone

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



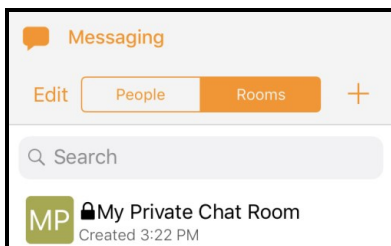
3. Swipe left on the chat room and tap **Delete**.



The chat room is removed from **Rooms**.

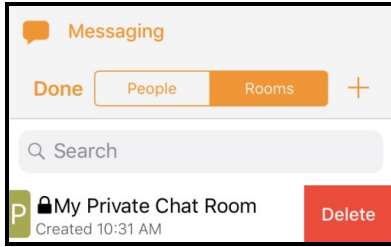
#### iPad

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



3. Swipe left on the chat room and tap **Delete**.

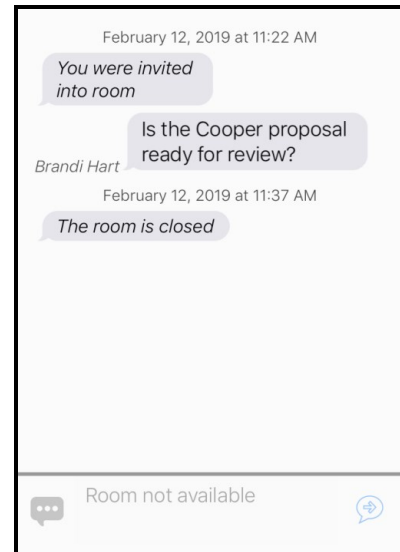
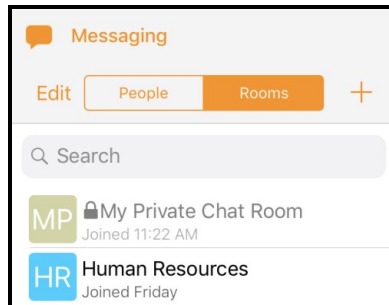
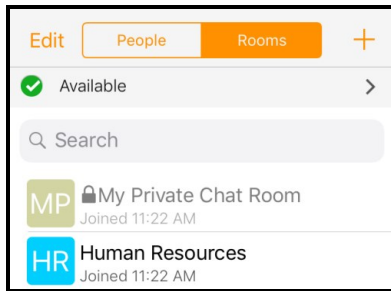




The chat room is removed from **Rooms**.

## The room owner deletes a chat room

The room owner may delete a chat room that you are a member of. If this happens, the chat room remains in **Rooms** but is dimmed and shows a message that the room is closed when you open the room and shows **Room not available** in **Compose Message**.



To remove the chat room from **Rooms**, leave the room using one of the methods above. If you want to keep the message history, **copy the messages and paste them into another app** before you leave the room.


## Working with messages

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

### Using Quick Responses

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

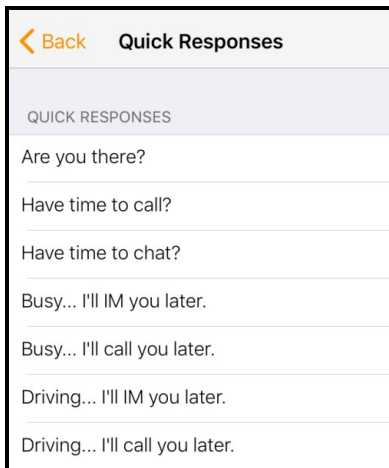
### To send a Quick Response

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



Bria Mobile displays the list of Quick Responses.

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



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

4. Tap  **Send**.

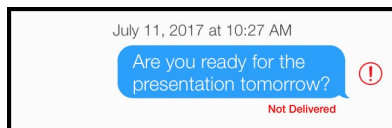


Bria Mobile sends the Quick Response.

## Resending a message

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

Tap  to resend the message.



Bria Mobile resends the message.

## Copying a message

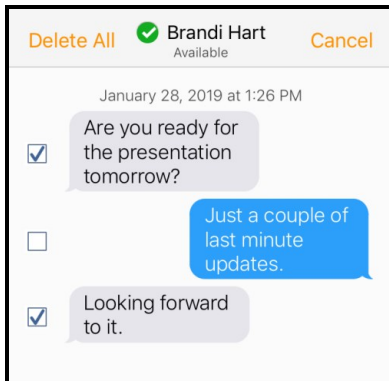
You can copy one or more messages in an IM or a chat room. Then you can paste the messages within Bria Mobile or in another app.

### To copy messages

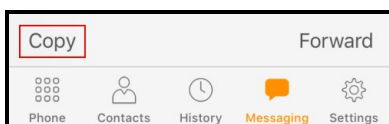
1. Go to the **Messaging** tab and open a conversation or a chat room.
2. Press-and-hold the message you want to copy, and tap **More....** A check mark shows up beside the selected message.



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



#### 4. Tap **Copy** .

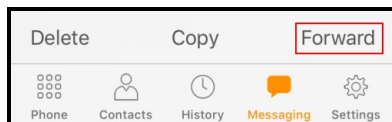


Bria Mobile copies the selected messages to the clipboard.

## Forwarding a message

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

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



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

# Presence

Bria Mobile allows you to share your online status (your presence) with contacts who have a softphone number or an XMPP address. When you launch Bria Mobile, your online status is **Available**.

You can view the status of contacts who have a softphone number or an XMPP address.

## To view the status of your contacts:

Go to the **Contacts** tab on the resource panel and tap **Roster**. The list of roster members appears.

You can filter the members to show only the ones with online status.


## Changing your status

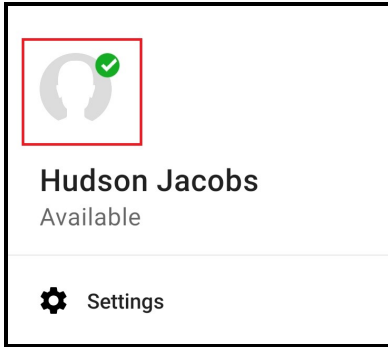
Bria Mobile allows you to share your online status (presence) with contacts. When you launch Bria Mobile, your online status is **Available**.

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

## To change your presence status

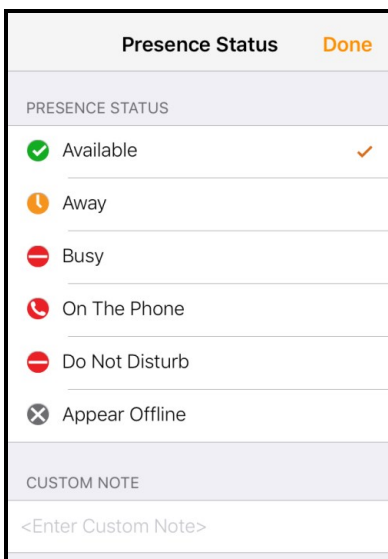
### iPhone

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



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

3. Tap the status option you want to use.



4. Tap **Done**.

Bria Mobile updates your status.

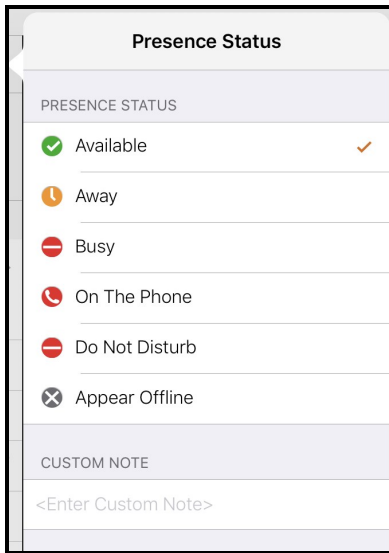
## iPad

1. Tap on your status on the toolbar.



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

2. Tap the status option you want to use.



### 3. Tap outside of **Presence Status**.

Bria Mobile updates your status.

### Status indicators and what they mean

Icon	My Presence	Mean that ...
	Available	People can call you and send you an IM. If no custom status note is specified, Bria Mobile automatically switches <b>Available</b> to <b>On The Phone</b> 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 Mobile automatically updates your status to <b>On The Phone</b> if your status is <b>Available</b> and no custom note is specified. When your call finishes, your status goes back to <b>Available</b> . While you are on the phone, you can still send and receive IMs.
	Do Not Disturb (DND)	No one can call you; the call fails and your <b>History</b> shows a missed call. Your contacts can send you IM; an alert comes up on the <b>Messaging</b> tab without any sound.
	Appear Offline	You can see the presence status of your contacts but your contacts see you as offline. You receive phone calls and IMs if your contacts do contact you; they are unlikely to do so because your contacts cannot tell the difference between <b>Appear Offline</b> and you really being offline.
Any	Custom Note	You can choose any of the other status options. Your contacts see the status icon with your custom status note.

### Creating a custom status note

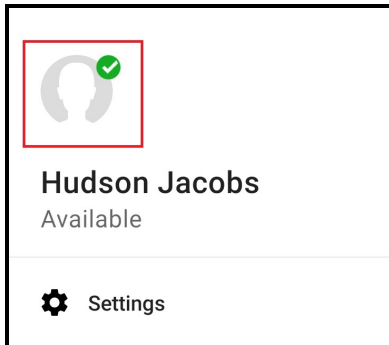
You can create a custom status that appears beside the status icon. When you have a custom status note, Bria Mobile no longer automatically updates your presence to **On the**

phone if you have an incoming call.

## To create a custom status note

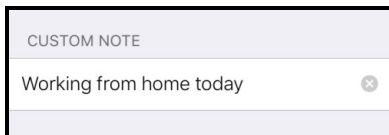
### iPhone

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



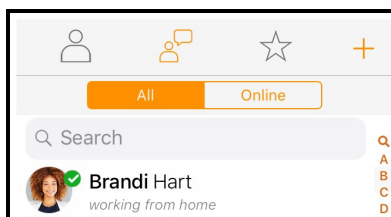
The list of available status options appears in **Presence Status**.

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



4. Tap **Done**.

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





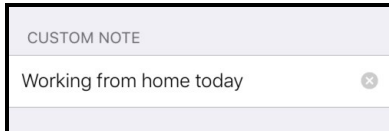
## iPad

1. Tap on your status on the toolbar.



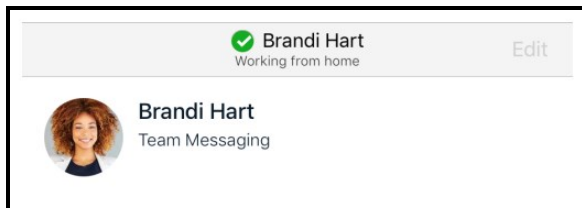
The list of available status options appears in **Presence Status**.

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



3. Tap outside of **Custom Note**.

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



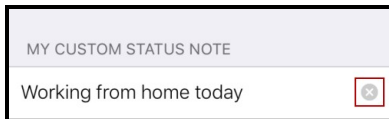
## Deleting a custom status note

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

### To delete a custom status

## iPhone

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



#### 4. Tap **Done**.

Bria Mobile removes the custom status message. Your contacts see the wording and the status symbol from the status you choose.

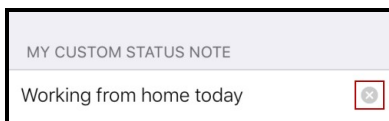
### iPad

#### 1. Tap on your status on the toolbar.



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

#### 2. Tap on **Custom Note** and tap the **✕ Clear Text**.



#### 3. Tap outside of **My Status**.

Bria Mobile removes the custom status message. Your contacts see the wording and the status symbol from the status you choose.

# Contacts

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

The Contacts tab shows subsections, from left to right:

## Contacts saved on your device

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

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

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

## Roster

Roster members are contacts that share their online status with you using an XMPP address or a softphone number. You can also exchange instant messages (IMs) with members on your roster.

You need to build a roster using Bria Mobile. See [Roster](#).

## Managing contacts

Add, edit, and remove contacts in Bria Mobile.

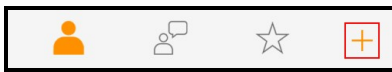
## Adding contacts

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

### To add a contact in the **Contacts** tab

#### iPhone

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

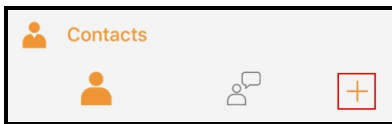


3. Complete the contact details you want to include.
4. Tap **Save**.

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

#### iPad

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



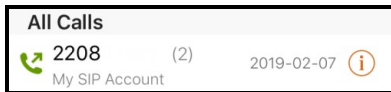
3. Complete the contact details you want to include.
4. Tap **Save**.

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

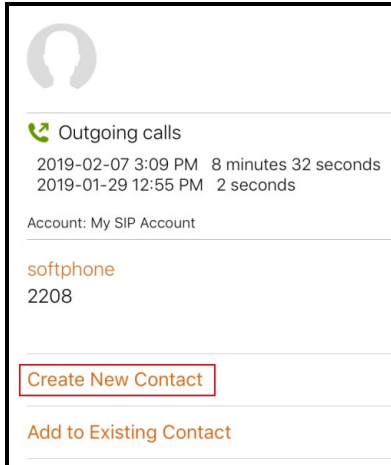
### To create a new contact from **History**

#### iPhone

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

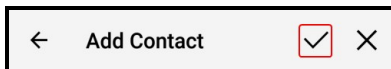


### 3. Tap **Create New Contact**.



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

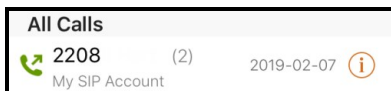
### 5. Tap **Save**.



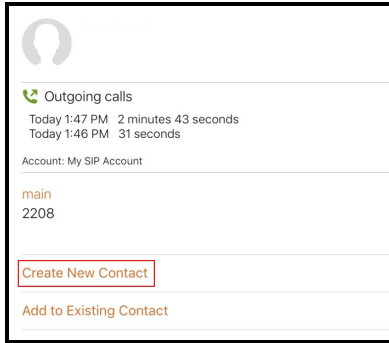
The contact appears in Bria Mobile's **Contacts** and in the native iOS contacts and in the device's contacts.

## iPad

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



### 3. Tap **Create New Contact**.



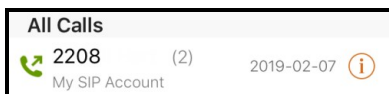
4. Complete the contact details. Bria Mobile populates the phone number automatically.
5. Tap **Save**.

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

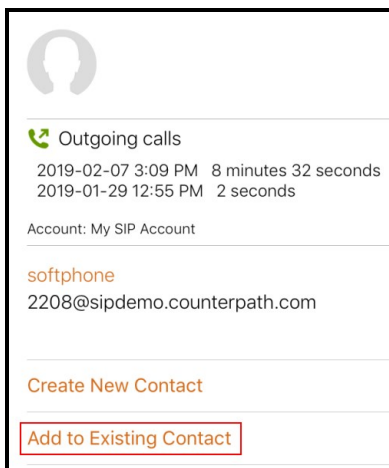
## To add to an existing contact from History

### iPhone

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



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

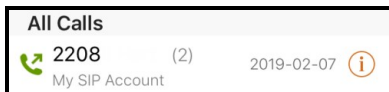


4. Select the contact you want to add the phone number to. **Contact Details** opens.
5. Edit any contact details you want to change. The number automatically populates in the contact.
6. Tap **Save**.

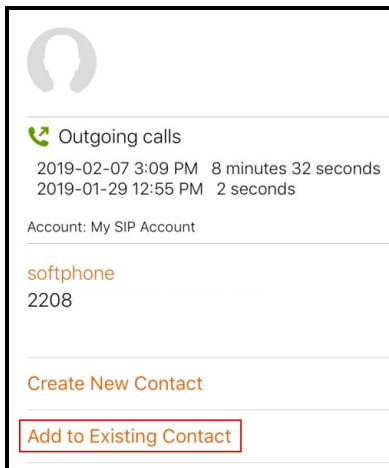
The contact is updated in Bria Mobile's **Contacts** and in the device's native contacts.

## iPad

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



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



4. Select the contact you want to add the phone number to. **Contact Details** opens.

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

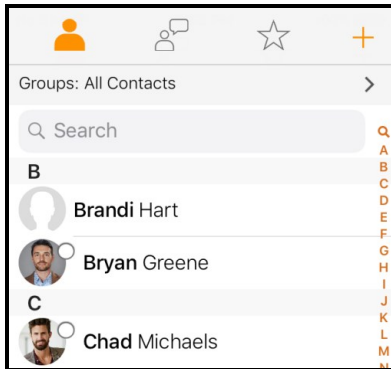
## Adding or editing avatars

If the contact does not contain an avatar, you can add an image to the contact. You cannot add an avatar to XMPP contacts.

### To add or edit an avatar

## iPhone

1. Select the contact you want to edit by tapping on the contact or typing their name in the **Search** bar and tapping on the contact.

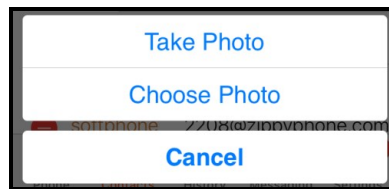
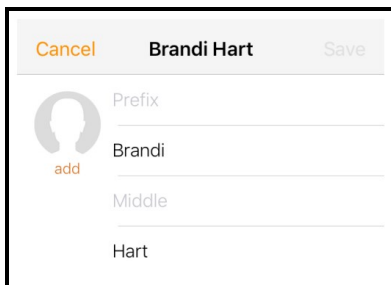


**Contact Details** opens.

2. Tap **Edit**.



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



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

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

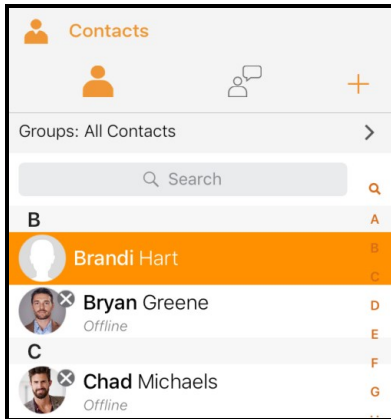
4. Tap **Save**.

The avatar is added to the contact.



## iPad

1. Select the contact you want to edit by tapping on the contact or typing their name in the **Search** bar and tapping on the contact.

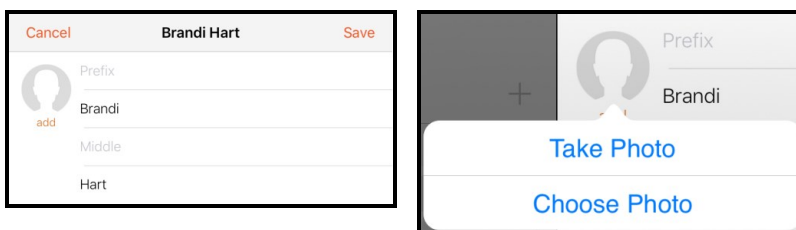


**Contact Details** opens.

2. Tap **Edit**.



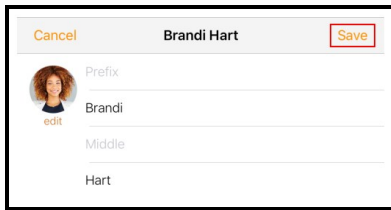
3. Tap on the empty avatar or tap the avatar you want to replace and select **Take Photo** or **Choose Photo**.



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

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

4. Tap **Save**.



The avatar is added to the contact.

## Changing sort order or display order

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

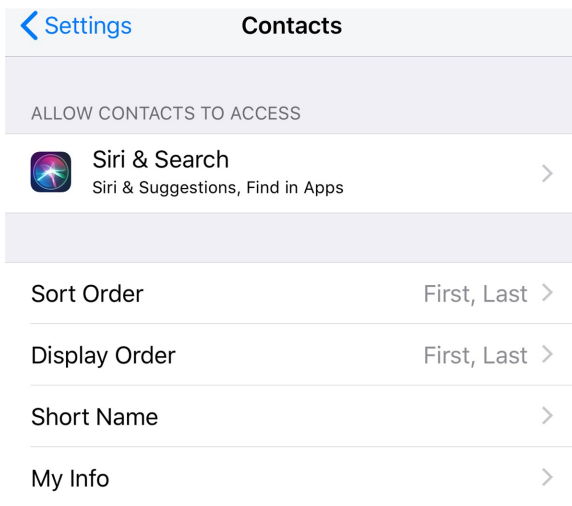
Bria Mobile uses the iOS preferences that you set on your device.

### To change the sort order of your contacts

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

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

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



## Editing contacts

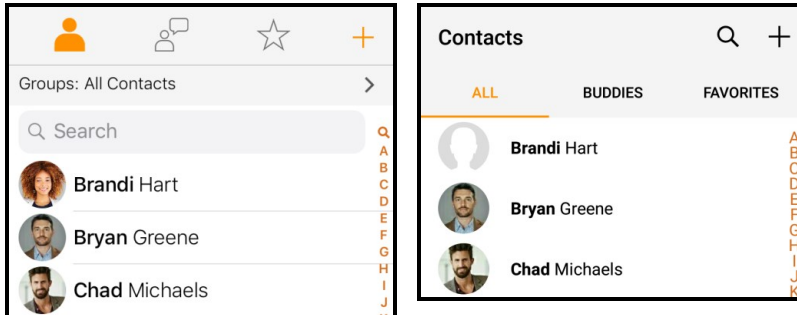
You can update Bria Mobile contacts in the **Contacts** tab . The updates are also applied to your device contacts. Some fields of a contact are read only in Bria Mobile; see [Fields](#)

that must be updated in iOS for details.

## To update a contact using Contact details

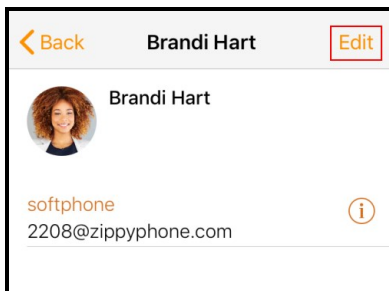
### iPhone

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



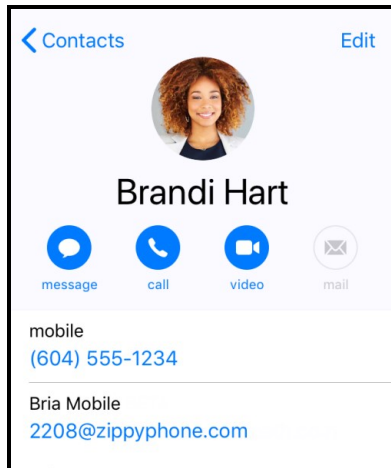
**Contact Details** opens.

3. Tap **Edit**.



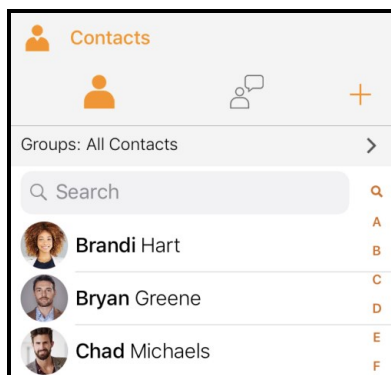
4. Complete the contact details.
5. Tap **Save**.

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



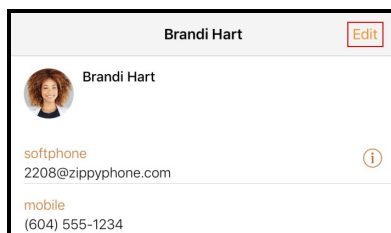
## iPad

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



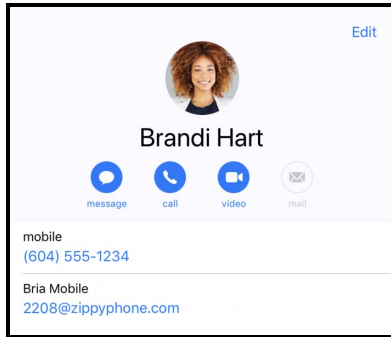
**Contact Details** opens.

3. Tap **Edit**.



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

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



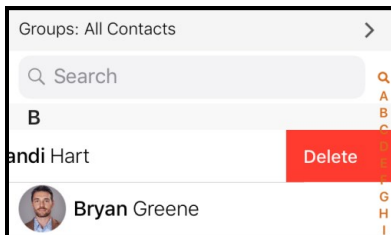
## Deleting a contact

Delete your Bria Mobile contacts. This also deletes the contact in your device contacts.

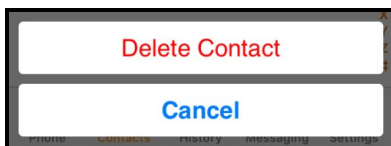
### To delete a contact

#### iPhone

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



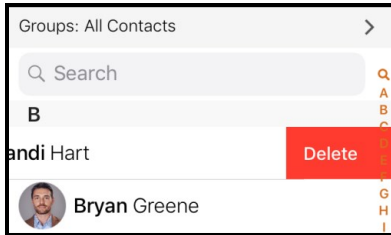
4. Tap **Delete Contact**.



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

## iPad

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



4. Tap **Delete Contact**.



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

## Contact Favorites

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

### Adding a Favorite

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

### To add a Favorite

#### iPhone

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



3. Select the contact you want to add to your **Favorites**.

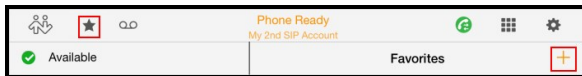
4. Tap the phone number you want to add to your **Favorites**. If you want to add more than one number for the contact, repeat the process and select the next number.

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



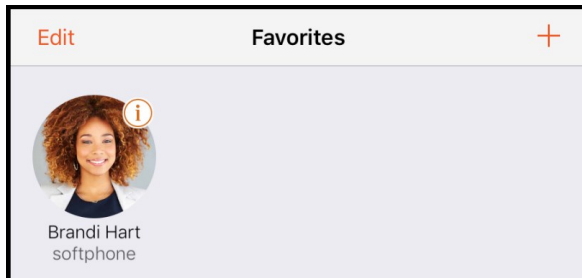
## iPad

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



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

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



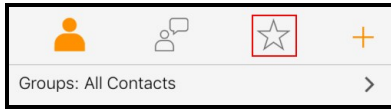
## Reordering Favorites

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

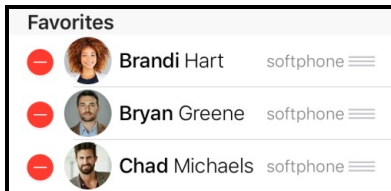
### To reorder favorites

## iPhone

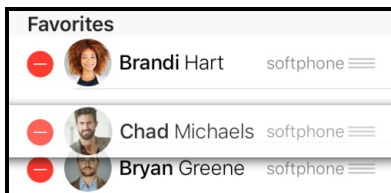
1. Go to the **Contacts** tab on the resource panel.
2. Tap ☆ **Favorites**.



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



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

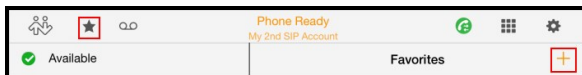


5. Swipe left when you are finished.

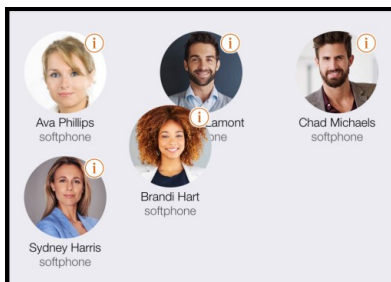
Bria Mobile reorders your **Favorites**.

## iPad

1. Tap ☆ **Favorites** in the toolbar.



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





Bria Mobile reorders your **Favorites**.

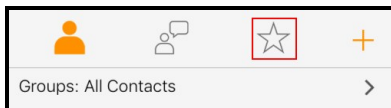
## Deleting a favorite

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

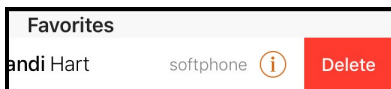
## To remove a Favorite

### iPhone

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



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

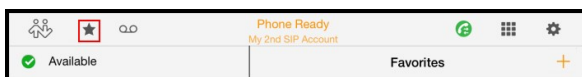


4. Tap **Delete**.

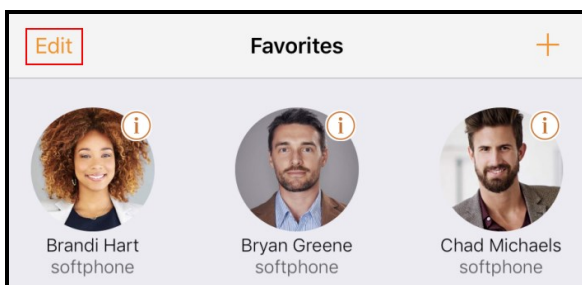
Bria Mobile removes the number from your **Favorites** list.

### iPad

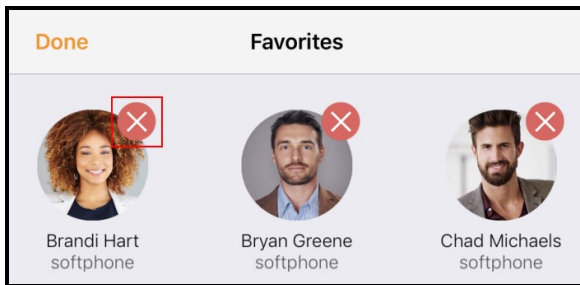
1. Tap ★ **Favorites** in the toolbar.



2. Tap **Edit**.



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



4. Tap **Done**.

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

## Roster

Roster contains contacts that share their online status with you.

To view someone's online status, you need to add the person using your XMPP account. This person must have an XMPP address or a softphone number. An XMPP address and a softphone number are typically a username.

When you add a SIP address of someone, you see their presence as soon as you register their softphone number on Bria Mobile. Your contact will see your presence as soon as they register your softphone number on their softphone client.

When you add an XMPP address of someone, Bria Mobile sends them a Buddy request. When your Buddy request is accepted, you see their status. If your Buddy request is denied, the person remains in your Roster list with **Blocked** status. Your contact does not see your status until you accept their Buddy request. You can resend your Buddy request by tapping **Re-request Presence Authorization** on their profile screen.

### Adding a contact to roster

When you use SIP SIMPLE for presence and messaging, your contacts are stored locally as an **IM URI** address. You need to manually add contacts to the **Roster** list. These contacts appear in three places: in the **Contacts** list and in the **Roster** list on Bria Mobile as well as in the device's native contacts list.

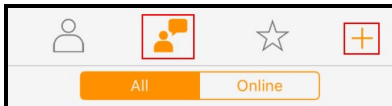
For XMPP accounts, your contacts are stored in an XMPP server. The name and presence of your contacts appear in your **Roster** list only while your XMPP account is


connected. Contacts do not show up in your Bria Mobile**Contacts** or your device's native contacts.

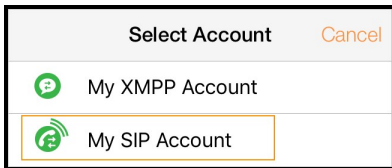
## To create a new SIP Simple contact

### iPhone

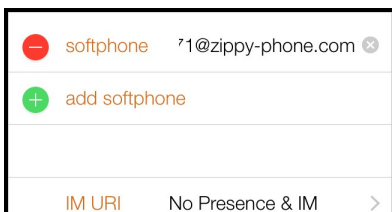
1. Go to the **Contacts** tab on the resource panel.
2. Tap **Roster** and tap **+ Add**.



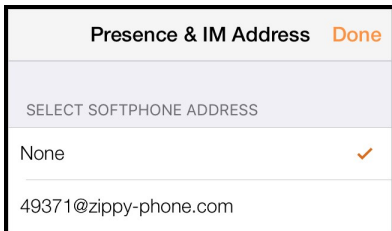
3. Select your SIP account if both SIP and XMPP accounts appear. The SIP account has  beside it.



4. Complete any contact fields you want.
5. Enter the Buddy's softphone address in the **softphone** field. The address is typically the username of the contact.



6. Tap **IM URI** and select the softphone address.

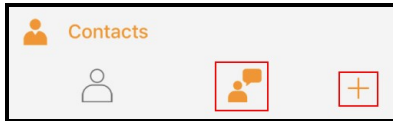



7. Tap **Save**.

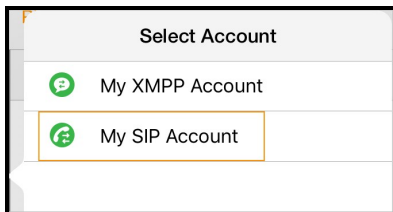
The contact's presence appears in Bria Mobile's **Contacts** and Bria Mobile's **Roster** list.

## iPad

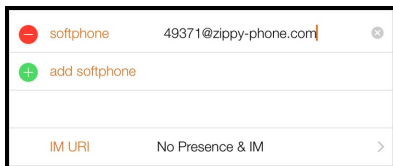
1. Go to the **Contacts** tab on the resource panel.
2. Tap **Roster** and tap **+ Add**.



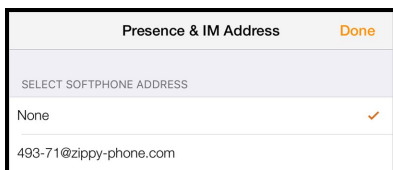
3. Select your SIP account if both SIP and XMPP accounts appear. The SIP account has  beside it.



4. Complete any contact fields you want.
5. Enter the contact's softphone address in the **softphone** field. The address is typically the username of the contact.



6. Tap **IM URI** and select the softphone address.



7. Tap **Save**.

The contact's presence appears in Bria Mobile's **Contacts** and Bria Mobile's **Roster** list.

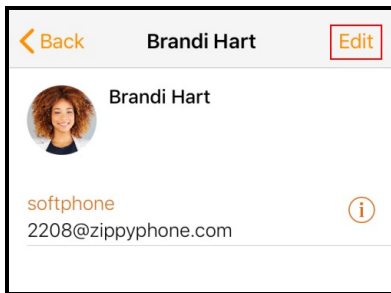
## Adding an existing contact to roster

You can add an existing contact to your roster.

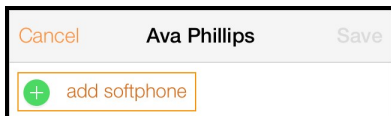
# To add a contact to your roster

## iPhone

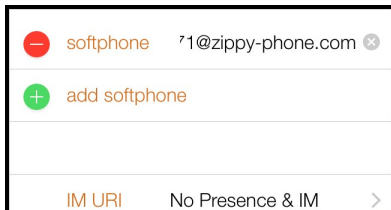
1. Go to the **Contacts** tab on the resource panel.
2. Tap the contact you want to add to your roster. **Contact Details** opens.
3. Tap **Edit**.



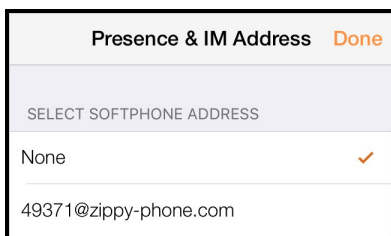
4. Tap **add softphone**.



5. Enter the contact's softphone address in the **softphone** field. The address is typically the username of the contact.



6. Tap **IM URI** and select the softphone address.

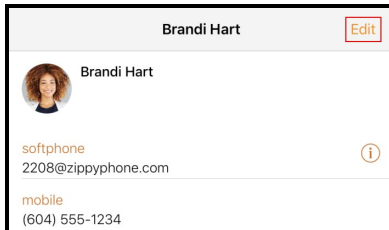


7. Tap **Save**.

The contact's presence appears in Bria Mobile's **Contacts** and Bria Mobile's **Roster** list.

## iPad

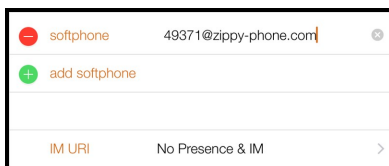
1. Go to the **Contacts** tab on the resource panel.
2. Tap the contact you want to add to your roster. **Contact Details** opens.
3. Tap **Edit**.



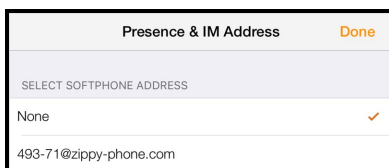
4. Tap **add softphone**.



5. Enter the contact's softphone address in the **softphone** field. The address is typically the username of the contact.



6. Tap **IM URI** and select the softphone address.



7. Tap **Save**.

The contact's presence appears in Bria Mobile's **Contacts** and Bria Mobile's **Roster** list.

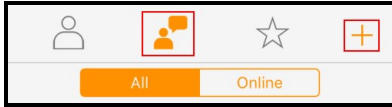
## Adding an XMPP contact to roster


Make sure your XMPP account is connected to the XMPP server.

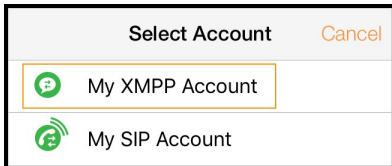
## To add an XMPP contact

### iPhone

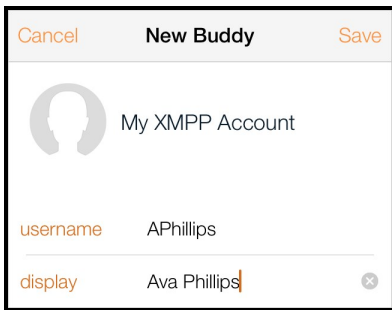
1. Go to the **Contacts** tab on the resource panel.
2. Tap **Roster** and tap **+ Add**.



3. If prompted, select the XMPP account to which the contact should belong. The XMPP account has  beside it.



4. Type the user portion of the Jabber JID in **username** and the display name in **display** (optional).

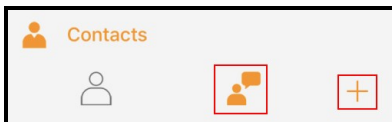



5. Tap **Save**.

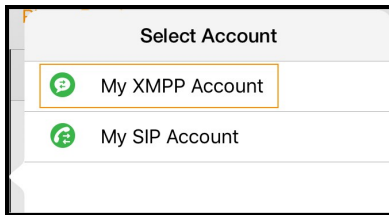
The contact appears in Bria Mobile's **Roster** list only. Once the contact accepts your request, you see their presence.

## iPad

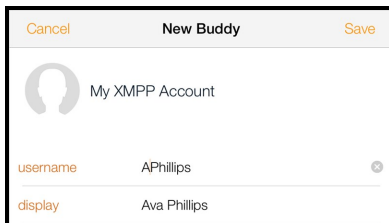
1. Go to the **Contacts** tab on the resource panel.
2. Tap **Roster** and tap **+ Add**.



3. If prompted, select the XMPP account to which the contact should belong. The XMPP account has  beside it.



4. Type the user portion of the Jabber JID in **username** and the display name in **display**(optional).



5. Tap **Save**.

The contact appears in Bria Mobile's **Roster** list only. Once the contact accepts your request, you see their presence.

## Deleting a contact from your roster

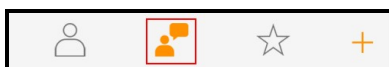
For XMPP, make sure your XMPP account is connected to the XMPP server.

SIP and XMPP contacts are deleted using the standard Apple action for revealing the **Delete** button.

## To delete a contact

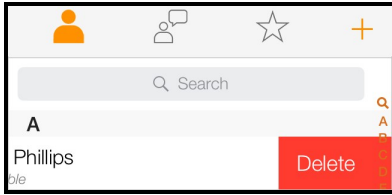
### iPhone

1. Go to the **Contacts** tab on the resource panel and tap **Roster**.



2. Swipe the entry you want to delete to the left.
3. Tap **Delete**.



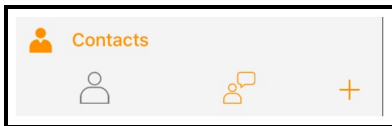


Bria Mobile removes the SIP SIMPLE contact from your **Roster** but leaves the person in your **Contacts** in Bria Mobile and the native iOS contacts without presence.

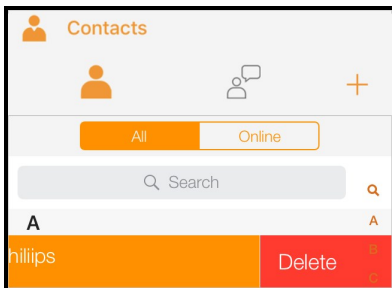
Bria Mobile completely removes the XMPP contact from Bria Mobile's **Roster** list and from the XMPP server.

## iPad

1. Go to the **Contacts** tab on the resource panel and tap **Roster**.



2. Swipe the entry you want to delete to the left.
3. Tap **Delete**.



Bria Mobile removes the SIP SIMPLE contact from your **Roster** but leaves the person in your **Contacts** in Bria Mobile and the native iOS contacts without presence.

Bria Mobile completely removes the XMPP contact from Bria Mobile's **Roster** list and from the XMPP server.

## Buddy requests

When using SIP SIMPLE for presence, you do not send and receive Buddy requests. As soon as the person on the other end registers your softphone number on the client, the

person sees your presence without your acceptance. Similarly, you see someone's presence right away without having to wait for the person's response.

When using XMPP for presence, your contact must accept the Buddy request before you can see their status. You also have to accept their Buddy request before they can see your status.

## Sending a Buddy request

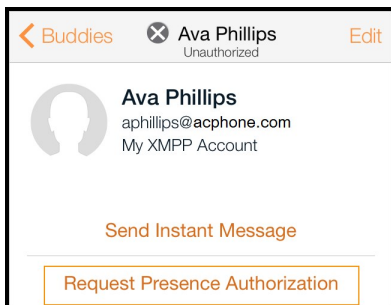
## Sending an XMPP Buddy request

### iPhone

1. Go to the **Contacts** tab on the resource panel and tap **Roster**.



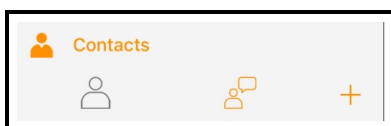
2. Tap the contact you want to request presence information from.
3. Tap **Request Presence Authorization**.



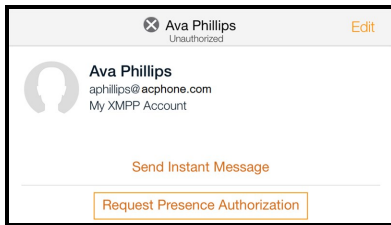
Bria Mobile sends a Buddy request to the contact.

### iPad

1. Go to the **Contacts** tab on the resource panel and tap **Roster**.



2. Tap the contact you want to request presence information from.
3. Tap **Request Presence Authorization**.



Bria Mobile sends a Buddy request to the contact.

## Responding to an XMPP Buddy request

When you have a new Buddy request, you see a notification. On iPhone, it appears on the resource panel. On iPad, it appears in the toolbar.

You can respond to the request in one of three ways:

- **Accept:** Let the other person see your online status. At the same time, a Buddy request is automatically sent from Bria Mobile to this person, and you see this person's status in Bria Mobile's **Roster** list.
- **Decline:** The person does not see your online status. You do not see this person on Bria Mobile's **Roster** list.
- **Ignore:** The person does not see your online status. The Buddy request may appear in this session or in a future session.

## To respond to a Buddy request

### iPhone

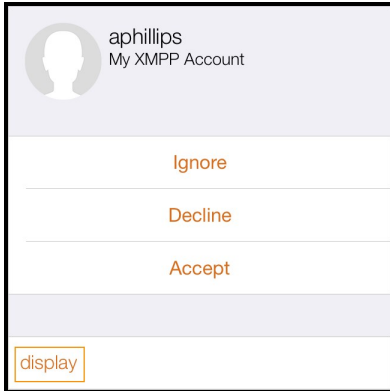
1. Go to the **Contacts** tab on the resource panel. Tap **Roster** and tap **Requests**. The **Requests** tab only appears when you have a Buddy request.



2. Tap on the **Buddy Request**.



3. Tap **display** and enter a display name for the contact (optional).



4. Tap **Ignore**, **Decline**, or **Accept**.

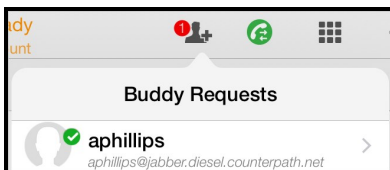
Bria Mobile sends your status to the remote party if you accept the request.

## iPad

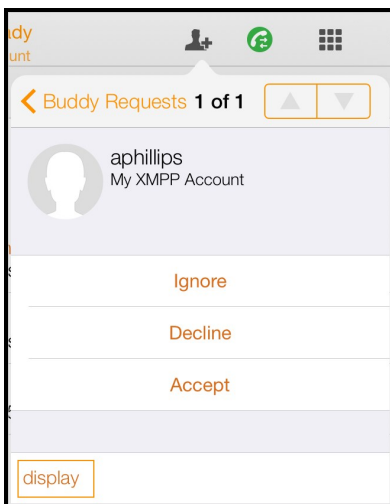
1. Tap the  **Buddy Request Notification**.



2. Tap on the **Buddy Request**.



3. Tap **display** and enter a display name for the contact (optional).



4. Tap **Ignore**, **Decline**, or **Accept**.

Bria Mobile sends your status to the remote party if you accept the request.

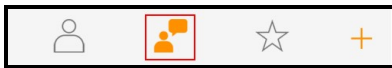
## Stop sending presence

If you do not want a contact to be able to see your presence, you can stop sending your presence information.

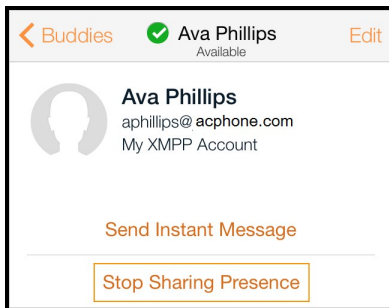
## To stop sending your presence

### iPhone

1. Go to the **Contacts** tab on the resource panel and tap **Roster**.



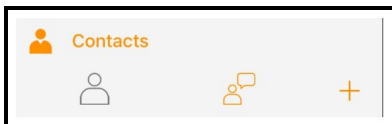
2. Tap the contact you want to stop sharing presence with. **Member Details** opens.
3. Tap **Stop Sharing Presence**.



Bria Mobile stops sending your presence information to the contact. If you want to share your presence with them again, they must send a Buddy request to you.

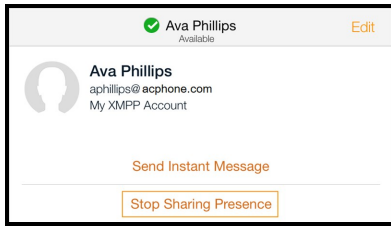
### iPad

1. Go to the **Contacts** tab on the resource panel and tap **Roster**.



2. Tap the contact you want to stop sharing presence with. **Buddy Details** opens.

### 3. Tap Stop Sharing Presence.



Bria Mobile stops sending your presence information to the contact. If you want to share your presence with them again, they must send a Buddy request to you.

## Fields that must be updated in iOS

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

- **Instant Message**
- **Ringtone:** Personalized vibration and ringtone for the contact
- **Text Tone:** Personalized vibration and alert tone for the contact
- **Address**
- **Date:** Important dates associated with the contact
- **Related name:** Other contacts that are related to the current contact
- **Social Profile**
- **Notes**

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

# History

All calls are captured in Bria Mobile's call **History**. Calls are also captured on iPhone's call history when **Settings > Preferences > Native Integration** is on.

## Call type icons

↩ Incoming call

➤ Outgoing call

↩ Incoming call recorded on this device

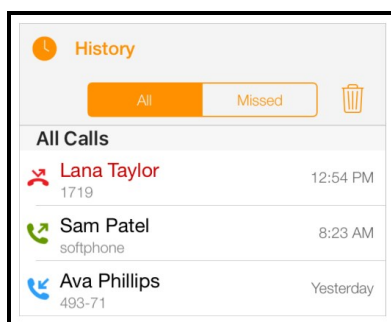
➤ Outgoing call recorded on this device

🚫 Blocked call - Appears when Call Blocking is enabled.

↩ Missed call

## Viewing call information

**History** provides a basic list of calls which can be filtered by **All** or **Missed**. You can also view more detailed information for an individual call.

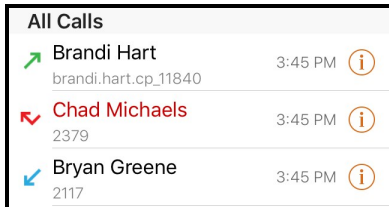


**Note:** If your call was transferred, you see the Caller ID information for the last person you talked to, not the person you initially dialed.

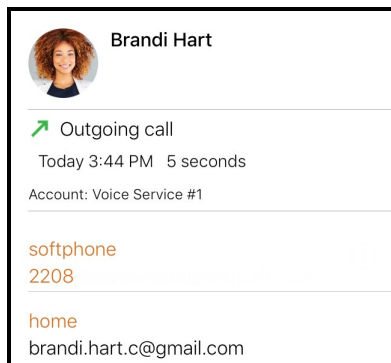
# To view History details

## iPhone

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

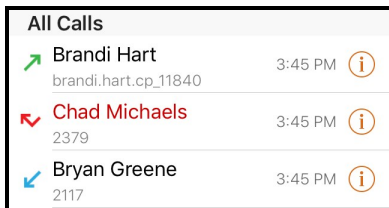


Bria Mobile displays the type of call, the date and time of the call, the length of the call, the account used for the call, and contact information about the caller.



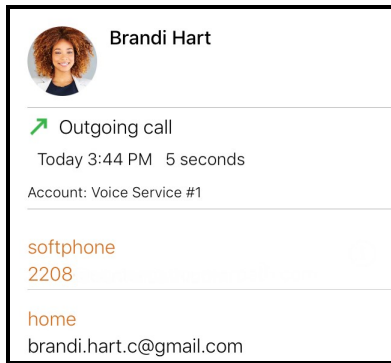
## iPad

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



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





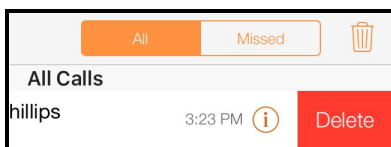
## Deleting calls from History

You can delete a single call or all calls from **History**.

### To delete a single call using History details

#### iPhone

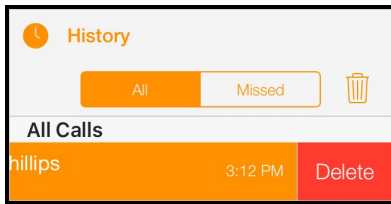
1. Go to the **History** tab on the resource panel.
2. Swipe the call to be deleted to the left.
3. Tap **Delete**.



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

#### iPad

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

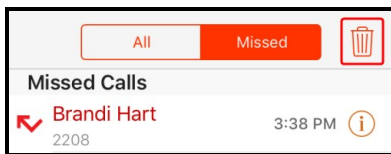


Bria Mobile deletes the call from the **History**.

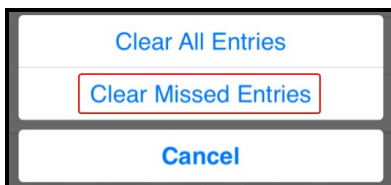
## To delete missed calls

### iPhone

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



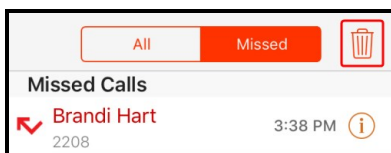
3. Tap **Clear Missed Entries**.



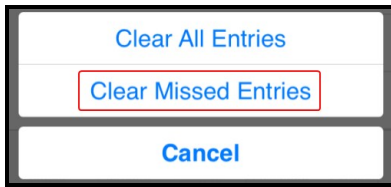
Bria Mobile deletes all missed calls from the **History**.

### iPad

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




3. Tap **Clear Missed Entries**.

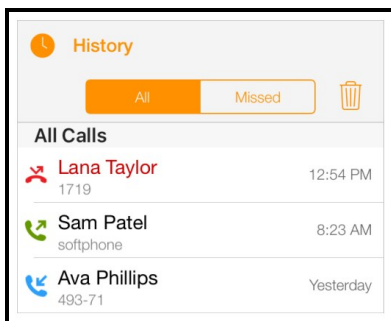


Bria Mobile deletes all missed calls from the **History**.

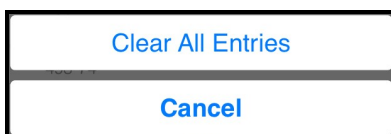
## To delete all calls

### iPhone

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




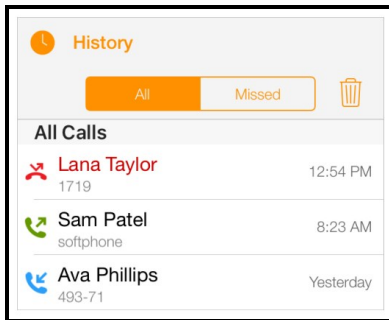
3. Tap **Clear All Entries**.



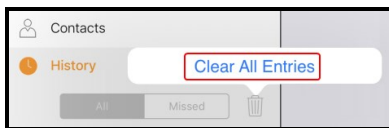
Bria Mobile deletes all the calls from the **History**.

### iPad

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



### 3. Tap Clear All Entries.



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

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

# Settings

Under **Settings** , you can find:

- **Accounts**: Used to set up your SIP and XMPP accounts, and for settings that are specific to each individual account.
- **Preferences**: User defined preferences for how the end user wants Bria Mobile to work.
- **Advanced Settings**: Settings that apply to Bria Mobile overall, rather than just to individual SIP and XMPP account.
- **Subscription**: Review subscription information, change subscription plans
- **Help**: Opens simplified web help for end users
- **About**: Information about Bria Mobile, such as the version number and third party credits
- **Share**: Use Twitter or Email to share Bria Mobile with others.

## Accounts

Bria Mobile can handle both SIP and XMPP accounts. For voice and video calling, a SIP account is required. For messaging you can use either XMPP or SIP if your service provider supports SIP SIMPLE.

First, you need to set up an account with the credentials given by your service provider. In Bria Mobile, go to **Settings > Accounts**. Choose the account type - SIP or XMPP - and enter the information supplied by your service provider.

- [SIP account settings](#)
- [XMPP account settings](#)

Within the SIP account, there are additional settings that can be accessed at the bottom of the account information:

- [Dial Plan for mobile \(Number Prefixes\)](#)
- [Account Specific Features \(SIP\)](#)

- [Call forwarding \(SIP\)](#)
- [Account Advanced \(SIP\)](#)

Within the XMPP account, there are additional settings that can be accessed at the bottom of the account information:

- [Account Specific Features \(XMPP\)](#)
- [Account Advanced \(XMPP\)](#)

## SIP account settings

Before you make changes to an existing account in **Settings > Account (SIP)**, turn **Enabled** off for the account. Turn **Enabled** on when you have finished making changes.

### Account details

Field	Description
Account Name	Enter a name for each account to identify different accounts when you have multiple accounts.
Enabled	<b>On:</b> Sets the account as active. <b>Off:</b> You are not using this account so you do not want the account register automatically.

### User Details

Field	Description
Display as	Your name. This is your Caller ID, if supported or just your phone number.
Username	User portion of your SIP Address of Record (AOR). For example, if your account is 6045551234@myVoIPProvider.com, the username is <b>6045551234</b>
Password	The password for your SIP account. Provided by your VoIP service provider.
Domain	If your account is 6045551234@myVoIPProvider.com, the domain is <b>myVoIPProvider</b> . Provided by your VoIP service provider. Read <a href="#">here</a> for SIP server failover.

### Bria Push Service

Field	Description
Use Push Notifications	Bria Mobile uses the Bria Push Service to support inbound calls when Bria Mobile is in the background or when Bria Mobile is exited.

Field	Description
	<div style="border: 1px solid #00aaff; border-radius: 10px; padding: 10px; margin-bottom: 10px;"> <p><b>Note:</b> When you use the Bria Push Service, your account configuration is stored on CounterPath’s push notification server. The data is securely transmitted in accordance to our <a href="#">Privacy Policy</a>. In order to use the Bria Push Service, you must accept the Bria Push Service agreement.</p> </div> <ul style="list-style-type: none"> <li>• <b>On:</b> Default. Bria Mobile uses the Bria Push Service for inbound calls when Bria Mobile is in the background or when Bria Mobile is exited.</li> <li>• <b>Off:</b> Bria Mobile does not use the Bria Push Service for inbound calls.</li> </ul>
Registration Mode	<p>Change this setting from Standard to Single Device Emulation if your VoIP service provider does not support dual or multiple registrations. Most service providers support dual or multiple registrations.</p> <ul style="list-style-type: none"> <li>• <b>Continuous:</b> Your VoIP service provider supports multiple registrations. The Bria Push server is always connected to the SIP server. Bria Mobile is only connected to the SIP server when Bria Mobile is in the foreground. When Bria Mobile is in the foreground, Bria Mobile ignores push notifications so that you do not receive duplicate notifications.</li> <li>• <b>Single Device Takeover:</b> Your VoIP service provider does not support multiple registrations. This settings allows Bria Mobile and the Bria Push server to take over the registration from each other.</li> <li>• <b>Standard:</b> Your VoIP service provider supports multiple registrations. Both Bria Mobile and the Bria Push server can be registered with the SIP server at the same time. If you are already using this setting and you have no problems receiving push notifications, leave <b>Registration Mode</b> as <b>Standard</b>. Otherwise, use <b>Continuous</b> if your VoIP service provider supports multiple registrations.</li> <li>• <b>Single Device Emulation:</b> Your VoIP service provider does not support multiple registrations. Both Bria Mobile and the Bria Push server must unregister before the other one can register. If you are already using this setting and you have not problems receiving push notifications, you can leave <b>Registration Mode</b> as <b>Single Device Emulation</b>. Otherwise, use <b>Single Device Takeover</b> if your VoIP server provider does not support multiple registrations.</li> </ul>
NAT Emulation	<p>Use this setting if your VoIP service provider uses a session border controller (SBC).</p> <ul style="list-style-type: none"> <li>• <b>On:</b> The Bria Push Service will act as if it is behind a NAT by using a private IP address.</li> <li>• <b>Off:</b> Default</li> </ul>
SIP Proxy	<p>Enter your outbound proxy if your VoIP service provider requires you to use different SIP proxies for Bria Mobile and for the Bria Push Service to communicate with the PBX.</p>
Advanced Settings	<p>These settings are used for VoIP service providers that do not follow the SIP RFC specifications.</p> <ul style="list-style-type: none"> <li>• <b>Insert R Instance:</b> When enabled, the hash token is used as the rinstance in the contact header of SIP register.</li> <li>• <b>Disable Hash Token:</b> When enabled, the uri.user does not contain the hash token in the contact header of SIP register.</li> <li>• <b>Auto Send 180:</b> When enabled, SIP 180 (Ringing) response code is sent out as soon as the push notification is received.</li> <li>• <b>Disable Override Domain:</b> When enabled, the domain from the to header of the INVITE will not be overridden.</li> <li>• <b>Server Refresh Interval:</b> The Push Server SIP registration time refresh in seconds. The default is 3600 seconds.</li> </ul>

## Other SIP account settings

Field	Description
Account Specific Features	Opens the settings screen for features that apply to individual SIP accounts. See <a href="#">Account Specific Features (SIP)</a> .
Account Advanced	Opens the settings screen for advanced settings that apply to individual SIP accounts. See <a href="#">Account Advanced (SIP)</a> .
Dial Plan (Number Prefixes)	Opens the settings screen for dial plans. Optional. See <a href="#">Dial Plan for mobile (Number Prefixes)</a> .
Call forwarding	Opens the settings screen for call forwarding for this particular SIP account. See <a href="#">Call forwarding (SIP)</a> .

## Dial Plan for mobile (Number Prefixes)

In Bria Mobile, a dial plan can be used to modify how your calls are placed. For example, a dial plan can change any number that starts with “+1613” to “613”.

A dial plan belongs to a SIP account. You can create as many dial plans for an account as you need. If you want to use the same dial plan on more than one SIP account, you need to add it to each account. Bria Mobile goes through the dial plans in the order in which they appear on the screen. Dial plans can be reordered after they have been created.

### Designing a dial plan

A dial plan has two parts:

- A pattern that the number to be dialed must match.
- The modification to make if the number to be dialed matches that pattern:
  - remove a prefix
  - add a prefix, or
  - remove one prefix and add another one.

## To set up a dial plan

1. Go to **Settings > Accounts** and tap ⓘ beside the SIP account you are adding the dial plan to.
2. Tap **Dial Plan (Numbered Prefixes)**.
3. Tap **+**.



4. Complete the following fields:

- **Name:** The name of the rule.
- **Match Number:** The pattern to be matched. Use the following characters to generate a match pattern:
  - **0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 0:** A specific digit
  - **\*, #, +, -:** Other dialpad symbol
  - **[-]:** A collection that can include a range. [6-9] matches any of 6, 7, 8, 9 and [013-6] matches any of 0, 1, 3, 4, 5, 6.
  - **x:** A wildcard; matches any digit or symbol
  - **.** (**period**): An element for repetition. Any element can be repeated 0 or more times. 12. matches 12, 122, 1222, 12222, etc.
- **Remove Prefix:** The prefix to remove if the number matches the rule. You can use a dial plan to remove a prefix string. If the number +16041122233 matches the pattern in **Match Number** and **Remove Prefix** is +1xxx, then the resulting number is 1122233.
- **Add Prefix:** The prefix to add to a number if the number matches the pattern in **Match Number**.
- **Number To Test:** Enter a number that begins with the pattern in **Match Number**.

Cancel	New Dial Plan	Save
Name	description	
Match Number	e.g. +1604xxxxxxx	
Remove Prefix	e.g. +1	
Add Prefix	e.g. 9	
Number To Test		
Resulting number to dial		

5. Tap **Done**.

6. Check the result in **Resulting number to dial** to see if the new number is correct.

7. Tap **Save**.

The dial plan is now in a list of dial plans for the SIP account. You can create as many dial plans as required.

### Advanced: Subsequence substitution

Using the format <A:B>, Bria Mobile matches string A and replaces it with string B.

For example, A=+1 and B=011. <+1:011> matches +16041122233 and modifies it to 0116041122233.

### Dial plan examples

#### Example:

**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.

+16135550012 is dialed as 95550012.

#### Example:

**Match number:** [2-9]XXXXXXXXXX **Add Prefix:** 1

If the input is a 10-digit number starting with a number other than 1, add 1 and dial the number.

6045550012 is dialed as 16045550012.

**Tip:** Rather than entering your phone number with x's to complete the pattern, use a . (period). For example, instead of entering 604XXXXXXXX, you can enter 604x.

### Testing a dial plan

You can test a dial plan when you create it, or you can use **Test Account Dial Plans**.

### To test a dial plan

1. Go to **Settings** > **Accounts** and tap ⓘ **More Info** beside the SIP account you want to test the dial plans for.
2. Tap **Dial Plan (Numbered Prefixes)**.
3. Tap **Test Account Dial Plans**.

4. Enter the number you want to test in **Number To Test**.

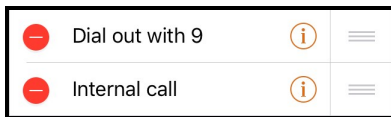
Bria Mobile displays the number with all the dial plans applied in **Resulting Number To Dial**.

### Reordering a dial plan

Dial plans are applied in the order that they appear. You do not have to create them in order. You can reorder the dial plans.

## To reorder a dial plan

1. Go to **Settings > Accounts** and tap ⓘ beside the SIP account with the dial plans you want to reorder.
2. Tap **Dial Plan (Number Prefixes)**.
3. Tap and hold ≡ **Row reorder** and drag it up or down until it is in the desired order.



4. Repeat with all dial plans.

The dial plans are listed in the correct order.

## Account Specific Features (SIP)

Before you make changes to an existing account in **Settings > Account (SIP)**, turn **Enabled** off for the account. Turn **Enabled** on when you have finished making changes.

### Mobile Data Network

Field	Description
Disable Mobile Data	<p>Appears on iPhones, and appears on iPads with mobile data connectivity when <b>Settings &gt; Preferences &gt; Use When Available</b> is on.</p> <ul style="list-style-type: none"> <li>• <b>On:</b> This account does not use mobile data to register for SIP service when a Wi-Fi network is not available and Bria Mobile is on a mobile network. You cannot receive any messages or notifications on this SIP account when Wi-Fi is not available, and you cannot place or receive calls without Wi-Fi.</li> <li>• <b>Off:</b> Bria Mobile attempts to place and receive calls on this account when a Wi-Fi network is not available.</li> </ul> <p>Data charges with your mobile carrier may apply.</p>
Disable VoIP Calls	<p>Appears on iPhones, and appears on iPads with mobile data connectivity only when <b>Settings &gt; Preferences &gt; Allow VoIP Calls</b> is on and <b>Settings &gt; Accounts &gt; Account Specific Features &gt; Disable Mobile Data</b> is off.</p> <ul style="list-style-type: none"> <li>• <b>On:</b> No VoIP calls can be made on this SIP account when a Wi-Fi network is not available and Bria Mobile is on a</li> </ul>

Field	Description
	<p>mobile network.</p> <ul style="list-style-type: none"> <li>• <b>Off:</b> Bria Mobile attempts to place and receive calls on this SIP account when a Wi-Fi network is not available.</li> </ul> <p>Data charges with your mobile carrier may apply.</p>

## Video Calls

Field	Description
Enable Video	<p>Available when <b>Settings &gt; Preferences &gt; Enable Video</b> is on.</p> <ul style="list-style-type: none"> <li>• <b>On:</b> Make and receive video calls on this SIP account.</li> <li>• <b>Off:</b> You cannot make and receive video calls on this SIP account.</li> </ul>
Always Offer Video	<p>Appears when <b>Settings &gt; Accounts (SIP) &gt; Account Specific Features &gt; Enable Video</b> is on.</p> <ul style="list-style-type: none"> <li>• <b>On:</b> Always offer video to the remote party whether you use the dial pad, the <b>Contacts</b> tab, or the <b>History</b> tab.</li> <li>• <b>Off (default):</b> Dial a number with audio offer.</li> </ul>
Auto Send Video	<p>Appears when <b>Settings &gt; Accounts (SIP) &gt; Account Specific Features &gt; Enable Video</b> is on.</p> <ul style="list-style-type: none"> <li>• <b>On:</b> Bria Mobile automatically starts sending video when you receive video calls.</li> <li>• <b>Off (default):</b> Video does not start until you tap Send on the video screen.</li> </ul>
Auto Speaker On – iPhone	<p>Appears when <b>Settings &gt; Accounts (SIP) &gt; Account Specific Features &gt; Enable Video</b> is on. This setting is ignored if <b>Preferences &gt; Native Integration</b> is on. If you answer the call using the iPhone, audio is sent through the iPhone. If you answer the call using a Bluetooth device, audio is sent through the Bluetooth device.</p> <p>This setting could solve a problem where audio calls are treated as video calls (thus the speaker comes on automatically).</p> <ul style="list-style-type: none"> <li>• <b>On:</b> Applies to iPhone only. While wired and Bluetooth headsets are connected to Bria Mobile, the sound always comes from the headset regardless of this setting.</li> <li>• <b>Off:</b> Allows you to hear the sound from the earpiece.</li> </ul>

## IM and Presence

Field	Description
Enable IM & Presence	<p>Available when <b>Settings &gt; Preferences &gt; Enable IM &amp; Presence</b> is on.</p> <ul style="list-style-type: none"> <li>• <b>On:</b> Share your online status with and send instant messages to your Buddies.</li> <li>• <b>Off:</b> Do not share you online status and send IMs with your Buddies.</li> </ul>
Presence Agent	<p>Appears when <b>Settings &gt; Accounts (SIP) &gt; Account Specific Features &gt; Enable IM &amp; Messaging</b> is on.</p> <ul style="list-style-type: none"> <li>• <b>On:</b> Enable this setting if the SIP server supports Presence Agent for SIP SIMPLE.</li> <li>• <b>Off:</b> Default</li> </ul>
Publish Refresh	<p>Appears when <b>Settings &gt; Accounts (SIP) &gt; Account Specific Features &gt; Enable IM &amp; Messaging</b> is on.</p> <p>Interval for publishing your status over SIP SIMPLE.</p>

Field	Description
	<ul style="list-style-type: none"> <li>• <b>Minimum:</b> 30 seconds</li> <li>• <b>Default:</b> 900 seconds</li> </ul>
Subscribe Refresh	<p>Appears when <b>Settings &gt; Accounts (SIP) &gt; Account Specific Features &gt; Enable IM &amp; Messaging</b> is on. Interval for subscribing your Buddy's status over SIP SIMPLE.</p> <ul style="list-style-type: none"> <li>• <b>Minimum:</b> 30 seconds</li> <li>• <b>Default:</b> 900 seconds.</li> </ul>

## SMS Messaging

Field	Description
Enable SMS	<p>Available when <b>Settings &gt; Accounts (SIP) &gt; Account Specific Features &gt; Enable IM &amp; Messaging</b> is on.</p> <ul style="list-style-type: none"> <li>• <b>On:</b> Send an SMS to PSTN cell phone numbers by using the SIP SIMPLE protocol. Turn on if your VoIP service provider supports this feature.</li> </ul>
Split Longer Messages	<p>Appears when <b>Settings &gt; Accounts (SIP) &gt; Account Specific Features &gt; Enable SMS</b> is on. Controls how a long SMS is split - either the client side or the server side. You can type a long message on Bria Mobile regardless of this setting. Turn this on if your SIP server does not accept/split long SMS.</p> <ul style="list-style-type: none"> <li>• <b>On:</b> Bria Mobile splits a long message to multiple SMS messages and sends them to the SIP server.</li> <li>• <b>Off</b> (default on the server side): Bria Mobile sends a long message to the server and lets the server split it into multiple SMS.</li> </ul>

## Call forwarding (SIP)

### Client-side call forwarding per account

Field	Description
Forward Always	<ul style="list-style-type: none"> <li>• <b>On:</b> Bria Mobile immediately forwards all incoming calls to a number specified in the <b>To Number</b> field.</li> <li>• <b>Off:</b> Bria Mobile behaves according to the <b>Forward Busy</b> setting and the <b>Forward No Answer</b> setting below.</li> </ul>
Forward Busy	<ul style="list-style-type: none"> <li>• <b>On:</b> Bria Mobile immediately forwards the incoming call to a number specified in the <b>To Number</b> field if it already has an ongoing call. If there is no active call, Bria Mobile behaves according to the <b>Forward No Answer</b> setting. Note: If <b>Forward Busy</b> and <b>Disable call waiting</b> are enabled at the same time, <b>Forward Busy</b> takes effect; the incoming call is forwarded to the <b>To Number</b> field, rather than playing a busy tone back to the caller (or going straight to a voicemail if configured).</li> <li>• <b>Off:</b> Bria Mobile behaves according to the <b>Disable call waiting</b> setting, which means it either displays an incoming call notification to the end user to respond while they are on a call, or plays a busy tone to the incoming call (or sends the incoming call to voicemail if configured).</li> </ul>
Forward No Answer	<ul style="list-style-type: none"> <li>• <b>On:</b> Bria Mobile forwards the incoming call to a number specified in the <b>To Number</b> field after an interval specified in the <b>Delay</b> field (in seconds). If the Delay field has 0, Bria Mobile forwards the incoming call immediately and the end user will not see any incoming call notification.</li> <li>• <b>Off:</b> Bria Mobile does not forward the incoming calls. It displays an incoming call to the end user to respond.</li> </ul>

Field	Description
To Number	Appears when <b>Forward Always</b> or <b>Forward Busy</b> or <b>Forward No Answer</b> is enabled. Enter a number to forward incoming calls to.
Delay	Appears when <b>Forward No Answer</b> is enabled. Enter an interval to ring before forwarding incoming calls. Value in seconds. 0 to forward calls immediately.

### Incoming call handling priority

When multiple call handling features are enabled, Bria Mobile uses the enabled features in the following order.

1. **Call Blocking**
2. **DND**
3. **Call Forwarding - Global** (in Preferences)
4. **Call Forwarding - per account** (in SIP account)

### Account Advanced (SIP)

Before you make changes to an existing account in **Settings > Account (SIP)**, turn **Enabled** off for the account. Turn **Enabled** on when you have finished making changes.

### Account Additional

Field	Description
Out Proxy	Complete this field only if your SIP provider gave you an outbound proxy address, typically a domain name or an IP address.
Auth Name	Complete this field only if your SIP provider gave you an authorization name. Most providers do not use this field.

### Network Traversal

Field	Description
Current Strategy	Opens the setting for network traversal. See <a href="#">Network Traversal</a> .

## SIP Registration

Field	Description
Incoming Calls	<ul style="list-style-type: none"><li>• <b>On:</b> Receive calls on Bria Mobile.</li><li>• <b>Off:</b> This account can only be used to make outgoing calls. Incoming SIP SIMPLE messages are not received. This setting does not affect XMPP messaging.</li></ul>
Wi-Fi Refresh Interval	<p>The timer interval for Bria Mobile's attempts to register in order to refresh SIP account registration when on a Wi-Fi network. This value is placed in the <b>Expires</b> header field of the SIP Register message. Change this value only if advised to do so by your VoIP service provider.</p> <ul style="list-style-type: none"><li>• <b>Range:</b> 30 to 900 seconds</li><li>• <b>Default:</b> 900 seconds</li></ul>
Mobile Refresh Interval	<p>This settings has the same function as Wi-Fi Refresh Interval except it applies to mobile data networks.</p>

## Keep Alive

Field	Description
Wi-Fi Interval	<p>A keep alive message maintains a pinhole through your firewall so that the account registration is maintained over a Wi-Fi network. The interval specifies how often the message is sent (in seconds).</p> <p>If you are experiencing problems – accounts become unregistered when using a Wi-Fi connection – try setting this interval to a lower number such as 20 seconds.</p> <p>Specify <b>0</b> to disable.</p>
Mobile Interval	<p>This settings has the same function as Wi-Fi Interval except it applies to mobile data networks.</p>

## IP Version

Field	Description
Wi-Fi IP Version	<p>Specifies the IP version for DNS lookup and SIP signaling. Applies to Wi-Fi networks. This does not apply to HTTP/S connections such as login and provisioning. Bria Mobile leverages the iOS native HTTP/S framework for these connections.</p> <ul style="list-style-type: none"><li>• <b>IPv4:</b> Bria Mobile uses IPv4 and does not look for IPv6 at all</li><li>• <b>IPv6:</b> Bria Mobile uses IPv6 and does not look for IPv4</li><li>• <b>Prefer IPv4:</b> Bria Mobile uses IPv4 first if it detects both IPv4 and IPv6</li><li>• <b>Prefer IPv6:</b> Bria Mobile uses IPv6 first if it detects both IPv4 and IPv6</li></ul>

Field	Description
Mobile IP Version	This settings has the same function as <b>Wi-Fi IP Version</b> except it applies to mobile data networks.

## Transport and Security

Field	Description
SIP Transport	<p>Contact your VoIP service provider to identify the types of transport that are supported. Most VoIP service providers only support UDP transport.</p> <ul style="list-style-type: none"> <li>• <b>Automatic</b></li> <li>• <b>UDP</b> (default): Turn <b>Settings &gt; Preferences &gt; Run In Background</b> on to receive incoming calls when Bria Mobile is in the background if you are not using the Bria Push Service. Most VoIP service providers only support UDP transport</li> <li>• <b>TCP</b>: Allows you to take advantage of iOS multi-tasking support; i.e. receive incoming calls when Bria Mobile is sleeping in the background. This preserves battery.</li> <li>• <b>TLS</b>: Supports signal encryption if it is supported by your VoIP service provider. If TLS is selected, a given call is encrypted if the other person also uses TLS. You may need to install a certificate on your device; contact your VoIP service provider. Also allows you to take advantage of iOS multi-tasking support; i.e. receive incoming calls when Bria Mobile is sleeping in the background. This preserves battery.</li> </ul>
Encrypt Media	<p>Encrypt a phone call at the media (audio and video) level using SRTP. Encrypting media is subject to VoIP service provider support.</p> <ul style="list-style-type: none"> <li>• <b>Never</b> (default): Audio/video is not encrypted.</li> <li>• <b>Always</b>: Audio/video is always encrypted. The call fails if the other person cannot accept encrypted calls. <b>Call media encrypted</b> shows during a call.</li> </ul>
SIP Port Range	<p>Set a <b>SIP Port Start</b> and <b>SIP Port End</b> for SIP signaling. Controls the port range for the specific account.</p> <p>The value 0 implies default/automatic. The appropriate setting depends on your device setup. If your device is behind a restrictive firewall that only allows specific port ranges to be used, enter the SIP Port Start and SIP Port End to use for your SIP account.</p> <div style="border: 1px solid #00aaff; border-radius: 10px; padding: 10px; margin-top: 10px;"> <p><b>Note:</b> Also open those ports on your firewall. Refer to the applicable firewall documentation.</p> </div>
RTP Port Range Audio	<p>Set an <b>RTP Port Audio Start</b> and <b>RTP Port Audio End</b> for RTP audio. Controls the port range for the specific account.</p> <p>The value 0 implies default/automatic. The appropriate setting depends on your device setup. If your device is behind a restrictive firewall that only allows specific port ranges to be used, enter the range of ports to use for your RTP account.</p> <div style="border: 1px solid #00aaff; border-radius: 10px; padding: 10px; margin-top: 10px;"> <p><b>Note:</b> Also open those ports on your firewall. Refer to the applicable firewall documentation.</p> </div>
RTP Port Range Video	<p>Set an <b>RTP Port Video Start</b> and <b>RTP Port Video End</b> for RTP video. Controls the port range for the specific account.</p> <p>The value 0 implies default/automatic. The appropriate setting depends on your device setup. If your device is behind a restrictive firewall that only allows specific port ranges to be used, enter the range of ports to use for your RTP account.</p>



Field	Description
	<p><b>Note:</b> Also open those ports on your firewall. Refer to the applicable firewall documentation.</p>

## SIP Miscellaneous

Field	Description
Show Miscellaneous	Displays miscellaneous settings.
Wi-Fi NAT64 Support	<p>Appears when <b>Settings &gt; Account Advanced &gt; Show Miscellaneous</b> is on.</p> <p>Leave on if there is a possibility that Bria Mobile is going onto an IPv6-only network, trying to reach IPv4-only SIP services/infrastructure over a Wi-Fi network</p> <ul style="list-style-type: none"> <li>Requires that the configured name servers support DNS64</li> <li>Requires a Session Border Controller (SBC) with latching support, or a STUN server. ICE is not supported.</li> <li>This feature is typically not necessary on platforms/networks where alternative IPv4-to-IPv6 transition mechanisms are used, such as 464XLAT.</li> </ul> <p>Has no effect when Bria Mobile uses IPv4 to communicate with the SIP server. (<b>Settings &gt; Accounts (SIP) &gt; Account Advanced &gt; Wi-Fi IP Version</b> is set to IPv4.)</p> <ul style="list-style-type: none"> <li><b>On:</b> If Bria Mobile detects an IPv6-only network, it tries to use DNS64 to translate IPv4 addresses into IPv6 addresses.</li> </ul>
Mobile NAT64 Support	<p>Appears when <b>Settings &gt; Account Advanced &gt; Show Miscellaneous</b> is on.</p> <p>This settings has the same function as Wi-Fi NAT64 Support except it applies to mobile data networks.</p>
Passive Session Timer	<p>Appears when <b>Settings &gt; Accounts (SIP) &gt; Account Advanced &gt; Show Miscellaneous</b> is on.</p> <p>Controls the use of session timers on SIP accounts. The session timer is used to determine if the call is still active. Only choose off if advised by your VoIP service provider.</p> <ul style="list-style-type: none"> <li><b>On</b> (default): Bria Mobile does not use session timers in any session, except if it is explicitly required by the remote party.</li> <li><b>Off:</b> Bria Mobile uses session timers in all sessions whenever the remote party supports and uses it. Only choose off if advised by your VoIP service provider.</li> </ul>
Enable IMS	<p>Appears when <b>Settings &gt; Accounts (SIP) &gt; Account Advanced &gt; Show Miscellaneous</b> is on.</p> <p>Only choose on if advised by your VoIP service provider.</p> <ul style="list-style-type: none"> <li><b>On:</b> Bria Mobile supports the IP Multimedia System. Bria Mobile populates the authorization header upon every SIP request immediately, instead of after a challenge. Bria Mobile uses the SIP account domain for authorization realm.</li> <li><b>Off:</b> Default</li> </ul>
Enable PRACK	<p>Appears when <b>Settings &gt; Accounts (SIP) &gt; Account Advanced &gt; Show Miscellaneous</b> is on.</p> <ul style="list-style-type: none"> <li><b>On:</b> Bria Mobile advertises that it supports <b>100rel</b> and allows <b>PRACK</b>, as defined in RFC 3262. The outgoing INVITE message has <b>100rel</b> in the Supported header and <b>PRACK</b> in the <b>Allow</b> header.</li> <li><b>Off</b> (default)</li> </ul>

Field	Description
Force Outbound Proxy	<p>Appears when <b>Settings &gt; Accounts (SIP) &gt; Account Advanced &gt; Show Miscellaneous</b> is on. Change this setting only if you have trouble connecting to the SIP server.</p> <ul style="list-style-type: none"> <li>• <b>On:</b> When enabled, requests always go to the outbound proxy configured in <b>Out. Proxy</b> on the Account Advanced (SIP) settings. Bria Mobile never sends the invite directly to the end point. If you enable this field, make sure you also set the <b>Out. Proxy</b> field.</li> <li>• <b>Off:</b> Default</li> </ul>
Connection Reuse	<p>Appears when <b>Settings &gt; Accounts (SIP) &gt; Account Advanced &gt; Show Miscellaneous</b> is on.</p> <ul style="list-style-type: none"> <li>• <b>On:</b> Bria Mobile uses existing connections by adding the alias parameter in the <b>Via</b> header, as specified in RFC5923. Changing this setting might solve problems with dropping or holding calls.</li> </ul>
Subscribe MWI	<p>Appears when <b>Settings &gt; Accounts (SIP) &gt; Account Advanced &gt; Show Miscellaneous</b> is on. Bria Mobile supports both solicited and unsolicited Message Waiting Indicator (MWI) notifications for voicemail.</p> <ul style="list-style-type: none"> <li>• <b>On</b> (default): Bria Mobile uses solicited MWI notifications when voicemail <b>VM Number</b> is configured.</li> <li>• <b>Off:</b> Bria Mobile uses unsolicited MWI notifications when voicemail <b>VM Number</b> is configured. Try turning this setting off if you see an incorrect count MWI count.</li> </ul>
Use SIP Instance	<p>Appears when <b>Settings &gt; Accounts (SIP) &gt; Account Advanced &gt; Show Miscellaneous</b> is on.</p> <ul style="list-style-type: none"> <li>• <b>On:</b> Bria Mobile inserts a "+sip.instance" parameter in the <b>SIP REGISTER</b> request. Only turn this setting on if your VoIP service provider requires it.</li> <li>• <b>Off:</b> Default</li> </ul>

## TLS Cert Management

Field	Description
Verify TLS Cert	<ul style="list-style-type: none"> <li>• <b>On:</b> (default) Bria Mobile attempts to verify the certificate, sent by the SIP server to see if it is trusted.</li> <li>• <b>Off:</b> Bria Mobile accepts the certificate without attempting to verify it.</li> </ul> <p>It depends on how your service provider handles TLS certificates whether you need to take an extra step to make this work.</p> <ul style="list-style-type: none"> <li>• If the certificate has been trusted by well-known certificate authorities (such as VeriSign), you do not need to take further action.</li> <li>• If the certificate is a self-signed certificate, you need to install a corresponding CA certificate on the device in advance, so Bria Mobile can verify a cert (received from the SIP server) against the CA certificate. Contact your VoIP service provider to get the corresponding CA certificate and use the iPhone or iPad <b>Configuration Utility</b> to install it to your device.</li> </ul> <p>The CA cert should appear under <b>iOS Settings &gt; General &gt; Profiles</b>. Downloading the CA cert via Safari does not install it properly.</p>

## DTMF Type

Field	Description
Send DTMF using	<p>The method used to send DTMF. DTMF is sent when you press a number key when you are dealing with an auto attendant, such as “press 1 for customer service”.</p> <p>If DTMF tones are not being recognized, try the other methods to resolve the issue. If DTMF is still not working, contact your VoIP service provider.</p> <p>Choose a method specified by your VoIP service provider:</p> <ul style="list-style-type: none"><li>• RFC 2833 (Default)</li><li>• SIP INFO</li><li>• Inband DTMF</li></ul> <p>If Bria Mobile recognizes that RFC 2833 or SIP INFO fails, it sends Inband DTMF instead.</p>

## Call Dialing

Field	Description
Use Tel URI	<p>Change this value only if advised by your VoIP service provider. Some providers may require the tel:// format.</p> <ul style="list-style-type: none"><li>• <b>On:</b> Prefix SIP URIs with tel://</li><li>• <b>Off (default):</b> Prefix SIP URIs with sip://</li></ul>
Strip Foreign Domain	<p>This setting controls how Bria Mobile stores a number (SIP URI) in <b>History</b> and <b>Contacts</b>.</p> <ul style="list-style-type: none"><li>• <b>On:</b> Bria Mobile removes the domain portion of the SIP URI if incoming calls come from an IP address with a domain that is different from yours, and the username portion of the SIP URI is digits only. Log entries and a contact created from the entry have no domain portion included. For example, an incoming call from 123@172.18.2.53 is logged as 123.</li></ul> <p>Try turning this setting on if you receive a “403 - Not relaying” response to an outbound call.</p> <ul style="list-style-type: none"><li>• <b>Off (default):</b> Bria Mobile does not remove the domain portion; hence it stores both the username and domain portion of the SIP URI in call history and contacts. For example, an incoming call from 123@172.18.2.53 is logged as 123@172.18.2.53.</li></ul>

## Custom DNS Servers

Field	Description
DNS Servers	<p>Add custom DNS servers.</p> <p><b>Custom Name Server</b> is a domain name server that is specific to a given domain (network or sub-network). It provides Bria Mobile the ability to query inside the network for IP addresses associated to domain names rather than querying outside the domain. Bria Mobile queries up to 4 DNS servers sequentially from the top of the list.</p>

## Network Traversal

The Network Traversal Strategy can be found in **Settings > Accounts (SIP) > Account Advanced**. You can configure separate NAT settings for each SIP account, such as STUN, ICE, TURN, and RPort.

Before you make changes in **Settings > Accounts (SIP) > Account Advanced > Current Strategy**, turn off **Settings > Accounts (SIP) > Enabled**. The **Account Status** displays **Not Registration**. Turn on **Enabled** when you have finished making changes.

## Network Traversal Strategy

Field	Description
Application Managed	Bria Mobile uses the specified STUN server to discover the public address of your device, and presents your public address when negotiating media routing. This setting has Use DNS SRV turned on.
Server Managed	Bria Mobile presents the device's private address for SIP signaling and when negotiating media routing. A robust SIP infrastructure, after detecting the private address, can step in and route the packets on the application's benefit. Choose this option if your VoIP service provider advises you that it has implemented a network-hosted NAT traversal (or far-end NAT traversal) such as a session border control (SBC), media proxy, or RTP relay. This setting has Use DNS SRV turned on.
Custom Configuration	Allows you to configure the network traversal strategy for SIP signaling, STUN/TURN server, and media routing.

## SIP Network Traversal

Field	Description
RPort WiFi	<ul style="list-style-type: none"><li>• <b>On:</b> When you are connected over a Wi-Fi network, the outgoing INVITE message has an RPort parameter inside the Via header, which indicates that Bria Mobile supports RFC3581.</li><li>• <b>Off:</b> The outgoing INVITE message does not have an RPort parameter. Choose off if you proxy is unable to support RPort over Wi-Fi.</li></ul>
RPort Mobile	This settings has the same function as Rport WiFi except it applies to mobile data networks.
Outbound WiFi	<ul style="list-style-type: none"><li>• <b>On:</b> Bria Mobile uses an existing connection by populating the SIP header as specified in RFC5626. The SIP server should communicate with Bria Mobile using the same connection if the transport is set to TCP or TLS. Turn this setting on if you have trouble connecting to the SIP server over Wi-Fi.</li><li>• <b>Off:</b> Bria Mobile does not use an existing connection.</li></ul>
Outbound Mobile	This settings has the same function as <b>Outbound WiFi</b> except it applies to mobile data networks.

## STUN / TURN

Field	Description
Use DNS SRV	<p>When on, <b>Server</b>, <b>Username</b> and <b>Password</b> are disabled.</p> <ul style="list-style-type: none"> <li>• <b>On</b>: Bria Mobile uses DNS SRV to discover the network addresses for your VoIP service provider's VoIP-related services (for example, STUN server).</li> <li>• <b>Off</b>: Bria Mobile does not use DNS SRV for discovery. Only turn this setting off if your system administrator advises you to do so.</li> </ul>
Server	<p>Appears when <b>Settings &gt; Accounts (SIP) &gt; Account Advanced &gt; Network Traversal &gt; Use DNS SRV</b> is off. CounterPath recommends that you change the default (stun.counterpath.com) to an address provided by your VoIP service provider. If the Server setting is left empty, Bria Mobile tries to query your VoIP service provider for STUN server (STUN DNS SRV record on its network). The VoIP service provider may not have the server configured, which can create a delay on start up (disabling STUN can mitigate this).</p>
Username	<p>The username to connect to the STUN/TURN server. Usually provided by your system administrator or your VoIP service provider.</p>
Password	<p>The password to connect to the STUN/TURN server. Usually provided by your system administrator or your VoIP service provider.</p>

## Media Network Traversal

Field	Description
Use STUN WiFi	<p>This setting applies to media routing. STUN is disabled when IPv6 is used.</p> <ul style="list-style-type: none"> <li>• <b>On</b>: Bria Mobile uses a STUN server to discover your public IP address over a Wi-Fi network. This public IP is used to inform the remote party where the audio packets should be sent. Otherwise the private IP is presented.</li> <li>• <b>Off</b>: Bria Mobile does not discover your public IP address; only the private IP address is used. This setting is ignored and presumed off when VPN is enabled.</li> </ul>
Use STUN Mobile	<p>This settings has the same function as <b>Use STUN WiFi</b> except it applies to mobile data networks.</p>
Use ICE WiFi	<p>ICE is involved only in media routing; it is not involved in SIP signaling.</p> <ul style="list-style-type: none"> <li>• <b>On</b>: Bria Mobile uses ICE to discover addresses for media packets over a Wi-Fi network. 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>• <b>Off</b>: Try turning ICE off if your device is not behind a firewall or NAT.</li> </ul>
Use ICE Mobile	<p>This settings has the same function as <b>Use ICE WiFi</b> except it applies to mobile data networks.</p>
Use TURN WiFi	<p>Check with your VoIP service provider to make sure a TURN server is available.</p> <ul style="list-style-type: none"> <li>• <b>On</b>: Bria Mobile advertises the public IP address (discovered via STUN) for the contact address for signaling traffic over a Wi-Fi network. Bria Mobile advertises the address of a media relay server (discovered via TURN) for the connection address for media traffic.</li> <li>• <b>Off</b>: TURN server is not available.</li> </ul>
Use TURN	<p>This settings has the same function as <b>Use TURN WiFi</b> except it applies to mobile data networks.</p>

Field	Description
Mobile	

## XMPP account settings

Before you make changes to an existing account in **Settings > Account (XMPP)**, turn off **Enabled** for the account. Make sure to turn on **Enabled** when you have finished making changes.

### Account details

Field	Description
Account Name	Enter a name for each account to identify different accounts when you have multiple accounts.
Enabled	<ul style="list-style-type: none"> <li>• <b>On:</b> Set the account as active. Typically on.</li> <li>• <b>Off:</b> You are not using this account so you do not want the account register automatically.</li> </ul>

### User details

Field	Description
Username	The username for your XMPP account.
Password	The password for your XMPP account.
Domain	Domain of the XMPP service.

### Other XMPP account settings

Field	Description
Account Specific Features	Opens the settings screen for features that apply to individual XMPP accounts. See <a href="#">Account Specific Features (XMPP)</a> .
Account Advanced	Opens the settings screen for advanced settings that apply to individual XMPP accounts. See <a href="#">Account Advanced (XMPP)</a> .

## Account Specific Features (XMPP)

Appears on devices with mobile connectivity and when **Settings > Preferences > Use When Available** is on.

## Mobile Data Network

Field	Description
Disable Mobile Data	<ul style="list-style-type: none"><li>• <b>On:</b> This account does not use mobile data when a Wi-Fi network is not available. You will not receive any messages or notifications when a Wi-Fi network is not available.</li><li>• <b>Off:</b> Bria Mobile uses mobile data to receive messages and notifications when a Wi-Fi network is not available. Data charges with your mobile carrier may apply.</li></ul>

## Account Advanced (XMPP)

Before you make changes to an existing account in **Settings > Account (XMPP)**, turn off **Enabled** for the account. Make sure to turn on **Enabled** when you have finished making changes.

## Account Additional

Field	Description
Out. Proxy	Complete this field only if your XMPP service provider has an outbound proxy and requires you to provide that address to Bria Mobile. 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). Can be used to allow one XMPP session at a time. The default is not set.
Priority	Informs the XMPP server about the priority of your XMPP session. <ul style="list-style-type: none"><li>• <b>Expected range:</b> -128 to 127</li><li>• <b>Default:</b> 0</li></ul>

## IP Version

Field	Description
<b>IP Version</b>	
Wi-Fi IP Version	Specifies the IP version for DNS lookup and XMPP connections. Applies to Wi-Fi networks. This does not apply to HTTP/S connections such as login and provisioning. Bria Mobile leverages the iOS native HTTP/S framework for these connections. <ul style="list-style-type: none"><li>• <b>IPv4:</b> Bria Mobile uses IPv4 and does not look for IPv6 at all</li><li>• <b>IPv6:</b> Bria Mobile uses IPv6 and does not look for IPv4</li><li>• <b>Prefer IPv4:</b> Bria Mobile uses IPv4 first if it detects both IPv4 and IPv6</li><li>• <b>Prefer IPv6:</b> Bria Mobile uses IPv6 first if it detects both IPv4 and IPv6</li></ul>
Mobile IP Version	This settings has the same function as Wi-Fi IP Version except it applies to mobile data networks.

## Keep Alive

Field	Description
Use Ping	<ul style="list-style-type: none"><li>• <b>On</b> (default): Send ping messages to the XMPP server to indicate that the connection is active.</li></ul>
Interval	Interval for the ping messages to be sent to the XMPP server (in seconds), indication that the connection is still active. <ul style="list-style-type: none"><li>• Default: 300 seconds</li></ul>

## TLS Cert Management

Field	Description
Verify TLS Cert	<ul style="list-style-type: none"><li>• <b>On</b>: (default) Bria Mobile attempts to verify the certificate, sent by the XMPP server, to see if it is trusted.</li><li>• <b>Off</b>: Bria Mobile accepts the certificate without attempting to verify it.</li></ul> <p>It depends on how your service provider handles TLS certificates whether you need to take an extra step to make this work.</p> <ul style="list-style-type: none"><li>• If the certificate has been trusted by well-known certificate authorities (such as VeriSign), you do not need to take further action.</li><li>• If the certificate is a self-signed certificate, you need to install a corresponding CA certificate on the device in advance, so Bria Mobile can verify a cert (received from the XMPP server) against the CA certificate. Contact your VoIP service provider to get the corresponding CA certificate.</li></ul>

# Preferences

Go to **Settings > Preferences** to make changes to the following fields.

## Mobile Data Network

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



Field	Description
	<ul style="list-style-type: none"> <li>• <b>Off</b> (default): If a Wi-Fi connection is not available, you cannot place or receive calls.</li> </ul> <p>Data charges with your mobile carrier may apply.</p>

## General

Field	Description
Improve Reachability	<ul style="list-style-type: none"> <li>• <b>On</b>: If you are not using the Bria Push Service on any of your SIP accounts and you are not receiving calls in the background, try turning on this settings.</li> <li>• <b>Off</b>: Default</li> </ul>
Reachability Strategy	<ul style="list-style-type: none"> <li>• <b>Standard</b>: Use this settings if you do not have the Bria Push Service enabled on all of your SIP accounts.</li> <li>• <b>Enhanced</b>: Try using <b>Enhanced</b> if you are still not receiving calls when Bria Mobile is in the background. Setting <b>Reachability Strategy</b> to <b>Enhanced</b> may consume more battery.</li> </ul>
Private When in Background	<ul style="list-style-type: none"> <li>• <b>On</b>: When Bria Mobile is in the background and you navigate to the App Switcher, you see the splash screen for Bria Mobile rather than any details.</li> <li>• <b>Off</b>: When Bria Mobile is in the background and you navigate to the App Switcher, you see the last screen that you used in Bria Mobile before you sent Bria Mobile to the background.</li> </ul>

## Call Handling

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

Field	Description
Account Name	<ul style="list-style-type: none"> <li>• <b>On:</b> the incoming call screen displays the SIP account name in front of the Caller ID. This setting helps the user identify which SIP account is receiving the call when Bria Mobile has multiple SIP accounts configured.</li> <li>• <b>Off:</b> the incoming call screen does not display the SIP account that is receiving the call.</li> </ul>

## Incoming Call

Field	Description
Custom Ringtone	<p>Appears when <b>Settings &gt; Preferences &gt; Native Integration</b> is on.</p> <ul style="list-style-type: none"> <li>• <b>On:</b> Use a ringtone configured in Bria Mobile for incoming calls.</li> <li>• <b>Off:</b> Use a ringtone configured in iOS.</li> </ul>
Play Ringtone	<p>Appears when <b>Settings &gt; Preferences &gt; Native Integration</b> is off.</p> <ul style="list-style-type: none"> <li>• <b>On:</b> Bria Mobile plays a ringtone for incoming calls.</li> <li>• <b>Off:</b> Bria Mobile does not play a ringtone for incoming calls.</li> </ul>
Ringtone	The default ringtone for incoming calls. Played if no specific ringtone is assigned to the contact.
Vibrate – iPhone	<p>Appears when <b>Settings &gt; Preferences &gt; Native Integration</b> is off.</p> <ul style="list-style-type: none"> <li>• <b>On:</b> The device vibrates when you receive a call.</li> <li>• <b>Off:</b> The device does not vibrate when you receive a call.</li> </ul>
Alert Answer	<p>Appears when <b>Settings &gt; Preferences &gt; Native Integration</b> is off.</p> <p>Controls the behavior of the incoming Bria Mobile call prompt (when Bria Mobile is in the background):</p> <ul style="list-style-type: none"> <li>• <b>On:</b> You can immediately answer the call by tapping on the alert.</li> <li>• <b>Off:</b> After tapping the alert, you have a choice to answer or decline the call.</li> </ul>
Alert Missed	<p>Controls the behavior of the missed call prompt (when you receive a call when Bria Mobile is in the background):</p> <ul style="list-style-type: none"> <li>• <b>On:</b> Bria Mobile shows a missed call notification when Bria Mobile is in the background.</li> <li>• <b>Off:</b> Bria Mobile does not send a missed call notification.</li> </ul>
Match Contacts for Caller-Id	<p>Controls what name appears in caller ID for an incoming call.</p> <ul style="list-style-type: none"> <li>• <b>On</b> (default): Bria Mobile tries to match incoming calls with <b>Contacts</b> or <b>Roster</b>. If a match is found, Bria Mobile uses the contact's <b>Display name</b> in the caller ID.</li> <li>• <b>Off:</b> Bria Mobile uses the information in the SIP header for the caller ID.</li> </ul> <p>When <b>Native Integration</b> is enabled in <b>Settings &gt; Preferences - Call Handling</b>, all numbers other than <b>Softphone</b> use the contact's <b>Display Name</b> for the incoming caller ID if there is a matching contact, even though when the Match Contacts for Caller-Id setting is turned OFF. This is a limitation due to CallKit; once you answer the call, Bria Mobile uses the information in the SIP header for the caller ID as you set in the preference.</p>

Field	Description
Show Number in Notification	<p>Controls what information appears in incoming call notifications. This setting helps you identify incoming calls if you receive many calls with the same label such as UNKNOWN.</p> <p>There is another setting for adding a SIP account name in notifications; see Display Account Name.</p> <ul style="list-style-type: none"> <li>• <b>On:</b> The incoming call panel shows the phone number/SIP username followed by the SIP display name. Ex: 6045551234 Kokila</li> </ul> <p>To include a domain name portion of the phone number/SIP username, enable <b>Show URI Domain</b> as well. Ex: 6045551234@example.com Kokila</p> <p>For the number/SIP username, Bria Mobile takes the value from <b>P-Asserted-Identity</b> by default.</p> <ul style="list-style-type: none"> <li>• <b>Off (default):</b> The incoming call panel shows only the SIP display name. Ex: Kokila</li> </ul>
Disable Call Waiting	<p>Controls whether call waiting is enabled or disabled.</p> <ul style="list-style-type: none"> <li>• <b>On:</b> Call waiting is disabled and while on another call, incoming calls ring busy to the caller or go straight to voice mail if you have voice mail configured.</li> <li>• <b>Off:</b> Call waiting is enabled and while on another call, you are alerted of the incoming call.</li> </ul>
Call Blocking	<p>Select what kind of phone numbers to block.</p> <ul style="list-style-type: none"> <li>• No number,</li> <li>• Anonymous Caller ID, and/or</li> <li>• any number you added to the block list. You can add up to 20 phone numbers in Bria Mobile.</li> </ul>

## Client-side Call Forwarding

Field	Description
Forward Calls	<ul style="list-style-type: none"> <li>• <b>On:</b> Send all incoming calls to a specific number if Bria Mobile is enabled and registered.</li> </ul> <p>This setting controls all the SIP accounts in the softphone client. If you have multiple SIP accounts and want to forward calls in only one of the SIP accounts, use the per-account call forwarding settings. When both global and per-account call forwarding settings are enabled, the global one takes precedence; all incoming calls on <i>all</i> the SIP accounts will be forwarded to a specified number.</p>
To Number	<p>Appears when <b>Settings &gt; Preferences &gt; Forward Calls</b> is on. Enter the number to which calls are forwarded.</p>

## Outgoing Call

Field	Description
Turn Letter to Numbers	<p>Controls whether letters entered in the dial pad are converted to numbers.</p> <ul style="list-style-type: none"> <li>• <b>On:</b> Letters entered in the dial pad are converted to numbers.</li> <li>• <b>Off:</b> Letters entered in the dial pad are not converted to numbers.</li> </ul>
Hide My Number	<p>Controls whether anonymous calling is enabled.</p> <ul style="list-style-type: none"> <li>• <b>On:</b> Remote parties do not see your name or number on their phone.</li> <li>• <b>Off:</b> Remote parties see your caller ID information.</li> </ul>
Default Account for History	<p>Changes Bria Mobile's dialing behavior on <b>History</b> when multiple SIP accounts are configured in Bria Mobile.</p> <ul style="list-style-type: none"> <li>• <b>On:</b> Bria Mobile dials using the default/primary account. A useful option when you want to use only one account for all outgoing calls.</li> <li>• <b>Off (default):</b> Bria Mobile dials using the account that received the call.</li> </ul>

## Call in Progress

Field	Description
Background Image	<p>The background image that appears when you are on a call. Swipe the image to the left to delete it.</p>
Contact Image	<p>Changes the way Bria Mobile displays the image of a contact during a call. Add an image to a contact in the <b>Contact</b> tab of the resource panel. Make sure your images are smaller in size so they display faster.</p> <ul style="list-style-type: none"> <li>• <b>Don't Show:</b> Bria Mobile does not show an image of the remote party during a call.</li> <li>• <b>Full Screen:</b> Bria Mobile shows an image of the remote party in the full screen a call.</li> <li>• <b>Small Avatar:</b> Bria Mobile shows a small photo of the remote party next to their name during a call.</li> </ul>
Auto Record Calls	<ul style="list-style-type: none"> <li>• <b>On:</b> Bria Mobile automatically records all calls made with Bria Mobile.</li> <li>• <b>Off(default):</b> Bria Mobile records a call only if you tap manually to start recording during a call.</li> </ul>
Mobile Call Interrupt – iPhone	<p>Appears when <b>Settings &gt; Preferences &gt; Native Integration</b> is off.</p> <p>When you receive a native call while already in a Bria Mobile call, the Bria Mobile call is put on hold. You will not be able to speak to the remote party in the Bria Mobile call until you answer or decline the incoming mobile call. Bria Mobile can play feedback to the person who is put on hold without any notice.</p> <ul style="list-style-type: none"> <li>• <b>Silence:</b> Bria Mobile plays nothing.</li> <li>• <b>Tones:</b> Bria Mobile plays beeps every 5 seconds to the person on hold.</li> <li>• <b>Announcement:</b> Bria Mobile plays an audio message to the remote party on hold in English, "Your call has been interrupted by an incoming mobile call. Please wait for the other party to return."</li> </ul>
Play Music On Hold	<p>This setting controls music played locally by Bria Mobile; it does not control the server side if your service provider has ability to play music on the server side.</p>

Field	Description
	<ul style="list-style-type: none"> <li>• <b>On:</b> Play classical music to the party on hold. All the participants hear music if it is a conference call.</li> <li>• <b>Off:</b> Default</li> </ul>
Play Tone On Network Lost	<ul style="list-style-type: none"> <li>• <b>On:</b> Bria Mobile plays an audio tone to alert you if the network connection is lost while you are on a call.</li> <li>• <b>Off (default):</b> Bria Mobile only displays the visual indicator if the network connection is lost while you are on a call.</li> </ul>
Mute when face down	<ul style="list-style-type: none"> <li>• <b>On:</b> Bria Mobile automatically mutes your microphone and pause video when the device is placed face down during a call (audio, video and Collaboration meeting).</li> <li>• <b>Off :</b> Bria Mobile does not change the mute or video status in the above situation.</li> </ul>

## Phone Number

Field	Description
Single Touch to Call	<p>When IM, SMS, and/or video are enabled, this setting is ignored. Bria Mobile displays a prompt to choose an option.</p> <ul style="list-style-type: none"> <li>• <b>On:</b> When making a call from <b>Contacts</b> or <b>History</b>, the call is placed when you tap a phone number.</li> <li>• <b>Off:</b> When you tap the phone number, a prompt appears. Tap the prompt to place the call.</li> </ul>
Show URI Domain	<ul style="list-style-type: none"> <li>• <b>On:</b> The phone number displayed for an incoming, outgoing, or established call includes the domain name (for example, 1234@myVoipProvider.com).</li> <li>• <b>Off (default):</b> The domain name is not displayed.</li> </ul>
Digits To Match	<p>Controls a number of digits in phone numbers Bria Mobile uses to match contacts. This aims to solve an issue where Bria Mobile matches a phone number with a different area code.</p>

## Video Calls

Field	Description
Enable Video	<ul style="list-style-type: none"> <li>• <b>On:</b> Bria Mobile can be used for video calls. To place Video Calls, <b>Settings &gt; Accounts (SIP) &gt; Account Specific Features &gt; Enable Video</b> must be on.</li> <li>• <b>Off:</b> You will not be able to make video calls on Bria Mobile.</li> </ul>
Video Quality Wi-Fi	<p>Appears when <b>Settings &gt; Preferences &gt; Enable Video</b> is on.</p> <p>The video quality for calls started on a Wi-Fi network. If you move to a mobile network during a call, the video quality retains this setting.</p> <ul style="list-style-type: none"> <li>• Medium (VGA): Uses 640 x 480 pixels.</li> <li>• HD (480p): Uses 848 x 480 pixels.</li> <li>• HD (720p) : Default. Uses 1280 x 720 pixels.</li> </ul>

Video Quality Mobile	<p>Appears when <b>Settings &gt; Preferences &gt; Enable Video</b> is on.</p> <p>The video quality for calls started on a mobile network. If you move to a Wi-Fi network during a call, the video quality retains this setting.</p> <ul style="list-style-type: none"> <li>• Medium (VGA): Uses 640 x 480 pixels.</li> <li>• HD (480p): Uses 848 x 480 pixels.</li> <li>• HD (720p) : Default. Uses 1280 x 720 pixels.</li> </ul>
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## Messages

Field	Description
Enable IM & Presence	<ul style="list-style-type: none"> <li>• <b>On:</b> Bria Mobile can be used for sending instant messages and sharing online status. To use IM &amp; Presence on a SIP account, <b>Settings &gt; Accounts (SIP) &gt; Account Specific Features &gt; Enable IM &amp; Presence</b> must also be on.</li> <li>• <b>Off:</b> You will not be able to use SIP or XMPP accounts for presence and messaging.</li> </ul>
Enable SMS	<ul style="list-style-type: none"> <li>• <b>On:</b> Bria Mobile can be used for sending SMS messages to PSTN numbers. To use SMS on a SIP account, <b>Settings &gt; Accounts (SIP) &gt; Account Specific Features &gt; Enable SMS</b> must also be on.</li> <li>• <b>Off (default):</b> You will not be able to use a SIP account for sending SMS.</li> </ul>
Alert Sound	<ul style="list-style-type: none"> <li>• <b>On:</b> Bria Mobile plays a ring tone when you receive a new message.</li> </ul>
Alert Vibration – iPhone	<ul style="list-style-type: none"> <li>• <b>On:</b> Your device vibrates when you receive a new message.</li> </ul>
Hyperlink Preview	<ul style="list-style-type: none"> <li>• <b>On:</b> You see a small preview of hyperlinks in Bria Mobile messages</li> <li>• <b>Off:</b> Hyperlink previews do not appear in Bria Mobile messages</li> </ul>
Private When Locked	<ul style="list-style-type: none"> <li>• <b>On:</b> Bria Mobile does not display the incoming call information on the lock screen and the notification drawer.</li> <li>• <b>Off:</b> Default</li> </ul>
[Enter] As Newline	<ul style="list-style-type: none"> <li>• <b>On:</b> Tap the <b>Enter</b> key to add a new line in IM/SMS conversations. Tap the <b>Send</b> icon to send IM.</li> <li>• <b>Off:</b> Tap the <b>Enter</b> key to send an IM. Tap <b>Quick Responses</b> and select <b>Enter a new line</b> to insert a line break in the message you are writing. You might want to turn it off when using physical keyboard with the device.</li> </ul>
Alert Text Tone	The default text tone for incoming messages. Played if no specific text tone is assigned to the contact. Assign text tones in the native iOS contacts.

## Mentions

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

## Custom Colors

Field	Description
Select Your Colors	Change the color for various parts of the screen and tap <b>Apply Colors</b> . Tap <b>Reset Colors</b> to easily return to the default settings.

## Roster

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

# Advanced settings

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

## Audio Codecs Selection

Field	Description
Mobile Audio Codecs	CounterPath recommends using the default settings. See <a href="#">Wi-Fi and Mobile Audio Codecs</a> .
Wi-Fi Audio Codecs	CounterPath recommends using the default settings. See <a href="#">Wi-Fi and Mobile Audio Codecs</a> .

## Video Codecs Selection

Field	Description
Video Codecs	<ul style="list-style-type: none"><li>• H264 - offers 720p HD support.</li><li>• VP8</li></ul>

## Media Options ▼

Field	Description
Voice Activity Detection	<ul style="list-style-type: none"><li>• <b>On:</b> Audio is not transmitted when no one talking. Turning this feature on may reduce bandwidth usage.</li><li>• <b>Off (default):</b> Audio is transmitted when there is no one talking.</li></ul>
Noise Reduction	<ul style="list-style-type: none"><li>• <b>On:</b> Bria Mobile attempts to reduce background noise from your microphone. Typically on when you are not using a headset.</li><li>• <b>Off:</b> Typically off when you are using a headset.</li></ul>
Quality Of Service	Ask your VoIP service provider if quality of service (QoS) is supported. QoS can allow your calls to be given a higher priority on the network. Turing QoS on has no effect if your VoIP service provider does not support it. <ul style="list-style-type: none"><li>• <b>On:</b> Each voice data packet is marked, allowing a VoIP aware router to prioritize them to help increase audio quality.</li><li>• <b>Off:</b> Default</li></ul>
QoS SIP Value	Appears when <b>Settings &gt; Advanced Settings &gt; Quality of Service</b> is on. Quality of Service for SIP includes TCP, TLS, and RTP.
QoS Audio Value	Appears when <b>Settings &gt; Advanced Settings &gt; Quality of Service</b> is on. Quality of Service is for RTP only.
QoS Video Value	Appears when <b>Settings &gt; Advanced Settings &gt; Quality of Service</b> is on. Quality of Service is for RTP only.
SIP Port Range	Set a <b>SIP Port Start</b> and <b>SIP Port End</b> for SIP signaling. Controls the port range for all accounts. Use the settings under <b>Account Advanced</b> instead if you want to set a different



Field	Description
	<p>port range for each account. If both global and per-account settings have a value, Bria Mobile uses per-account settings. The value 0 implies default/automatic. The appropriate setting depends on your device setup. If your device is behind a restrictive firewall that only allows specific port ranges to be used, enter the SIP Port Start and SIP Port End to use for your SIP account.</p> <p><b>Note:</b> Also open those ports on your firewall. Refer to the applicable firewall documentation.</p>
RTP Port Range Audio	<p>Set an <b>RTP Port Audio Start</b> and <b>RTP Port Audio End</b> for RTP audio.</p> <p>Controls the port range for all accounts. Use the settings under <b>Account Advanced</b> instead if you want to set a different port range for each account. If both global and per-account settings have a value, Bria Mobile uses per-account settings. The value 0 implies default/automatic. The appropriate setting depends on your device setup. If your device is behind a restrictive firewall that only allows specific port ranges to be used, enter the range of ports to use for your RTP account.</p> <p><b>Note:</b> Also open those ports on your firewall. Refer to the applicable firewall documentation.</p>
RTP Port Range Video	<p>Set an <b>RTP Port Video Start</b> and <b>RTP Port Video End</b> for RTP video.</p> <p>Controls the port range for all accounts. Use the settings under <b>Account Advanced</b> instead if you want to set a different port range for each account. If both global and per-account settings have a value, Bria Mobile uses per-account settings. The value 0 implies default/automatic. The appropriate setting depends on your device setup. If your device is behind a restrictive firewall that only allows specific port ranges to be used, enter the range of ports to use for your RTP account.</p> <p><b>Note:</b> Also open those ports on your firewall. Refer to the applicable firewall documentation.</p>

## TLS Cert Management

Field	Description
Verify HTTPS TLS Cert	<p>Applies to HTTPS connections except for provisioning.</p> <ul style="list-style-type: none"> <li>• <b>On</b>(default): Bria Mobile attempts to verify the certificates, sent by the corresponding HTTPS server, to see if it is trusted</li> <li>• <b>Off</b>: Bria Mobile accepts the certificate without attempting to verify it.</li> </ul> <p>If the certificate is trusted by a well-known certificate authority such as VeriSign, you do not need further action.</p> <p>If the certificate is a self-signed certificate, you need to install a corresponding CA certificate on your device in advance. Contact your VoIP service provider to get a corresponding CA certificate, and use the iPhone or iPad Configuration Utility to install it to your device .</p> <p>The CA cert should appear under <b>iOS Settings &gt; General &gt; Profiles</b>. Downloading the CA cert via Safari does not install it properly.</p>

## Account Registration Issues

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

## SIP Miscellaneous ▼

Field	Description
Show Miscellaneous	<ul style="list-style-type: none"> <li>• <b>On</b>: Displays miscellaneous settings.</li> </ul>
Encode # in URI	<p>Appears when <b>Settings &gt; Preferences &gt; Show Miscellaneous</b> in on</p> <ul style="list-style-type: none"> <li>• <b>On</b> (default): Bria Mobile escapes a hash character (#) used in the user part of SIP URI, as required by RFC 3261.</li> <li>• <b>Off</b>: Bria Mobile does not escape a hash character (#) and sends it as is.</li> </ul> <p>Turn this setting off if you are having trouble making outgoing calls to a number with a hash character.</p>

## Application Logging ▼

Field	Description
Verbose Logging	<p>Leave this off unless Technical Support instructs you to turn it on to troubleshoot a problem you are having on your device. <a href="#">Troubleshooting</a>.</p>
Share Anonymous Usage Data	<ul style="list-style-type: none"> <li>• <b>On</b> (default): Bria Mobile sends anonymous usage data to CounterPath. It contains no personally identifiable information and is used to improve the quality and performance of Bria Mobile.</li> <li>• <b>Off</b>: Bria Mobile does not send anonymous usage data to CounterPath.</li> </ul>
Call Statistics	<p>Shows detailed information about the current/last call, such as the number of packets lost.</p> <p>For an ongoing call, the statistics information refreshes every second.</p> <ul style="list-style-type: none"> <li>• Tap the <b>Refresh</b> button to stop auto refresh and present a snapshot of the most current statistics.</li> </ul>

Field	Description
	<ul style="list-style-type: none"> <li>To enable auto refresh again, either long-press the <b>Refresh</b> button, or leave the statistics page and come back again.</li> </ul>
Send Log	Tap to upload the current log to Technical Support. <a href="#">Troubleshooting</a> .
Delete Log	Clears the content of the Bria Mobile log on the device so that the log starts over empty.

## Codecs

Codecs are programs in Bria Mobile that are involved in transmitting audio and video. Each codec has different characteristics and each works better in some situations than others.

### Novice and Non-technical Users

CounterPath recommends you use the default settings and priority and let Bria Mobile select the best codec to use in a given situation.

### Technically Savvy Users

You may choose to enable one, some, or all codecs. With only one codec enabled, all calls will use that codec. With more than one codec enabled, Bria Mobile offers the enabled codecs and negotiates a common codec with the other party. In general, it is desirable to have several codecs enabled.

Make sure that there are common codecs between you and the remote party. If you do not have a common codec, the audio call will fail with a 488 error or video will not be available on the call.

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. Moving a codec higher should improve its chances of being chosen.

### Wi-Fi and Mobile Audio Codecs

Bria Mobile offers Opus, SILK - NB, SILK - WB, SILK - SWB, G.729, G.722, G.711 $\mu$ Law, G.711aLaw, GSM, Speex - NB and Speex - WB codecs.

SILK-Super-Wideband (24k) and OPUS-Full(48k) are only available in iPhone 4s and newer, iPod 5th generation and newer, and iPad 2 and newer devices.

## Narrow and Wideband

G.722-WB, SILK-WB(16k), SILK-SWB(24k), Opus-Full HD (48kHz), and Speex-Wideband are wideband codecs. All other codecs are narrowband. When a wideband codec is used, data usage is higher and audio quality is generally better. When a narrowband codec is used, data usage may be lower but audio quality may be affected.

## Data Usage

Data usage for the codecs with a fixed bit rate, from high to low usage, is: G.722, G.711, GSM, and G.729a.

Speex, SILK, and Opus have a variable bit rate; the data usage will fluctuate depending on the network conditions.

- **G.729:** Provides the best performance (audio quality and bandwidth usage/cost) when using mobile data for phone calls.
- **G.711:** The most commonly used codec, but requires substantial bandwidth.
- **G.722:** A wideband (HD) codec providing excellent audio quality. However, your VoIP service provider may not support G722 for PSTN calls (standard phone numbers). Enable G722 only if it can actually be used. If enabled, the clock rate is switched from 8kHz to 16 kHz. This can impact the audio quality when other codecs are used.

**Note:** The G.722 codec is available on iPhone 3GS and newer and 3rd generation iPod touch and newer.

## Video Codecs

H.264 and VP8 (with 720p HD video support) can be used during a video call over a Wi-Fi or a mobile network.

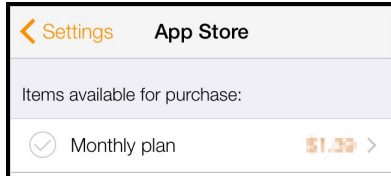
VGA and HD video are not supported on older devices such as the iPhone 4S, iPad 2, and iPad Mini 1G.

## Subscription

When you install Bria Mobile for the first time, you can try it free for 14 days. Select the **Monthly plan** to use the app for the trial period. If you cancel your subscription within the 14-day trial period, you will not be charged.

**Note:** Subscriptions will automatically renew unless you turn off auto-renew or cancel the subscription at least 24-hours before the end of the subscription period.

All payments are charged to your iTunes account. Go to **Settings > Subscription** to view your current plan. Your current plan is indicated by a green check mark.

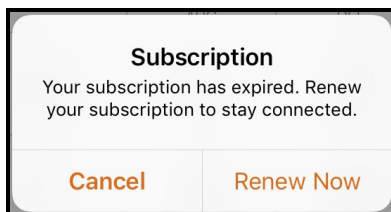


## Subscription Renewals

Subscriptions to Bria Mobile renew automatically. The renewal takes place within 24-hours of the end of the current subscription period. You must turn off auto-renew or cancel your subscription at least 24-hours before the end of the subscription period. You can change or cancel your subscription at any time and you will continue to be able to use Bria Mobile until the end of the current subscription period. You will not receive a refund if you cancel your subscription during the subscription period.

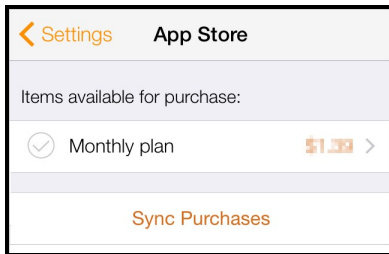
When you cancel your subscription and the subscription period ends, you can no longer register your accounts in Bria Mobile. You can still access the **Messaging** and the **History** tabs. Renew your subscription if it has expired and you want to start using Bria Mobile again.

When the **Subscription** message appears, tap **Cancel** to access the **Messaging** and the **History** tabs.



### To renew your subscription

1. Tap **Renew Now** or go to **Settings > Subscription**.
2. Tap **Monthly plan**.



3. Tap on the price of the subscription and confirm your purchase.

The subscription is renewed. The monthly subscription plan that you chose has a check mark beside it. Your subscription will auto-renew unless you turn off auto renew in your iTunes account .

## Managing your subscription

You can manage your subscription by accessing your iTunes account settings after you have made the initial purchase.

### To cancel or change your subscription

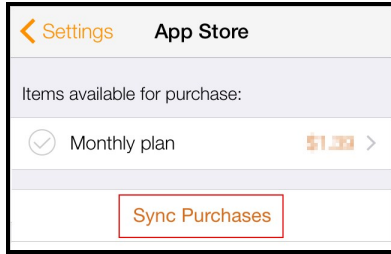
1. On your device, go to **Settings > Apple ID, iCloud, iTunes & Apps > iTunes & App Stores**.
2. Tap your Apple ID at the top of the screen.
3. Sign in with your **Apple ID** and **password** if required.
4. Tap **Manage**.
5. Cancel or change the subscription period or turn off automatic renewal.

Changes to the subscription will take place at the end of the current subscription period.

## Sync or restore purchase

When you change to a new iPhone or iPad, your purchase may not appear on the device. The first time you log in on the new device, tap **Restore your purchase**.


If you have already purchased a subscription but the subscription is not showing on your device, go to **Settings > Subscription** and tap **Sync Purchases**.



## Share

You can easily share Bria Mobile with your friends. Select from apps available on your share sheet.

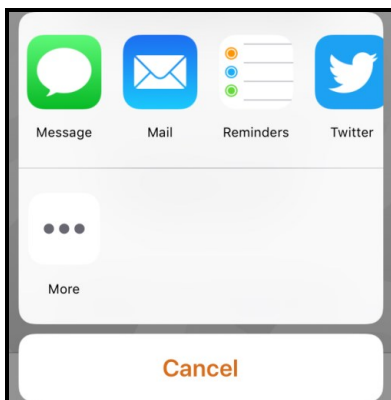
### To share from your share sheet

1. In Bria Mobile, tap ≡ **Menu** on the top left corner, then tap **Settings**.
2. Tap **About Bria Mobile**.
3. Tap  **Share**.

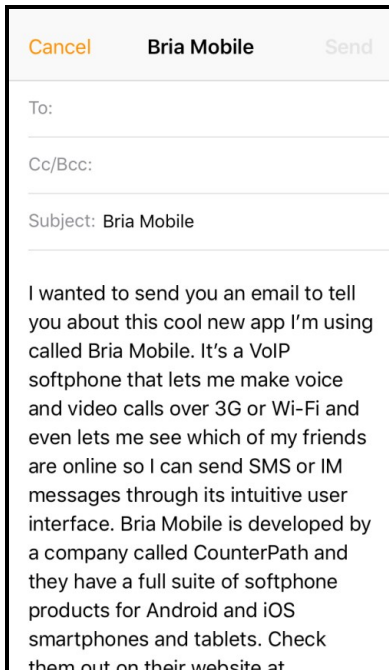


The share sheet opens.

4. Select an app from the share sheet. You may be asked to log in to the selected app.



5. A message appears in the app. Use the apps features to share the message. The example shown here is email.



The message is shared.

## Using biometric authentication

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

### Prerequisites

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

### Enabling biometric authentication

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



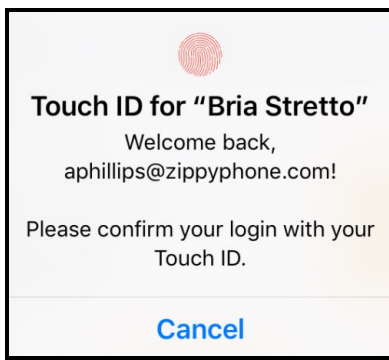
## To enable biometric authentication

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

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

## To log in with biometric authentication

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

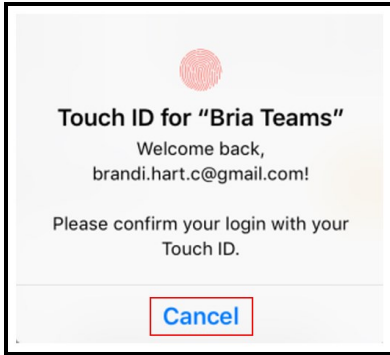


2. Place your finger on the sensor.

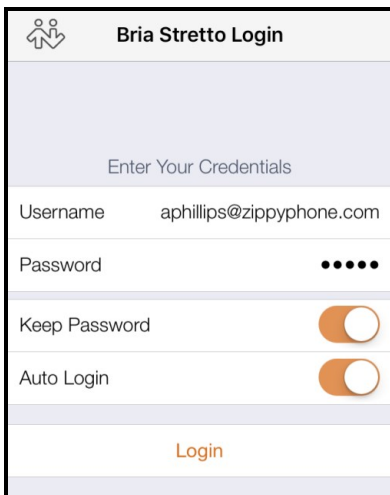
If your Touch ID or Face ID is a match, Bria Mobile opens.

## To log in manually when biometric log in is enabled

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



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

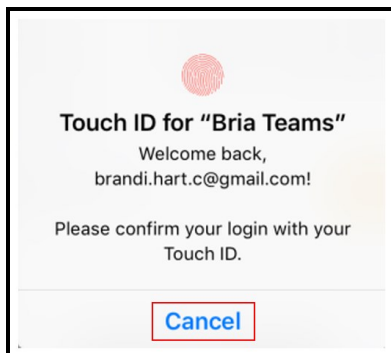


4. Tap **Login**.

The Bria Mobile interface opens.

## Biometric failures

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



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

# Troubleshooting

## Troubleshooting registrations

### Error 401, 403, 404, 407

401 Unauthorized

403 Forbidden

404 Not Found

407 Proxy authentication required

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

### Error 408

408 Request Timeout (no response received from the server)

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

- It might be due to no Wi-Fi or mobile network connection. Ensure that your Wi-Fi or mobile network connection is strong and stable.
- Make sure to give Bria Mobile a permission for accessing your local area network if you are using iOS 14 or newer. Go to iOS Settings > Privacy > Local Area Network.
- Make sure you entered the correct domain name and outbound proxy for your SIP server.

**Tip:** Include a port number after the domain and/or outbound proxy, such as `counterpath.com:5061` if your service provider requires a port other than 5060 (ie, using TLS as transport). If no port is specified, Bria Mobile uses 5060.

To do so on mobile, open Bria Mobile, and go to **Settings > Accounts > SIP account**. Check the **Domain** setting. Also check **SIP account > Account Advanced > Outbound proxy**.

- Try changing the firewall strategy used in Bria Mobile. Bria Mobile supports multiple options, and you are going to try each one to see which one works for your network. To do so on mobile, open Bria Mobile, and go to **SIP Account > Account Advanced** and change **Network Traversal Strategy** to **Application Managed** or **Server Managed** to see if it solves the issue.

If these two options do not work, switch **Network Traversal Strategy** to **Custom Configuration** and toggle the various options under **SIP Network Traversal** (on either Mobile or Wi-Fi depending on the network you are currently using). When you use the STUN option, enter the address of a STUN server. If your VoIP provider does not have a recommended STUN server, you can test using `stun.counterpath.com`.

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

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

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

- If this error occurs in a different network than the previous ones you used, check to see if a VPN is used in your network. VPNs could potentially block VoIP traffic.

## **Error 503**

503 Service Unavailable (may also say Internal Server Error)

- You or your admin requested TLS or TCP transport, but the SIP server is not configured for this service. Make sure your transport type and encryption settings

are correct. Revert to UDP transport for now, and contact your VoIP service provider for details.

## "Mobile data not Allowed" appears

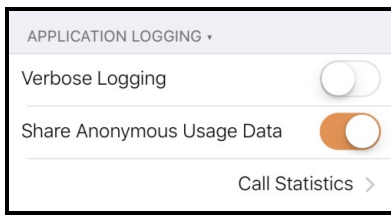
- Turn on **Preferences > Use When Available** and **Preferences > Allow VoIP Calls**.

# Using Bria Mobile diagnostics

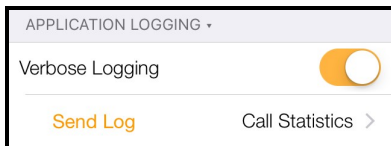
If you have a problem with Bria Mobile, technical support may ask you to turn diagnostics on to capture information.

## To send a log to support

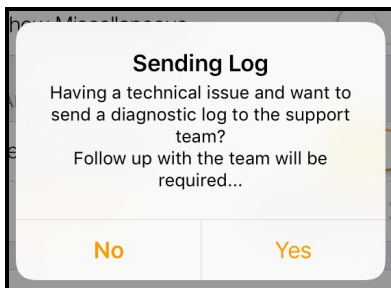
1. Go to **Settings > Advanced Settings > Verbose Logging**. If **Verbose Logging** is off, turn it to on and tap **Apply Changes**.



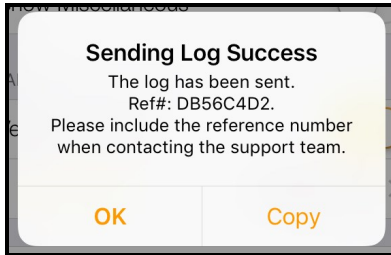
2. Reproduce the problem you were having.
3. Go back to **Settings > Advanced Settings**.
4. Tap **Send Log** (not **Call Statistics**).



5. Tap **Yes** on **Sending Log**.



6. Add a description of the issue, and tap **Continue**.
7. Tap **Copy** on **Sending Log Success**. The log reference number is on your clipboard.



8. Report the **Ref #** to the support team member who was assisting you. If you are opening a new topic, include a description of the problem and the **Ref #** as it always helps with diagnosing an issue when support has log file to look at. If you add the **Ref #** to your topic description, it will speed up the support process.

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 Mobile.
- Whether you are in your normal Wi-Fi zone or a different Wi-Fi zone.
- Whether you normally have mobile data (3G/4G/LTE) enabled on your device and in Bria Mobile.

9. Turn off **Verbose Logging** when you are done. Tap **Apply Changes**.

## More information and technical support

Please visit the [CounterPath Support Center](#) to:

- Search the knowledge base or FAQ.
- Read forum topics.
- Ask a question.
- Submit a ticket.

# Bria Push Service

The Bria Push Service uses push notifications to support inbound calls when Bria Mobile is in the background, Bria Mobile is not active, or your device is locked. Push notifications are messages reliably delivered from a cloud-based messaging service to your device.

Some iOS operating systems stop Bria Mobile from running in the background in order to conserve battery. To continue to receive calls, the Bria Push Service maintains your SIP registration even when Bria Mobile is not running.

**Note:** When you use the Bria Push Service, your account configuration is stored on CounterPath's push notification server. The data is securely transmitted in accordance to our [Privacy Policy](#). In order to use the Bria Push Service, you must accept the Bria Push Service agreement.

## How does the Bria Push Service work?

When Bria Mobile is in the foreground, Bria Mobile registers directly with your VoIP service provider. If the Bria Push Service is enabled and you place Bria Mobile in the background, the Bria Push Service will register with your VoIP service provider on Bria Mobile's behalf. Inbound calls are directed through the Bria Push server. When there is an incoming call, the push server sends a notification to Bria Mobile and Bria Mobile is brought to the foreground and creates a secure connection with the push server. The call is routed from the VoIP service provider to the Push Server and then to Bria Mobile.

After the call ends, the push server may unregister depending on your Registration Method. Bria Mobile re-registers with your VoIP service provider. Any new calls that are made will route directly to your VoIP service provider until you place Bria Mobile in the background again.

## Bria Push Service Settings

When you turn on **Use Push Notification**, the following settings are revealed:



- **Registration Mode**
- **Nat Emulation**
- **Advanced Settings**
  - **SIP Proxy**
  - **Insert RInstance**
  - **Disable Hash Token**
  - **Auto Send 180**
  - **Disable Override Domain**
  - **Server Refresh Interval**

## **Registration Mode**

There are four registration modes. **Continuous** and **Standard** are used if your VoIP service provider supports multiple registrations. **Single Device Takeover** and **Single Device Emulation** are used if your VoIP service provider does not support multiple registrations. Most VoIP service providers do support multiple registrations. The default value for new accounts is **Single Device Takeover**.

- **Continuous**

The Continuous registration mode ensures that the Bria Push server is always registered on behalf of the Bria Mobile client. The Bria Mobile client still registers directly to the SIP server when in the foreground, but the Bria Push server does not de-register from the SIP server. In this mode, all inbound calls and all outbound calls from the Bria Mobile client are handled by the Bria Push server.

The Continuous mode, in particular, is used when a SIP server supports multiple registrations at the same time. This mode avoids any gap in SIP registration because the Bria Push server is always registered on behalf of the Bria Mobile client.

In the event of a call to the SIP account while the Bria Mobile client is in the foreground, the Bria Mobile client will receive an INVITE directly from the SIP server and via the Bria Push server. The Bria Mobile client will filter out these duplicate events and only allow one of the call attempts to progress.

- **Single Device Takeover**

The Single Device Takeover mode is an enhanced option of the Single Device Emulation mode. The Bria Mobile client and the Bria Push server take over registrations from each other **without unregistering first**. Neither the Push server or

the Bria Mobile client sends SIP de-registration messages when transitioning from one element to the other. It aims to eliminate gaps that are present in the other registration mode. This mode is in some cases beneficial for SIP servers that only support single registration.

- **Standard**

The Standard registration mode allows both the Bria Push servers and the Bria Mobile clients to register to a customer's SIP account in an alternating manner. In this mode, there may be short overlaps of registration where both the Bria Push server and the Bria Mobile client are registered to the SIP server. Some PBXs, SIP servers or SIP services may have issues with this registration overlap. If you encounter an issue with registering to the SIP server or receiving push notifications, select a different registration mode.

- **Single Device Emulation**

The Single Device Emulation registration mode ensures that both the Bria Mobile client and the Bria Push server unregister before the other one registers. In other words, the Bria Mobile client and the Bria Push server never register to a PBX, SIP server, or SIP service at the same time. The Bria Mobile client controls the registrations by requesting the Bria Push server to register only after the Bria Mobile client has de-registered and alternately, by receiving confirmation that the Bria Push server has de-registered before the Bria Mobile client registers directly to the SIP server. The Bria Mobile clients will also not register while they are in a call delivered through the Bria Push server so that they do not cause potential issues with the call in progress being terminated by the SIP Server.

Note that when in the Single Device Emulation registration mode, there are periods of time (typically fractions of a second) when neither the Bria Mobile client or the Bria Push server will be registered to the PBX, SIP server or SIP service. This gap could lead to a missed call if the call is presented to the SIP server at the same time that neither element is actively registered. This is a downside of the requirement of the SIP server that only one element be registered at any one time.

## **Nat Emulation**

This option instructs the Bria Push server to simulate that the Bria Push server is registering from behind a Network Address Translation (NAT) router or another network element. Enable NAT Emulation if your VoIP service provider uses a session border controller. If enabling NAT Emulation results in no push notifications or no audio, disable NAT Emulation.

## More details

The Bria Push server simulates this NAT situation by inserting a SIP VIA header into the SIP REGISTER method that the Bria Push server sends to the SIP server. This VIA header often assists with ensuring that various NAT traversal techniques are enabled on a customer's Session Border Controller and/or SIP server. Enabling the various techniques supported by these platforms may assist with ensuring that registrations are maintained or may help with issues related to call delivery or RTP stream establishment.

## Advanced Settings

The advanced settings only need to be changed if your VoIP service provider has some limitations or does not follow SIP RFC specifications. In most cases, Bria Push Service will work without changing the advanced settings.

- **SIP Proxy**

The option allows the customer to specify a SIP Proxy specifically for use by the Bria Push Server. It is important to note that this is an alternative to the SIP proxy configured as part of the regular SIP account configuration. In some very specific customer deployments, the customer would like the Bria Push server to register and receive calls from the SIP Server using a particular proxy while the Bria Mobile clients would use a different SIP Proxy either internally to a customer's local network or external to the customer's network.

- **Insert RInstance**

The Insert RInstance option instructs the Bria Push server to use a hash token as the rinstance in the contact header of SIP register. RInstance assists some SIP servers with identifying different clients contact addresses when servers support multiple registrations for a single SIP account. Refer to the Disable Hash Token option for an example of when to use RInstance.

- **Disable Hash Token**

The Bria Push server generates a globally-unique hash token for each customer to avoid possible SIP username collisions. The Bria Push server uses this token when registering to the SIP service on behalf of the Bria Mobile client's SIP account. In most cases, using the hash token is beneficial and does not cause any problems for registration and call processing. However, some SIP servers, mainly PBXs that are not compliant to the SIP RFC specifications, cannot handle this token. If this is the case, disable hash token and try using RInstance instead in order to help the Bria Push server identify the clients. Note that some PBXs do not support RInstance

either.

### **More details**

When the Disable Hash Token option is off (therefore using the token), the Bria Push server inserts a hash token in the uri.user portion in the contact header of SIP register. However, some SIP servers do not include the hash token in an INVITE message when sending it to the Bria Push server, which does not benefit the Bria Push server.

- **Auto Send 180**

The Auto Send 180 Ringing option instructs the Bria Push server to issue a SIP 180 RINGING message to the SIP server without waiting for the Bria Mobile client to be waken up for an incoming call. This option may help situations where your SIP service may timeout before the push notification is delivered to your device.

### **More details**

With Bria Push enabled, the Bria Mobile client establishes a secure WebSocket tunnel with the Bria Push server after the Bria Push server receives an INVITE from the SIP service. Once the tunnel is established, the Bria Push server relays the INVITE to the Bria Mobile client. The Bria Mobile client then sends 180 Ringing back to the Bria Push server and the Bria Push server relays it to the SIP service. This process takes longer than what occurs during a normal (non-push) foreground call.

When the Auto Send 180 option is enabled, the Bria Push server generates its own 180 ringing response and does not wait for the Bria Mobile client to create the secure WebSocket tunnel. This aims to shorten the delay and allows the Bria Push server to respond to the SIP service right away to the incoming INVITE. Note that this option aims to address only a part of the delay; the Bria Push Service involves processing through various elements that result in this time lag.

- **Disable Override Domain**

The Disable Domain Override option stops the Push server from replacing the To Header Domain Part of the INVITE with the domain included in the SIP account information.

- **Server Refresh Interval**

The Server Refresh Interval option instructs the Bria Push server to register with the SIP server for a particular requested re-registration interval. Value in seconds.

Some SIP servers do not specify minimal refresh time in the registration response and ignore the REGISTER expires value. Note that according to the SIP standards, a SIP server can return a lower value in the 200OK which the Bria Push server will respect by re-registering at or before the lower interval requested.

The default is 3600 seconds.

## Current limitations

Only IPv4 SIP servers are currently supported for calls involving the Bria Push server. Bria Mobile only supports IPv6 only networks using DNS64/NAT64 when communicating with IPv4 SIP servers for these calls.

# Requirements for push notifications

To see if you can use the Bria Push Service, check the following on your device and your server.

## Network requirements

- Your mobile device must have public Internet access to [Apple's APNS](#) push notification system.  
If you are using your device inside a restricted network, make sure to open ports specified by Apple. Visit [Apple APNS](#) for instructions.
- Your mobile device must have public Internet access to Bria Push servers. For a list of servers, visit the [Bria Mobile Push Checklist](#).

## SIP server requirements

If you are unsure of any of these requirements, contact your server administrator or your VoIP service provider.

- The SIP server must allow registration from the Bria Push server. If the SIP server is running inside of the restricted network of an organization, the organization must provide access to the Bria Push server and set the **SIP Proxy** parameter. For a complete list of servers, visit the [Bria Mobile Push Checklist](#).
- The SIP server should map the SIP Address-of-Record (AOR) to the Contact URI when sending the INVITE. The Bria Push server generates a unique Contact URI

for each SIP account on each device the account is registered on. The Bria Push server uses this unique Contact URI to determine where to send the push notification for the incoming call. If the SIP server does not pass the unique Contact URI to the Bria Push server in the INVITE, it is likely that the device will not get a push notification for the incoming call because the Bria Push server cannot identify a unique SIP account to route the incoming call.

### **More details**

The Bria Push server sets this unique Contact URI in the REGISTER message when registering with the SIP server. For the best interoperability, when the SIP server notifies the Bria Push server of an incoming call, the SIP server should set the Request-URI of the INVITE message to be the same value as the Contact header as specified by the Bria Push server in the REGISTER message. If you think this might be the cause of your issue, try changing the settings for **Disable Hash Token** and **Insert RInstance**.

- For the best user experience, the SIP server should support multiple SIP registrations for each SIP account. If the SIP server can support multiple registrations, the Bria Push server and Bria Mobile can be registered with the SIP server at the same time. If your SIP server does not support multiple registrations, set **Settings > Accounts (SIP) - Bria Push Service > Registration Mode** to **Single Device Emulation**. You may notice a momentary pause in service when Bria Mobile transitions from the background to the foreground.
- If the SIP service uses server managed NAT traversal or follows industry best practices where the SIP server sends responses to the originating IP address and port, leave **Settings > Accounts (SIP) - Bria Push Service > NAT Emulation** disabled. If the SIP service does not use server managed NAT traversal or send the responses to the originating IP address and port, enable **Settings > Accounts (SIP) - Bria Push Service > NAT Emulation**. If you do not receive push notifications or there is no audio on push registered calls, turn **Settings > Accounts (SIP) - Bria Push Service > NAT Emulation** off.

# Troubleshooting the Bria Push Service

## Troubleshooting tips

- Is it Push-related?

Determine whether or not the issue is related to push notifications. To verify this, test the same scenarios while the Bria Mobile client is in the foreground. If you encounter the same issue while in the foreground as well as in the background, your issue is likely unrelated to the Bria Push Service.

- SIP server reachability from CounterPath Push servers

The SIP server (a PBX or a SIP service) must be reachable from the Internet. This is required in order to allow the Bria Push servers to register to your SIP server and receive calls from your SIP server.

### **If your SIP server is running inside a restricted network of an organization**

You must do both:

- a. set the SIP Proxy setting which is a separate item from the one configured as part of regular SIP settings.
- b. provide access to the Bria Push servers CounterPath has deployed. See the [Bria Mobile Push Checklist](#) for a list of IP address and DNS names used by the Bria Push Service. Note that this information may change over time; customers should monitor the content.

### **If you are not sure about the network you are using**

Verify the SIP server reachability by testing if the Bria Mobile client can register to the SIP server, with the Bria Push Service **disabled**, in the following networks:

- from a Wi-Fi network that is not associated with your own corporate/home network, such as a coffee shop or public library, and
- from an LTE / 4G mobile network. Make sure to disable the Wi-Fi network on the mobile device.

This test is effective when verifying the SIP server reachability because the Bria Mobile client registering from an unknown IP address simulates the interaction of CounterPath Push servers with the customer's SIP server.

- CounterPath Push server reachability from the Bria Mobile clients

Ensure that their mobile devices are on a network that allows them to communicate with the Bria Push Service. Try the **Test Push Service** button in **Settings > Accounts - Bria Push Service** with the SIP account enabled and registered. If the test is successful, your device is able to communicate with the Bria Push server and your device is able to receive push notifications

- Apple APNs reachability from the Bria Mobile clients

Apple requires a set of ports to be open in your firewall. If you have a restricted network, see [Apple APNs](#) to make sure the traffic is allowed. The **Test Push Service** button can verify this.

- SIP server capabilities: single registration vs multiple registrations

One critical item to understand about a SIP server is if it supports a single registered client per configured SIP account or line. Different manufacturers, software providers, and Unified Communications Services use different terminology for this capability.

- a. If you can only use one SIP device at a time, then CounterPath classifies this as supporting a single registration. In Bria Push configuration, the registration mode should be either **Single Device Emulation** or **Single Device Takeover**. Try **Single Device Takeover** unless **Single Device Emulation** is already working for you. It might require some testing to figure out which is better for your deployment.
- b. If you can use multiple SIP devices at the same time and specifically receive calls on all devices for a single inbound call (meaning that all devices are able to maintain a registration and the SIP server supports call forking), then CounterPath classifies this as supporting multiple registrations. The registration mode should be either **Standard** or **Continuous**. Try **Continuous** unless **Standard** is already working for you. It might require some testing to figure out which is better for your deployment.

- SIP server capabilities: setting Contact URI

The SIP server should map the SIP Address-of-Record (AOR) to the Contact URI when sending the INVITE. The Bria Push server generates a unique Contact URI for each SIP account on each device the account is registered on. The Bria Push server uses this unique Contact URI to determine where to send the push notification for the incoming call. If the SIP server does not pass the unique Contact URI to the Bria Push server in the INVITE, it is likely that the device will not get a



push notification for the incoming call because the Bria Push server cannot identify a unique SIP account to route the incoming call.

### **More details**

The Bria Push server sets this unique Contact URI in the REGISTER message when registering with the SIP server. For the best interoperability, when the SIP server notifies the Bria Push server of an incoming call, the SIP server should set the Request-URI of the INVITE message to be the same value as the Contact header as specified by the Bria Push server in the REGISTER message. If you think this might be the cause of your issue, try changing the settings for **Disable Hash Token** and **Insert RInstance**.

- Permissions for push notifications on user's device

Make sure the user has given a permission to receive push notifications on their device. This can be controlled in the same way as you give a permission for the mobile device to access the microphone, camera, contacts etc.

## **Common issues**

### **Missed Incoming calls**

This is one of the most common issues when testing the Bria Mobile client on mobile devices with or without using push notifications. Make sure:

- Push notifications are enabled in the SIP account on the Bria Mobile client.
- The user has given a permission to receive push notifications on the device.
- Your SIP servers can be reached from the Internet, such as a coffee shop or public library. Try registering to the SIP server with push notifications **disabled** in such a location using Wi-Fi and/or a mobile data network.
- The Bria Mobile client can reach the CounterPath push servers from behind any firewalls. Try the **Test Push Service** button on the Bria Mobile client.
- Check if your SIP server cancels the incoming call because it does not receive a 180 RINGING message back from the Push server within an expected period of time. If this is the case, turn on the **Auto Send 180 Ringing** setting (one of the Bria Push advanced settings), or review configurations on your SIP server to increase the interval in which a 180 RINGING is expected.
- Review the [Bria Mobile Push Checklist](#).

## No audio or one-way audio

In the CounterPath's experience, no audio or one-way audio has not been related to the Bria Push Service.

Try calling to and from the Bria Mobile client while it is in the foreground, which does not leverage the Bria Push Service. If you still experience no audio or one-way audio while the client is in the foreground, it means that the issue is outside the scope of the Bria Push Service and that it is likely related to a configuration in the SIP network or interaction between Bria Mobile and the SIP server. Try solving the issue with push notifications disabled. After addressing the issue, try testing push notifications again.

## Logs and traces

- **SIP trace from the SIP server**

Not required, but having a SIP trace from your SIP server is beneficial. A SIP trace provides information needed to understand the interaction between the Bria Mobile client, the push servers, and the SIP server.

Some SIP platforms and providers provide a view of the SIP registration status. This capability can be helpful to determine if the Bria Push Service is able to register on behalf of the Bria Mobile client.

- **Client trace from the Bria Mobile client**

CounterPath provides the capability for the user to send the device log from the Bria Mobile client to CounterPath Support.

# Native integration

Native integration determines the way Bria Mobile interacts with the native phone. When **Settings > Preferences > Native Integration** is on, Bria Mobile works with the native dialer and native contacts. When **Settings > Preferences > Native Integration** is off, native calls take priority over Bria Mobile calls.

## Native Integration is on

When **Native Integration** is on, you can have up to two calls: one native call and one Bria Mobile call; or two Bria Mobile calls. Native calls have the same priority as Bria Mobile calls.

### Outgoing calls with Native Integration on

Outgoing call type	Existing call type	Result
Bria Mobile	None	You can place a Bria Mobile call.
Bria Mobile	One Bria Mobile call	You can place the native call. The Bria Mobile call is put on hold.
Bria Mobile	Two Bria Mobile calls	You cannot place a Bria Mobile call. You can only have two call at one time.
Native	None	You can place the native call.
Native	One Bria Mobile call.	You can place the native call. The Bria Mobile call is put on hold.
Native		You cannot place a native call. You can only have two calls at one time.

You can have two Bria Mobile calls; or one Bria Mobile call and one native call established at the same time. You can swap between native calls and Bria Mobile calls.

### Incoming calls with Native Integration on

Incoming call type	Existing call type	Result
Bria Mobile	None	The incoming Bria Mobile call rings.
Bria Mobile	One Bria	The incoming Bria Mobile call rings.

Incoming call type	Existing call type	Result
	Mobile call	
Bria Mobile	Two Bria Mobile calls	The incoming Bria Mobile call goes to your Bria Mobile voice mail if it is configured. If is not configured, the call fails. You can only have two active calls at one time.
Native	None	The incoming native call rings on your phone.
Native	One Bria Mobile call	The incoming native call rings on your phone.
Native	Two Bria Mobile calls	The incoming call goes to your native voice mail if you have it configured. You can only have two active calls at one time.

## Native integration is off

When **Settings > Preferences > Native Integration** is off, you can have up to three calls: one native call and up to two Bria Mobile calls. Native calls take priority over Bria Mobile calls.

### Outgoing calls with Native Integration off

Outgoing call type	Existing call type	Result
Bria Mobile	None	You can place a Bria Mobile call.
Bria Mobile	One Bria Mobile call	You can place a Bria Mobile call.
Bria Mobile	Two Bria Mobile calls	You cannot place a Bria Mobile call. You can only have two Bria Mobile calls at one time.
Native	None	You can place the native call
Native	One Bria Mobile call	You can place your native call. The Bria Mobile call is put on hold.
Native	Two Bria Mobile calls	You can place your native call. The Bria Mobile calls are put on hold. This is the maximum number of calls you can have.

### Incoming calls with Native Integration off

Incoming call type	Outgoing call type	Result
Bria Mobile	None	The incoming Bria Mobile call rings.
Bria Mobile	One Bria Mobile call	The incoming Bria Mobile call rings.

Incoming call type	Outgoing call type	Result
Bria Mobile	Two Bria Mobile calls	The incoming Bria Mobile goes to voice mail if it is configured. Otherwise, the call fails.
Native	None	The incoming native call rings on your phone.
Native	One or two Bria Mobile calls	The incoming native call rings on your phone. The native call interrupts the Bria Mobile calls and you cannot speak to the remote parties until you end or decline the native call. The Bria Mobile remote parties hear silence, tones, or an announcement depending on how <b>Settings &gt; Preferences &gt; Mobile Call Interrupt</b> is set up.

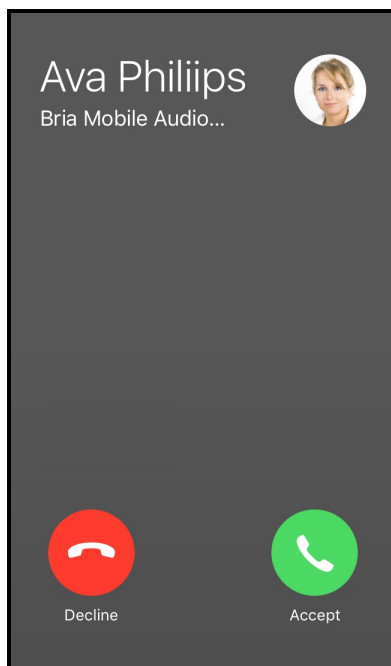
## Handling calls with Native Integration off

To learn how to handle calls with **Settings > Preferences > Native Integration** on, see [Handling an incoming call](#).

## To handle incoming calls with Bria Mobile in the foreground

### iPhone

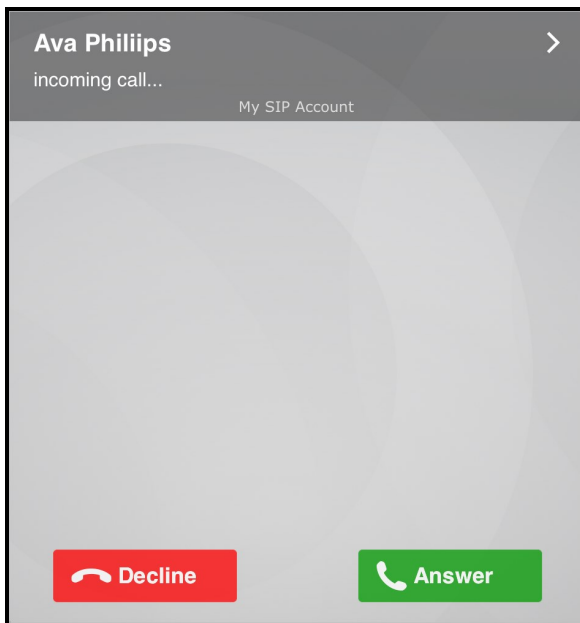
1. Tap **Decline**, or **Accept**.



Bria Mobile declines or starts the call.

## iPad

1. Tap **Decline** or **Answer**.



Bria Mobile declines or starts the call.

## Incoming calls with Bria Mobile in the background

When Bria Mobile is in the background, Bria Mobile displays a notification for the incoming call. To change the notification style you receive, go to **iOS Settings > Notifications > Bria Mobile**.

- If you choose **Banner Style** as **Temporary**, Bria Mobile displays the notification at the top of the screen and it goes away automatically.
- If you choose **Banner Style** as **Persistent**, Bria Mobile displays the notification at the top of the screen and it does not go away until you tap on the notification and handle the call.

You can set a preference on what happens when you tap the alert for an incoming call.

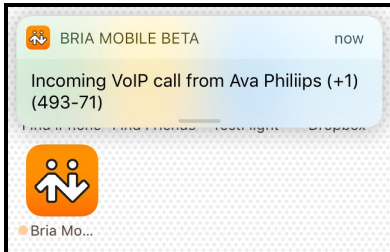
- Tapping the alert lets you choose to decline or answer the incoming call (turn off **Alert Answer**), or
- Tapping the alert immediately answers the incoming call (turn on **Alert Answer**).

**Alert Answer** can be found under **Settings > Preferences**.

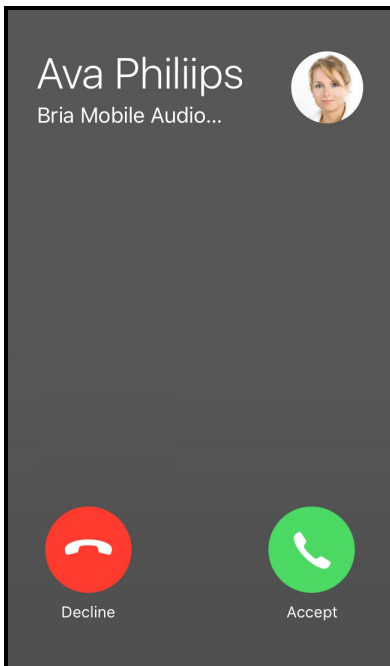
# To handle incoming calls with Bria Mobile in the background

## iPhone

1. Tap the notification.



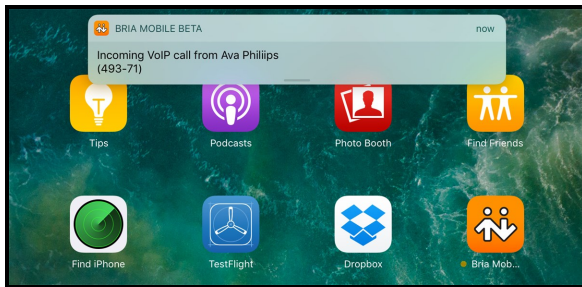
2. Tap **Decline**, or **Accept** if asked.



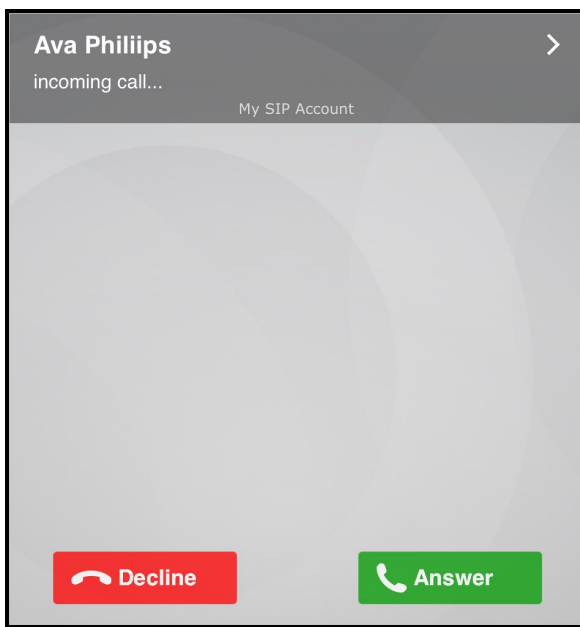
Bria Mobile declines or starts the call.

## iPad

1. Tap the notification.



2. Tap **Decline** or **Answer** if asked.



Bria Mobile declines or starts the call.

## On the lockscreen

When Bria Mobile is running and the iPhone or iPad is locked, you receive a notification of the call on the lockscreen.

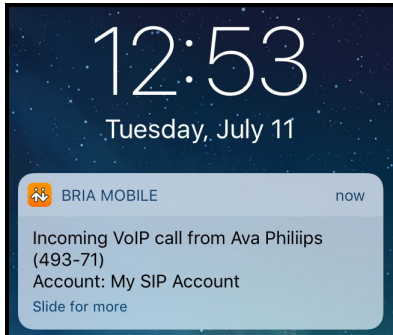
You can take three actions with incoming calls: answer, decline, or clear the notification. Decline is available when **Alert Answer** is off.



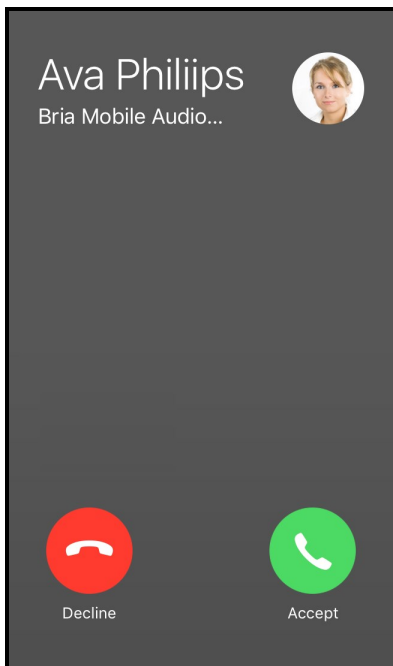
# To answer or decline an incoming call by swiping right

## iPhone

1. Swipe the call notification to the right.



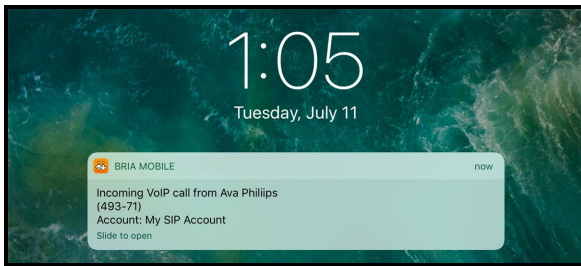
2. Unlock your device.
3. Tap **Decline**, or **Accept** if asked.



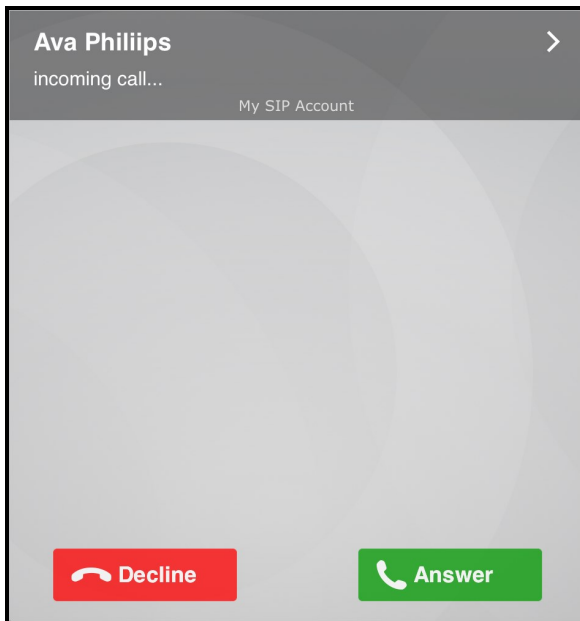
Bria Mobile declines or starts the call.

## iPad

1. Swipe the call notification to the right.



2. Unlock your device.
3. Tap **Decline** or **Answer** if asked.

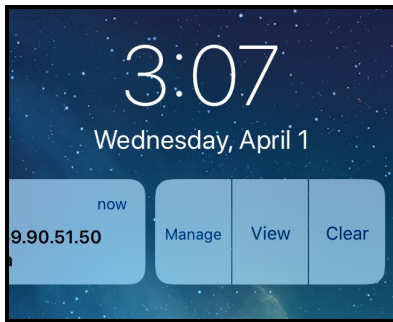


Bria Mobile declines or starts the call.

## To clear a notification by swiping left

### iPhone

1. Swipe the call notification to the left.
2. Tap **Clear**. The call continues to ring for the remote party and goes to voice mail if you have it configured.



Bria Mobile clears the notification of the call.

## iPad

1. Swipe the call notification to the left.
2. Tap **Clear**. The call continues to ring for the remote party and goes to voice mail if you have it configured.

Bria Mobile clears the notification of the call.

# CarPlay and Bluetooth

## Using CarPlay

When **Settings > Preferences > Native Integration** is on, Bria Mobile can be used with CarPlay-compatible vehicles.

- If **Settings > Preferences > Improve Reachability** is turned on, you may experience audio interruptions with audio sources other than your iOS device when Bria Mobile is running in both the foreground and the background.
- If **Settings > Preferences > Improve Reachability** is off, CarPlay works with any audio source.

## Requirements

- A car that supports Apple CarPlay.
- **Settings > Preferences > Native Integration** turned on in Bria Mobile.
- A device connected to the car via a Lightning cable.

## What you can do

With CarPlay, you can:

- Answer or decline incoming Bria Mobile calls via the CarPlay interface.
- Make outgoing calls through **History** on the CarPlay interface for calls that were made with Bria Mobile.
- Make outgoing calls using Siri [iPhone only]

Ask Siri to “Call Ava Phillips with Bria Mobile” or “Call 6045551234 with Bria Mobile”.

If you make calls through **Contacts** on the CarPlay interface, the calls are placed using the native dialer.

- Hear the remote party over the vehicle's sound system.

- Switch between vehicle's sound system (displayed as CarPlay on Bria Mobile), iPhone or iPad, and other Bluetooth headsets if connected.
- Control an established Bria Mobile call, such as mute, hold, add call, swap, merge and end.

**Note:** Video calls are not supported when CarPlay is used.

## When native integration is disabled

When **Settings > Preferences > Native Integration** is off in Bria Mobile, connecting an iPhone or iPad to your car via a Lightning cable allows you to:

- Answer Bria Mobile incoming calls on the screen on your iPhone or iPad (instead of built-in screen in your car).
- Hear the remote party over the vehicle's sound system.
- Use Bria Mobile on your iPhone or iPad to mute, end the call, etc.

## Using Bluetooth to connect to a car – iPhone

If you connect your device to your car using Bluetooth (instead of CarPlay), we recommend that you turn on **Settings > Preferences > Native Integration** so you can answer and hang up a call using car controls, such as buttons on the steering wheel, instead of tapping on Bria Mobile's screen.

## Using Bluetooth headsets

When **Settings > Preferences > Native Integration** is on, you can answer and end a call by pressing a button on your Bluetooth device. However, if you are already on a call, be aware:

- Pressing once (or a short press) on the Bluetooth button performs **End & Accept**. This means that the original call ends and the new call begins.
- Pressing twice (or a long press) performs **Hold & Accept**. This means that the original call is put on hold and the new call begins.

# Using Spotlight search

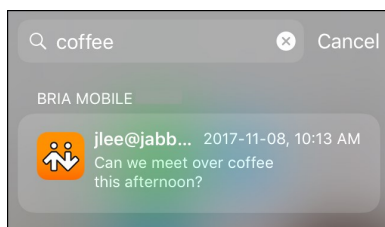
Use the Siri Spotlight search from the **Home** screen to search contacts or IMs using name, contact number, e-mail, IM address, or phrases in IMs.

To use Spotlight search, your device must be running iOS 10 or higher and your XMPP account must be registered.

If Spotlight search still does not work for you, check to make sure that iOS **Settings > Siri & Search > Bria Mobile > Search & Siri Suggestions** is enabled. To narrow the search results, disable iOS **Settings > Siri & Search > Suggestions in Search**.

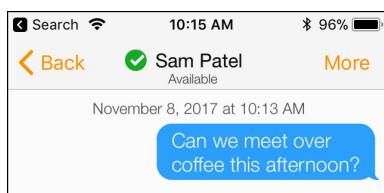
## To use Spotlight search

1. Make sure your XMPP account is registered.
2. From the iOS **Home** screen, swipe down on the middle of the your screen or swipe right until the Spotlight search appears.
3. Type your search words in **Search**.



4. Scroll through the results until you find the suggestion you are looking for. Tap the suggestion.

Bria Mobile opens to the corresponding page.



# iPad Multitasking

Bria Mobile has multitasking support for iPads - you can view both Bria Mobile and another app at the same time. iOS 11 has two ways you can view multiple apps - Slide Over and Split View.

When you use two apps in Slide Over, one app sits on top of the other and blocks part of the content. You can move the app in Slide Over to either side of the screen but it always covers a portion of the app underneath.

When you use two apps in Split View, both apps adjust in size and run side-by-side. You can adjust the size of the apps - Split View supports both apps being equal in size, or a 25/75 split.

To use Slide Over or Split View, make sure **iOS Settings > General > Multitasking & Dock > Allow Multiple Apps** is turned on.

## Slide Over requirements

- iOS 11 or higher
- iPad Pro, iPad (5th generation and later), iPad Air and later, or iPad mini 2 and later

## Split View requirements

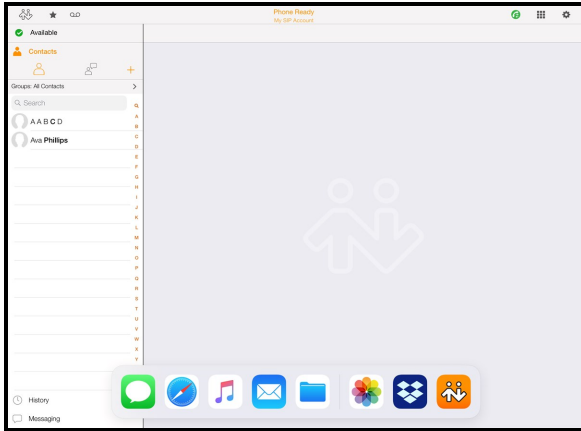
- iOS 11 or higher.
- iPad Pro, iPad (5th generation and later), iPad Air 2, or iPad mini 4

## Using Slide Over and Split View

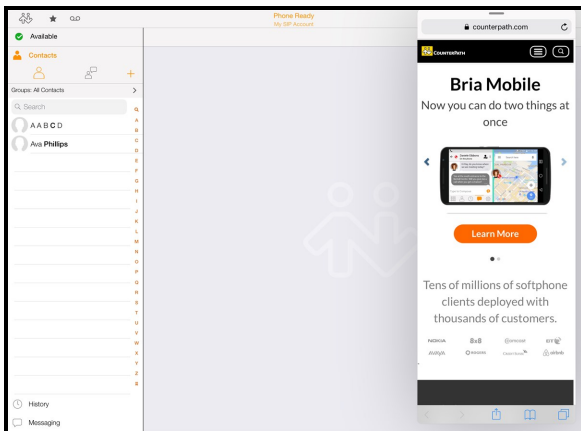
Open an app directly in Slide Over or Split View or change from Slide Over to Split View.

### To use Slide Over

1. With Bria Mobile in the foreground, swipe up from the bottom of the screen to open the Dock.



2. Long-press the second app you want to open and drag it off the dock. The app opens in Slide Over on top of Bria Mobile.



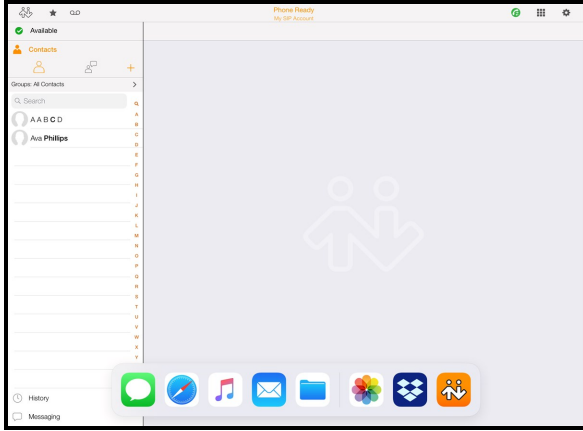
The app opens in Slide Over on top of Bria Mobile.

## To open Split View

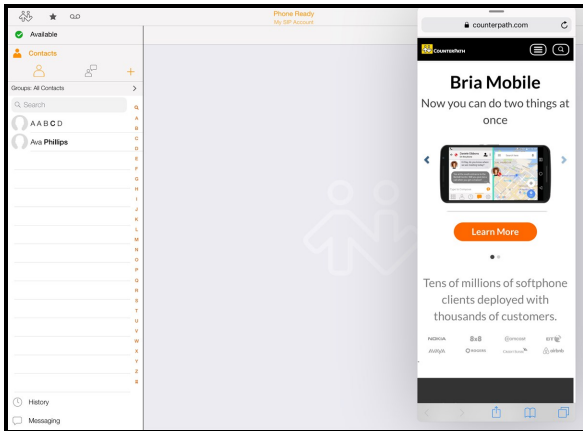
### From Slide Over

1. With Bria Mobile in the foreground, swipe up from the bottom of the screen to open the Dock.

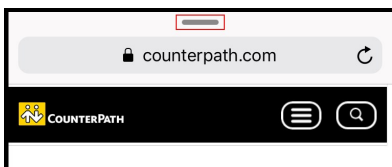




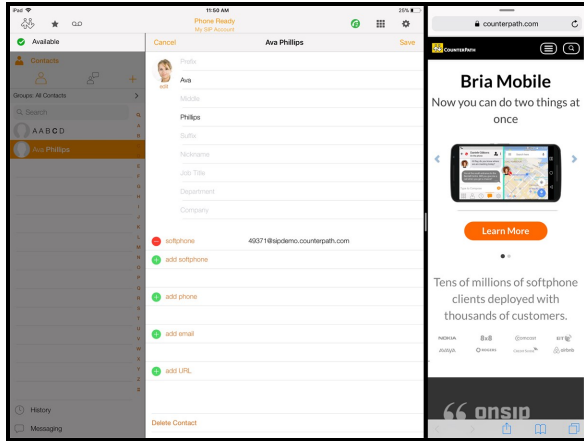
2. Long-press the second app you want to open and drag it off the dock. The app opens in Slide Over on top of Bria Mobile.



3. Drag the **\_ Edit Handle** down.

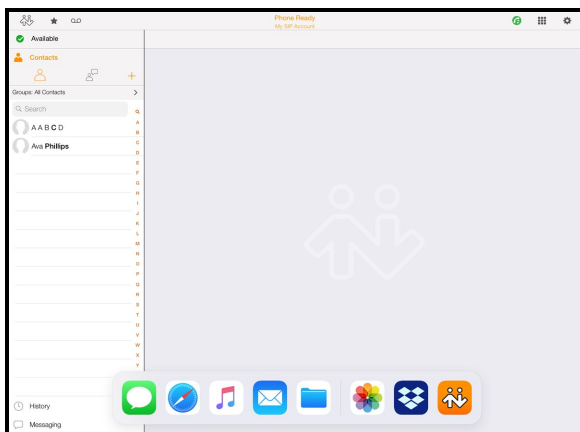


Both apps are open in Split View with the second app displayed on a quarter of the screen.

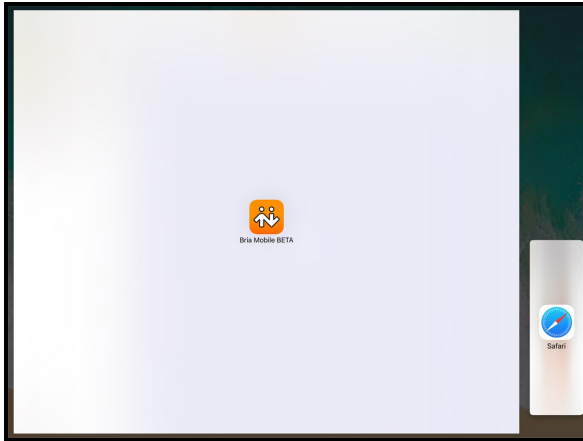


## From the Dock

1. With Bria Mobile in the foreground, swipe up from the bottom of the screen to open the Dock.

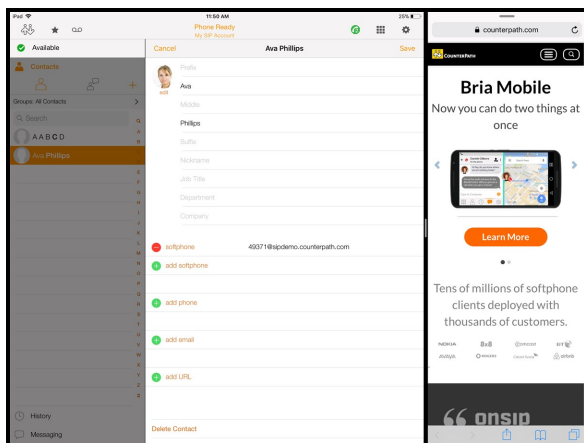


2. Long-press the second app you want to open and drag it to the far right or far left of the screen until Bria Mobile shrinks, leaving a space beside it.



3. Release the second app.

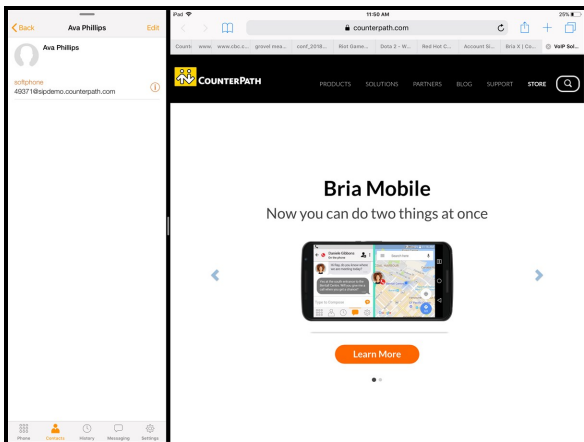
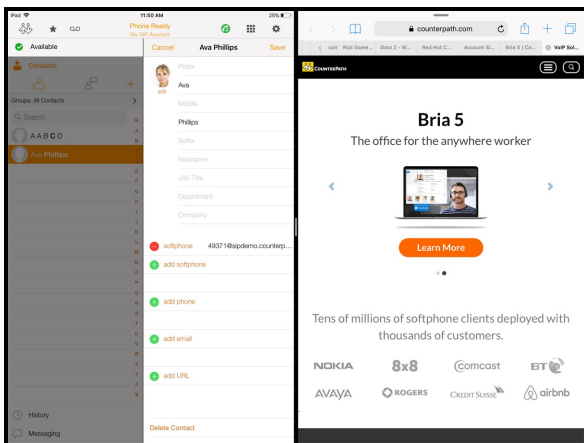
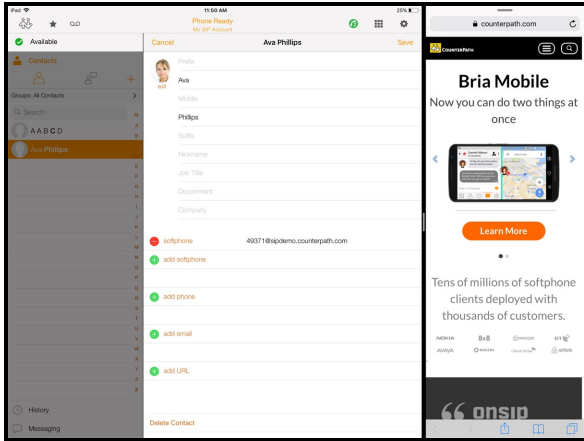
Both apps are open in Split View with the second app displayed on a quarter of the screen.



## To adjust Split View

1. Drag the app divider to change the amount of screen each app uses.

The apps appear equal in size or one app uses a quarter of the screen.



## Closing Slide Over and Split View

Close Slide Over and Split View by dragging them off the screen or change Split View to Slide Over.

## To close Slide Over

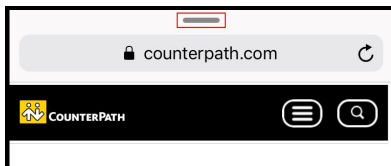
1. Swipe the app in slide over off the edge of the screen.

Bria Mobile is left open in the full screen.

## To close Split View

### To close Split View by turning one app into Slide Over

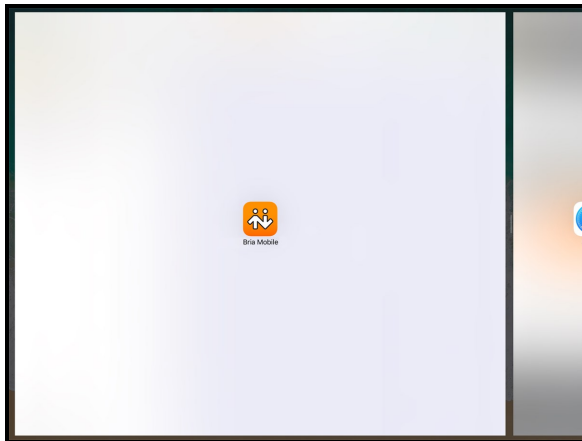
1. Drag the **\_ Edit Handle** down.



Both apps display on the screen. One app appears in Slide Over.

### To close Split View by closing one app

1. Drag the app divider to the right or left side of the screen.



One app closes and the second app remains open on the full screen.

**Note:** The camera is not available when you are running Bria Mobile on an iPad in split view

mode. Video is not sent and you see  **Video Not Available** on your video preview.

# Data Collected by Bria Mobile for iOS

Bria Mobile collects anonymized data which the end user has an option to opt out. None of this is for advertising purposes but rather to better understand our customer's usage of the app. To opt out, go to Bria Mobile **Settings > Advanced Settings > Application Logging** and deselect **Share Anonymous Usage Data**.

CounterPath also collects anonymized crash data through Google Firebase and Microsoft's App Center.

Data collected by Bria Mobile also depends on the features you have purchased or enabled in the app.

- Diagnostic logs

Diagnostic logs are *not* anonymized, and are only sent upon explicit action by the end user, usually on request by Customer Support in order to troubleshoot the issue the user is experiencing.

- Call History Sync
- Push Notification

## Data collected by Bria Mobile: VoIP Softphone

The following indicates types of data collected by Bria Mobile, as well as its purpose and whether it is linked to the user's identity. Note, none of the data collected is used for tracking purposes.

### User Content

- **Emails or Text Messages** - Applicable to **Diagnostic logs** (only when the Messaging feature is enabled)  
Purpose: App Functionality and Analytics  
Linked to the user's identity
- **Customer Support** - Applicable to **Diagnostic logs**  
Purpose: App Functionality

Linked to the user's identity

- **Other User Content** - Applicable to **Diagnostic logs**

Purpose: App Functionality

Linked to the user's identity

## **Identifiers**

- **User ID** - Applicable to **Push Notification**

Purpose: App Functionality

Linked to the user's identity

- **Device ID** - Applicable to license tracking and/or **Push Notification**

Purpose: App Functionality and Analytics

## **Diagnostics**

- **Crash Data**

Purpose: App Functionality and Analytics

# Glossary

## 3

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### **3G/4G call**

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

## A

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### **account**

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

### **authentication**

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

### **auto-attendant**

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

## B

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### **bandwidth**

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

### **Bria Desktop**

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

### **Bria Mobile**

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



## **Bria Mobile call**

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

## **C**

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### **call display**

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

### **chat room**

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

### **client**

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

### **codec**

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

### **collaboration conference**

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

### **conference**

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

### **conference host**

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

### **credentials**

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

### **CSV**

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

### **CTI**

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

## D

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### **device**

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

### **DNS**

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

### **DropBox token**

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

### **DTMF**

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

## E

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### **End User Portal**

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

## H

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### **Home button**

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

### **HTTPS**

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

### **hyperlink**

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

## I

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### **ICE**

Interactive Connectivity Establishment. A method for traversing a firewall.

### **IM**

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

### **IP address**

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

### **ITSP**

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

### **IVR**

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

## L

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### **LDAP**

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

## M

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### **media**

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

### **MWI**

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

## N

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### **NAT Emulation**

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

NAT by using a private IP address.

### **native call**

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

### **native phone service**

The phone service that comes with an iPhone or smartphone.

### **notification**

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

## **P**

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### **pan**

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

### **pinch**

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

### **presence**

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

### **provisioning**

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

### **PSTN**

Public Switch Telephone Network. The traditional landline telephone network.

## **R**

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### **remote update**

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

## **remote upgrade**

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

## **S**

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## **signaling**

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

## **Single Device Emulation**

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

## **SIP**

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

## **SIP account**

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

## **SIP Proxy**

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

## **SIP SIMPLE**

A SIP protocol for presence and instant messaging.

## **softphone**

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

## **softphone address**

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

## **stretch**

A gesture used to enlarge images on touch screen devices. Place two fingers on the screen a separate them.

## **STUN**

Simple Traversal of UDP through a firewall or NAT.

## **T**

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## **TURN**

Traversal Using Relays around NAT. Like STUN, it is a network protocol/packet format (IETF RFC 5766) used to assist in the discovery of paths between peers on the Internet. It differs from STUN in that it uses a public intermediary relay to relay packets between peers.

## **V**

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## **vCard**

An electronic business card that is often attached to an email. It often appears as a signature block that identifies the person, their title, and their business.

## **VoIP service provider**

A business that provides a Voice over Internet Protocol (VoIP) service, allowing a user to connect to the internet in order to make VoIP calls using Bria. The VoIP service provider sets up a SIP account for the user.

## **W**

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## **Wi-Fi call**

A Bria call made over the Wi-Fi Internet. To make a Wi-Fi call, you must be in a Wi-Fi zone.

## **X**

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## **XML**

XML (eXtensible Markup Language) is a file format that uses tags to structure data for storage or retrieval.

## **XMPP**

XMPP (or Extensible Messaging and Presence Protocol) is a collection of technologies that support messages, chat rooms, voice/video calls, and presence information.

## **XMPP account**

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

## **XMPP Buddy**

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

## **Z**

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### **zip file**

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